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

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

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

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

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else. Volkswagen recommends restoring the Infotainment system to factory settings in order to delete all personal data.

— An alphabetical index is included at the end of this manual.
— A list of abbreviations at the end of the manual explains the abbreviations used.
— Directions and positions such as left, right, front and rear are normally relative to the vehicle's direction of travel, unless otherwise indicated.
— Illustrations help with orientation and should be regarded as a general guide.
— This owner's manual was written for left-hand drive vehicles. In right-hand drive vehicles the controls may sometimes differ from those displayed in illustrations or described in the text.
— Values given in miles instead of kilometres or mph instead km/h refer to the country-specific instrument clusters or Infotainment systems.
— Short definitions appear in a different colour before some sections of this manual. They provide a summary of the function and use of a system or feature. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.
— Critical safety issues or any technical changes that may be made to the vehicle after publication of this booklet are contained in a supplement that is included with the vehicle wallet.
— For better legibility, the male form of address is used. However, this refers to all sexes equally. The shortened linguistic form is used for editorial reasons and does not represent a value judgement.

Booklets in the vehicle wallet:

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

Description of symbols

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

Indicates the end of a section.

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

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

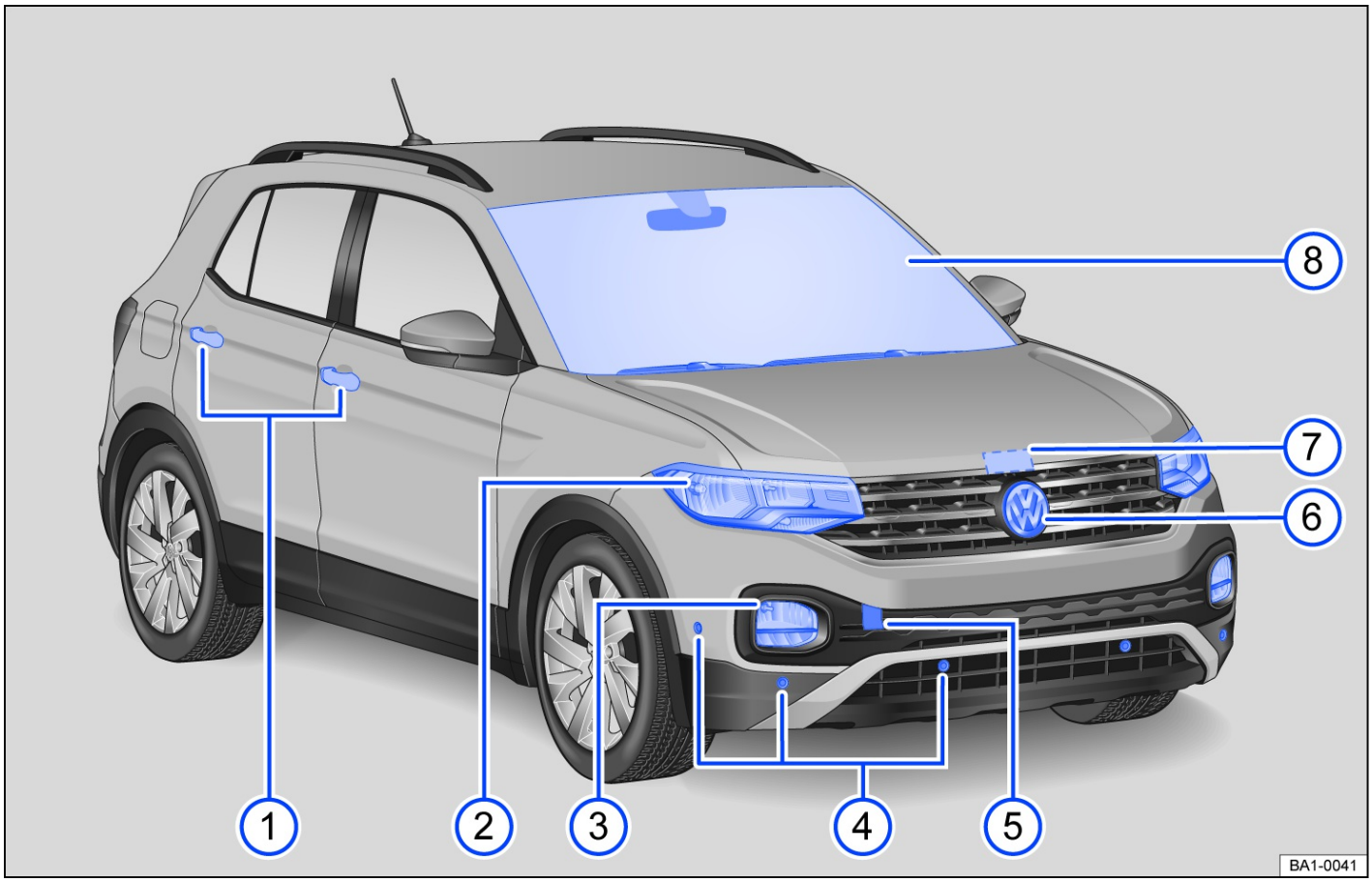


Fig. 1 Overview of vehicle from front.

Key to *Fig. 1*:

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

Rear view

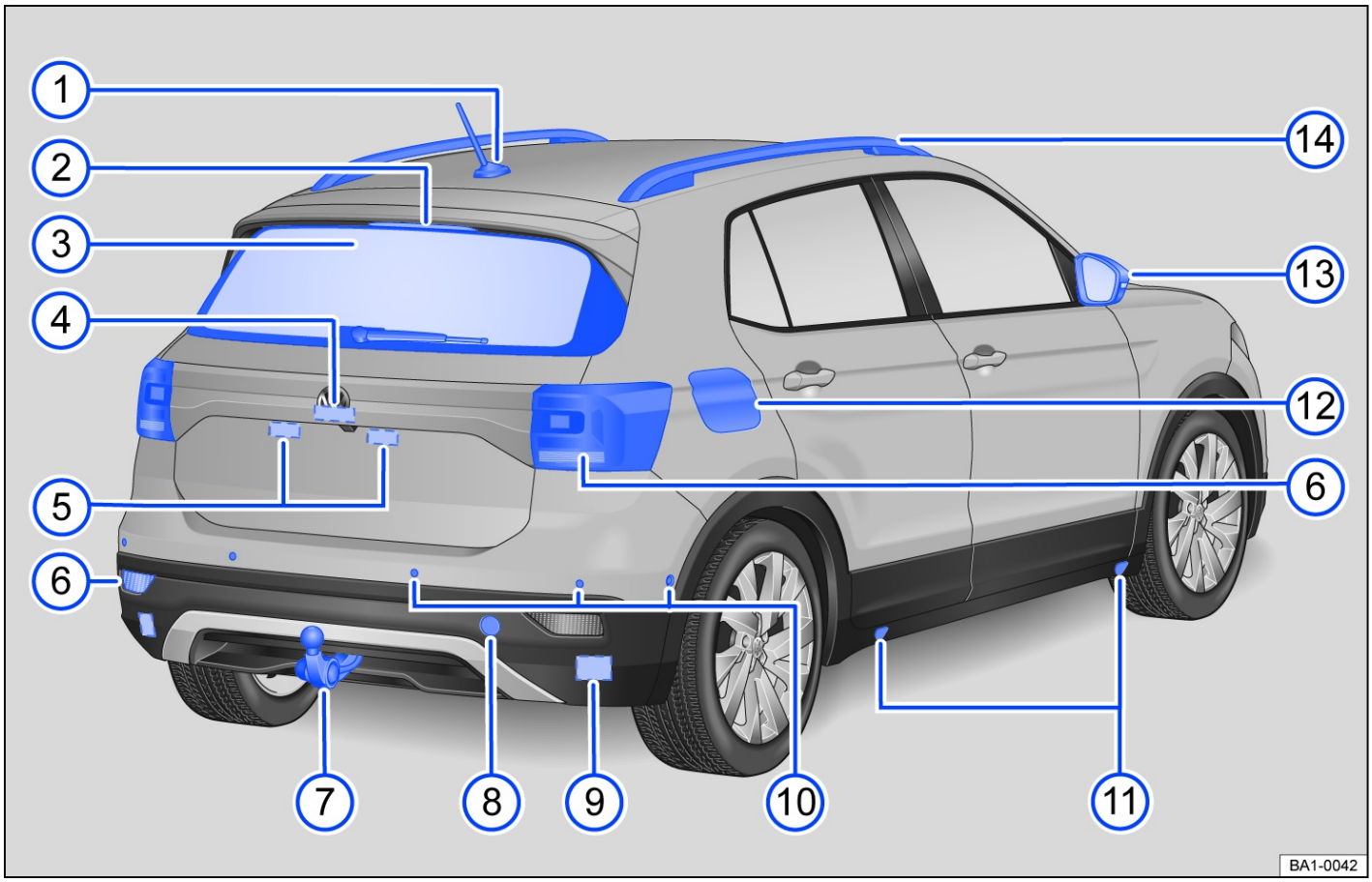


Fig. 1 Overview of vehicle from rear.

Key to *Fig. 1*:

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

Driver door

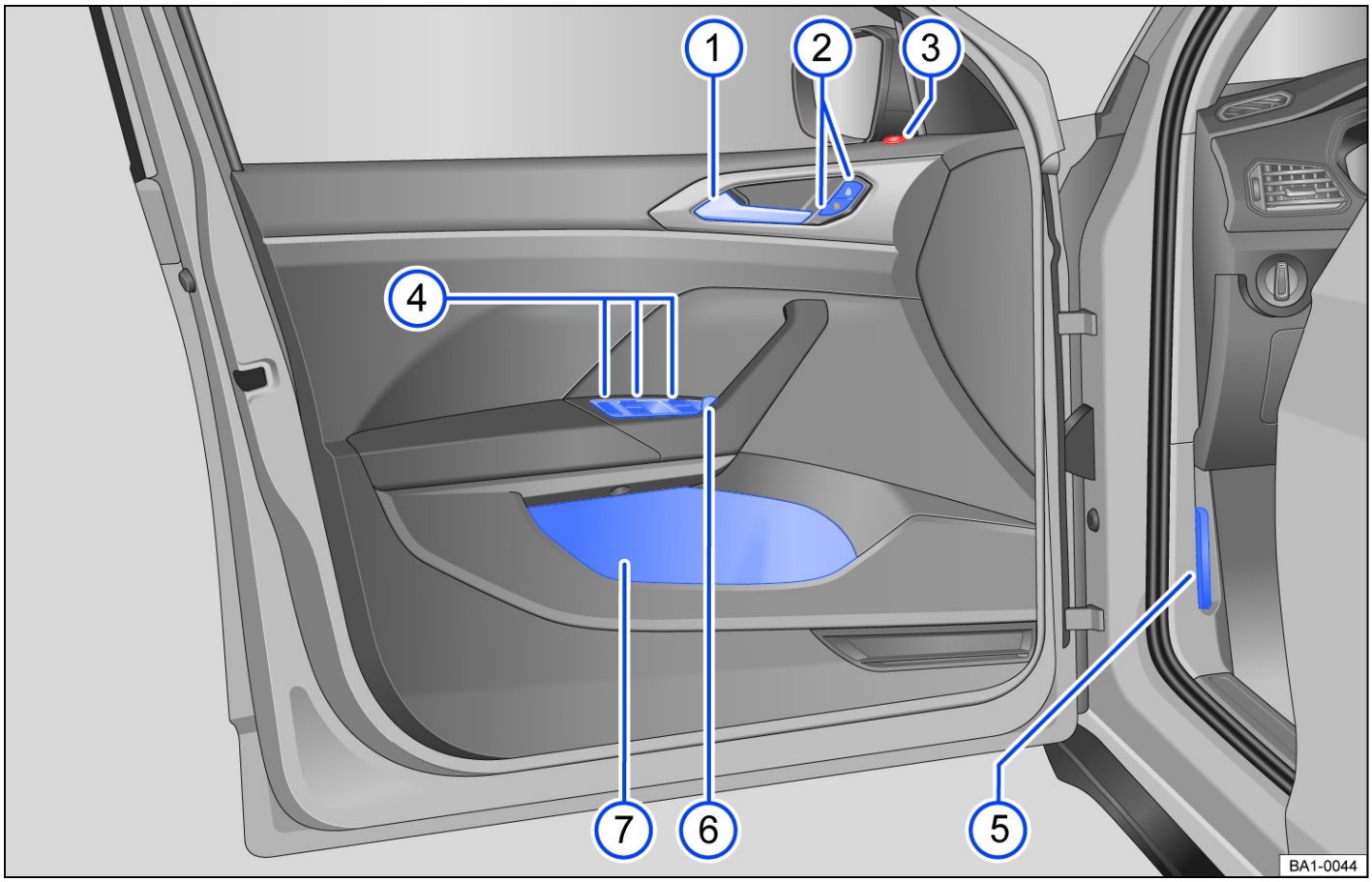


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

Key to *Fig. 1*:

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

Driver side

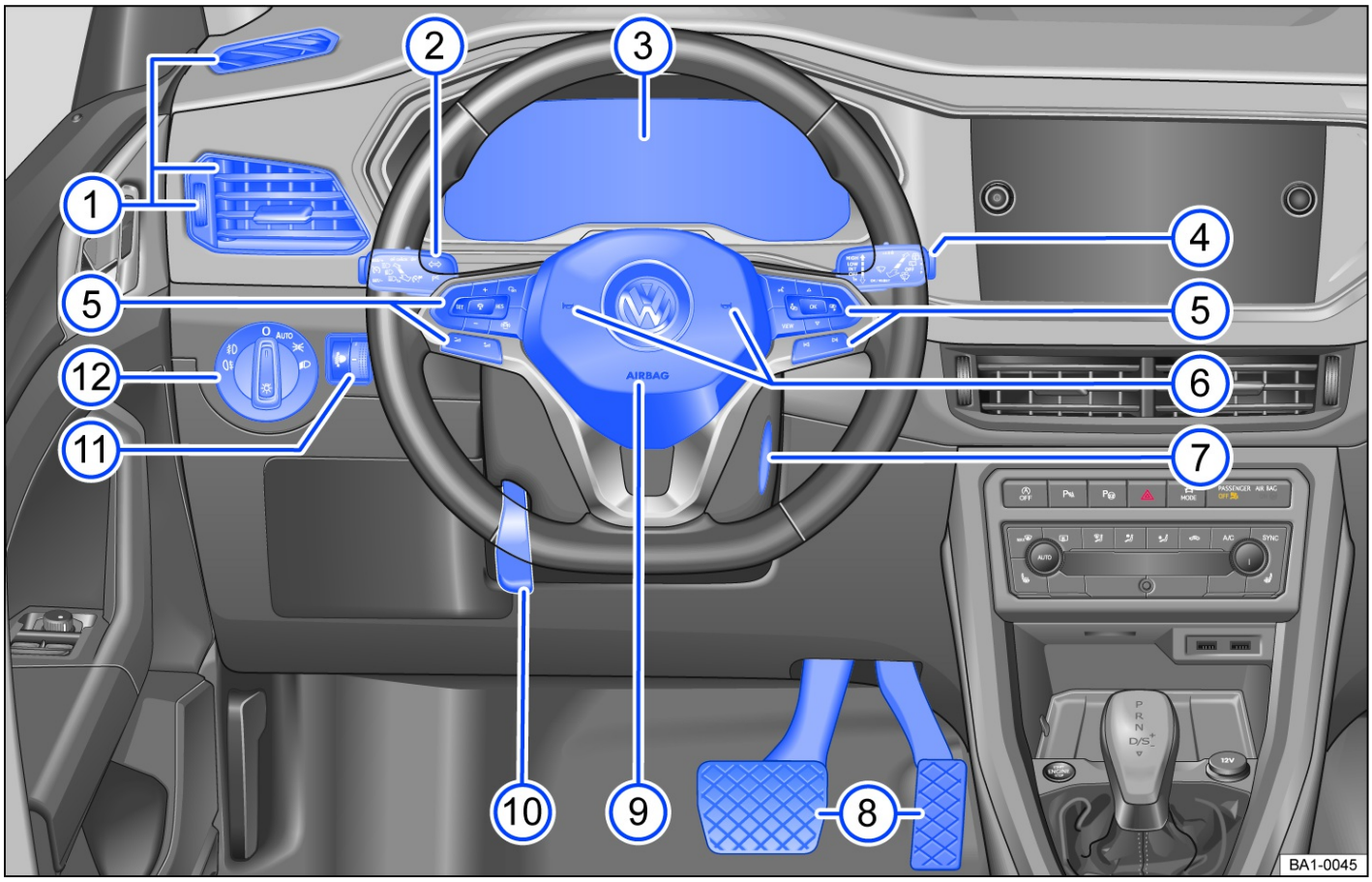


Fig. 1 Overview of the driver side (left-hand drive vehicles).

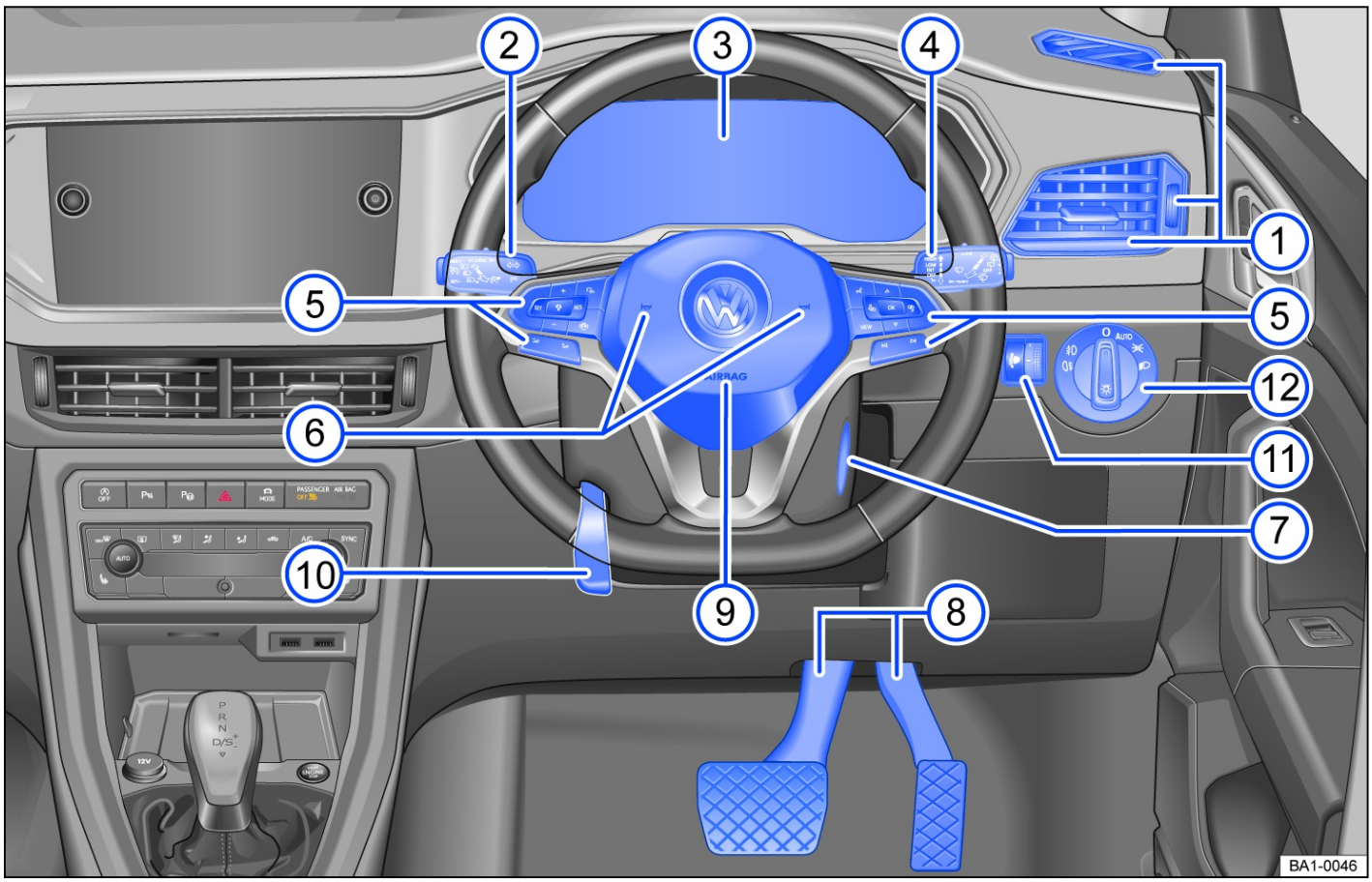


Fig. 2 Overview of the driver side (right-hand drive vehicles).

Key to *Fig. 1* and *Fig. 2*:

1. Vents
2. Turn signal and main beam lever *(→ Turn signals)*, *(→ Main beam)*
   — With switches and buttons for the driver assist systems
3. Instrument cluster
   — with warning and indicator lamps *(→ Symbols in the instrument cluster)*
4. Lever for wipers and washers
   — With buttons for operating the menus
5. Controls on the multifunction steering wheel:
   — for driver assist systems
   — for menu selection
   — for accepting telephone calls OK
   — for audio, navigation ⏮ ⏭
   — for volume adjustment 🔉 🔊
   — for activating voice control 🎤 (function may not be available depending on vehicle equipment)
   — for changing between the current and previous menu VIEW *(→ Digital instrument cluster)*
6. Horn
7. Ignition lock *(→ Ignition lock)*
8. Pedals *(→ Pedals)*
9. Location of the driver front airbag
10. Lever for adjusting the steering column position
11. Control for headlight range control *(→ Headlight range control)*
12. Light switch

Centre console

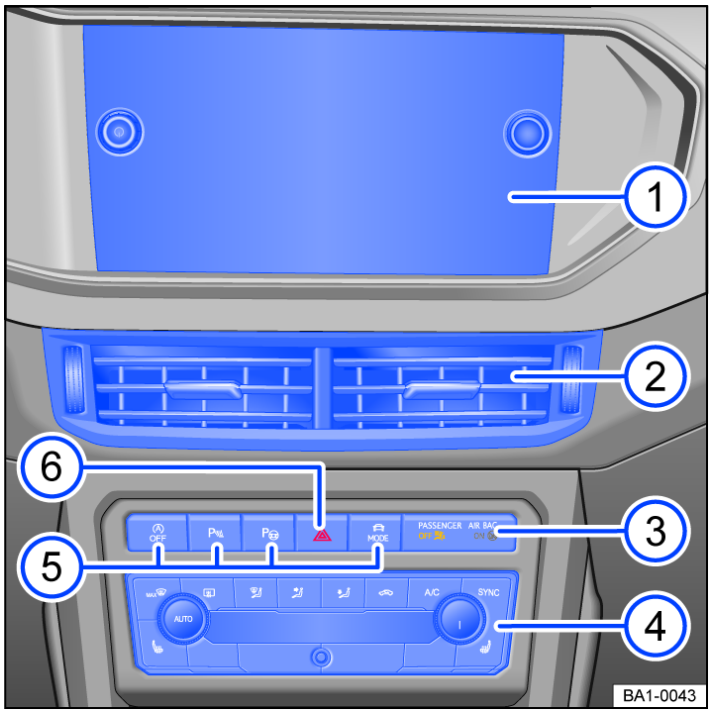


Fig. 1 Overview of the upper section of the centre console.

Key to *Fig. 1*:

1. Infotainment system
2. Vents
3. Indicator lamp for the front passenger front airbag switch-off function OFF
4. Controls for the air conditioning system, heating and fresh air system
5. Buttons:
   - for start/stop system
   - for parking and manoeuvring assist systems
   - for driving profile selection
6. Hazard warning lights button

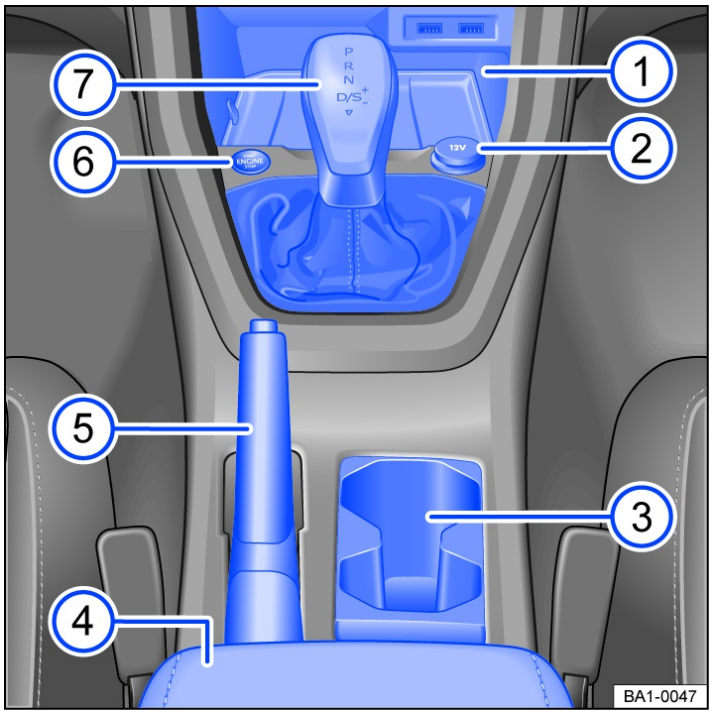


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

Key to *Fig. 2*:

1. Stowage compartment:
   - with USB socket
   - with function for wireless charging in accordance with QI standard *(→ Mobile phone interface)*
2. Cigarette lighter or 12-volt socket *(→ Ashtray and cigarette lighter)*, *(→ Sockets)*
3. Stowage compartment:
   - with drink holder
4. Centre armrest with stowage compartment
5. Handbrake lever
6. Button for starting and switching off the engine (Press & Drive)
7. Lever:
   - for DSG® dual clutch gearbox
   - for manual gearbox *(→ Manual gearbox)*

Front passenger side

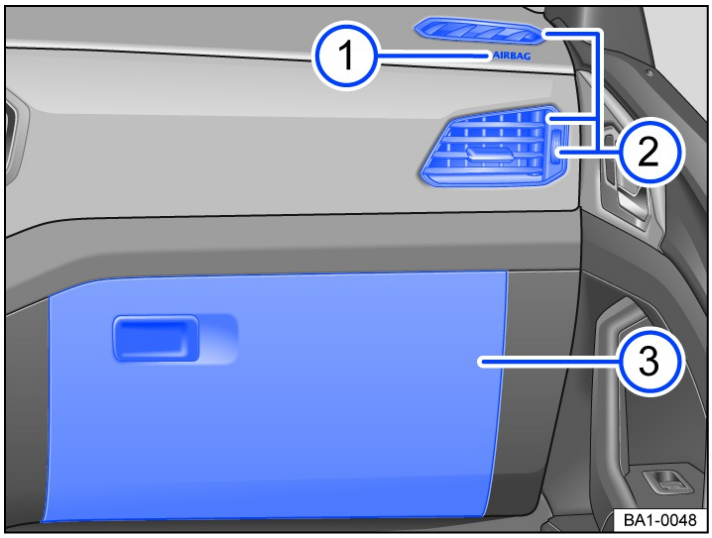


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

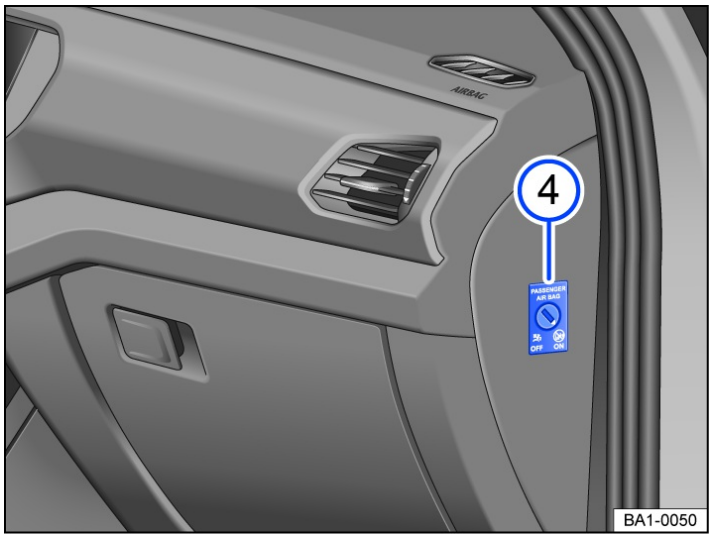
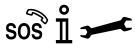


Fig. 2 With open front passenger door (left-hand drive vehicles): key-operated switch in the dash panel (mirrored for right-hand drive vehicles).

Key to *Fig. 1* and *Fig. 2*:

1. Location of front passenger front airbag in the dash panel
2. Vents
3. Glove box:
   - with opening lever
   - with media drives for the Infotainment system *(→ First steps in the Infotainment system)*
   - with vent for cooling the glove box (depending on model)
   - with holder for memory cards
   - with holder for coins and plastic cards
   - with mounting for glasses compartment
4. Key switch for switching off the front passenger front airbag

Controls in the roof

Symbol	Meaning
	Buttons for interior and reading lights .
	Buttons for emergency call service, information call and breakdown call .

Symbols in the instrument cluster

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

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

⚠ WARNING

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

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

Symbol	Meaning
	STOP Do not drive on! Central warning lamp → *and coolant*, → *Priority 1 warning*
	Fasten seat belt → *Warning lamp*
	The handbrake is applied → *Operating the handbrake*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Low brake fluid level → *Brake fluid level*
	Depress the brake pedal. → *Brake request*
	STOP Do not drive on! Steering fault → *Steering fault*
	Collision warning → *Advance warning*
	Fault in the selective catalytic reduction system → *Fault in the selective catalytic reduction system*
	AdBlue® level too low → *AdBlue® level too low*
	Selective catalytic reduction system fault → *Fault in the selective catalytic reduction system*
	Central warning lamp → *Priority 2 warning*
	Fault in airbag or belt tensioner system → *Fault in airbag or belt tensioner system*
	Airbag or belt tensioner system switched off with diagnostic tool → *Airbag system or belt tensioner system deactivated with diagnostic tool*
	Front passenger front airbag switched off → *Front passenger front airbag switched off*
	Front passenger front airbag switched on → *Front passenger front airbag switched on*
	Emergency call system fault → *Emergency Call Service is faulty*
	Emergency call system operation restricted → *Emergency Call Service is restricted*
	Emergency call system fault → *Fault in legally required eCall Emergency System*

	Emergency call system operation restricted → *Legally required eCall Emergency System restricted*
	Check the brake pads → *Brake pad wear indicator*
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *ESC or TCS is performing control intervention*
	Lit: Electronic Stability Control (ESC) faulty → *ESC fault*
	Traction control system (TCS) switched off → *TCS switched off manually*
	ESC Sport switched on → *ESP Sport switched on*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failure or fault*
	Fuel tank almost empty → *Fuel tank almost empty*
	Water in the diesel fuel → *Water in the diesel fuel*
	Vehicle lighting failure → *Vehicle lighting fault*
	Rear fog light switched on → *Switching the fog lights on and off*
	Rain/light sensor fault → *Fault in rain and light sensor*, → *Fault in rain and light sensor*
	Fault in wipers → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Fault in steering → *Steering fault*
	Do not drive on! Low tyre pressure → *Low tyre pressure*
	Do not drive on! Fault in the Tyre Pressure Monitoring System → *Fault in the Tyre Pressure Loss Indicator*
	Collision warning is deactivated → *Switching on and off*
	Adaptive Cruise Control (ACC) not available → *ACC not available.*
	Lane keeping system (Lane Assist) is regulating → *Driving with the lane keeping system*
	Lane keeping system (Lane Assist) is regulating → *Driving with the lane keeping system*
	Fault in the "Blind Spot" Monitor → *Blind Spot Monitor is not working*
EPC	Fault in engine management system → *Fault in engine management system*
	Exhaust system fault → *Emissions-relevant fault*
	Diesel engine is getting pre-heated → *glow plug system or engine management system*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	AdBlue® level too low → *or Fault in the selective catalytic reduction system*
	Selective catalytic reduction system fault → *or Fault in the selective catalytic reduction system*

	Gearbox fault → *Clutch is slipping*, → *Gearbox overheated*
	Depress the brake pedal. → *The engine will not start*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Speed stored, regulation active → *Introduction to the topic*, → *Introduction to the topic*, → *Switching the ACC on and off*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter active → *Introduction to the topic*
	Lane Assist active → *Driving with the lane keeping system*
	Lane Assist active → *Driving with the lane keeping system*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Outside temperature colder than +4°C (+39°F) → *Displays*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Displays*
	Service due → *Service interval display*
	Engine oil level too low → *and Engine oil level too low*
	Engine oil system fault → *and Fault in engine oil system*
	Engine oil level too high → *and Engine oil level too high*
	Engine oil pressure too low → *and Engine oil pressure too low*
	Engine coolant temperature too high → *and coolant*
	Main-beam control active → *Switching on main-beam control*
	Front Assist is starting up → *Front Assist is starting up.*
	Distance warning → *Distance warning*
	Speed regulation is switched on → *Introduction to the topic*
	Fault in the cruise control system → *Fault in the cruise control system.*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Speed limiter active → *Introduction to the topic*
	AdBlue® level too low → *or AdBlue® level low*
	SCR system malfunction → *or Fault in the selective catalytic reduction system*

	SCR system malfunction → *or Fault in the selective catalytic reduction system*
	Fault in the alternator → *and Alternator fault*
	Eco driving profile → *Characteristics of the driving profiles*
	Normal driving profile → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Sport mode → *Characteristics of the driving profiles*
	Mobile phone connected via Bluetooth® → *Displays*
	Mobile phone battery charge level → *Displays*
	Note about information in the vehicle wallet → *Note about information in the owner's manual*

Introduction to the topic

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

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

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

Analogue instrument cluster

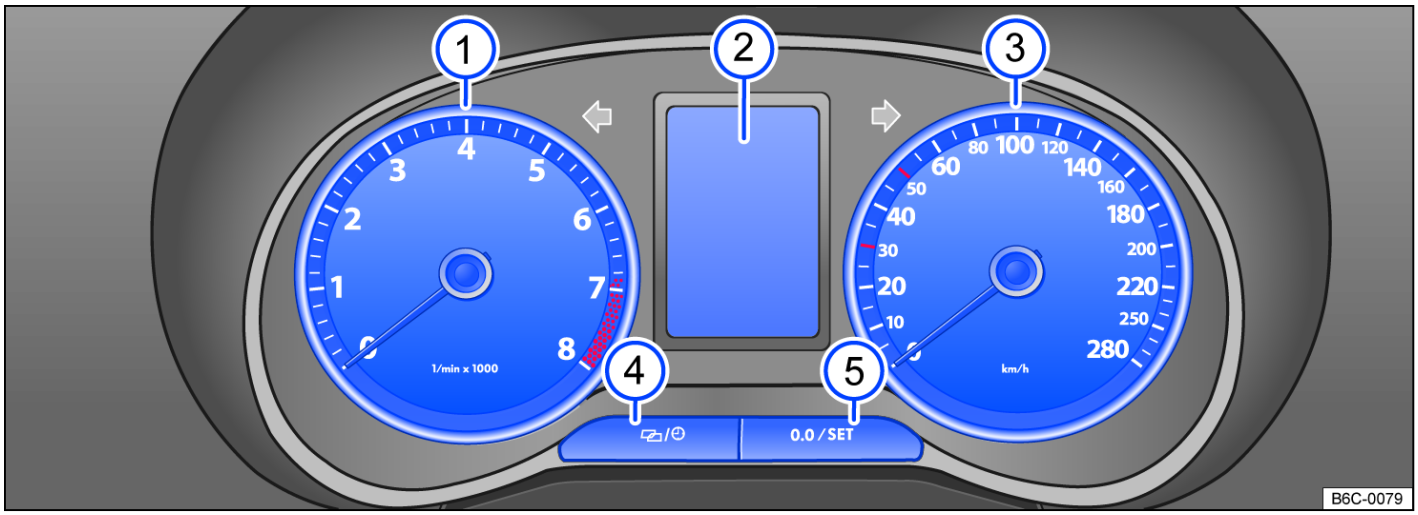


Fig. 1 Analogue instrument cluster (version 1)

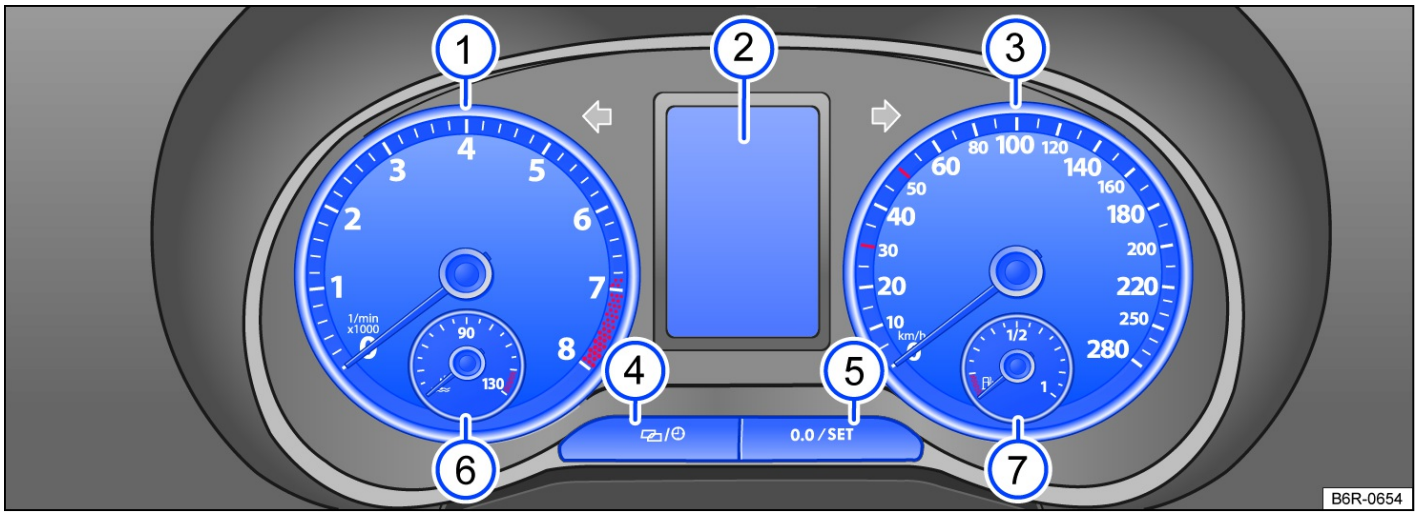


Fig. 2 Analogue instrument cluster (version 2).

1. Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.
2. Displays *(→ Displays)*.
3. Speedometer. In km/h or mph depending on the vehicle.
4. Setting button for the clock *(→ Clock)*.
5. Reset button for the trip recorder display (trip).
   — Press the 0.0/SET button for about 1 second to reset the trip recorder to 0.
6. Coolant temperature display *(→ Coolant temperature display)*.
7. Fuel gauge *(→ Fuel gauge)*.

The fuel gauge is located in the lower part of the display(version 1) or in the speedometer (version 2).

Digital instrument cluster (digital cockpit)

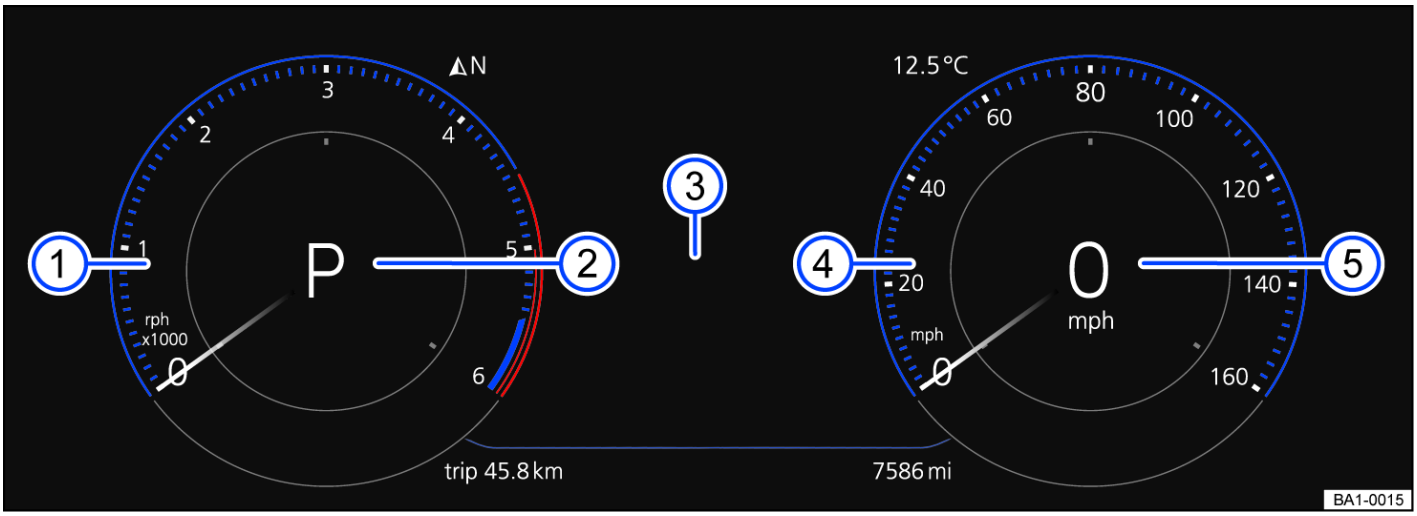


Fig. 1 Digital instrument cluster in the dash panel (illustration).

1. Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.
2. Currently selected gear or selector lever position.
3. Displays *(→ Displays)*.
4. Speedometer.
5. Digital speed display.

The digital cockpit is a digital instrument cluster with high-resolution TFT colour display. To complement the standard dials such as the rev counter and speedometer, users can choose from various information profiles to view additional data. The term “digital instrument cluster” is used below to refer to the Digital Cockpit.

Information profiles

Various topical information profiles can be selected via the Digital cockpit menu option in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*. Depending on the selected information profile, the digital instrument cluster shows additional information in the centre of the round instruments, or the round instruments are hidden and the additional information is displayed across the whole width of the display. The following information profiles are available:

— Selector lever display. Digital display of the current gear or selected position.
— Speed. Digital display of the speed.
— Consumption. Graphic representation of current consumption and digital display of average consumption.
— Range. Digital display of the remaining range.
— Dynamic Road Sign Display. Display of recognised road signs *(→ Dynamic Road Sign Display)*.
— Distance travelled. Digital display of the distance covered.
— Time of arrival information. Digital display of the remaining driving time, distance to the destination and estimated time of arrival.
— Acceleration. Graphic representation of longitudinal and lateral acceleration.
— Assist systems. Graphic representation of various assist systems.
— Height. Digital display of the current height above sea level.
— Navigation. Graphic representation of arrow navigation.
— Compass. Digital compass display.
— Audio. Digital display of current audio playback.

The number and scope of the available information profiles may differ depending on the vehicle equipment.

Navigation map in the digital instrument cluster

Depending on the vehicle equipment, the digital instrument cluster is able to display a detailed map. To display this map, select the Navigation menu item in the instrument cluster *(→ Menus and information displays)*.

The navigation map can be shown in three sizes. With the larger map size, the navigation map is displayed over the entire width of the display. To select the preferred map size:

— Press the VIEW button on the multifunction steering wheel to toggle between map sizes *(→ Menus and information displays)*.

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

— To switch to Auto zoom, press the VIEW button on the multifunction steering wheel when zooming manually.

Depending on the equipment level, navigation is shown on two screens or only one. The navigation map can be displayed in the digital instrument cluster and Infotainment system or only on the Infotainment system display. In the latter case, only navigation arrows are displayed in the digital instrument cluster.

Rev counter

Rev counter

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

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

NOTICE

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

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

Fuel gauge

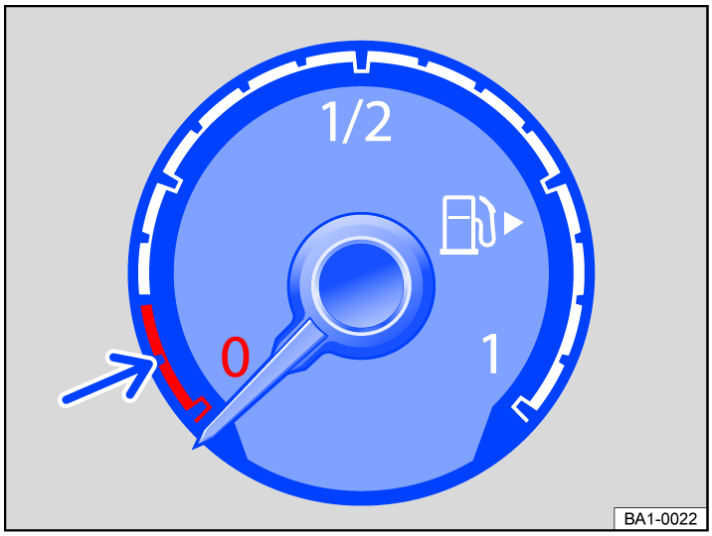


Fig. 1 Fuel gauge in the analogue instrument cluster.

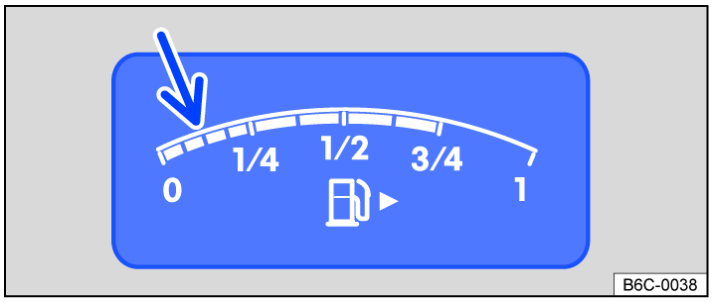


Fig. 2 Fuel gauge in the display in the instrument cluster.

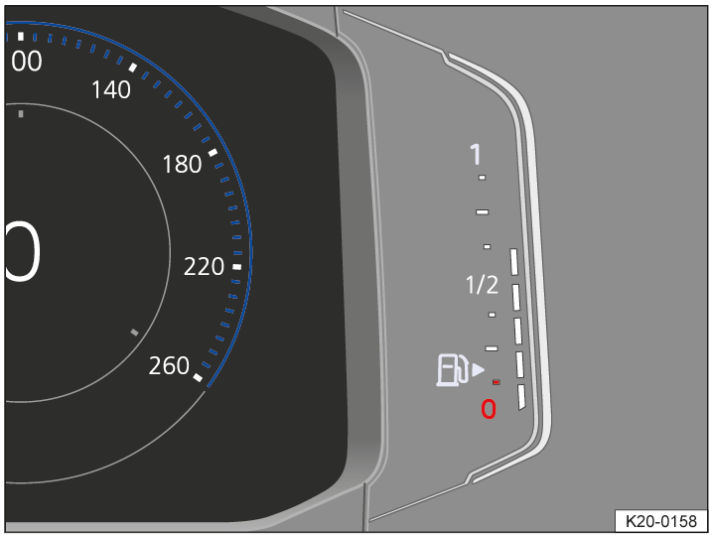


Fig. 3 Fuel gauge in the digital instrument cluster.

Fuel tank almost empty

The indicator lamp lights up yellow. The reserve volume, red marking, is being consumed → *Fuel gauge*.

— Fill the tank as soon as possible.

Water in the diesel fuel

The indicator lamp lights up yellow.

— Switch off the engine and seek expert assistance.

WARNING

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

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

NOTICE

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

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.

Coolant temperature display

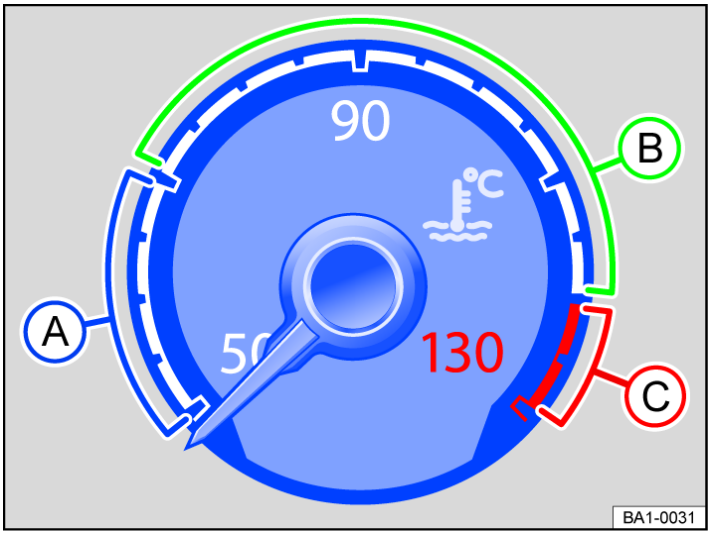


Fig. 1 Coolant temperature display in the analogue instrument cluster (schematic diagram).

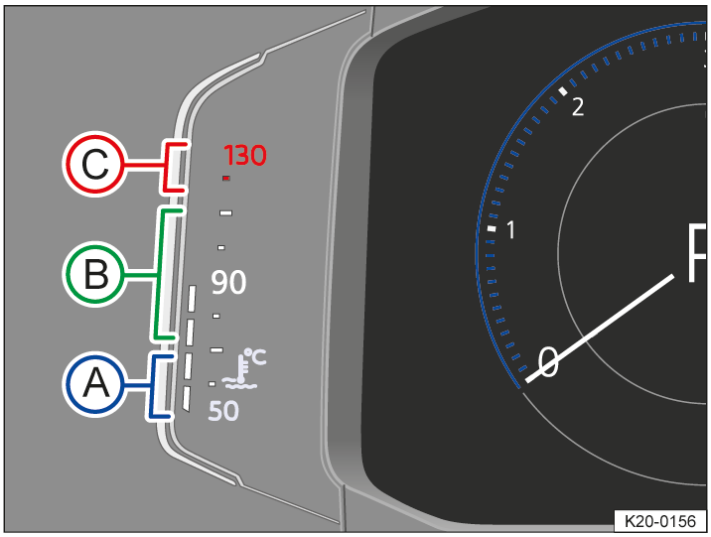


Fig. 2 Coolant temperature display in the digital instrument cluster (schematic diagram).

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

(B) Normal area.

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

⚠ and coolant

The red central warning lamp lights up. A text message is also shown on the instrument cluster display.

The coolant level is not correct or there is a fault in the coolant system.

Do not drive on!

— Stop the vehicle, switch off the engine and allow it to cool down.

— Check the coolant level *(→ Coolant)*.

— Seek expert assistance if the warning lamp does not go out although the coolant level is adequate.

Displays

Possible information on the instrument cluster display

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

— Open doors, bonnet and boot lid.

— Warning and information messages.

— Mileage displays.

— Time *(→ Clock)*.

— Multimedia and navigation information.

— Telephone information.

— Outside temperature.

— Compass display.

— Selector lever position.

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

— Driving data display (multifunction display) and menus for various settings *(→ Driving data display (multifunction display))*.

— Service interval display *(→ Service interval display)*.

— Speed warning *(→ Menus and information displays)*.

— Speed warning for winter tyres.

— Start/stop system status display .

— Road signs detected by the Dynamic Road Sign Display system *(→ Dynamic Road Sign Display)*.

— With some equipment levels: status display for Active Cylinder Management (ACT®) *(→ Driving economically)*.

— Economical mode eco.

— Engine code (EC).

— Display of driver assist systems.

Open doors, bonnet and tailgate

The instrument cluster display indicates if any doors, the bonnet or boot lid are open once the vehicle has been unlocked, and while the vehicle is in motion. In some cases, a signal tone is also given. Different instrument cluster designs may have different displays.

Selector lever position

The gear selected is displayed on the side of the selector lever and on the display in the instrument cluster.

The instrument cluster display may show which gear has been selected if the selector lever is in D/S position or in Tiptronic mode.

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 up until the outside temperature rises above +6°C (+43°F) → ⚠.

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

— When the vehicle is stationary.

— When travelling at very low speeds.

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

Telephone information

If 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

Gear-change indicator

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

Mileage displays

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

The *trip recorder* (trip) shows the distance travelled since the trip recorder was last reset.

— Vehicles with analogue instrument cluster: Briefly press the 0.0 button in the instrument cluster to reset the trip recorder to zero *(→ Analogue instrument cluster)*.

— Vehicles with digital instrument cluster: Reset the trip recorder via the Infotainment system or via the service menu *(→ Service menu)*.

Speed warning for winter tyres

A display in the instrument cluster indicates when the set maximum speed has been exceeded *(→ Menus and information displays)*.

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

Compass display

Depending on the vehicle equipment, the instrument cluster display shows the vehicle's current direction of travel in short form, e.g. NW for northwest, when the ignition is switched on.

The graphic compass display is also available when the Infotainment system is switched on and route guidance is not active.

Economical mode eco

When driving, the instrument cluster display shows whether the vehicle is in an economical mode eco.

Engine code

Vehicles with analogue instrument cluster:

— Switch on ignition, but the engine must not run.

— Press and hold the 0.0 button on the instrument cluster for around 15 seconds to display the engine code.

Vehicles with digital instrument cluster:

— Opening the Service menu *(→ Service menu)*.

— Select the Engine code menu option.

⚠ WARNING

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

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

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

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

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

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

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

Driving data display (multifunction display)

The driving data display (multifunction display) shows driving and fuel consumption data.

Different driving data can be displayed depending on the vehicle equipment level. The displayed driving data depends on the current driving behaviour, the vehicle condition (e.g. particulate filter regeneration) and the current driving situation (e.g. urban or motorway 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.

Switching between displays

Vehicles without multifunction steering wheel:

— Press the rocker switch TRIP on the wiper lever .

Vehicles with multifunction steering wheel:

— Press the △ or ▽ button .

Switching between recorders

Vehicles without multifunction steering wheel:

— Press the OK/RESET button in the wiper lever .

Vehicles with multifunction steering wheel:

— Press the OK button on the multifunction steering wheel .

Since start **recorder**

The memory will be deleted if the journey is interrupted for more than two hours.

Since refuelling **recorder**

Display and storage of the collected driving and consumption values. The memory is deleted when the tank is refilled.

Long-term **recorder**

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

Clearing a driving data recorder

Select the memory that you wish to delete.

Vehicles without multifunction steering wheel:

— Press the OK/RESET button in the wiper lever .

Vehicles with multifunction steering wheel:

— Press the OK button on the multifunction steering wheel .

Selecting displays

You can select which driving data you want to display in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

∅Average consumption **display**

The average fuel consumption is displayed after around 300 metres (984 ft.).

Range **display**

Approximate distance in km that can still be covered with the same driving style.

SCR range **or** Range **display**

Approximate distance (in km) that can be travelled with the remaining quantity of AdBlue® under current driving conditions. This display appears only when the remaining range reaches 2,400 km (1,491 miles) and cannot be cancelled.

∅Average speed **display**

The average speed is displayed after around 100 metres (328 ft.).

Setting the speed warning

Vehicles without multifunction steering wheel:

— Select the display Warning at --- km/h or Warning at --- mph.

— Press the OK/RESET button on the windscreen wiper lever to save the current speed and activate the warning system.

— Within approximately five seconds, set the speed using the rocker switch TRIP on the wiper lever. Then press the OK/RESET button or simply wait a few seconds. The speed is now saved and the warning is activated.

— To deactivate, press the OK/RESET button again. The stored speed will be deleted.

Vehicles with multifunction steering wheel:

— Select the display Warning at --- km/h or Warning at --- mph.

— Press the OK button on the multifunction steering wheel to store the current speed and activate the warning.

— Within approximately five seconds, set the speed using the buttons △ or ▽ on the multifunction steering wheel. Then press the OK button or simply wait a few seconds. The speed is now saved and the warning is activated.

— To deactivate, press the OK button again. The stored speed will be deleted.

The warning can be set for speeds from 30 km/h (18 mph) to 250 km/h (155 mph).

Warning and information messages

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

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

⚠ 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 and correct the cause. Seek expert assistance if necessary.

⚠ 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. Seek expert assistance if necessary.

🕮 Note about information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

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

Driver Alert System (break recommendation)

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.

Function and operation

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 in the instrument cluster display is displayed for about five seconds and may be repeated once. The last displayed message is saved by the system.

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

Vehicles without multifunction steering wheel

— Press the OK/RESET button in the wiper lever.

Vehicles with multifunction steering wheel

— Press the OK button on the multifunction steering wheel.

Function conditions

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

Switching on and off

The Driver Alert System can be switched on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Function limitations

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:

— Speeds less than 60 km/h (37 mph).

— Speeds of more than 200 km/h (125 mph).

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Sporty driving style.

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

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

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

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

⚠ WARNING

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

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

If there is a system fault, proceed to a qualified workshop immediately to have the system checked.

Dynamic Road Sign Display

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 or overtaking restrictions. Within the limits of the system, the system also displays additional signs, e.g. temporary restrictions or restrictions in wet conditions. In some cases, the system can also display the current speed limits on non-signposted routes.

Displays

In addition to speed limits and overtaking restrictions, Dynamic Road Sign Display also detects the road sign which indicates

that all restrictions have been lifted on motorways and main roads in Germany. In all other countries in which the system is operated, the current speed limit is displayed instead.

The road signs detected by Dynamic Road Sign Display are displayed on the instrument cluster and in some cases also on the Infotainment system, depending on which system is installed in the vehicle.

No road signs available.
: The system is in the initialisation phase. OR: the camera has not detected any regulatory or warning signs.

Error: Dynamic Road Sign Display
: System fault. Go to a qualified workshop.

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

Dynamic Road Sign Display: Clean the windscreen!
: The area around the camera on the windscreen is dirty. Clean the windscreen.

Dynamic Road Sign Display is currently restricted.
: No data transmission from the Infotainment system. Check whether 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.

Switching on and off

Continuous display of road signs in the instrument cluster can be switched on and off in the vehicle settings in the Infotainment system.

Display of road signs

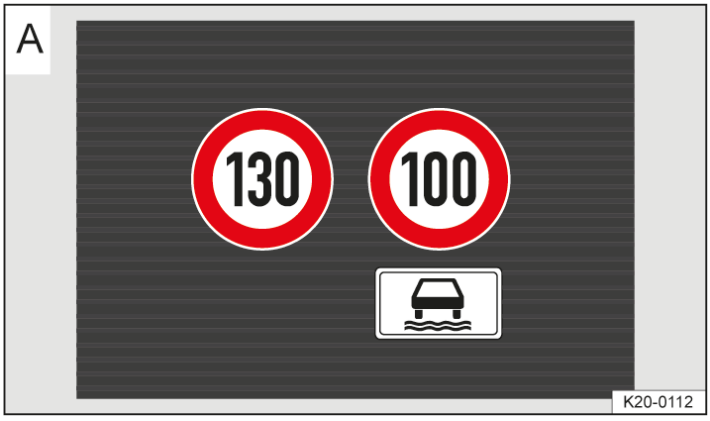


Fig. 1 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

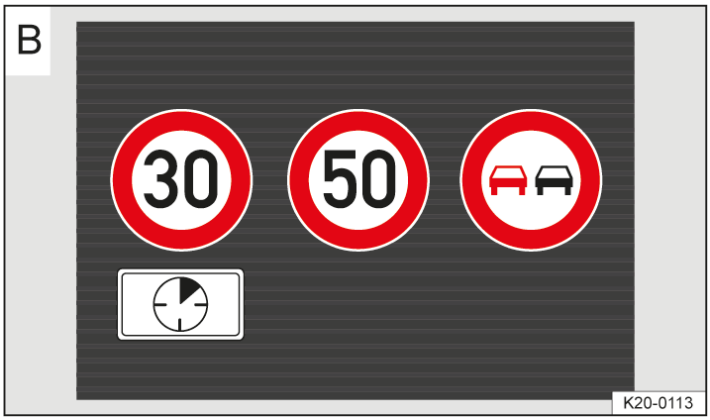


Fig. 2 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

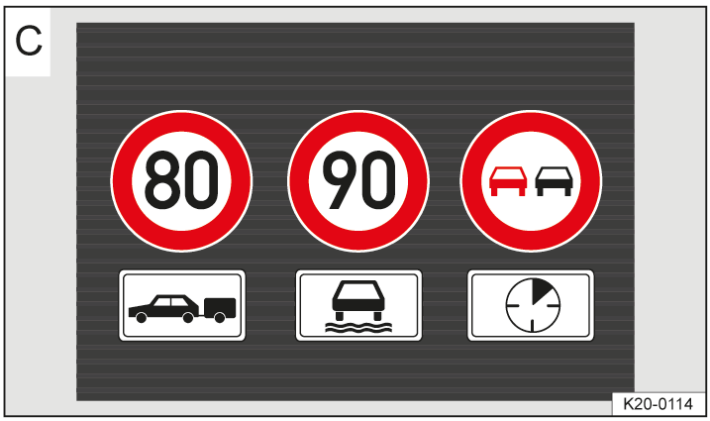


Fig. 3 On the instrument cluster display: example displays of the Dynamic Road Sign Display function.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to three valid road signs with the accompanying additional signs *→ Fig. 1*, *→ Fig. 2*, *→ Fig. 3*:

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:

Road signs that do not always apply (e.g. 100 km/h (60 mph) “when wet”) are shown in second place.

Additional sign:

if the windscreen wiper is active while the vehicle is in motion, a road sign with the additional “when wet” sign that now applies will be moved left to the first position, for example.

3rd position:

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

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 vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The settings can be adjusted in increments of 5 km/h (3 mph) within a range between 0 km/h (mph) and 15 km/h (9 mph) above the permitted maximum speed.

Trailer mode

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

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between 60 km/h (40 mph) and 130 km/h (80 mph). If a higher speed is set than is permitted for driving with a trailer in the country in which you are currently travelling, Dynamic Road Sign Display automatically issues a warning at the usual speed limit, e.g. at 80 km/h (50 mph) in Germany.

If the speed warning for the trailer is deactivated, Dynamic Road Sign Display issues warnings as if the vehicle was being driven without a trailer.

Function limitations

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

— Poor visibility, e.g. due to snow, rain, fog or heavy spray.

— 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.

⚠ 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 suit visibility, weather, road and 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.

! *NOTICE*

Availability of the Dynamic Road Sign Display function is limited in waypoint mode (waypoint navigation) of the Infotainment system.

Time

— Press the [⧉/🕘] button on the instrument cluster to mark either the hours or minutes display.

— Press the [0.0/SET] button to set the time. Press and hold to scroll through quickly.

— Press the [⧉/🕘] button again to finish setting the clock.

Setting the time on the digital instrument cluster

— Select the Range information profile.

— Press and hold the [OK] button on the multifunction steering wheel until the Service menu is available on the instrument cluster display *(→ Service menu)*.

— Select the Time menu.

— Set the correct time with the arrow buttons [△] or [▽].

Display of the time on the digital instrument cluster is technically not possible.

Button for driver assist systems

Depending on the vehicle equipment, the button for driver assist systems is located on the turn signal and main beam lever or on the multifunction steering wheel. The driver assist systems can be switched on and off using the button in the Assist systems menu.

— Press the button to open the Assist systems menu.
— Select the driver assist system and switch it on or off. A tick indicates that a driver assist system is switched on.
— Confirm your selection by pressing the OK/RESET button on the wiper lever or the OK button on the multifunction steering wheel.

Alternatively, you can also switch the driver assist systems on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Service menu

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

Opening the Service menu

To open the Service menu, select the Range information profile in the instrument cluster and press and hold the OK button on the multifunction steering wheel for around four seconds. You can now navigate in the menu in the usual way using the buttons on the multifunction steering wheel.

Resetting the service interval display

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

Resetting the oil service

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

Resetting the trip recorder

To reset the trip recorder, select the Reset trip menu and follow the instructions on the instrument cluster display.

Engine code

Select the Engine code menu. The engine codes are now shown on the instrument cluster display.

Setting the time

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

Copyright

Select the Copyright menu to access copyright information.

Service interval display

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

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

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

The service intervals are calculated on an individual basis in vehicles with flexible oil change service. 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 30 days before the calculated service is due. The distance is rounded to the nearest 100 km and the remaining time is rounded to full days.

Service notification

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

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

Service event

For a scheduled service or a scheduled inspection, an acoustic signal will be given 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:

To access the service schedule in the Infotainment system:

— Depending on the version, press the MENU *(→ Infotainment system controls and displays)* button or function button and open the Vehicle menu in the Infotainment system.

OR: press the CAR button or function button, depending on the version.

— Depending on the version, open the Settings menu.

— Select the Service menu option to display the service information.

Vehicles with analogue instrument cluster:

1. Press and hold the 0.0 button in the instrument cluster until the text Service appears on the display.
2. Release the 0.0 button. The current scheduled service will be shown in the display.

Vehicles with digital instrument cluster:You can only retrieve the scheduled service via the service menu. *(→ Service menu)*

Resetting the service interval display

If the service or the inspection was not performed by a Volkswagen dealership, the display can be reset as follows:

Vehicles with analogue instrument cluster:

1. Switch off the ignition.
2. Press and hold the 0.0 button in the instrument cluster.
3. Switch on the ignition again.
4. Release the 0.0 button when one of the following messages appears on the instrument cluster display: Reset oil service?

or Reset inspection?.

5. Press the 0.0 button on the instrument cluster to confirm.

Vehicles with digital instrument cluster:You can only reset the service interval display 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 was manually reset, the service interval display then also changes to a fixed service interval in vehicles with flexible oil change service.

The service message disappears after a few seconds when the engine is running or when the message is confirmed in the instrument cluster.

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

Introduction to the topic

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

WARNING

Accidents and injuries can occur if the driver is distracted.

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

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

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

Instrument cluster menus

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

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

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

Driving data *(→ Driving data display (multifunction display))*.

Assist systems.

Navigation.

Audio.

Telephone.

Vehicle status *(→ Warning and information messages)*.

Views *(→ Digital instrument cluster)*.

Operation using the wiper lever

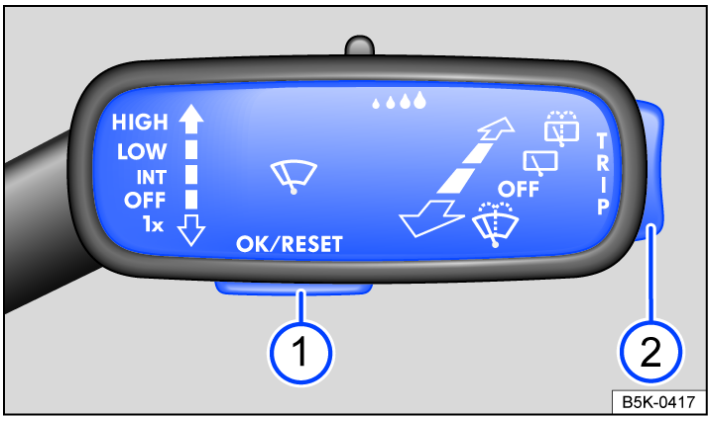


Fig. 1 On the right of the steering column: buttons on the wiper lever (illustration).

If any priority 1 warning messages are displayed, you will be unable to open any menus. Some warnings can be confirmed and switched off with the → *Fig. 1* (1) button.

Selecting the menu or Infotainment system display

— Switch on the ignition.

— If a message or the vehicle pictogram is displayed, press the → *Fig. 1* (1) button, several times if required.

— Hold down the rocker switch → *Fig. 1* (2) to display the menus *(→ Menus and information displays)* or to return to the menu selection from a menu or an information display.

— To browse through the menus, press the rocker switch up or down.

— To open the menu or information display shown, press → *Fig. 1* (1) or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

— In the menu displayed, press the rocker switch → *Fig. 1* (2) on the wiper lever upwards or downwards until the desired menu option is marked. A frame appears around the selected option.

— Press the → *Fig. 1* (1) button to make the required changes. A tick indicates that the particular system or function is active.

Returning to menu selection

In the menu, select the Back menu option to exit the menu.

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

Operation using the multifunction steering wheel

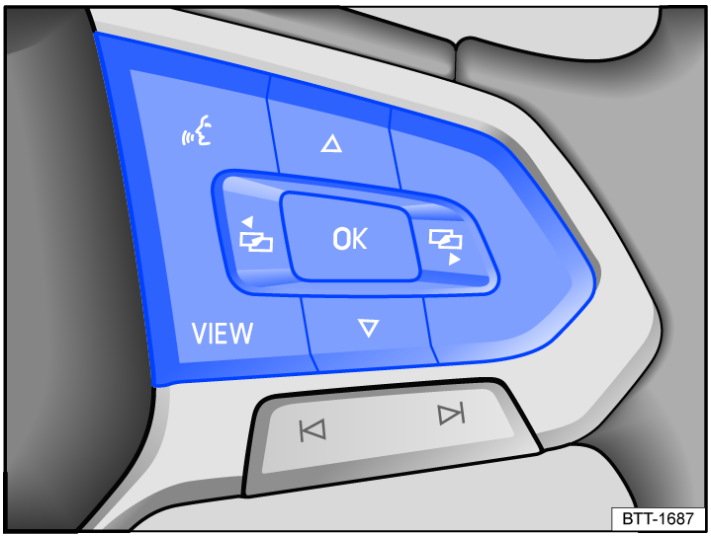


Fig. 1 Right-hand side of the multifunction steering wheel: controls for using the menus and information displays in the instrument cluster (variant 1).

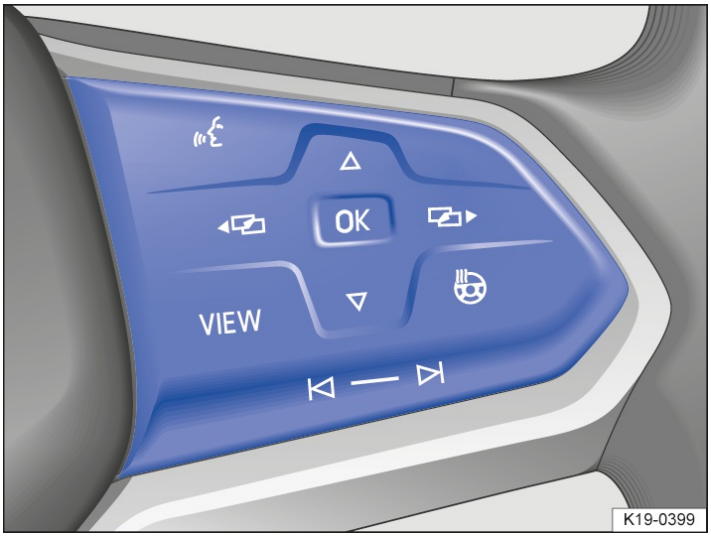


Fig. 2 Right-hand side of the multifunction steering wheel: controls for using the menus and information displays in the instrument cluster (variant 2).

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

Selecting the menu or Infotainment system display

— Switch on the ignition.

— If a message or the vehicle pictogram is displayed, press the OK button, several times if required.

— Press the ◁ or ▷ button to display a menu or browse through a menu.

— To open the menu or information display shown, press OK or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

— In the displayed menu, press the arrow buttons △ or ▽ until the desired menu option is marked. A frame appears around the selected option.

— Press the OK button to make the required changes. A tick indicates that the particular system or function is active.

Returning to menu selection

— Press the ⏮ or ⏭ button.

VIEW button on the multifunction steering wheel

You can use the VIEW button to switch between the different views in the display area *(→ Digital instrument cluster)*.

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

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

Introduction to the topic

The Infotainment system combines key vehicle systems in a central operating unit, e.g. menu settings, radio or navigation system.

General information on operation

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

Systems settings and vehicle information display

Depending on version, information can be displayed or settings adjusted by pressing the button MENU and opening the Vehicle menu or after pressing the CAR button, opening the Settings menu and touching the corresponding function buttons:

— Vehicle settings (setup) *(→ Vehicle settings menu)*.

— Think Blue. Trainer. *(→ Think Blue. Trainer.)*.

— Digital instrument cluster.

— Active media.

— Driving data.

— Vehicle status.

— Radio station selection.

⚠ WARNING

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

- Always drive carefully and responsibly.

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

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**

— Switch on the ignition.

— Switch on Infotainment system if necessary.

— Depending on the version, press the MENU *(→ Infotainment system controls and displays)* button or function button and open the Vehicle menu in the Infotainment system.

— OR: press the CAR button or function button, depending on the version.

— Depending on the version, open the Settings menu.

— Touch the corresponding function button to open additional menus in the Settings menu, or to adjust settings in the menu points.

The respective function is switched on if the checkbox in the function button is ticked☑.

Press the ⮌ function button to return to the previous menu.

General notes

Preparing for a journey and driving safety

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

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

Driving abroad

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

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

Checks when filling the tank

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

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

✓ Washer fluid level *(→ Washer fluid)*.

✓ Engine oil level .

✓ Coolant level .

✓ Brake fluid level *(→ Brake fluid)*.

✓ Tyre pressure *(→ Tyre pressure)*.

✓ Vehicle lighting necessary for traffic safety:

- ✓ Turn signals.
- ✓ Side lights, dipped beam headlights and main beam headlights.
- ✓ Tail light clusters.
- ✓ Brake lights.
- ✓ Rear fog light.
- ✓ Number plate light.

Information on changing bulbs *(→ Exterior lighting)*.

⚠ DANGER

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

⚠ WARNING

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

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

⚠ WARNING

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

NOTICE

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

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

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

Introduction to the topic

Number of seats

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

Each seat is equipped with a seat belt.

⚠ WARNING

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

- All vehicle occupants must assume a correct sitting position before setting off and maintain this position throughout the trip. This also applies to the fastening of seat belts.

- The number of vehicle occupants must never exceed the number of seats with seat belts in the vehicle.
- Always secure children in the vehicle in an authorised child restraint system which is suitable for their height and weight and .
- Always keep your feet in the footwell while the vehicle is in motion. Never place your feet on the seat or dash panel, for example, and never ride with your feet out of the window. If you sit like this, the airbag and seat belt cannot provide optimal protection and could actually increase the risk of injury during an accident.

The dangers of assuming an incorrect sitting position

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

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

Whenever the vehicle is in motion:

— Never stand in the vehicle.

— Never stand on the seats.

— Never kneel on the seats.

— Never tilt the backrest too far to the rear.

— Never lean against the dash panel.

— Never lie on the seats in the passenger compartment and on the rear bench seat.

— Never sit on the front edge of a seat.

— Never sit sideways.

— Never lean out of a window.

— Never put your feet out of a window.

— Never put your feet on the dash panel.

— Never place your feet on the seat cushion or seat backrest.

— Never travel in a footwell.

— Never sit on the armrests.

— Never travel on a seat without wearing the seat belt.

— Never travel in the luggage compartment.

⚠ WARNING

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

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

Correct sitting position

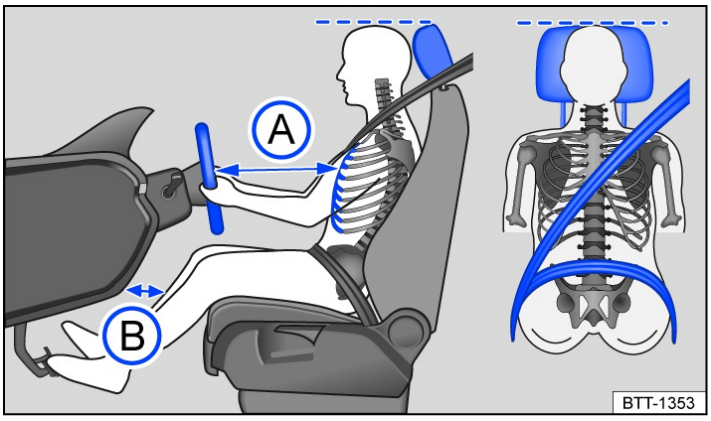


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

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

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

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.

— Keep both feet in the footwell while the vehicle is in motion.

— Adjust and fasten seat belts properly .

Additional points for the driver:

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

— Adjust the seat so that the distance between the steering wheel and your breastbone is at least 25 cm(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.

— 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.

— Always leave both feet in the footwell to help ensure you maintain control of the vehicle at all times.

— Adjust and fasten seat belts properly .

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing or any other part of the seat belt becomes damaged, the seat belt may tear during an accident or sudden braking manoeuvre.
- Have damaged seat belts immediately replaced by new seat belts that have been approved by Volkswagen for the vehicle. Seat belts subjected to stress and stretched during an accident must be replaced by a qualified workshop. Renewal may be necessary even if there is no apparent damage. The belt anchorages should also be checked.
- Never try to repair, modify or remove the seat belts yourself. All repairs to the seat belts, belt retractors and buckles must be carried out by a qualified workshop.

Warning lamp

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

Buckle-up request for the front seats

If the driver or front passenger seat are 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.

Buckle-up request for the rear seats

Fig. 2 On the instrument cluster display: seat belt status display for the rear seats (version 1).

Fig. 3 On the instrument cluster display: seat belt status display for the rear seats (version 2).

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

The display varies depending on the instrument cluster version.

Type 1

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

The alternately flashing symbols indicate that the passenger on this seat has not fastened their seat belt.

The symbol indicates that this seat is not occupied.

Type 2

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

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

The white symbol indicates that this seat is not occupied.

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

WARNING

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

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.

Frontal collisions and the laws of physics

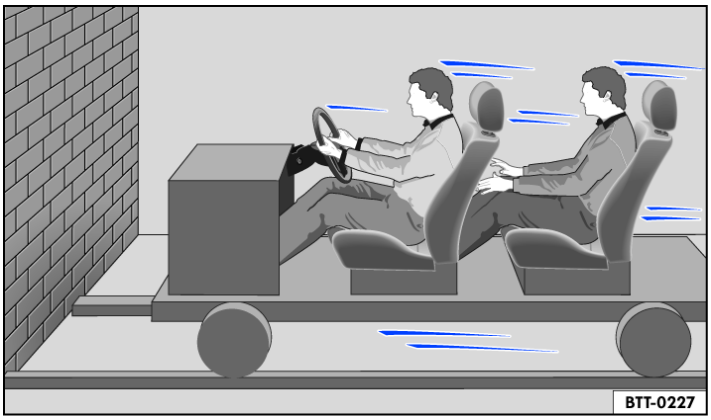


Fig. 1 Unbelted occupants in a vehicle heading for a brick wall.

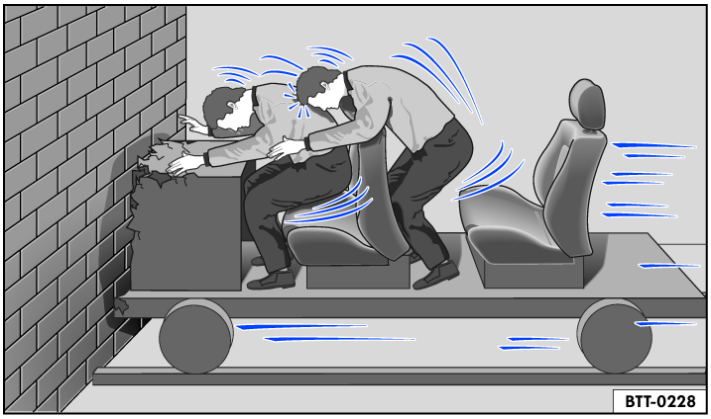


Fig. 2 Unbelted occupants in a vehicle heading for a brick wall.

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

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

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

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

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

In the event of an accident at speeds between about 30 km/h (19 mph) and 50 km/h (31 mph), forces act on the body which can easily exceed one tonne (1,000 kg or about 2,200 lbs). These forces are even greater at higher speeds.

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

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

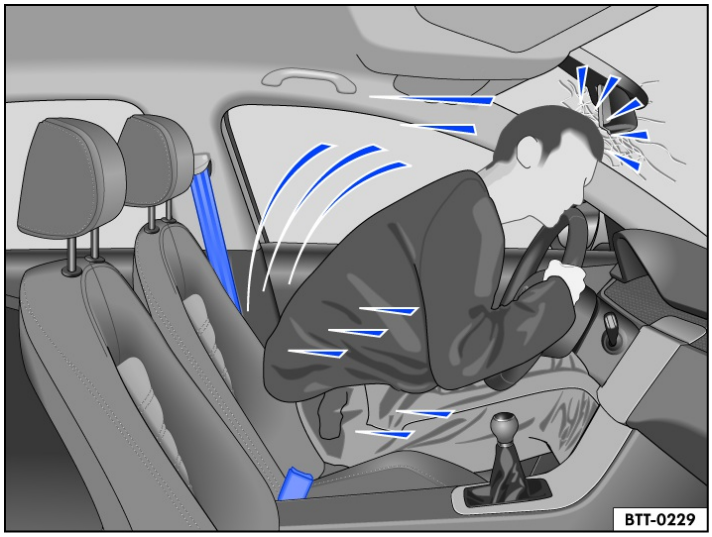


Fig. 1 An unbelted driver is thrown forwards.

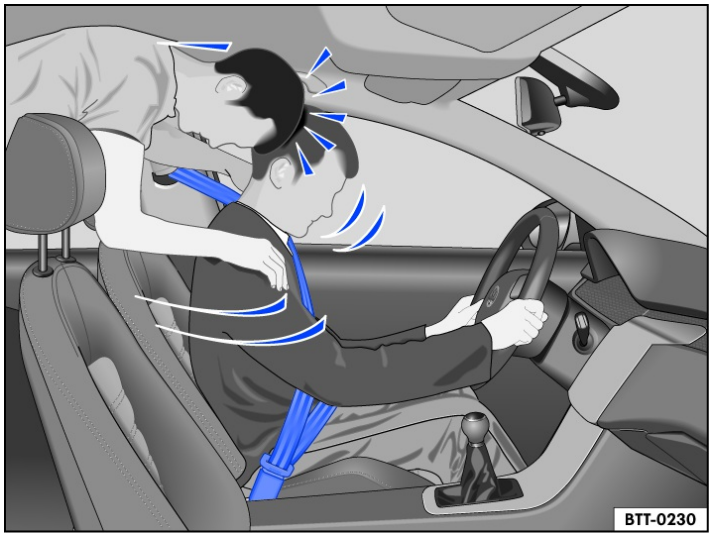


Fig. 2 The unbelted rear passenger is thrown forwards, hitting the belted driver.

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

Even at low speeds, the forces acting on the body in a collision are so great that it is not possible to brace oneself with arms and hands. In a frontal collision, vehicle occupants who have not fastened their seat belts will be thrown forward and will

make unchecked contact with parts of the vehicle interior, e.g. the steering wheel, dash panel, or windscreen → *Fig. 1*.

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

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

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

Seat belt protection

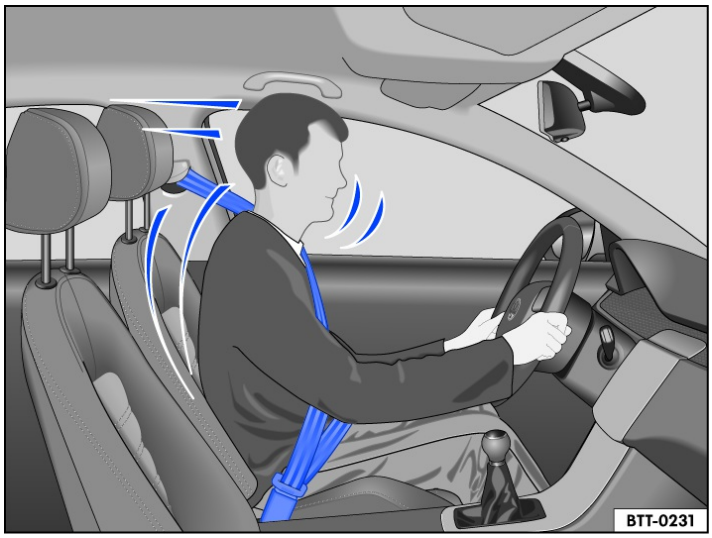


Fig. 1 Driver restrained by a properly positioned seat belt during a sudden braking manoeuvre.

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

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

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

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

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

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

Using seat belts

Checklist

Using the seat belts →⚠:

✓ Check the condition of all seat belts regularly.

✓ Keep the seat belts clean.

✓ Avoid allowing any foreign bodies or fluids to get on to the seat belt or latch plate or into the slot for the seat belt buckle.

✓ Do not trap or damage the seat belt and latch plate, for example when closing the door.

✓ Never remove, modify or repair the seat belt or any part of the belt fixture system.

✓ Always fasten the seat belt correctly before every journey and keep it fastened while the vehicle is in motion.

Twisted seat belt

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

— Take hold of the latch plate then slowly and carefully pull out the seat belt.

— Untwist the seat belt and guide it back slowly by hand.

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

⚠ WARNING

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

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

Fastening and unfastening seat belts

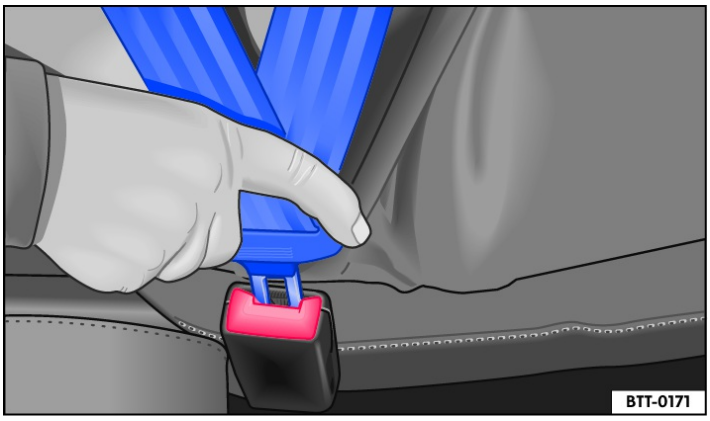


Fig. 1 Inserting the seat belt latch plate into the buckle.

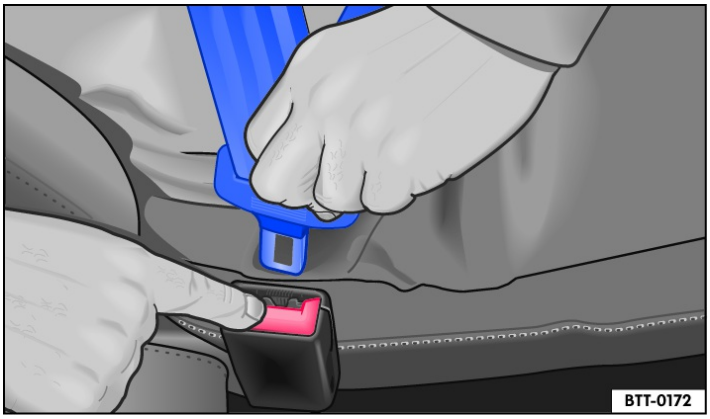


Fig. 2 Removing the latch plate from the buckle.

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

In vehicles with a proactive occupant protection system, the driver and front passenger seat belts are automatically tensioned in certain situations .

Fastening the seat belts

Fasten seat belts before every trip.

— Adjust the front seat and head restraint correctly .

— Engage the seat backrest in an upright position →⚠.

— Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt in the process →⚠.

— Insert the latch plate securely into the buckle belonging to the occupied seat→ *Fig. 1*.

— Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

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

— Press the red button in the buckle→ *Fig. 2*. The latch plate is released and springs out.

— Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

⚠ WARNING

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

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

Seat belt routing

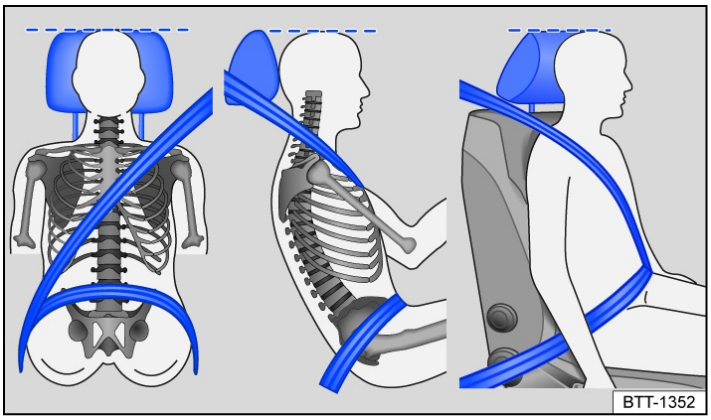


Fig. 1 Correct seat belt routing and head restraint adjustment.

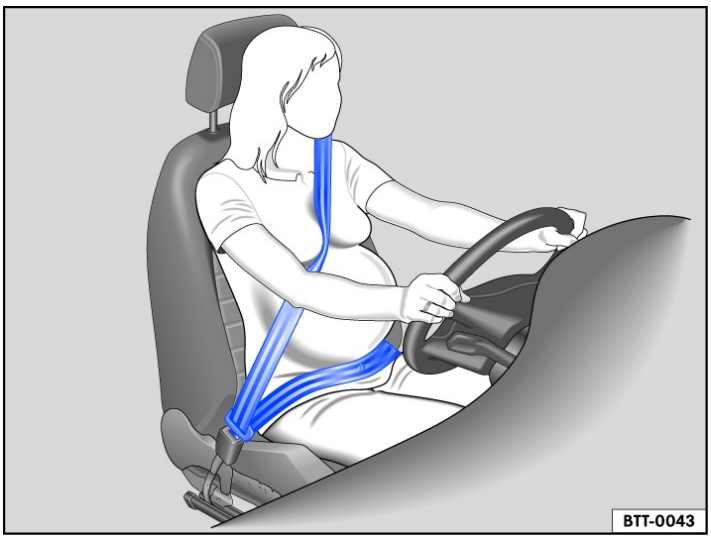


Fig. 2 Correct seat belt routing during pregnancy.

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

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

Correct seat belt routing

— The shoulder 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.

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 .

WARNING

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

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

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

Seat belt height adjuster

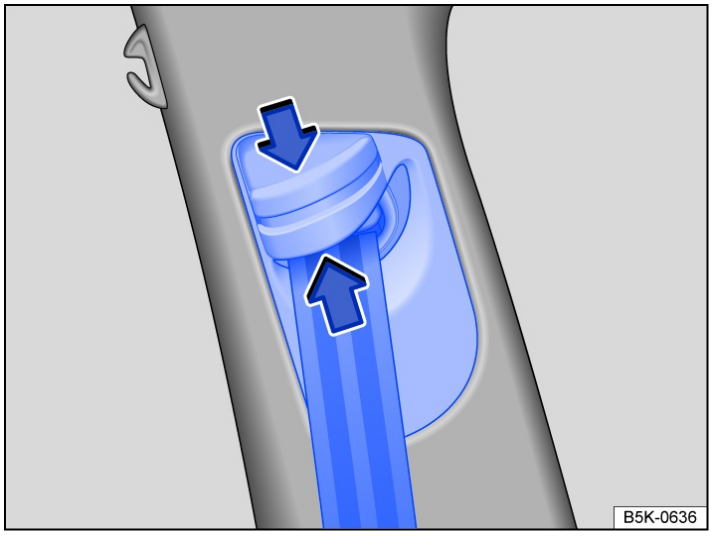


Fig. 1 Next to the front seats: belt height adjuster.

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

— Push the shoulder belt guide together in the direction of the arrows and hold → *Fig. 1*.

— Push the shoulder belt guide up or down so that the seat belt is routed over the middle of the shoulder *(→ Seat belt routing)*.

— Let go of the shoulder belt guide.

— Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

WARNING

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

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

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

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

Belt tensioner

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

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

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

Reversible belt tensioning (proactive occupant protection system)

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

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

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

Belt tension limiter

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

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

Service and disposal of belt tensioners

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

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

⚠ WARNING

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

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

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

Introduction to the topic

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

Speed range

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

⚠ WARNING

The 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.

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.

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.

Settings in the Infotainment system

Depending on the vehicle equipment, settings for the proactive occupant protection system with the full range of functions can be made in the vehicle settings in the Infotainment system.

The proactive occupant protection system will be reactivated every time the ignition is switched on.

It may not be possible to operate the setting function if the proactive occupant protection system has already been adapted to the specific vehicle setup.

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 deactivated or ESC restricted .

— System fault or restriction of Autonomous Emergency Braking (Front Assist).

— Reverse gear engaged.

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

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

— If the fault persists, go to a qualified workshop and have the proactive occupant protection system checked.

Depending on the malfunction, additional information may be displayed in the vehicle status *(→ Infotainment system controls and displays)*.

Introduction to the topic

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

⚠ WARNING

Never rely solely on the airbag system for your protection.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Type of front passenger front airbag system

Volkswagen offers two different front passenger front airbag systems.

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

Airbag system

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

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

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

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

— Front passenger front airbag in the dash panel.

— Yellow indicator lamp in the instrument cluster display.

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

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

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

Indicator lamp

Fig. 1 In the centre console: indicator lamp for disabled front passenger front airbag.

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

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

OFF

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

ON

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

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

WARNING

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

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

Fault in airbag or belt tensioner system

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

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

— Go to a qualified workshop.

— Have the airbag system and belt tensioner system checked.

Airbag system or belt tensioner system deactivated with diagnostic tool

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

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

— Go to a qualified workshop.

— Have a check carried out to establish whether the airbag or belt tensioner system must remain switched off.

Front passenger front airbag switched off

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

The front passenger front airbag has been switched off.

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

Front passenger front airbag switched on

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

The front passenger front airbag has been switched on.

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

Description and function of the airbags

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

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

Airbags provide no protection for the arms or lower body. Exception: in vehicles with a knee airbag, the knee area of the driver will be protected.

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

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

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

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

Components of the vehicle safety concept

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

— Optimised seat belts for all seats.

— Belt tensioner for the driver, front passenger and for the rear outer seats.

— Belt tensioner limiters for the driver, front passenger and for the rear outer seats.

— Belt height adjuster for the front seats.

— Red warning lamp and belt status display.

— Front airbags for driver and front passenger.

— Side airbags for driver and front passenger.

— Curtain airbags on the left and right.

— Yellow airbag indicator lamp .

— Yellow PASSENGER AIR BAG OFF indicator lamp in the upper section of the centre console.

— Yellow PASSENGER AIR BAG ON indicator lamp in the upper section of the centre console.

— Control units and sensors.

— Safety-optimised and height-adjustable head restraints.

— Adjustable steering column.

— Anchor points for child seats on the rear outer seats and on the front passenger seat.

— Mounting points for the top tether for child seats.

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

— When the ignition is switched off during a collision.

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

— During a slight side collision.

— During a rear-end collision.

— When the vehicle rolls over.

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

Front airbags

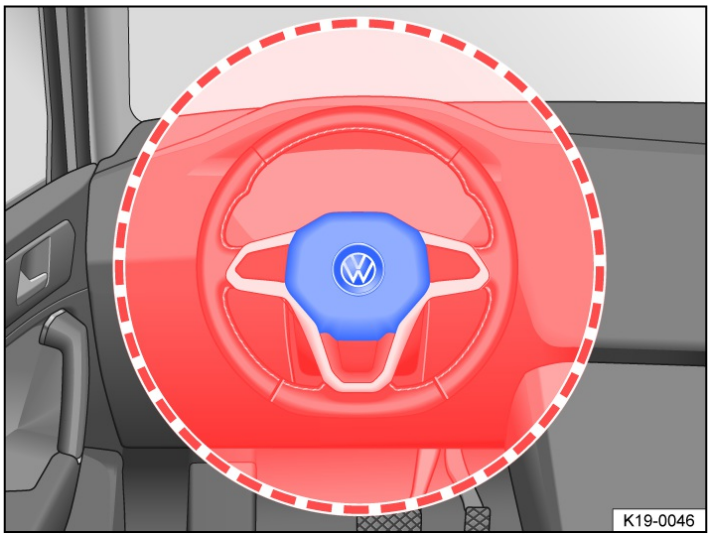


Fig. 1 Location and deployment zone of the driver front airbag.

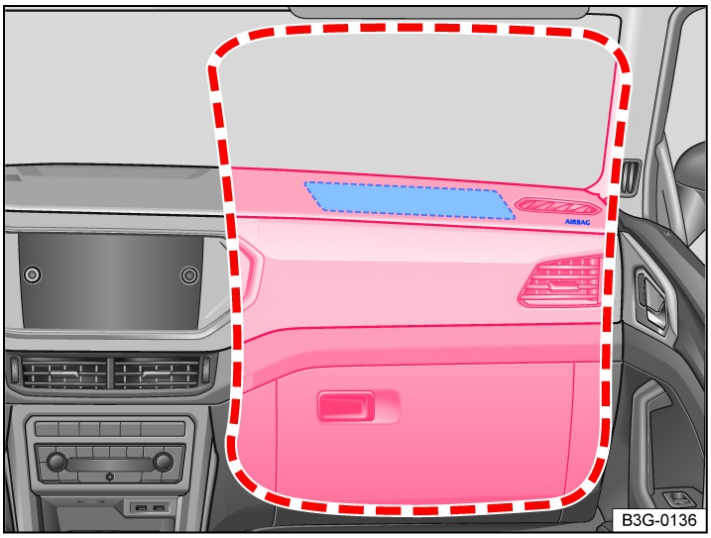


Fig. 2 Location and deployment zone of the front passenger front airbag.

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

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

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

⚠ DANGER

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

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

⚠ WARNING

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

- When driving, always hold the steering wheel with both hands on the outside of the ring at the 9 o'clock and 3 o'clock positions.
- Adjust the driver seat so that there is at least 25 cm(approximately 10 inches) between your rib cage and the hub of the steering wheel. Contact a qualified workshop if your physical build makes this impracticable.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

Switching the front passenger front airbag on and off

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

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

Switching on the front passenger front airbag

— Switch off the ignition.

— Open the door on the front passenger side.

— Fold the key bit of the vehicle key all the way out.

— Insert the key bit into the key-operated switch on the dash panel until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →ⓘ.

— Turn the vehicle key, without using force, to the position ON.

— Remove the vehicle key from the key-operated switch and fold away the key bit→ⓘ.

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

— Close the door on the front passenger side.

— Check that the yellow PASSENGER AIR BAG OFF indicator lamp in the centre console does *not* light up when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Deactivating the front passenger front airbag

— Switch off the ignition.

— Open the door on the front passenger side.

— Fold the key bit of the vehicle key all the way out.

— Insert the key bit into the key-operated switch on the dash panel until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →⚠.

— Turn the vehicle key, without using force, to the position OFF.

— Remove the vehicle key from the key-operated switch and fold away the key bit→⚠.

— Close the door on the front passenger side.

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

Confirmation that the front passenger front airbag has been deactivated

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

NOTICE

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

Side airbags

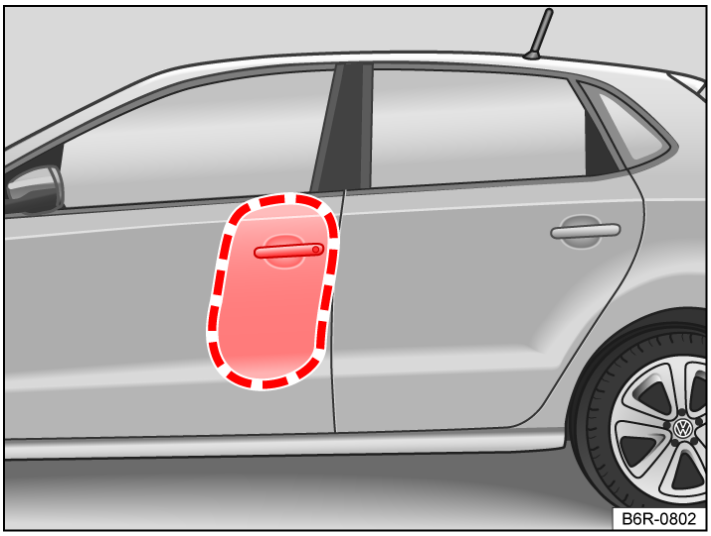


Fig. 1 On the left-hand side of vehicle: side airbag deployment zones.

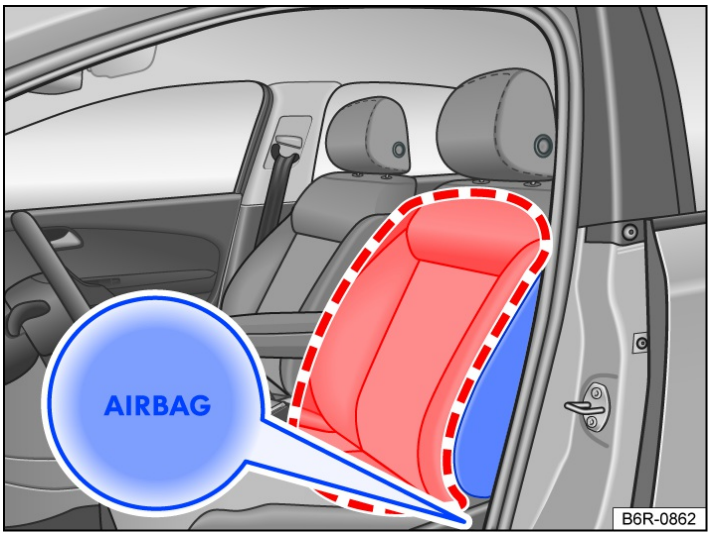


Fig. 2 On the side of the front seat: location and deployment zone of the side airbag.

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

injury.

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

Curtain airbags

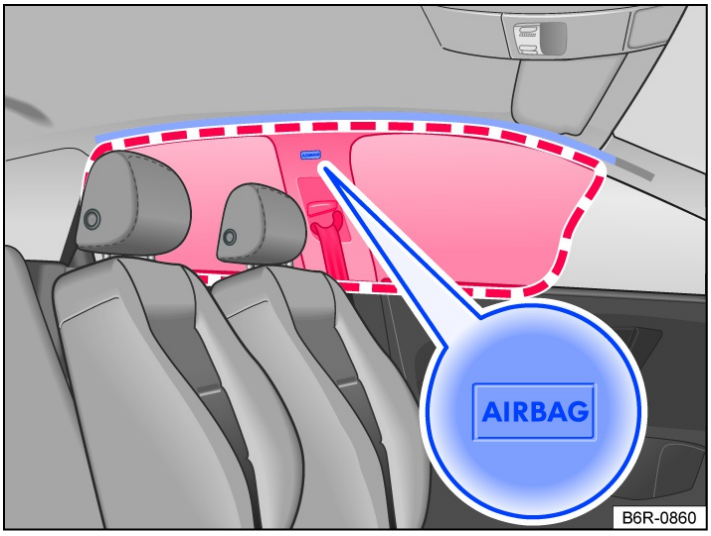


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag.

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

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

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

In a side collision, the curtain airbag is triggered on the impact side of the vehicle.

In a side collision, the curtain airbags reduce the risk of injury to the areas of the body facing the impact for vehicle occupants on the front seats and outer rear seats.

⚠ WARNING

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

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

Introduction to the topic

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

Note the following:

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

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

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

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

⚠ WARNING

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

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

NOTICE

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

Types of child seat

Fig. 1 Example illustrations of child seats.

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

Standards for child seats

The regulations ECE

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

— Weight class.

— Size class.

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

— Approval number.

On child seats that are approved under regulation ECE

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

Child seat weight classes

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

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

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

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

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

Child seat approval categories

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

— Universal: child seats with “universal” approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must be additionally secured using a strap over the top of the vehicle seat (top tether).

— Semi-universal: “semi-universal” approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with “semi-universal” approval come with a type list. The seats should only be used in vehicles that are included on this list.

— Vehicle-specific: child seats with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which it is approved. These child seats also come with a type list.

— i-Size: child seats classified as “i-Size” must conform to the installation and safety requirements prescribed in regulation ECE

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

Installing and using child seats

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

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

Country-specific regulations

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

Information on fitting a child seat

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

— Read and follow the instructions provided by the child seat manufacturer→⚠.

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

Airbag sticker

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

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

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

Risks involved in carrying children on the front passenger seat

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

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

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

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

⚠ DANGER

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

- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Use only child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Securing systems

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

Overview of securing systems

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

The seat has two rigid attachment arms. The attachment arms click into ISOFIX attachment points at the bottom of the backrest (on the outer rear seats) *(→ Child seat with ISOFIX or i-Size)*. Atop tether or a support bracket may sometimes be used in addition to the ISOFIX anchor points described above.

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

Additional securing points:

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

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

Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

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

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

⚠ WARNING

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

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

Applies only in Australia:

⚠ WARNING

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

Quick guide to ISOFIX and i-Size installation

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

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

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

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

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

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

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

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

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

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

Installing child seats with ISOFIX/i-Size

Fig. 1 On the vehicle seat: identification of the i-Size anchor points for child seats.

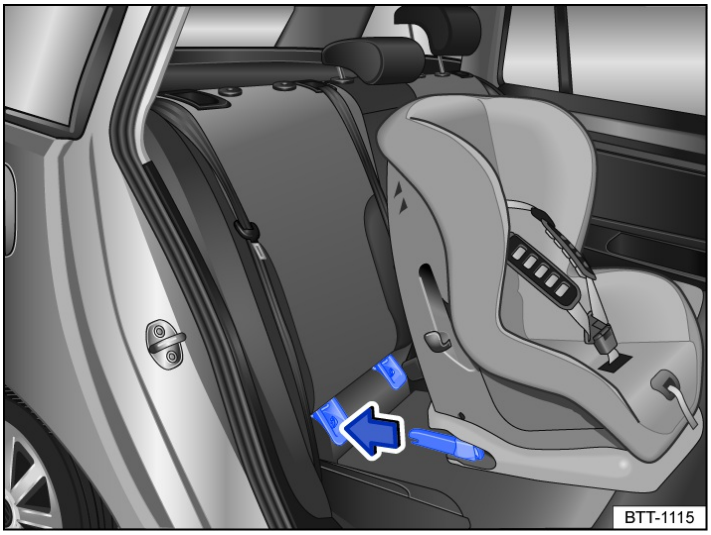


Fig. 2 Illustration: fitting a child seat with the attachment arms.

The location of the ISOFIX or i-Size anchorage points is indicated by a symbol → *Fig. 1*.

— Observe the instructions *(→ Child seats)*.

— Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size anchorages → *Fig. 2*. The child seat must click and audibly securely into place.

— Perform a pull test on both sides of the child seat to check that the child seat is properly engaged.

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

Securing child seats with the top tether

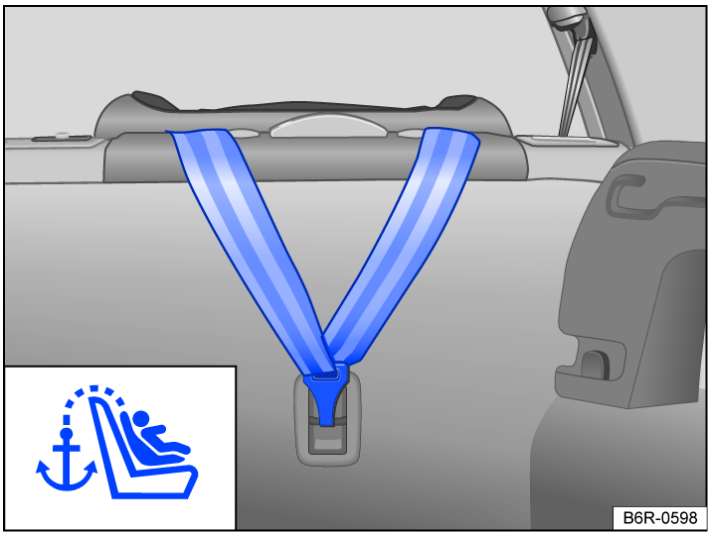


Fig. 1 In the luggage compartment: attached top tether.

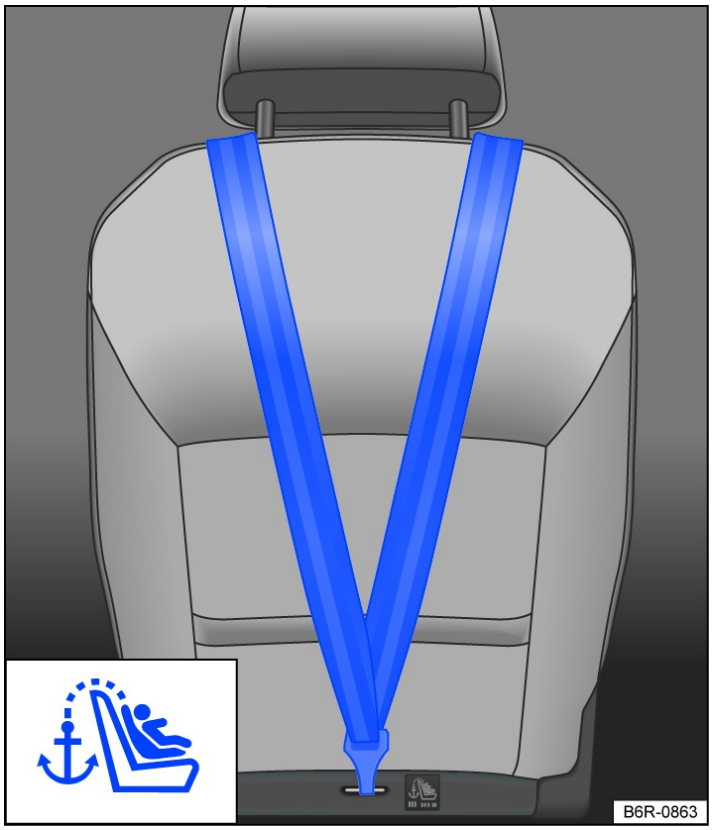


Fig. 2 On the rear of the front passenger seat: attached top tether.

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

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

— Observe the instructions *(→ Child seats)*.

— Push the head restraint on the vehicle seat all the way up or remove it.

— Position the child seat in the centre of the seat cushion.

— Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX or i-Size)*. The child seat must click and audibly securely into place.

— Remove the luggage compartment cover if necessary.

— Guide the top tether of the child seat to the rear over the seat and hook it into the corresponding top tether anchor ring *→ Fig. 1* or *→ Fig. 2*.

— Tighten the upper strap so that the top of the child seat rests against the rear seat backrest.

⚠ WARNING

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

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

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

Securing a child seat using the seat belt

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

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

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

Securing a child seat using the seat belt

— Observe the instructions *(→ Child seats)*.

— 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.

— Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer's instructions.

— Ensure that the seat belt is not twisted.

— Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Making you and your vehicle safe

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

Checklist

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

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

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

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

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

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

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Follow the actions in the checklist and observe the general safety procedures.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.
- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass, fuel.

NOTICE

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

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

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

Emergency equipment

First-aid kit

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

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

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

Warning triangle

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

Depending on the equipment, the warning triangle may be located in the boot lid. With the boot lid open, grasp the warning triangle at the recess and turn by 90° towards the front of the vehicle. Then remove the warning triangle through the opening.

The warning triangle must comply with legal requirements.

Return the warning triangle to its holder after use.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

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

WARNING

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

- Always secure the first-aid kit, warning triangle and fire extinguisher safely in the holders in the vehicle.
- Stow the high-visibility waistcoat in a stowage compartment so that it is easily accessible.

Information call, breakdown call and Emergency Call Service

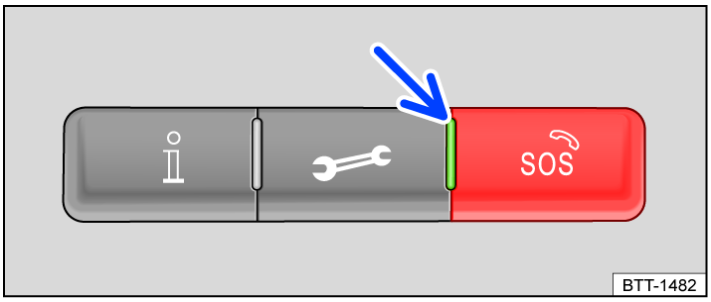


Fig. 1 In the roof console: control unit for voice services.

Information Call.

Breakdown Call.

Emergency Call Service.

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

Please also observe the other information on Volkswagen Car-Net or We Connect .

Indicator lamp for the Emergency Call Service

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

Indicator lamp does not light up: Emergency Call Service is deactivated or not available.

Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: Emergency Call Service is deactivated.

Indicator lamp lights up red continuously: system error. Emergency Call Service is restricted or not available.

Indicator lamp lights up green: Emergency Call Service is available, vehicle system ready for operation.

Indicator lamp flashes green: active connection to a voice service.

Information Call

— The Information Call enables you to call the Volkswagen AG hotline.

— The Information Call function is available only in some sales regions.

— The advisor who takes your call will talk to you in the language with which the vehicle was registered in Volkswagen Car-Net or We Connect.

Breakdown Call

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

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

— The advisor who takes your call will talk to you in the language with which the vehicle was registered in Volkswagen Car-Net or We Connect.

SOS Emergency Call Service

— When the emergency call service is triggered, a connection to the Volkswagen emergency call centre is established.

— If an emergency call is placed manually, or automatically after an accident where an airbag was triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted automatically .

— The telephone call centre communicates in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.

— The emergency call service can be deactivated by a qualified workshop.

⚠ WARNING

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

- Your current emergency call location is in an area with no or insufficient mobile communications and GPS reception.
- The mobile network of telecommunication providers is not available in areas with sufficient mobile and GPS reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and GPS reception.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid license for the use of the emergency call service.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, the emergency call reverts to the statutory eCall emergency call system.
- The ignition of the vehicle is not switched on.

Initiating an emergency call manually

— Press the emergency call button SOS until the indicator lamp flashes green. The emergency call is now initiated and a voice connection is established to the Volkswagen emergency call centre.

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

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

Automatic emergency call

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

A connection to the Volkswagen emergency call centre is set up immediately after the airbags or belt tensioners have been triggered. The automatic emergency call cannot be cancelled by pressing the emergency call button SOS.

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

Integrated battery

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

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

Have the integrated battery checked by a qualified workshop after about 3 years and replaced if necessary.

Data transmission

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

The transmitted data include the following:

— Current position of the vehicle.

— Vehicle identification number.

— Type of vehicle drive.

— Vehicle type.

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

The function of the emergency call service may be restricted if Infotainment systems have been retrofitted.

Reverting to the statutory eCall emergency call system

In some situations, the emergency call service may be restricted or unavailable. Where possible, a voice connection with a public emergency call centre is established. In this case, the available data is transmitted to the public emergency call centre in order to determine the necessary rescue measures .

Troubleshooting

Emergency Call Service is faulty

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

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

— Go to a qualified workshop immediately.

— Have the fault rectified.

Emergency Call Service is restricted

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

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

— Go to a qualified workshop immediately.

— Have the fault rectified.

Legally required eCall Emergency System

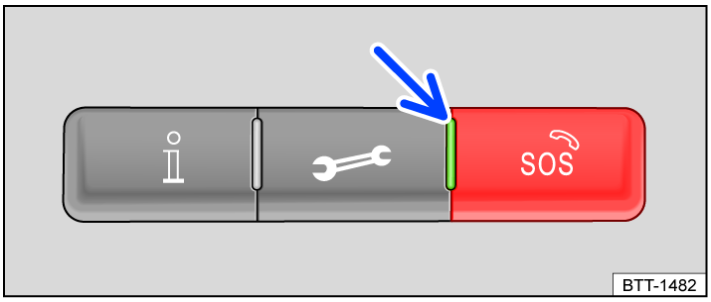


Fig. 1 In the roof console: control for the statutory eCall emergency call system.

Information Call.

Breakdown Call.

Statutory eCall emergency call system.

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

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

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

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

Indicator lamp for the Emergency Call Service

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

Indicator lamp does not light up: emergency call is not available.

Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: emergency call is deactivated.

Indicator lamp lights up red continuously: system error. Emergency call is restricted or not available.

Indicator lamp lights up green: emergency call is available, vehicle system ready for operation.

Indicator lamp flashes green: emergency call is active.

WARNING

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

- Your current emergency call location is in an area with no or insufficient mobile communications and GPS reception.
- No 2G/3G mobile communications network of telecommunication providers is available in areas with sufficient mobile communications and GPS reception.

-
- The emergency call system is not available in some countries.
- The public emergency call centre is technically not able to receive emergency call data.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The ignition of the vehicle is not switched on.

Initiating an emergency call manually

— Press the emergency call button SOS for a few seconds. The emergency call is now initiated and a voice connection is established to the public emergency call centre.

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

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

Automatic emergency call

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

A connection to the public emergency call centre is established when the airbags or belt tensioners have been triggered. The automatic emergency call cannot be cancelled by pressing the emergency call button SOS.

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

Integrated battery

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

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

Have the integrated battery checked by a qualified workshop after about 3 years and replaced if necessary.

Data transmission

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

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

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

The transmitted data include the following:

— Current position of the vehicle when the emergency call was triggered.

— Two other positions shortly before the emergency call was triggered (route driven, a few 100 m or around 328 ft).

— Vehicle identification number (VIN).

— Type of vehicle drive.

— Vehicle class.

— Type of trigger (automatic or manual)

— Type of call.

— Direction in which the vehicle was moving when the emergency call was triggered.

— Time of collision.

— Reliability of positioning data.

— Data record version.

— Counter of data strings transferred per call.

— Estimated number of passengers.

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

Troubleshooting

Fault in legally required eCall Emergency System

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

There is a system fault in the legally required eCall Emergency System. No emergency call can be placed.

— Drive immediately to a qualified workshop.

— Have the fault rectified.

Legally required eCall Emergency System restricted

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

The function of the legal emergency call system eCall is only available to a limited extent. No emergency call can be placed.

— Drive immediately to a qualified workshop.

— Have the fault rectified.

Functions of the vehicle key

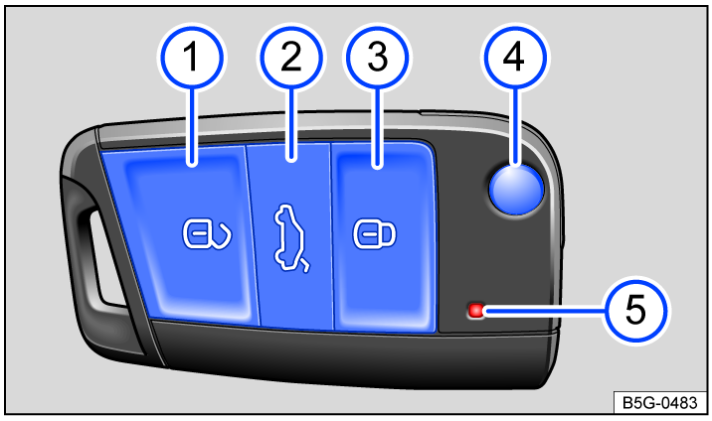


Fig. 1 Vehicle key.

Key to *Fig. 1*:

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

WARNING

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

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

NOTICE

Protect the key from moisture and excessive vibration.

Changing the button cell (vehicle key with key bit)

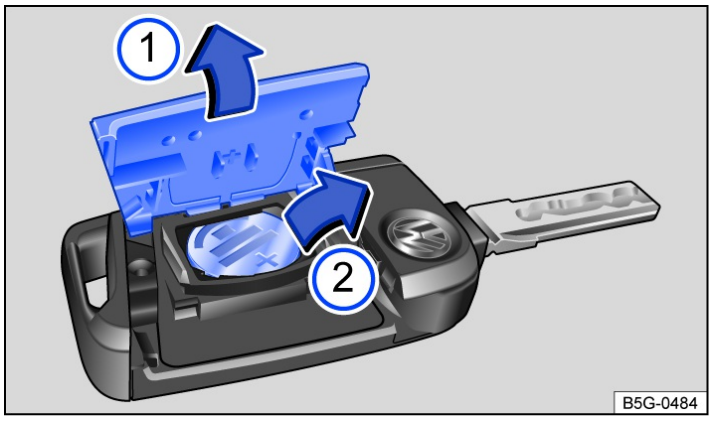


Fig. 1 Vehicle key: replacing the button cell.

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

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

DANGER

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

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

NOTICE

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

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. We recommend that you have this service carried out by a Volkswagen dealership or a qualified workshop.

Synchronising the vehicle key

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

Synchronising the vehicle key:

— Unfold key bit or remove spare key.

— If necessary, remove the cover of the driver door handle .

— Press the button on the vehicle key.

— Unlock the vehicle using the key bit.

— Open the driver door. If the vehicle has an anti-theft alarm, this will be triggered immediately *(→ Anti-theft alarm)*.

— Switch on the ignition.

The synchronisation process is complete.

Troubleshooting

Vehicle cannot be locked or unlocked

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

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

— Close the driver door.

— OR: synchronise the vehicle key *(→ Vehicle key)*.

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

Indicator lamp does not flash

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

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

Introduction to the topic

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

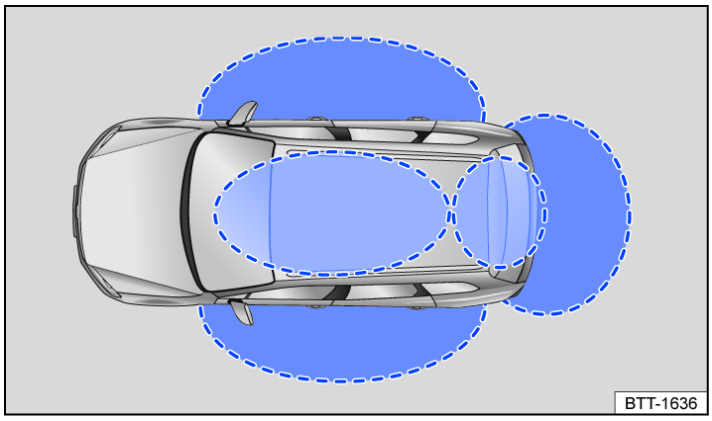


Fig. 1 Keyless Access: detection range.

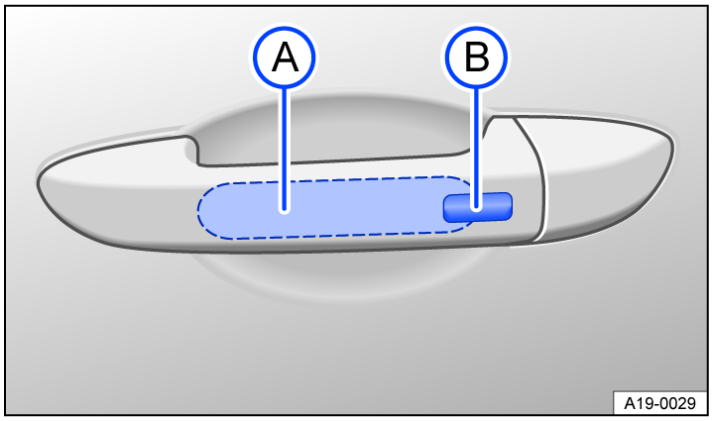


Fig. 2 In the door handle: sensors.

Unlocking and locking the vehicle

Unlocking:

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

Locking:

— Switch off the ignition.

— Close driver or front passenger door.

— Touch sensor → *Fig. 2* (B) on the outside of the driver or front passenger door handle.

The vehicle unlocking procedure is confirmed by all the turn signals flashing *twice* and the locking procedure by the turn signals flashing *once*.

Locking and unlocking the boot lid

When the vehicle is locked, the boot lid will be unlocked automatically if you open it when a vehicle key is located within the operating range of the boot lid → *Fig. 1*.

The boot lid is locked automatically after it is closed.

If the vehicle is completely unlocked, the boot lid will not lock automatically when closed.

Temporarily deactivating Keyless Access

Keyless Access can be deactivated temporarily as described below so that the vehicle cannot be unlocked and started due to misuse by unauthorised third parties.

— Lock the vehicle with the button on the vehicle key.

— Then touch the sensor on the outside of the door handle → *Fig. 2* (B) once within five seconds. Do not put your hand around the door handle when doing this.
— Keyless Access is now temporarily deactivated.
— You can check that it is deactivated by waiting for at least ten seconds and then pulling the door handle. It should not be possible to open the door.

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

Operating the convenience functions

The electric windows can be closed automatically.

— Place a finger on the sensor of the driver's or front passenger door handle → *Fig. 2* (B) for a few seconds.

The sensor functions can be set in the Vehicle settings menu in the Infotainment system.

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

A vehicle with dual clutch gearbox DSG® can only be locked when the parking lock P is engaged.

The entire vehicle will be unlocked if the sensor is touched twice, even if a single door has already been unlocked.

Troubleshooting

Keyless Access does not work

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

— Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

— Remove the key and lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

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

Activating sensors again:

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

NOTICE

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

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

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 only if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

A symbol in the instrument cluster display indicates if one or more doors are not closed properly *(→ Displays)*. Do not 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 as soon as possible and close the door.
- Ensure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Doors should only be opened or closed when you are sure there is no-one in their path.

WARNING

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

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

WARNING

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

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

WARNING

Careless locking of the doors can cause serious injuries.

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

NOTICE

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

Indicator lamp in the driver door

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

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

Automatic locking and unlocking

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

— The vehicle is at a standstill and the vehicle key has been removed.

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

— OR: the door release lever has been operated.

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

Automatic unlocking gives emergency responders access to the vehicle.

Depending on the settings made for central locking in the Infotainment system, it may be the case that all of the doors and the boot lid are unlocked only when the button has been pressed twice.

Central locking button

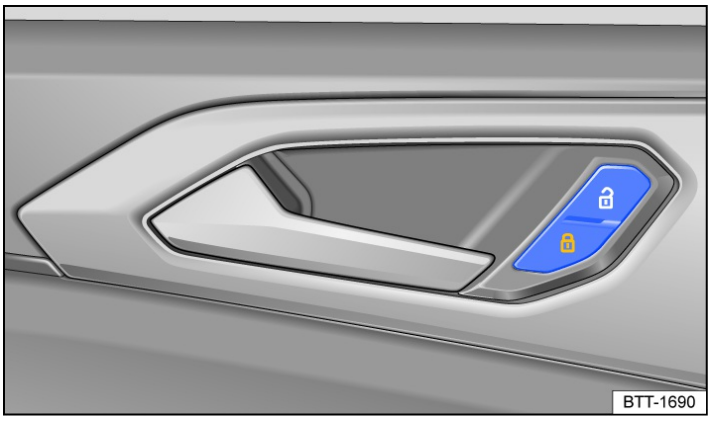


Fig. 1 In the driver door: central locking button.

Key:

- unlock the vehicle.

- lock the vehicle.

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

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

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

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

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

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

Opening and closing the driver door manually

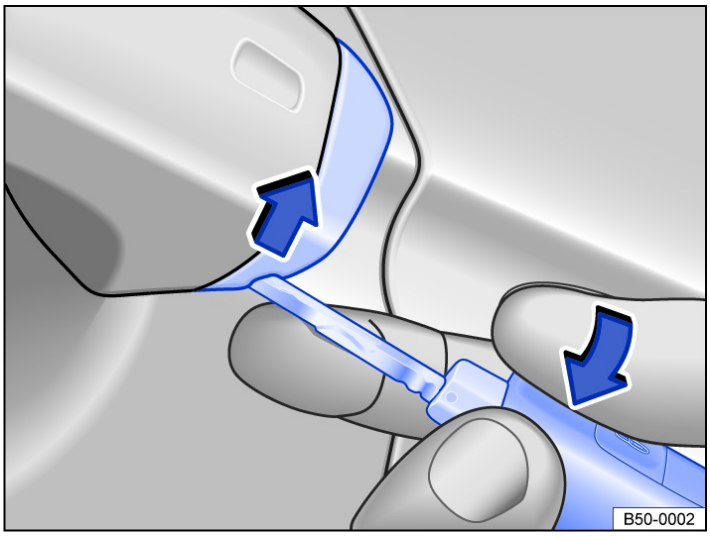


Fig. 1 Handle on the driver door: levering off the cover.

When manual locking takes place, all doors are locked. With manual unlocking, only the driver door is unlocked. Observe the information about the anti-theft alarm *(→ Anti-theft alarm)*.

— Pull on the door release lever until the cap is removed.

— Place the key bit or spare key on the notch of the driver's door handle from below.

— Hold your index finger under the key bit.

— Lever the cap off with the vehicle key in the direction of the arrow *→ Fig. 1*.

— Insert the key bit into the lock cylinder and lock or unlock the vehicle.

— Pull the door release lever and fit the cap again.

Things to note when unlocking manually

— The alarm is triggered when the driver door is opened *(→ Anti-theft alarm)*.

— The vehicle must be started manually once unlocked .

— Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

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

Manually closing the front passenger door and rear doors

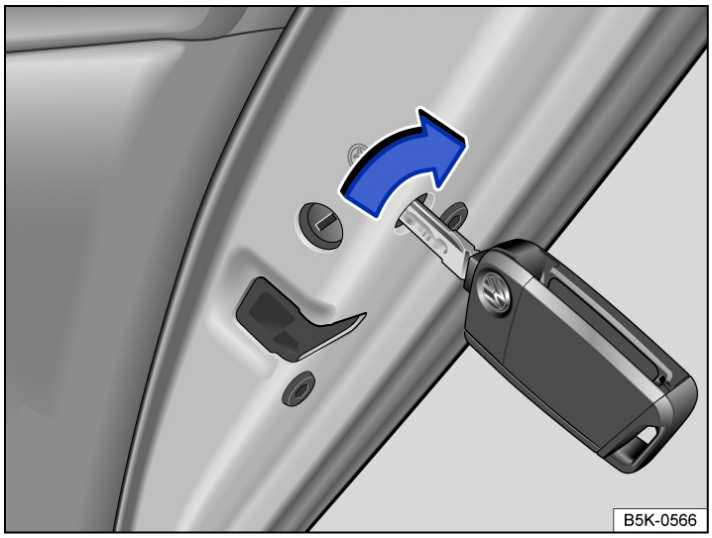


Fig. 1 In the front edge of the rear right-hand door: manually locking the vehicle with the vehicle key.

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

— Open the door.

— Remove the rubber seal from the end face of the door.

— Insert the key bit or spare key into the slot and turn → *Fig. 1*.

— Secure the rubber seal again.

— Ensure that the door is locked.

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

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

Childproof lock

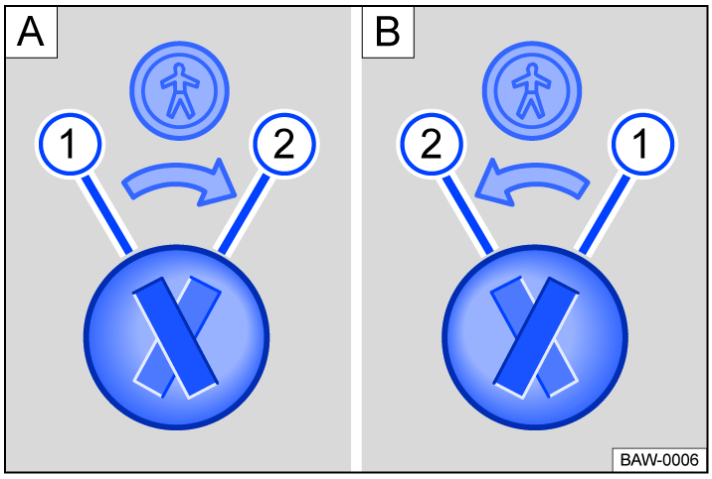


Fig. 1 Childproof lock: A rear left door, B rear right door.

1 Childproof lock is switched off.

2 Childproof lock is switched on.

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

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

Switching the childproof lock on and off

— Unlock the vehicle and open the appropriate rear door.

— Move the slot to the corresponding position.

WARNING

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

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

SAFELOCK

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

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

Deactivating SAFELOCK

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

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

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

— Switch on the ignition.

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

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

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

The following applies when SAFELOCK is deactivated:

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

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

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

⚠ WARNING

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

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

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

Indicator lamp lights up continuously

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

There is a fault in the locking system.

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

Turn signals do not flash

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

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

— The bonnet is not closed

Vehicle locks itself automatically

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

— The vehicle was unlocked but not opened.

— The ignition was not switched on.

— The boot lid was not opened.

Response when locking the vehicle with a second vehicle key

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

Locking the vehicle after airbags have been triggered

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

— Switch off the ignition.

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

— Lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

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

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

Activating sensors again:

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

NOTICE

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

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

If there is no 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 be the case if the vehicle key is disturbed by another wireless signal or covered by another object, e.g. by 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 five minutes.

When does the system trigger an alarm?

— When a door that was unlocked mechanically with the vehicle key is opened.
— When the bonnet is opened.
— When the boot lid is opened.
— If the ignition is switched on using an invalid key.
— If the 12-volt vehicle battery is disconnected.
— If 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

— Unlock the vehicle using the unlocking button on the vehicle key.
— OR: switch on the ignition using a valid vehicle key. A short alarm lasting around one second may sound.
— On vehicles with Keyless Access: grip the door handle .

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

When the 12-volt vehicle battery is disconnected, the anti-theft alarm system can be triggered.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered .

Interior monitoring system and anti-tow alarm

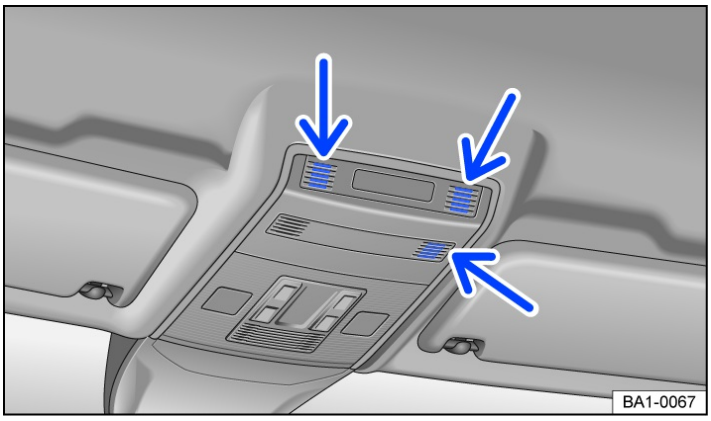


Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

In some markets, the vehicle is equipped with interior monitoring and an anti-tow alarm, depending on the vehicle specification.

The interior monitoring 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

Close the stowage compartments in the roof console so that the sensors can function.

— Close the windows, tilting and sliding panoramic sunroof, doors and boot lid.

— Press the locking button once.

— The interior monitoring system and anti-tow alarm are activated.

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

With some equipment levels, the interior monitoring system and the tow-away protection can be switched off temporarily in the Vehicle settings menu in the Infotainment system.

— Switch on the ignition.

— Deactivate the interior monitoring and the anti-tow alarm in the Vehicle settings menu in the Infotainment system.

— Close all doors and the boot lid.

— Lock the vehicle using the vehicle key.

The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

We recommend deactivating the interior monitoring system and tow-away protection 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.

— If the vehicle is being transported.

— If the vehicle is going to be towed with one axle off the ground.

— If the vehicle is to be parked in a two-storey garage.

— If the vehicle is to be parked in a car wash.

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 lightweight items such as loose pieces of paper or items hung from the interior mirror are left in the vehicle.

— If the vibration alarm of a mobile telephone is switched on.

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

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

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

Introduction to the topic

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

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

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

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

WARNING

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

WARNING

Serious injuries can occur if the boot lid is unlocked or opened incorrectly or without due care and attention.
- It may not always be apparent that the boot lid is unlocked, for example when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion.

WARNING

If there is a large amount of snow or a heavy load on the boot lid, the boot lid may lower by itself and cause serious injuries due to the additional weight.
- Never open the boot lid if it is covered by a large amount of snow or a load is attached to it, e.g. a luggage carrier.
- Remove the snow or load before opening the boot lid.

WARNING

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

NOTICE

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

NOTICE

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

Opening and closing the boot lid

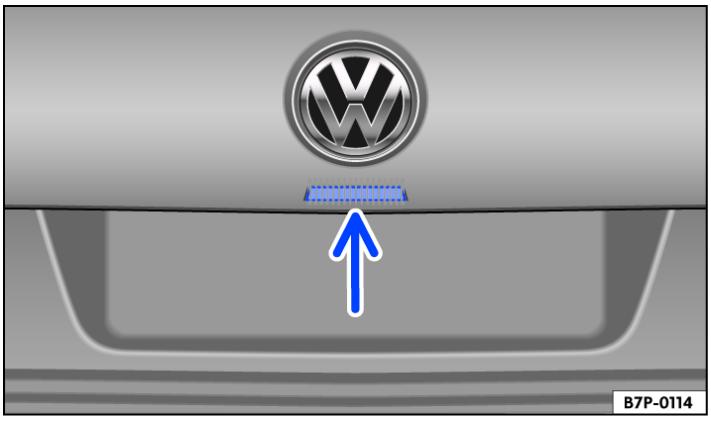


Fig. 1 In the tailgate: button for opening the tailgate.

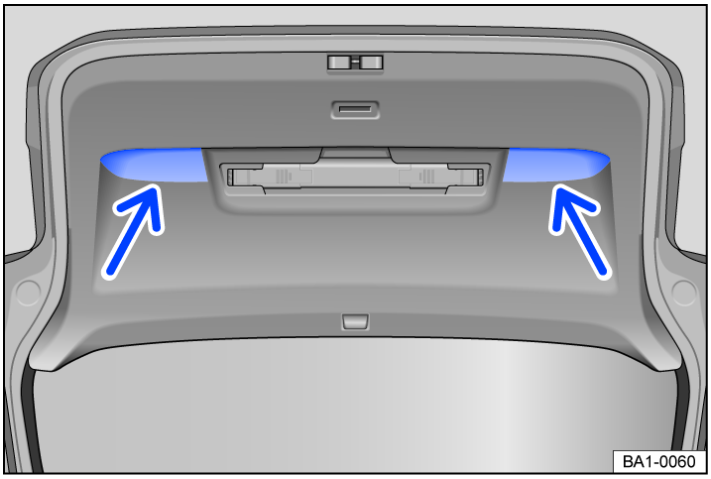


Fig. 2 Open boot lid: handle recesses for closing the boot lid.

Opening the boot lid

— To unlock the boot lid, press the button on the vehicle key.

— Lift the boot lid by the button → *Fig. 1*.

Closing the boot lid

— Pull the boot lid down with force by the handle in the interior trim so that it engages in the lock → *Fig. 2*, → ⚠.

An image 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 closing the boot lid, please ensure 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

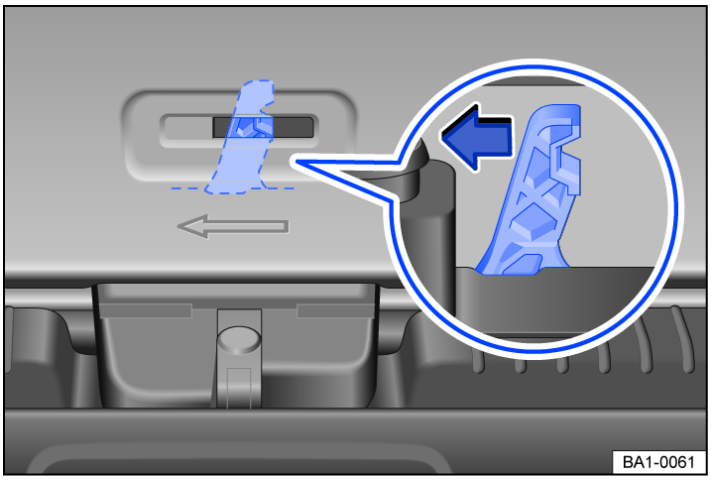


Fig. 1 In the luggage compartment: service opening in the boot lid.

Unlocking the boot lid manually

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

Boot lid cannot be opened or closed

— Check whether the boot lid is blocked by an obstacle. The boot lid can be moved by hand. You will need to use more force than usual.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

— 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.

— Guide the boot lid further upwards by hand.

Opening and closing windows

The buttons are located in the doors *(→ Driver door)*.

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

Press to disable the electric window buttons in the rear doors.

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: pull the button for the appropriate window up briefly into the second position.

One-touch opening: press the button for the appropriate window down briefly into the second position.

Stopping the one-touch function: press or pull the button for the appropriate window again.

Convenience opening and closing

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

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

— *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.

— To interrupt this function, release the locking or unlocking button OR remove your finger from the sensor.

A valid vehicle key must be located within close range. All turn signals will flash *once* as confirmation that all the windows have been closed.

The windows can also be opened and closed by means of the electric window buttons in the driver door as soon as the driver door has been opened.

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

⚠ WARNING

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

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

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→ ⚠.

— Check to see why the window has not closed.

— Try to close the window again.

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

— If the window still cannot be closed, the window stops where it is. To close the windowwithout the roll-back function, press the button again within a few seconds →⚠.

Closing windows without roll-back function

— 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.

— Please go to a qualified workshop if the window still cannot be closed.

⚠ WARNING

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

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

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

One-touch opening and closing does not work

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

— Switch on the ignition.

— Close all windows and doors.

— Pull up the button for the window and hold it in this position for a few seconds.

— 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.

Adjusting the steering wheel position

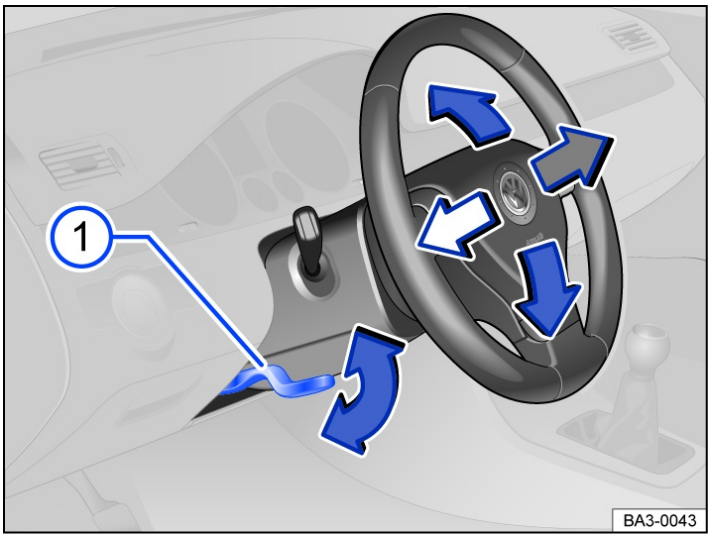


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

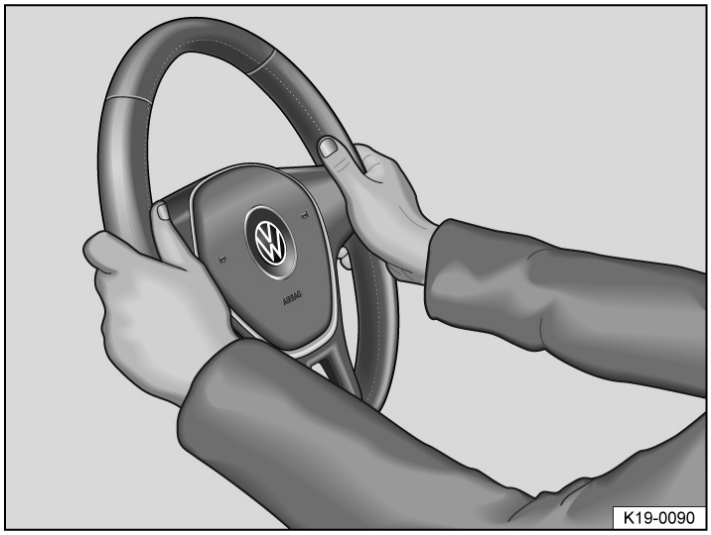


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

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

— Push down the lever → *Fig. 1* (1).

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

— Push the lever up firmly until it is flush with the steering column trim →⚠.

⚠ WARNING

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

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

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

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

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

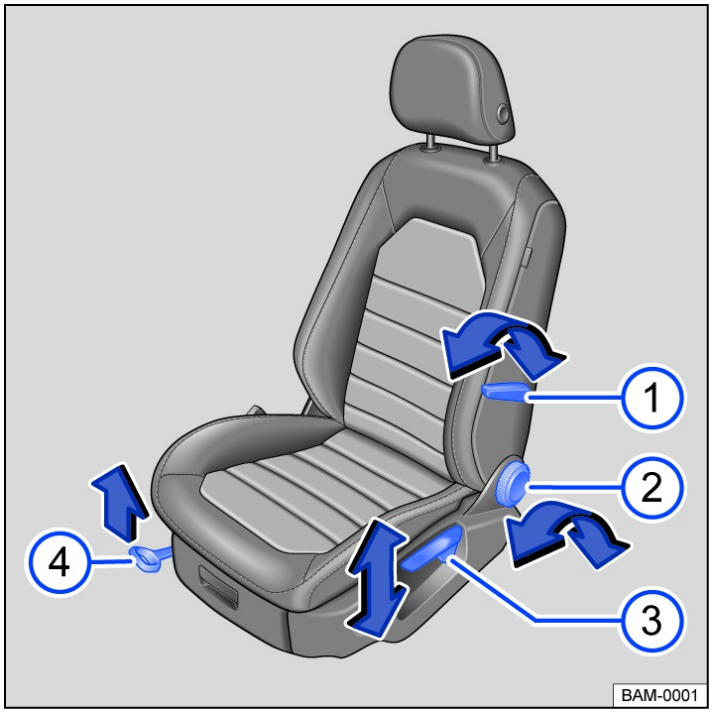


Fig. 1 On the left front seat: controls.

1. Operate the lever to adjust the lumbar support.
2. Take your weight off the backrest and turn the handwheel to adjust it.
3. Move the lever up or down, several times if necessary, to adjust the seat height.
4. Pull the lever to push the front seat forwards or backwards. The front seat must engage after you release the lever!

Folding the front passenger seat backrest forwards

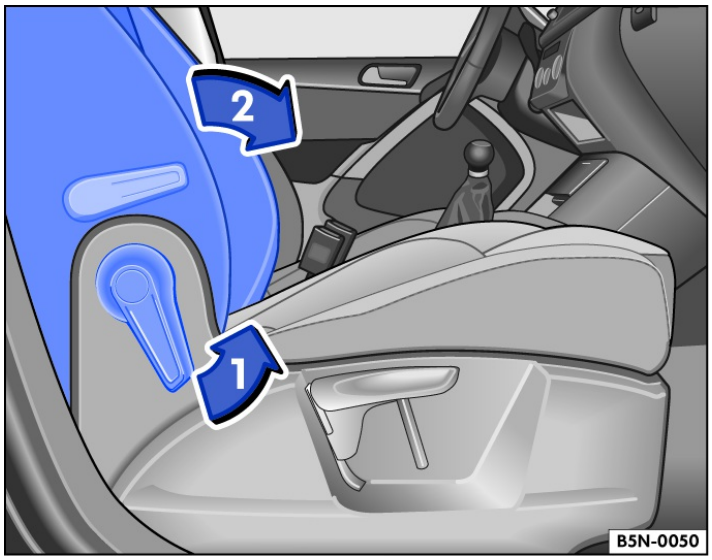


Fig. 1 Front passenger seat: folding backrest forwards.

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

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

Folding the front passenger seat backrest forwards

— Remove any items from the front passenger seat cushion →⚠.

— Lower the front passenger seat as far as possible.

— Push the front passenger seat as far back as possible.

— Push the head restraint all the way down.

— Release the front passenger seat backrest in the direction of the arrow → *Fig. 1* (1).

— Fold the front passenger seat backrest forwards in the direction of the arrow → *Fig. 1* (2) until it is horizontal. When it is folded down, the front passenger seat backrest must engage securely into place.

Folding back the front passenger seat backrest

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

— To fold back, release the front passenger seat backrest again → *Fig. 1* (1).

— Fold back the front passenger seat backrest so that it is upright. When it is folded up, the front passenger seat backrest must engage securely into place.

⚠ WARNING

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

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.
- When folding the front passenger seat backrest forwards, always make sure that there are no people, animals or objects in its path.
- The front airbag must be switched off and the PASSENGER AIR BAG OFF indicator lamp must 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 it is returned to the upright position.

- When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly, it could move suddenly and cause serious injuries.

WARNING

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

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

Introduction to the topic

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

WARNING

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 direct adjustment area.

WARNING

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

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

WARNING

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

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

NOTICE

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

NOTICE

Sharp edges can damage the seats.

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

Adjusting the rear bench seat

Moving the rear bench seat in longitudinal direction

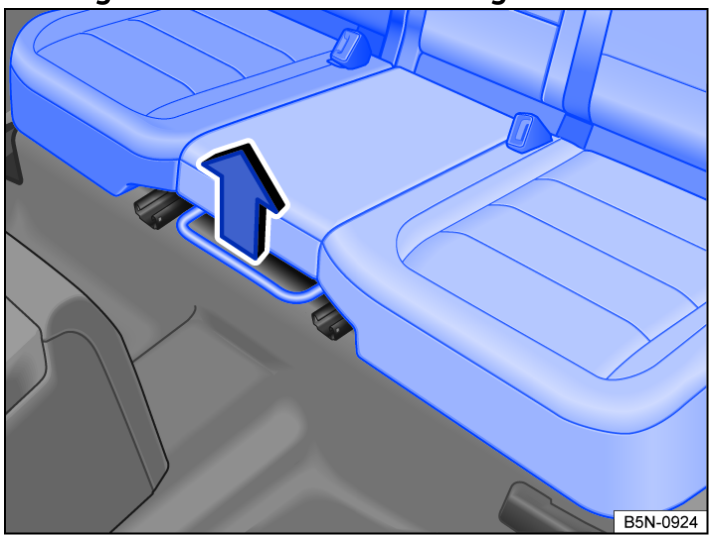


Fig. 1 Under the seat cushion of the rear bench seat: adjusting lever.

— Pull the lever upwards in the direction of the arrow → *Fig. 1* and push the rear bench seat forward or back in longitudinal direction *(→ Rear seats)*.

— Release the lever and engage the rear bench seat in position by pushing forwards and backwards slightly.

Folding the backrest of the rear bench seat forwards and backwards

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

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

Folding the rear seat backrest forwards

— Push the head restraint all the way down.

— 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

— 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) should 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 ensure that the red marking is never visible when the rear seat backrest is in the upright position.
- Passengers (adults and children) must not use seats if the rear seat backrest is folded forwards or is not engaged securely into place.

NOTICE

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

- Before folding the rear seat backrest forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do impact the front seats.

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

Introduction to the topic

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

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

NOTICE

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

Adjusting the head restraints

Adjusting the height of the head restraint

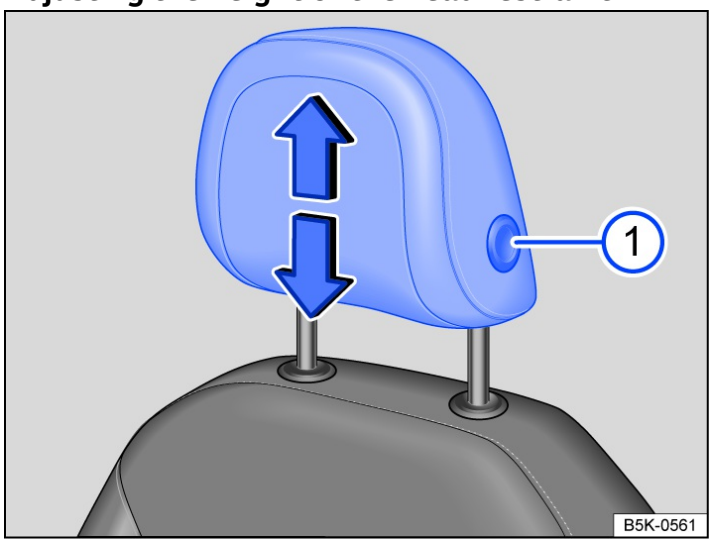


Fig. 1 Front head restraint: adjusting.

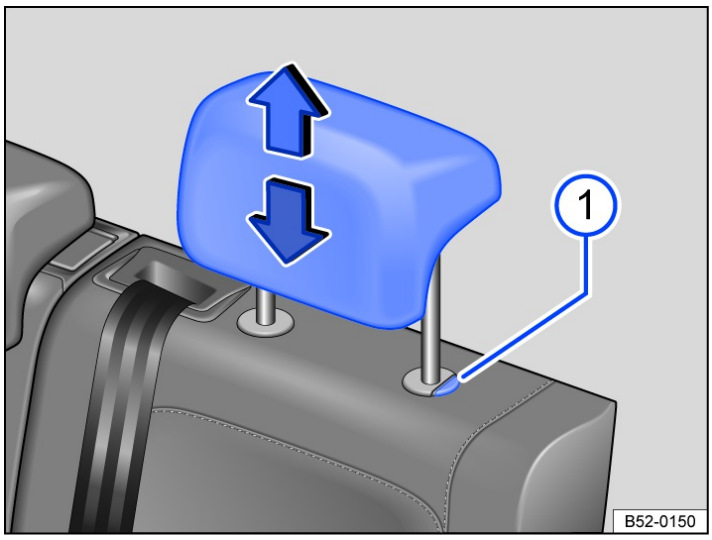


Fig. 2 Rear head restraint: adjusting.

— Push the head restraint up or down in the direction of the arrows while pressing the button→ *Fig. 1* (1) or → *Fig. 2* (1) if necessary.

The head restraint must engage securely into position.

Removing and installing the head restraints

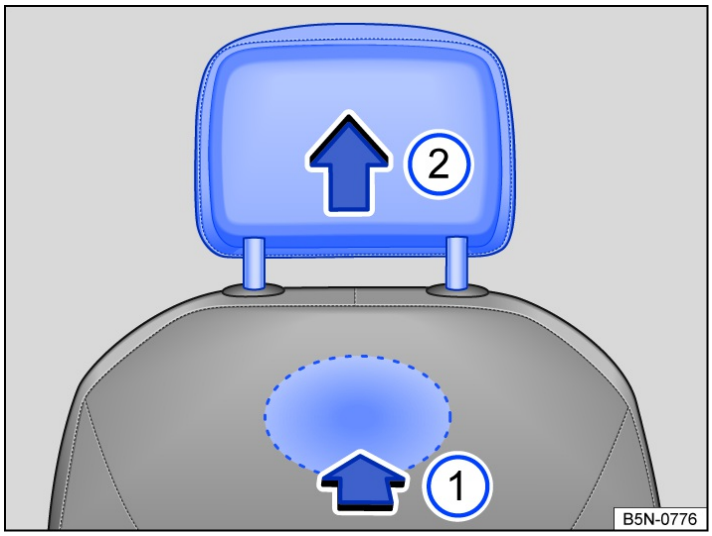


Fig. 1 Front head restraint: removing.

Removing the front head restraints

— If necessary, lower the head restraint.

— To release the head restraint, feel for the recess in the marked area on the rear side and press it in the direction of the arrow → *Fig. 1* (1).

— Pull the head restraint out in the direction of the arrow → *Fig. 1* (2).

Fitting the front head restraints

— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.

— Push the head restraint down until the guide pins click into place.

— Adjust the head restraint so a correct sitting position can be assumed.

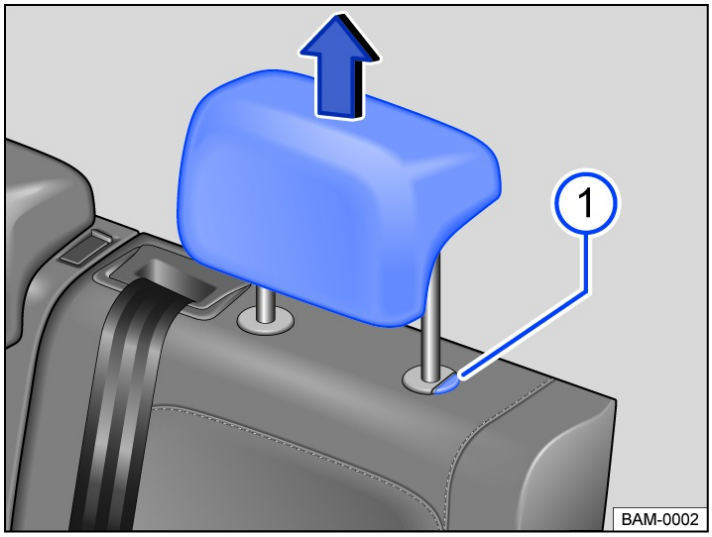


Fig. 2 Rear head restraint: removing.

Removing the rear head restraints

— If necessary, adjust the backrest so that the head restraint can be removed.

— Push the head restraint all the way up.

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

Fitting the rear head restraints

— Release the rear seat backrest and fold the backrest forwards slightly.

— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.

— Press and hold the button → *Fig. 2* (1) and push down the head restraint.

— Fold back the rear seat backrest and allow it to engage securely.

— Adjust the head restraint so a correct sitting position can be assumed.

Centre armrest

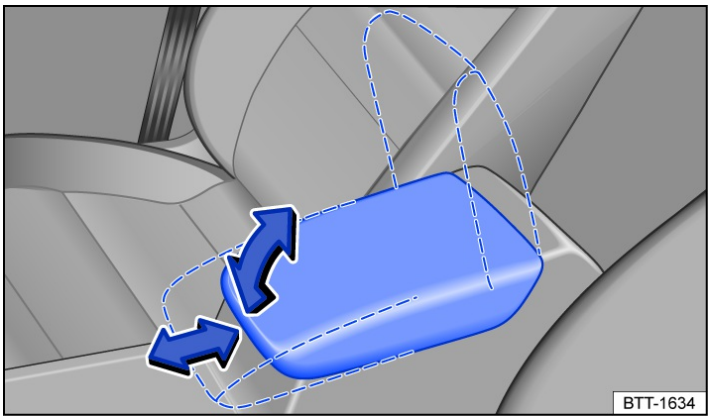


Fig. 1 Front centre armrest.

— To *move it backwards and forwards*: push the centre armrest in the direction of the arrow all the way forwards → *Fig. 1* or all the way backwards.

Depending on the vehicle equipment, there may be a stowage compartment under the centre armrest.

⚠ WARNING

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- Always keep stowage compartments closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect sitting position can cause serious injury.

Switching turn signals on and off

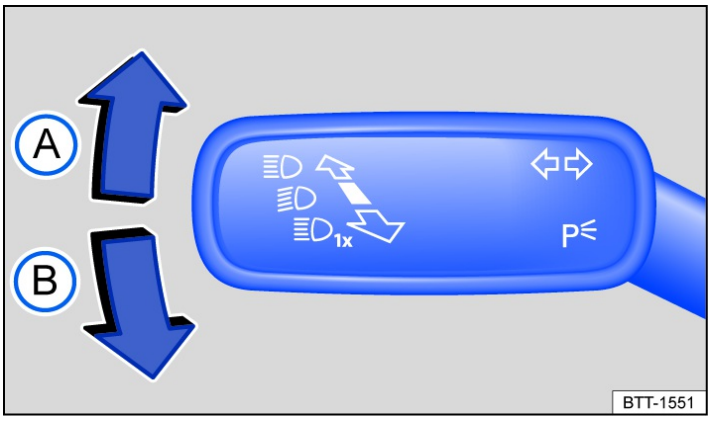


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

— Switch on the ignition.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

— (A) Right turn signal ➡.

— (B) Left turn signal ⬅.

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

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

Convenience turn signal

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

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

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

⚠ WARNING

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

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

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

.

Switching lights on and off

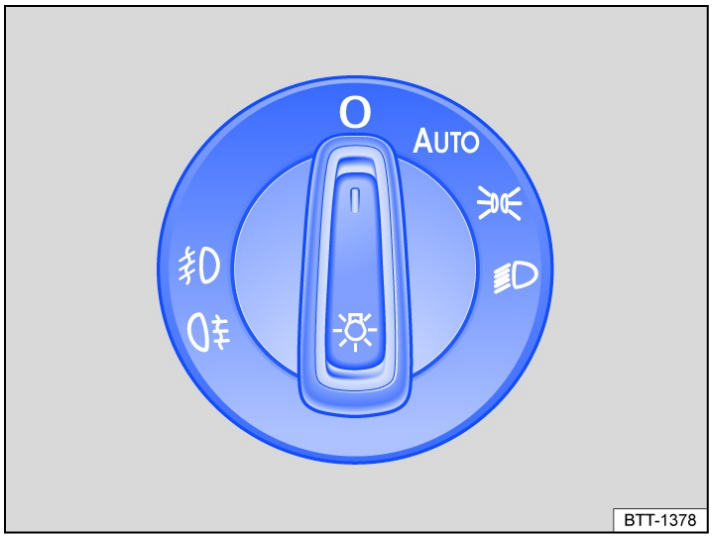


Fig. 1 Next to the steering wheel: light switch (one variant).

Switching lights on

— Switch on the ignition.

— Turn the light switch to the appropriate position → *Fig. 1*:

0

The daytime running lights are switched on.

AUTO

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

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

The dipped beam headlights are switched on.

Switching off the lights

— Switch off the ignition.

— Turn the light switch to the appropriate position:

0

The lights are switched off.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

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

Dipped beam is switched off – the side lights will stay on as long as the vehicle key is in the ignition lock or, in vehicles with Keyless Access, the driver door is closed.

Daytime running lights

The daytime running lights (dependent on equipment level) can increase the visibility of your vehicle in traffic during the day.

The daytime running lights are switched on each time the ignition is switched on when the light switch is in position **0**, or **AUT**

0 (when brightness is detected).

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

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

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

WARNING

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

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

WARNING

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

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

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

Switching the fog lights on and off

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

— Switching on the front fog lights: pull the light switch out to the first position. The indicator lamp in the light switch lights up green.

— Switching on the rear fog light: pull the light switch all the way out. The indicator lamp lights up yellow in the instrument cluster.

— To switch the fog lights off, press in the light switch or turn it to position 0.

If the automatic headlights function AUTO is switched on and the front or rear fog lights are switched on, the dipped beam headlights will also be switched on irrespective of the current ambient light conditions.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Light functions

Side lights

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

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

Automatic headlights AUTO

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

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

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

Cornering light

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

Acoustic warnings if lights are not switched off

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

— If the parking light is switched on.

— If the side lights or rear fog light are switched on.

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

Switching main beam on and off

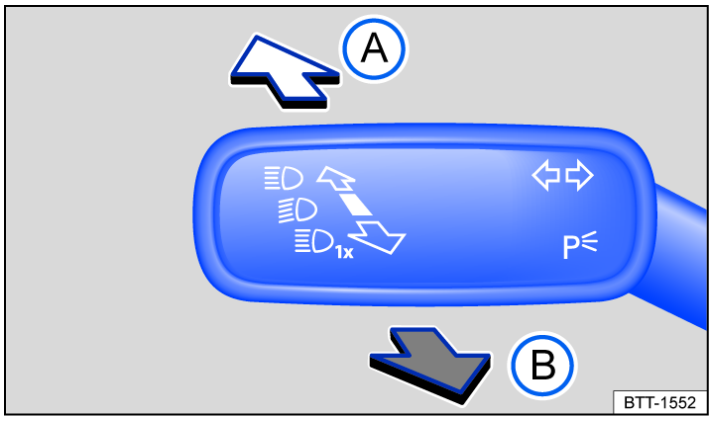


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

— Switch on the ignition and dipped beam.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

(A)

Main beam switched on.

(B)

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

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

Main-beam control

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

WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

Main-beam control

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

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

Depending on the vehicle equipment level, main-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on main-beam control

— Switch on the ignition and the automatic headlights AUTO.

— Briefly press the turn signal and main beam lever forwards out of the basic position.

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

Setting the sensitivity of the main-beam control

Depending on the country, the sensitivity of the main-beam control can also be set in two levels:

— *To increase the sensitivity:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp of the instrument cluster flashes three times to confirm.

— *To reset the sensitivity to the standard setting:* press the turn signal and main beam lever forward from the initial position and hold it in this position for around 15 seconds. The indicator lamp of the instrument cluster flashes three times (briefly) to confirm. OR: switch the ignition off and then on again.

Switching off main-beam control

— Switch off the automatic headlights AUTO.

— OR: main-beam control switched on and active: pull back the turn signal and main beam lever.

— OR: main-beam control switched on and not active: touch the turn signal and main beam lever forwards to switch on manual main beam. Pull back the turn signal and main beam lever to switch off the manual main beam if necessary.

— OR: switch off the ignition.

System limits

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

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

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

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the field of view of the camera is covered by condensation, dirt, a sticker, snow or ice.

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

⚠ WARNING

Do not let the extra convenience afforded by main-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lights yourself and adjust them to the prevailing conditions for lights, visibility and road traffic.
- 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:

- Regularly clean the camera's field of view, and keep it free from snow and ice.
- Do not cover the camera's field of view.
- Regularly check the area of the windscreen that is in the camera's field of view for damage.

Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the main-beam control system.

Switching parking lights on and off

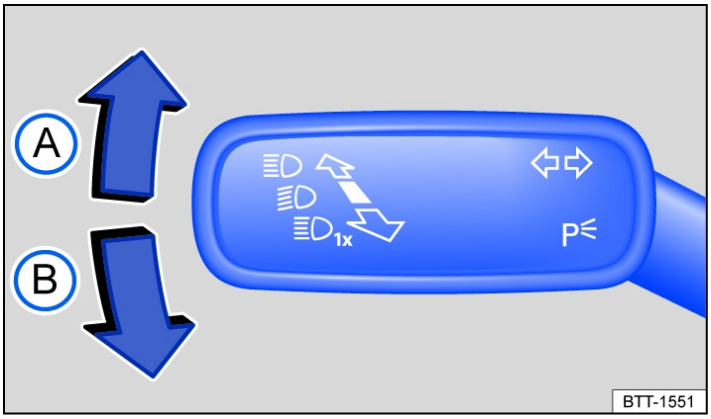


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Switching on parking light on one side of the vehicle

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

— Switch off the ignition.

— Move the turn signal and main beam lever from the centre position to the following position→ *Fig. 1*:

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

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

Continuous parking light on both sides of the vehicle

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

— Switch on the parking lights .

— Switch off the ignition.

— Lock the vehicle from outside.

Automatic switch-off of side lights and parking lights

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

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

⚠ WARNING

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

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

Coming Home and Leaving Home function (orientation lighting)

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

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

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

Switching on the Coming Home function

— Switch off the ignition.

— Operate the headlight flasher for approximately one second.

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

Switching off the Coming Home function

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

— OR: automatically if a vehicle door or the tailgate is opened approximately 30 seconds after switch-on.

— OR: switch off the lights.

— OR: switch on the ignition.

Switching on the Leaving Home function

— Unlock the vehicle when the automatic headlight control function AUTO is switched on and the rain/light sensor detects *darkness*.

Switching off the Leaving Home function

— Automatically after the switch-off delay.

— OR: lock the vehicle.

— OR: switch off the lights.

— OR: switch on the ignition.

Headlight range control

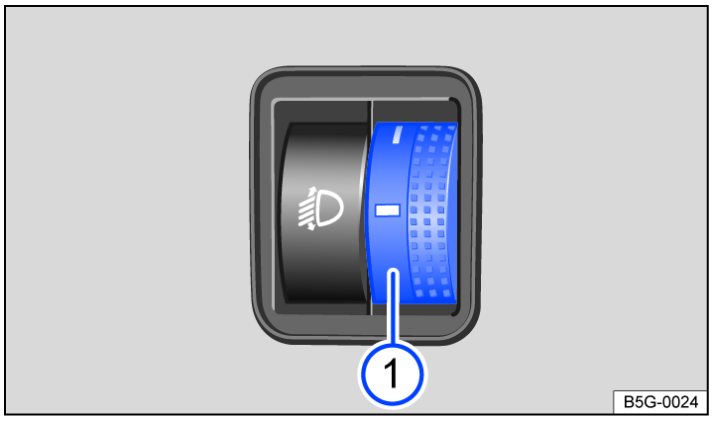


Fig. 1 Next to the steering wheel: control for headlight range control (1).

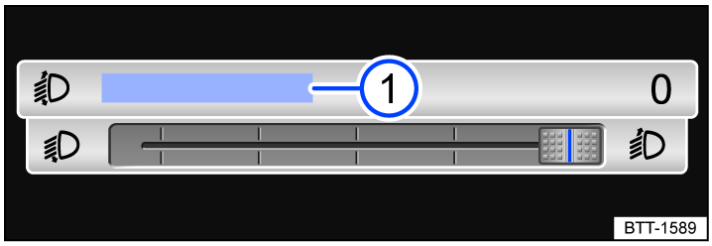


Fig. 2 In the Infotainment system: touch slider for headlight range control.

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

With some equipment levels, the headlight range can be adjusted either with the control →*Fig. 1* or with the touch slider in the Infotainment system →*Fig. 2*.

Manual headlight range control

Adjustment using the touch slider in the Infotainment system:

— Press the MENU button or function button.

— Touch the Vehicle and function buttons to open the Vehicle settings menu.

— Touch the Lights function button to open the Light settings menu.

— Touch the function button Headlight range control →*Fig. 2* (1).

— Move the touch slider to the required position(example vehicle load level).

Adjusting using the control in the instrument panel:

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

Setting in the Infotainment system	Setting with the control	
0	–	Front seats occupied and luggage compartment empty.
2	1	All seats occupied and luggage compartment empty.
4	2	All seats occupied and luggage compartment fully loaded. Towing a trailer with a low drawbar load.
6	3	Only the driver seat occupied and luggage compartment fully loaded. Towing a trailer with maximum drawbar load.

Dynamic headlight range control

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

⚠ WARNING

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

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

⚠ WARNING

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

- The headlight range control should be checked by a qualified workshop as soon as possible.

Troubleshooting

Turn signal indicator lamp

The indicator lamp flashes green.

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

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, go to a qualified workshop.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, go to a qualified workshop.

Vehicle lighting fault

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

— Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.

— If the fault persists, go to a qualified workshop.

Fault in rain and light sensor

The indicator lamp lights up yellow.

In the light switch position AUTO, the vehicle lighting is not switched on or off automatically.

— Switch the ignition off and on.

— If the fault persists, go to a qualified workshop.

Instrument and switch lighting

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

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

When the automatic headlights function AUTO is switched on, a sensor will switch the dipped beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness level.

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

Interior and reading lights, background lighting

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

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

Glove box and luggage compartment lights

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

Background lighting

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

The front footwell may also be illuminated.

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

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

Operating the wiper lever

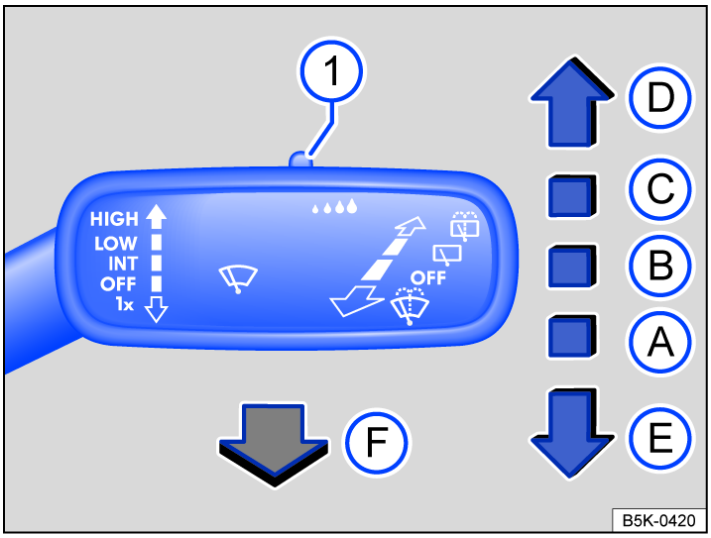


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

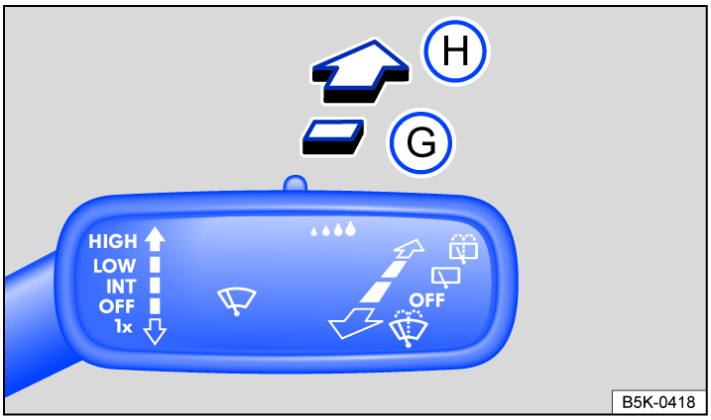


Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

The wipers 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. Press and hold the lever for longer to wipe more quickly.

F

Automatic wipe/wash for cleaning the windscreen with the lever pulled. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.

(1)

Switch for interval stages (vehicles without rain and light sensor) or adjusting the sensitivity of the rain and light sensor.

(G)

Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.

(H)

Automatic wipe/wash for cleaning the rear window with the lever pushed.

WARNING

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

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

WARNING

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

- Always change wiper blades if they are damaged or worn out and when they no longer clean the window sufficiently *(→ Wiper blades)*.

NOTICE

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

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

NOTICE

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

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

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

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the front windscreen wipers are switched on and reverse gear is engaged. 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.

Rear view camera cleaning system

The rear view camera cleaning system cleans the rear view camera and works in conjunction with the wash and wipe system to clean the rear window.

If the view from the camera remains obscured after it has been cleaned several times, the camera lens must be cleaned manually *(→ Rear view)*, *(→ Vehicle care, exterior)*.

Rain and light sensor

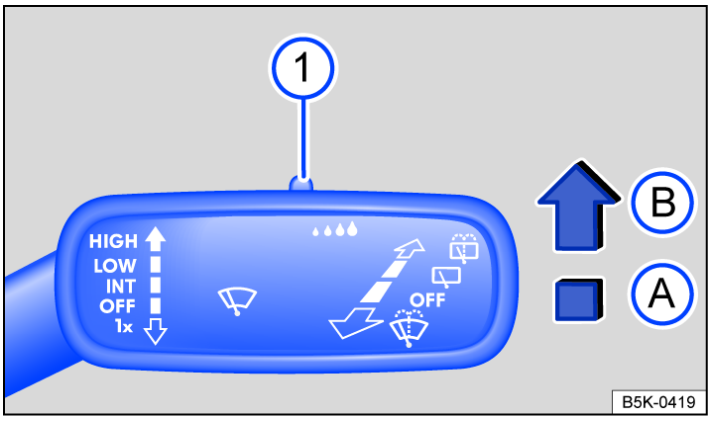


Fig. 1 On the right of the steering column: wiper lever.

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

Activating and deactivating the rain and light sensor

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

— Position (A) - the rain and light sensor is deactivated.

— Position (B) - the rain and light sensor is activated, automatic wipe when necessary.

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

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

Adjusting the sensitivity of the rain and light sensor

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

— 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 windscreen wipers manually if the water on the windscreen restricts the field of vision.

Washer fluid level too low

The indicator lamp lights up yellow.

Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

— Switch the ignition off and on.

— If the fault persists, go to a qualified workshop.

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.

— Switch the ignition off and on.

— If the fault persists, go to a qualified workshop.

Changes in the response of the rain and light sensor

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

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

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

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

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

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

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

General safety notes

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ 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 the electrolyte fluid gets into the eyes or onto the skin, immediately wash the area with plenty of water for at least 15 minutes and consult a doctor.
- If the electrolyte fluid gets onto shoes or clothing, wash immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If the electrolyte fluid is swallowed, immediately rinse the mouth 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 the fluid as soon as possible, e.g. using a wet sponge.

Interior mirror

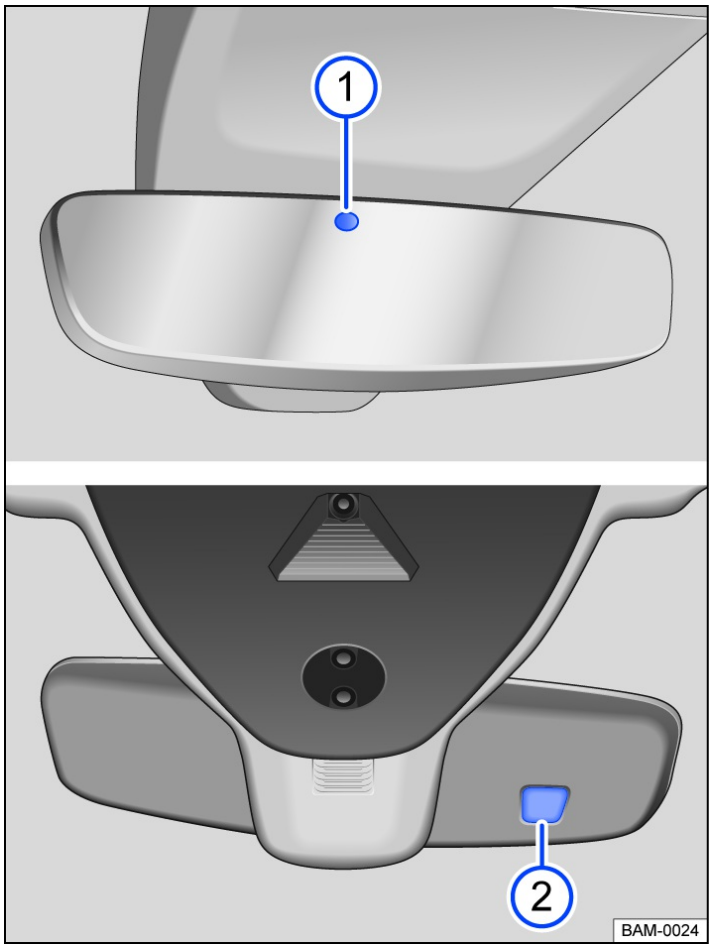


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

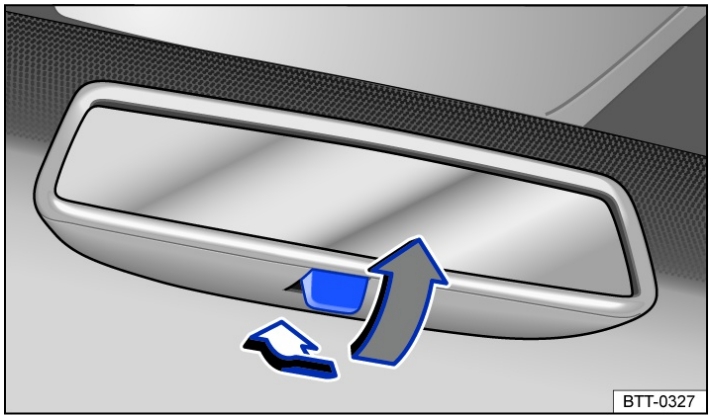


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear→ *Fig. 1* (1) and from the front (2).

The interior mirror dims *automatically* depending on the values measured.

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

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

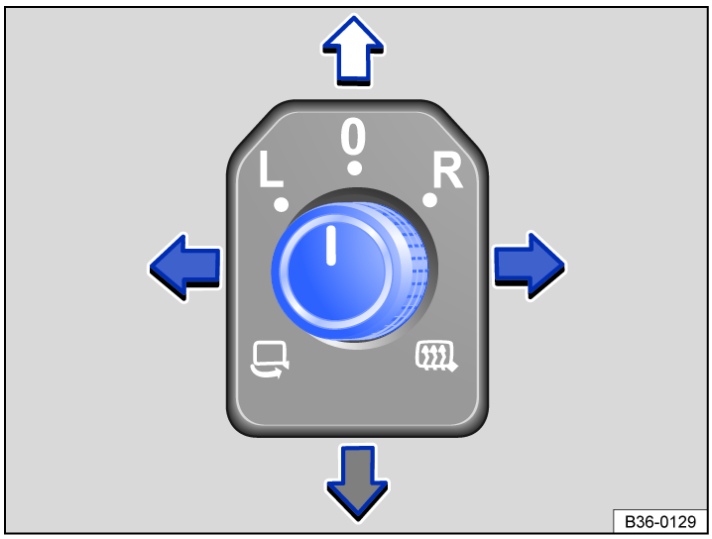


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

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. The mirrored procedure must be performed for right-hand drive vehicles.

— Switch on the ignition.

— Turn the rotary knob in the driver door to the desired symbol → *Fig. 1*.

— Press the rotary knob in the direction of the arrows to the front, rear, right or left in order to adjust the exterior mirror.

	Fold exterior mirrors into the body electrically → ⚠.
	Switch on the exterior mirror heating. The exterior mirror heating heats only at ambient temperatures below +20°C (+68°F) and initially with the highest setting. Heating takes place dependent on the ambient temperature after around two minutes.
L	Adjust the left-hand exterior mirror.
R	Adjust the right-hand exterior mirror.
0	Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Activating the exterior mirror functions

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

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , L, R or 0.

If the rotary knob for the electrically adjustable exterior mirrors is in the position, the exterior mirrors remain folded in.

Storing and activating front passenger exterior mirror settings for reversing

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

— Apply the handbrake.

— Switch on the ignition.

— Put the gearbox in neutral position.

— Select reverse gear.

— Adjust the front passenger exterior mirror so that you can see the kerb area, for example.

— Put the gearbox in neutral position.

— 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:

— Turn the rotary knob for the exterior mirrors to position R.

— Select reverse gear while the ignition is switched on. The right exterior mirror will now adjust itself to the stored position.

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

WARNING

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

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

NOTICE

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

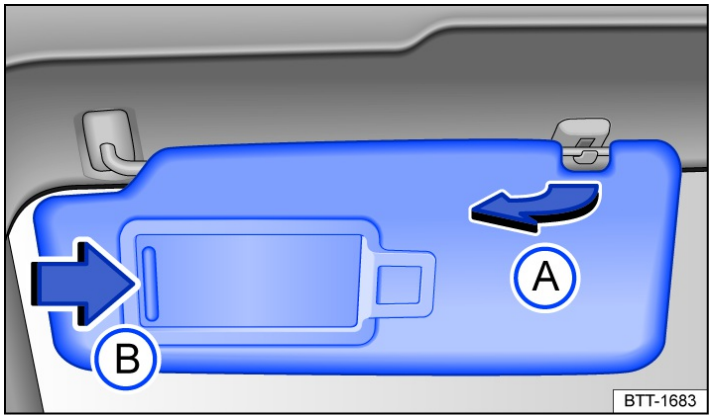


Fig. 1 In the front headliner: sun visor.

Adjustment options for sun visors

— Folded down over the windscreen.

— Pulled out of the bracket and swung over towards the door → *Fig. 1* (arrow A).

Vanity mirrors

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

Depending on the equipment, the vanity mirror may be located behind a cover.

To open, push the cover in the direction of the arrow → *Fig. 1* (arrow B).

⚠ 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.

Introduction to the topic

The following systems may be installed in the vehicle:

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

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

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

The air conditioning system 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.

Fig. 1 In the upper section of the centre console: air conditioning block for the manual air conditioning system.

Fig. 2 In the upper part of the centre console: Climatronic air conditioning block.

Display of active functions

Lit up LED

s in the buttons indicate that the function is switched on.

WARNING

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

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

NOTICE

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

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

NOTICE

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

Overview of functions

Some functions and buttons depend on the vehicle equipment level.

| – +

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

|

Select temperature.

Climatronic shows the temperature settings.

SYNC

Adopt the driver side temperature settings for the front passenger side.

AUTO

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

Switch air recirculation mode on and off *(→ Air recirculation mode)*.

A/C

The air is cooled and dehumidified in cooling mode.

MAX A/C

Switch maximum cooling output on and off.

Air recirculation mode is switched on automatically and the Climatronic air distribution is automatically set to position.

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

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

MAX

The defrost function of Climatronic clears the windscreen of ice and condensation.

the air is dehumidified and the blower is set to a high speed.

Switch rear window heating on and off with running engine.

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

Switch the seat heating on and off *(→ Seat heating)*.

Guide air to upper body.

Guide air into the footwell.

Guide air to the windscreen and the footwell.

Guide air to the windscreen.

NOTICE

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

Air recirculation mode

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

Switching on and off

— Press in the air conditioning block.

When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations →⚠:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the vehicle's windows.

WARNING

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

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

NOTICE

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

Climatronic: when reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.

If the outside temperature is very high, brief activation of manual air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

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

Heating levels of the seat heating

The seat heating operating conditions are highlighted in colour:

— Both LED
s light up at the highest temperature setting.

Operating the seat heating

— To switch on the seat heating with the highest heating level, press the or button in the air conditioning block.

— To set the heating level, press the or button repeatedly.

— To switch the seat heating off, press the or button repeatedly until the LED
s go out.

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

When should the seat heating not be switched on?

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

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

— The seat is not occupied.

— The seat is fitted with a protective cover.

— A child seat is installed on the seat.

— The seat cushion is damp or wet.

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

WARNING

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

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

WARNING

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

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

NOTICE

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

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

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

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

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

— Switch on the blower.

— Check the fuse of the air conditioning system .

— Change the dust and pollen filter .

— If the fault persists, go to a qualified workshop.

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

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

— If the fault persists, go to a qualified workshop.

Condensation on the windows

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

— Keep the air intake in front of the windscreen free of ice, snow and leaves in order to improve heating and cooling performance *(→ Vehicle care)*.

— Do not cover the air vents in the rear of the luggage compartment. Ensuring they are not covered will allow air to flow through the vehicle from the front to the rear.

— Switch on the defrost function *(→ Heating, ventilation, cooling)*.

The wrong unit of temperature has been set

— Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system *(→ Infotainment system controls and displays)*.

Start/stop system does not work

Some settings of the manual air conditioning system may prevent functioning of the start/stop system.

The engine can be switched off by the start/stop system if none of the three following settings apply.

— The central rotary knob is set to position 3 or higher.

— AND: the left rotary knob is turned as far as it will go to position ■ and the right knob is turned to position .

— OR: the left rotary knob is turned as far as it will go to position ■ and the right rotary knob is not turned to position . The cooling system and air recirculation mode are switched on.

Water under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

Pedals

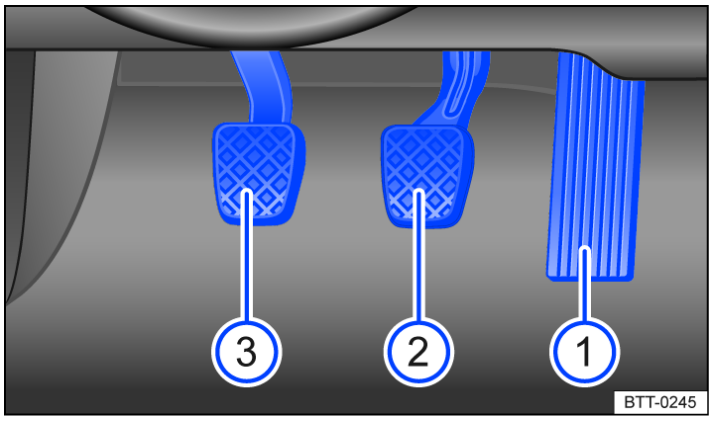


Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

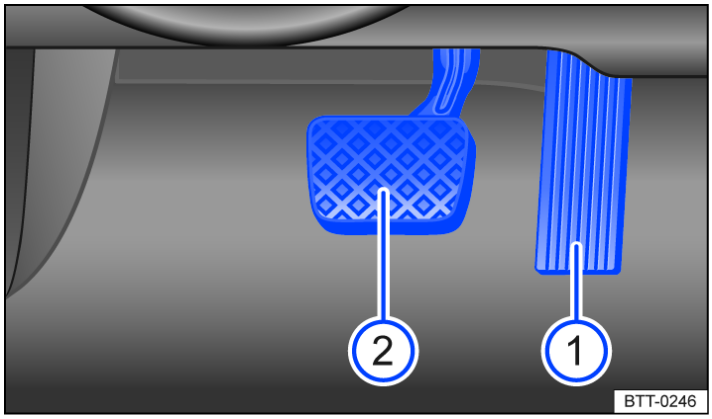


Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

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

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

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

⚠ WARNING

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

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

Gear-change indicator

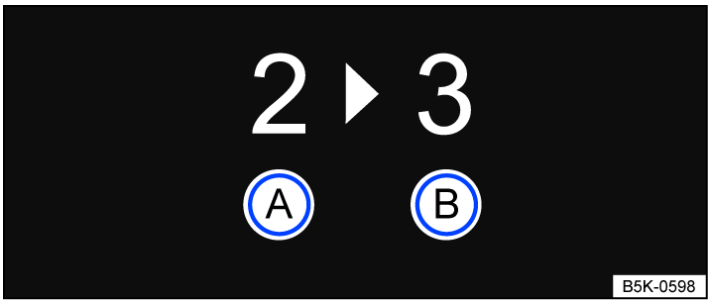


Fig. 1 On the instrument cluster display: gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate the gear which should be selected to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

Vehicles with an automatic gearbox: the gearbox must be in Tiptronic mode for this *(→ Tiptronic)*.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

Information on “cleaning” the particulate filter

The engine management system recognises when the particulate filter is becoming saturated and supports regeneration of the filter by recommending the most suitable gear when driving. As an exception compared with normal driving, this may mean driving with an increased engine speed *(→ Particulate filter)*.

⚠ CAUTION

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

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

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

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox.

Driving economically

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

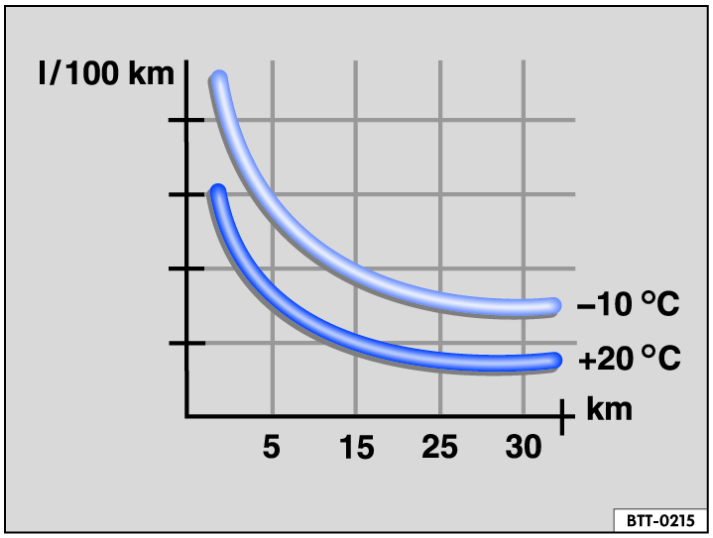


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Think ahead when driving

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

Use coasting

Vehicles with an automatic gearbox: when the selector lever is in position D and neither the accelerator nor the brake pedal is depressed, the vehicle will roll (“coast”) with practically no energy being consumed.

Change gear to save energy

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

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

Vehicles with an automatic gearbox: accelerate slowly and avoid using the kickdown function.

Pay attention to the gear-change indicator *(→ Gear-change indicator)*.

Use the Eco driving profile if possible *(→ Driving profile selection)*.

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 *(→ Start/stop system)*.

Do not overfill the fuel tank

Filling the fuel tank all the way to the top will increase the vehicle weight. A fuel tank that is half to three quarters full is

sufficient for urban journeys in particular.

Avoid short journeys

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

Have your vehicle serviced on a regular basis

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

Observe the correct tyre pressures

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

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker *(→ Tyre pressure)*.

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*

Use low viscosity engine oils

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

Do not drive with unnecessary loads in the vehicle

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

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

Save energy

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

— At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window. Only then switch on the air conditioning system.

— Switch off convenience systems as soon as they have served their purpose.

⚠ WARNING

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

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral positionN. The gearbox will not be lubricated and could be damaged.

Inform yourself about other ways of protecting the environment. Think Blue. is the global Volkswagen brand for sustainability and environmental friendliness.

Your Volkswagen dealership will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

In vehicles equipped with active cylinder management (ACT®) depending on the equipment level, engine cylinders can be automatically deactivated in driving situations with low power requirements. When a cylinder is deactivated, no fuel is injected into that cylinder, which leads to an overall reduction in fuel consumption.

Think Blue. Trainer.

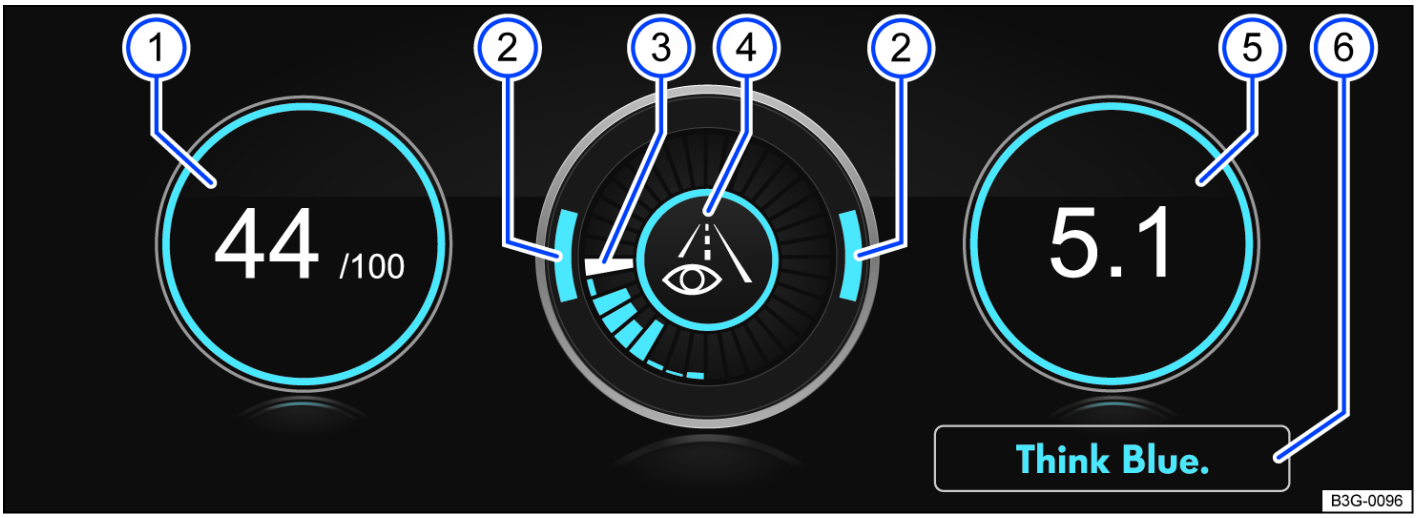


Fig. 1 In the Infotainment system: Think Blue. Trainer.

1 “Blue Score”:

The higher the displayed value on a scale from 0 to 100, the more efficient your driving style. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Touch the display to open the statistics for the last 30 minutes of drivingSince start.

2 Acceleration and braking:

At a constant speed, two arcs appear in the central area. The arcs move up and down during acceleration and braking.

3 Progress display:

The efficiency of the driving style is indicated by the blue bars. The white bar stores a blue bar approximately every five seconds.

The larger the bar, the more efficient the driving style has been.

4 Driving tips:

Think ahead when driving.

3▸4 Gear-change indicator.

Adapt your speed.

eco Economical driving style.

5 Fuel consumption:

The display shows the average fuel consumption Since start in l/100 km or in mpg. A blue border symbolises an efficient and constant driving style. A grey border indicates an inefficient driving style.

Touch the display to open the statistics for the last 30 minutes of drivingSince start.

6 Tips for saving energy:

Touch the Think Blue. function button to access additional tips.

The Think Blue. Trainer analyses and visualises your driving style and helps you to drive more economically.

Opening the Think Blue. Trainer.

— Press the MENU or CAR button or function button on the Infotainment system according to the equipment level.

— Touch the Vehicle, Selection, Think Blue. Trainer. function buttons.

⚠ WARNING

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

- Always drive carefully and responsibly.

Information on the brakes

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

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

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

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

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

Brake servo

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

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

⚠ WARNING

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

- If the warning lamp lights up either alone or together with a text message in the instrument cluster display, go to a qualified workshop immediately to have the brake pads checked and the worn brake pads replaced.

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Driving without 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 does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

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

Driving a loaded vehicle

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

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information concerning the roof carrier .

— If applicable, observe the information about driving with a trailer .

⚠ WARNING

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

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

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. 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.
- Always stow all items in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Observe the legal requirements.
- 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, all luggage racks and cargo stowed on the rack must be removed from the boot lid.

⚠ WARNING

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

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

! *NOTICE*

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

Driving through water on roads

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

— The water level must be no higher than the lower edge of the vehicle body→ⓘ.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water .

⚠ WARNING

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

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

ⓘ *NOTICE*

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

Running in the engine

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

Up to 1,000 kilometres (600 miles):

— Do not depress the accelerator fully.

— Do not drive the vehicle at more than 2/3 of the top engine speed.

— Do not drive with a trailer attached .

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

— *Gradually* increase speed and engine speed.

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

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

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

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

Using the vehicle in other countries and continents

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

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

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

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

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

NOTICE

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

Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

Do not drive on!

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

Brake pad wear indicator

The indicator lamp lights up yellow.

Front brake pads are worn.

— Go to a qualified workshop immediately.

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

Ignition lock

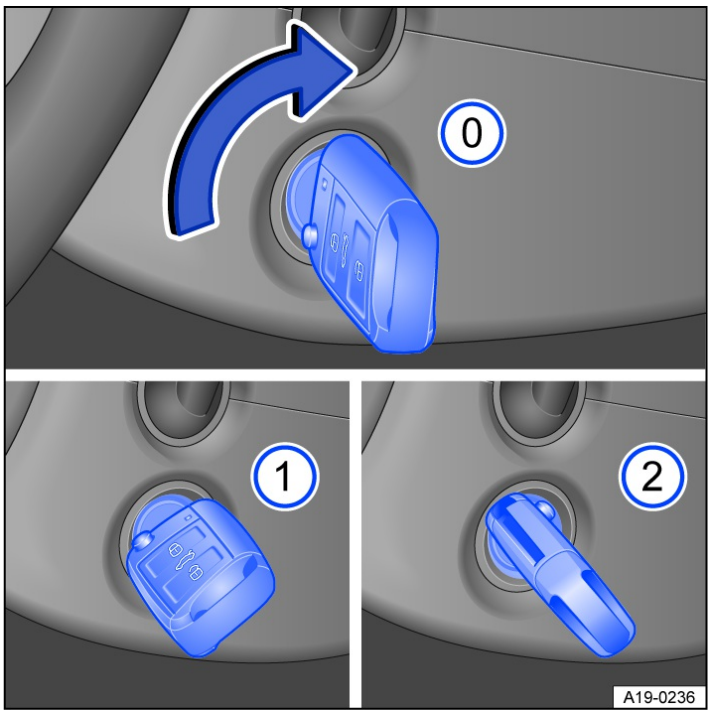


Fig. 1 To the right of the steering wheel: positions of the vehicle key in the ignition lock.

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

Vehicle key positions → *Fig. 1*:

(0)

Ignition switched off. The vehicle key can be removed.

(1)

Ignition switched on. Steering lock can be released.

The diesel engine is pre-heated and the indicator lamp lights up yellow.

(2)

Vehicles with a manual gearbox: Depress the clutch pedal. Start the engine. Release the vehicle key. Once released, the vehicle key moves back to position (1).

Vehicles with an automatic gearbox: Press the brake pedal when the indicator lamp lights up green. Start the engine. Release the vehicle key. Once released, the vehicle key moves back to position (1).

Ignition switched on warning

A warning message appears in the instrument cluster display if the driver door is opened while the ignition is switched on. An acoustic signal may also be given.

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

WARNING

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

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.
- The key bit in the vehicle key must be folded out fully and locked in position.
- Only attach light objects weighing less than 100 g to the vehicle key.

NOTICE

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

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

Depending on market for vehicles with DSG dual clutch gearbox: If the vehicle key is removed when a position is engaged, the engine will be switched off and the handbrake activated automatically. Select the selector lever position P if the vehicle key cannot be removed. If necessary, press the lock button in the selector lever and then release it.

Starter button

The starter button replaces the ignition lock (Press & Drive).

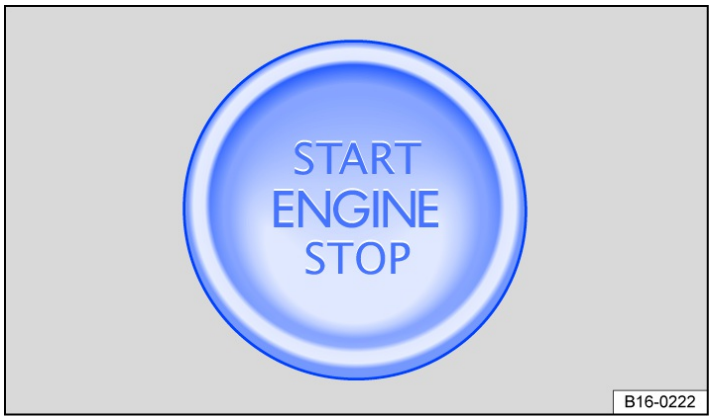


Fig. 1 In the lower section of the centre console: starter button for starting the engine.

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.

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

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 when the engine stop is active, the ignition will switched off automatically after a certain period of time. If the dipped beam headlights were switched on at the time, the side lights will remain switched on for approximately 30 minutes. The side lights can be switched off manually or by locking the vehicle *(→ Central locking button)* *(→ Parking light)*.

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 or clutch pedal when the ignition is switched on as the engine will start immediately.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.
- Always take all vehicle keys with you every time you leave the vehicle. Children or unauthorised persons could lock the vehicle, start the engine, switch on the ignition or operate electrical equipment such as the electric windows.

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

— Vehicles with ignition lock: Switch on the ignition *(→ Ignition lock)*.

— Vehicles with starter button: Press the starter button once. The ignition is switched on.

— Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp ෆ lights up in the instrument cluster.

— Depress and hold the brake pedal.

— Vehicles with a manual gearbox: fully depress the clutch pedal and hold it until the engine has been started. Move the gear lever to neutral position.

— Vehicles with an automatic gearbox: Move the selector lever to positionN or select parking lock P.

— Vehicles with ignition lock: turn the vehicle key further in the ignition lock – do not depress the accelerator. Release the vehicle key once the engine has started.

— Vehicles with starter button: press the starter button *(→ Starter button)* without depressing the accelerator. There must be a valid vehicle key in the vehicle before the engine can be started. Release the starter button once the engine has started.

— Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp ෆ lights up in the instrument cluster.

— If the engine does not start immediately, switch off the starter and try again after about a minute.

— Vehicles with starter button: the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start *(→ Engine start)*.

— Release the handbrake when you wish to pull away.

WARNING

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

NOTICE

- The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.
- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- Do not push-start or tow-start the vehicle. Unburnt fuel can damage the catalytic converter.

NOTICE

If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Fill up with fuel if necessary or jump start .
- If the engine does not start, seek expert assistance.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

When the engine is started, electrical consumers with a higher power consumption are temporarily switched off.

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, e.g. an aluminium suitcase or briefcase.

The engine cannot, for example, be started with the starter button if the button cell in the vehicle key is weak or flat. In this case, use the emergency start function *(→ Engine start)*.

When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C (+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Switching off the engine

— Bring the vehicle to a standstill → ⚠.
— Park the vehicle *(→ Parking)*.
— Vehicles with ignition lock: Switch off the ignition.
— Vehicles with starter button: Briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure *(→ Engine start)*.
— Follow the instructions in the instrument cluster .

⚠ WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.
- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- If the vehicle key is removed, the steering lock may activate and you may no longer be able to steer the vehicle.

⚠ WARNING

The components of the exhaust system become very hot. This can cause fires and serious injuries.
- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately two minutes before switching it off.

In vehicles with dual clutch gearbox®, the vehicle key can only be removed from the ignition lock if the selector lever is in position P.

After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. The immobiliser is automatically deactivated by this when a valid vehicle key is inserted in the ignition lock.

The electronic immobiliser is automatically activated when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

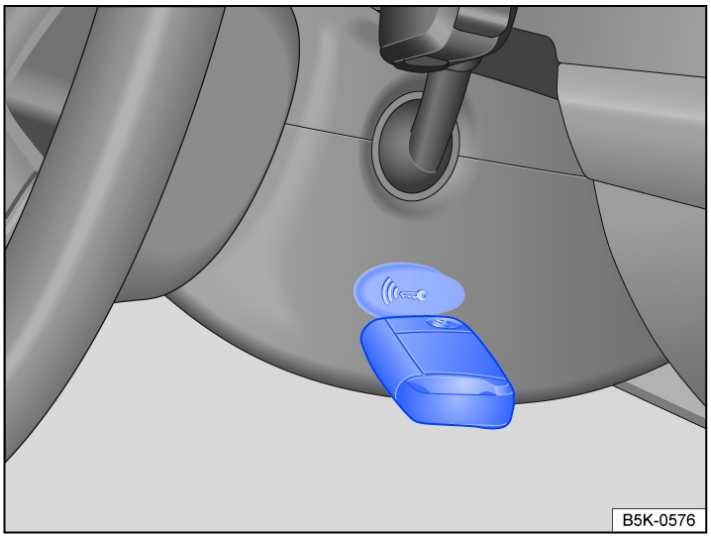


Fig. 1 On the right-hand side of the steering column: emergency start function in vehicles with the keyless locking and starting system Keyless Access.

EPC Fault in engine management system

The indicator lamp lights up yellow.

Fault in engine management system.

— The engine should be checked by a qualified workshop as soon as possible.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with EPC Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

— Make sure that the displayed engine speed is not exceeded.

— The engine should be checked by a qualified workshop as soon as possible.

glow plug system or engine management 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.

The indicator lamp flashes yellow.

There is a fault in the engine management system.

— The engine should be checked by a qualified workshop as soon as possible.

Vehicle key cannot be removed from the ignition lock

An unauthorised vehicle key has been inserted in the ignition lock.

Remove the vehicle key as follows:

Vehicles with DSG dual clutch gearbox

— Press the lock button in the selector lever and release.

— Remove the vehicle key from the ignition lock.

Vehicles with a manual gearbox

— Remove the vehicle key from the ignition lock.

No valid vehicle key recognised

A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

— Depress and hold the brake pedal.

— Hold the vehicle key to the right of the steering column trim directly after pressing 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:

— 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.

— Use an authorised vehicle key.

— If the fault persists, seek expert assistance.

Engine cannot be started

The engine cannot be started with the ignition key or by briefly pressing the starter button while the brake or clutch pedal is depressed.

A fault has developed in the starting system.

— Turn and hold the vehicle key or press the button until the engine starts.

— Seek expert assistance.

Start/stop system

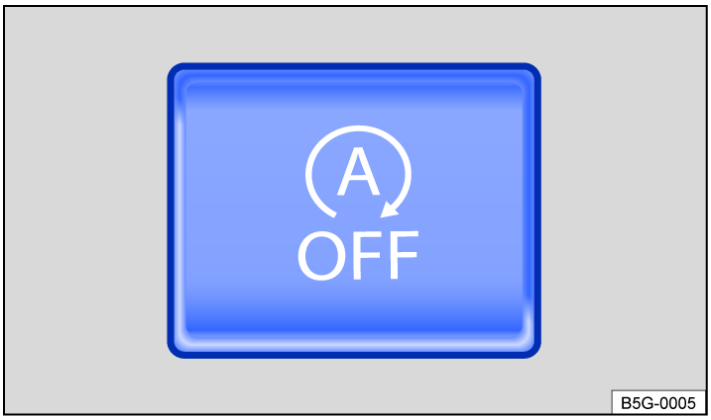


Fig. 1 In the upper part of the centre console: button for the start/stop system.

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on. The instrument cluster display will show information about the current status.

More information on start/stop operation can be accessed in the Infotainment system using the MENU button or function button and the Vehicle, Selection, Vehicle status function buttons.

Always switch off the start/stop system manually when driving through water.

Indicator lamps

If the indicator lamp Ⓐ lights up, the start/stop system is available and automatic engine stop is active.

If the indicator lamp lights up, the start/stop system is not available or the start/stop system has started the engine automatically →⚠.

The display on the instrument cluster may show the status of the start/stop system.

In addition, start/stop information on the current status of the start/stop system can be displayed as required in Infotainment systems with a navigation function. Touch the i in the start/stop information to obtain further information on the status.

Vehicles with a manual gearbox

— Disengage the gear and release the clutch pedal when the vehicle is coming to a stop, or when it is stationary. The engine stops.

— Depress the clutch pedal to restart the engine.

Vehicles with DSG® dual clutch gearbox

— 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.

— Take your foot off the brake pedal or depress the accelerator to restart the engine.

Important preconditions for automatic engine switch-off

— The driver is wearing their seat belt.

— The driver door is closed.

— The bonnet is closed.

— A minimum engine temperature has been reached.

— Vehicles with Climatronic: 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.

— The temperature of the 12-volt vehicle battery is not too low or too high.

— The vehicle is not on a steep incline.

— Vehicles with DSG dual clutch gearbox: 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.

— If the steering wheel is moved.

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

— Press the A OFF button in the centre console to deactivate the system manually. If the start/stop system has been deactivated, the indicator lamp in the → *Fig. 1* button lights up.

— Press the A OFF button in the centre console again to activate the system manually once more → *Fig. 1*.

The instrument cluster shows the status of the start/stop system every time the A OFF button is pressed.

If the start/stop system has switched the engine off, it will start again as soon as the system has been deactivated manually with the A OFF button.

Always deactivate the start/stop system manually when driving through water.

Start-Stop mode with automatic Adaptive Cruise Control (ACC)

The engine will be switched off after the Adaptive Cruise Control (ACC) has brought the vehicle to a standstill with an active braking intervention.

In the following instances, the engine will restart when the ACC is active:

— If the accelerator is depressed.

— When the ACC has resumed speed and distance control.

— If the vehicle ahead has moved on.

The engine will also be restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle ahead moves further away.

⚠ WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More power is needed to steer.
- When the ignition is switched off, the steering column lock may activate and you will no longer be able to steer the vehicle.
- The start/stop system must be deactivated if work is to be carried out in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

The engine stop function may be deactivated automatically if the temperature is above around 38°C (100°F).

In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.

The start/stop function is activated automatically if the Eco driving profile is selected on vehicles with driving profile selection .

Always deactivate the start/stop system manually when driving through water.

Troubleshooting

Engine no longer starts automatically

— Start the engine manually *(→ Starting the engine)*.

— Deactivate the start/stop system manually.

— Go to a qualified workshop immediately.

Manual gearbox: Selecting a gear

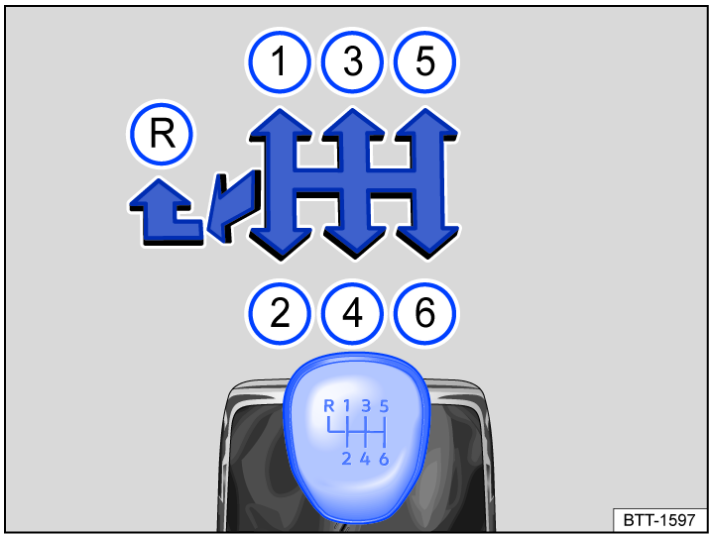


Fig. 1 Gear shift pattern of a 6-speed manual gearbox.

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.

— Fully depress and hold the clutch pedal.

— Move the gear lever to the required position → ⚠.

— Release pedal to engage the clutch.

— In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

— Reverse gear should be selected only when the vehicle is stationary.

— Fully depress and hold the clutch pedal → ⚠.

— Move the gear lever to the neutral position and push down.

— Push the gear lever fully to the left and then forwards into the reverse gear position → *Fig. 1* Ⓡ.

— Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time, i.e. to the next lower gear and not with high engine speed → ⚠. At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this → ⚠.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Use fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adjust your driving style in accordance with the flow of traffic.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch is released. This also

applies when the electronic parking brake has been switched on.

- Never engage reverse gear while the vehicle is in motion.

WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle, with accidents and serious injuries as a consequence.

NOTICE

Serious damage to the clutch and gearbox could occur if the gear lever of the manual gearbox is shifted to a gear which is too low when travelling at high speeds or at high engine speeds. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following points in order to avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.
- Do not hold the vehicle by “riding” the clutch on uphill gradients with the engine running.

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

Troubleshooting

Clutch is “slipping”

The indicator lamp lights up yellow.

Clutch is not transmitting the full engine torque.

— If necessary, remove foot from the clutch pedal.

Clutch overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given *(→ Manual gearbox)*.

The clutch can overheat, for example if the vehicle pulls off frequently, travels at a “crawl” for long periods, or in stop and go traffic.

Overheating is indicated by the warning lamp and in some cases by additional warning lamps and a text message on the instrument cluster display.

— You can continue to drive.

Clutch defective

The indicator lamp lights up yellow.

The clutch is faulty.

— Drive on carefully!

— Seek expert assistance. Failure to do so can cause considerable clutch damage.

Function of the DSG® dual clutch gearbox

Description

The vehicle is equipped with a DSG® dual clutch gearbox.

The DSG® dual clutch gearbox is a gearbox which uses dual-clutch technology to change gear automatically. It uses a dual clutch and two gear train halves to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic gearbox.

Function

Engine power is transferred to the drive shaft via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two gear train halves, the engine power is always connected to one gear train half when driving. Before a gear shift, the next-higher or lower gear is already preselected in the load-free second gear train half. The clutch on the non-driven gear is then closed, and the other is opened at the same time. This makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch gearbox the clutch can be opened at idling speed, thus saving fuel. Thanks to its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information *(→ Scope of service)*. In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half *(→ Automatic gearbox)*. The gearbox must then be checked as soon as possible by a qualified workshop.

DSG® dual clutch gearbox: selecting a selector lever position

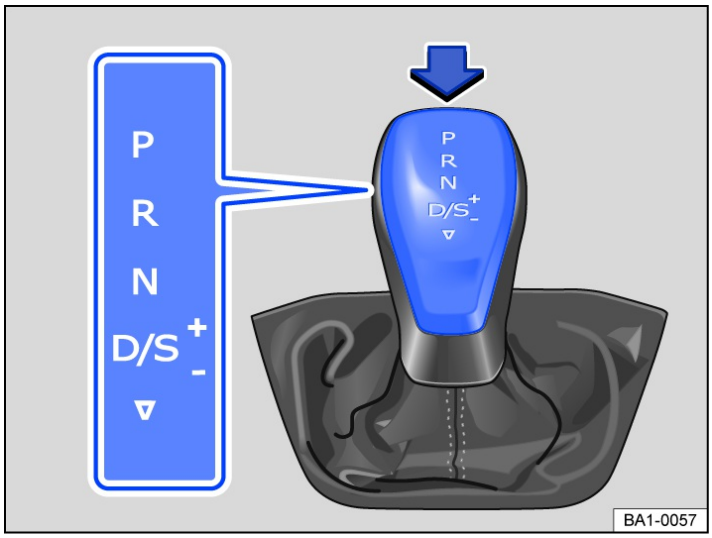


Fig. 1 Left-hand drive vehicles: selector lever for dual clutch gearbox DSG with lock button (arrow). Mirrored in right-hand drive vehicles.

The selected selector lever position will be shown in the instrument cluster display when the ignition is switched on.

P – Parking lock

The drive wheels are blocked. May only be selected when the vehicle is *stationary*.

To disengage this selector lever position while the ignition is switched on, depress the brake pedal and press the lock button in the selector lever.

R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D/S – Standard forward driving position

Position D: Normal programme.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position S: Sports programme.

The forward gears are automatically changed up *later* and down *earlier* than in selector lever position D. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions D and S, tap the selector lever to the rear▽ → *Fig. 1*.

The selector lever will always move back into selector lever position D/S. This also functions in the Tiptronic gate *(→ Tiptronic)*.

Selector lever lock

The selector lever lock in position P or N prevents gears from being engaged inadvertently, which would cause the vehicle to move.

To release the selector lever lock, switch on the ignition and depress the brake pedal. Then press the lock button in the selector lever handle in the direction of the arrow → *Fig. 1*.

The selector lever lock is not engaged if the position N is skipped, e.g. when shifting from reverse to D/S. This makes it possible, for instance, to “rock” the vehicle backwards and forwards to free the vehicle if it is stuck in snow or mud. The selector lever lock engages automatically if the brake pedal is not depressed and the lever is in position N for more than approximately one second and the vehicle is travelling no faster than approximately 5 km/h (3 mph).

⚠ 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.
- When the engine is running, the vehicle starts moving as soon as a position is engaged and the brake pedal is released.
- Never select reverse gear R or engage the parking lock P while the vehicle is in motion.

⚠ WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the engine is running and a position has been selected. If you have to leave the vehicle while the engine is running, always firmly apply the handbrake and move the selector lever to position N.
- If the engine is running and the selector lever is in positionD/S or R, the vehicle must be held by the foot brake. The vehicle will creep forward even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse or selector lever position P when the vehicle is in motion.
- Never leave the vehicle in selector lever positionN. The vehicle will roll downhill irrespective of whether or not the engine is running.
- Never leave the vehicle if the handbrake is not on. While the is engine running the vehicle will roll downhill, irrespective of the position selected.

NOTICE

If the handbrake is not applied when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards.

If the selector lever is moved accidentally toN when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a driving position again.

Changing gear using Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

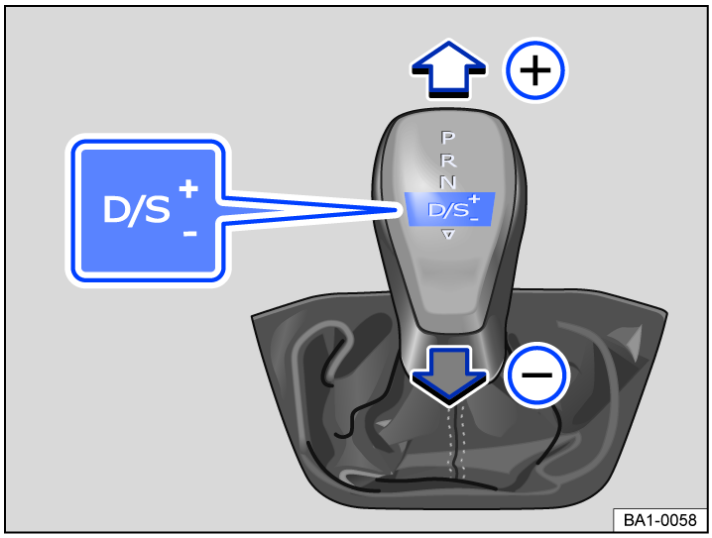


Fig. 1 Selector lever in Tiptronic position.

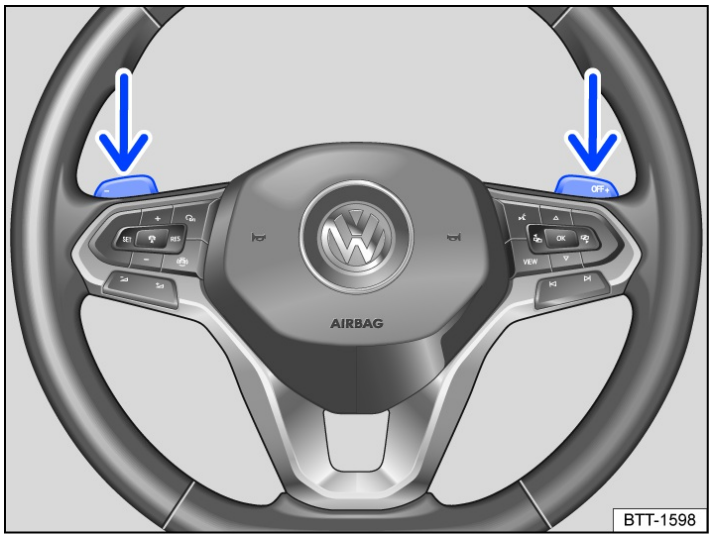


Fig. 2 Steering wheel with paddles for Tiptronic.

The gear that is currently selected will be maintained when the Tiptronic mode is selected. This remains the case as long as the system does not automatically carry out a change of gear due to the current driving situation.

Operating Tiptronic with the selector lever

— Push the selector lever from position D/S to the right into the Tiptronic gate.

— Touch the selector lever forwards (+) or back (–) to shift gear up or down → *Fig. 1*.

When touching the selector lever in the Tiptronic gate, it is not necessary to press the lock button on the selector lever.

Operating Tiptronic with the paddles

— Pull the right paddle towards the steering wheel to change up a gear → *Fig. 2*.

— Pull the left paddle towards the steering wheel to change down a gear.

— To leave the Tiptronic mode, pull the right paddle towards the steering wheel for approximately one second.

The Tiptronic mode is automatically exited if the selector paddles are not operated for some time and the selector lever is not in the Tiptronic gate.

NOTICE

- When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.
- When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with DSG® dual clutch gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear you will need. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

— Reduce your speed.

— Push the selector lever from position D/S to the right into the Tiptronic gate *(→ Tiptronic)*.

— Touch the selector lever to the rear to change down gear.

— OR: shift down a gear using the paddles on the steering wheel *(→ Tiptronic)*.

Stopping and pulling away on uphill gradients

The steeper the uphill gradient, the lower the gear you will need.

if you stop the vehicle on an incline with a position selected, you must always prevent the vehicle from rolling backwards or forwards by depressing the brake pedal or by applying the handbrake. The brake pedal or the handbrake should not be released until you start to pull away →ⓘ.

Coasting with DSG® dual clutch gearbox

In 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 the selector lever position D/S and at speeds of approximately 40 – 130 km/h (25 mph – 80 mph).

Initiating coasting

— Select the Eco driving profile from the driving profile selection menu *(→ Driving profile selection)*.

— 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.

Cancelling coasting mode

— Depress the brake pedal forcefully.

— OR: depress the accelerator or brake pedal briefly.

— OR: pull a paddle towards the steering wheel.

— OR: press the selector lever to the Tiptronic position.

— OR: change the driving profile from Eco.

Kickdown function

The kickdown function enables maximum acceleration in the selector lever position D/S or in the Tiptronic position.

If the accelerator 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 in vehicles with driving profile selection *(→ Driving profile selection)* and the accelerator is depressed fully beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adjust your driving style in accordance with the flow of traffic.
- Use the kickdown function or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if the TCS is switched off, especially if the road is slippery.
- Switch the TCS back on after acceleration.

WARNING

Never “ride” the brake pedal. Do not overuse the brake pedal. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

- If you stop the vehicle on an incline, do not attempt to stop it from rolling back by depressing the accelerator while a position is still selected. The DSG® dual clutch gearbox could overheat and be damaged.
- Never allow the vehicle to roll in position N, particularly if the ignition is switched off. The DSG® dual clutch 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

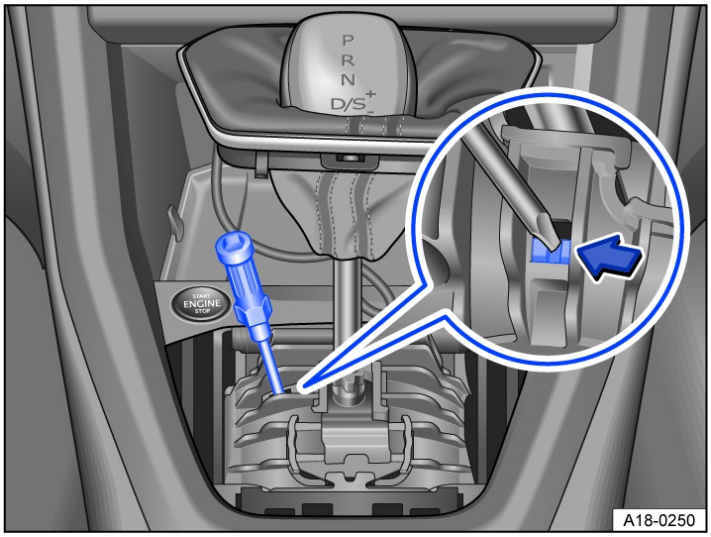


Fig. 1 Releasing the selector lever lock manually.

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text message may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot, for example, if the vehicle pulls off frequently, during long periods at “crawling” speed, or in stop-and-go traffic.

— Do not drive on!

— Allow the gearbox to cool down with the parking lock P engaged →.

— Do not drive on if the indicator lamp does not go out.

— Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

The engine will not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

— To select a position, press the brake pedal.

Lock button prevents you from driving off

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

— Check whether the lock button is engaged.

— Engage the lock button if necessary.

Selector lever lock prevents you from driving off

The indicator lamp flashes green. An information text is additionally displayed.

In rare cases, the selector lever lock may not engage in vehicles with a DSG® dual clutch gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

— Depress the foot brake and then release it again.

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 is to be towed, the selector lever lock must be released manually. Seek professional assistance.

The manual release mechanism is located under the cover of the gearshift gate.

Removing the cover of the gearshift gate:

— Apply the handbrake firmly. If the handbrake cannot be applied firmly the vehicle will have to be prevented from rolling off using other means.

— Switch off the ignition.

— Carefully pull the cover upwards in the area around the selector lever gaiter with connected electrical wiring.

— Pull the cover up and over the selector lever.

Releasing the selector lever lock manually: → ⚠

— Using the flat blade of the screwdriver from the vehicle tool kit, carefully push the release lever in the direction of the arrow → *Fig. 1* (magnifying glass) and keep it in this position.

— Press the lock button on the front of the selector lever and move the selector lever into position N.

— After manual unlocking, carefully press the cover into the centre console while ensuring that the electrical wires are positioned correctly.

Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency programme. The vehicle can still be driven in the emergency programme, 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 qualified workshop immediately.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

— Depress the brake pedal and reselect the position.

— If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

Never release the parking lock when the handbrake is not applied. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and the selector lever in the position N, the DSG® dual clutch gearbox will be damaged, e.g. when being towed.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, the vehicle must either be parked safely or driven faster than 20 km/h (12 mph).
- Safely park the vehicle immediately and switch the engine off if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.
- In order to prevent damage to the gearbox, you should not continue driving on until the acoustic warning stops. You should not pull away or drive the vehicle at very low speeds while the gearbox is overheated.

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an incline.

The Hill Start Assist function is automatically activated if the following conditions are met

The following conditions need to be met simultaneously:

— On an incline, the stationary vehicle must be held in position with the foot brake until the vehicle starts moving.

— The engine is running “smoothly”.

— All four wheels have good contact with the ground and the vehicle is not standing at an angle to the fall line.

— Forward or reverse gear has been selected.

To move off, remove your foot from the brake pedal and depress the accelerator immediately.The brake will gradually be released as the vehicle pulls away.

The Hill Start Assist function will be deactivated immediately:

— As soon as one of the conditions indicated in *→ The Hill Start Assist function is automatically activated if the following conditions are met* is not fulfilled.

— If the driver door is opened.

— If the 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 positionN.

— As soon as one of the tyres has insufficient contact with the ground, e.g. if the vehicle is standing at an angle to the fall line.

CAUTION

- If the vehicle is not moved off immediately after releasing the handbrake, it may in some circumstances roll backwards. In this case, depress the brake pedal immediately or apply the handbrake.
- If the engine stalls, immediately depress the brake pedal or apply the handbrake.
- If you are driving uphill in dense traffic and you want to prevent the vehicle rolling backwards when you pull away, depress the brake pedal for a few seconds before you pull away.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering torque and steering angle of the wheels. The electromechanical steering only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering column lock in vehicles with a starter button

The steering column is locked electronically in vehicles with a starter button:

— Stop the vehicle and move the selector lever to positionP if necessary.

— Switch off the ignition and then open the driver door. The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

— Stop the vehicle and move the selector lever to positionP if necessary.

— Remove the vehicle key.

— Turn the steering wheel slightly until the steering lock audibly engages.

To unlock the steering column:

— turn the steering wheel slightly to relieve the load on the steering lock mechanism.

— Insert the vehicle key into the ignition lock.

— Hold the steering wheel in this position and turn the ignition on.

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 is difficult to turn, which makes it difficult to steer the vehicle.

- Depending on the vehicle equipment level, the power steering functions only when the engine is running.
- Never allow the vehicle to roll if the engine is switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

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

When the vehicle is towed, the ignition must be switched on to prevent the steering wheel from locking, and so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

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! 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:

— Re-start the engine and drive a short distance slowly.

— If the indicator lamp continues to light up, seek expert assistance.

The indicator lamp flashes:

— Turn the steering wheel to and fro.

— Switch the ignition off and then on again.

— Observe the messages on the instrument cluster display.

— Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Introduction to the topic

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.

Selecting a driving profile

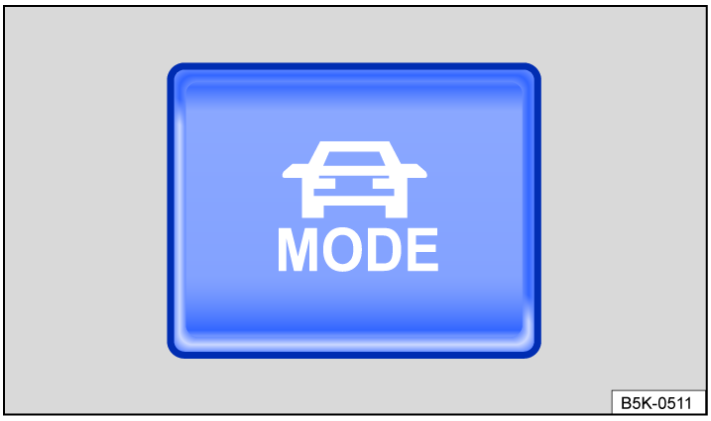


Fig. 1 In the centre console: MODE button for driving profile selection.

You can select the driving profile when the ignition is switched on and the vehicle is stationary or when driving→⚠.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

— To activate the newly selected driving profile for theDrive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting the driving profile via the MODE button

1. MODE button.
2. To select driving profiles, press MODE again or touch the desired driving profile in the Infotainment system.

If the Normal driving profile is selected, the LED
in the MODE button will remain switched off.

Displaying information on the driving profile

— To display further information on the selected driving profile, touch i in the Infotainment system.

Selecting the Individual driving profile

— MODE button.

— Select the Individual driving profile in the Infotainment system.

— To open the Individual menu, touch Change.

⚠ 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.

Characteristics of the driving profiles

Eco: switches the vehicle into economical mode and helps you to drive the vehicle in a fuel-efficient manner. The system automatically switches to gear position E when the Eco driving profile is selected.

Normal: the driving profile corresponds to the basic settings of the vehicle systems and offers a balanced setup, e.g. for everyday use.

Sport: this setting gives you a sporty driving feeling. If you select theSport driving profile, position S will be selected on vehicles with an automatic gearbox.

Individual: you can adapt individual vehicle systems according to your personal wishes.

The Sport driving profile can also be called Race in sporty special editions of the vehicle.

Standard behaviour of the driving profiles and vehicle systems

The Normal driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

The driving profile Sport will be selected if you switch the ignition off and then back on again in sporty special versions of the vehicle.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of the Normal driving profile as soon as you switch the ignition off and on again.

You can switch the Drive vehicle system to the settings of the desired driving profile again:

— Select the desired driving profile again.

— OR: to activate the settings in the Sport driving profile again, move the selector lever of the automatic gearbox back to the S position.

The other vehicle systems retain their settings when you switch the ignition off and then back on again.

In sporty special versions of the vehicle, 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 driving profiles or vehicle systems do not behave as expected.

— Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The CCS

is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the CCS

is switched on, the instrument cluster display shows the stored speed and the status of the CCS.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

CCS

switched on.

or CCS

switched on, system control active.

The indicator lamps are displayed small or grey when the CCS

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

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and change down a gear as required.

WARNING

The use of the CCS

can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Never use the CCS

  in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.

- Never use the CCS

  when driving offroad or on unpaved road surfaces.

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

  off after use to avoid unintentional speed control.

- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

Operating the cruise control system with the turn signal lever

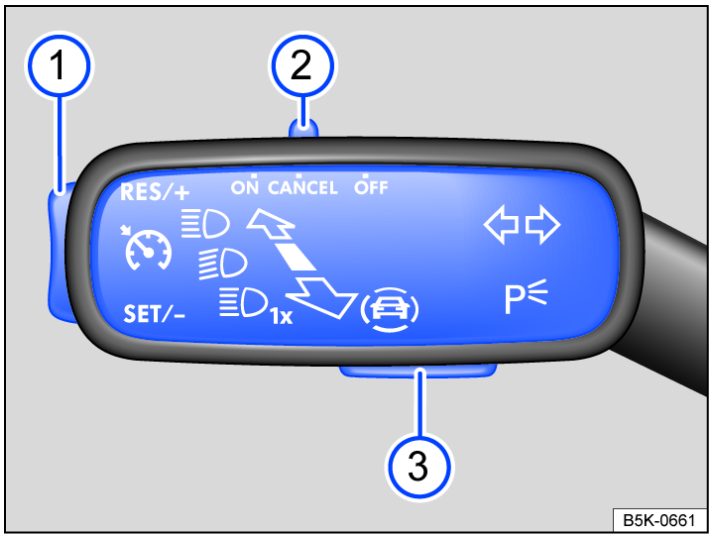


Fig. 1 On the left of the steering column: switch and buttons for operating the cruise control system.

Switching on

— Move switch → *Fig. 1* (2) to position **ON**.

No speed has been stored and the system is not yet active.

Starting control

— Press button → *Fig. 1* (1) in the area **SET/–** while driving.

The CCS

stores and regulates the current speed.

The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed using the button → *Fig. 1* (1) while the CCS

is regulating speed:

RES/+ (short)
+ 1 km/h (1 mph)

SET/– (short)
- 1 km/h (1 mph)

Press and hold the → *Fig. 1* (1) button to continuously change the stored speed. The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Interrupting control

— Move switch → *Fig. 1* (2) to **CANCEL** position or depress the brake pedal.

The speed remains stored in the memory.

Resuming control

— Press → *Fig. 1* (1) button in the area of the **RES/+**.

The CCS

resumes operation with the stored speed and regulates the speed again.

Switching off

— Move switch → *Fig. 1* (2) to position **OFF**.

The CCS

is switched off and the stored speed is deleted.

Changing to the speed limiter

1. Press the → *Fig. 1* (3) button.
2. Select the speed limiter on the instrument cluster display.

The CCS

is switched off.

Operating the cruise control system via the multifunction steering wheel

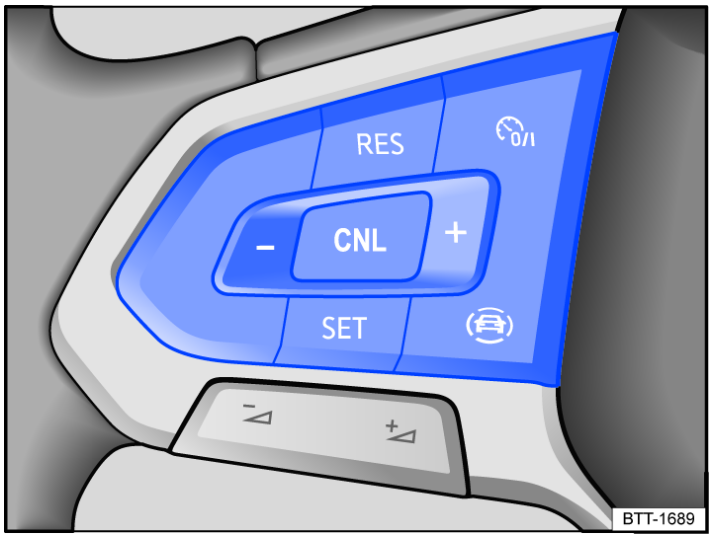


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the cruise control system (variant 1).

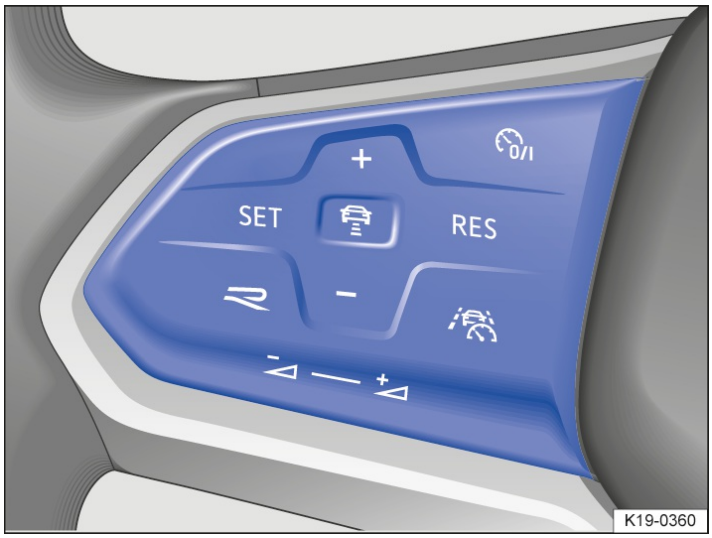


Fig. 2 Left-hand side of the multifunction steering wheel: buttons for operating the cruise control system (variant 2).

Switching on

— Press the button.

No speed has been stored and the system is not yet active.

Starting control

— While driving, press the SET button.

The CCS

stores and regulates the current speed.

Setting the speed

You can adjust the stored speed during speed control by the CCS

:

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button.

- 1 km/h (1 mph):
Press the SET button.

+ 10 km/h (5 mph):
Press the + button.

- 10 km/h (5 mph):
Press the - button.

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.

- 10 km/h (5 mph):
Strongly press the - button or swipe over the button from top to bottom.

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or closing the throttle. The vehicle does not actively brake.

Interrupting control

— Briefly press the CNL or button. Alternatively, depress the brake pedal.

The speed remains stored in the memory.

Resuming control

— Press the RES button.

The CCS

resumes operation with the stored speed and regulates the speed again.

Switching off

— Press and hold the button.

The CCS

is switched off and the stored speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

The CCS

is switched off.

Troubleshooting

Fault in the cruise control system.

— Malfunction. Switch off the cruise control system and go to a qualified workshop.

System 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 CCS and go to a qualified workshop.

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 approx. 30 km/h (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. The green indicator lamp flashes and an acoustic warning may sound when the stored speed is exceeded. 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:

The speed limiter is switched on.

or Speed limiter switched on, system control active.

The indicator lamps are displayed small or grey when the speed limiter is not active.

Driving downhill

Driving downhill may cause the set speed to be exceeded.

Apply the foot brake to slow the vehicle down, and change down a gear as required.

WARNING

Always switch off the speed limiter after use to avoid unintentional speed regulation.

- The speed limiter does not relieve the driver of his responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- 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 with the turn signal lever

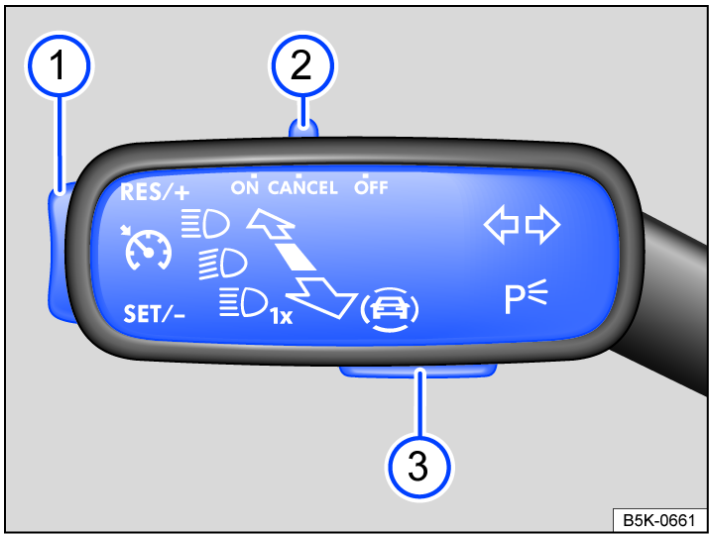


Fig. 1 On the left of the steering column: switch and buttons for operating the speed limiter.

Switching on

— Move switch → *Fig. 1* (2) to position **ON**.

The speed last set is stored. The system is not yet active.

Starting control

— Press button → *Fig. 1* (1) in the area **SET/–** while driving.

The current speed is stored as the maximum speed. The green indicator lamp also lights up.

Setting the speed

You can adjust the stored speed by means of the → *Fig. 1* (1) button:

RES/+ (short)
+ 1 km/h (1 mph)

SET/– (short)
- 1 km/h (1 mph)

Press and hold the → *Fig. 1* (1) button to continuously change the stored speed.

Interrupting control

— Move switch → *Fig. 1* (2) to **CANCEL** position.

The speed remains stored in the memory.

Resuming control

— Press button → *Fig. 1* (1) in the area **RES/+**.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

— Move switch → *Fig. 1* (2) to position OFF.

The speed limiter is switched off and the speed remains stored(also after the ignition is switched off).

Switching to the cruise control system (CCS) or Adaptive Cruise Control (ACC)

1. Press the → *Fig. 1* (3) button.
2. Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Operating the speed limiter via the multifunction steering wheel

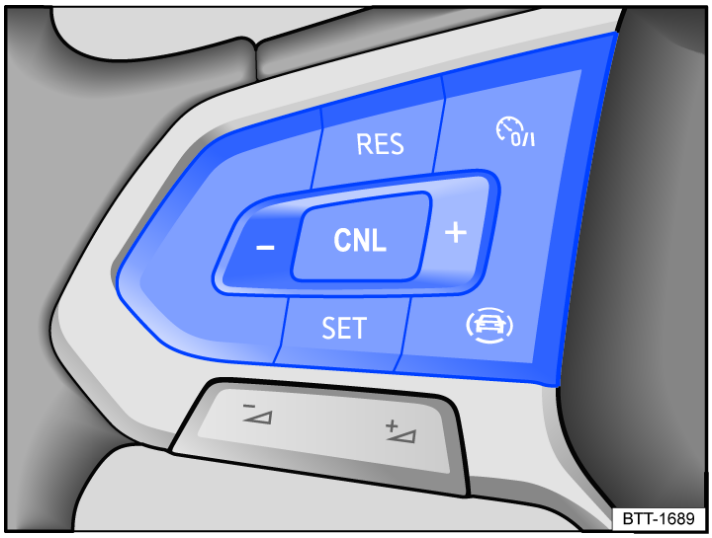


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the speed limiter (variant 1).

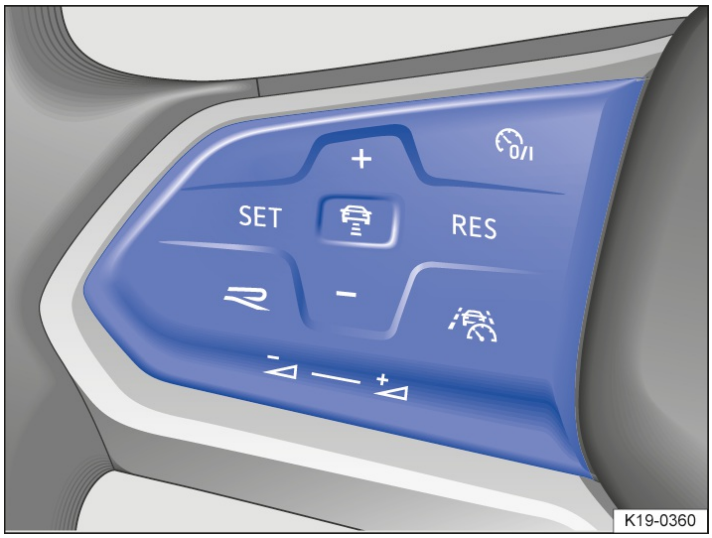


Fig. 2 Left-hand side of the multifunction steering wheel: buttons for operating the speed limiter (variant 2).

Switching on

— Press the button.

The speed last set is stored. The system is not yet active.

Starting control

— While driving, press the SET button.

The current speed is stored as the maximum speed.

Setting the speed

You can adjust the stored speed:

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button.

- 1 km/h (1 mph):
Press the SET button.

+ 10 km/h (5 mph):
Press the + button.

- 10 km/h (5 mph):
Press the − button.

Steering wheel variant 2:

+ 1 km/h (1 mph):
Gently press the + button.

- 1 km/h (1 mph):
Lightly press the − button.

+ 10 km/h (5 mph):
Strongly press the + button or swipe over the button from bottom to top.

- 10 km/h (5 mph):
Strongly press the − button or swipe over the button from top to bottom.

Press and hold the corresponding button to continuously change the stored speed.

Interrupting control

— Press the button CNL or .

The speed remains stored in the memory.

Resuming control

— Press the RES button.

The speed limiter is activated again as soon as the current speed is lower than the stored speed.

Switching off

— Press and hold the button.

The speed limiter is switched off and the speed remains stored(also after the ignition is switched off).

Switching to the cruise control system (CCS) or Adaptive Cruise Control (ACC)

1. Press the button.
2. Select the desired system on the instrument cluster display.

The speed limiter is switched off.

Troubleshooting

System control is interrupted automatically.

— Malfunction. Switch off the speed limiter and go to a qualified workshop.

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

ACC

is active in the speed range between around 30 km/h (20 mph) and around 210 km/h (130 mph), or up to around 150 km/h (95 mph) in the USA. This speed range may differ in certain markets.

Driving with ACC

You can override the active ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, cruise control will be interrupted while you are accelerating and then resumed.

The intervention by the ACC

system is less dynamic when towing a trailer.

Brake request

If automatic deceleration by the ACC

system is not sufficient, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Brake immediately!

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 120 m (around 400 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.
- Brake immediately if a brake request is displayed on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts rolling unintentionally, e.g. after a brake request.
- Be prepared to control the speed yourself at all times.

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC

will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If ACC

does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Overtaking assistance is not available in all countries.

Stop-and-go traffic

ACC

can brake vehicles with an automatic gearbox to a standstill and hold them stationary for a few seconds. ACC remains active and the instrument cluster display shows ACC ready. During this time the vehicle will move off again automatically as soon as the vehicle in front moves off (depending on the vehicle equipment level and not available in all countries)

After this time, the vehicle will automatically release the brakes. The vehicle will be free to roll and ACC

control will be cancelled.

You can prolong the readiness to move off:

— Depress the brake pedal: ACC

remains active so long as the brake pedal is depressed. When you take your foot off the brake pedal, ACC remains ready to pull away for a few seconds.

— Press the RES button. Readiness to move off is prolonged for a few seconds.

The readiness to move off is ended if the driver's seat belt is unfastened.

⚠ WARNING

If the message ACC ready to start is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases the radar sensor may be unable to detect obstacles that are located in the vehicle's path. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

Inside Overtaking Prevention System

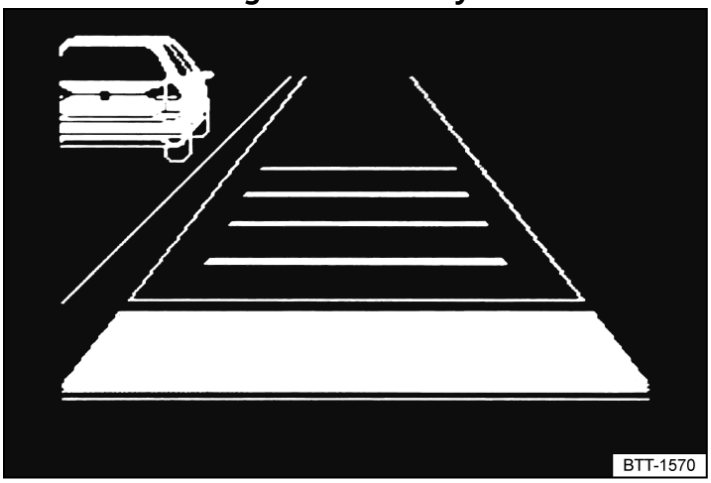


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

If ACC

detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (around 50 mph), but is not available in all countries.

Limits of the ACC

When not to use the ACC

ACC

Is not suitable for use in the following driving situations due to the system limitations. Cancel control *(→ Adaptive Cruise Control (ACC))*:

— Driving in heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

⚠ WARNING

If you use ACC
in the above situations, this could result in accidents and serious injuries as well as violations of legal regulations.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Adaptive Cruise Control (ACC))*.

Objects that cannot be detected

The radar sensor detects only vehicles that are moving in the same direction. It does not detect:

— Persons.

— Animals.

— Stationary vehicles.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

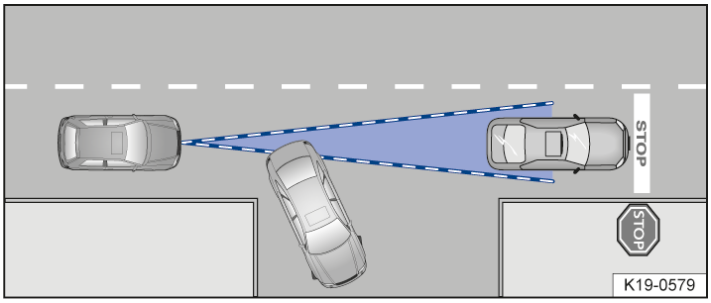


Fig. 1 Turning and stationary vehicle.

If a stationary vehicle is hidden behind a vehicle that has been detected byACC
and this vehicle turns off the road or changes lane, ACC will not react to the stationary vehicle → *Fig. 1*.

Bends

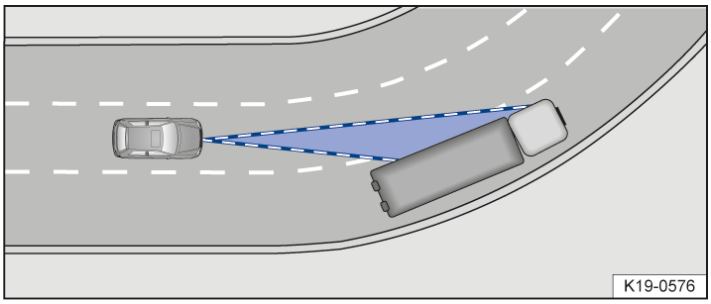


Fig. 2 Driving through bends.

The radar sensor always measures straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends → *Fig. 2*.

Vehicles outside the sensor range

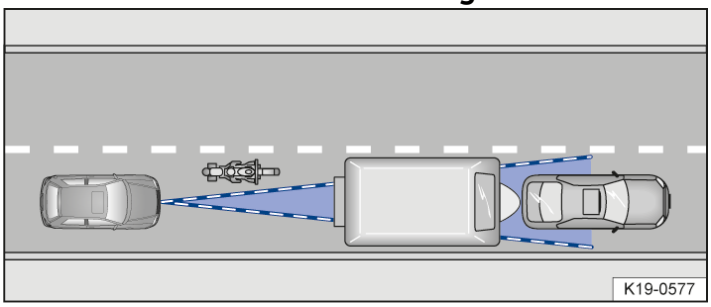


Fig. 3 Narrow vehicle.

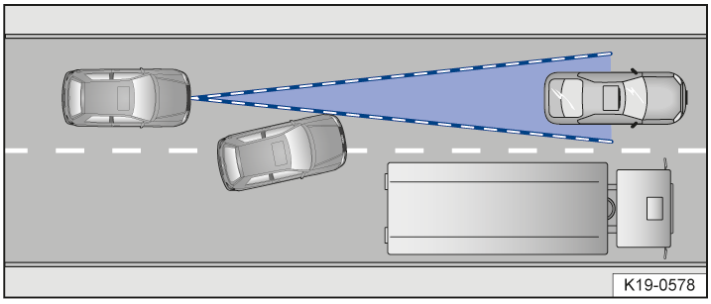


Fig. 4 Vehicle changes lane.

ACC

may not react or may react with a delay or with an unwanted response in the following driving situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes → *Fig. 3*.

— Vehicles that change into your lane directly in front of your vehicle → *Fig. 4*.

— Vehicles with bodies or attachments that project beyond the vehicle.

Switching the ACC on and off

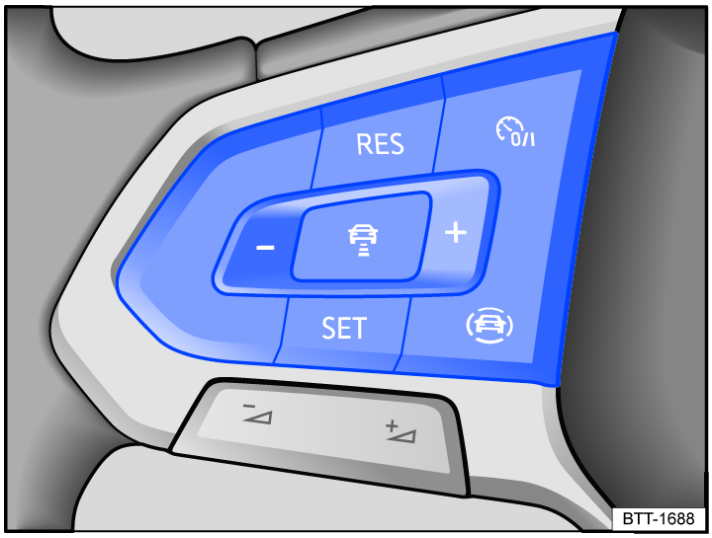


Fig. 1 Left-hand side of the multifunction steering wheel: buttons for operating the ACC (variant 1).

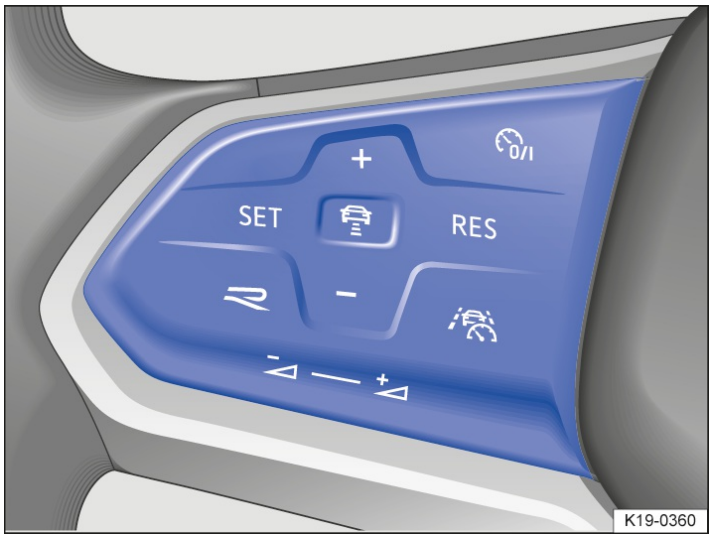


Fig. 2 Left-hand side of the multifunction steering wheel: buttons for operating the ACC (variant 2).

Switching on

— Press the button.

ACC

is not yet active and the indicator lamp corresponding to the driving situation lights up.

Starting control

— While driving forwards, press the SET button.

ACC

stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit)

Depending on the situation and the instrument cluster version, the following warning lamps light up:

ACC

has taken control.

or ACC

has taken control; no vehicle detected ahead.

or ACC

has taken control; vehicle detected ahead.

When ACC is not active, the indicator lamps are not lit or light up grey.

Cancelling control

— Briefly press the button or press the brake pedal.

The indicator lamp corresponding to the driving situation lights up, and the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS

) is deactivated.

Resuming control

— 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

— Press and hold the button.

The set speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

ACC

is switched off.

Setting the ACC

Setting the distance

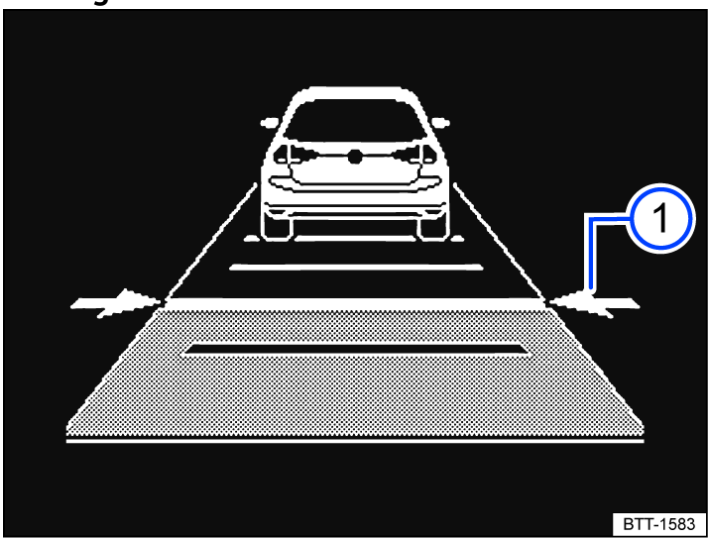


Fig. 1 On the instrument cluster display: set distance (1) (illustration, the ACC is regulating).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the button + or - or swipe over the corresponding button.
3. Alternatively, press the button repeatedly until the required distance is selected.

The instrument cluster display shows the chosen setting → *Fig. 1* (1). Please observe any country-specific requirements for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance *(→ Vehicle settings menu)*.

If the ACC

has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.

Setting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel:

Steering wheel variant 1:

+ 1 km/h (1 mph):
Press the RES button, only when ACC
is active.

- 1 km/h (1 mph):
Press the SET button, only when ACC
is active.

+ 10 km/h (5 mph):
Press the + button.

- 10 km/h (5 mph):
Press the - button.

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.

- 10 km/h (5 mph):
Strongly press the - button or swipe over the button from top to bottom.

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 *(→ Vehicle settings menu)*.

Troubleshooting

ACC not available.

The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.
— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.
— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.
— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.
— Fault or malfunction. Switch off and restart the engine.
— Paint work or structural modifications were carried out on the front of the vehicle.
— The genuine Volkswagen badge is not used.
— If the problem persists, go to a qualified workshop.

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 interrupted automatically. Allow the brakes to cool down and check their functionality again.
— If the problem persists, go to a qualified workshop.

System control cannot be started.

Make sure that the following conditions are met:

— Vehicles with a manual gearbox: A forward gear other than 1st gear has been engaged and the speed is at least 25 km/h (16 mph).
— Vehicles with an automatic gearbox: A position has been selected for driving forward.
— The brake lights on the vehicle are working.
— The brake lights on the trailer are working.
— ESC is not active.
— If control is to be started while the vehicle is stationary, depress the brake pedal. Otherwise, do not depress the brake pedal.

Unusual noises during automatic braking.

— This is normal and is not a fault.

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) with City Emergency Braking System and Pedestrian Monitoring can help to avoid accidents.

Within the limits of the system, Front Assist can warn the driver about imminent collisions, prepare the vehicle for emergency braking, assist with braking, and initiate automatic braking. The warning times vary depending on the traffic situation and driver behaviour.

Front Assist is not a substitute for the full concentration of the driver.

Driving with Front Assist

You can cancel the automatic braking interventions of Front Assist 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.

Radar sensor

Front Assist detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

Functions included in the system

The City Emergency Braking System and Pedestrian Monitoring (depending on vehicle equipment) are part of Front Assist and are automatically active when Front Assist is switched on.

⚠ 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. The driver is always responsible for braking in time.

- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Front Assist cannot prevent accidents and serious injuries on its own.
- Front Assist can issue unnecessary warnings and carry out unwanted braking interventions in certain complex driving situations, e.g. at traffic islands.
- Front Assist can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is dirty or its position has been changed.
- Front Assist without Pedestrian Monitoring does not react to persons. In addition, the system does not react to animals or to vehicles that are crossing or approaching in the same lane.
- If you are unsure whether your vehicle possesses Pedestrian Monitoring, please enquire about this at a qualified workshop before starting your journey.
- Be prepared to take over control of the vehicle yourself at all times.

Warning levels and braking intervention

Front Assist can detect the following objects within the system limits and depending on the vehicle equipment:

— Pedestrians, cyclists and vehicles also moving relative to your vehicle.

— Crossing pedestrians and cyclists.

— Stationary vehicles.

Front Assist can provide assistance and intervene if the vehicle is approaching a detected object in such a way that a collision with the object will occur if the vehicle speed is maintained and there is no driver intervention. The assistance may include an advance warning, an urgent warning and automatic braking.

Under ideal conditions, this can prevent a collision or help to reduce the consequences of the collision.

Front Assist operates in the following speed ranges:

	Advance warning	Urgent warning	Automatic braking	Braking intervention
Vehicle stationary	30 to 85 km/h (20 to 53 mph)	30 to 85 km/h (20 to 53 mph)	5 to 85 km/h (3 to 53 mph)	5 to 85 km/h (3 to 53 mph)
Vehicle also moving	30 to 250 km/h (20 to 155 mph)	30 to 250 km/h (20 to 155 mph)	5 to 250 km/h (3 to 155 mph)	5 to 250 km/h (3 to 155 mph)
Pedestrian also moving	30 to 85 km/h (20 to 53 mph)	-	5 to 85 km/h (3 to 53 mph)	5 to 85 km/h (3 to 53 mph)
Crossing pedestrian	30 to 85 km/h (20 to 53 mph)	-	5 to 65 km/h (3 to 40 mph)	5 to 65 km/h (3 to 40 mph)
Cyclist also moving	30 to 250 km/h (20 to 155 mph)	30 to 250 km/h (20 to 155 mph)	5 to 250 km/h (3 to 155 mph)	5 to 250 km/h (3 to 155 mph)
Crossing cyclist	30 to 85 km/h (20 to 53 mph)	-	5 to 65 km/h (3 to 40 mph)	5 to 65 km/h (3 to 40 mph)

The values apply only under ideal conditions and are approximate values which depend on the market and vehicle equipment. Please contact a qualified workshop if you have any queries about the equipment installed in your vehicle.

Advance warning

The system 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 the driver does 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

If the driver also does not react to the urgent warning, the vehicle can be braked automatically with braking force that increases in several stages. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that the driver is braking insufficiently when there is a risk of collision, the system can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as the brake pedal is pressed hard.

City Emergency Braking System

The City Emergency Braking System is part of Front Assist. If the driver does not react to a possible collision, the system can also automatically brake the vehicle with increasing braking force without any advance warning.

The red warning lamp lights up in this case.

Distance warning

The system detects when safety is endangered by driving too close to the vehicle in front. The indicator lamp lights up. Increase the distance.

Speed range: approx. 65 km/h (40 mph) to 250 km/h (155 mph).

Limits of Front Assist

Immediately after vehicle start or after a system restart, Front Assist is not available or only partially available. 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 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 *(→ Autonomous Emergency Braking (Front Assist))*.

Objects that cannot be detected

Front Assist may not react or may react with a delay or provide with an unwanted response in the following situations:

— 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.
— Pedestrians and cyclists who are stationary or moving towards the vehicle.

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 or heavy spray.
— Driving in multi-storey car parks and tunnels.
— Driving on roads with embedded metal objects, e.g. railway tracks.
— Reversing.
— If TCS is switched off manually.
— If ESC is taking corrective action.
— If ESC Sport (depending on equipment) is on *(→ Brake support systems)*.
— If the radar sensor is dirty or covered.
— If several brake lights on the vehicle are faulty.
— If there is a fault in several brake lights on a trailer 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.

— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off→ ⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

— If the radar sensor is covered by any auxiliary equipment, e.g. auxiliary headlights.

— If the radar sensor is faulty.

— After external force on the radar sensor, e.g. after a rear-end collision.

— 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.

Pedestrian Monitoring

Pedestrian Monitoring can help to avoid accidents with pedestrians and cyclists who are crossing or moving in the direction of travel or to mitigate the consequences of an accident.

The system may give a warning when there is a risk of collision, prepare the vehicle for emergency braking, help to brake the vehicle or perform an automatic brake intervention. In the event of an advance warning, the red warning lamp lights up in the instrument cluster display.

When Front Assist is switched on and active, Pedestrian Monitoring is also active as an element of Front Assist.

Pedestrian Monitoring is not available in all countries, depending on the vehicle equipment level.

⚠ WARNING

The intelligent technology of Pedestrian Monitoring cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Pedestrian Monitoring tempt you into taking any risks when driving. The driver is always responsible for braking in time.

- If Pedestrian Monitoring issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the object.
- Pedestrian Monitoring cannot prevent accidents and serious injuries by itself.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions in complex driving situations, e.g. in a sharply turning main road with an intersection.
- Pedestrian Monitoring can issue unnecessary warnings and carry out unwanted braking interventions when its function is impaired, e.g. if the radar sensor is covered or if the camera window is dirty.
- Be prepared to take over control of the vehicle yourself at all times.

Operating Front Assist

Front Assist and the advance warning (in some countries) 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 also the distance and advance warnings are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

— Switch Front Assist on and off in the Assist systems menu of the Infotainment system *(→ Vehicle settings menu)*.

— OR: switch Front Assist on and off in the instrument cluster menus *(→ Menus and information displays)*.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator lamp lights up in the instrument cluster display.

Setting the distance and advance warnings

When Front Assist is switched on, you can adjust the distance and advance warnings as follows:

— Switch the desired function on and off in the Assist systems menu of the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, you can also set the warning time for the advance warning.

Front Assist is starting up.

The indicator lamp lights up white.

— Front Assist is temporarily unavailable or limited. After a short drive on a straight, Front Assist is available and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

Front Assist is not available, the radar sensor does not have sufficient visibility.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, the trim frames of number plate holders or stickers. Keep the area around the radar sensor free.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Paint work or structural modifications were carried out on the front of the vehicle.

— The genuine Volkswagen badge is not used.

— If the problem persists, switch off Front Assist and go to a qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, switch off Front Assist and go to a qualified workshop.

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 in 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.

System limits

Use the lane keeping system only on motorways and well-developed country roads.

The system is not available under the following conditions (passive system status):

— The vehicle speed is under 55 km/h (approximately 30 mph).

— The lane keeping system has not detected a road lane marking.

— In tight bends.

— Temporarily if the driving style is very dynamic.

⚠ 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.
- The lane keeping system cannot recognise all road lane markings. In certain circumstances, the lane keeping system may detect poor road surfaces, road structures or objects incorrectly as road lane markings. Immediately override any undesired intervention by the system.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- 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 crucial that the driver is attentive in these situations. It may be necessary to switch off the lane keeping system temporarily:
  - Very sporty driving.
  - In poor weather conditions and when driving on poor roads.
  - Driving through road works.
  - Over hill tops or through dips.
- 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.

Driving with the lane keeping system

Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can also switch the lane keeping system on and off in the Assist systems menu of the Infotainment system and instrument cluster and view the current system status there.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (around 35 mph) (system status active).

Displays

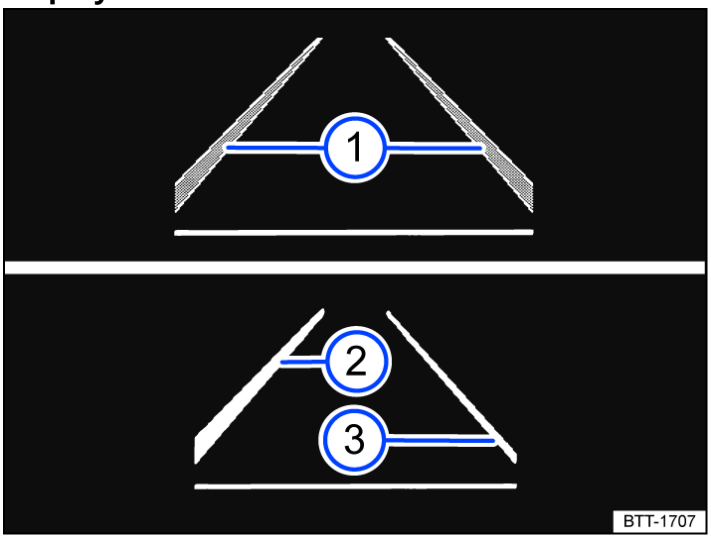


Fig. 1 On the instrument cluster display: lane keeping system displays.

1. Road lane markings detected. System not regulating.
2. Road lane markings detected. System is actively intervening on the indicated side.
3. No road lane markings detected. System not regulating.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

or System is active and ready to perform control intervention.

or System intervention (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene(passive system status) or is switched off.

When the indicator is on, the system temporarily switches to passive mode to allow manual lane changes.

The system will be switched to passive mode if the corrective steering intervention by the system is overridden by a strong steering movement by the driver.

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

Fault message, lane keeping system not available.

An indicator lamp lights up in the instrument cluster. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.

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

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

— If the problem persists, go to a qualified workshop.

It can take a few seconds before a system fault is detected after the ignition is switched on.

The system is not responding as expected.

— Do not attach any objects to the steering wheel.

Introduction to the topic

The Blind Spot Monitor assists the driver when checking for traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed in relation to other vehicles and uses visual signals in the wing mirrors to inform the driver.

System limits

Use the Blind Spot Monitor only on surfaced roads.

The Blind Spot Monitor may not always interpret the traffic correctly in the following situations:

— 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 Blind Spot Monitor cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience afforded by the Blind Spot Monitor tempt you into taking any safety risks when driving. Careless or unintentional use of the Blind Spot Monitor can cause accidents and serious 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 mirrors 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 Blind Spot Monitor 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 indicator lamp in the wing mirror in direct sunlight.

Driving with the Blind Spot Monitor

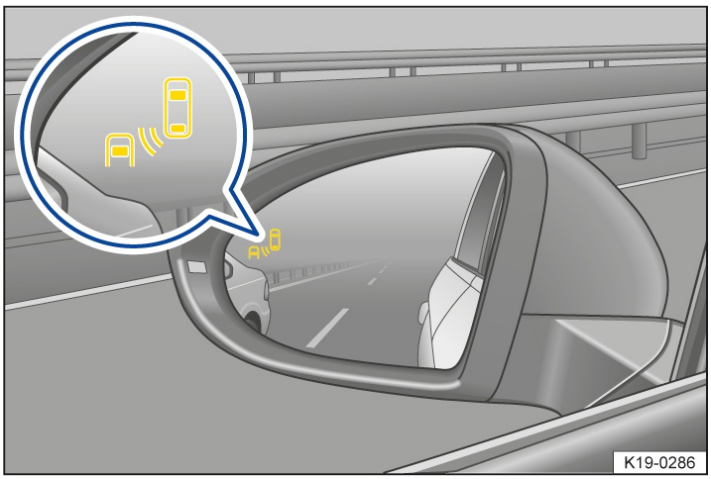


Fig. 1 In the exterior mirrors: Blind Spot Monitor display.

Switching on and off

— Depending on the vehicle equipment, by means of the button for the driver assist systems .

— OR: using the Assist systems menu in the instrument cluster.

— OR: depending on the vehicle equipment, in the Driver assistance menu in the Infotainment system *(→ Vehicle settings menu)*.

When the Blind Spot Monitor is operational the yellow indicator lamp in the exterior mirrors lights up shortly one single time.

This most recent system setting is retained even after the ignition has been switched off and on.

Function

When switched on, the Blind Spot Monitor is active from a speed of approx. 15 km/h (9 mph).

The faster another vehicle approaches, the earlier there is a corresponding display in the exterior mirror.

In the following driving situations, the yellow indicator lamp will *light up* in the corresponding exterior mirror:

— If your vehicle is being overtaken.

— When overtaking another vehicle with a speed difference of up to approximately 10 km/h (6 mph). No display will be shown if the overtaking manoeuvre is much faster.

If a vehicle is detected in the blind spot and the turn signal is additionally activated in the direction of the detected vehicle *(→ Blind Spot Monitor)*, the yellow indicator lamp *flashes*.

Blind Spot Monitor Plus

In the case of vehicles with a lane keeping system, the yellow indicator lamp *flashes* even if you do not activate the turn signal when leaving your lane, provided that the lane keeping system is switched on (Blind Spot Monitor Plus). The driver is warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when the turn signal is activated for the corresponding direction. If the steering intervention is overridden by the driver, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the vehicle settings in the Infotainment system.

Automatic deactivation

The radar sensors of the Blind Spot Monitor will switch off automatically if, for example, the system detects that a radar sensor is permanently covered. This can be caused by a layer of ice or snow in front of the radar sensor, for example.

A text message will be shown on the instrument cluster display.

If the Blind Spot Monitor has been automatically deactivated, the system cannot be activated until the ignition has been

switched off and back on again.

The Blind Spot Monitor is automatically deactivated and cannot be activated when the factory-fitted towing bracket is electrically connected to a trailer or similar. Once a trailer is electrically connected to the vehicle and the driver pulls away, a text message appears in the instrument cluster display to inform the driver that the Blind Spot Monitor has been deactivated. The Blind Spot Monitor will be automatically activated again when the trailer has been unhitched from the vehicle, provided that the function was activated previously. The Blind Spot Monitor must be deactivated manually if you tow a trailer using a towing bracket that was not fitted at the factory.

Troubleshooting

Blind Spot Monitor is not working

The indicator lamp lights up yellow.

— Go to a qualified workshop.

System fault

— Clean the radar sensors or remove stickers or accessories from the radar sensors, wing mirrors and bumper *(→ Vehicle care, exterior)*.

— Check for any visible damage.

The system is not responding as expected

— The radar sensors are dirty. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings *(→ Vehicle care, exterior)*.

— The general conditions for system operation have not been met *(→ Blind Spot Monitor)*.

— The radar sensors are covered by water.

— The vehicle is damaged in the area of the radar sensors, e.g. caused by 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.

— Only Volkswagen-approved vehicle paints may be used on the rear bumper. Other vehicle paints can restrict the function of the system or cause faults.

— The side windows have been retrofitted with tinted window films.

Parking the vehicle

Always park the vehicle on a suitable surface → ⚠.

Always park the vehicle in the sequence specified.

— Depress and hold the brake pedal.

— With a manual gearbox, depress the clutch pedal *fully* or disengage the clutch.

— With an automatic gearbox, engage the parking lock P.

— Apply the handbrake firmly *(→ Handbrake)*.

— Stop the engine and switch off the ignition *(→ Switching off the engine)*. The indicator lamp Ⓟ in the instrument cluster display lights up red.

— With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.

— Take your foot off the brake pedal.

— Turn the steering wheel slightly if necessary to engage the steering lock mechanism.

— Get out of the vehicle. Take all vehicle keys with you.

— Make sure that all vehicle occupants leave the vehicle.

— Lock the vehicle.

Additional points for parking on uphill and downhill gradients

Turn the steering wheel so that the front wheels will roll against the kerb if the parked vehicle starts to move.

⚠ WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel, oil etc.

⚠ WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- Before leaving the vehicle, make sure that the handbrake is applied firmly and that the indicator lamp Ⓟ lights up red on the instrument cluster display.
- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.
- Never leave children or people requiring assistance alone in the vehicle. They could release the handbrake, move the selector lever or gearshift lever and thus set the vehicle in motion.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

NOTICE

- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle or driving out of a parking space. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Otherwise low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system may be damaged in the process. Drive carefully through dips in the road, over driveways, ramps, kerbstones and other objects.

Please adhere to relevant legislation when stopping and parking your vehicle.

Operating the handbrake

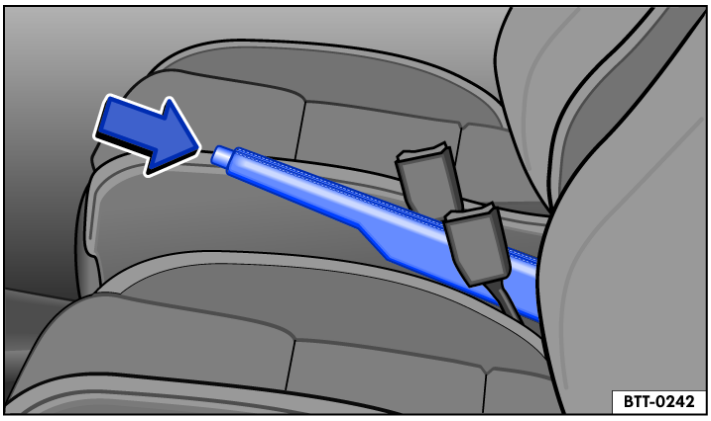


Fig. 1 Handbrake between the front seats.

Applying the handbrake

Ⓟ The indicator lamp lights up red when the handbrake is applied.

— Pull the handbrake lever up firmly with the lock button pressed → *Fig. 1* (arrow) → ⚠.

Releasing the handbrake

— Lift the handbrake lever up slightly and press the lock button → *Fig. 1*.

— Guide the handbrake lever down whilst the lock button is pressed.

⚠ WARNING

Incorrect use of the handbrake can cause accidents and serious injuries.

- Always apply the handbrake firmly when you park the vehicle! The red indicator lamp Ⓟ already lights up when the handbrake is only slightly applied. The vehicle will not be held securely.
- The handbrake should never be used to brake the vehicle, except in emergencies. The braking distance is considerably longer as only the rear wheels are braked in some cases. Always use the foot brake.
- Never drive the vehicle with the handbrake lightly applied. This can overheat the brakes and adversely affect the brake system. It can also cause premature wear to the rear brake pads.
- Never activate the accelerator from the engine compartment if a position or gear has been selected and the engine is running. The vehicle can start to move even if the handbrake is applied.

NOTICE

To avoid unintentional movement when parking the vehicle, first apply the handbrake firmly and then remove your foot from the brake pedal.

NOTICE

If the foot is removed from the brake pedal while the parking lockP is engaged (automatic gearbox) and the handbrake is not applied firmly, the vehicle may move forwards or backwards by a few centimetres.

An acoustic warning is given if the car is driven faster than approximately 6 km/h(4 mph) with the handbrake applied.

Safety notes on the parking systems

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 by the sensors or cameras, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles and also open or opening boot lids.

— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings *(→ Parking systems)*.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle.
- Take into account the fact that the response times of the parking systems may not be sufficient to issue a warning if you approach too quickly.
- Always observe the area around the vehicle and pay attention to small children, animals and objects.
- 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. The image can be inaccurate for estimating the distance from persons or obstacles and could cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

Prerequisites for functioning of the parking systems

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment screen:

— The doors and the boot lid must be closed.

— Exterior mirrors are not folded in.

— The surrounding area has a flat surface.

— The vehicle does not have a heavy load at the rear or on one side.

— The engine is running.

— TCS and where applicable ESC are switched on *(→ Brake support systems)*.

Finding a suitable parking space

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

— The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

— The distance when driving past the parking space should be around 1 m (3 feet).

— Vehicles with Park Assist: the speed when driving past the parking space should not exceed 40 km/h (25 mph) for parallel parking spaces or 20 km/h (12 mph) for perpendicular parking spaces.

Parking system displays

The range of possible settings varies according to the country, the device and the vehicle's equipment specification.

With some equipment levels, the vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached when the penultimate segment is displayed, if not before. Do not drive on!

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

General displays

Mute audio signals.

Adjust brightness, contrast and colour.

Show display.

Hide display.

Close current display and end function.

The following also applies to vehicles with Park Distance Control

Red-coloured image segment: close obstacle. Vehicle is at risk. Brake.

Yellow-coloured image segment: obstacle in the vehicle path. Vehicle is at risk. Adjust the steering wheel angle.

White-coloured image segment: obstacle outside the path of the vehicle.

System fault in the monitored area (depending on equipment level). The colour may vary.

Switch to rear view camera system *(→ Rear view camera system)*.

The following also applies to vehicles with rear view camera system

Red line: boundary or safety clearance.

Green lateral line: extension of the vehicle.

Switch to Park Distance Control *(→ Park Distance Control)*.

Signal tones

An intermittent signal tone is given if a sufficiently short distance between the vehicle and an obstacle is detected. The shorter the distance, the shorter the intervals. The signal tone will sound continuously if the obstacle is very close. Do not drive on!

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

In the camera image, the guiding lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

All of the reversing camera's guiding lines are hidden when the factory-fitted towing bracket is connected electrically to a trailer.

All of the reversing camera's guiding lines are hidden when the boot lid in which the camera is installed is opened.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

When does an automatic braking intervention take place?

The following prerequisites must be met for an automatic braking intervention:

— The vehicle speed does not exceed a maximum of around 10 km/h (6 mph) when manoeuvring.

— A parking system with the function for automatic braking intervention is active.

— An obstacle is detected by the system.

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

What happens when an automatic braking intervention takes place?

— The vehicle is braked to a standstill and then held for around two seconds. Step on the brake!

— OR: Park Assist brakes the vehicle if it is too fast. The parking manoeuvre can then be continued.

Switching on

— The automatic braking intervention function is active as soon as a parking system has been activated.

— Touch the function button on the Infotainment system screen to manually switch on manoeuvre braking.

Switching off

— The automatic braking intervention function is deactivated as soon as a parking system is deactivated.

— OR: touch the function button on the Infotainment system screen to manually switch off the manoeuvre braking function of Park Distance Control.

Cancelling a braking intervention of the manoeuvre braking function

The automatic braking intervention by the manoeuvre braking function of Park Distance Control can be cancelled by pressing the accelerator →⚠.

Things to note for trailer towing

The automatic braking intervention function at the rear of the vehicle when reversing is deactivated if a trailer is electrically connected to the factory-fitted towing bracket *(→ Trailer towing)*.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

⚠ WARNING

Do not let the parking systems' automatic braking intervention tempt you to take any risks while driving. In some situations, the automatic braking intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.

- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.
- The automatic braking intervention of Park Assist is ended after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

Switch off the parking system if automatic braking intervention occurs too frequently, e.g. when driving off-road.

If the vehicle has been braked by the manoeuvre braking function of Park Distance Control, the function is inactive for 5 metres in the same direction of travel or will be ready for use again after the gear or drive position has been changed.

The parking manoeuvre will be aborted after emergency braking by Park Assist due to an obstacle.

After an emergency braking by the Rear Traffic Alert, 10 seconds must elapse before automatic braking intervention can take place again.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.

— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol in the Infotainment system. The parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

— Check whether any of the causes described apply.

— You can switch the system back on again once you have rectified the cause of the problem.

— If the problem persists, go to a qualified workshop.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations *(→ Automatic braking intervention)*.

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Park Assist is active and the parking manoeuvre is automatically cancelled

Park Assist cancels the parking manoeuvre in the following situations:

— Function button is pressed.

— 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.

Start the parking procedure again *(→ Park Assist parking space search)*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol appears on the instrument cluster display.

— Depress the brake pedal.

Park Assist parks inaccurately after a wheel change

The parking procedure may be temporarily restricted after a tyre change on the vehicle, e.g. the vehicle is driven closer to the boundaries of the parking space.

— Drive a longer distance with the vehicle, including curves.

Park assist automatically learns the new wheel circumferences.

Introduction to the topic

The Park Distance Control system assists the driver when manoeuvring and parking.

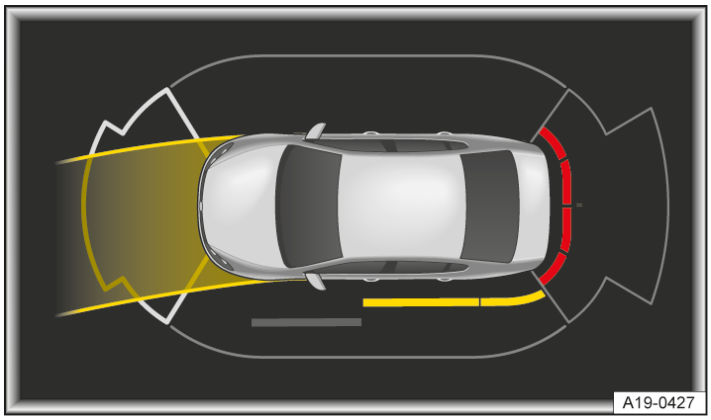


Fig. 1 Infotainment system screen: obstacle detection and steering wheel angle for Park Distance Control (schematic diagram).

Function

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle *(→ Front view)* *(→ Rear view)*. Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals → *Fig. 1* , →.

Also observe the information on the screen displays of the parking systems *(→ Parking systems)*.

Things to note for trailer towing

The rear sensors for Park Distance Control are not switched on if the factory-fitted towing bracket is electrically connected to a trailer:

— No warnings are given for obstacles.

— The manoeuvre braking function is deactivated automatically.

Park Distance Control settings

Depending on the vehicle equipment, settings for Park Distance Control can be made in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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 on the Infotainment system screen. Do not drive on!

NOTICE

With some equipment levels, distances to obstacles in the side areas are also displayed. The vehicle must be moved a few metres forwards or backwards in order to scan the side areas in full. An obstacle entering these areas from the outside will not be displayed.

Switching Park Distance Control on and off

Fig. 1 In the centre console: button for switching Park Distance Control on and off (schematic diagram).

Switching on

Park Distance Control is switched on automatically when reverse gear is engaged or if the vehicle rolls backwards.

— OR: press the [P] *→ Fig. 1* button.

Switching off

Park Distance Control is switched off automatically when the vehicle is driven forwards at a speed of more than 10–15 km/h (6–9 mph).

— OR: press the [P] *→ Fig. 1* button.

— OR: move the selector lever to position P.

Automatic activation when driving forwards (with some equipment levels)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on and off in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

— Press the [P] *→ Fig. 1* button.

— Switch the ignition off and then back on again.

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. Orientation lines help with the view to the rear.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. 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.

⚠ 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 no persons are 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

Select reverse gear.

Switching off

The rear view camera system switches off when the reverse gear is disengaged.

Rear view camera system without parking modes: driving into a parking space

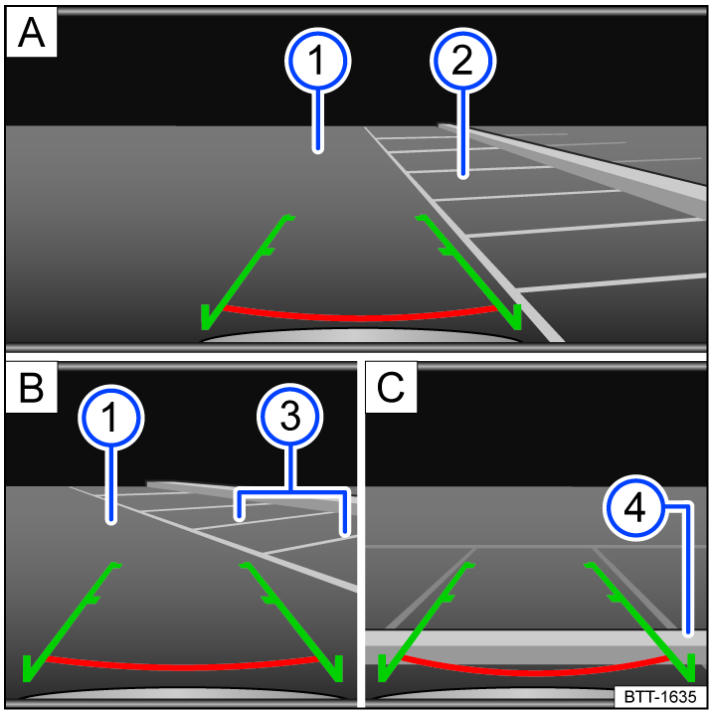


Fig. 1 Infotainment system display: parking using the rear view camera system.

Key to → *Fig. 1*:

A

Choose parking space.

B

Drive towards the selected parking space.

C

Align the vehicle in the parking space.

1

Road.

2

Selected parking space.

3

Side limits of the selected parking space.

4

Rear limit of the parking space.

Parking using the rear view camera system

— Position the vehicle in front of the parking space → *Fig. 1* A (2).

— Select reverse gear.

— Reverse slowly and steer the vehicle so that the green lateral lines lead into the selected parking space. The green lines must correspond to the lateral boundary lines of the parking space → *Fig. 1* B (3).

— Stop when the red horizontal line reaches the rear limit→ *Fig. 1* 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.

Park Assist is an extension of Park Distance Control *(→ Park Distance Control)*.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator and brake and changes gear→ ⚠.

The following functions are supported:

— Displaying suitable parking spaces.

— Selecting a parking mode

— Driving into suitable parallel and bay parking spaces,

— Driving out of a parallel parking space.

Observe the text message in the instrument cluster display.

⚠ 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.

⚠ WARNING

Fast steering wheel movements can cause serious injury.

- During the manoeuvring operation, do not reach for the steering wheel until prompted to do so by the system.
- If a dangerous situation occurs, intervene and take over the steering.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects for orientation. Please ensure that the wheels and tyres are not damaged when parking the vehicle.

- If necessary, abort the parking manoeuvre in good time.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

Park Assist cannot be activated if the vehicle detects an electrically connected trailer *(→ Trailer towing)*.

When carrying out parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Looking for a parking space

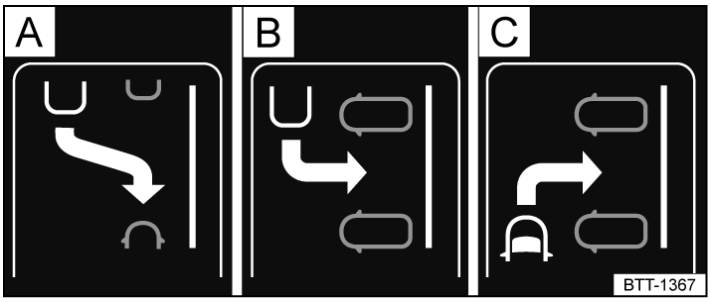


Fig. 1 In the instrument cluster display: parking modes for parking.

Key to → *Fig. 1*:

- Ⓐ Reverse parallel parking.
- Ⓑ Reverse perpendicular parking.
- Ⓒ Forward perpendicular parking.

Fig. 2 In the centre console: button for switching on the Park Assist system.

— Press the P button → *Fig. 2* button. The indicator lamp lights up yellow and the park function is active.

— Drive slowly past a row of parked vehicles, paying attention to the traffic.

— Park Assist automatically searches for a suitable parking space on the front passenger side.

A parking mode is displayed when a parking space is detected → *Fig. 1*.

Press the P button → *Fig. 2* button to select one of several displayed parking spaces in sequence.

If you wish to move forwards into the parking space, select park mode “Forward transverse parking” → *Fig. 1* Ⓒ by pressing the P button.

If you want to search for a parking space on the opposite side of the road, operate the turn signal for the corresponding side.

Park Assist can be activated retrospectively. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

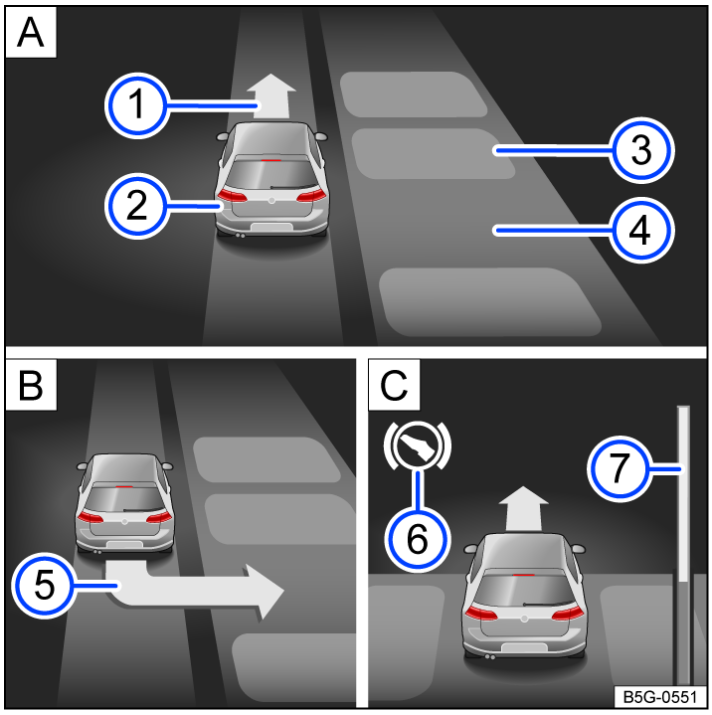


Fig. 1 On the instrument cluster display: parking perpendicular to the road.

Key to → *Fig. 1*:

- (A) Choose parking space.
- (B) Drive into a parking space.
- (C) Manoeuvre in the parking space
- (1) Prompt to drive forward.
- (2) Your vehicle.
- (3) Parked vehicle or obstacle.
- (4) Detected parking space.
- (5) Prompt to reverse.
- (6) Prompt to brake.
- (7) Progress bar (remaining relative distance).

— Stop the vehicle in front of or behind the parking space.

— Observe the prompt to park on the instrument cluster display → *Fig. 1* (5).

— Select reverse gear when a reverse arrow appears on the instrument cluster display.

— Release the steering wheel.

— Text message Steering intervention active!. Observe Monitor vehicle area. on the instrument cluster display.

— Accelerate carefully.

— Brake when an acoustic signal sounds, the display ⦸ lights up or a text message appears on the instrument cluster display.

— Depending on the parking space, it may be necessary to make several manoeuvres. When the parking procedure is completed, a text message is displayed in the instrument cluster.

Wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking procedure in order to achieve an optimal parking result.

Switch off the engine and stop the vehicle *(→ Parking)*.

Driving out of a parking space

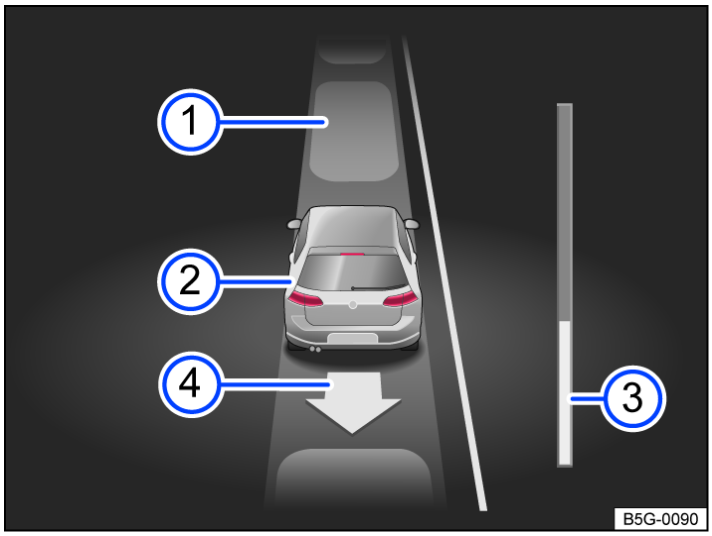


Fig. 1 On the instrument cluster display: reversing out of a parallel parking space.

Key to → *Fig. 1*:

1. Parked vehicle.
2. Your vehicle.
3. Progress bar (remaining relative distance).
4. Direction of travel when driving out of a parking space

Park Assist can drive out of parallel parking spaces if the prerequisites for this are met *(→ Parking systems)*.

— Press the button.
— Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
— Select reverse gear.
— Release the steering wheel when the following message is shown: Steering intervention active. Please monitor area around vehicle.
— Accelerate carefully.
— Brake when an acoustic signal sounds, the display lights up, or until the prompt to drive forward appears on the instrument cluster display.
— Depress the brake pedal until Park Assist has finished steering or until the display on the instrument cluster goes out.
— Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.
— Take over steering with the steering angle set by Park Assist.
— Drive the vehicle out of the parking space when permitted by the traffic situation.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

Please also observe the information and warnings that apply to all parking systems *(→ Parking systems)*.

Switching on and off

— Via the Assist systems menu in the instrument cluster *(→ Assist systems menu)*.

— OR: depending on the vehicle equipment, by means of the button for the driver assist systems .

— OR: depending on the vehicle equipment, in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Function

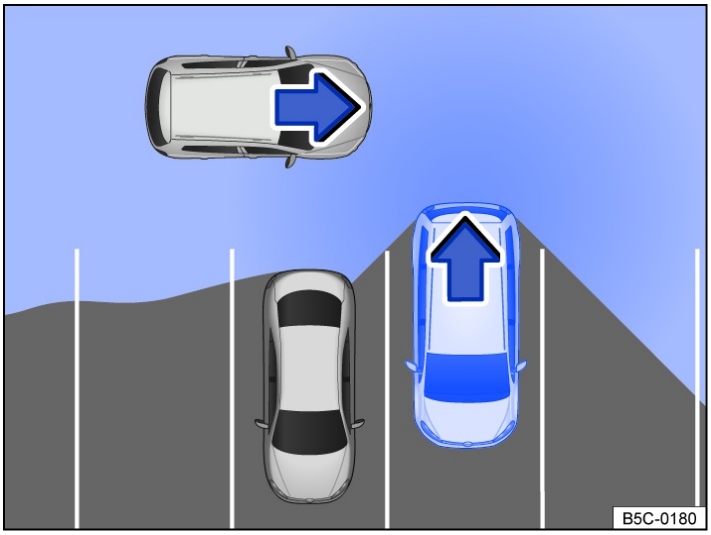


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

Rear Traffic Alert functions using radar sensors in the rear bumper.

The system detects approaching and moving objects in the rear and side areas around the vehicle *→ Fig. 1* and warns the driver about an obstacle with an acoustic warning signal and a text message *→ Fig. 2* , *→* ⚠.

The obstacle area may be displayed on the Infotainment system *→ Fig. 2*.

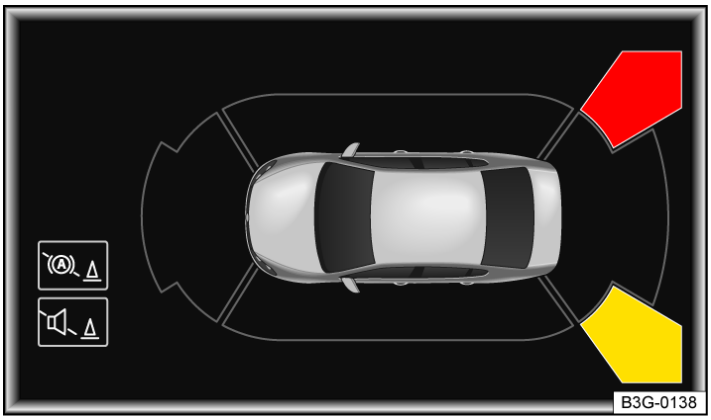


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

An automatic braking intervention can take place if the driver does not react *(→ Automatic braking intervention)*.

If Park Distance Control is deactivated, no feedback can be given to the driver. The Rear Traffic Alert is also temporarily deactivated.

⚠ WARNING

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 very rapidly approaching objects.

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 →⚠.

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention. Continue to brake with the necessary force, and if necessary steer the vehicle.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

Depending on the equipment level, adjustments can be made to the vehicle settings for ESC and TCS *(→ Brake support systems)*.

Electronic Stability Control (ESC)

ESC

helps to reduce the risk of skidding and to improve driving stability in certain driving situations →⚠.

Traction control system (TCS)

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 *(→ Brake support systems)*.

Anti-lock brake system (ABS)

ABS

can prevent the wheels from locking when the brakes are applied up until the point where the vehicle is nearly stationary and can help the driver to steer the vehicle and keep it under control *(→ Brake support systems)*.

Brake Assist system

BAS

can help to reduce the stopping distance. The brake assist system reinforces brake pressure when the driver depresses the brake pedal quickly in an emergency situation.

Electronic differential lock (EDL and XDS)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS

uses braking interventions to improve traction and keep the vehicle in lane.

Automatic Post-Collision Braking System

The multicollision brake automatically triggers braking if the airbag control unit detects a collision in an accident situation.

Requirements for automatic braking:

— The driver does not depress the accelerator pedal.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the system. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause

serious injury to the driver and passengers.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Do not take risks where safety is concerned.
- 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.

⚠ 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.

- Repairs and modifications to your vehicle should only be carried out by a qualified workshop.
- Always use suitable tyres. Driving stability depends on the tyre grip.

⚠ WARNING

Driving without the brake servo can considerably increase the braking distance and thus cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.

Switching TCS or ESC Sport on and off

Possible driving situations

— Switch off TCS

:

It is not possible to achieve sufficient traction, e.g. when driving in deep snow or on loose ground or when rocking the vehicle backwards and forwards to free it when stuck.

— Switch on ESC

Sport → ⚠:

If the vehicle is driven with a sporty driving style, the intervention by the ESC to stabilise the vehicle takes place later on.

Switching brake support system off and on

— Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

— Open the settings for the parking systems.

— Switch the function on or off by a “tick” ☑ in the checkbox.

⚠ WARNING

With the ESC

switched off, there is a much greater chance of the vehicle breaking away than with the ESC switched on. 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.

- Volkswagen therefore recommends switching off the ESC

  only in the following situations:

  ●
  - When driving the vehicle on a closed track or racetrack.
  - If you as a driver have experience of a sporty driving style.
- Never take a safety risk and observe the laws of physics.

Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

— Go to a qualified workshop. The vehicle can be braked without ABS

.

ESC or TCS is performing control intervention

Indicator lamp flashes yellow.

TCS switched off manually

Indicator lamp lights up yellow.

ESP Sport switched on

Indicator lamp lights up yellow.

ESC fault

Indicator lamp lights up yellow. ESC

has been switched off.

There is a fault or a malfunction.

— Switch the ignition off and on.

— Drive a short distance at a speed of 15 – 20 km/h(9 – 12 mph) if necessary.

— If the indicator lamp continues to light up, seek expert assistance.

The brake support systems make noises

Noises may be heard when the brake support systems are performing control interventions.

WARNING

- If the brake warning lamp lights up together with the ABS

  indicator lamp , the control function of the ABS may have failed. This can cause the rear wheels to lock relatively quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle. If possible, reduce your speed and drive carefully at low speed to the nearest qualified workshop in order to have the brake system tested. Avoid sudden braking and driving manoeuvres on the way.

  ●

- The ABS

  is not functioning correctly if the ABS 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 qualified workshop as soon as possible.

  ●

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(approximately 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 stowage compartment closed while the vehicle is in motion.

WARNING

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

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause lighters to self-ignite.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Drawers

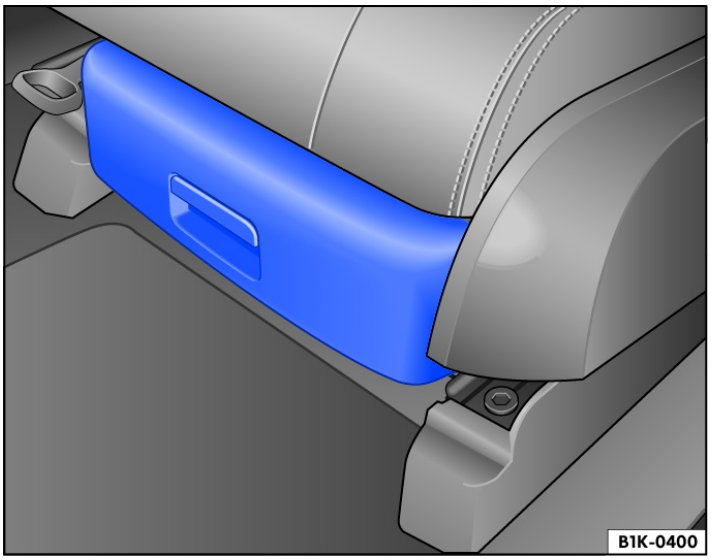


Fig. 1 Under the right front seat: drawer.

— *To open*: press the button in the drawer grip and open the drawer.

— *To close*: push the drawer under the front seat until it clicks into place.

WARNING

If the drawer is left open, it can hinder the correct operation of the pedals. This can result in accidents and severe injuries.

- Always keep the drawers closed while the vehicle is in motion. Otherwise the drawer or other items could fall into the driver footwell and obstruct the pedals.

NOTICE

The drawer is designed for a maximum load of 1.5 kg (approx. 3.3 lbs).

Introduction to the topic

⚠ WARNING

Improper use of the cigarette lighter or ashtray could cause fires, burns and other serious injuries.

- Always use the cigarette lighter properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never put paper or any other combustible materials in the ashtray.

Cigarette lighter

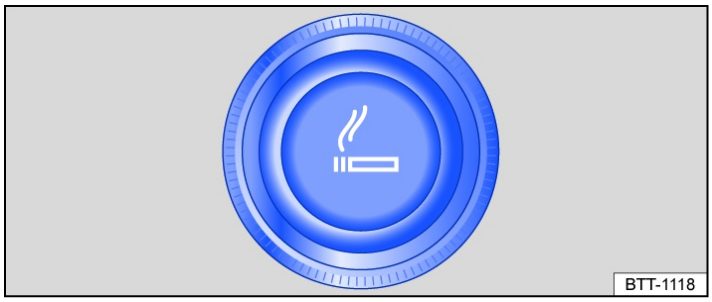


Fig. 1 In the front centre console: cigarette lighter.

— With the ignition switched on, press in the knob on the cigarette lighter.

— Wait for the lighter to pop out.

— Pull out the cigarette lighter and use *(→ Ashtray and cigarette lighter)*.

The cigarette lighter socket can also be used as a 12-volt socket.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers for charging the 12-volt battery, to the 12-volt socket.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

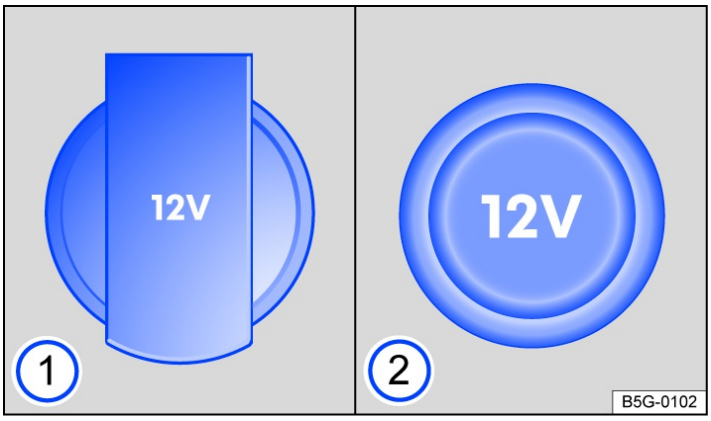


Fig. 1 In the front part of the centre console and in the rear centre console: fold-open 12-volt socket (1) or 12-volt socket with removable cover (2).

The maximum power of the sockets must not be exceeded. The power rating of each device is stated on its type plate.

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total *(→ Sockets)*.

The maximum power of a 12-volt socket in the vehicle is a total of 180 wattswhen the engine is running.

NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

Cybersecurity

What are connectivity components?

Connectivity components are the key elements for cyber security. Connectivity components permit exchange of information and data between the vehicle and external devices or the Internet. The connectivity components that are not included in all vehicles are, in particular:

— Diagnostic port.
— Control unit with embedded eSIM card (OCU).
— Mobile phone interface.
— Media Control.
— App-Connect.
— Wi-Fi hotspot.
— NFC radio technology.
— Bluetooth® interface.
— USB port.
— AUX-IN socket.
— SD card slot.
— SIM card slot.

Security mechanisms

In addition to control units, connectivity components are also equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile devices, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles that have already been produced.

⚠ WARNING

In spite of the security mechanisms installed in the vehicle, it is not possible to fully exclude the risk of unauthorised access by malware or an internet attack on vehicle functions and control units. Malware that has infected the vehicle can influence or deactivate control units and vehicle functions, or can take over control and lead to serious accidents and fatal injuries.

- If the vehicle functions or reacts differently than normal or behaves in an unusual way, reduce your speed(if possible) immediately and in a controlled manner and go immediately to the nearest qualified workshop or seek expert assistance, e.g. tow recovery.
- Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile devices.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth® devices and mobile devices in the vehicle than do not contain manipulated data or malware.
— Have the vehicle serviced, repaired and maintained only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

WARNING

Computers, data media and mobile devices that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile devices by means of a suitable anti-virus program and by generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the updates or upgrades provided by the provider.

Introduction to the topic

To use Volkswagen We Connect, it must first be activated online by concluding aWe Connect contract with Volkswagen AG and is subject to a restricted, country-specific period of validity.

Both the We Connect portfolios offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

For more information about creating the user account, the service description, and further information, see www.connect.volkswagen-we.com.

The provision and availability of We Connect services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

Service description

Read and observe the service description before using Volkswagen We Connect services. Service descriptions are updated from time to time and made available online at www.connect.volkswagen-we.com.

— Always use the latest edition of the relevant service description.

WARNING

In areas with insufficient mobile phone and GPS
reception, no emergency calls and phone calls can be made and no data can be transmitted.

- If possible, go to another location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Misuse of mobile devices.
- Data loss during transmission.
- Unsuitable and damaging third-party applications.
- Malicious software on data media, computes, tablets and mobile devices.

Services portfolio

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

After activating the “Manage services” function, you can see whether and which services are available in the vehicle in the Infotainment system *(→ We Connect)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

The voice or search recognition technology for Volkswagen We Connect does not recognise and return search results for all words. For example, Google Speech Recognition includes a “Safe Search” feature that prevents the display of search results if (even accidentally) vulgar terms are detected.

You can find out which services actually belong to We Connect, We Connect Plus and We Connect Fleet when you conclude or renew your contract at www.connect.volkswagen-we.com. This also applies to possible We Connect individual options.

We Connect services and functions available without activation

The following services also function without We Connect activation:

— Emergency Call Service.

— Personalisation Online.

— In-Car Apps in the In-Car Shop.

The Emergency Call Service is available independently of logging into the Infotainment system.

Personalisation and purchase of In-Car Apps require you to log into the Infotainment system, but do not need activation of the vehicle in a We Connect account.

We Connect services

Maximum possible scope. Not available in all vehicles and countries.

— Driving data.

— Vehicle status.

— Vehicle Health Report.

— Information Call.

— Mobile key.

— Emergency Call Service.

— Breakdown Call with Automatic Accident Notification.

— Parking Position.

— Service Scheduling.

— Doors & Lights.

— Wi-Fi hotspot.

We Connect Plus services

Maximum possible scope. Not available in all vehicles and countries.

— All We Connect services.

— Programming departure times

.

— Charging

.

— Air Conditioning
.
— Apple Music®.
— TIDAL.
— Area Alert.
— Speed Alert.
— Horn and Turn Signals.
— Charging Stations
.
— Online Anti-Theft Alarm.
— Online Map Update
.
— Online Route Calculation
.
— Online Voice Control
.
— Online Auxiliary Heater
.
— Online Traffic Information
.
— Parking Spaces
.
— Filling Stations
.
— Locking and unlocking.
— Internet Radio.

We Connect Fleet services

These services are available only for commercial customers and fleet operators.

Additionally to the We Connect services:

— Digital Logbook.
— Fuel Logbook.
— Fleet Driving Efficiency.
— GPS Tracking & Route Information.
— Consumption Analyser.
— Maintenance Management.

We Connect individual options

— In-Car Apps. These apps may be pre-installed directly in the Infotainment system and activated by the user. If technically implemented, apps can also be purchased and installed in the Infotainment system via the In-Car Shop.
  — Digital owner's manual (user guide).
  — We Experience.
  — We Park.
  — App-Connect
  .
— Data plans. Data plans subject to payment of a fee for use of online functions, e.g. 2 GB per month.
— Subsequent purchase of additional mobile keys.

We Connect activation, S-PIN, vTAN procedure

We Connect activation

The following steps are required for We Connect activation (including registration):

1. Create a user account at www.connect.volkswagen-we.com or directly in the Infotainment system in the User administration menu.
2. Order and activate Volkswagen We Connect.
3. Add a vehicle to your user account.
4. Provide proof of ownership.
5. Provide proof of identity. Necessary only if security-related We Connect services are to be carried out.

You can perform activation at www.connect.volkswagen-we.com or directly in the Infotainment system. Proceed as follows via the Infotainment system:

10": Make yourself the primary user under ~~HOME~~ ▶ User administration ▶ Become primary user.

8" and 9.2": Make yourself the primary user under ~~MENU~~ ▶ User administration ▶ Become primary user.

Follow the other information and instructions in the Infotainment system. During activation, you may be requested to create an S-PIN

→ *S-PIN*.

Activation options	
10", 9.2" and 8" Infotainment system	Yes
8.25" Infotainment system	*not possible*
6.5" Infotainment system	*not possible*
We Connect portal	Yes
We Connect app	Yes

S-PIN

The S-PIN

is a multi-digit number sequence that can be freely selected during the We Connect registration process.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates. The S-PIN can be changed in the We Connect user account under "Account settings".

The S-PIN

is required, for example, to protect your user profile or to execute a security-related We Connect service in the vehicle.

You must treat the S-PIN

as strictly confidential. For security reasons, you should change the S-PIN if the S-PIN is disclosed to a third party.

vTAN procedure

If, for example, a mobile key from the We Connect web portal is downloaded and installed for the first time on the primary user mobile phone, the vTAN procedure must be performed:

— In the vehicle. switch on the ignition and, if applicable, the Infotainment system.

— Follow the instructions in the We Connect app and the Infotainment system.

— Enter the vTAN from the app in the Infotainment system and confirm. The vTAN procedure has been completed.

If the vTAN message windows are not displayed automatically, then manually request the vTAN under "Mobile key" or "User".

Proof of ownership and identity

Becoming the primary user (proof of ownership)

(*2-key method*).

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the Manage users function.

— Switch on the ignition and the Infotainment system.

— In the Infotainment system, register for We Connect.

OR:

open the menu Manage users ▶ Settings ▶ Become primary user and follow the instructions.

— Press the open button on the first vehicle key.

— Press the open button on the second vehicle key.

Once the Infotainment system has processed the radio commands, proof of ownership is verified. You can check the current status in the We Connect portal.

How is proof of ownership provided?*)	
10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect portal	*not possible*
We Connect app	*not possible*

*) Proof of ownership can be provided in two ways in the vehicle:
a) 2-key method.
b) Transmission of the registration codes from the We Connect portal or We Connect app to the Infotainment system.

Proof of identity (Volkswagen Ident)

The proof of identity must be provided before security-relevant We Connect services such as "Lock & Unlock" can be used. Proof of identity can be provided in two ways:

— Personally, at your Volkswagen dealership.

— Via video chat together with identity documents in the We Connect app.

Further information on Volkswagen Ident is available on the We Connect portal at www.connect.volkswagen-we.com.

Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers (telephone or mobile phone providers).

Legal requirements

When using Volkswagen We Connect services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. driving behaviour, location. As the contracting party of the We Connect contract with Volkswagen AG, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends and other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

Tracking services: ask all vehicle occupants

Tracking services require geodata and vehicle data to determine whether the vehicle is complying with set speed limits, where the vehicle is parked, or whether the vehicle is being used in a geographically-defined area. This information is displayed in the Volkswagen We Connect Portal and in the Volkswagen We Connect app.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services (if possible) or exclude the occupant from use of the vehicle.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to the Volkswagen We Connect services can be found in the Privacy Policy. The current version of this policy can be accessed on the Volkswagen website.

Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, We Connect may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via We Connect.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user in the Infotainment system. You can also set the vehicle to offline mode ( ) here and thus restrict communication of your vehicle with the data server of Volkswagen AG and processing of vehicle-related and personal data.

Deactivating We Connect services

The following functions are available for deactivating and activating the We Connect services:

— Central deactivation and activation via the Infotainment system .

— Individual deactivation and activation via your user account in the We Connect portal or in the We Connect app.

The respective services can then only be run again after the deactivation is cancelled.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the Volkswagen We Connect services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where Volkswagen We Connect services are not available.

Manage services

Open the function for managing services: System ▶ Service.

The following are possible in the Manage services area of the Infotainment system:

— Checking which We Connect services are currently available in the vehicle.

— Number of activated and deactivated We Connect services.

— Activating or deactivating individual We Connect services.

Further information: www.connect.volkswagen-we.com.

If you deactivate all We Connect services individually, the OCU can still transmit data.

Settings

We Connect services can be activated or deactivated individually. To do this, open the drop-down menu for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

Function button and its function:
Manage services
Display services
All: overview of services available in the vehicle.
Activate: activate one or more services.
Deactivate: deactivate one or more services.
The setting options are not available in all markets and vehicle models.

Introduction to the topic

The privacy function enables the staggered blocking or authorisation of data transmission between the vehicle and the internet.

The required mode can be set in the Infotainment system.

The “Privacy settings” function applies only to data transmissions via the OCU

with embedded eSIM card. The “privacy settings” function cannot prevent the transmission of data from a paired mobile device to the telephone interface.

The privacy function is not available with all Volkswagen Infotainment systems.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. “eCall Emergency System”.

Please note that every vehicle user can adjust individual privacy function settings. These settings may be different from those preferred by the vehicle owner.

In order to permit or prevent data transmission, activate one of the following modes on the Infotainment system.

Mode: Maximum privacy

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services are deactivated and do not transmit any data.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card is deactivated.
  — All vehicle functions that require an online connection via the eSIM card are deactivated *(→ Privacy settings)*.
— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers, certificates. This can restrict functions and services or mean that they are not available.
— Legally required services cannot be deactivated and still transmit data.

Mode: No position data

The following happens in this mode:

— The current position of the vehicle is not transmitted.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated *(→ Privacy settings)*.

Mode: Use my position

The following happens in this mode:

— Information on the current position of the vehicle is not provided to other persons.
  — All tracking services are deactivated *(→ Privacy settings)*.
— The eSIM card remains activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Mode: Share my position

The following happens in this mode:

— All We Connect, We Connect Plus and We Connect Fleet services can transmit and receive data without restriction.
  — All tracking services are activated.
  — The primary user and secondary users can access the positioning data of the vehicle via the We Connect portal or We Connect app.
— The eSIM card is activated.
  — All vehicle functions that require an online connection via the eSIM card are activated.

Status display

The following symbols display the status of the privacy function individually or together in the Infotainment system.

grey bullet point (offline): no connection to the Internet.

white bullet point (online): connection to the Internet.

Flag for maximum privacy settings mode.

Flag for no location mode.

Flag for use location mode.

Flag for share location mode.

Example of the maximum privacy settings display: .

Effects on online functions and tracking services

If data transfer is restricted, the following online functions and tracking services cannot be executed, for example.

Some online vehicle functions and tracking services are available only in certain markets and vehicle models.

Online vehicle functions

— Emergency Call Service.

— Online Anti-Theft Alarm.

— Online Voice Control.

— Online Map Update.

— Online Traffic Information.

— System update.

— We Connect registration and activation.

Tracking services

— Vehicle tracking.

— Area Alert.

— Speed Alert.

— Parking Position.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

Description of user roles

Open user management: touch the main menu Users or Manage users on the start page of the Infotainment system.

Primary user or

The “primary user” role is intended for the vehicle keeper or a vehicle user with only temporary authorisation to use the vehicle such as a lessee or company car driver. The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary users or

The “Secondary user” user role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. The primary user can delete secondary users at any time.

Guest users

The “Guest user” user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain online services.

Anonymous guest

The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. This account exists only once in vehicles with online personalisation and cannot be deleted.

If the “Anonymous guest” role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Anonymous users are persons who have access to the vehicle but do not log in.

Creating and deleting user roles

Creating a primary user

Register with We Connect and add your vehicle to your user account.

Creating secondary users

New users can log in with your We Connect account or register as new users in the vehicle. A user profile is automatically created in the Infotainment system.

If a new user was not invited as a secondary user by the primary user, the user profiles will be automatically stored as a guest user in the Infotainment system.

Deleting the primary user

Set privacy settings to “Share my position” mode or “Online mode”.

Perform one of the two options:

— Either restore the factory settings of the Infotainment system.

— Or a new primary user must authenticate themselves in the vehicle.

If a different privacy setting is chosen, the primary user may still be present on the server.

Settings

Open the settings in the Infotainment system:

10": ~~HOME~~ ▶ Manage users.

8" and 9.2": ~~MENU~~ ▶ Manage users.

These setting options may be available:

— Me (primary user).

— Others (secondary users).

— Key.

— Mobile key.

— Settings.

Introduction to the topic

After delivery, certain functions can be added to the vehicle.

Depending on the vehicle model, you can generally activate(unlock) comfort and Infotainment system functions and also driver assistance systems.

The ability to activate functions depends on the build status of the vehicle. Function activation is possible only for some vehicle models and is not possible in all markets.

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the online instructions that may be available.

Inform the user or buyer about activated functions when renting or selling the vehicle.

If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases. Volkswagen recommends contacting your Volkswagen dealership to have the hardware retrofitted.

Description

When the function has been correctly activated, it can be used up to the end of the agreed term.

Indicates that a function is activated.

Function faulty or temporarily not available.

A mobile connection is required for:

— purchase of the function,

— activation of the function and

— execution of functions that require continuous connectivity.

Activatable functions for the vehicle are described in this owner's manual and in the Infotainment system, on the Volkswagen website or in your Volkswagen We Connect user account. Some functions do not require a description, such as functions for changing the appearance or colour of the Infotainment system.

Activated functions are not linked to the duration of the Volkswagen We Connect contract.

Requirements for activating a function

— A suitable Infotainment system is installed in the vehicle.
— Compatibility and performance of the hardware available in the vehicle.
— There is a valid We Connect contract between you and Volkswagen.
— The vehicle is assigned to your We Connect user account.
— Sufficient mobile reception at the current location of the vehicle.
— The electrical system in the vehicle is ready for use.
— The vehicle battery has a sufficient charge level.
— Factory-installed OCU
or in some countries the Volkswagen We Connect control unit.

Steps for activation

Do not drive the vehicle during an activation process.

1. Switch on the ignition.
2. Confirm activation in the Infotainment system.
3. Observe the information on the Infotainment system during activation.

After activation, it is necessary to switch the ignition off and then back on again for some functions. The function can then be used properly.

Before starting the engine again, read the message in the Infotainment system about completed activation. Observe the instructions if activation was not successful.

Where can I obtain activatable functions?

From an online shop accessible via your Volkswagen We Connect user account.

Depending on equipment, functions can also be purchased and activated directly via the Infotainment system in the “In-Car Shop”.

Function restrictions during activation

The function is not available during activation.

After successful activation

Successful activation is displayed on the Infotainment system.

When will the activated function be available?

Depending on the activated function, either immediately or only after the ignition has been switched on again.

Introduction to the topic

The “Volkswagen Media Control” app can be used to remotely control certain functions in radio mode, media mode and navigation mode. Information can be exchanged between a mobile device and the Infotainment system. The individual functions can then be operated via the mobile device.

The availability and functions of the “Volkswagen Media Control” app vary depending on country and the mobile device used.

Prerequisites for operation:

— A mobile device.

— The “Volkswagen Media Control” app is available on the respective mobile device.

— A Wi-Fi connection between the Infotainment system and the mobile device must be established , *(→ Wi-Fi)*.

— ☑ Mobile device data transfer is activated. *(→ Media control)*

Recommended setup:

— Mobile device as a Wi-Fi hotspot with the Infotainment system as a client in its Wi-Fi.

— Infotainment system as a Wi-Fi hotspot with a separate Media Control mobile device as a client in its Wi-Fi.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible mobile devices, certified apps and availability is available at the homepage of Volkswagen or from your Volkswagen dealership.

The telephone functions are not included in this app.

Data transfer and control functions

Using Volkswagen Media Control, the factory-fitted Infotainment system can be operated from other seats as follows:

— Remote control of the radio and media player.

— Remote control of the media playback function.

Moreover, using the Infotainment system, playback of audio data and video files on up to two tablets can be controlled via the Media Control main menu.

Depending on the country and device, you can exchange the following information between the mobile device and the Infotainment system:

— Navigation destinations.

— Traffic information.

— Content of social media networks.

— Audio transmission.

— Video transmission.

— Display of vehicle data.

Media Control main menu

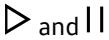
Availability of the Media Control main menu, functions and display of symbols are country-dependent and dependent on the Infotainment system used.

Symbols in the Media Control **main menu:**

Opens the media browser.

Opens the Volkswagen Media Control Settings menu.

Opens the playback view.



Start or pause playback. When two tablets are connected, the playback is always started or paused on both tablets.

Audio playback takes place via the vehicle loudspeakers.

Plays the previous track in the playlist.

Plays the next track in the playlist.

Reduces the playback volume.

Increases the playback volume.

Media playback on up to two connected tablets can be controlled via the Infotainment system via theMedia Control main menu.

When two tablets are connected, playback is always started on both tablets. For this, the media file to be played need only be on one of the two tablets.

Music being played can also be played back using the vehicle speakers.

Opening the Media Control **main menu**

— Touch MENU ▶ Media ▶ Media Control to open the Media Control main menu.
OR:Touch MENU ▶ Media Control to open the Media Control main menu.

Mobile devices connected via Wi-Fi are displayed in the basic view in the main menu.

Starting playback on connected tablets

— Touch to open the media browser.
— Select the connected tablet from the list on which the media file to be played is saved.
— Select the category from the list according to which the saved media files should be sorted.
— Select the media file to be played.

The selected media file is played on all connected tablets.

Opening the Volkswagen Media Control settings **menu**

The navigation to the Media Control main menu depends on the Infotainment system used.

— Touch MENU ▶ Media ▶ Media Control to open the Media Control main menu.

OR:Touch MENU ▶ Media Control to open the Media Control main menu.

— Touch Settings.

Function buttons in the Volkswagen Media Control settings **menu**

Wi-Fi:

opens the Wi-Fi and mobile hotspot settings menu to establish a Wi-Fi connection with a mobile device.

☑ Mobile device data transfer:

data transfer for mobile devices is activated.

Operation via apps:

opens a context menu with the selection options Deactivate (operation of the Infotainment system via the tablet is deactivated), Confirm (operation of the Infotainment system via the tablet requires confirmation on the Infotainment system) and Allow (operation of the Infotainment system via the tablet is activated).

Introduction to the topic

Some Infotainment systems can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

Some Infotainment systems can use the Wi-Fi hotspot of an external Wi-Fi device (Wi-Fi client) *(→ Wi-Fi)*.

A data connection is required to set up a connection to the internet and to use services such as We Connect.

The Wi-Fi connection is encrypted as default by means of WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe country-specific requirements.

The necessary data transfer may be subject to charges. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile phone tariff which includes a data flat rate. For more information contact your mobile telephone provider.

Depending on your mobile telephone tariff, additional costs (such as roaming charges) may be charged for loading and using online data packages, especially if you use these services abroad.

Setting up a data connection

Wi-Fi (9.2-inch version and 8-inch version)

— Wi-Fi in accordance with IEEE 802.11 b/g/n.

— Transfer in 2.4 GHz and 5 GHz.

— Two Wi-Fi modes simultaneously:

  — Tethering (2.4 GHz).

  — 2.4 GHz access point.

— Up to 8 Wi-Fi devices can be connected simultaneously.

— Internet connection via Wi-Fi:

  — Tethering via customer telephone.

  — Hotspot for clients in the vehicle.

— Apple CarPlay™ via Wi-Fi.

— Android Auto™ via Wi-Fi.

— Simplified pairing process via WPS
, NFC or QR Code.

eSIM (embedded SIM)

The vehicle has an OCU

with embedded SIM card (eSIM). In order to use this eSIM you must purchase data plans for use via theIn-Car-Shop.

The following must be activated in the Settings menu:

— Either Network settings ▶ *Allow internet connection*.

— Or Data connection ▶ *Integrated data connection*.

SIM card in SIM card reader

Suitable SIM

card in SIM card reader. *Allow internet connection* must be activated in theNetwork settings menu. A stable network can be set up only with a compatible SIM card.

Car-Stick

Suitable Car-Stick in suitable USB socket *(→ Car-Stick)*. *Allow internet connection* must be activated in theNetwork settings menu.

Bluetooth® profile rSAP

The Infotainment system is connected with a suitable mobile device via the Bluetooth® profile rSAP

. *Allow internet connection* must be activated in theNetwork settings menu.

External Wi-Fi device

Use the Wi-Fi

hotspot of an external mobile device *(→ Wi-Fi)*.

Configuring a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot to provide online access for up to eight Wi-Fi devices.

In order to establish a connection to the Internet and be able to use Volkswagen Car-Net, for example, a data connection is additionally required, for example via an internal eSIM card, a CarStick or an external Wi-Fi device. The possible data connection types vary according to country and depend on the Infotainment system used.

Setting up the Wi-Fi connection

- Touch MENU ▶ Settings ▶ Wi-Fi ▶ mobile hotspot, to open the Hotspot (Wi-Fi) settings menu.
- Activate the ☑ Mobile hotspot checkbox.
- Touch Hotspot (Wi-Fi) settings. Obtain the name of the hotspot and the network key from the Hotspot (Wi-Fi) settings sub-menu.
- Enter the displayed network key on the mobile device and confirm.
- The Wi-Fi connection is set up. It may be necessary to enter further information on the mobile device to complete the connection.
- Repeat the procedure to connect further mobile devices.

The following hotspot settings can also be adjusted in the Hotspot (Wi-Fi) settings menu:

Security level:
the encryption type WPA2 is displayed. The encryption type WPA2 automatically generates a network key.

Network key:
automatically generated network key. Touch the function button to manually change the network key. The network key should consist of at least 8 and a maximum of 63 characters.

SSID:
name of the Wi-Fi network (maximum 32 characters). Touch the function key in order to change the name of the Wi-Fi network manually.

☐ Do not send network name (SSID):
tick this checkbox to switch off visibility of the Wi-Fi network.

Connecting CarStick to a USB port

The suitable CarStick is connected to the vehicle USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available sticks (e.g. UMTS sticks) are not compatible with the Infotainment system. A suitable CarStick is available from Volkswagen dealerships.

Depending on the country and the vehicle equipment level, the vehicle may be fitted with one or more USB connections.

The fitting location of the USB connections depends on the vehicle.

It is not possible to connect to the Internet via a CarStick on all Infotainment systems.

Connecting

To install the CarStick and connect to the Internet, read and observe the manual for the CarStick.

It may be necessary to adjust additional settings.

The availability of a suitable CarStick depends on the country concerned. Information about availability is available on the Volkswagen website or from your Volkswagen dealership.

If the connected CarStick is not recognised, close the connections with all devices and connect the CarStick again.

Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, in some countries the function can be performed using a scanning a code.

WPS with Infotainment system as Wi-Fi hotspot

- MENU ▶ ⚙ ▶ Wi-Fi ▶ Mobile Hotspot (Wi-Fi), to access the menu Hotspot settings.
- Touch WPS quick connection (WPS button).
- Activate WPS
  on the mobile device to be connected.
  The Wi-Fi
  connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
- Repeat the procedure to connect further mobile devices.

It is possible to establish only one WPS
connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

- Touch MENU ▶ Settings ⚙ ▶ Wi-Fi ▶ Wi-Fi, to open the Hotspot (Wi-Fi) menu.
- Touch WPS quick connection (WPS button).
- Activate WPS
  on the external Wi-Fi device.
- The Wi-Fi
  connection is set up. It may be necessary to enter further information on the mobile device to complete the connection.

WPS
is not supported by all mobile devices or other external Wi-Fi devices. Establish the connection manually in this case:

— Set up the Infotainment system as a Wi-
Fi
hotspot .

— Connect the Infotainment system as a client to the hotspot of an external Wi-
Fi
device *(→ Wi-Fi)*.

Configuring a Wi-Fi client

The Infotainment system can use the Wi-Fi hotspot of an external Wi-Fi device, such as a mobile phone, to establish an Internet connection to use online services.

Setting up the Wi-Fi connection

— Activate the Wi-Fi hotspot on the Wi-Fi device; refer to the manufacturer's operating instructions.

— Touch MENU ▶ Settings ▶ Wi-Fi ▶ Wi-Fi, to open the Hotspot (Wi-Fi) menu.

— Activate Wi-Fi on the Infotainment system. For this, activate the ☑ Wi-Fi checkbox.

— Touch Find and select the required Wi-Fi hotspot from the list. The search process for available Wi-Fi hotspots may take a few seconds.

— If necessary, enter the Wi-Fi hotspot network key on the Infotainment system and confirm with OK.

The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

Manual settings: enter the network settings of an external Wi-Fi device manually.

The infotainment system cannot be used simultaneously as a hotspot and as a client of a Wi-Fi network. To connect the infotainment system as a client with a Wi-Fi device, the hotspot of the infotainment system must first be switched off.

Due to the large number of possible Wi-Fi devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the Wi-Fi function is country-specific and may vary.

Opening the Network settings **menu**

— Touch MENU ▶ SETTINGS to open the System settings menu.

OR: In the Car-Net main menu touch Settings to open the Car-Net settings (online services) menu.

— Touch Network to open the Network settings menu.

— To adjust the settings for a certain function, touch the appropriate function button. Changes are automatically stored when a menu is closed.

Note: the Network settings menu is visible only when a SIM

card is inserted in the Infotainment system, if there is a Bluetooth rSAP connection, or if a suitable CarStick is connected to the Infotainment system.

Function buttons in the Network settings **menu**

Network settings

Opens the submenu for setting up the connection with the mobile provider (Mobile settings menu) from which the used SIM card was purchased.

☐ Data roaming:

data roaming is deactivated. Data roaming must be activated before a data connection can be used in other countries. This may entail additional charges. Contact your mobile network operator for information on roaming charges.

Current connection details:

displays the data packets sent and received via the Infotainment system. The display may differ from the data of the mobile network operator (provider).

Restore factory settings:

resetting to the factory settings deletes any inputs and settings that have been made.

Internet connection:

opens a context menu with the selection options Do not allow (data connection is not established), Display message (data connection is established only after confirmation of the query) and Always allow (data connection is established automatically).

Function buttons in the Mobile settings **menu**

Access point name:

name of the access point of the mobile provider for the mobile connection. The name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

User name:

user name for accessing the mobile provider's access point. The user name is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

Password:

password for establishing the mobile connection. The password is set automatically by a default setting and can be changed manually if required in accordance with the specifications of the respective mobile provider.

Authentication:

authentication (confirmation of identity check) may be necessary with some mobile providers. If this is the case select Secure, otherwise select Normal.

Reset automatic connection settings:

any inputs and settings made are reset to default settings.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile device on the Infotainment system screen.

The mobile device must be connected to the Infotainment system using aUSB

interface with data transfer function.

The following technologies may be available:

— Apple CarPlay.

— Android Auto™.

— MirrorLink®.

The availability of the App-Connect technologies is country-specific and may vary according to the mobile device.

For more information please visit the Volkswagen website.

When you cross the border into countries that have different permitted radio frequencies than in your own country, operation of the wireless function of App-Connect may be restricted or may not be possible at all due to legal requirements. This may be indicated by a message displayed on the Infotainment system. App-Connect operation is not affected by this restriction when connected by cable and App-Connect can still be used in this case.

Opening the App-Connect **main menu**

Navigation to the App-Connect main menu depends on the Infotainment system used.

- MENU ▶ .
  OR: press the APP Infotainment button.

WARNING

Using applications while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Always drive carefully and responsibly.

WARNING

Applications which are used unsuitably or incorrectly can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile device and the applications on it from misuse.
- Do not make changes to the applications.
- Observe the operating manual for the mobile device.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty applications, inadequate programming of applications, insufficient network strength or loss of data during transmission or by misuse of the mobile devices.

Applications (apps)

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile devices 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 devices and all operating systems.

The apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and upgraded without prior notice.

In order to avoid distracting the driver, only certified apps can be used when driving .

Icons and settings for App-Connect

Symbols in the menu App-Connect

The actual symbols present depend on the installed Infotainment system and the vehicle model.

Show further information.

Open the App-Connect settings menu.

Open the App-Connect settings menu.

Select Apple CarPlay technology.

Select Android Auto™ technology.

MirrorLink®

Select MirrorLink® technology.

Possible settings in the App-Connect settings menu

The setting options depend on the Infotainment system installed.

Mobile devices

Open Device Manager.

☑ Activate data transfer for VW apps:

data transfer for Volkswagen apps is activated.

☑Allow MirrorLink information to be shown

information is displayed in MirrorLink® mode.

Apple CarPlay™

Requirements for Apple CarPlay

Checklist

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ The iPhone must be connected to the Infotainment system via a USB port. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used must be an original cable from Apple.

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 homepage of Volkswagen and Apple CarPlay or from your Volkswagen dealership.

Connecting

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for using Apple CarPlay must be fulfilled.

Start Apple CarPlay:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch Apple CarPlay to set up a connection with the iPhone.

Disconnecting

- In Apple CarPlay mode, touch to go to the App-Connect main menu.
- Touch to terminate the active connection.

How the function buttons are displayed on the screen may vary.

Points to note

Please note the following points during an active Apple CarPlay connection:

— Bluetooth® connections between the iPhone and the Infotainment system are not possible.

— An active Bluetooth® connection is terminated automatically.

— Telephone functions are possible only via Apple CarPlay. The functions described for the Infotainment system are not available.

— The connected iPhone cannot be used as a media device in the Media main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— No turning instructions are 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

— Touch briefly to start the voice control function of the Infotainment system.

— Press and hold to start the voice control (Siri) function of the connected iPhone.

Android Auto™

Requirements for Android Auto™

Checklist

The following conditions must be fulfilled in order to use Android Auto:

✓ The mobile device – hereinafter referred to as a smartphone – must support Android Auto™.

✓ An Android Auto™ app must be installed on the smartphone.

✓ The smartphone must be connected to the Infotainment system via a USB connection with data transfer function.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and Android Auto™ 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.

Start Android Auto™:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch Android Auto to set up a connection with the smartphone.

Disconnecting

- In Android Auto™ mode, touch Back to Volkswagen to return to the App-Connect main menu.
- Touch to terminate the active connection.

Points to note

The following points apply when an Android Auto™ connection is active:

— An active Android Auto™ device can also be connected simultaneously to the Infotainment system via Bluetooth® (HFP profile).

— It is possible to use telephone functions via Android Auto™. If the Android Auto™ device is connected to the Infotainment system via Bluetooth® at the same time, the telephone function of 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.

— 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.

Voice control

— Touch VOICE or briefly to start the voice control function of the Infotainment system.

— Touch and hold to start the voice control function of the connected smartphone.

MirrorLink®

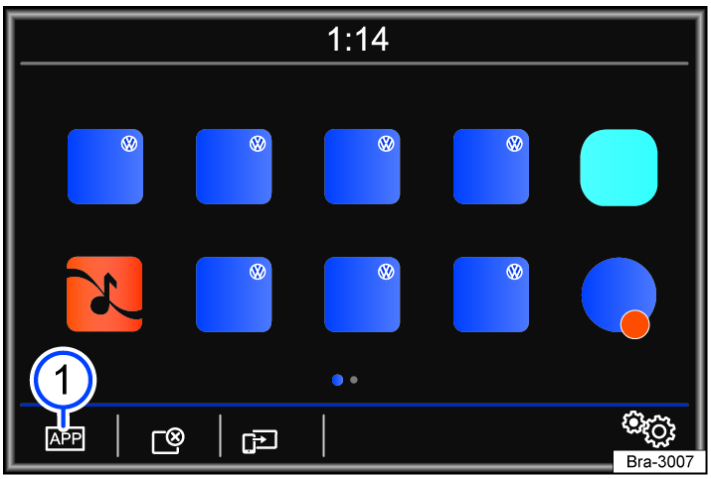


Fig. 1 MirrorLink main menu: function buttons in the overview of compatible apps.

Function buttons

Function buttons and what they do:

APP

Goes back to the App-Connect main menu. Here you can end the MirrorLink connection, connect another mobile device or select another technology.

Touch to close any open apps. Then touch apps to be closed or touch the function button Close All to close all open apps.

Touch to display the screen of the mobile device on the Infotainment system screen.

Open the MirrorLink settings.

Touch to return to the MirrorLink main menu.

Prerequisites for MirrorLink

Checklist

The following conditions need to be fulfilled in order to use MirrorLink:

✓ The mobile device must support MirrorLink.

✓ The mobile device must be connected to the Infotainment system via a USB port with data transfer.

✓ The USB cable used must be an original cable of the mobile device manufacturer.

✓ Depending on the mobile device used, a suitable Car Mode app for usingMirrorLink must be installed on the device.

Connecting

Follow the instructions on the Infotainment system screen and the display on the mobile device when establishing a

connection for the first time.

The requirements for using MirrorLink need to be met.

Start MirrorLink:

- Touch MENU ▶ App-Connect to open the App-Connect main menu.
  OR: press APP to access the App-Connect main menu.
- Touch MirrorLink to set up a connection with the mobile device.

Disconnecting

- When MirrorLink is in use, touch APP to return to the App-Connect main menu.
  OR: touch to go to the MirrorLink main menu.
- Touch to terminate the active connection.

Points to note

The following points need to be noted during an active MirrorLink connection:

— An active MirrorLink device can also be connected simultaneously to the Infotainment system via Bluetooth.

— If the MirrorLink device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.

— An active MirrorLink device cannot be used as a media device in theMedia main menu.

— The instrument cluster display shows information about the telephone mode.

— No information about turning off at junctions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Information on technical requirements, compatible mobile devices, certified apps and availability is available on the homepage of Volkswagen and MirrorLink or from your Volkswagen dealership.

Introduction to the topic

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ according to country and vehicle. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for cable connections.

- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the plug of the connecting cable.
- Make sure that the connecting cable is not pinched or sharply bent.
- Using unsuitable or damaged connecting cables may damage devices and cause malfunctions.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

AUX-IN socket

The AUX

-IN socket is a cable connection which can be operated only using a suitable connecting cable with a 3.5 mm jack.

AUX

-IN sockets are only available on some vehicles and not in all markets.

Characteristics of an AUX-IN socket

The connected external audio source is played over the vehicle speakers and cannot be controlled with the Infotainment system.

An external audio source connected to the socket is indicated by AUX on the Infotainment system.

Possible fitting locations of the AUX-IN socket:

— on the front of the Infotainment system.

— in the storage compartment of the centre armrest in the front.

— In the centre console.

Connecting an external audio source

- Reduce the volume on the Infotainment system.
- Connect an external audio source to the AUX-IN socket.
- Start playback on the external audio source.
- Touch MENU ▶ Media to open the Media main menu.
  OR: press the MEDIA Infotainment button to open the Media main menu.
- Touch and select AUX.

The playback volume of the external audio source should be adjusted to the volume of the other audio sources.

Once the audio source has been changed in the Infotainment system, the external audio source continues to run in the background.

The audio source function button ( ) in the Media main menu can vary if another audio source is already connected to the Infotainment system (e.g. via Bluetooth® or USB) and selected.

Preparing the external audio source for removal

The external audio source must be prepared before removal.

- Stop playback.
- In the Media main menu, select the Settings system settings.
- Touch Remove safely and then select AUX.
- Disconnect the connection cable of the external audio source from the Infotainment system.

When the playback on the external audio source has ended or the plug is pulled out from the AUX-IN socket, the Infotainment system remains in the AUX menu. When selecting another audio source, the external source continues to run in the background.

Interference may occur if the external audio source is powered from the vehicle's 12-volt socket.

USB port

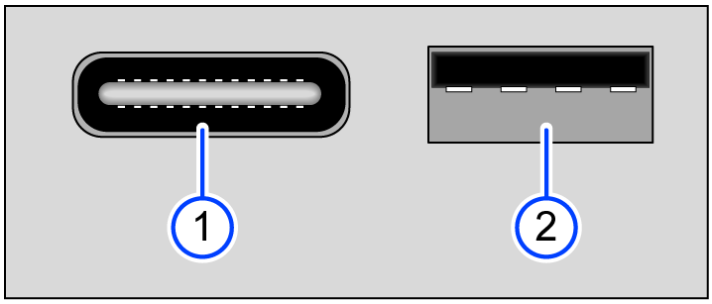


Fig. 1 Possible USB ports in the vehicle:

1 USB port, Type C.
2 USB port, Type A.

USB port types

The following USB

ports may be available in the vehicle:

— Type A : suitable for data transfer and the charging function.
— Type A : suitable only for the charging function (for charging batteries of external devices).
— Type C : suitable for data transfer and the charging function.
— Type C : suitable only for the charging function (for charging batteries of external devices).

Each USB

port is a cable connection which can be operated only using a suitable connecting cable.

The USB

port supplies the customary USB voltage of 5 volts.

The USB

types and also the number and installation locations of the USB ports depend on the vehicle and market.

Only supported audio files are displayed. Other files will be ignored.

The Infotainment system only supports mass storage and audio sources in “mass storage mode”. Please refer to the description of your audio source on how to activate this mode.

Audio files on an external data medium connected to the USB

port can be played and controlled via the Infotainment system.

Before connecting an audio source, check which USB

port is installed in your vehicle. Only use suitable USB connecting cables which are appropriate for the respective USB type.

— USB ports “Type A” and “Type C” have different connector shapes.

Possible fitting locations of USB ports

— on the front of the Infotainment system.
— in the storage compartment of the centre armrest in the front.
— In the centre console.

Connecting external data media to the USB port

- Reduce the volume on the Infotainment system.

- Connect external data medium to the USB port .
- Start playback on the external audio source.
- Touch to access the Media menu.
- Select USB as the media source.

iPod-specific list views (Playlists, Artists, Albums etc.) can be displayed under or LIST.

Notes and restrictions

The number of USB ports and compatibility with Apple devices as well as other media players depend on the equipment level.

Due to the large variety of data storage devices and the various iPod, iPad and iPhone generations available, it is not possible to guarantee fault-free operation of all functions described here.

Depending on the Infotainment system used, external hard disks with a capacity greater than 32 GB sometimes need to be reformatted for the FAT32 file system. You can find the necessary software and information online, for example.

Do not connect or use USB extension cables or USB hubs.

Disconnecting

The connected data medium must be prepared for removal before you disconnect it.

Apple devices and devices with “Media Transfer Protocol(MTP)” can be separated from the system without logging off from the system.

▷ ▸ ▸ Media settings ▸ Remove safely Touch ▸ USB. The sensor field is greyed out when the disconnection of the data medium is successful.

- Remove the data medium from the Infotainment system.

Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source(e.g. mobile device) that is connected via Bluetooth can be played over the vehicle loudspeakers (Bluetooth audio playback).

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

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 e-mail.

— SPP
1.2.
— Serial data transmission via Bluetooth.

Prerequisites

— The Bluetooth audio source must support the A2DP Bluetooth profile.
— In the Bluetooth settings menu, the ☑ Bluetooth audio (A2DP/AVRCP) function must be activated.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system depends on the connected Bluetooth audio source.

With media players that support the AVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. In addition, depending on the Bluetooth audio source, tracks can be displayed and changed via the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions. The Volkswagen website contains a list of compatible mobile devices.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile device, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system with Bluetooth and the USB port simultaneously.

Connecting an external audio source via Wi-Fi

The Wi-Fi connection is a wireless connection.

In the Wi-Fi mode, sources connected via Wi-Fi(e.g. mobile devices) can be used for audio transmission.

The availability of the Wi-Fi function varies depending on country and the Infotainment system used.

Prerequisites

— The connected audio source must have a suitable application program (app) or support media sharing in accordance with the UPnP standard.
— Wi-Fi connection to the audio source has been established.

Starting Wi-Fi audio transmission

— Reduce the volume on the Infotainment system.
— Touch MENU ▶ MEDIA to open the Media main menu.
— Start the UPnP server application or suitable app for audio playback on the Wi-Fi audio source.

— Touch and select Wi-Fi.

— Observe the information on the further procedure on the Infotainment system screen and on the Wi-Fi audio source screen.

The audio source function button () in the Media main menu can vary if another audio source (e.g. via USB or AUX-IN) is already connected to the Infotainment system and selected.

Controlling playback

The extent to which the Wi-Fi audio source can be controlled via the Infotainment system varies depending on what Wi-Fi audio source is connected.

Introduction to the topic

The function and settings of the Infotainment system depend on the country and vehicle equipment.

Before using for the first time

Before using the device for the first time, please observe the following points so you can make full use of the available functions and settings:

— Observe the basic safety instructions ⚠ *(→ First steps in the Infotainment system)*.

— Reset the Infotainment system to factory settings.

— Find your favourite radio stations and store them to station buttons for quick access .

— Use only suitable audio sources and data media .

— Use current map data for the navigation system.

— Pair a mobile device to make calls using the telephone interface .

— Register with Volkswagen We Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

— Supplements to the vehicle wallet of your vehicle.

— The operating instructions for the mobile device or audio sources.

— The operating instructions for external data media and playback devices.

— Instructions for any Infotainment accessories subsequently installed or additionally used.

— Service description when using Volkswagen We Connect services.

— Digital operating instructions in the Infotainment system (where available)

Safety notes

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain external information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations or owners of the data storage media and audio sources are responsible for the content provided.

— Multi-storey car parks, garages, underpasses, tunnels, high buildings, mountains and valleys, and other electrical devices, e.g. battery chargers, can also impair reception of mobile communication, GPS and radio signals.

— Films or metal-coated stickers on the aerial and on the windows can interfere with radio reception.

— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile devices, 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.
- Have the central computer removed, installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

The factory-installed radio with integrated hardware is networked with the control units installed in the vehicle. Incorrect repair or incorrect removal and installation of the radio therefore lead to an increase risk of accident and injury.

- Never replace the radio with a used radio from end-of-life vehicles or from recycling.
- Have the radio removed, installed or repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Reading information from the screen, operating the Infotainment system and connecting, inserting or removing a data medium or audio source while driving can distract you from the traffic situation and cause accidents.

- Always drive carefully and responsibly.

⚠ 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. Always drive carefully and responsibly.

⚠ 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.

- Select a volume setting that allows signals from outside the vehicle(such as emergency services sirens) to be easily heard at all times.

⚠ 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 device 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 device with “unlocked” SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

WARNING

The limit values for electromagnetic radiation in the vehicle may be exceeded, and thus the health of the driver and vehicle occupants may be endangered when operating a mobile or wireless device without a connection to an external aerial. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres between the aerials of the mobile device and an active medical implant, since the mobile devices may impair the function of active medical implants.
- Do not carry an operational mobile device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off mobile devices immediately if you suspect they may be interfering with an active medical implant or any other medical device.

WARNING

Mobile devices, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Secure any mobile devices and accessories outside the deployment zone of the airbags or stow them safely.
- 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 suit visibility, weather, road and traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

NOTICE

The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile device 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 needs to start up completely before all displays are available and before it is possible to run functions. The duration of a system start depends on the functional scope of the 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.
— It is important to make sure the unit is switched on and, where applicable, that the correct date and time are set in the vehicle to ensure the Infotainment system works properly.
— A missing function button on the screen does not constitute a fault in the unit; it corresponds to the country-specific equipment.
— Some functions of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must additionally 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.
— Changes to settings may cause the display content to vary and some aspects of the Infotainment system operation to differ from the descriptions given in this manual.
— The Infotainment system is automatically switched off 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 included software and the licence conditions is stored under Settings ▸ Copyright.
— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the SD
card, external audio sources and data media are removed where applicable.

— Some Infotainment functions require an active Volkswagen We Connect user account for the vehicle and an Internet connection. The data transfer must not be restricted for the execution of the functions.

Technical equipment

Radio with integrated hardware (6.5″ version)

The radio installed in the vehicle at the factory contains country-specific components and software for connectivity and for execution of Infotainment, convenience and vehicle functions.

The corresponding displays are shown on the screen of the radio and in some cases in the instrument cluster and head-up display.

— Capacitive colour screen:
  — TFT display, WVGA: 800 x 480 pixels.
— Device operation by touching the screen, rotary/push knob, menu control and buttons on the multifunction steering wheel.

Central computer with display and operating unit (9.2″ version, 8″ version)

The central computer installed in the vehicle at the factory contains country-specific components and software for connectivity and for execution of Infotainment, convenience and vehicle functions.

The corresponding displays are shown on the screen of the display and operating unit and in some cases in the instrument cluster and head-up display.

— Capacitive colour screen:

- 9.2″ version, TFT display, WVGA: 1,280 x 640 pixels.
- 8″ version, TFT display, WVGA: 800 x 480 pixels.

— Device operation by sensor fields, touching the screen, buttons in the multifunction steering wheel and proximity sensors (driver/front passenger recognition, gesture control).

Basic equipment of the sound system

The Infotainment system available from the factory is equipped as follows:

— Eight loudspeakers, in different installation locations and with different power ratings(watts).

— Internal amplifier output power, max. 4 x 20 watts.

— Setting options:

  — Equaliser, Treble, Mid, Bass.

  — Volume distribution front, rear and left, right (balance, fader).

Optional sound system

The Infotainment system can be extended as follows by an optional sound system:

— Up to 16 loudspeakers, in different installation locations and with different power ratings(watts).

— External amplifier (Ethernet) which processes the audio signals transmitted by the central computer.

— Activation of the loudspeaker channels via Class AB/D output stages.

— Audio signal processing in the internal digital signal processor (DSP).

— Separate subwoofer.

— Setting options:

  — Equaliser, Treble, Mid, Bass.

  — Volume distribution front, rear and left, right (balance, fader).

  — Seat-dependent sound optimisation (sound focus).

  — Subwoofer volume.

  — Surround settings.

Overview and controls, 9.2″

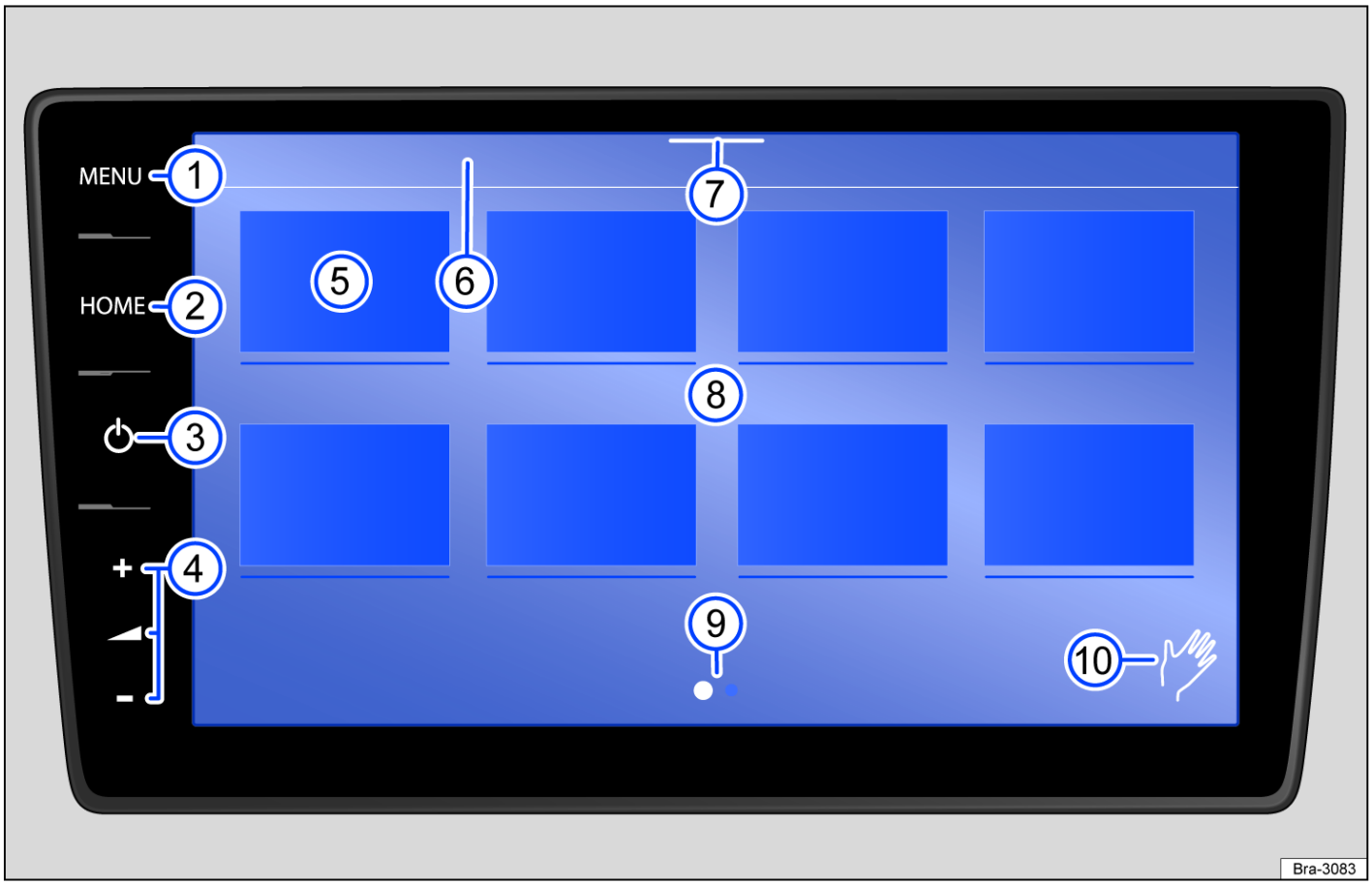


Fig. 1 Overview: display and operating unit of the 9.2-inch version (9.2").

1. MENU button.
2. HOME button.
3. Sensor field (Infotainment system on or off).
4. Sensor fields (increase and reduce volume).
5. Function buttons for main menus.
6. Status bar.
7. Drop-down menu.
8. Screen (touchscreen).
9. Views (current view is highlighted).
10. Gesture control switched on.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

1 and 2 MENU and HOME button

— Touch the MENU button to open the settings.

— Touch the HOME button to open the start page.

3 Sensor field (Infotainment system on or off)

— Touch the sensor field to switch the Infotainment system on or off manually.

4 Sensor fields (increase or reduce volume)

— Touch the sensor fields to adjust the volume.

(5) Function buttons for main menus

The position of the function buttons can be configured *(→ First steps in the Infotainment system)*.

— Touch the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(7) Drop-down menu

There are additional function buttons for functions and notifications in the drop-down menu. You can configure the displayed functions *(→ First steps in the Infotainment system)*.

— Touch the highlighted area and pull it down to open the drop-down menu.

(8) Screen

You can operate the functions of the Infotainment system using the screen. A detailed explanation of the different finger gestures is provided in the digital instructions.

— Touch MENU ▶ ⓘ ▶ Operation.

(9) Views

Some menus and functions have several views with different content. The current view is highlighted.

— Touch the marking to change to a view.

— Swipe your finger to the left or to the right across the screen to switch between views.

Scroll bar (without item number)

Some menus and functions have further content above or below the current screen view.

— Touch the scroll bar and drag it up or down to display additional content.

Overview and controls, 8"

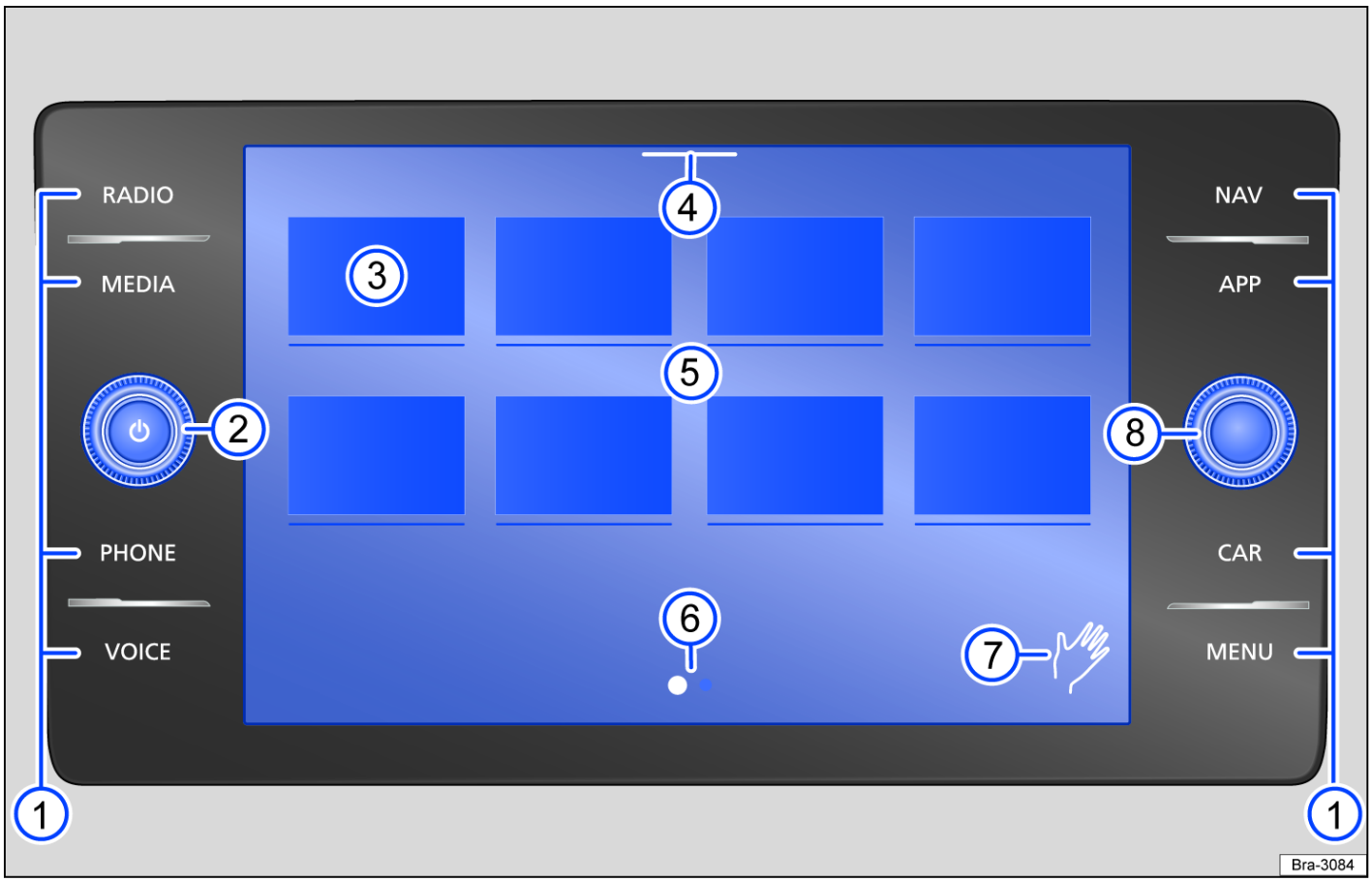


Fig. 1 Overview: display and operating unit of the 8-inch version (8").

(1) Possible sensor fields for opening main menus:

- — RADIO .
- — MEDIA .
- — PHONE .
- — VOICE .
- — NAV .
- — APP . The button has no function in some countries.
- — SOUND.
- — CAR .
- — MENU Open the start page.

(2) Rotary/push knob.

(3) Function buttons for main menus.

(4) Drop-down menu.

(5) Screen (touchscreen).

(6) Views (current view is highlighted).

(7) Gesture control switched on.

(8) Menu control.

Further information and tips for operating the Infotainment system are provided on *(→ First steps in the Infotainment system)*.

(1) Sensor fields

— Touch the corresponding sensor field to open a main menu, e.g. PHONE for the mobile phone interface.

(2) Rotary/push button

— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(3) Function buttons for main menus

The position of the function buttons can not be configured.

— Touch the corresponding function button to open a main menu, e.g. for the mobile phone interface.

(5) Screen

You can operate the functions of the Infotainment system using the screen. A detailed explanation of the different finger gestures is provided in the digital instructions.

— Touch MENU ▶ ? ▶ Operation.

(8) Menu control

— Turn to select from a list.

— Press to confirm a selection.

Overview and controls, 6.5″

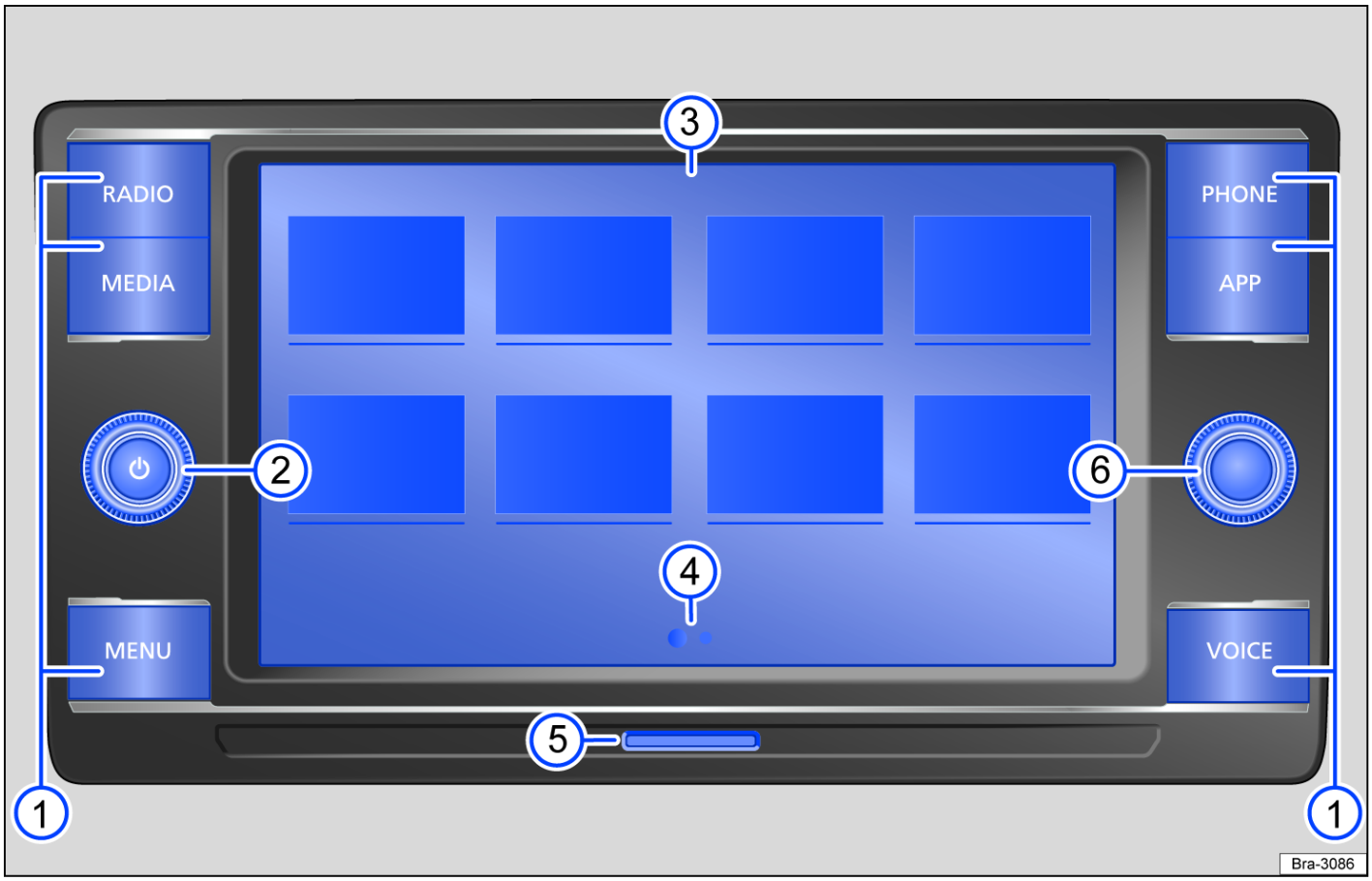


Fig. 1 Overview: 6.5-inch version (6.5″) of the radio.

(1) Function buttons for opening the main menus:
- — RADIO .
- — MEDIA .
- — MENU Open the start page.
- — PHONE .
- — APP . The button has no function in some countries.
- — VOICE . The button may not have any function depending on the vehicle equipment.

(2) Rotary/push knob.

(3) Screen (touchscreen).

(4) Views (current view is highlighted).

(5) SD card slot.

(6) Menu control.

(1) Function buttons

— Touch the corresponding function button to open a main menu, e.g. PHONE for the mobile phone interface.

(2) Rotary/push button

— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(6) Menu control

— Turn to select from a list.

— Press to confirm a selection.

Media drives

SD card slot

Depending on equipment, an SD card slot is not available in all Infotainment systems and not in all markets.

To use stored media such as audio files or media files in the Infotainment system, insert a compatibleSD card into the SD card slot. Supported file formats are displayed in the Infotainment system. Other file formats will be ignored.

Dimensions of compatible SD cards:

✓ 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches)

✓ 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches)

Inserting an SD card safely

— Insert the SD card into the SD card slot with the cut-off corner first and the contact surfaces facing down until you feel the card click into place.

If the SD card cannot be inserted, ensure that it is compatible and that it is positioned correctly.

NOTICE

The SD card slot, SD card or both may be damaged if you insert SD cards with force, if an SD card has the wrong dimensions or if you use an SD card adapter.

If you insert other objects, e.g. SIM cards, in the SD card slot, the object, SD card slot or both may be damaged.

- Do not use force to insert SD cards.
- Observe dimensions of compatible SD cards.
- Do not use SD card adapters.

If the Infotainment system cannot read the data of an SD card, a corresponding message will be displayed on the screen.

An SD card with navigation data cannot be used as a storage device for other files. Stored files will not be recognised by the Infotainment system.

Opening the instructions (if available)

You can find further information and tips for operation in the instructions for the Infotainment system.

— Touch HOME ▸ ? ▸ Guide.

Switching the Infotainment system on and off

If it was not manually switched off before, the Infotainment system will start up when the ignition is switched on.

If the volume last set does not exceed the preset maximum switch-on volume, the Infotainment system will start up with this volume.

Vehicles with ignition lock: the Infotainment system switches off automatically when the vehicle key is removed from the ignition lock.

Vehicles with starter button: the Infotainment system switches off automatically when the driver door is opened with inactive ignition.

The Infotainment system switches off automatically when you open the driver door with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Configuring the HOME start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Touch a function button and keep your finger on the screen until the function button is visibly highlighted.
2. Move the function button to the desired position and then take your finger off the screen.

The following main menus may be included as function buttons on the start screen:

Background lighting.

App-Connect .

Apps and services.

Auxiliary heater.

Images.

e-manager.

Driver assistance .

Vehicle *(→ Infotainment system controls and displays)*.

Help: here you can find further information on the functions and operation of the Infotainment system.

Air conditioning .

Sound *(→ First steps in the Infotainment system)*.

Media .

Navigation .

Users, User management.

Radio .

Legal.

Settings *(→ First steps in the Infotainment system)*.

Telephone .

TV tuner.

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 depending on equipment *(→ First steps in the Infotainment system)*.

Enlarging and reducing images and maps on the screen

Recommendation: use thumb and index finger.

— Touch the screen simultaneously with two fingers and hold 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.

Customising the tiles

Configure tiles and the displayed functions of the tiles in the Infotainment system views to adapt the Infotainment system to your needs.

1. Touch the tile and keep your finger on the screen until an additional window opens.
2. Touch the desired function in the additional window. Various functions are available depending on the size of the tile.

   OR: touch a free area on the screen to return to the view.

At least two tiles are always available. These cannot be removed. With some equipment levels, you can add two more tiles. In total, a maximum of four tiles can be displayed.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe up or down in the additional window to see all functions.

Adapting the drop-down menu

Personalise the drop-down menu in the Infotainment system for faster access to favourite or frequently used functions.

1. Touch the function and keep your finger on the screen until an additional window opens.
2. Touch the desired function in the additional window and keep your finger on the screen until the function is visibly highlighted.
3. Move the function to the desired position and then take your finger off the screen.

   The active function is automatically removed from the drop-down menu and added to the additional window.

More functions are available for the drop-down menu than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening the instructions (if available)

You can find further information and tips for customisation in the instructions for the Infotainment system.

— Touch HOME ▶ ⓘ ▶ ▶ Custom.

Settings (system, sound)

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).

Opening the system settings

— Touch HOME ▶ Settings.

The following functions, information and setting options may be available in the system settings:

— Screen.
— Time and date.
— Language.
— Additional keyboard languages.
— Units.
— Voice control.
— Wi-Fi.
— Data connection.
— Manage mobile devices.
— Reset to default settings.
— System information.
— Copyright.
— Configuration assistant.

Opening the sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

— Touch MENU ▶ Sound.

Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

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 Infotainment system and "dull" the screen.

Marks, licences, copyright

Marks and licences

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Copyright law

Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe the legal requirements.

Introduction to voice control

Voice control allows you to perform certain functions by spoken commands.

Types of voice control

Depending on the Infotainment system and the language set there, one of the following voice control types is available in the vehicle:

— Command-based voice control (standard).

— Advanced voice control (offline or online).

Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel or the VOICE button is present on the Infotainment system, or if your vehicle understands the activation word.

Test voice control before starting a journey in order to familiarise yourself with the function.

Differences in voice control systems

Command-based voice control (standard)

Here, voice commands must follow a defined syntax in order to be recognised correctly, e.g.: “Navigate to [*Town, Street name, House number*]”. You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language.

Advanced voice control (offline or online)

Advanced voice control permits natural language interaction with the system. For example, the statement “I’m cold” will lead to the set temperature in the vehicle being increased. Voice commands can be freely formulated and colloquial. You can find suggested voice commands in the Infotainment system.

Advanced voice control works online and offline. In online mode, more functions and data are available to permit improved recognition of voice commands. For online mode, you need a valid We Connect Plus contract for the vehicle.

Supported languages

If advanced voice control is also available in a language in addition to command-based control, the advanced voice control function will always be used when voice control is activated.

The number of languages available in your country depends on the vehicle equipment and model.

Language	Standard	Offline	Online
German	x	x	x
English (GB)	x	x	x
English (US)	x	x	x
Italian	x	x	x
French	x	x	x
Spanish	x	x	x
Czech	x	x	x
Dutch	x	—	—
Polish	x	—	—
Portuguese	x	—	—
Norwegian	x	—	—
Swedish	x	—	—
Danish	x	—	—
Finnish	x	—	—
Bulgarian	x	—	—
Greek	x	—	—
Russian	x	—	—
Turkish	x	—	—
Portuguese (Brazil)	x	—	—
French (Canada)	x	—	—
Spanish (Mexico)	x	—	—

x = Type of voice control possible in this language.

Starting and stopping voice control

Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system. Observe the 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 vehicle roof.

Opening suggested voice commands

— Touch 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:

— *Voice activation*: speak the activation word *(→ Voice control)*.

— *Multifunction steering wheel*: press the voice control button .

— *Infotainment system*: touch VOICE.

In some cases, the voice control function of the connected mobile device can be started by pressing and holding the voice control button or the VOICE button.

Voice control is active and will recognise the spoken words.

Ending the voice control function

— *Ending with voice*: to open suggestions for a voice command for ending voice control, touch HOME ▶ ? ▶ ▶ General.

— *Multifunction steering wheel*: press the voice control button twice quickly in succession.

— *Ending automatically*: voice control is ended automatically if you use functions in the Infotainment system or activate the parking system, if telephone calls are received or if there are voice outputs from the navigation system.

Activation word

Switching activation word on and off

— Touch MENU ▶ ▶ Voice control ▶ Voice control start/end sound or Activation word.

If the activation word is switched off, the voice control cannot be activated via the activation word.

Speaking activation word and activation word recognition

Prerequisite: Activation word is switched on.

The words spoken in the vehicle are checked for the activation word in the ring memory of the Infotainment system. Voice control starts if the Infotainment system recognises the activation word. The ring memory overwrites itself every 15 seconds. There is no transmission of data or words spoken in the vehicle. The ring memory is not active if the activation word is switched off.

BG

Здравей Volkswagen.

BR

Olá Volkswagen.

CDN

Bonjour Volkswagen.

CZ

Ahoj Volkswagen.

D

Hallo Volkswagen.

DK

Hej Volkswagen.

E

Hola Volkswagen.

F

Bonjour Volkswagen.

FIN

Hei Volkswagen.

GB

Hello Volkswagen.

GR

Γεια σου Volkswagen.

I

Ciao Volkswagen.

J

ノ\□ー Volkswagen.

MEX

Hola Volkswagen.

N

Hallo Volkswagen.

NL

Hallo Volkswagen.

P

Olá Volkswagen.

PL

Cześć Volkswagen.

ROK

안녕 Volkswagen.

RUS

Привет Volkswagen.

S

Hej Volkswagen.

TR

Merhaba Volkswagen.

USA

Hello Volkswagen.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct language in the Infotainment system.

— Start the voice control function.

— System fault. Go to a qualified workshop.

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.

— 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.

Introduction to the topic

In radio mode, you can receive available radio stations on different frequency bands and store your favourites to station buttons for quick access.

The available reception types and frequency bands depend on the equipment and country. Frequency bands may be discontinued, deactivated or no longer offered in individual countries.

Opening the RADIO menu

— Touch HOME ▸ ♫ ▸ 📻.
OR: touch MENU ▸ 📻.
OR: touch RADIO.

Opening settings

— Touch HOME ▸ ♫ ▸ ⚙ ▸ Radio.
OR: touch MENU ▸ 📻 ▸ ⚙.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

Equipment scope and radio symbols

Radio

The available functions and potential reception modes and frequency band depend on the vehicle equipment and country.

— AM
tuner.
— FM
dual tuner (antenna diversity).
— Combined station list.
— Combination of FM
- and DAB stations in one list.
— Combined preset list.
— Combination of all stations stored to station buttons in one list.
— 36 station buttons as storage locations for favourites.
— Station logos.
— Aerial amplifier.
— DAB/DAB+.
— DAB slideshow.
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.
— HD Radio™.
— Satellite radio:
— SiriusXM™.
— SiriusXM™ online.
— Travel Link™.

General symbols in radio mode

AM
Select AM frequency band.

FM/DAB
Select FM/DAB frequency band.

Internet Radio
Select Internet Radio reception mode.

SAT
Select satellite radio reception mode.

Select previous station from the station list or station on previous station button.

Select next station from the station list or station on next station button.

Display station buttons.

Display selected station with additional information.

☆ Station already stored to a station button in a station list.

TP
Traffic news monitoring (TP) is activated.

No TP
The selected traffic news station is not available.

AF off
Automatic station tracking is switched off.

RDS off
Radio Data System (RDS) is switched off.

Symbols in the AM frequency band

Display station list of AM stations.

Update station list manually.

Display frequency band for manual selection of AM frequency.

Symbols in the FM/DAB frequency band

Display station list of FM and DAB stations.

Display frequency band for manual selection of FM frequency.

Possible only if the combined station list is switched off.

No DAB reception possible.

DAB station supports slideshow.

Slideshow is not available for the DAB station.

Symbols in Internet Radio mode

Display station selection.

Open full-text search.

Display recently listened to internet radio stations.

TOP 100
Display 100 most frequently listened to internet radio stations.

Display available internet radio podcasts.

Display internet radio stations from the desired country.

Display internet radio stations that broadcast in the desired language.

Display internet radio stations who broadcast programmes from the desired genre.

Symbols in HD Radio™ mode

In white: the set station is playing HD Radio™.

In grey: the set station supports HD Radio™.

Open the Emergency list of the HD Radio™ Emergency Alerts function.

Symbols in satellite radio mode

Display channel list.

Open window for input of channel number.

Selecting a frequency band

Before selecting a station, you must first select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

The available frequency bands and reception modes depend on the vehicle equipment and country.

1. Touch Source to open the list of frequency bands and reception modes.
2. Select frequency band or reception mode:
   — AM.
   — FM/DAB.
   — FM (for devices without DAB support).
   — Internet Radio.
   — Satellite radio.

Searching for and selecting stations

You can select radio stations in different ways. The possibilities vary depending on frequency band and reception mode.

Selecting via frequency band (AM and FM)

1. Display frequency band.
2. Touch the cursor, move on the frequency band and release at the desired frequency.

   OR: touch 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 and FM/DAB)

The station list shows the stations that can currently be received. In the AM frequency band it may be necessary to manually

update the station list if you have left the corresponding region since you last opened the station list. The station list is updated automatically in the FM/DAB frequency band.

1. Open the station list.
2. Touch the desired station.

The selected station is set. In the case of FM/DAB, the best reception mode is selected automatically according to availability of the station.

Searching for and filtering stations (Internet Radio)

In Internet Radio mode, it is possible to filter stations according to categories or search for stations by means of a full-text search.

1. Open the station selection.
2. Select the category according to which you wish to filter the stations.

   OR: touch to start the full-text search. The input field is displayed.
3. Enter the name of the desired station. The list of found stations is automatically updated during input.
4. Touch the desired station.

The selected station is set.

SCAN Searching in SCAN mode (AM 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. Touch ▸ SCAN to start the SCAN function.

   The SCAN function starts and the currently set station is shown on the display. A SCAN function button is displayed next to this.
2. To select a station, touch SCAN.

The SCAN function stops and the station is set. The SCAN function button is hidden.

Storing stations to station buttons

You can store up to 36 stations from different frequency bands and reception modes as favourites on station buttons.

1. Set the desired station.
2. Open the station buttons.
3. Touch and hold the station button until the station is stored.

   OR: touch and hold a station in the station list. The station buttons are displayed.
4. Touch station button.

The station is stored to the selected station button.

If a station was already stored on the station button, this station will be removed from the station button and replaced by the new station.

Online functions in radio mode

Depending on the vehicle equipment, the Infotainment system has online functions in radio mode.

Internet Radio is an example of an online function in radio mode.

Requirements for using online functions in radio mode:

✓ We Connect or We Connect Plus is available in the vehicle.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your user account.

✓ You have purchased a corresponding data plan for an Internet connection from theIn-Car Shop or you have a data plan for the SIM
card of your mobile device and are connected to your vehicle via Wi-Fi hotspot.

Special functions in radio mode

The special radio mode functions listed below are not available in all Infotainment systems depending on the equipment and country.

TP (Traffic Programme)

The TP

function monitors the reports from a set traffic news station and automatically outputs them in radio mode or during media playback. Reception of a traffic news station must be possible for this.

Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON

).

The system will always automatically tune to a traffic news station in the background if one is available in theAM

frequency band or media mode.

If no traffic news station can be received, No TP will be shown on the display. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to TP again.

Traffic news stations are not available in all countries.

Switching on the TP function

- In radio or media mode, touch and activate Traffic programme (TP).

Internet Radio

Internet Radio is a reception mode for internet radio stations and podcasts which is independent ofAM

, FM and DAB. Due to transmission via the internet, reception is not regionally restricted.

Internet Radio is available only when the Infotainment system has an Internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

HD Radio™ Technology

Some AM and FM radio stations also broadcast their programme digitally viaHD Radio™ Technology.

The function button is shown on the Infotainment system display if the function is activated in the settings in the AM or FM frequency band and the station currently playing supports HD Radio™ technology. The Infotainment system automatically switches between digital and analogue reception depending on the reception quality. The function button is greyed out if the station is currently being received as an analogue signal.

Some stations also offer additional subchannels via HD Radio™ Technology (multicast programming). If this is the case, HD1 is displayed after the station frequency of the main station. Subchannels are identified correspondingly with HD2, HD3 etc.

Browsing through HD Radio™ subchannels

- Touch to browse through available subchannels.

Available subchannels of the current station are also shown in the station list.

HD Radio™ Emergency Alerts

The HD Radio™ Emergency Alerts function allows notifications to be received about exceptional, possibly life-threatening events, e.g. natural catastrophes. These alerts appear as pop-up notifications during radio operation. This function is activated at the factory.

If you touch Remind me later when a notification appears, the notification will be displayed again after around ten minutes. If you touch Close, the notification will be moved to the Alert list. If the HD Radio™ Emergency Alerts function is deactivated, these notifications are moved directly to the Alert list and are indicated by ⚠ in the status bar.

Activating and deactivating HD Radio™ Emergency Alerts

- Activate or deactivate ⚙ ▸ Emergency notifications in radio mode.

Opening the Alert list

Up to five notifications can be displayed in the Alert list.

— To open the Alert list, touch ⚠ in radio mode.

Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

The station logos will be assigned to the stations automatically if Autoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

Manually assigning station logos

Station logos cannot be assigned manually in the AM frequency band.

1. Touch ⚙ ▸ 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. End assignment of station logos with ⮌.

Introduction to the topic

In media mode, you can play media files from data media and streaming services on the Infotainment system.

With some equipment levels, the following data media can be used:

— USB
data medium, e.g. USB stick, mobile device connected via USB.
— Bluetooth® device, e.g. mobile device, tablet.
— SD
map.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music, audiobooks.
— Video files.
— Pictures.

Streaming services

You can also use streaming services, depending on the equipment and country.

Conditions for using streaming services:

✓ Volkswagen We Connect or Volkswagen We Connect Plus is available in the vehicle.
✓ You have an active Volkswagen We Connect user account.
✓ The vehicle is assigned to your user account.
✓ You have purchased a corresponding data plan from the In-Car Shop or you have available data volume on the SIM card of your mobile device and are connected to your vehicle via Wi-Fi hotspot.
✓ You have a user account for the respective streaming service:

Opening the MEDIA menu

— Touch MENU ▶ ⓟ.

Opening settings

— Touch MENU ▶ ⓟ ▶ ⚙.

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

ⓘ No liability can be accepted for damaged, modified or lost files on data media.

Equipment features and media symbols

Audio, media, connectivity:

— Media playback and media control via Bluetooth®.

— Audio playback in the following formats:

  — AAC

    .

  — ALAC

    .

  — AVI

    .

  — FLAC

    .

  — MP3

    .

  — MP4

    .

  — WMA

    .

— Video playback in the following formats:

  — MPEG

    -1 and MPEG-2 (.mpg, .mpeg).

  — ISO MPEG4 (.avi).

  — ISO MPEG4 H.264 (.mp4, .m4v, .mov).

  — Windows Media Video 9 (.wmv, .asf).

— Cross-device playlists.

— Cross-source media database:

  — The data of all media sources connected to the Infotainment system is stored in a media database.

— Media streaming (online).

— Media search.

Symbols for media sources

Select My media as the media source. Connected USB devices can be selected under My media.

Select a device connected via Bluetooth® as media source.

Set up available streaming services.

Already set up streaming services will be displayed in the list of media sources with their own logo.

General symbols in media operation

Start playback.

Pause playback.

Go to previous track.

Go to next track.

Repeat current track.

Repeat all tracks.

Activate shuffle mode.

Search current media source (list view).

Go back to higher-level folder of the media source.

Close list view.

Show favourites list.

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

Before playing media files you must first connect a media source.

You can search for and play media files from an available media source in various ways.

♪≡ Searching in the folder structure

All media files of USB

devices are filtered according to categories (e.g. album, artist, track). This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located under My media.

1. Show folder structure.

   The folder structure of the selected media source is displayed. If My media is selected, categories (music, videos, playlists) and connected media sources are displayed first.
2. Search through the folder structure for the desired track.

   OR: touch ○ 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. Touch the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.
5. Close the selection with ×.

☆ Selecting favourites

You can save individual tracks, genres, artists and albums as favourites.

1. Open favourites.
2. Touch the desired favourite.

Depending on the selection, all tracks that belong to the favourite are added for playback.

Setting up streaming services

With some equipment levels, you can use streaming services directly via the Infotainment system→ *Introduction to the topic*.
You require an Internet connection in order to use streaming services → *Introduction to the topic*.

1. Select Media streaming as the media source.

   A list of available streaming services is displayed.
2. Select the desired streaming service.

   An input field for input of the login data is displayed.
3. Enter the login data of the desired user account and confirm.

   The streaming service is added to the list of media sources as a new function button.

☆ Saving favourites

You can only store media files that are saved to My Media in the Music and Video folders as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback.
2. Open favourites.
3. Touch a free favourite location.

   OR: touch an already assigned favourite location and hold for around 3 seconds.
4. Choose from the selection list:

   — Track.

   — Album.

   — Artist.

   — Genre.

   — Playlist.

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 or from a streaming service *(→ Media mode)*. The video soundtrack is played on the vehicle loudspeakers.

A stable Internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. All measurements and potential traffic reports are compared with the available map material to ensure optimum navigation to the destination.

The navigation is operated on the screen.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

⚠ WARNING

Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

The navigation may recalculate the route if the driver misses a turning.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

Navigation announcements

Navigation announcements are acoustic driving instructions for the current route.

The type and frequency of navigation announcements depends on the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, information on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style *(→ Navigation)*.

The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

Navigation announcements are not given if the Infotainment system has been muted.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS

satellites, e.g. in a tunnel or underground car park, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes in the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

Controlling the navigation map

For optimal viewing, you can also operate the navigation map with advanced finger movements.

Advanced operation is available depending on the equipment.

Moving the navigation map

Recommendation: use your index finger.

— Use your finger to move the navigation map.

Enlarging the map view

Recommendation: use your index finger.

— Touch the map twice to zoom in on a particular position.

Reducing the map view

Recommendation: use your index and middle finger.

— Touch the map with two fingers simultaneously.

Changing the map view

Recommendation: use your index finger.

— Touch the map twice and hold your finger on the screen.

— Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

Changing the map view

Recommendation: use thumb and index finger.

— Touch the map simultaneously with two fingers and hold your fingers on the screen.

— 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.

— Touch the map simultaneously with two fingers positioned horizontally to each other and hold your fingers on the screen.

— 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.

— Touch the map simultaneously with two fingers and hold your fingers on the screen.

— Turn your fingers clockwise or anticlockwise to rotate the map view.

Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and position information, to enable you to enter destinations quickly and to optimise route guidance.

Deleting stored data

1. ⚙ ▸ Basic functions ▸ Delete usage pattern.
   OR: touch Settings ▸ Basic settings ▸ Delete usage pattern.
2. Touch confirmation to delete.

Navigation equipment and symbols

Navigation

The navigation functions depend on the equipment level and country.

Equipment

— Destination input and route calculation.

— Simultaneous display of two navigation maps (screen and instrument cluster).

— Online map update.

— Personal POIs.

— 3D City Maps.

— Online Traffic Information, e.g. dynamic POIs or traffic reports.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic reports and POIs, e.g. petrol stations, railway stations or interesting stopovers, when navigation data is available *(→ Navigation)*.

Current position.

Destination search.

Destinations along the route.

Personal destinations (home address, work address, favourite POIs nearby).

Additional window with further options.

Additional window with route options.

Centre map on the current position.

Align the map to north.

Information on current route guidance.

Map scale.

Symbols in the additional window

— Touch ≡ to open the additional window.

Navigation setup.

Centre map on the current position.

Route options and information on current route guidance.

Repeat the previous navigation announcement.

Volume for navigation announcements.

Other symbols

Detailed destination entry for a particular address.

Route plan symbols

Current position.

Destination of the current route guidance.

Close the route plan.

POI symbols

POIs are displayed on the map when navigation data is available.

Touch the desired POI to start route guidance *(→ Navigation)*.

E-charging station.

Filling station.

Car park.

Tourist information.

Train station.

Restaurant.

Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise display of these symbols under ⚙ ▸ Basic function settings ▸ Preferred POI categories. The system also independently learns which category you prefer.

Traffic reports

Traffic reports displayed on the map when navigation data is available *(→ Navigation)*.

Touch a traffic announcement to open an additional window showing further details *(→ Navigation)*.

Slow-moving traffic.

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Updating navigation data online

You can update navigation data online depending on the equipment and country. Navigation data for frequently travelled regions is automatically updated in the background with an existing Internet connection and valid privacy settings. Navigation data is automatically updated while the ignition is switched on.

Automatic update of navigation data depends on the privacy settings set. No update is carried out in “Maximum privacy” mode.

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at “www.volkswagen.com” and stored on a suitable USB

data medium available 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 the USB

   data medium to the Infotainment system. The navigation data is automatically updated in the background.

Leave the

USB

data medium connected until the navigation data is fully updated. Failure to do so will cancel the update.

Touch MENU ▶ ⚙ ▶ System information to display the map data version.

WARNING

Updating navigation data manually while driving may result in accidents and serious injuries.

- Only update navigation data when the vehicle is stationary.

Starting route guidance

Depending on country and vehicle equipment, different functions are available for destination input.

Further information about the symbols on the Infotainment system display is available on *(→ Navigation)*.

Destination inputs are located in the main menu of the navigation system.

Opening the main menu of the navigation system

— Touch MENU ▶ △.

Entering an address

Enter a known address for route guidance. The navigation system will suggest possible destinations during input.

Selecting a destination and starting navigation

1. Touch ○.
2. Enter the address of the destination and select the desired destination.

   OR: touch ▭ and enter the address on the input screen.
3. Touch Route.

Quick start

1. Touch ○.
2. Enter the address of the destination and press 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.

Destination overview

The destination overview uses stored data to suggest possible destinations.

Selecting a destination and starting navigation

1. Touch ♡.
2. Touch the desired destination. Route guidance starts automatically.

Last destinations

The navigation system stores up to ten destinations that you have driven to last in order to make them available for route guidance. New destinations automatically overwrite the oldest destination.

Selecting a destination and starting navigation

1. Touch ▶.
2. Touch the desired destination.
3. Touch Route.

Quick start

1. Touch ▶.
2. Press and hold the desired destination for a few seconds.

Favourite destinations

Save up to 20 destinations as favourites.

Saving a destination as a favourite

1. Touch ☆ in the additional window during destination input.

Selecting a destination and starting navigation

1. Touch .
2. Touch the desired destination.
3. Touch Route.

Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To do this, touch 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.

To start “offroad navigation”, touch a free area without positioning data → *Offroad navigation*.

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.

Starting navigation

1. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures *(→ Navigation)*.
2. Touch any point on the map without positioning data.

   ODER: touch the desired destination on the map.
3. Touch Route.

Using contact data

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Touch .
2. Touch the desired contact.
3. Touch Route.

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.

Traffic information

Depending on equipment, reception of traffic information is not available in all Infotainment systems and not in all markets.

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

Receipt of traffic information depends on the privacy settings set. No traffic information is received in the “Maximum privacy” mode.

Traffic reports

Traffic reports, e.g. traffic jams or slow-moving traffic are shown as symbols on the navigation map *(→ Navigation)*.

When route guidance is active,traffic reports that are on the current route are displayed in the route plan. You can bypass these traffic reports *(→ Navigation)*.

Traffic flow display

The traffic flow is shown on the navigation map for all traffic reports by colouring of the road network.

Orange

Slow-moving traffic.

Red

Traffic jam.

Function descriptions

Route plan

The route plan contains information on all events, e.g. starting points, stopovers, traffic reports, POIs and destinations, if navigation data is available.

When you touch 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

— Touch the route plan to open the route plan.

— Touch › to close the route plan.

Editing route guidance

To edit route guidance, move the stopovers or the destination to the route plan.

1. Hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position.
3. Remove your finger from the screen. The route will be recalculated.

Bypassing traffic reports

The route plan displays current traffic reports when navigation data is available. Bypass traffic reports by editing the route plan *(→ Navigation)*.

1. Touch the traffic announcement.
2. Touch Bypass. The route will be recalculated.

Additional window

If you use any navigation functions, an additional window with further options may appear. The possible options depend on the function used.

Closing the additional window

— Touch a free area outside the additional window.

OR: touch ⊗.

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 the route guidance.

Bypass

Bypass traffic congestion. The route will be recalculated.

Stop route guidance

End the current route guidance.

Close the additional window.

Add a destination to favourites.

“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 up to five routes at the same time. The suggested routes may differ from the routes used in normal route guidance.

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.

You can activate or deactivate the function at any time.

Activating and deactivating “Learn usage pattern”

— Touch ⚙ ▸ Basic function settings to open the settings for this function.

— Touch Learn usage pattern to activate or deactivate the function.

— Touch Delete usage pattern to delete saved data.

Introduction to the topic

You can connect your mobile phone to the Infotainment system via the telephone 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 devices 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 also 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 device.

As a general rule, a device, e.g. mobile device, must only be paired once. The Bluetooth® or Wi-Fi connection of the device with the Infotainment system can be restored at any time without having to pair the device again.

Opening the menu for the mobile phone interface

— Touch HOME ▸ 🔧.

— OR: touch MENU ▸ .
— OR: touch PHONE.

Equipment and symbols of the mobile phone interface

The specified equipment features and symbols are not available in all markets and for all Infotainment systems.

Equipment features

— Hands-free function.
— Use up to two phones simultaneously.
— Phone book with a maximum of 5,000 contact entries (2,000 for 6.5" Infotainment system).
— Text message functions via Bluetooth®:
  — Read text messages.
  — Write text messages (including templates).
  — Have text messages read out loud.
  — Message history.
— Email functions via Bluetooth®:
  — Read emails.
  — Write emails.
— Bluetooth® and Wi-Fi device pairing via NFC.
— Convenience telephony.
— Connection to wireless charging function.
— Connection to microphone installed in the vehicle.

Symbols in the main menu

The appearance of the symbols may differ depending on Infotainment system.

Contacts.

Call lists for incoming and outgoing calls.

Dial phone number.

Text messages (texts and email).

Settings of mobile phone interface.

Select active device.

Symbols for phone calls

The appearance of the symbols may differ depending on Infotainment system.

Start call or bring to foreground.

End or reject call.

Opens the contact list.

Dial phone number.

Mute hands-free system.

Hold call.

Continue call.

Start conference.

In red: make emergency call.

Breakdown Call. Obtain help in the event of breakdown.

Information Call. Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Voicemail.

Symbols for call lists

— Touch to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Phone number (work).

Phone number (private).

Mobile number (work).

Mobile number (private).

Fax (private).

Fax.

Symbols for text messages

The appearance of the symbols may differ depending on Infotainment system.

— Touch ✉ to open the text messages.

Activate voice input .

Templates for text messages.

Areas where special regulations apply

Switch off the mobile device and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. They include, 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 device must be switched off.

⚠ WARNING

Switch off the mobile device and mobile phone interface in areas where there is an explosion hazard.

NOTICE

Your mobile device must always be switched off in areas where special regulations apply and when the use of mobile devices is forbidden. The radiation produced by the mobile device when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Pairing, connecting and managing

Prerequisites for pairing:

✓ Bluetooth® is activated on the mobile device.

✓ Bluetooth® is activated in the Infotainment system.

Connect a mobile device with telephone function to the Infotainment system in order to use the functions of the mobile phone interface. The mobile device is automatically paired with the Infotainment system when the first connection is established. A user profile is then automatically stored in the Infotainment system.

The pairing process can take a few minutes. The available functions depend on the mobile device used and its operating system.

Pairing the mobile device

1. Open the list of available Bluetooth® devices on the mobile device and select the device name of the Infotainment system.
2. Observe the messages on the mobile device and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile device will be stored in the user profile.
3. *Optional:* confirm message for data transfer on the mobile device.

⚠ 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 devices are paired, a PIN is shown on the display of the mobile device. To finish the pairing procedure, enter this PIN on the Infotainment system.

Bluetooth® pairing via NFC

Prerequisites for one-off pairing:

✓ NFC technology and stowage compartment with wireless charging function (compartment with interface for mobile telephone) are installed in the vehicle.

✓ NFC is activated on the mobile device.

1. Touch ▸ ▸ Select mobile telephone.
2. Unlock the mobile device.
3. Place the mobile device correctly on the shelf for the wireless charging function.
4. Continue and confirm Bluetooth® pairing in accordance with the displays on the mobile device and Infotainment system.

The mobile device is paired with the Infotainment system.

The wireless charging function is deactivated while the Infotainment system is in the Known mobile phones menu. The wireless charging function will be reactivated when you leave the menu.

Active and passive connection

At least one mobile device must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile devices 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 device.

Difference between the connection types

Active

Mobile device is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile device.

Passive

Mobile device is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile devices are stored in the Infotainment system even if they are not currently connected.

Connecting a mobile device

Prerequisite: the mobile device is paired with the Infotainment system.

— Activate Bluetooth® on the mobile device.

Establishing an active connection

Prerequisite: several mobile devices are connected to the Infotainment system simultaneously.

1. Touch .

   OR: touch the name of the active mobile device.

2. Select the name of the desired mobile device. Other mobile devices then automatically have a passive connection.

User profiles

An individual user profile is automatically created for every paired mobile device. Data from the mobile device are stored in the user profile, e.g. contact details or settings. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

To completely delete the stored data, reset the Infotainment system to the factory settings.

Basic and convenience telephony

Depending on country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic mobile phone interface.

— Comfort mobile phone interface.

Basic mobile phone interface

The Basic 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 theBasic mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function *(→ Mobile phone interface)*.

In order to use the wireless charging function, you must place a suitable mobile device correctly in the stowage compartment. Depending on equipment, the mobile device is paired with the vehicle aerial. This improves the reception and call quality.

Wireless charging function

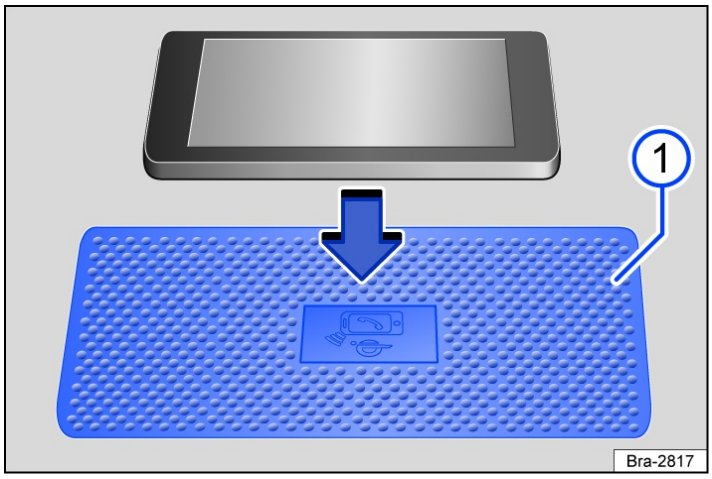

Fig. 1 Illustration: stowage area with mat for wireless charging function.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The stowage area with lining mat for the wireless charging function → *Fig. 1* (1) 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 has a telephone symbol that marks the centre position of the wireless charging function → *Fig. 1* (1).

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 devices.

Consult the operating manual for the mobile device to find out if it is compatible with the Qi standard. The manufacturer of the mobile device can provide more information on compatibility.

Always place only one Qi-enabled mobile device without a protective case and with maximum dimensions(width x length) of 80 mm x 140 mm (3.15 in x 5.512 in) flat on the shelf of the wireless charging function.

Qi-capable mobile devices with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metallic components such as coins, keys, etc. from the stowage compartment and observe the operating instructions for the mobile device.

To charge a Qi-enabled mobile device, remove the protective cover and place the suitable mobile device 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 device 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 device is used and its position is corrected.

Stowage compartment cover

Depending on equipment, the stowage compartment of the wireless charging function has a cover for the mobile device display.

Always place only one mobile device with maximum dimensions(width x length) of 80 mm x 140 mm (3.15 in x 5.512 in) in the stowage compartment with cover in accordance with the specifications.

The cover can prevent distractions caused by the mobile device, e.g. incoming messages.

The cover must always remain closed when driving and the mobile device display must be fully covered.

⚠ WARNING

Notifications on the mobile device display can distract the driver and increase the risk of a serious accident.

- Always place only one suitable mobile device, where applicable Qi-capable, without protective case and with maximum dimensions (width x length) of 80 mm x 140 mm (3.15 in x 5.512 in) in accordance with the specifications on the stowage area in the stowage compartment.
- Remove any objects that impede the cover closing function.
- Always keep the cover closed when driving.

WARNING

Do not place any objects made of metal or with metallic components on the stowage area of the wireless charging function. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the stowage area with the wireless charging function. The data saved on the magnetic strip or on the chip may become unusable.

Making phone calls and sending messages

Opening the mobile phone interface

— Touch MENU ▸ ✆.

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 one you require.

— Touch 👤. Touch the contact in the list to start the call.

OR: touch 👤. To search for a contact, enter the name of the contact in the input field. Touch the contact to start the call.

Or: touch a favourite in the main menu of the mobile phone interface to start the call.

Using the call list

The mobile phone interface displays the call list of the mobile device. Start calls via the call list.

— Touch ✆ ▸ All. Touch a number in the list to start the call.

OR: touch ✆ and filter entries in the call list, e.g. missed calls or dialled numbers. Touch a number in the filtered list to start the call.

Entering a phone number manually

1. Touch ⊞ and enter telephone number.
2. Touch ✆ 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 device and the Infotainment system used, you can send and receive text messages and emails via the mobile phone interface.

Sending text messages

1. Touch ✉ ▸ Text message ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Touch OK to send the message.

Sending emails

1. Touch ✉ ▶ E-mail ▶ New message and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Touch OK to send the message.

Telephone book, favourites and speed dial buttons

Telephone book

When a telephone is paired with the Infotainment system for the first time, the telephone book is stored in the Infotainment system. It may be necessary to confirm transfer on the 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.

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 *(→ Bluetooth)*.

Assigning a speed dial button

1. Touch a free speed dial button.
2. Touch a contact from the telephone book or search for the contact using the search bar. If several phone numbers are stored for a contact, touch a number from the list.

Editing a speed dial button

1. Press and hold the speed dial button until the telephone book is opened.
2. Touch a new contact from the telephone book. If several phone numbers are stored for a contact, touch a number from the list.

Calling a favourite

— Touch 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.

Favourites can be deleted from a speed dial button in theUser profile settings
menu.

Deleting favourites from a speed dial button

The appearance of the symbols may differ depending on Infotainment system.

1. Touch ✆ ▶ ⚙ ▶ Manage favourites.

   Press the desired speed dial button 🗑 to delete a favourite from the speed dial button.

   OR: touch Delete all to delete all favourites from all speed dial buttons.
2. Touch to confirm deletion.

Stowing luggage and loads

Stowing luggage safely in the vehicle

— Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.

— Always stow luggage and heavy objects in the luggage compartment → ⚠ and place them as far forwards as possible.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure luggage to the fastening rings in the luggage compartment using suitable lashing, fixing and securing straps *(→ Luggage compartment equipment)*.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range *(→ Headlight range control)*. Vehicles with dynamic headlight range control adapt automatically to the load.

— Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

⚠ WARNING

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

- Always stow all objects in the vehicle securely. Always observe the legal regulations.
- Objects should be stowed in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags in the vehicle interior and stow them securely.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injury.

- Never exceed the vehicle's maximum load. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- The load should be distributed as evenly as possible in the vehicle.
- Always secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than in normal driving.

NOTICE

Rubbing objects on the rear windows can cause damage, e.g. to the heating wires of the rear window heating.

Luggage compartment cover

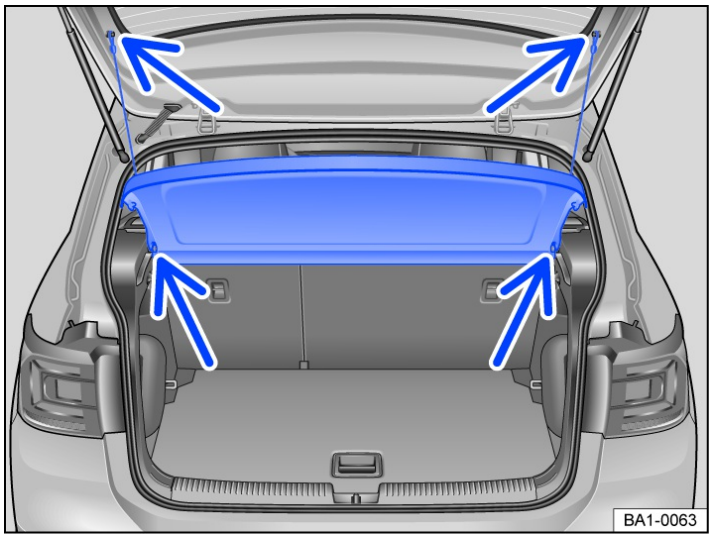

Fig. 1 In the luggage compartment: removing and installing the luggage compartment cover.

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

Removing the luggage compartment cover

— Unhook the retaining straps from the boot lid → *Fig. 1* (upper arrows).

— Pull the luggage compartment cover out of the side retainers → *Fig. 1* (lower arrows).

Depending on the equipment, the luggage compartment cover can be stowed under the variable luggage compartment floor.

Fitting the luggage compartment cover

— Push the luggage compartment cover into the side holders → *Fig. 1* (lower arrows).

— Hook the supporting straps onto the tailgate → *Fig. 1* (upper arrows).

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, may damage the luggage compartment cover and could cause serious injuries in any sudden driving or braking manoeuvre or accident.

- Never transport any objects on the luggage compartment cover.
- Never transport animals on the luggage compartment cover.

NOTICE

To prevent damage to the luggage compartment cover, do not load it to such a height that the load will press against the luggage compartment cover when the tailgate is closed.

Luggage compartment floor – Functions

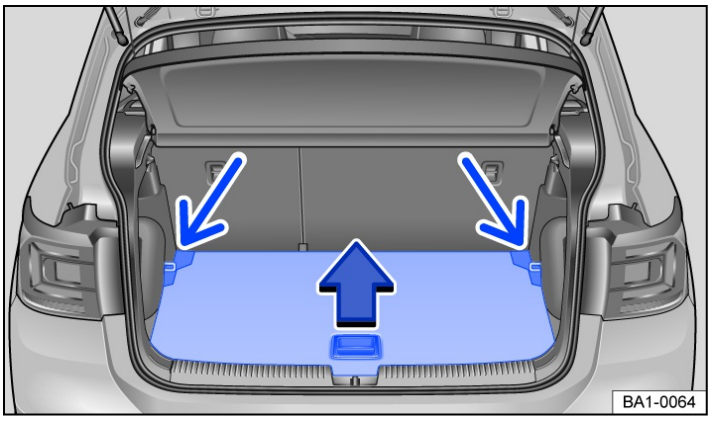

Fig. 1 In the luggage compartment: opening the variable luggage compartment floor.

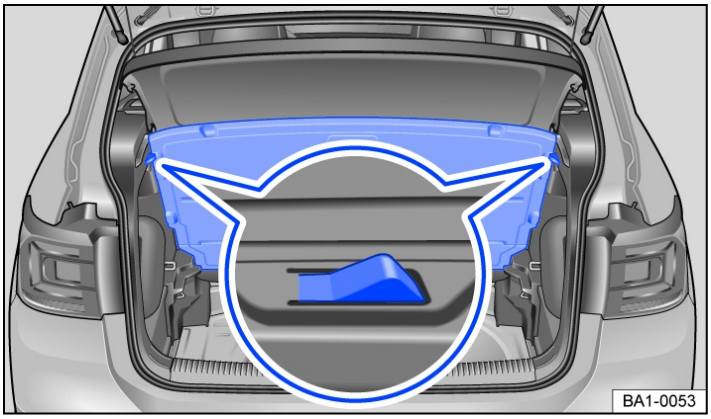

Fig. 2 In the luggage compartment: locking the variable luggage compartment floor in position.

Opening the variable luggage compartment floor

— Grip the recessed handle in the variable luggage compartment floor → *Fig. 1* and lift it upwards.

— To lock in position, lift up the variable luggage compartment floor until it is held in position by the side restraints→ *Fig. 2* (close-up).

Closing the variable luggage compartment floor

— Lower the variable luggage compartment floor onto the side supports →.

Lowering the variable luggage compartment floor

— Lift back the variable luggage compartment floor and push it under the guides → *Fig. 1* (small arrows).

— Place the variable luggage compartment floor on the floor covering.

NOTICE

Do not allow the variable luggage compartment floor to fall when closing it. Always guide it downwards. The trims or the luggage compartment floor could otherwise be damaged.

NOTICE

The maximum weight rating of the variable luggage compartment floor is 50 kg in the upper position.

Depending on the vehicle equipment, there may be compartments for stowing small items under the variable luggage compartment floor.

The variable luggage compartment floor cannot be lowered in vehicles that are equipped with a subwoofer in the luggage compartment.

Fastening rings

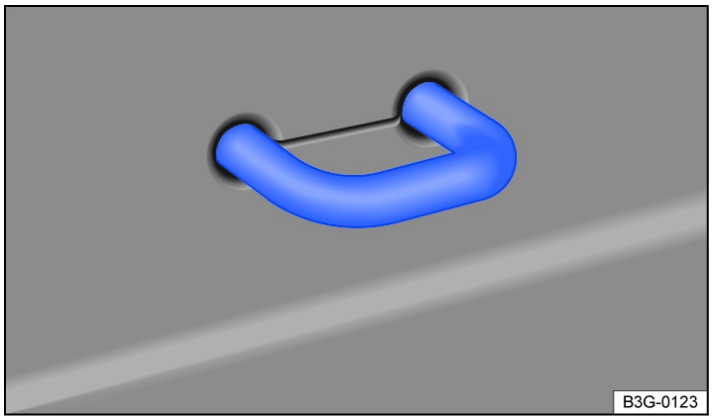

Fig. 1 In the luggage compartment: fastening ring.

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 cargo on the luggage compartment floor and attach securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Depending on the vehicle equipment, observe the signs about stowing loads that are attached in the luggage compartment.
- Never secure a child seat to the fastening rings.

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 rebound.
- Always fasten the elastic tensioning straps first to the fastening rings in the front area of the luggage compartment, then pull them towards the loading 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 qualified workshops. Volkswagen recommends using a Volkswagen dealership for this purpose.

Bag hook

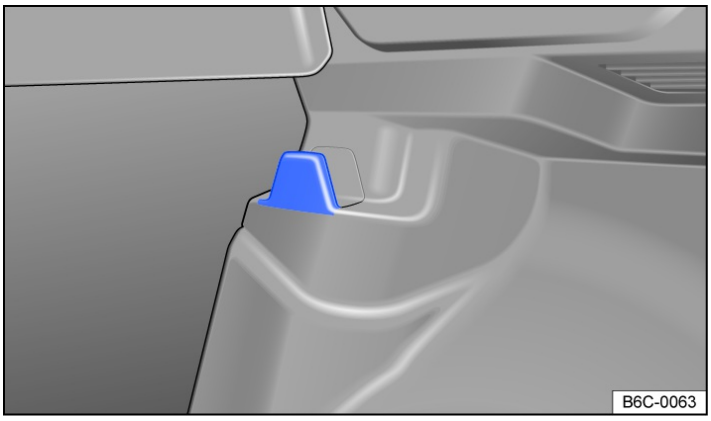

Fig. 1 On the left and right in the luggage compartment: bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

WARNING

Never use the bag hooks for lashing down items of luggage or other objects. The bag hooks could break off during a sudden braking manoeuvre or in the event of an accident.

NOTICE

Do not load each bag hook with more than 2.5 kg (5 lb).

Introduction to the topic

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 qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Only roof carriers that have been approved by Volkswagen for the vehicle must be used.

If the vehicle is *not* approved for use with a roof carrier, do *not* use or retrofit a roof carrier.

⚠ WARNING

When transporting heavy or bulky objects on the roof carrier, the vehicle's handling will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.

⚠ WARNING

A roof carrier that has *not* been approved for the vehicle or a roof carrier that is fitted to a vehicle that is *not* approved for use with a roof carrier may cause accidents or injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Never use a roof carrier on a vehicle that has not been approved for use with a roof carrier.
- A roof carrier that is fitted nevertheless may become loose whilst the vehicle is in motion and fall from the vehicle roof.

! *NOTICE*

Securing a roof carrier of any kind to a vehicle that is *not* approved for use with a roof carrier may lead to severe damage to the vehicle.

Securing roof carriers

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely → ⚠. Suitable accessories are available from your Volkswagen dealership.

Securing the roof bars and load carrier

Mount roof bars on the roof railings according to the installation instructions provided.

Once you have fitted the roof bars, you can then secure the respective carrier system on them.

⚠ WARNING

Incorrectly securing and using the roof bars and load carrier could cause the whole roof carrier system to fall off the roof. This could cause accidents and injuries.

- Only use roof bars and load carrier systems when they are undamaged and fitted correctly.
- Always fit roof bars and load carriers correctly. Always observe the installation instructions provided by the manufacturer.
- Attach the roof bars only at the specified mounting points.
- Special roof carriers for items such as bicycles, skis, surfboards, etc. should always be properly installed. Always observe the installation instructions provided by the manufacturer.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any changes or repairs to the roof bars or the load carrier system.

Loading roof carriers

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 permitted roof load if you are using a roof carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly →⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load rating of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, take care not to let it hit the roof load.

Remove the roof carrier in the following situations

— The roof carrier is no longer needed.

— Before entering a car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The roof carrier and its load must not interfere with the roof aerial, the glass roof and the boot lid.

Fitting a roof carrier increases air resistance and therefore reduces the vehicle's range.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this. The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with start/stop system

When using towing brackets that were not retrofitted by Volkswagen, the start/stop system must be deactivated manually before towing a trailer, and it must remain deactivated for as long as a trailer is being towed *(→ Start/stop system)*.

DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Only use the towing bracket if it is fitted properly and is not damaged.
- Do not carry out any alterations or repairs to the towing bracket.
- Wherever possible, swivel in or remove the ball coupling when a trailer is not being used in order to reduce the risk of injury in rear-end collisions, and the risk of injury to pedestrians and cyclists when the vehicle is parked.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Reduce your speed, particularly when going downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and think ahead. Accelerate carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never drive faster than 80 km/h (50 mph) when towing a trailer; also 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted. Keep to country-specific speed limits which may be lower for vehicles with trailers than for vehicles without trailers.
- Never try to stop a trailer from snaking by increasing your speed.
- Never install a “weight-distributing” or “load-balancing” towing bracket on the vehicle.

WARNING

The start/stop system must always be switched off manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

NOTICE

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

The anti-theft alarm system can be triggered if the connection to a trailer that is integrated into the anti-theft alarm system is interrupted. *(→ Anti-theft alarm)*

In vehicles with a new engine, do not tow a trailer during the first 1,000 km(600 miles) *(→ Running in the engine)*.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removed ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

Technical prerequisites

Cooling system

There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be designed to cope with the extra load added by the trailer.

Trailer brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Retrofitting a towing bracket

Only use a towing bracket which has been approved by Volkswagen for your vehicle type. Always check and follow the data provided by the towing bracket manufacturer.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

Using a trailer in hot or cold countries

Due to the climatic conditions in some countries, trailers may not be permitted for all engine/gearbox combinations. If you want to retrofit a towing bracket, contact a qualified workshop in advance to find out whether the vehicle is suitable for this purpose.

WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Never fit a towing bracket to the bumper or to its mountings. The towing bracket must not prevent the bumpers from functioning correctly.
- Do not carry out any alterations to the exhaust or brake systems.

NOTICE

- The vehicle electronics may be damaged if the trailer's power consumption is too high.
- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other sources of electricity. Only use suitable connectors to provide power to the trailer.

Towing a trailer places additional demands on the vehicle. Volkswagen recommends additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer.

Fitting the removable ball coupling

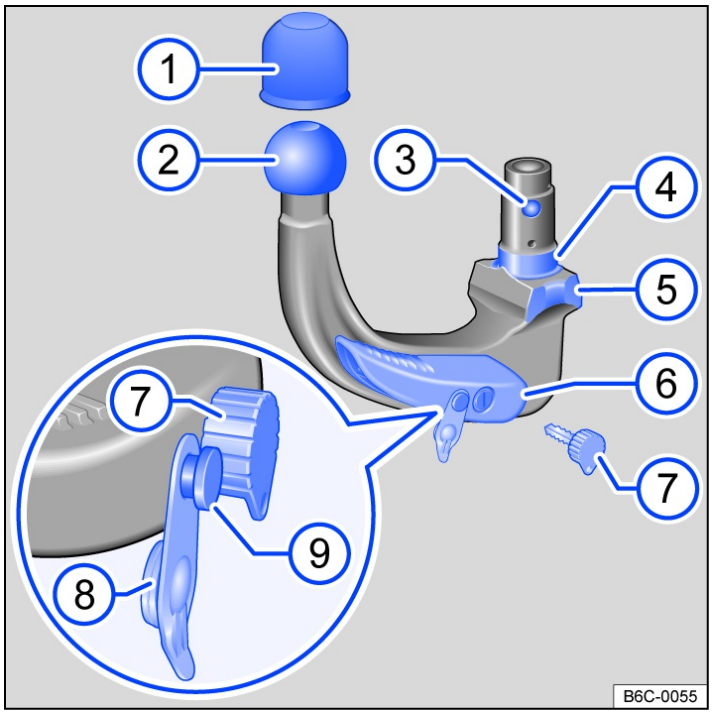

Fig. 1 Overview: removable ball coupling.

Key to *Fig. 1*

1. Protective cap
2. Ball coupling
3. Retaining balls
4. Shank
5. Centring device
6. Locking lever
7. Key
8. Lock cap
9. Release pin with coloured marking

The removable ball coupling is located with the vehicle toolkit in the luggage compartment.

NOTICE

If you fit an unsuitable ball coupling, this may damage the vehicle and invalidate the type approval of the vehicle.

- Always use only the factory-supplied ball coupling or a ball coupling that has been approved by Volkswagen for your vehicle model and its model year.

Step 1: preparations

— Remove the sealing plug from the ball coupling mounting under the rear bumper and stow in the vehicle.

— Starting from the bottom right side, swivel the trailer socket as far as possible to the top left. This gives you access to the ball coupling mounting.

— Check to ensure that the mounting, locking lever → *Fig. 1* (6), shank (4) and the retaining balls (3) of the ball coupling are all clean and not damaged →(!). Clean if necessary.

Step 2: check whether the ball coupling is pre-tensioned

The ball coupling cannot be fitted properly unless it is pre-tensioned.

The following conditions must be fulfilled:

— The lock cover → *Fig. 1* (8) is open and the key (7) is inserted

— The release pin → *Fig. 1* (9) can be moved.

— The locking lever → *Fig. 1* (6) is in the bottom position.

— All retaining balls → *Fig. 1* (3) can be pressed fully into the shank (4).

If all these conditions are met, continue with Step 4.

If conditions are not met, continue with Step 3.

Step 3: pre-tensioning the ball coupling

If the ball coupling is not pre-tensioned, pre-tension the coupling head as follows:

— Remove the lock cap → *Fig. 1* (8) from the lock and insert the key (7) into the lock.

— Turn the key → *Fig. 1* (7) anti-clockwise until the part of the key with the hole is at the top.

— Press the release pin → *Fig. 1* (9) and at the same time press the locking lever (6) down as far as it will go →⚠. The locking lever remains locked in this position.

Step 4: attaching the pre-tensioned ball coupling to the vehicle

Do not touch the locking lever once the ball coupling has been pre-tensioned. When the ball coupling is engaged, the locking lever will spring back to its original position and could cause injury →⚠.

— Guide the pre-tensioned removable ball coupling into the mounting tube from below.

— Push the ball coupling firmly upwards until it engages. The centring devices → *Fig. 1* (5) must engage in the mounting points on the vehicle.

— The locking lever → *Fig. 1* (6) automatically rotates up to its original position and the green section of the release pin (9) is visible.

— Turn the key → *Fig. 1* (7) clockwise until the part of the key with the hole is at the bottom and remove the key.

— Fit the lock cap → *Fig. 1* (8) on the lock and place the key (7) in the vehicle toolkit.

Step 5: safety check

Before hitching a trailer, check if the ball coupling is fixed correctly.

— The locking lever → *Fig. 1* (6) is in the uppermost position.

— The green section of the release pin → *Fig. 1* (9) is visible.

— Shake or pull down the ball coupling → *Fig. 1* (2) with some force. It must sit firmly in the mounting→⚠.

— The lock must be locked and the key → *Fig. 1* (7) removed.

— The lock cover → *Fig. 1* (8) must cover the lock in the locking lever.

⚠ WARNING

Improper use of the towing bracket can cause injury and accidents.

- Use the ball coupling only if it is properly secured.
- If the smallest diameter on the ball coupling→ *Fig. 1* (3) is smaller than 49 mm, do not use the towing bracket.

- The ball coupling is heavy. When checking whether it is secure, the ball coupling could fall off and cause injuries.
- Do not touch the locking lever once the ball coupling has been pre-tensioned. When the ball coupling is pressed into the mounting, the locking lever will spring back to its original position.
- If the ball coupling will not fit properly, the towing bracket should be checked by a qualified workshop.
- Do not use the towing bracket if the ball coupling does not engage properly or if you are unable to pre-tension it.
- Do not use the towing bracket if you are unable to remove the key from the locking lever once the ball coupling has been mounted. This means that ball coupling is not locked properly.
- Always fasten the ball coupling securely in the luggage compartment once it has been removed.

NOTICE

- The mounting on the vehicle, locking lever, shank and ball coupling retaining balls must all be clean and undamaged. Otherwise you may not be able to lock the ball coupling securely.
- Do not aim a high-pressure hose or steam cleaner directly at the ball coupling mounting. This could wash the grease required for lubrication out of the mounting.

Removing the ball coupling

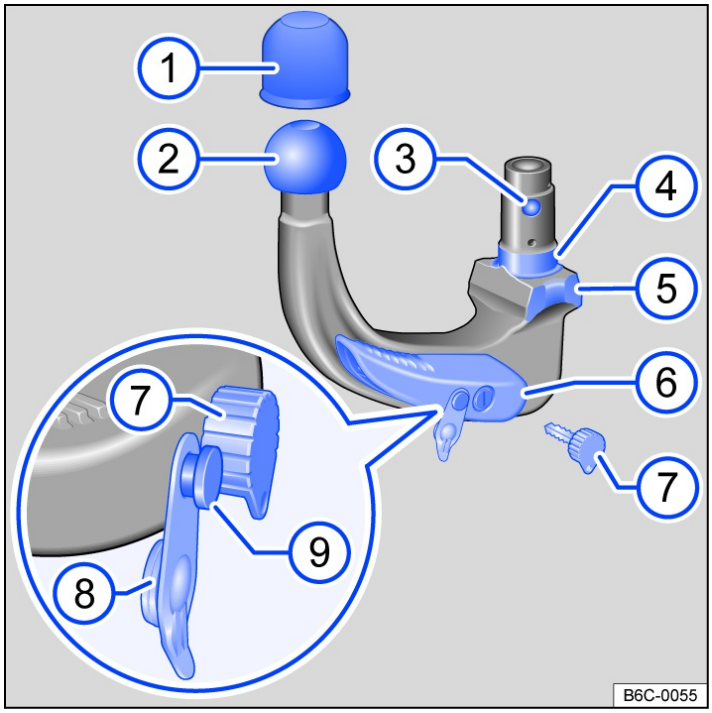

Fig. 1 Overview: removable ball coupling.

— Park the vehicle *(→ Parking)*.

— Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapters from the trailer socket.

— Remove the lock cap → *Fig. 1* (8) from the lock in the locking lever and insert the key (7) into the lock.

— Turn the key → *Fig. 1* (7) anti-clockwise until the part of the key with the hole is at the top.

— Hold the neck of the ball coupling below the ball coupling → *Fig. 1* (2) with your hand.

— Press the release pin → *Fig. 1* (9) and at the same time press the locking lever (6) down as far as it will go →⚠. The ball coupling is pre-tensioned.

— Guide the removable ball coupling down and out of the mounting.

— Release the locking lever → *Fig. 1* (6) and stow the pre-tensioned ball coupling safely with the vehicle toolkit.

— Hold the neck of the ball coupling below the ball coupling → *Fig. 1* (2) with your hand.

— Pivot the trailer socket back fully from the bottom right to the top left to prevent soiling and damage to the mounting.

— Insert the sealing plug into the ball coupling mounting.

⚠ WARNING

The removable ball coupling is heavy. The ball coupling could fall while it is being removed. This could cause injuries.

- Unlock the ball coupling only once the trailer has been unhitched.

Fitting a bicycle carrier on the ball coupling on the towing bracket

Only bicycle carriers that have been approved by Volkswagen for the vehicle must be used.

Mount the bicycle carrier in accordance with the manufacturer's assembly instructions.

A maximum of three bicycles may be mounted on the bicycle carrier → ⚠. Position heavy bicycles as close to the vehicle (ball coupling) as possible.

Maximum load

The maximum load (carrier system including load) of the bicycle carrier fitted on the ball coupling is 75 kg. However, the model-specific maximum drawbar load of the towing bracket *(→ Trailer towing)* must not be exceeded.

⚠ WARNING

Incorrect use of a bicycle carrier mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Read and always observe the assembly instructions provided by the bicycle carrier manufacturer.
- Never exceed the specified load and overhang.
- Never secure a bicycle carrier on the ball neck below the ball head. The bicycle carrier could slip due to the shape of the ball neck.

NOTICE

Considerable vehicle damage could occur if the maximum permitted load specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values specified in the assembly instructions.

Volkswagen recommends that you remove all add-on parts from the bicycles before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the carrier system's wind load and centre of gravity.

Notes on towing a trailer

Trailer socket

The electrical connection between the towing vehicle and the trailer requires a 13-pin trailer socket. The pin assignment corresponds to DIN ISO 11446.

If the trailer has a7-pin plug you will need to use a suitable adapter.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail light clusters cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED tail light clusters is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- All work on the electrical system should only be carried out by a qualified workshop.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a qualified workshop.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems or if there is a fault in the anti-theft alarm, have the vehicle checked by a qualified workshop.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Maximum trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull.

The drawbar load is the weight that is exerted vertically from above on the towing bracket's ball coupling.

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes only. The correct values for your specific model, which are often *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents always take precedence.

In the interest of driving safety, Volkswagen recommends that you always use the maximum drawbar load. The handling of the vehicle and trailer will be impaired if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

Maximum permitted drawbar load

The *maximum* permitted drawbar load exerted by the trailer drawbar on the ball coupling of the towing bracket must not exceed 50 kg (T-Cross 55 kg).

Gross combination weight

The gross combination weight is made up of the actual weight of the loaded vehicle and loaded trailer.

In some countries, trailers are divided into different classes. Volkswagen recommends that you contact a qualified workshop to find out about suitable trailers.

Loading a trailer

The vehicle and trailer should be balanced. For this purpose, the maximum permitted drawbar load should be utilised. Do not place the load only at the front or the rear of the trailer:

— Distribute the load in the trailer so that heavy objects are either over or as near to the axle as possible.

— Secure all loads on the trailer properly.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values.
- Never let the actual weights at the front and rear axles exceed the gross axle weight ratings. Never exceed the permissible gross vehicle weight for the vehicle with weight at the front and rear of the vehicle.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers correctly.
- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.

Headlight adjustment

Towing a trailer can raise the front end of the vehicle so that the dipped beam dazzles other road users. Use the headlight range control to lower the light cone as required. Vehicles with dynamic headlight range control are adjusted automatically.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.
— The combination weight causes the braking distance to increase.
— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.
  — On vehicles with a manual gearbox, change to a lower gear before driving on downhill stretches.
  — In automatic gearbox Tiptronic mode, select a lower gear.
— The vehicle's centre of gravity and in turn the vehicle handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.
— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on uphill gradients when towing a trailer

A vehicle towing a trailer is liable to roll back a short distance when moving off on an uphill slope depending on the gradient and the gross weight of the trailer and vehicle.

When towing a trailer, pull off on uphill gradient as follows:

— Depress and hold the brake pedal.
— Apply the handbrake firmly.
— On vehicles with a manual gearbox, depress the clutch pedal fully.
— Select first gear or selector lever position D/S.
— Unlock hand brake and carefully release while holding down lock button. At the same time, gently depress the accelerator and, in a manual vehicle, release the clutch pedal, until you feel the vehicle moving forwards. If necessary, observe the information on Hill Start Assist *(→ Hill Start Assist)*.
— Pull away slowly.
— Only release the handbrake lever when the engine has sufficient power to move off.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious injuries.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and think ahead. Brake earlier than in normal driving.
- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions. Reduce your speed, particularly when going downhill.
- Accelerate carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion using counter steering assistance.

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control and traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator if one of the systems is active.

WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

Retrofitting a towing bracket

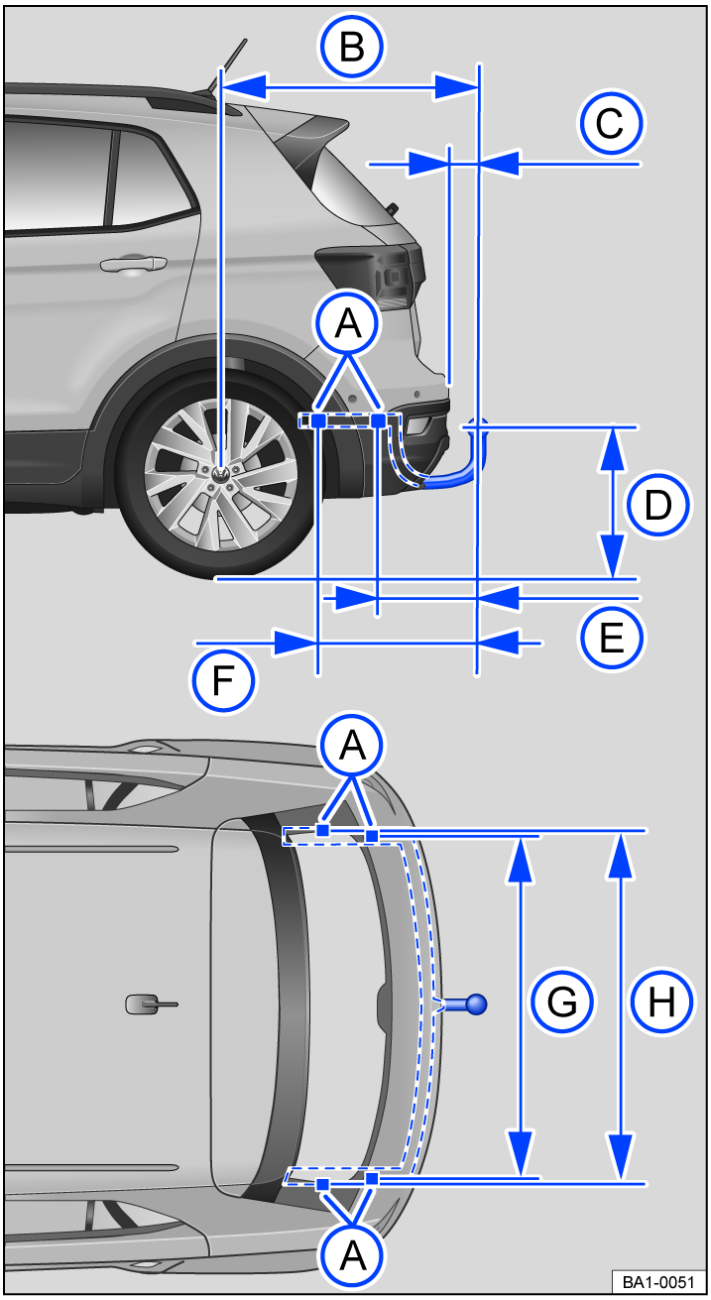

Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

The dimensions → *Fig. 1* must be adhered to when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball coupling (D) to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Mounting points
(B) 798 mm
(C) At least 75 mm
(D) 350 – 420 mm
(E) 333 mm
(F) 559 mm
(G) 1,025 mm
(H) 1,031 mm

Volkswagen recommends having the towing bracket retrofitted by a qualified workshop. The cooling system may need to be

modified or heat shields may need to be fitted, for example. Volkswagen recommends using a Volkswagen dealership for this purpose.

WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources. Only suitable connectors may be used to connect the trailer.
- A towing bracket should be retrofitted to the vehicle by a qualified workshop.

WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

Only use towing brackets which have been approved by Volkswagen for your vehicle type.

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Before refuelling switch off the engine, ignition, your mobile phone and other radio equipment.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may run out of the fuel canister. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuels standards

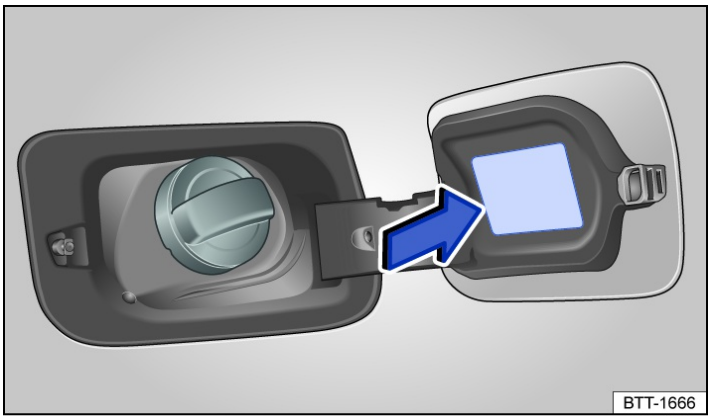

Fig. 1 On the inside of the tank flap: fuel information label (illustration).

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 *→ Identification of fuels and fuels standards*.

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 *→ Identification of fuels and fuels standards*.

Where fuel complying with the specified standards is not available, your Volkswagen dealership or a qualified workshop will have information on which available fuels are suitable for the vehicle.

Petrol

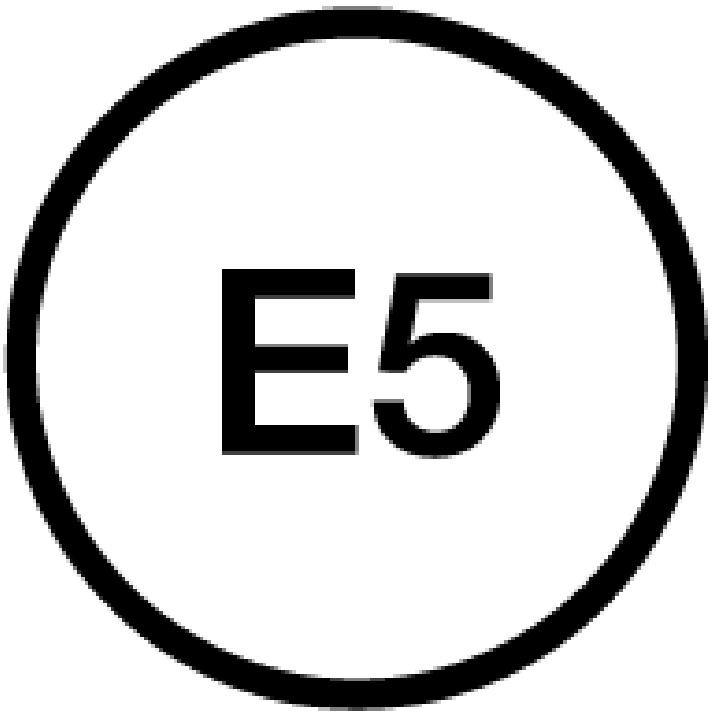

Fig. 2 Petrol fuels containing ethanol

Petrol fuels containing Ethanol. The number specifies the maximum ethanol content in the petrol, e.g. E5 for a maximum of 5% ethanol.

Fuel standard

— EN 228

— Resolucao ANP N° 40 (Brazil)

— Resolucion 576/2019 (Argentina)

— NOM-016-CRE-2016 (Mexico)

Diesel

Fig. 3 Diesel fuels containing biodiesel

Diesel fuels containing Biodiesel. The figure indicates the maximum biodiesel content in the diesel, e.g. B7 for a maximum of 7% biodiesel.

Fuel standard

— EN 590

— DIN EN 590

NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Before refuelling, check whether the fuel designations on the pump meet the vehicle's requirements.
- Use only fuels that meet the required standard and have the correct designation in order to prevent damage to the fuel system and engine failure.

Petrol

Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON). The vehicle may be refuelled with petrol that has a higher RON than required by the engine. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several types of petrol, e.g. 95/92 / 97/93 RON. The highlighted petrol grades, 95/92 in the example, are the preferred petrol grades for the vehicle. If these are not available, one of the other listed petrol grades can be used for refuelling. The petrol grade with the higher RON value should be used for refuelling in this case, e.g. 97 instead of 93 RON.

Fill vehicles with a petrol engine only with unleaded petrol or petrol with a maximum ethanol content of 10 %(E10) →ⓘ.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives →ⓘ.

NOTICE

Incorrect refuelling or unsuitable fuel additives may cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only Volkswagen-approved service additives in the approved quantity.
- Refuel only with petrol that has the specified Research Octane Number (RON) or a higher one. If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.

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. Information on countries where the diesel has a high sulphur content is available from your Volkswagen dealership or a qualified workshop.

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 qualified workshop and have the system checked.

If it is necessary to refuel the vehicle using a spare fuel canister in the event of an emergency, the misfuelling prevention device will not open.

In order to nevertheless fill the fuel tank, pour the diesel into the tank extremely slowly in very small quantities. Use a suitable adapter for the spare fuel canister in order to make refuelling easier. Suitable adapters are available from your Volkswagen dealership or from a qualified workshop.

⚠ WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only Volkswagen-approved service additives in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

Refuelling

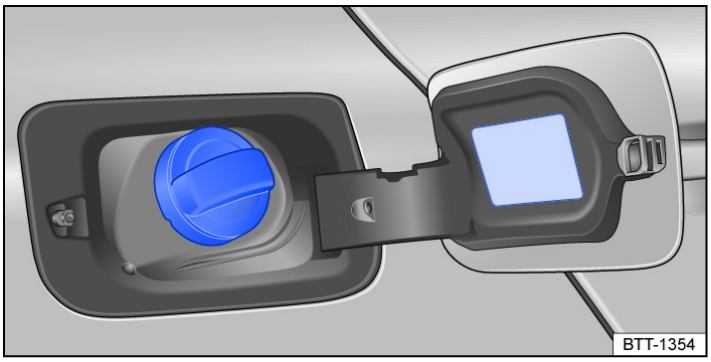

Fig. 1 Behind the tank flap: tank cap (illustration).

Refuelling process

1. Unlock the tank flap with the vehicle key or the button in the driver door.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided on the tank flap.
4. Hold the filler nozzle so that the handle is facing down in order to ensure optimum filling.
5. The fuel tank is full when the filler nozzle clicks off for the first time → *Refuelling*.
6. Screw the tank cap onto the tank filler neck.
7. Close the tank flap.

⚠ WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— AdBlue® *(→ AdBlue)*

— Catalytic converter *(→ Catalytic converter)*

— Particulate filter (with some equipment levels) *(→ Particulate filter)*

⚠ WARNING

Engine emissions contain carbon monoxide that can cause people to lose consciousness and can also cause death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

⚠ WARNING

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

- Park the vehicle so that no part of the exhaust system can come into contact with any inflammable material underneath the vehicle, e.g. dry grass.
- Do not apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filter or the heat shields.

AdBlue®

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications should be made to the emission control system that could influence emission control by AdBlue®.

The vehicle no longer complies with the certificate of conformity issued for this vehicle type if the AdBlue® in accordance with ISO-22241-1 approved by Volkswagen is not exclusively used or replenished.

It may be a criminal offence to use the vehicle without the AdBlue® specified by Volkswagen.

The emission values may be negatively affected if the emission control system is not operated as intended.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature. The remaining range and refill quantity can be checked on the instrument cluster display *(→ Driving data display (multifunction display))*.

As AdBlue® freezes at -11 °C (+13 °F), refuelling may be restricted at very low temperatures. During vehicle operation, the system is heated to ensure emission control even at very low temperatures.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty .

Warning and driver inducement system for low tank level

Always refill AdBlue® when requested to do so by a corresponding message on the instrument cluster display *(→ AdBlue)*.

AdBlue® in the normal operating range. Remaining range over 2,000 km or 2,400 km (depending on equipment). It is possible to refill AdBlue®, but it is not necessary.

From a residual range of 2,000 km or 2,400 km (depending on equipment), a request to refill AdBlue® is made in the display of the instrument cluster. The current residual range is also displayed at this prompt.

If this warning is ignored, the yellow indicator lamp lights up in the instrument cluster display at a remaining range of 1,000 km. A message is displayed on the instrument cluster with the warning that it will no longer be possible to restart the engine in XXX km.

If the yellow indicator lamp is still ignored and the displayed remaining range is 0 km, it is not possible to restart the engine. The red warning lamp lights up.

Warning and driver inducement system in the event of faults

The white or yellow indicator lamps light up if the emission control system is faulty or is not filled with standard-compliant AdBlue® according to ISO-22241-1. There is a residual range of 1,000 km from the lighting up of the yellow indicator lamps.

If the yellow indicator lamps are still ignored, the red warning lamps light up. There is a remaining range of 0 km and it is not possible to restart the engine.

CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. If you follow the instructions correctly you should not come into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.
- If AdBlue® gets into the eyes, immediately rinse the eyes with plenty of water for at least 15 minutes and consult a doctor.

- If AdBlue® gets onto the skin, immediately rinse the skin with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining distance reaches approximately 1,000 km.
- Never allow the AdBlue® tank to run empty.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Use only AdBlue® that complies with the standard ISO 22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® in the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

Refilling AdBlue®

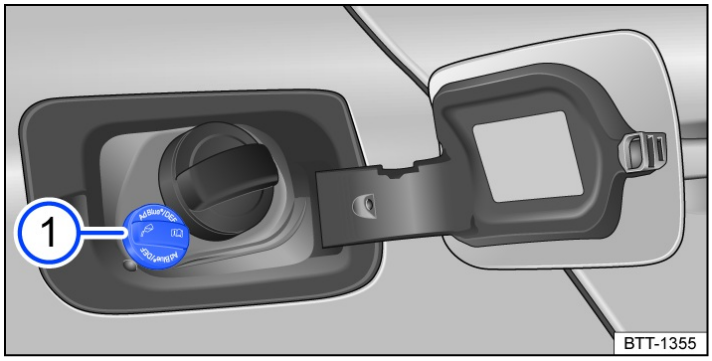

Fig. 1 Behind the tank flap: tank cap for AdBlue (illustration).

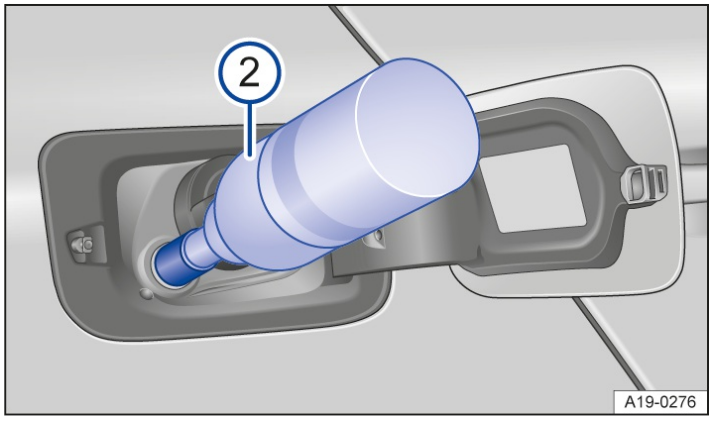

Fig. 2 Behind the tank flap: refilling AdBlue using the refill bottle (illustration).

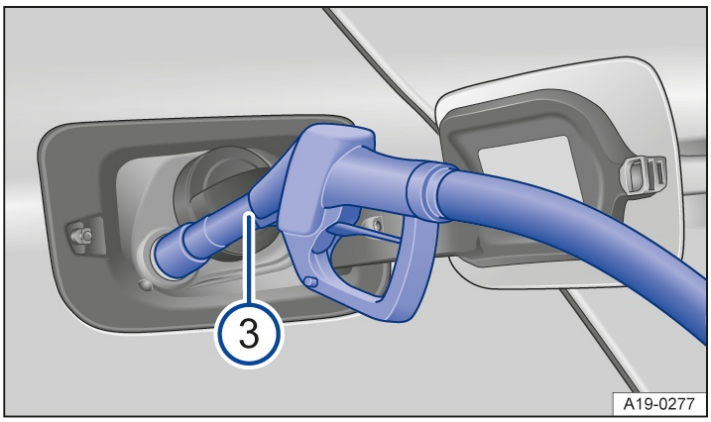

Fig. 3 Behind the tank flap: refilling AdBlue using the nozzle (illustration).

Key to *Fig. 1*, *Fig. 2* and *Fig. 3*:

1. Cap for the AdBlue® filler neck.
2. Refill bottle.
3. AdBlue® filler nozzle.

Preparing for refilling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel→ *Fig. 1*.

— Park the vehicle on a level surface and switch off the ignition.

— Open the tank flap.

— Unscrew the cap of the AdBlue® filler neck.

— Use only AdBlue® that complies with the standard ISO 22241-1.

Refilling with the refill bottle

Observe the expiry date and the manufacturer's instructions and information on the refill bottle.

— Unscrew the cap of the refill bottle.

— Place the refill bottle on the AdBlue® filler neck and screw the refill bottle tight.

— Do not squeeze the refill bottle to prevent it from being damaged.

— Press the refill bottle in the direction of the tank filler neck and hold the refill bottle in this position.

— Add at least the minimum refill quantity indicated in the instrument cluster.

— Do not squeeze the refill bottle to ensure that the tank is not overfilled →.

— Unscrew the refill bottle.

Filling with a filler nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill the vehicle with fuel and AdBlue® at the same time.

— The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

— Hold the AdBlue® filler nozzle so that the handle is facing down in order to ensure optimum filling→ *Fig. 3*.

— Add at least the minimum refill quantity indicated in the instrument cluster.

— Do not continue filling to ensure that the AdBlue tank is not overfilled.

— The AdBlue® tank is full when the filler nozzle clicks off for the first time→.

Troubleshooting

Filling with a canister

— Remove the cap on the canister.

— Use the integrated spout to refill the AdBlue® tank.

— Add at least the minimum refill quantity indicated in the instrument cluster.

— The AdBlue® tank is full when AdBlue® if filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank →

Preparing to continue your journey

— Screw in the cap on the AdBlue® filler neck until it engages.

— Close the tank flap.

— Switch on only the ignition for at least 30 seconds to allow the system to detect the refill procedure.

— Start the engine only after this.

NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of cold water.
- Remove any crystallised AdBlue® with warm water and a sponge.

Dispose of the refill bottle in an environmentally responsible way.

Suitable AdBlue® refill bottles are available from a Volkswagen dealership.

Fault in the selective catalytic reduction system

The red warning lamps light up.

Error: AdBlue. Engine start disabled.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is therefore not possible to restart the engine.

— Drive immediately to a qualified workshop without switching off the engine.

— Have the system checked.

or Fault in the selective catalytic reduction system

The yellow or white indicator lamp lights up.

Error: AdBlue. No engine start in XXX km.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

— Drive to a qualified workshop immediately.

— Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

Please add AdBlue. Engine start disabled.

It is not possible to start the engine because the AdBlue® level is too low.

— Stop the vehicle.

— Refill the minimum AdBlue® filling quantity *(→ AdBlue)*.

or AdBlue® level low

The yellow or white indicator lamp lights up.

Please add AdBlue. No engine start in XXX km.

— Refill AdBlue® within the displayed remaining range in accordance with *(→ AdBlue)*.

Catalytic converter

To help ensure long-term functionality in the exhaust system and the catalytic converter:

— Refuel only with unleaded petrol.

— Never run the fuel tank completely dry *(→ Fuel types and refuelling)*.

— Do not fill too much engine oil *(→ Engine oil)*.

— Never tow the vehicle to start it, but use jump leads instead *(→ Jump starting)*.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a qualified workshop . Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making only short journeys.

⚠ WARNING

Any sudden driving manoeuvres that cannot be anticipated by other road users may lead to accidents.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- Always observe the applicable country-specific traffic regulations.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality:

— Reduce speed immediately.

— Drive to nearest qualified workshop at medium engine speeds and low loads on the engine.

— If these symptoms occur directly after refuelling, switch off the engine immediately to avoid any subsequent damage.

— Seek expert assistance.

Particulate filter clogged with soot

The yellow indicator lamp lights up.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

For petrol engines

— Drive at a speed of at least 80 km/h.

— Remove your foot from the accelerator completely for a few seconds to allow the vehicle to coast with a gear engaged.

— Repeat this procedure (accelerate and coast) until the indicator lamp goes out.

— This procedure allows the diesel particulate filter to perform its self-cleaning process and may take some time. If the indicator lamp does not go out, seek expert assistance immediately.

For diesel engines

— Drive at a speed of at least 60 km/h at an engine speed of at least 2,000 rpm. The achieved temperature increase can burn the soot off the filter.

— Do not end the regeneration trip until the indicator lamp has gone out.

— This procedure allows the diesel particulate filter to perform its self-cleaning process and may take around 20 to 40 minutes. Go to a qualified workshop if the indicator lamp continues to light up after driving for approximately 40 minutes.

Emissions-relevant fault

The yellow indicator lamp lights up.

Fault in an emissions-relevant component that can damage the vehicle.

— Drive to the nearest qualified workshop.

— Have the engine and the exhaust system checked.

Misfiring

The yellow indicator lamp flashes.

Misfiring that can damage the vehicle.

— Drive to the nearest qualified workshop.

— Have the engine and the exhaust system checked.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

⚠ WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle toolkit, breakdown set and spare wheel or temporary spare wheel could be flung though the vehicle and cause severe injuries.

- Ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

⚠ WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

Stowage

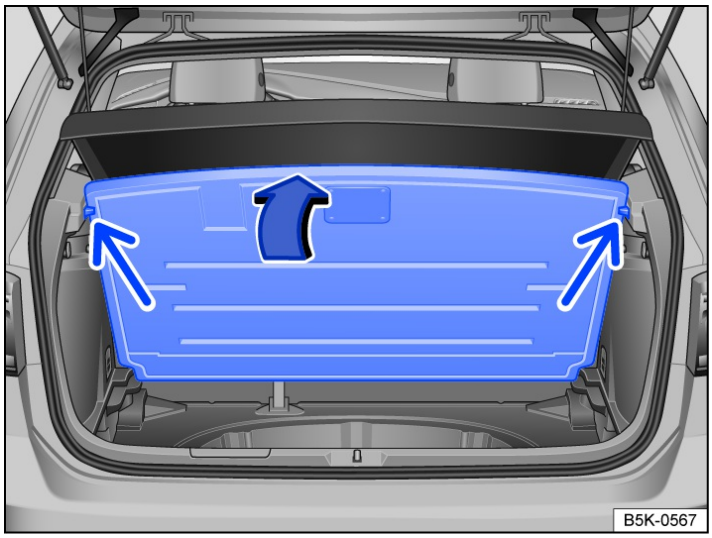

Fig. 1 In the luggage compartment: opening the luggage compartment floor.

The vehicle toolkit may be located in various places in the vehicle, e.g. in the side stowage area of the luggage compartment or under the luggage compartment floor → *Fig. 1*.

— Remove the luggage net if necessary.

— Grip the recessed handle in the luggage compartment floor and lift it until it is held in position by the side restraints (arrows).

NOTICE

Never drop the luggage compartment floor; guide it slowly back down. The trims or the luggage compartment floor could otherwise be damaged.

After using the jack, crank it back to its original position so that it can be stowed safely.

Contents of the vehicle toolkit

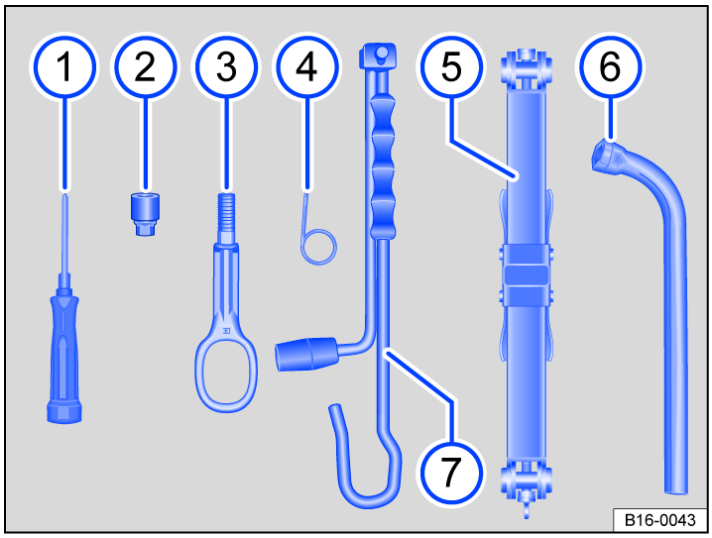

Fig. 1 Contents of the vehicle toolkit. (illustration)

The scope of the on-board tool kit depends on the country and equipment.

1. Screwdriver with hexagon socket in the handle for unscrewing or tightening slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Screw-in towing eye.
4. Wire hook for pulling off the centre trims, wheel covers and the wheel bolt caps.
5. Jack. Before you repack the jack, you must fully wind in the claw.
6. Box spanner for wheel bolts.
7. Crank.

Jack: maintenance

There are no maintenance cycles for the jack. Grease the jack with universal lubricant when necessary.

Service position

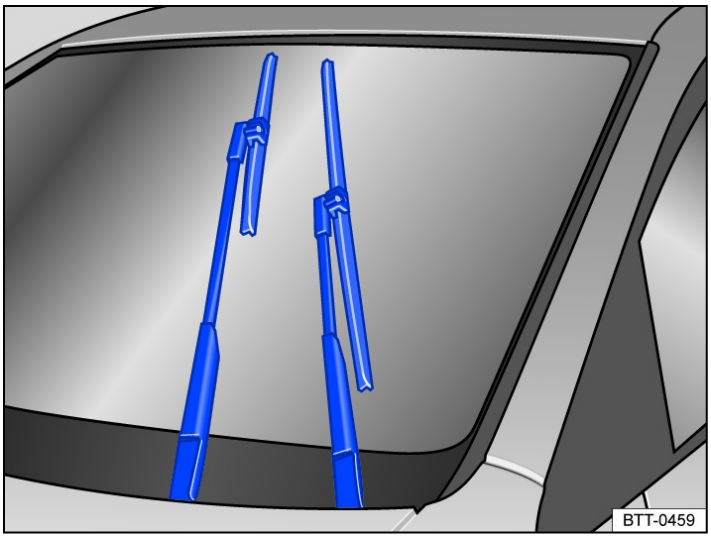

Fig. 1 Wipers in service position.

The wiper arms can be lifted off the windscreen when in the service position.

Activating service position

— The bonnet must be closed *(→ In the engine compartment)*.

— Switch the ignition on and then off again.

— Push the wiper lever downwards briefly.

Lifting the windscreen wiper arms

— Move the wiper arms to the service position before lifting →.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever down to bring the wiper arms back to the original position.

NOTICE

- In order to prevent damage to the bonnet and the wiper arms, the windscreen wiper arms should only be lifted when in the service position.
- Always return the wiper arms to the windscreen before starting your journey.

Cleaning and changing wiper blades

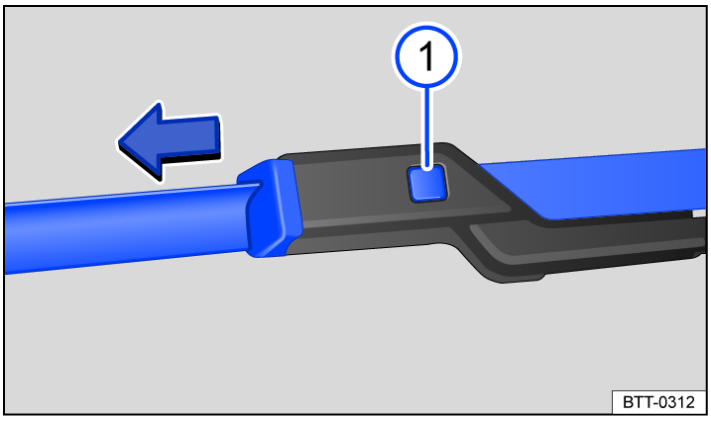

Fig. 1 Changing the windscreen wiper blades.

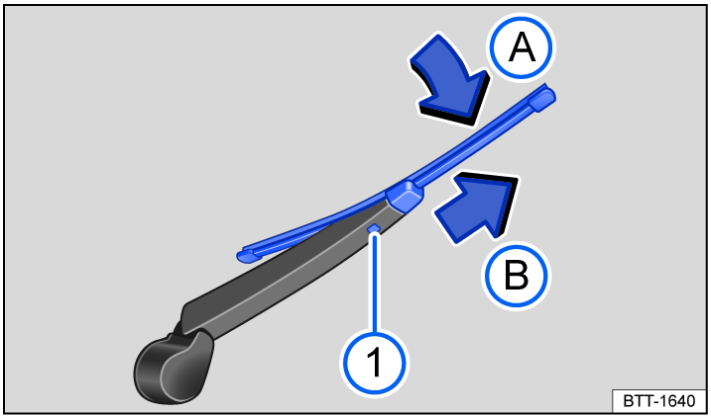

Fig. 2 Changing the wiper blade for the rear window.

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis.Rubbing wiper blades should be changed if damaged or cleaned if dirty *→ Cleaning and changing wiper blades*.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from a qualified workshop.

Cleaning wiper blades

Note for the windscreen wipers: move the wiper arms to the service position before lifting them *(→ Wiper blades)*.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Clean the wiper blades carefully using a damp sponge *→ Cleaning and changing wiper blades*.

— Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

— Move the wiper arms to the service position before lifting *(→ Wiper blades)*.

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow *→ Fig. 1* (1).

— Insert a new wiper blade with the same length and design onto the wiper arm. Push it on until it engages.

— Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

— When lifting a wiper arm, hold it only in the area of the wiper blade mounting.

— Lift and fold back the wiper arm.

— Press and hold the release button → *Fig. 2* (1).

— Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (arrow A) and pull it off in the direction of the arrow B at the same time. You may need to use some force to do this.

— Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (arrow B). The wiper blade must be in the folded back position → *Fig. 2* (arrow A).

— Carefully place the wiper arm back onto the rear window.

WARNING

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

- Always change wiper blades if they are damaged or worn and no longer clean the window properly.

NOTICE

Damaged or dirty wipers can scratch the windows.

- Do not use any detergents containing solvents, hard sponges and other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use fuel, nail varnish remover, paint thinner or similar products to clean the windows.

Wax deposits on the windscreen and rear window could cause the wiper blades to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology, depending on model and vehicle equipment, it is not possible for you to change the LED light units or individual LEDs yourself. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the LED light units checked and renewed if necessary at a qualified workshop.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

WARNING

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

WARNING

Changing bulbs incorrectly can cause accidents and serious injuries.

- When working in the engine compartment, always read and observe the safety warnings *(→ In the engine compartment)*. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Halogen bulbs are pressurised and could explode when they are being changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you are familiar with the procedure. If you are uncertain of what to do, the work should be carried out by a qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to “go blind”
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

NOTICE

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic covers on the headlight housing are not properly mounted after a bulb has been changed.

Checklist “Information on changing bulbs”

Checklist

Always carry out the following actions for changing a bulb in the given order→ *Checklist Information on changing bulbs*:

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Apply the handbrake firmly *(→ Handbrake)*.
3. Switch off the lights *(→ Dipped beam)*.
4. Move the turn signal and main beam lever to neutral position *(→ Turn signals)*.
5. Automatic gearbox: move the selector lever to positionP *(→ Automatic gearbox)*.
6. Stop the engine and remove the vehicle key from the ignition *(→ Switching off the engine)*.
7. Manual gearbox: select a gear *(→ Manual gearbox)*.
8. Allow the orientation lighting to go out *(→ Orientation lighting)*.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has visibly blown *(→ Fuses)*.
11. Follow the instructions to change the affected bulb → *Checklist Information on changing bulbs*. Always replace bulbs with identical bulbs of the same type. The designation is inscribed on the bulb, either on the glass part or on the base.
12. Do not touch the glass part of the bulb with unprotected fingers. When switched on, the heat of the bulb would cause the remaining fingerprint to evaporate and be deposited on the reflector. This will impair the light output of the headlight.
13. After changing a bulb, check to ensure that the bulb is working properly. If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
14. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a qualified workshop.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Always follow the instructions in the checklist and observe the general safety procedures.

NOTICE

Always take care when removing or fitting lights to prevent damage to the paintwork or to other vehicle parts.

Changing the bulbs in the tail light cluster

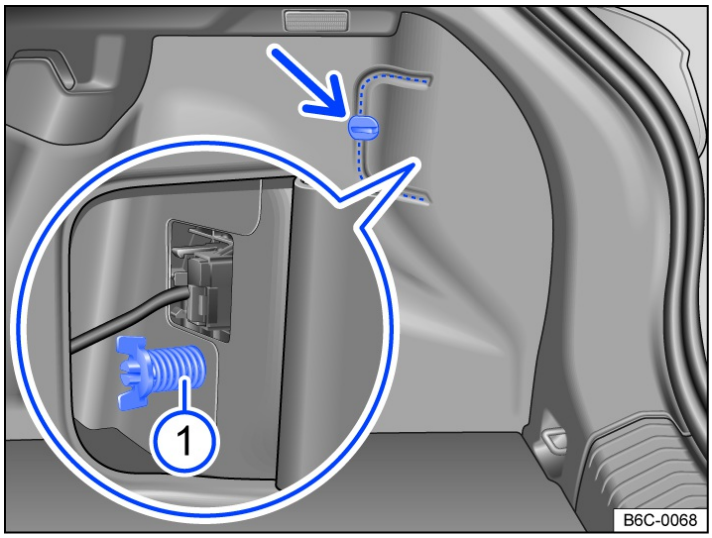

Fig. 1 In the luggage compartment: removing the tail light cluster.

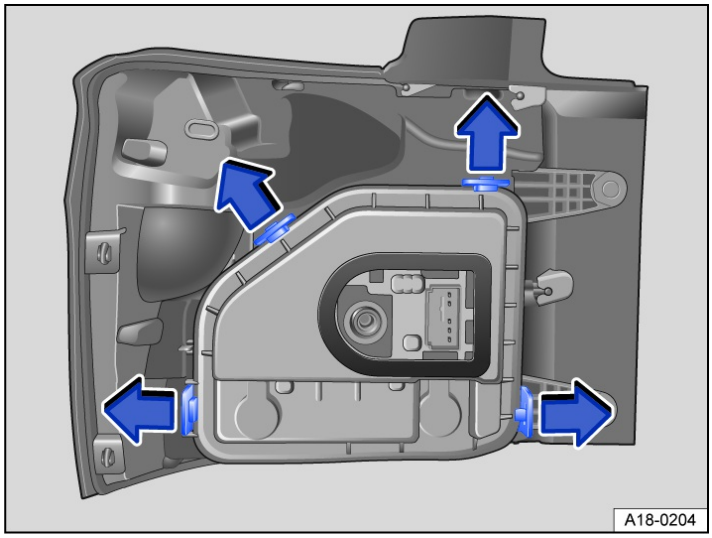

Fig. 2 Tail light cluster: removing the bulb holder.

Removing tail light clusters

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the boot lid.
3. Turn the rotary fastener → *Fig. 1* (arrow) in the side trim of the luggage compartment to the side.
4. Fold the pre-cut cover in the side trim at the rotary fastener to one side.
5. Push together the catches on the connector and pull out the connector.
6. Unscrew the securing screw by hand → *Fig. 1* (1).
7. Carefully pull the tail light cluster out to the rear and release it from the body.
8. Remove the tail light cluster and place it on a clean, flat surface.

Changing the bulb

The actions should only be carried out in the specified order:

1. To release the bulb holder, push the tabs in the direction of the arrows → *Fig. 2*.

2. Remove the bulb holder from the tail light cluster.
3. Replace the defective bulb with a new bulb of the same type.
4. Insert the bulb holder into the tail light cluster. All release tabs must click into place.

Fitting the tail light cluster

The actions should only be carried out in the specified order:

1. Carefully insert the tail light cluster into the opening in the body.
2. Use one hand to hold the tail light cluster in the fitting position while using the other hand to screw tight the securing screw → *Fig. 1* (1).
3. Check that the tail light cluster is positioned correctly and securely.
4. Connect the connector to the bulb holder until it engages.
5. Fit the side trim back into the luggage compartment.
6. Close the boot lid.

Changing bulbs in the front bumper

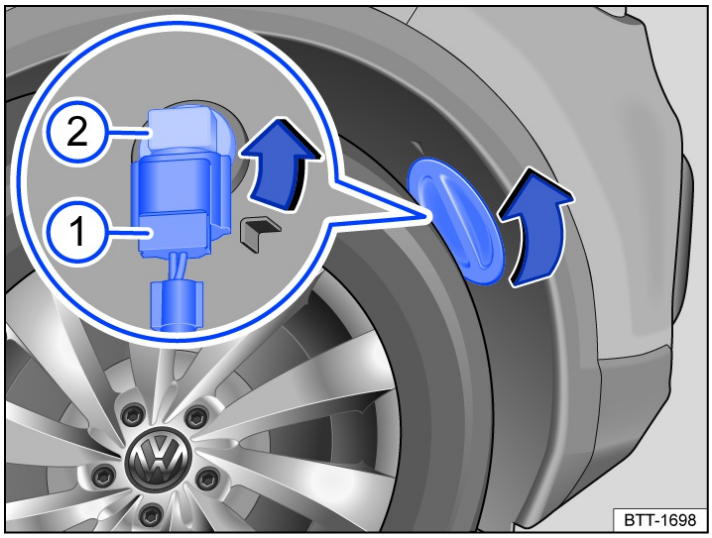

Fig. 1 In the front bumper on the right: changing a bulb in the headlight.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Turn the steering so that the wheel on the affected side of the vehicle is pointing to the middle of the vehicle. If necessary, start the engine to do this. Then stop the engine again and remove the vehicle key from the ignition lock.
3. Turn the cover in the wheel housing liner in the direction of the arrow and pull it out → *Fig. 1*.
4. Release the connector → *Fig. 1* (1) and pull it off.
5. Turn the bulb holder → *Fig. 1* (2) anticlockwise as far as it will go and pull it out to the rear together with the bulb.
6. Replace the defective bulb with a new bulb of the same type.
7. Insert the bulb holder into the headlight and turn it clockwise as far as it will go.
8. Connect the connector → *Fig. 1* (1) to the bulb holder → *Fig. 1* (2). The connector must audibly click into place.
9. Insert the cover in the wheel housing liner and lock in position in the opposite direction to the arrow → *Fig. 1*.

NOTICE

- Make sure that the electrical connection on the headlight housing is seated properly in order to prevent damage to the electrical system caused by water entering the system.
- When removing and refitting the headlight, make sure that the vehicle's paintwork is not damaged.

The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Changing bulbs in the headlights (halogen bulbs)

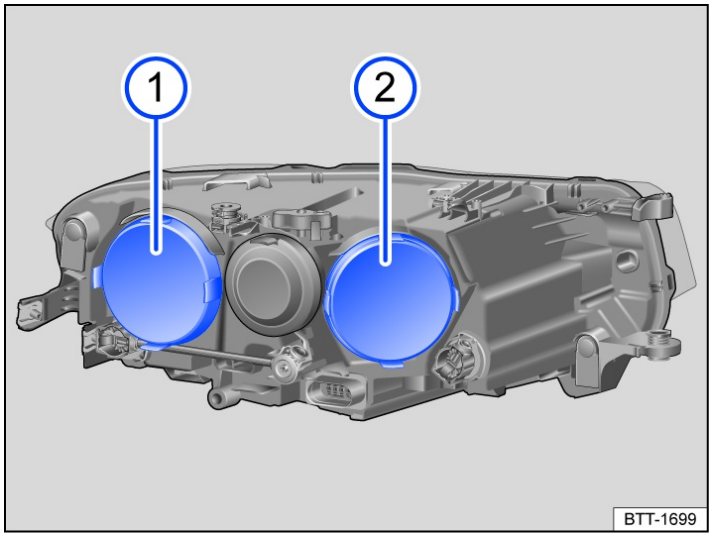

Fig. 1 In the engine compartment: covers in the left-hand headlight: (1) dipped beam, (2) main beam and turn signal.

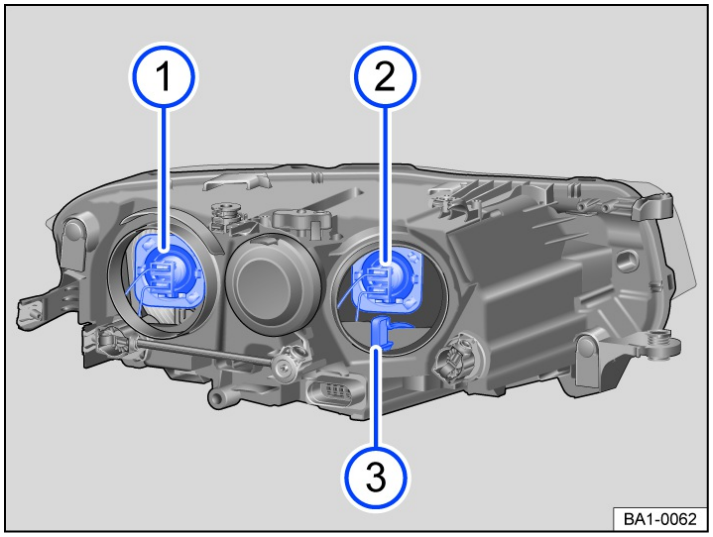

Fig. 2 In the engine compartment: changing bulbs in the left-hand headlight.

The headlight does not need to be removed when changing bulbs.

When changing the main beam bulb in the left-hand headlight, the washer fluid filler neck may have to be released with a Torx screwdriver at the spreader rivet and pressed to one side.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions on the checklist *(→ Exterior lighting)*
2. Open the bonnet ⚠ *(→ In the engine compartment)*.
3. Pull off the rubber cover on the rear side of the headlight → *Fig. 1*.
4. Dipped beam: press the bulb down at the base until it is released → *Fig. 2* (1). Pull out the bulb to the rear.

   Main beam: press the bulb up at the base until it is released → *Fig. 2* (2). Pull out the bulb to the rear.

   Turn signal: pull the bulb holder with the bulb out to the rear → *Fig. 2* (3).

5. Replace the defective bulb with a new bulb of the same type.
6. Dipped beam: position the bulb with the connector in the opening in the headlight and press in until it locks securely into position → *Fig. 2* (1). The lug of the bulb must be located at the top in the headlight recess.

   Main beam: position the bulb with the connector in the opening in the headlight and press in until it locks securely into position → *Fig. 2* (2). The lug of the bulb must be located at the bottom in the headlight recess.

   Turn signal: push the bulb and bulb holder into the headlight as far as they will go → *Fig. 2* (3).
7. Fit the rubber cover.
8. Close the bonnet *(→ In the engine compartment)*.

The illustrations show the left-hand headlight from the rear. The right-hand headlight is a mirror image of the one shown.

Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can obtain further information about the fuse assignment from a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.
- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.
- Never fit fuses that have a higher fuse rating. Fuses must always be replaced by a new fuse with the same amp rating (same colour and markings) and size.
- Never repair a fuse.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

- To avoid damage to the electrical system in the vehicle, always switch off the ignition, lights and all electrical consumers and remove the vehicle key from the ignition before changing a fuse.
- You can damage another location in the electrical system by using a fuse with a higher amp rating.
- Fuse boxes must be protected from dirt and moisture when opened. Dirt and moisture in the fuse boxes can damage the electrical system.
- Remove the covers for the fuse boxes carefully and install them again properly so as to avoid damage to the vehicle.

There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a qualified workshop.

Fuses in the engine compartment

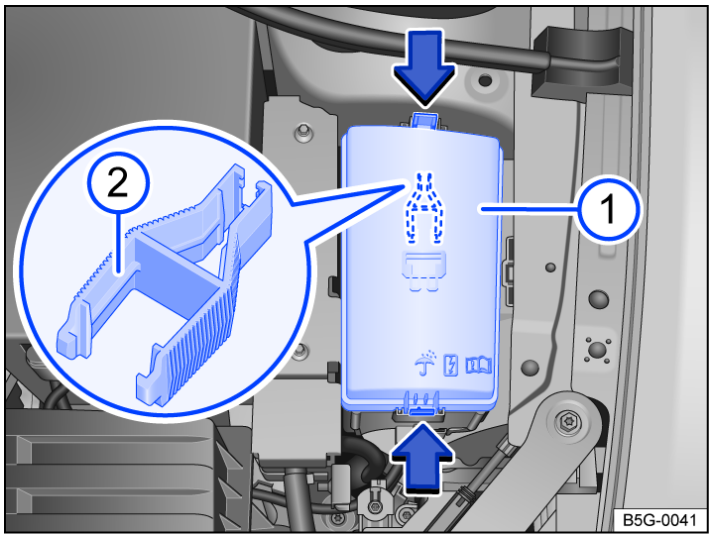

Fig. 1 In the engine compartment: cover (1) of the fuse box including plastic pliers (2).

Opening the fuse box in the engine compartment

— Open the bonnet ⚠ *(→ In the engine compartment)*.

— Press the locking button in the direction of the arrow → *Fig. 1* (arrows) in order to unlock the cover of the fuse box→ *Fig. 1* (1).

— Lift off the cover.

— To *install*, position the cover on the fuse box and press it downwards until the cover audibly clicks into place on both sides.

Plastic pliers may be located on the inside of the fuse box cover to pull out fuses→ *Fig. 1* (2).

Fuse tables for fuses in the engine compartment

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

F9

7.5 amps, ATO®, brake light sensor.

F18

30 amps, ATO®, front wipers.

F36

20 amps, ATO®, horn.

Fuses in the dash panel

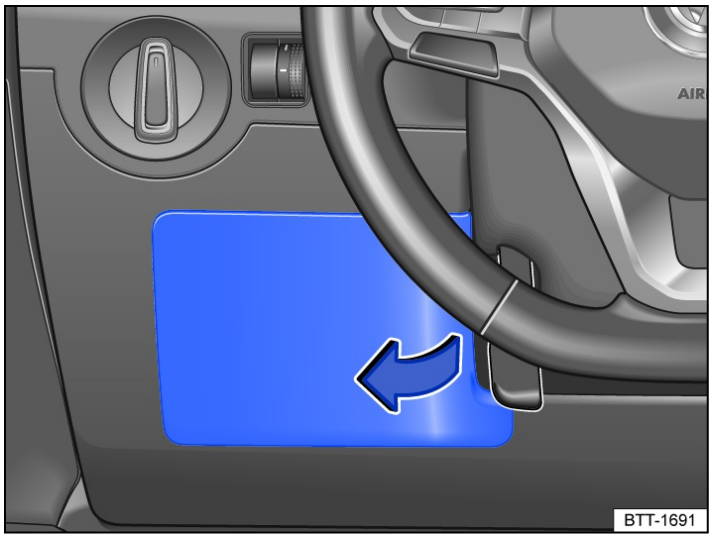

Fig. 1 Dash panel on the driver side: fuse box cover.

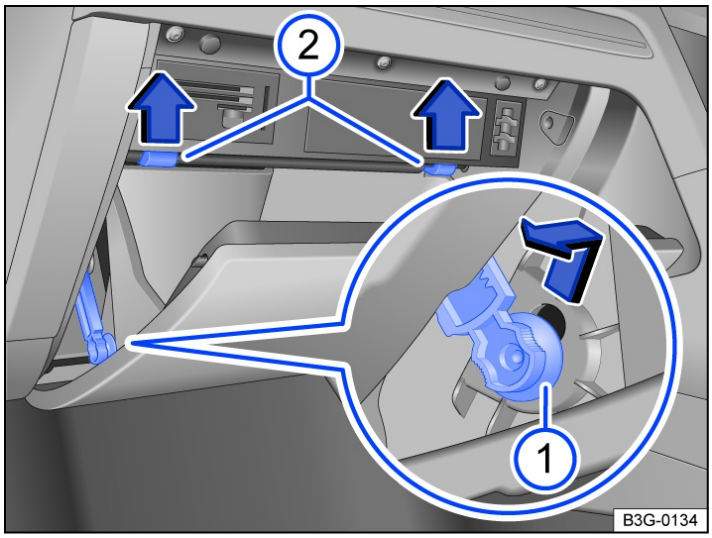

Fig. 2 Fuse box cover in the dash panel: right-hand drive vehicle, on the front passenger side.

Left-hand drive vehicle: opening the fuse box in the dash panel

— Reach behind the cover and pull off in the direction of the arrow → *Fig. 1*.

— To *install*: align the cover on the opposite side and fold it closed in the opposite direction to the arrow until you hear it engage.

Right-hand drive vehicle: opening the fuse box in the dash panel

— Open the glove box and empty if necessary.

— Push damper element upwards into the opening of the holder and pull out to the side → *Fig. 2* (1).

— Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).

— To *install*: move the stowage compartment into position. Insert the damper element into the opening in the holder and slide upwards until it engages audibly. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

Fuse table for fuses in the dash panel

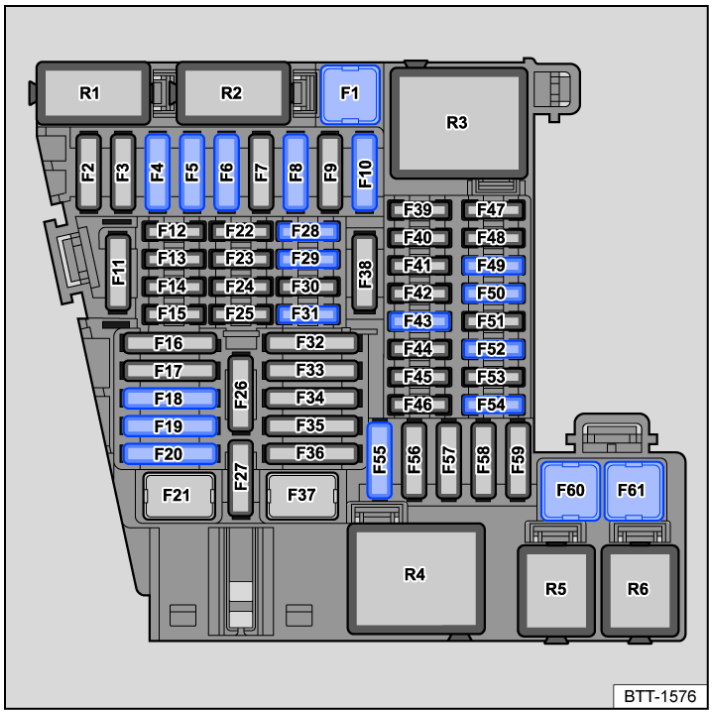

Fig. 1 In the dash panel: fuse locations.

The table shows the fuse locations of the electrical consumers relevant for the driver. The first column in the table contains the location. The other columns contain the fuse types, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen dealership for the exact fuse assignment.

Fuse location → *Fig. 1*:

F1

20 amps,, trailer control unit.

F4

10 amps, ATO®, light switch.

F5

30 amps, ATO®, electric glass roof.

F6

40 amps, ATO®, central locking.

F8

30 amps, ATO®, blower regulator.

F10

20 amps, ATO®, trailer charging cable.

F19

25 amps, ATO®, Infotainment system.

F20

30 amps, ATO®, rear window heating.

F28

7.5 amps, ATO®, anti-theft alarm.

F29

7.5 amps, ATO®, anti-theft alarm.

F31

7.5 amps, MINI®, heating and air-conditioning block, Climatronic.

F43

15 amps, MINI®, rear window wiper.

F49

15 amps, MINI®, exterior lighting, front left.

F50

15 amps, MINI®, exterior lighting, front right.

F52

7.5 amps, MINI®, exterior lighting, rear left.

F54

7.5 amps, MINI®, exterior lighting, rear right.

F55

20 amps, ATO®, cigarette lighter, sockets.

F60

30 amps, cartridge fuse, trailer control unit, right.

F61

30 amps, cartridge fuse, trailer control unit, left.

Electric windows can be protected via circuit breakers. They switch on again automatically a few seconds after the overloading, e.g. frozen windows, has been eliminated.

Changing blown fuses

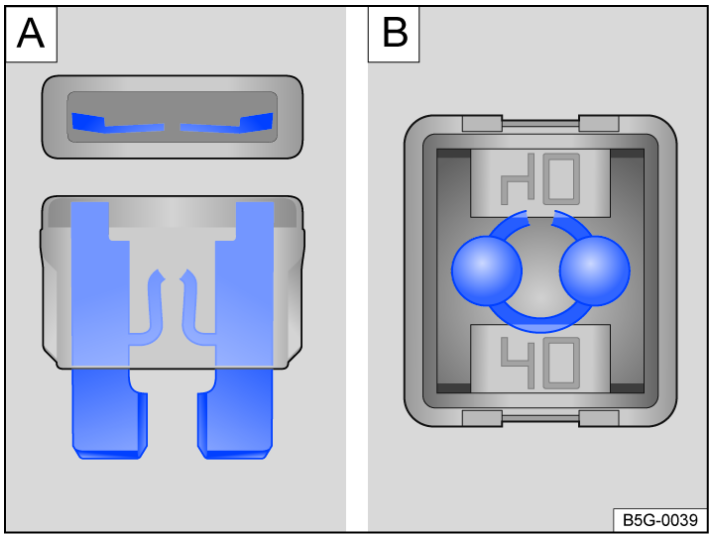

Fig. 1 Blown fuse: A flat blade fuse, B cartridge fuse.

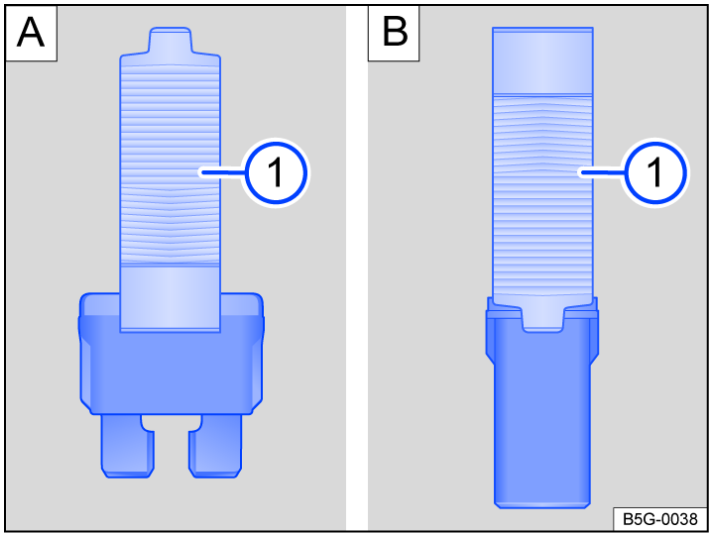

Fig. 2 Removing or inserting a fuse with plastic pliers: A: flat blade fuse, B: cartridge fuse.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Cartridge fuse.

Colour coding of fuses

Fuses (ATO - MINI - MAXI)

Colour	*Amp rating*
Black	1 amps
Purple	3 amps

Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Fuses (cartridge)

Blue

20 amps

Pink

30 amps

Green

40 amps

Red

50 amps

Yellow

60 amps

Preparations

— Switch off the ignition, the lights and all electrical consumers.

— Open the appropriate fuse box *(→ Fuses)*.

Detecting a blown fuse

— Shine a torch onto the fuse. This will help you to spot the blown fuse more easily.

— If a *flat blade fuse (ATO®, MINI®)* has blown, this can be recognised from the top and side through the transparent housing due to the melted metal strip *→ Fig. 1* A.

— If a *cartridge fuse* has blown, the melted metal strip can be recognised from the top through the transparent housing *→ Fig. 1* B.

Changing fuses

— If applicable, take the plastic pliers out of the fuse box cover.

— Use plastic pliers suitable for the fuse design. Slide them onto the fuse from the side *→ Fig. 2* A (1) or *→ Fig. 2* B (1).

— Remove the fuse.

— If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size →.

— Once the new fuse is inserted, put the plastic pliers back in the cover.

— 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 *→ Introduction to the topic*.

If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

Suitable jump leads are needed for jump starting.

Cable cross-section for the jump leads:

— For vehicles with a petrol engine at least 25 mm2 (0.038 in2).

— For vehicles with a diesel engine at least 35 mm2 (0.054 in2).

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode, which can lead to severe injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- The vehicle battery providing assistance must have the same voltage(12 volts) and approximately the same capacity as the flat 12-volt vehicle battery (see label on battery).
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it is frozen or has ever been frozen.
- A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery. Never use a mobile telephone when the jump leads are being connected or disconnected.
- Position the jump leads so that they never come into contact with any moving parts in the engine compartment.
- Never confuse the negative and positive terminals or connect the jump leads incorrectly.
- Observe the jump lead manufacturer's instructions.

NOTICE

Please note the following in order to avoid considerable damage to the vehicle electrical system:

- A short circuit can be caused if the jump leads are wrongly connected.
- Use only jump leads with fully insulated terminal clamps.
- The vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive terminals are connected.

NOTICE

Tow-starting the vehicle can cause damage.

Jump-start connection point (earth connection)

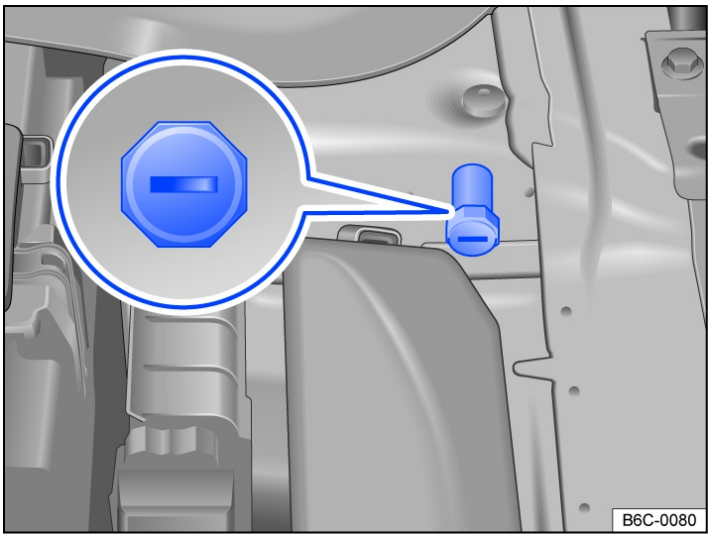

Fig. 1 In the engine compartment: jump-start connection point (earth connection).

(–) The jump-start connection point (earth connection) is used for connecting the *black* jump lead → *Fig. 1*.

The vehicle can only be jump started via this jump-start connection point (earth connection).

Jump starting the vehicle

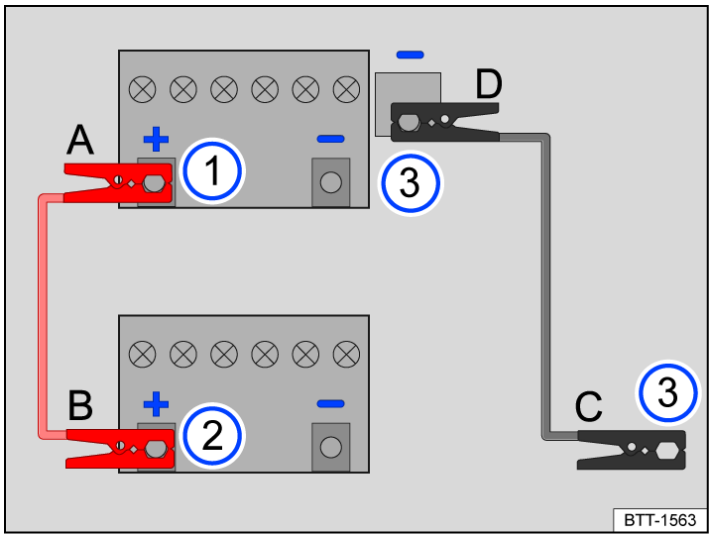

Fig. 1 How to connect the jump leads.

(1) Vehicle with discharged 12-volt vehicle battery that is being jump-started.

(2) Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.

(3) Suitable earth connection: preferably the jump lead connection point(earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The discharged 12-volt vehicle battery must be properly connected to the vehicle electrical system.

The vehicles must not be touching each other. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

If the engine does not start immediately, pause the jump starting process after 10 seconds and try again after about a minute.

If the engine still does not start, seek expert assistance.

Attaching the jump leads

The jump leads should be connected only in the order A – B – C – D → *Fig. 1*.

The *black* jump lead should never be connected to the negative terminal– on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

— Switch off the ignition in both vehicles .

— Open the cover on the 12-volt vehicle battery in the engine compartment, if a cover is installed *(→ 12-volt vehicle battery)*.

— Connect one end of the *red* jump lead A to the positive terminal + of the battery on the vehicle with the discharged 12-volt vehicle battery → *Fig. 1* (1) → *Jump starting the vehicle*.

— Connect the other end of the *red* jump lead B to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2).

— Connect one end of the *black* jump lead C preferably to a suitable jump start connection point(earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance → *Fig. 1* (3).

— On the vehicle with the flat 12-volt battery, connect the other end of the *black* jump lead D preferably to the jump lead connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* (3) → *Jump starting the vehicle*.

— Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

— Start the engine of the vehicle providing assistance and let it run at idle.

— Start the engine of the vehicle with the discharged 12-volt vehicle battery and wait two or three minutes until the engine is running “smoothly”.

Removing the jump leads

— Before disconnecting the jump leads, switch off the dipped beam headlights if they are switched on.

— Turn on the blower of the air conditioning system or the heating and fresh air system and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.

— When the engines are running, the jump leads should be removed only in the orderD – C – B – A → *Fig. 1*.

— Close the battery cover as required.

— Go to a qualified workshop and have the 12-volt vehicle battery checked.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- All work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative cable to parts of the fuel system or to the brake lines.
- The non-insulated parts of the battery clamps must not be allowed to touch each other. The jump lead attached to the positive terminal on the 12-volt vehicle battery must not touch electrically conductive parts of the vehicle.
- Check the battery window on the 12-volt vehicle battery, using a torch if necessary. If it is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not use jump leads if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

NOTICE

Once the vehicle has been successfully jump-started, go to a qualified workshop and have the 12-volt vehicle battery checked.

Introduction to the topic

Towing requires experience, especially when using a tow-rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope. When the engine is stopped, the gearbox is not lubricated sufficiently at higher speeds and over long distances:

— The maximum permitted towing speed is 50 km/h (30 mph).

— The maximum permitted towing distance is 50 km (30 mph).

Tow-rope, tow-bar

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar.

The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If one of your vehicle's axles is to be raised for towing, then which axle depends on the gearbox and drive combination. Only the following axles must be used:

Front-wheel drive:

Manual gearbox

Front or rear axle

Automatic gearbox

Front axle

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never remove the vehicle key from the ignition or switch off the ignition using the starter button during towing. This could cause the mechanical steering column lock (steering lock) or the electronic steering column lock to engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek expert assistance.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle towed by a breakdown truck.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

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

NOTICE

The vehicle can be damaged, e.g. the vehicle paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The vehicle's gearbox is damaged or does not contain any lubricant.

— The 12-volt vehicle battery is discharged. The steering then remains locked and cannot be disengaged in vehicles with the Keyless Access locking and starting system.

— The distance to be towed is further than 50 km (30 miles).

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a recovery vehicle if necessary.

Towing

Preparations

— Attach the tow-rope or the tow-bar only to the mounting points provided *(→ Tow-starting or towing)*.

— Make sure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Observe the instructions for towing in the vehicle wallet of the other vehicle.

Pulling vehicle (front)

— The tow-rope must be taut before you drive off properly.

— Accelerate with particular care.

— Avoid sudden braking and driving manoeuvres.

Vehicles with a manual gearbox:

— Engage the clutch particularly gently when driving off.

Pulled vehicle (rear)

— Make sure that the ignition is switched on so that the steering wheel is not locked and so that you can indicate, sound the horn and operate the wipers if necessary.

— The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.

— Release the handbrake.

— Make sure that the tow-rope is always taut.

— Put the gearbox in neutral or select the selector lever position N.

NOTICE

The vehicle can be towed only when the handbrake and steering lock are not engaged.

Fitting the towing eye at front

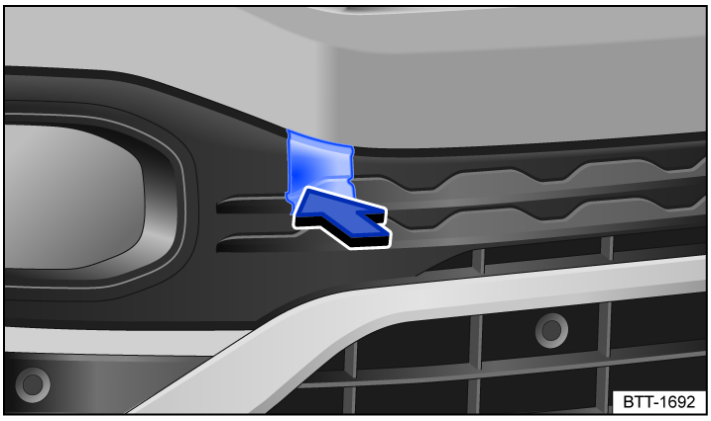

Fig. 1 In the front bumper on the right: removing the cover.

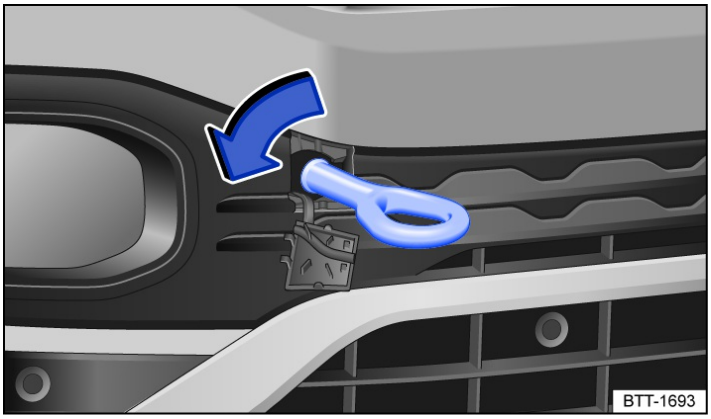

Fig. 2 In the front bumper on the right: screwing in the towing eye.

The towing eye must always be kept in the vehicle.

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the towing eye at front

— Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.

— Press at the side of the cover (arrow) to release the cover → *Fig. 1*.

— Pull the cover forwards to remove it and leave it to hang from the vehicle.

— Screw the towing eye anticlockwise into the threaded hole and tighten as far as possible → *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.

— After you have finished towing, remove the towing eye by unscrewing it with a suitable object clockwise.

— Insert the cap in the respective recess and press in until it engages.

— Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.

Fitting the rear towing eye

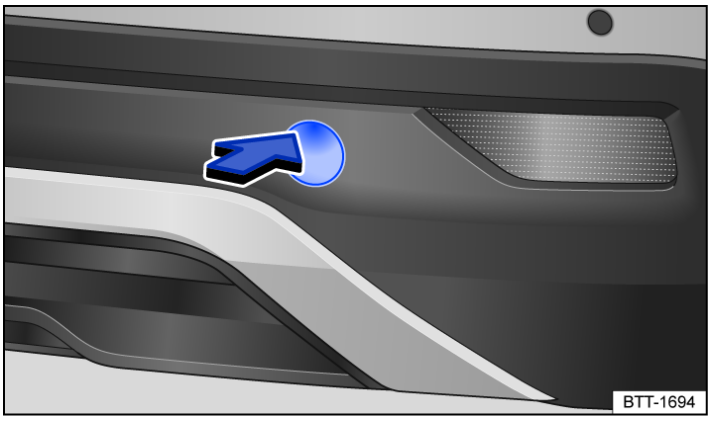

Fig. 1 In the rear bumper on the right: screwing in the towing eye: removing the cover.

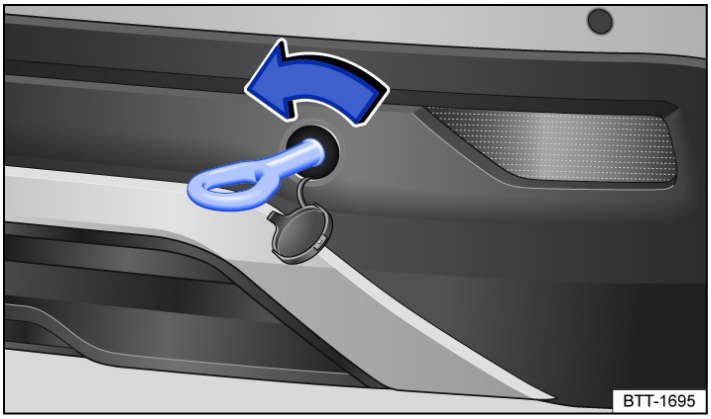

Fig. 2 In the rear bumper on the right: screwing in the towing eye: screwing in the towing eye.

The towing eye must always be kept in the vehicle.

In *vehicles with a factory-fitted towing bracket* there is no mounting for the screw-in towing eye behind the cover. To tow, swivel out or fit and use the ball coupling .

Comply with the notes on towing *(→ Tow-starting or towing)*.

Fitting the rear towing eye

— Remove the towing eye from the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.

— Push the upper part of the cover in the direction of the arrow to release the cover → *Fig. 1*.

— Remove the cover and leave it hanging from the vehicle.

— Screw the towing eye anticlockwise into the threaded hole and tighten as far as possible → *Fig. 2* , → ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.

— After you have finished towing, remove the towing eye by unscrewing it with a suitable object clockwise.

— Insert the cap in the respective recess and press in until it engages.

— Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

NOTICE

- The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be wrenched out of the mounting when the vehicle is being tow-started or towed.
- Vehicles with a factory-fitted towing bracket can be used to tow other vehicles only with a tow-bar that is specially designed to be fitted to a ball coupling. If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged. You should use a tow-rope instead.

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work in the engine compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → *Safety notes for working in the engine compartment*. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on flat ground, the wheels must be chocked and if necessary the vehicle key must be removed from the ignition lock.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle. The jack is not sufficient for this task and can fail, which can lead to serious injuries.
- The start/stop system must be manually deactivated.

⚠ WARNING

The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

- The utmost care and attention must be paid when carrying out any work and you must follow the general safety rules. Never take any risks.
- Never perform any work in the engine compartment unless you know exactly how to carry it out. If you are uncertain of what to do, the work should be carried out by a qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open or close the bonnet if you see steam or coolant escaping from the bonnet space. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can burn the skin.
- Observe the following points before opening the bonnet when the engine has cooled down:
  - Apply the handbrake fully and move the selector lever to positionP or move the gear lever to the neutral position.
  - Switch off the ignition, remove the ignition key from the ignition lock and keep it in a safe place far enough away from the vehicle so that, particularly in vehicles with Keyless Access, the ignition cannot be switched on and the combustion engine started unintentionally.
  - Always keep children away from the engine compartment and never leave unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Slowly and carefully turn the cap on the coolant expansion tank anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids on engine components or on the exhaust system. The spilt service fluids can start a fire.

⚠ WARNING

High voltages in the electrical system can cause electric shocks, burns, serious injuries and death!

- Never short circuit the electric system. The 12-volt vehicle battery could explode.
- To reduce the risk of an electric shock and serious injury while the engine is running or being started, never touch the electrical cables in the ignition system.
- Never touch the electrical wiring and connections of gas discharge bulbs.

⚠ WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotor blades can result in serious injuries. The fan is temperature-controlled and can start automatically, even when the ignition has been switched off or the vehicle key has been removed from the ignition lock.

- If any work has to be performed when the engine is started or with the engine running, there is an additional, potentially fatal, safety risk from the rotating parts, such as the poly V-belt, alternator, radiator fan, etc., and from the high-voltage ignition system. Always be particularly careful.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair can be caught up in rotating engine components. Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always take due care and attention when depressing the accelerator. The vehicle can start to move even if the handbrake is applied.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

WARNING

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.
- Never cover the engine with blankets or other insulating materials.

WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!
- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and thus cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Any service fluids leaks from the vehicle are harmful to the environment. You should therefore regularly check the ground underneath your vehicle. If there are spots of oil or other fluids on the ground, the vehicle should be inspected by a qualified workshop. Any spilt service fluids must be disposed of properly.

Preparing the vehicle for working in the engine compartment

Checklist

The following steps should always be carried out in the specified order before working in the engine compartment *→ Preparing the vehicle for working in the engine compartment*:

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the vehicle's drive system has been deactivated.
3. Apply the handbrake firmly *(→ Handbrake)*.
4. Deactivate the vehicle's drive system.
5. 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.
6. Allow the engine to cool sufficiently.
7. Always keep other persons away from the engine compartment.
8. Secure the vehicle against rolling away.

WARNING

Ignoring any of the items on this important safety checklist can lead to severe injuries.
- Always follow the instructions in the checklist and observe the general safety procedures.

Opening and closing the bonnet

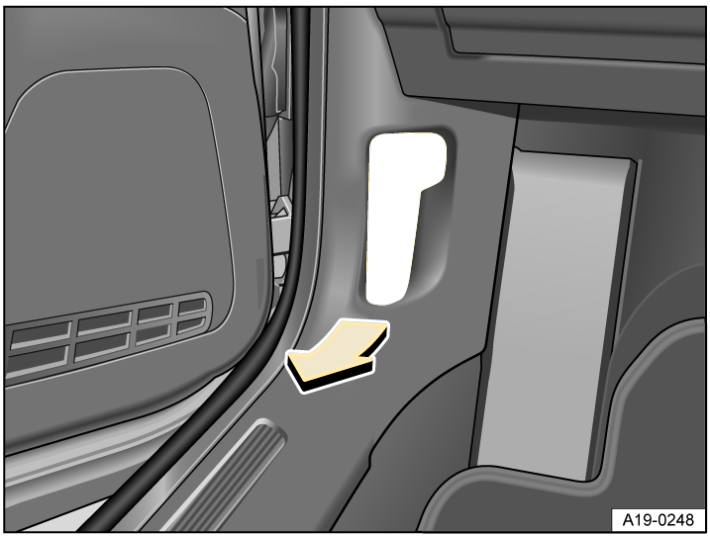

Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

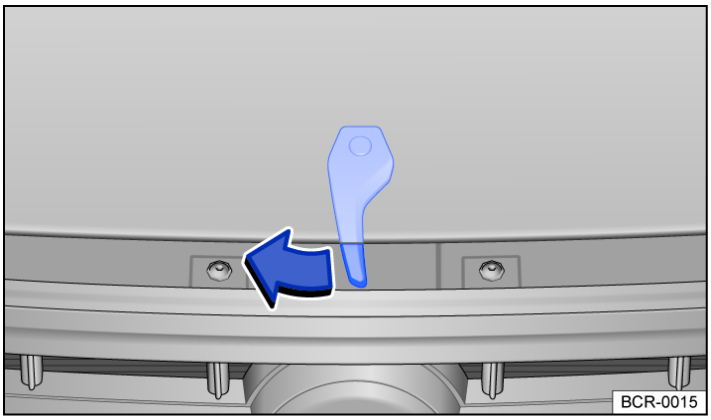

Fig. 2 Above the radiator grille: bonnet control lever.

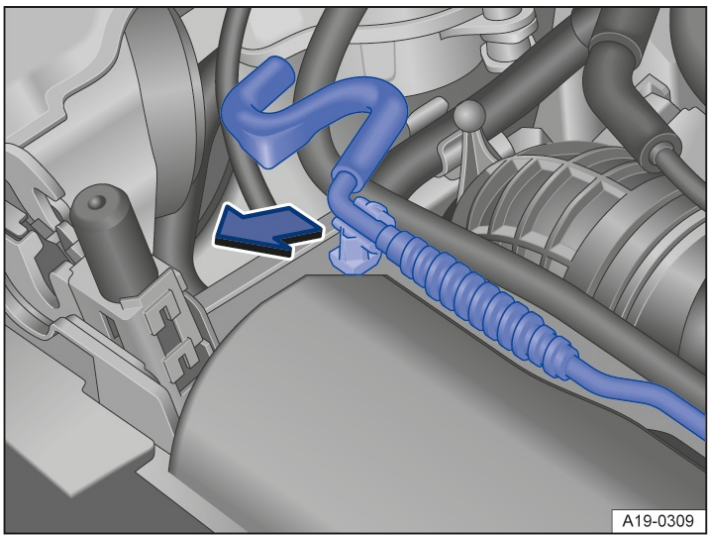

Fig. 3 In the engine compartment: bonnet stay in the holder.

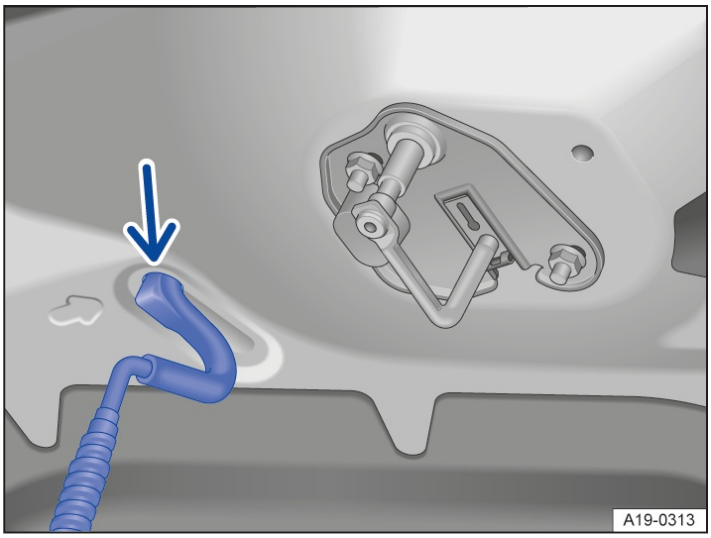

Fig. 4 On the bonnet: holder for bonnet stay.

Opening the bonnet

— 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 → *Opening and closing the bonnet*.

— Raise the bonnet slightly and at the same time press the control lever in the direction of arrow → *Fig. 2* to fully open the bonnet.

— Take the bonnet stay in the direction of arrow out of its holder → *Fig. 3* and push it into the opening → *Fig. 4*.

Closing the bonnet

— Lift the bonnet slightly and hold.

— Unhook the bonnet stay from the opening → *Fig. 3* and push it into its holder → *Fig. 2*.

— Let the bonnet drop into the catch from a height of about 20 cm(8 in) – *do not* press it down!

If the bonnet has not closed properly, open it once more and then close it again.

The bonnet is flush with the body parts around it when it is closed properly →⚠.

The bonnet is no longer highlighted in the instrument cluster display *(→ In the engine compartment)* or the display goes out.

⚠ WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice that the bonnet is not closed properly while the vehicle is in motion, switch on the hazard warning lights, brake carefully, stop the vehicle as soon as possible and close the bonnet.
- Open or close the bonnet only when no-one is in its movement path.

NOTICE

- The bonnet should only be opened when the wiper arms are flush to the windscreen and when they are switched off in order to avoid damage to the bonnet and the wiper arms.

Display

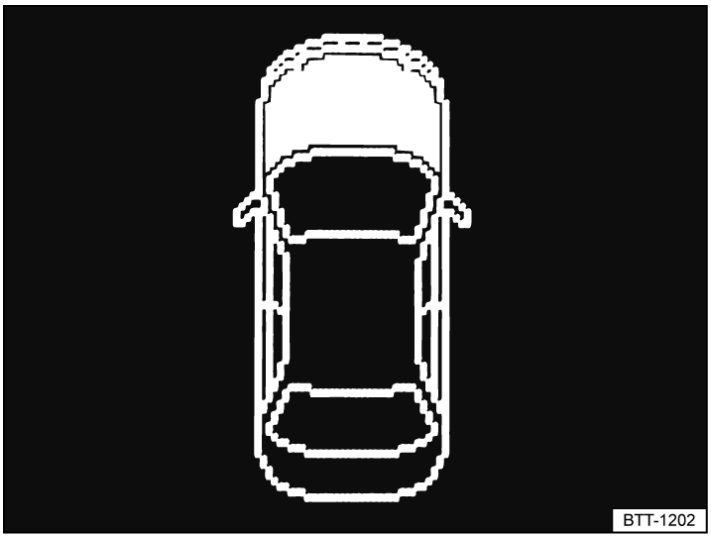

Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

Do not drive on! If necessary, lift the bonnet and then close it again.

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

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore any warnings.
- Stop the vehicle as soon as possible and when safe to do so.

The symbol can differ depending on the version of the instrument cluster.

Service fluids and consumables

All service fluids and consumables, e.g. coolant and batteries, are being constantly developed. This also applies to engine oils in the case of combustion engines. For this reason, service fluids and consumables should be replaced at a qualified workshop. Volkswagen dealerships are kept up to date on all changes.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Service fluids must be kept in their original sealed container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always read and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

NOTICE

- Only use suitable service fluids for refilling. Never use the wrong service fluid. Failure to observe this warning can result in serious malfunctions and engine damage.

Leaking service fluids can pollute the environment. Spilt service fluids must be collected in suitable containers and disposed of properly and in an environmentally responsible way.

Washer fluid

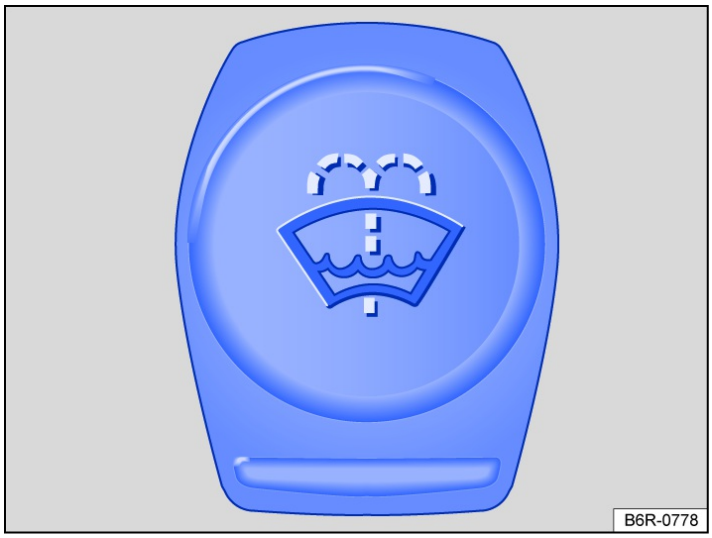

Fig. 1 In the engine compartment: cap of washer fluid reservoir.

The washer fluid level should be checked regularly and refilled as necessary.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling. The strainer should only be removed for cleaning. If the strainer is damaged or is not present when refilling, dirt particles can enter the system and block the washer jets.

— Open the bonnet ⚠ *(→ In the engine compartment)*.

— The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.

— Check whether there is enough washer fluid in the reservoir.

— To top up, mix clean water (not distilled water) with a commercially available washer fluid →⚠. Observe the mixture instructions on the packaging.

— At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze →⚠.

The filling quantity of the washer fluid reservoir is approx. 3.0-7.5 litres (3.1-7.9 quarts) depending on the equipment.

⚠ WARNING

Never mix coolant additive or other unsuitable additives into the windscreen washer fluid. These may leave an oily film on the window, considerably restricting the field of vision.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. This can cause the ingredients to separate and block the washer jets.

Introduction to the topic

Engine oils are matched to the requirements of the engines, exhaust purification systems and fuel quality. Due to the way in which a combustion engine works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Volkswagen recommends having engine oil changes carried out by a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Engine oil)*.

⚠ WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic and must be stored out of the reach of children.
- Engine oil must be kept closed in its original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Skin that has been in contact with engine oil should be washed thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

Ask a qualified workshop which engine oil is suitable for your vehicle. Volkswagen recommends using a Volkswagen dealership for this purpose.

Another engine oil can be used in an emergency if the engine oil recommended by the qualified workshop is not available. To avoid damaging the engine, a maximum quantity of 0.5 litres of the following engine oil may be used until the next oil change:

— Petrol engines without particulate filter: standards VW 502 00 and ACEA A3/B4 or API SN (API SM)

— Petrol engines with particulate filter: standards VW 504 00, VW 508 00 and ACEA C3 or API CJ-4

— Diesel engines without particulate filter: standards VW 505 01 and ACEA A3/B4 or API CJ-4.

— Diesel engines with particulate filter: standards VW 507 00, VW 509 00 and ACEA C3 or API CJ-4

Check with a qualified workshop if you are unsure whether your vehicle is equipped with a particulate filter. Volkswagen recommends using a Volkswagen dealership for this purpose.

Volkswagen recommends Volkswagen genuine oil.

NOTICE

- Do not add any additional lubricants to the engine oil. Any damage caused by the use of such additives is not covered by the warranty.
- Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard. If engine oils that do not meet these quality requirements are used, it can cause engine damage.

NOTICE

If the vehicle has been filled with engine oils in accordance with the standards VW 502 00, VW 504 00, VW 505 01, VW 507 00, VW 508 00 or VW 509 00, refill with engine oil of the same standard where possible. Failure to do so may result in engine damage.

Changing engine oil

The engine oil must be changed on a regular basis. Always observe the service intervals applicable to your vehicle *(→ Service)*.

Oil and filter changes require special tools, expert knowledge and correct disposal of old oil. You should therefore always have the engine oil and filter changes performed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

More details on the service intervals can be found in the chapter on service *(→ Service)*.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

⚠ WARNING

If, in exceptional cases, you have to carry out an oil change yourself, please note the following:

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when removing the oil drain plug with your fingers to help prevent oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire quantity of engine oil required for refilling.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.
- Engine oil is toxic and must be stored out of the reach of children.

Before changing the engine oil, first find out where old oil can be disposed of properly near you.

Used oil must be disposed of in an environmentally responsible way. Never dispose of old oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and bodies of water.

Engine oil consumption

Engine oil consumption can vary from engine to engine and can change during the working life of an engine.

Depending on driving style and operating conditions, engine oil consumption can be up to 1 l(1 quart) per 2,000 kilometres (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 kilometres (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long journeys.

When the engine is working hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes *(→ Engine oil)*.

Checking the engine oil level and refilling engine oil

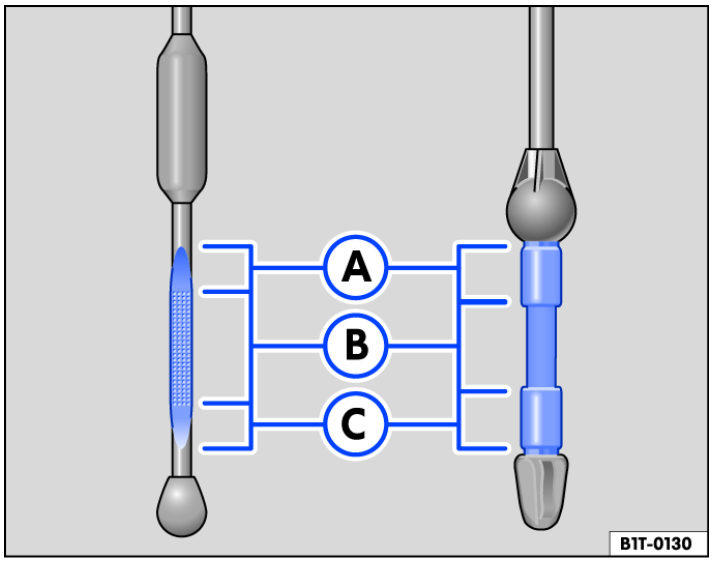

Fig. 1 Oil dipsticks with markings (variants).

(A) Do not fill engine oil.

(B) Engine oil level OK.

(C) Engine oil level too low – fill engine oil.

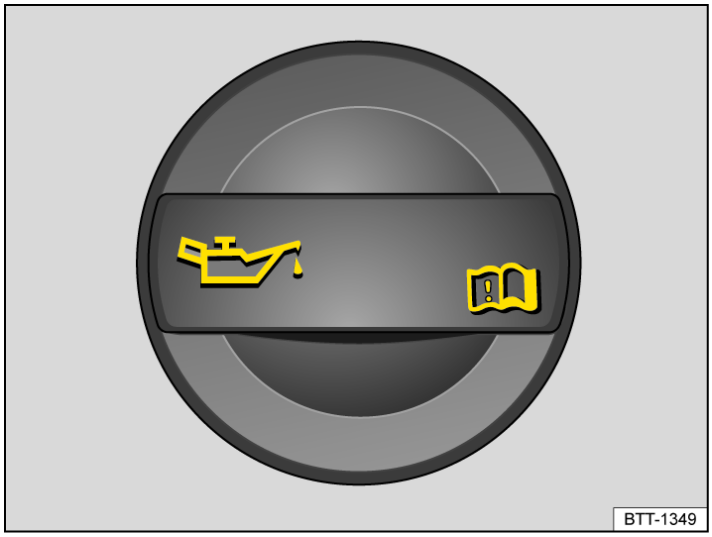

Fig. 2 In the engine compartment: engine oil filler cap (illustration).

Checklist

Carry out the steps in the specified order→ *Checking the engine oil level and refilling engine oil*:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait a few minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. Identify the engine oil filler cap and oil dipstick. The engine oil filler opening can be recognised by the symbol on the cap and the oil dipstick has a coloured handle → *Fig. 2*. If you cannot find the cap and oil dipstick, please contact a qualified workshop.
5. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
6. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.

7. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → *Fig. 1*:

   (A) Do not fill engine oil → *Checking the engine oil level and refilling engine oil*. Continue with step 16.

   (B) Engine oil level OK. The engine oil may be filled up to the upper limit of this area, for instance, if the engine is subjected to high loads . Continue with step 8 or 16 .

   (C) Engine oil level too low. It is essential to fill engine oil. Continue with step 8.

8. After reading off the oil level, push the oil dipstick back into the guide tube as far as it will go.
9. Unscrew the engine oil filler opening cap → *Fig. 2*.
10. Fill engine oil gradually in small quantities (not more than 0.5 l / 0.5 quart). Volkswagen AG recommends the use of approved engine oils in accordance with the relevant VW standard.
11. In order to avoid overfilling, wait for approximately one minute after each refill step to allow the engine oil to flow into the sump up to the marking on the engine oil dipstick.
12. Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil → *Checking the engine oil level and refilling engine oil*.
13. After filling, the engine oil level should be in the middle of the area → *Fig. 1* (B). It should not be above (B), i.e. in area (A), nor should it be above area (A) → *Checking the engine oil level and refilling engine oil*.
14. Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → *Fig. 1* (A). Notify a qualified workshop and seek expert assistance if necessary.
15. Close the engine oil filler opening with the cap after filling engine oil.
16. Insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit into the corresponding groove at the top end of the guide tube upon insertion.
17. Close the bonnet ⚠ *(→ In the engine compartment)*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause fires, burns and other serious injuries.

- If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.
- Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from escaping onto hot engine components when the engine is running.

NOTICE

- Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → *Fig. 1* (A). Notify a qualified workshop and seek expert assistance if necessary. The catalytic converter and the engine could otherwise be damaged.
- When refilling service fluids, please ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

The engine oil level must never be above area → *Fig. 1* (A). Otherwise oil can be drawn in through the crankcase breather and escape into the atmosphere via the exhaust system.

Troubleshooting

⚠ and Engine oil pressure too low

The central warning lamp lights up red and the text message Oil pressure: stop! Consult owner's manual is displayed.

STOP Do not drive on!

Switch off the engine and check the engine oil level *(→ Engine oil)*.

Do *not* drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct.

The engine could otherwise be damaged.

— Seek expert assistance.

⚠ and Engine oil level too low

The central warning lamp lights up red and the text message Please add engine oil. is displayed.

Engine oil level too low. Switch off the engine.

— Check the engine oil level *(→ Engine oil)*.

⚠ and Engine oil level low

The central warning lamp lights up yellow and the text message Please check oil level. is displayed.

Engine oil level is low.

— Stop as soon as possible.

— Switch off the engine.

— Check the engine oil level *(→ Engine oil)*.

⚠ and Fault in engine oil system

The central warning lamp lights up yellow and the text message Oil sensor: please visit workshop. is displayed.

Fault in the engine oil system.

— Go to a qualified workshop.

— Have the engine oil system checked.

⚠ and Engine oil level too high

The central warning lamp lights up yellow and the text message Please reduce oil level. is displayed.

Engine oil level is too high.

— Switch off the engine.

— Check the engine oil level *(→ Engine oil)*.

— Seek expert assistance.

Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety procedures and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries *→ Introduction to the topic*. The work should be carried out by a qualified workshop if you are uncertain. Volkswagen recommends using a Volkswagen dealership for this purpose.

⚠ WARNING

Coolant is toxic.

- Coolant should only be kept in sealed original containers in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Coolant must be stored out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Inform yourself at a qualified workshop about which coolant is suitable for your vehicle. Volkswagen recommends using a Volkswagen dealership for this purpose.

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and a coolant additive offers anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% of the suitable coolant additive must be used in order to obtain the optimum corrosion protection → *Coolant specification*.

WARNING

Insufficient anti-freeze in the cooling system can cause the engine to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

NOTICE

Never mix genuine coolant additives with other coolants that have not been approved by Volkswagen.

- If the liquid in the coolant expansion tank is not pink (colouring results from mixing the purple coolant additive with distilled water) but for example brown instead of purple, the suitable coolant has been mixed with an unsuitable coolant additive. The coolant must be changed as soon as possible if this is the case. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Checking the coolant level and refilling coolant

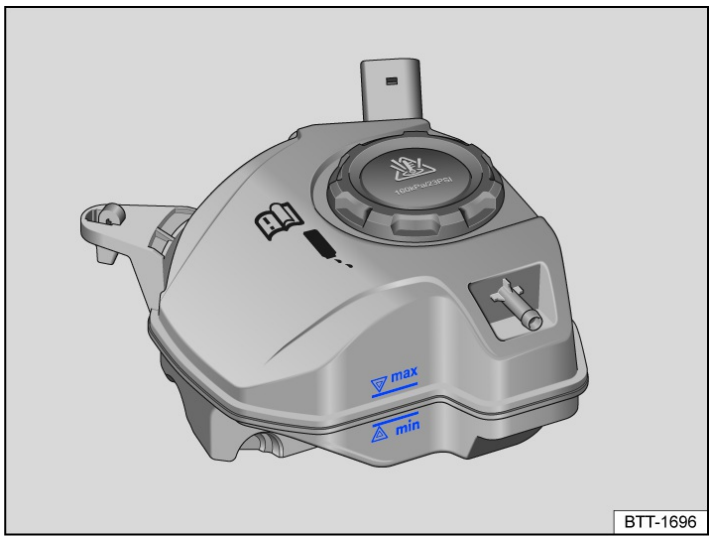

Fig. 1 In the engine compartment: markings on the coolant expansion tank.

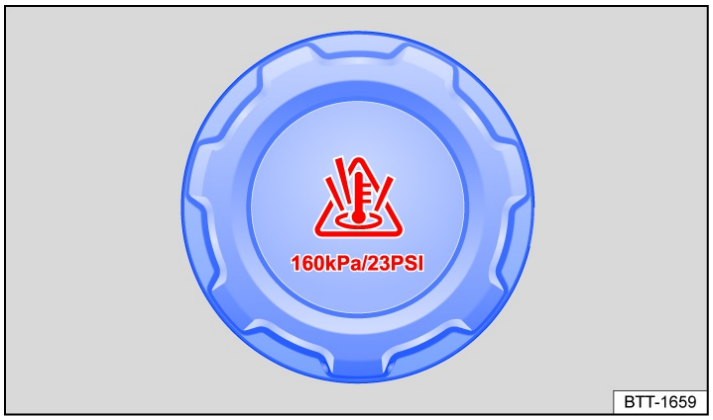

Fig. 2 In the engine compartment: coolant expansion tank cap (illustration).

The warning lamp for the coolant will light up if the coolant level is too low.

Preparations

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down → *Checking the coolant level and refilling coolant*.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. The coolant expansion tank is identified by the symbol on the cap → *Fig. 2*.

Checking the coolant level

The engine coolant may be above the marked area upon delivery (new vehicles). This is normal. The coolant does not have to be sucked off.

— When the engine is cold, check the coolant level at the side markings of the coolant expansion tank → *Fig. 1*. The coolant level must be between the marks.

— Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking (“min”). When the engine is warm, the engine coolant level may be slightly above the upper mark.

Adding coolant

The warning lamp for the coolant will light up if the coolant level is too low. In this case, seek specialist assistance immediately.

Observe the following if the coolant level is too low and there is no qualified workshop in the near vicinity:

— Always protect your face, hands and arms from hot coolant or steam by placing a suitable cloth on the cap of the coolant expansion tank.

— Unscrew the cap carefully → *Checking the coolant level and refilling coolant*.

— Refill only new coolant according to the Volkswagen specification *(→ Coolant)*.

— Only refill coolant if there is still a remaining quantity of coolant in the expansion tank. If this is not observed, the engine could be damaged. If you cannot see any coolant in the expansion tank do not drive on. Seek expert assistance.

— If there is still a residual quantity of coolant in the coolant expansion tank, add coolant up to the upper level marking and check after one day. If the level drops again, please visit a qualified workshop and have the cooling system checked.

— The coolant level must be between the marks on the coolant expansion tank → *Fig. 1*. Do not fill above the top edge of the marked area → *Checking the coolant level and refilling coolant*.

— Screw the cap closed tightly.

— If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive *(→ Coolant)*! Instead, initially refill with distilled water → *Checking the coolant level and refilling coolant* only. Then add the correct proportion of the specified coolant additive as soon as possible *(→ Coolant)*.

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the front compartment. Always wait until you can no longer see or hear escaping steam or coolant. Hot components can burn the skin.
- The following must be observed before opening the bonnet:
  - Switch on the electronic parking brake.
  - Always keep children away from the front compartment and never leave them unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting gentle downward pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.

NOTICE

- Refill only with distilled water. All other types of water can cause corrosion in the engine due to the chemical components contained in the water. This can also lead to engine failure. If any other type of water is refilled, the fluid in the cooling system should be completely replaced immediately by a qualified workshop.
- Do not fill coolant above the top of the marked area → *Fig. 1*. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If a large amount of coolant has been lost, do not refill the coolant until the engine has *cooled completely*. Heavy coolant loss is an indication of leaks in the cooling system. The cooling system should be checked by a qualified workshop as soon as possible. Failure to do so can result in engine damage.
- Do not refill coolant if there is no more coolant in the coolant expansion tank. Air could have entered the cooling system. Do not drive on! Seek expert assistance. Failure to do so can result in engine damage.

Brake fluid

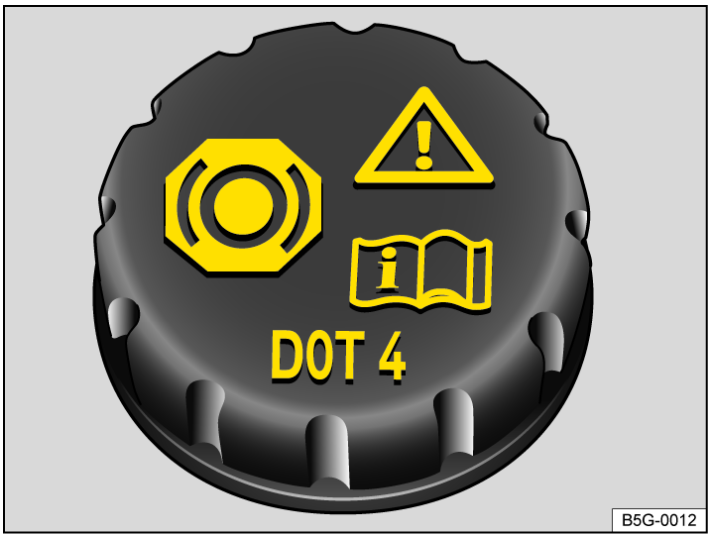

Fig. 1 In the engine compartment: cap of the brake fluid reservoir.

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times → *Brake fluid*.

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Volkswagen therefore recommends the use of brake fluid that is compliant with VW standard 501 14 to ensure sustained optimal operation of the brake system.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir → *Brake fluid*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container. If the brake fluid level cannot be read exactly, please go to a qualified workshop.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

Brake fluid level

The indicator lamp lights up red.

Brake fluid level is too low.

— Do not drive on!

— Check the brake fluid level.

If the brake fluid level is too low:

— Inform a qualified workshop.

— Have the brake system checked.

Changing the brake fluid

The brake fluid should be changed by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose. Only brake fluid that conforms with the required specification should be used.

WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- The brake system and brake fluid level must be checked regularly.
- The brake fluid should be changed regularly.
- Heavy use of the brakes with old brake fluid can cause a vapour lock. Vapour locks reduce braking efficiency, considerably increase braking distance and can cause the brake system to fail completely.
- Please ensure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14.
- Any other brake fluid or a low-quality fluid can affect the functioning of the brakes and reduce braking efficiency.
- If a brake fluid compliant with VW standard 501 14 is not available, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.
- The refilled brake fluid must be new.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. There is always a risk of someone drinking from such containers, even if they are labelled appropriately.
- Brake fluid must always be stored in its original sealed container and kept out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres. Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Any spilt service fluids must be cleaned up and disposed of properly.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. All work should be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fire, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!

Always keep children away from electrolyte and the 12-volt vehicle battery!

Always observe the owner's manual!

WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Do not smoke during the work, and never work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic charge.
- Never short circuit the battery terminals.
- Never use a damaged 12-volt vehicle battery. It can explode. Damaged 12-volt vehicle batteries must be replaced as soon as possible.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Frozen 12-volt vehicle batteries must be replaced immediately.

NOTICE

Do not expose the 12-volt vehicle battery to direct daylight for an extended time.

- The ultraviolet radiation can damage the battery housing.

NOTICE

Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

- The 12-volt battery can freeze and be destroyed as a result.

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

Checking the electrolyte level of the 12-volt vehicle battery

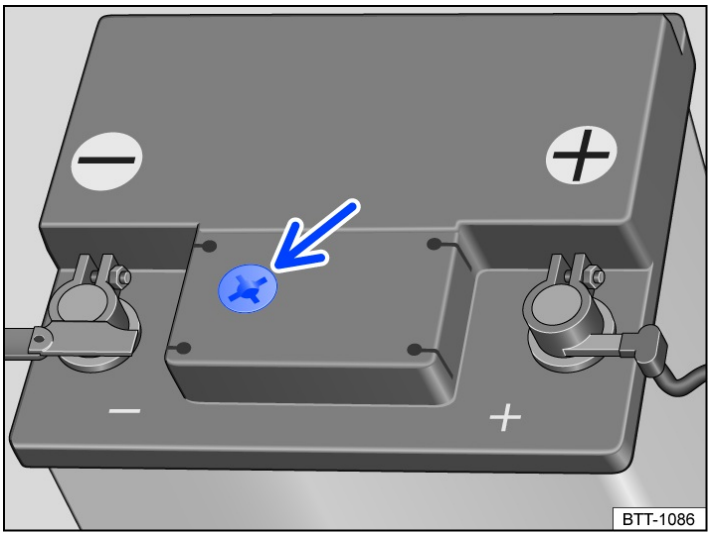

Fig. 1 Battery window on the top of the 12-volt vehicle battery (illustration).

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

Vehicles with 12-volt vehicle battery in the luggage compartment are equipped with a special vehicle battery. The electrolyte level of these 12-volt vehicle batteries cannot be checked for technical reasons. Go to a qualified workshop to have the 12-volt vehicle battery checked.

Preparations

— Preparing the vehicle for working in the engine compartment .

— Open the bonnet ⚠ *(→ In the engine compartment)*.

Checking the electrolyte level (12-volt vehicle batteries with battery window)

— Ensure that enough light is available for you to clearly see the colour indicator in the round battery window on the top of the 12-volt vehicle battery (arrow) → *Fig. 1*. Never use naked flames or glowing objects as a light source.

— The colour displayed in the round battery window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or *without colour*

The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

⚠ WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.
- Never open a 12-volt vehicle battery.
- If acid is spilt in your eye or on your skin, rinse immediately for several minutes with cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠. Volkswagen recommends using a Volkswagen dealership for this purpose.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, discuss the electromagnetic compatibility, size and necessary servicing, output and safety requirements for the new 12-volt vehicle battery with a Volkswagen dealership before purchase. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side: the ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

Always have the 12-volt vehicle battery replaced by a qualified workshop, as the vehicle electronics must be adapted as part of the replacement process. Only qualified workshops have the technology required to carry out this adjustment correctly. Volkswagen recommends that the 12-volt vehicle battery is replaced by a Volkswagen dealership.

Disconnecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

— Switch off all electrical consumers and the ignition.

— Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.

— First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

— Switch off all electrical consumers and the ignition before reconnecting the 12-volt vehicle battery.

— First reconnect the positive cable and then the negative cable →⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 – 20 km/h (10 – 12 mph). If the indicator lamps remain lit up, the vehicle should be checked by a qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due . Observe the maximum permissible service intervals .

Vehicles with Keyless Access:: if the ignition cannot be switched on after connecting the 12-volt vehicle battery, lock and unlock the vehicle from the outside. Then try to switch on the ignition again. Please seek expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

The intelligent vehicle electrical system automatically implements a range of measures to prevent the 12-volt vehicle battery from discharging under high loads:

— The idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging. For example when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

12-volt vehicle battery is discharged

— By long standing periods without running the engine, especially if the ignition is switched on.

— Through use of electrical consumers when the engine is switched off.

WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.
- Incorrectly connected cables can cause a short circuit. First connect the positive cable and then the negative cable.

NOTICE

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

Troubleshooting

and Alternator fault

The central warning lamp lights up red and the text message 12 V battery not charging. Stop vehicle. is displayed.

The 12-volt vehicle battery is not charged by the alternator while the vehicle is in motion.

— Switch off any electrical consumers that are not required.

— Inform a qualified workshop.

— Have the electrical system checked.

— The start/stop system is not active. .

and Alternator

The central warning lamp lights up yellow and the text message 12 V battery low. Charge by driving. is displayed.

The charge level of the 12-volt vehicle battery is insufficient.

— Charge the 12-volt vehicle battery by driving the vehicle for an extended time.

The start/stop system cannot start the engine .

⚠ and Alternator

The central warning lamp lights up red and the text message Replace 12 V battery. Workshop. is displayed.

The 12-volt vehicle battery condition is not OK.

— Go to a qualified workshop.

— Have the battery checked and replaced if necessary.

The start/stop system cannot start the engine .

Introduction to the topic

The tyre monitoring system warns the driver when the tyre pressures are too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Monitors various parameters (including rolling circumference) of all four tyres while driving using ABS sensors (indirect measurement).

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. This adjusts the reference pressure to the current tyre pressure.

⚠ WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check tyre pressures regularly and always maintain the specified tyre pressure value *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker *(→ Tyre pressure)*.
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely solely on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS

sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The rolling circumference can change:

— If the tyre pressure has been changed.

— If the tyre pressure is too low.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If 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 monitoring system indicates 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 must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

This also applies to the tyre pressure of the spare wheel or temporary spare wheel.

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 a 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, a check needs to be made whether the (!) warning lamp is indicating a system malfunction *(→ Tyre Pressure Loss Indicator)* to ensure that the Tyre Pressure Loss Indicator is functioning properly.

Synchronising the Tyre Pressure Loss Indicator

— Switch on the ignition.

— Depending on the version, press the MENU *(→ Infotainment system controls and displays)* button or function button and open the Vehicle menu in the Infotainment system.
OR: press the CAR button or function button, depending on the version.

— Depending on version, touch the Settings function button.

— Touch the Tyres function button.

— Touch the SET function button.

— When all four tyre pressures correspond to the required values, touch the Confirm function button.
OR: Touch the Cancel function button to cancel the process. The current tyre pressure is not saved and the system will not be re-synchronised.

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.

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.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. The Tyre Pressure Loss Indicator can only then be re-synchronised.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

— Do not drive on!

— Check and adjust all tyre pressures *(→ Tyre pressure)*.

— Damaged tyres should be replaced.

— Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— If the fault persists, go to a qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about a minute and then remains lit up in yellow.

There is a system fault.

— Do not drive on!

— Switch the ignition off and then back on again.

— Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— If the fault persists, go to a qualified workshop.

WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the indicator lamp lights up, stop the vehicle as soon as possible and check all the tyres *(→ Tyre pressure)*.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.

- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest qualified workshop and check and correct the tyre pressure *(→ Tyre pressure)*.
- The Tyre Pressure Loss Indicator must always be correctly calibrated.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for 65 seconds and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

The tyres are the most heavily loaded and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

- Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.
- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check tyre pressures regularly when the tyres are cold, and always keep to the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres for damage and wear at regular intervals.
- Never drive with worn tyres or tyres that are damaged (i.e. they have holes, cuts, cracks or blisters). Driving with tyres in this condition can result in burst tyres, accidents and serious injuries. Worn or damaged tyres must be replaced as soon as possible.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibrations or if the vehicle pulls to one side when driving, stop the car immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked without delay by the nearest qualified workshop.

Handling wheels and tyres

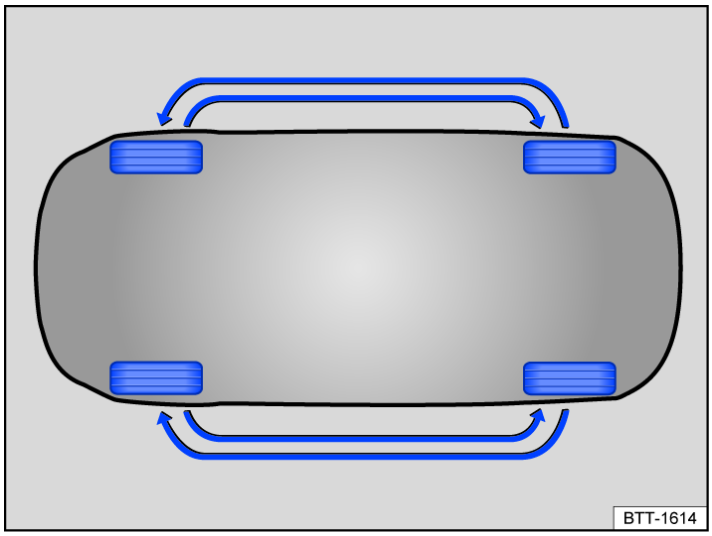

Fig. 1 Illustration: diagram showing how to swap wheels.

The wheels and tyres approved by Volkswagen have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having the wheels changed by a qualified workshop.

Avoiding damage to the wheel rims and tyres

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
— Check the tyre pressure regularly.
— Regularly check tyres for damage, e.g. holes, slits, punctures or blisters.
— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.
— Damaged or worn tyres must be replaced immediately .
— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid →⚠.
— Replace missing dust caps on the valves immediately.
— Remove foreign bodies that have not yet penetrated to the inside of the tyre .
— Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)* .

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-year tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre pressure)*.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place. Do not store tyres mounted on the rim vertically.
— Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically

(standing on the tread).

New tyres

— Drive particularly carefully for the first 600 km (370 miles) with new tyres as the tyres have to be *run in*. Tyres that have not been run in have reduced grip → ⚠ and braking efficiency → ⚠.

— All four wheels must be fitted with tyres of the same type, size, and the same tread pattern.

Replacing tyres

— At the factory, the vehicle is fitted with low-rolling resistance tyres. Only with these tyres can the indicated fuel consumption values be achieved. Make sure that any new tyres purchased have optimised rolling resistance *(→ Driving economically)*.

— Seek advice at a qualified workshop before purchasing new low rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership for this purpose.

— Always replace tyres at least on an axle-by-axle basis → ⚠.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

— Never use tyres with an effective size that is larger than Volkswagen-approved tyres.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

- Avoid using tyres that are more than six years old. If you have no alternative, drive slowly and with extra care at all times.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.

⚠ WARNING

Wheels must have the necessary clearance. If the wheels do not have the necessary clearance, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen and must not rub on any vehicle body parts.

NOTICE

Avoid heavy impacts and drive round obstacles whenever possible. Tyres can be deformed in particular by potholes and kerb edges. This can cause damage to the tyres and wheel rims.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of properly and as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Refit the normal road wheel as soon as possible.

Volkswagen-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. This certificate must be stored in a safe place in the vehicle.

Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the brakes work properly and that the vehicle drives quietly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type.

The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. *(→ Wheel bolts)*.

Wheel bolts

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose →⚠.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

— Seal of conformity.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Only use wheel rims that have been approved for the vehicle.
- Check the rims regularly for damage and replace as necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rings can cause accidents and serious injury.

- Never loosen the bolts on wheel rims with bolted-on rings.
- All work on wheel rims with bolted-on rings must be carried out by a qualified workshop. Volkswagen recommends using a Volkswagen dealership for this purpose.

Tyre pressure

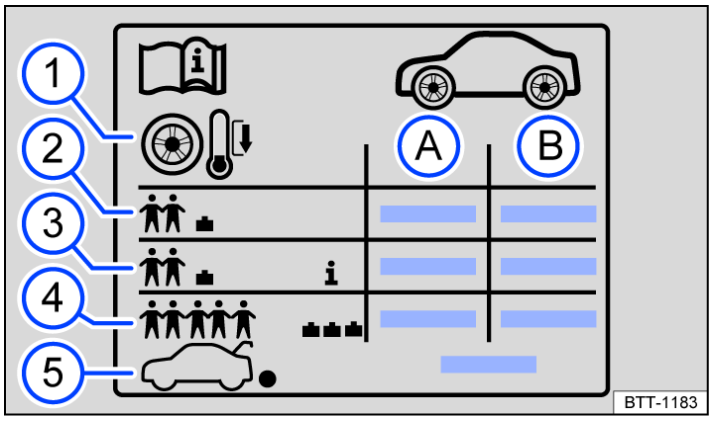

Fig. 1 Symbols on the tyre pressure sticker.

(A) Tyre pressure for the tyres on the front axle.

(B) Tyre pressure for the tyres on the rear axle.

(1) Note: check the tyre pressure when the tyres are cold.

(2) Tyre pressure for partial load.

(3) *Vehicle-dependent:* comfort tyre pressure for partial load.

(4) Tyre pressure for full load.

(5) Tyre pressure level for the spare wheel, collapsible spare wheel or temporary spare wheel.

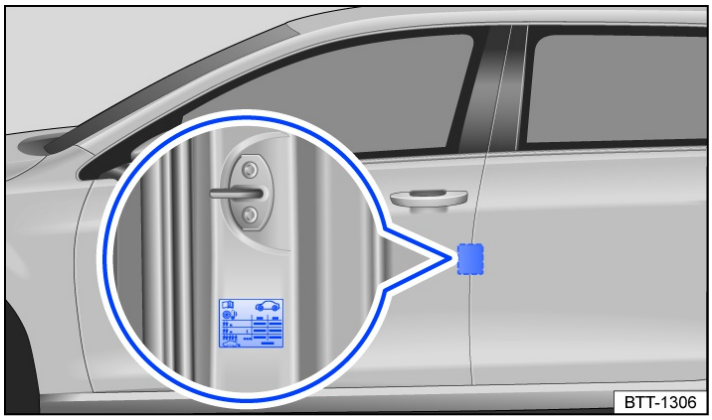

Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the fuel flap).

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 2* or inside the tank flap.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → *Fig. 1* (3). The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

Checking the tyre pressure

— Check the tyre pressure at least once a month.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is

always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → *Fig. 1* (4).

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

⚠ WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread detaches and the tyre bursts.
- Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, and thus to a loss of control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month, and before every long journey.
- All tyres must have the correct tyre pressure to suit the vehicle load.
- Never reduce excess pressure when the tyres are warm.

NOTICE

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure the valve caps are completely screwed on while driving.

Underinflated tyres will result in increased fuel consumption.

Tread depth and tread wear indicators

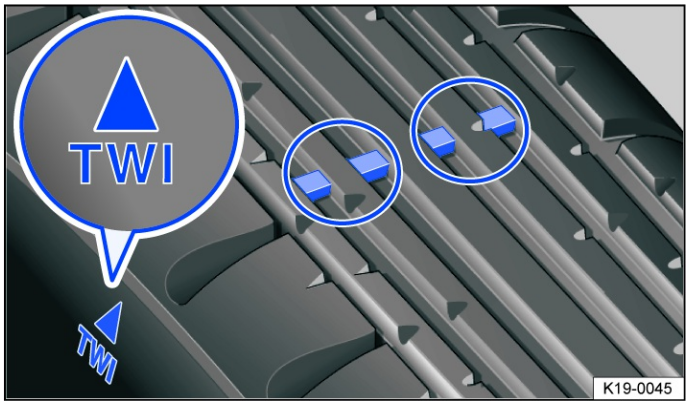

Fig. 1 Tyre tread: tread wear indicators.

Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm(1/16 in) residual tread - measured in the tread grooves next to the wear indicators (observe deviating country-specific legal regulations). The tyres should have the same tread depth, at the minimum on each axle →⚠.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

⚠ WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.

- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to "float" along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

Tyre damage

Damage to tyres and wheel rims is often hidden →⚠.

— If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

— Check the tyres and wheel rims for damage.

— Do not drive on if a tyre is damaged.

— Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance for this if necessary.

Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.

— If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Embedded foreign bodies in the tyres

— Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.

— Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance for this if necessary.

Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.

— Check and adjust the tyre pressure.

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

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a qualified workshop if tyres show excessive wear.

⚠ WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Reduce speed immediately and park the vehicle without obstructing traffic.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.

- If there is no visible damage, drive slowly and cautiously to the next qualified workshop in order to have the vehicle checked.

Tyre lettering and tyre type

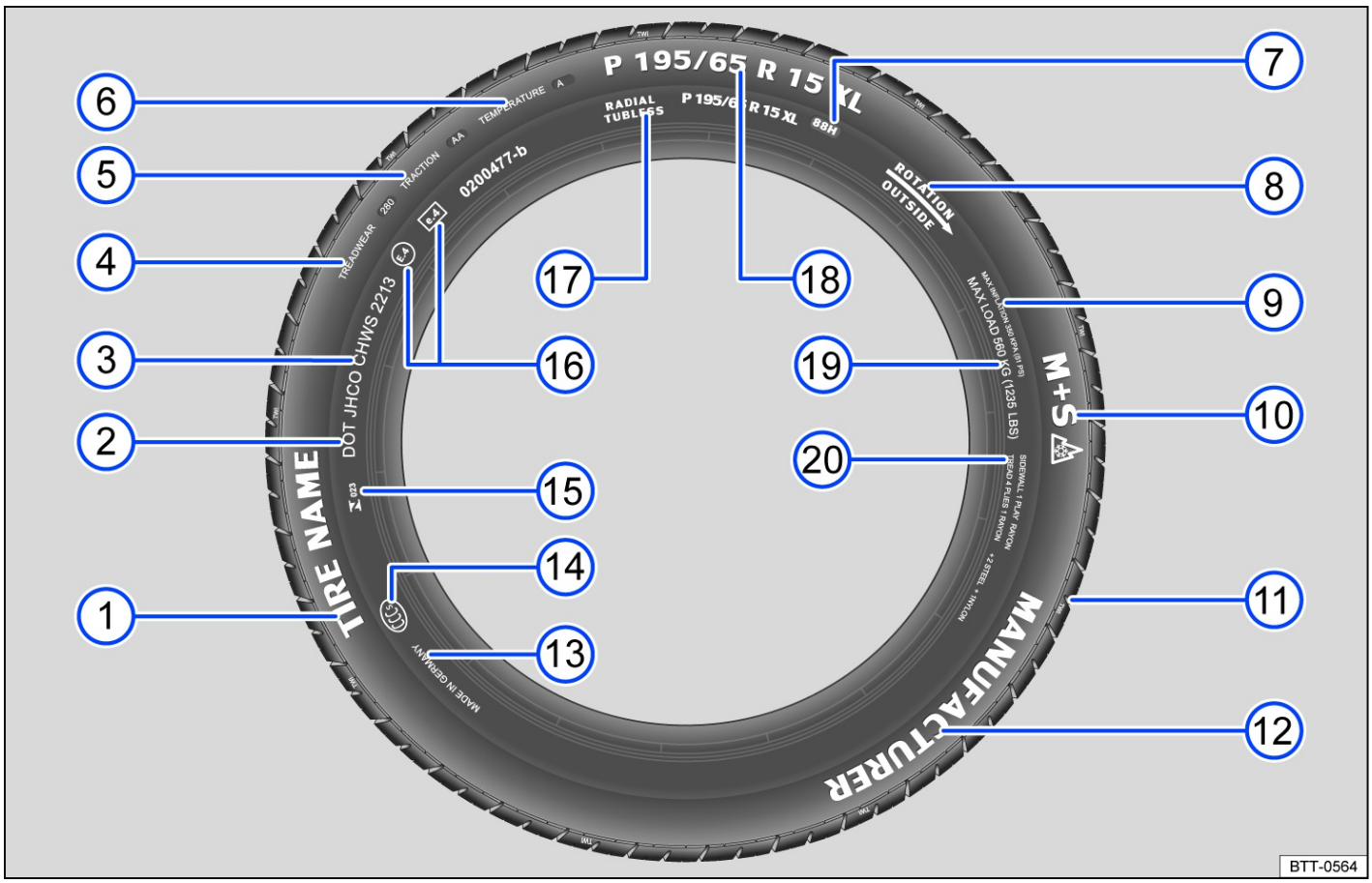

Fig. 1 International tyre lettering.

→ *Fig. 1* Tyre lettering (example), meaning			
1	*Product name*	Individual tyre designation of the manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres(standardised test procedure) :			
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	
5	TRACTION AA	Wet braking performance of the tyre (*AA*, *A*, *B* or *C*). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked *C* have a low traction performance. The traction value assigned to the tyres is based on linear	

→ *Fig. 1* Tyre lettering (example), meaning		
		traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed (*A*, *B* or *C*). *A* and *B* tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.
7	88 H	Load index → *Tyre load* and speed index → *Speed index*.
8	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	OR: Outside	Denotes outside of tyres → *Asymmetrical tyres*.
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.
10	M+S *or* M/S *or*	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an *E* after the *S*.
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
12	*Brand name*, *logo*	Manufacturer.
13	Made in Germany	Country of manufacture.
14		Country-specific identification for China (China Compulsory Certification).
15	023	Country-specific identification for Brazil.
16	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*, tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.
17	RADIAL TUBELESS	Tubeless radial tyre.
18	P 195 / 65 R 15 XL	Size designation:
		P — Identification for passenger vehicle.
		195 — Tyre width from wall to wall in mm.
		65 — Aspect ratio in %.
		R — Tyre construction: radial.
		15 — Rim diameter in inches.
		XL — Heavy-duty tyres (extra load tyres).
19	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
20	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tread components: In the example there are 4 plies under the tread surface: 1 ply of rayon(artificial silk), 2 steel belt plies and 1 nylon ply.

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations *(→ Handling wheels and tyres)*. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

101

825 kg

102

850 kg

103

875 kg

104

900 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a maximum permitted speed of over 240 km/h (149 mph).

Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC Certificate of Conformity.

— If there is no type plate, or no row marked “Permit” the vehicle does not have an EC Certificate of Conformity.

Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (3/16 inch).

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 will be determined by the engine size. You must ask a Volkswagen dealership about the maximum permitted speed and required tyre pressure.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. 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 payload of the winter tyres that are fitted.
- Adapt your speed and driving style to suit visibility, weather, road and 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 Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa *(→ Tyre Pressure Loss Indicator)*.

Volkswagen dealerships can provide details on permissible winter tyre sizes.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel combinations:

Tyre size	Wheel rim
195/60 R16	6Jx16 ET35

Volkswagen recommends that you ask your Volkswagen dealership for information about appropriate wheel, tyre and snow chain size.

If possible, use snow chains with fine-pitch links which do not protrude more than 13.5 mm, including the tensioner.

Remove centre wheel trims and rim trim rings before fitting snow chains →①. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from Volkswagen dealerships.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel *(→ Spare wheel and temporary spare wheel)*.

— In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.

— Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the assembly instructions provided by the snow chain manufacturer.
- Never exceed the maximum speed permitted for the snow chains that are fitted.

! *NOTICE*

- Remove the snow chains when driving on roads that are free of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel rim can scratch or damage it. Volkswagen recommends using snow chains with built-in rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Centre wheel trim

Fig. 1 Removing the centre wheel trim by pulling off.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

— *To remove:* take the wire hook 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*.

— Pull off the cover in the direction of the arrow.

— *To fit:* press the centre wheel trim against the rim until you feel it engage.

Fig. 2 Removing the centre wheel trim by turning.

— *To remove:* turn the centre wheel trim clockwise or anticlockwise until it is released from the rim.

— Reach behind one of the ribs and pull off the centre wheel trim.

— *To fit:* place the centre wheel trim centrally on the rim.

— Press the centre wheel trim against the rim until you feel it engage.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

Wheel cover

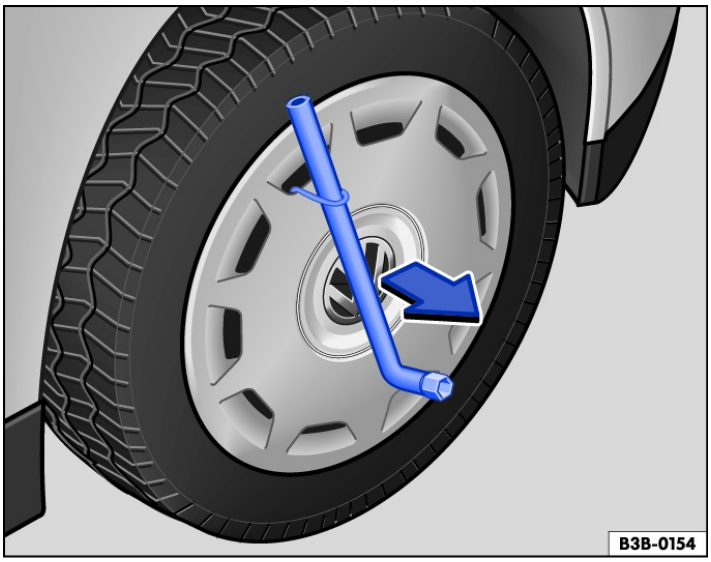

Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

Removing wheel covers

— Take the box spanner and wire hook from the vehicle toolkit *(→ Vehicle toolkit)*.

— Insert the wire hook into one of the holes in the wheel cover.

— Push the box spanner through the wire hook *→ Fig. 1* and remove the wheel cover in the direction of the arrow.

Fitting wheel covers

— Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.

— Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always ensure that the airflow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

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

— *Removing:* take the wire hook from the vehicle toolkit *(→ Vehicle toolkit)*.

— Insert the wire hook through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.

— *Fitting*: press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, wheels should be changed by a qualified workshop.

The jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, seek expert assistance.

⚠ WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to carry out the wheel change.
- All passengers and children in particular must be at a safe distance and away from the area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Check that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Only change the wheel yourself when you feel confident with carrying out the procedure. If not, seek expert assistance.
- Always use suitable and undamaged tools to change the wheel.
- Always switch off the engine and move the selector lever to positionP in order to reduce the risk of unintended vehicle movement.
  - In vehicles with a manual gearbox, always switch off the engine and select a gear in order to reduce the risk of unintended vehicle movement.
- Apply the handbrake firmly.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- In the case of vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised immediately after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. DSG®

   dual clutch gearbox: move the selector lever to position P.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
8. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
9. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
10. Remove any items of luggage from the luggage compartment.
11. Remove the 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.
- Follow the actions in the checklist and observe the general safety procedures.

Wheel bolts

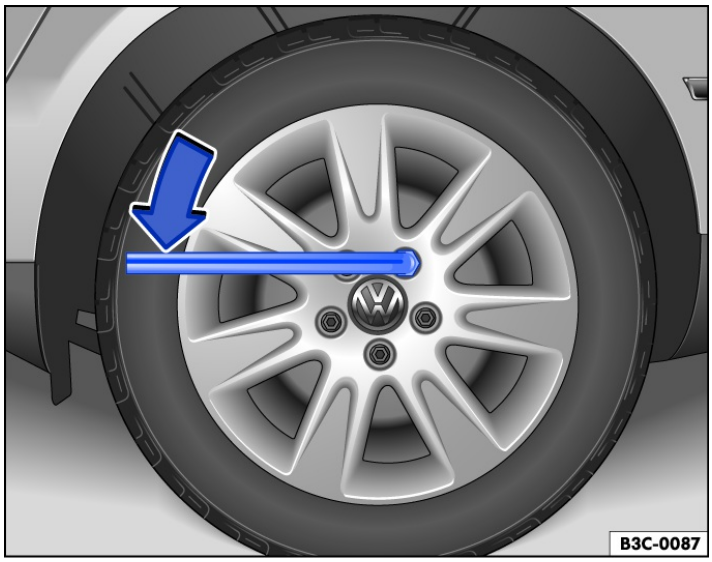

Fig. 1 Changing a wheel: loosening the wheel bolts.

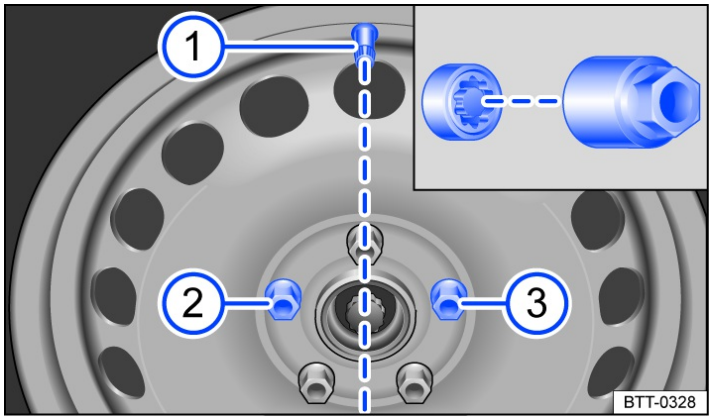

Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening wheel bolts

— Fit the box spanner over the wheel bolt as far as it will go → *Fig. 1*.

— Hold the end of the box spanner and turn the wheel bolt*one* turn anticlockwise → ⚠.

Loosening the anti-theft wheel bolt

— Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.

— Insert the adapter into the anti-theft wheel bolt as far as it will go.

— Push the box spanner onto the adapter as far as it will go.

— Hold the end of the box spanner and turn the wheel bolt*one* turn anticlockwise → ⚠.

Screwing in the anti-theft wheel bolt (wheel cover)

On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the

position of the tyre valve (1). The wheel cover can otherwise not be fitted.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 120 Nm (88 ft-lbs).

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolts or the threads of the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Check the tightening torque regularly using a torque wrench.

WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Only use wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.
- On vehicles with two-piece wheel bolts: use only two-piece wheel bolts.

Subwoofer

The subwoofer is located next to the spare wheel well under the luggage compartment floor. Never attempt to repair or remove the subwoofer yourself.

NOTICE

The subwoofer could be damaged if any liquids get into the luggage compartment.

Spare wheel or temporary spare wheel

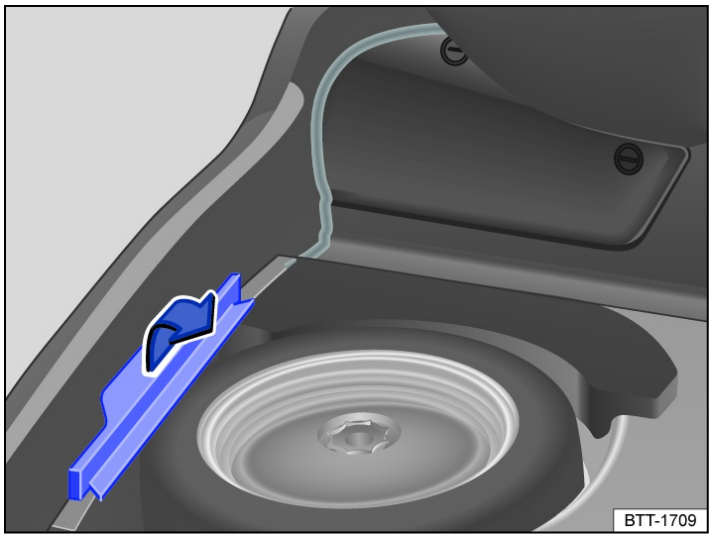

Fig. 1 In the luggage compartment: cover over the spare wheel.

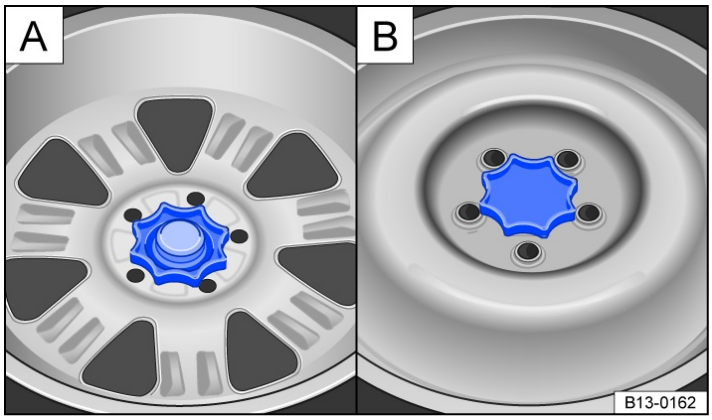

Fig. 2 In the luggage compartment: A: handwheel for securing spare wheel, B: handwheel for securing temporary spare wheel.

Removing the spare wheel, collapsible spare wheel or temporary spare wheel

— Open the boot lid.

— Fold up or remove the luggage compartment floor *(→ Luggage compartment floor)*.

— If necessary, lift up the floor covering and remove.

— Remove the vehicle toolkit with the container.

— To remove the cover *→ Fig. 1*, first pull it up and then slide it forwards.

— Fully unscrew the handwheel in the middle of the spare wheel *→ Fig. 2* A or temporary spare wheel B anticlockwise.

— Remove the spare wheel, collapsible spare wheel or temporary spare wheel.

Stowing the removed wheel

— Open the boot lid.

— Fold up or remove the luggage compartment floor *(→ Luggage compartment floor)*.

— If necessary, lift up the floor covering and remove.

— Removed spare wheel with temporary spare wheel function: 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.

— Screw the handwheel clockwise onto the threaded pin until the replaced wheel is firmly secured.

— Return the vehicle toolkit to the container and stow the container in the luggage compartment.

— Place the floor covering in the luggage compartment if necessary.

— Replace the luggage compartment floor *(→ Luggage compartment floor)*.

— Removed full-size spare wheel: stow spare wheel securely in the luggage compartment.

— Close the boot lid.

If the spare wheel tyre is not the same as the tyres on the vehicle

If the spare wheel tyre differs from the other tyres on the vehicle, the spare wheel must be used only in the event of a tyre failure and for a short time→ ⚠.

Observe these driving guidelines:

— Do not drive faster than 80 km/h (50 mph).

— Avoid full acceleration, sudden braking and fast driving through bends in the road.

— Do not use snow chains on the temporary spare wheel *(→ Snow chains)*.

— The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel *(→ Tyre pressure)*.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, collisions or other accidents and cause serious injuries.

- Never use a spare wheel or temporary spare wheel if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. The sticker must not be covered during use of the wheel.
- Never drive faster than 80 km/h (50 mph). Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Never drive further than 200 km (125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- The temporary spare wheel should be exchanged for a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- The temporary spare wheel must always be secured with the factory-supplied wheel bolts.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, the tyre pressure must be checked as soon as possible *(→ Tyre pressure)*.
- Snow chains must not be used on the temporary spare wheel.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer .

Lifting the vehicle with the jack

Jacking points

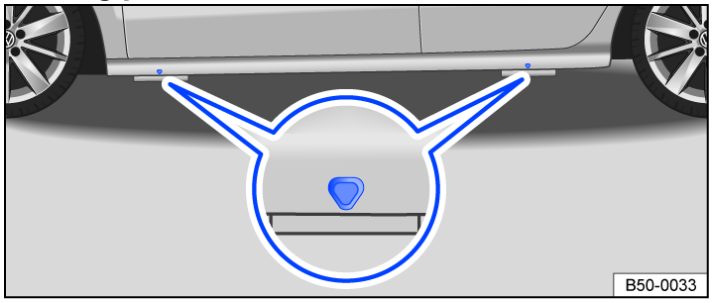

Fig. 1 Jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body *→ Fig. 1*. Always use the jacking point closest to the wheel you are working on→ ⚠.

Applying the jack

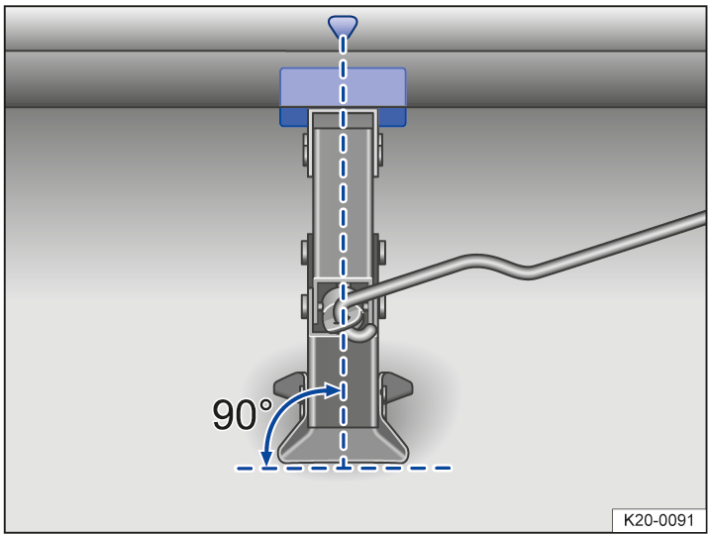

Fig. 2 Jack applied at the rear left-hand side of the vehicle.

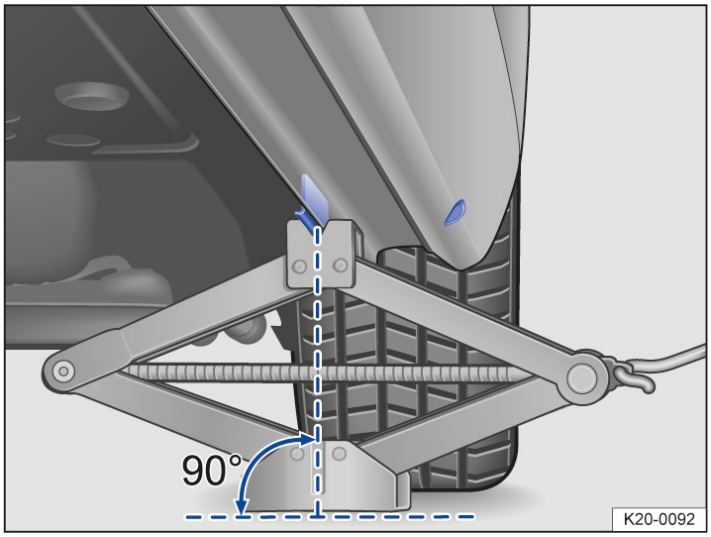

Fig. 3 Jack applied at the rear left-hand side of the vehicle.

Checklist

For your own safety, carry out the following points in the specified order → ⚠:

1. Choose a firm and level surface suitable for lifting the vehicle.
2. Switch off the engine. Select a gear on vehicles with a manual gearbox or move the selector lever to positionP on vehicles with an automatic gearbox and apply the handbrake firmly.
3. Chock the wheel diagonally opposite using collapsible chocks or other suitable objects.
4. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it properly.
5. Loosen the wheel bolts *(→ Wheel bolts)*.
6. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
7. Insert the hand crank into the opening on the jack(depending on equipment).
8. Crank up the jack until it just fits under the jacking point of the vehicle.
9. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the jacking point → *Fig. 2* and → *Fig. 3*.
10. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle → *Fig. 3*.
11. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the

following to help reduce the risk of injuries:

- Only use vehicle jacks that have been approved by Volkswagen for your vehicle type. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- On a hard, slippery surface (such as tiles), use a rubber mat or similar to prevent the jack from slipping.
- Apply the jack only at the points described. The jack claw must grip the vertical rib under the side member securely *→ Fig. 3*.
- Never place any part of your body (e.g. an arm or leg) underneath a vehicle which is only supported by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is raised on a jack. Engine vibrations can cause the vehicle to fall off the jack.

⚠ WARNING

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

- Follow the actions in the checklist and observe the general safety procedures.

Changing a wheel

Removing the wheel

Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

— Observe the checklist *(→ Changing a wheel)*.

— Loosen the wheel bolts *(→ Wheel bolts)*.

— Jack up the vehicle *(→ Jack)*.

— Using the wheel wrench *→ Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.

— Remove the wheel.

Fitting the spare wheel or temporary spare wheel

— Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.

— Put the wheel in place.

— Screw the anti-theft wheel bolt with the adapter clockwise to the correct position and tighten *slightly (→ Wheel bolts)*.

— Screw in all the other wheel bolts in clockwise direction and tighten them *slightly*.

— Lower the vehicle with the jack.

— Use the box spanner to tighten all the wheel bolts securely in a clockwise direction →⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.

— Fit the caps, wheel centre trim or wheel cover .

After changing a wheel

— Clean the tools and place them back in the foam rubber holder in the luggage compartment.

— Stow the changed wheel securely in the luggage compartment.

— Have the tightening torque of the wheel bolts checked immediately *(→ Wheel bolts)*.

— The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

After changing a wheel, the indicator lamp for the tyre monitoring system may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* .

Introduction to the topic

The breakdown set can be used to temporarily and reliably seal any tyre damage caused by foreign bodies or punctures (up to approx. 4 mm in diameter). Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you are familiar with the work and safety precautions needed. Seek expert assistance if this is not the case.

The tyre sealant must not be used:

— If the wheel rim is damaged.

— If the outside temperature is below -20°C(-4°F).

— If there are cuts or punctures in the tyre that are larger than 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.

⚠ WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as possible and when safe to do so. Park the vehicle at a safe distance from moving traffic in order to fill the tyre *(→ In an emergency)*.
- Check that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- The breakdown set should be used only if you feel confident with carrying out the procedure. If not, seek expert assistance.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- Sealant is hazardous to health and must be washed off immediately if it gets onto the skin.
- The breakdown set must be stored out of the reach of children.
- Never use a jack, even if it is approved for the vehicle.

⚠ WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h (50 mph).
- Avoid full acceleration, sudden braking and fast driving through bends in the road.
- Drive for just 10 minutes at no more than 80 km/h (50 mph) and then check the tyre.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can get a new tyre filler bottle from a Volkswagen dealership.

Observe the separate instructions from the manufacturer of the breakdown set.

Contents of the breakdown set

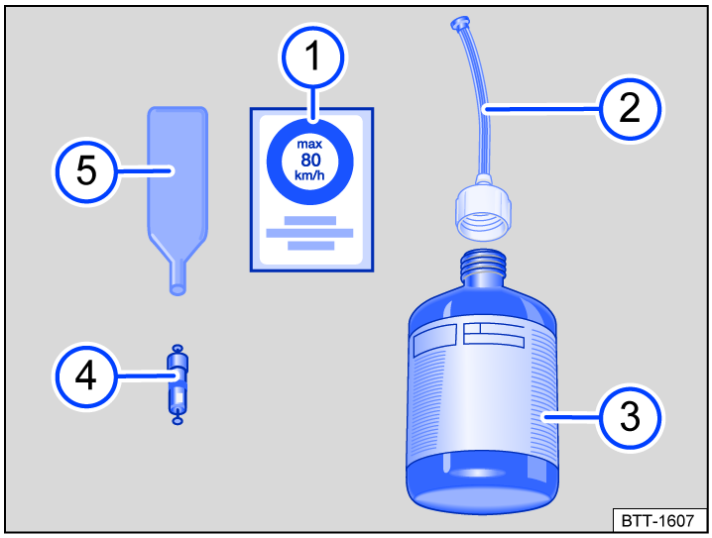

Fig. 1 Illustration: components of the breakdown set.

The breakdown set consists of the following items → *Fig. 1*:

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Tyre sealant tube with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot on the lower end of thevalve 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).

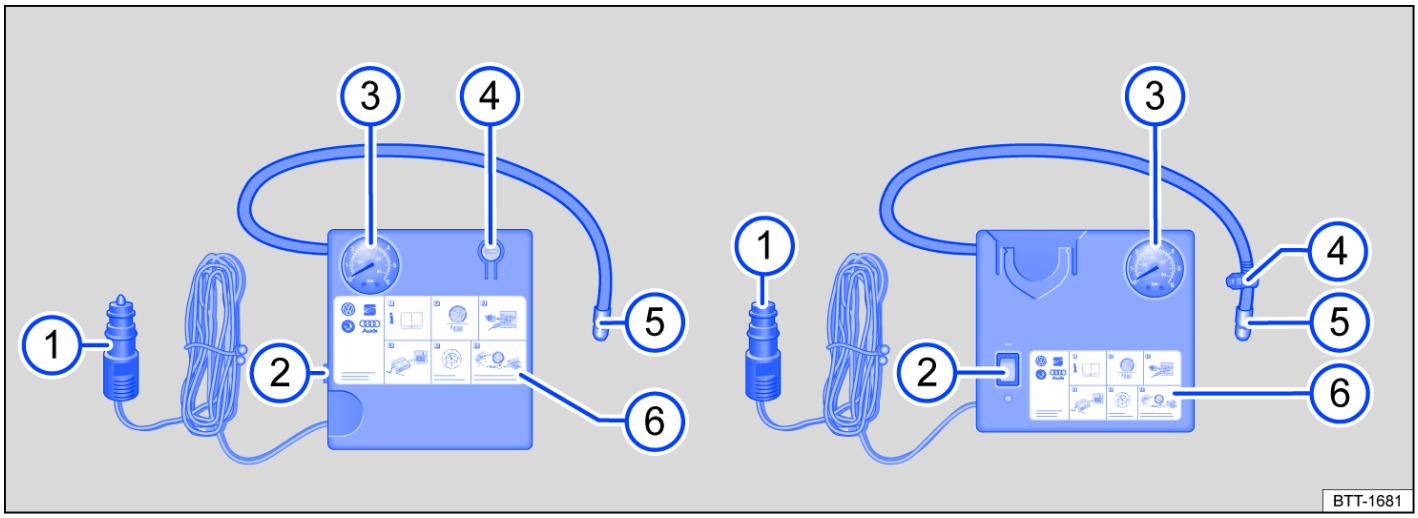

Fig. 2 Illustration: compressor from the breakdown set.

The compressor in the breakdown set consists of the following components → *Fig. 2*:

1. 12-volt plug.
2. ON/OFF switch.
3. Tyre pressure display.
4. Air bleed screw

   .
5. Tyre filler hose.
6. Air compressor.

The breakdown set is located underneath the floor covering in the luggage compartment.

The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

Preparations

Checklist

Always carry out the following actions in the given order → ⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Apply the handbrake firmly.
3. Automatic gearbox: move the selector lever to positionP .
4. Switch off the engine.
5. Remove the vehicle key from the ignition lock.
6. Manual gearbox: select a gear.
7. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
8. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
9. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
10. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
11. Remove any items of luggage from the luggage compartment.
12. Take the breakdown set out of the luggage compartment.
13. Take the sticker from the breakdown set and stick it on the dash panel within the driver's field of vision *(→ Breakdown set)*.
14. Do not remove foreign objects (e.g. screws or nails) from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.
- Follow the actions in the checklist and observe the general safety procedures.

Sealing and inflating tyres

Sealing a tyre

— Unscrew the cap from the tyre valve.

— Use the valve core extractor→ *Fig. 1* (5) to screw the valve core out of the tyre valve. Place the core on a clean surface.

— Shake the tyre filler bottle → *Fig. 1* (3) vigorously several times.

— Screw the tyre filler hose → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.

— Remove the plug from the tyre filler hose→ *Fig. 1* (2) and place the open end fully on the tyre valve.

— Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.

— Remove the empty tyre filler bottle from the valve.

— Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

— Screw the tyre filler hose → *Fig. 2* (5) of the air compressor tightly onto the tyre valve.

— Check that the bleed screw → *Fig. 2* (4) is closed.

— Start the engine and let it run.

— Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.

— Use the ON/OFF switch → *Fig. 2* (2) to switch on the air compressor.

— Run the air compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa) →⚠. Maximum running time: 8 minutes →⚠.

— Switch off the air compressor.

— If a pressure level of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.

— Drive (or reverse) the vehicle approximately 10 metres so that the sealing compound is evenly distributed in the tyre.

— Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.

— If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Seek expert assistance →⚠.

— Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.

— Drive the vehicle no faster than 80 km/h(50 mph) if a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) has been reached.

Check after driving for 10 minutes

— Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.

— Reconnect the tyre filler hose→ *Fig. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (3)

— 1.3 bar (19 psi/130 kPa) and lower:

  — Do not drive on! The tyre cannot be sealed adequately with the breakdown set.

  — Seek expert assistance →⚠.

— 1.4 bar (20 psi/140 kPa) and higher:

  — Adjust the tyre pressure back to the correct value.

  — Resume your journey to the nearest qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).

  — The damaged tyre should be replaced at the qualified workshop.

WARNING

The tyre filler hose and the air compressor can become hot during inflation.

- Protect your hands and skin from the hot components.
- Do not place the hot tyre filler hose or the hot air compressor on any inflammable materials.
- Allow the device to cool down fully before stowing.
- If the tyre will not inflate to at least 2.0 bar (29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on. Seek expert assistance.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- Do not carry on driving if the tyre pressure is 1.3 bar (19 psi/130 kPa) or lower after driving for 10 minutes.
- Seek expert assistance.

NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

Service work and digital service schedule

The vehicle data stickers attached to the inside cover of this owner's manual help ensure that you can have the correct Volkswagen Genuine Parts® installed in your vehicle whenever required. It also determines which type of servicing applies to your vehicle.

The vehicle data sticker confirms when the vehicle was first registered or delivered, when the delivery inspection was carried out, and thus the date from which your vehicle is covered by our warranty.

Recording the service work performed (“digital service schedule”)

The service records are stored by your Volkswagen dealership or qualified workshop in a central system. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen dealership will inform you about the documentation process for service work.

Service work

The following information is documented in the digital service schedule by your Volkswagen dealership or qualified workshop:

— When which service was carried out.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- Have service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

Fixed service or flexible service

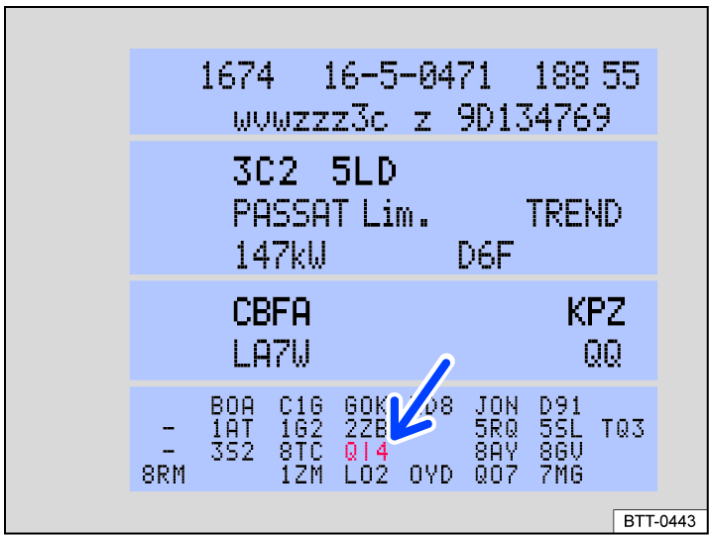

Fig. 1 Vehicle data sticker with PR number for the relevant service (illustration).

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Your vehicle will receive either the fixed service or flexible service for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions

.

How do I know which type of service my vehicle needs?

— From the PR number of the vehicle data sticker → *Fig. 1* (arrow) .

— From the table below.

Service event	PR No.	Service type	Service interval
Oil change service	QI1	Fixed	Every 5,000 km or 1 year .
	QI2		Every 7,500 km or 1 year .
	QI3		Every 10,000 km or 1 year .
	QI4		Every 15,000 km or 1 year .
	QI6	Flexible	According to service interval display.
Inspection			According to service interval display.

Observe and follow the information on the motor oil specification according to the VW standard .

Features of the flexible service

With the flexible service, you need to have an oil change service carried out only if your vehicle requires one. To determine

this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service is the use of LongLife engine oil instead of conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Scheduled services at Volkswagen are displayed in the service interval display in the instrument cluster display *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Heavy-duty conditions are, for example:

— Fuel containing sulphur.

— Frequent short-distance traffic.

— Longer idling of the motor, e.g. taxi.

— Use in areas with high levels of dust.

— Frequent trailer operation.

— Primarily stop-and-go mode, e.g. in the city.

— Driving mainly in wintry conditions.

This applies particularly to the following components (depending on the vehicle equipment):

— Dust and pollen filter.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

The service advisor at your qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

⚠ WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents or serious injury.

- Have your service work carried out by an authorised Volkswagen dealership or workshop.

NOTICE

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). The maintenance work is divided into *inspection work* and *servicing work*. You can find out what work is required in detail for your vehicle:

— at your Volkswagen dealership.

— at your qualified workshop.

— in the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

Electrics

— 12-volt vehicle battery: check and replace if necessary.

— Lighting: check.

— Horn: check.

— Headlight setting: check.

— Service interval display: reset.

Engine and gearbox

— Exhaust system: check.

— Gearbox and final drive: check.

— Poly V-belt: check.

— Cooling system: check.

— Engine and components in engine compartment: check.

— Engine oil level: check.

Running gear

— Swivel joints and track rods: check.

— Tyres: check.

— Brake system: check.

— Brake pads and brake discs: check.

— Brake fluid level: check.

— Boots: check.

— Coupling rod and stabiliser bearings: check.

— Pneumatic suspension: check.

— Breakdown set: check.

— Tyre pressure on all wheels: check.

— Power steering: check.

— Shock absorbers and coil springs: check.

Body

— Roof systems: check.

— Windscreen: check.

— Body: check for corrosion.

— Wiper blades: check.

— Window washer system: check.

— Door arresters: lubricate.

— Underbody: check.

— Water drains: check.

— Road test: perform.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

— Additives: change or top up.

— Brake fluid: change.

— Particulate filter: check.

— Gearbox: change oil and also filter if applicable.

— Final drive and differential: change oil.

— Diesel fuel filter: change or drain.

— Air filter: change.

— Engine: change oil and also filter if applicable.

— Dust and pollen filter: change.

— Spark plugs: change.

— Toothed belt and tensioning roller: check or change.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your Volkswagen dealership or qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Volkswagen recommends using genuine care products designed especially for your vehicle.

Consult a qualified workshop if you have any specific questions or if vehicle parts are not listed.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

If the windscreen, door windows or rear window are dirty, iced up or affected by condensation, visibility will be reduced and the risk of accidents and severe injuries will increase. This could impair the safety equipment of the vehicle.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

⚠ WARNING

Care products may be toxic and hazardous. Unsuitable care products and incorrect application of care products can cause accidents, severe injuries, burns or poisoning.

- Store care products only in the closed original container.
- Observe the manufacturer's instructions.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic

and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a qualified workshop.

Washing the vehicle

To wash your vehicle correctly and properly, please observe the following information →ⓘ, →⚠.

Automatic car washes

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock *(→ Steering)*.

✓ The windscreen wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

✓ The roof aerial has been unscrewed.

Further information:

— Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned →ⓘ.

— Preferably use textile car washes without brushes.

— Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

NOTICE

Car washes that scan the contours mechanically may damage the vehicle, e.g spoiler.

High-pressure cleaner

— Observe information issued by the manufacturer and do not use rotating nozzles under any circumstances →ⓘ!

— Use water up to a maximum temperature of +60°C (+140°F) only.

— Do not clean windows that are iced up or covered in snow with a high-pressure cleaner.

— Move the jet of water uniformly so that the nozzle is at least 50 cm (20 inches) away from the vehicle components.

— Do not apply the water jet to the same area for too long.

— Do not direct the jet of water at rubber seals or other sensitive vehicle components such as side windows, glossy strips, tyres, sensors, camera lenses, decorative and protective film.

Hand wash

— Clean the vehicle with a soft sponge, a cleaning glove or a cleaning brush using only light pressure. Start with the roof and work from the top to the bottom →ⓘ.

Use a shampoo for very stubborn dirt only.

Waxing

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a good preservative wax.

Even if a preservative wax is applied regularly in the automatic car wash, Volkswagen recommends protecting the vehicle paintwork at least twice a year using Volkswagen Genuine Hard Wax (000 096 317).

Polishing

Only if the paint has lost its shine and the gloss cannot be brought back by applying preservative agents is polishing necessary.

Matt-painted vehicle parts must not be polished! The surface will be irreparably damaged by polishing the paint.

Washing matt-painted vehicles

Clean vehicles with matt-painted surfaces by hand or in a textile car washwithout wax preservation →. When washing the vehicle by hand, first remove the coarse dirt with sufficient water and then wash the surface with a mild soap solution.

Slight soiling such as grease stains or insect residue can be removed with a special cleaner for matt paint.

NOTICE

Painted parts and surfaces with a matt finish, unpainted plastic parts, headlight lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.

WARNING

After a car wash, the braking action may be delayed and this may extend the braking distance as the brake discs and brake pads will be wet or iced up in winter.

- Dry and de-ice the brakes by performing careful braking manoeuvres. Do not endanger any other road users when doing this.

NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals could freeze up.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

Caring for and cleaning the vehicle exterior

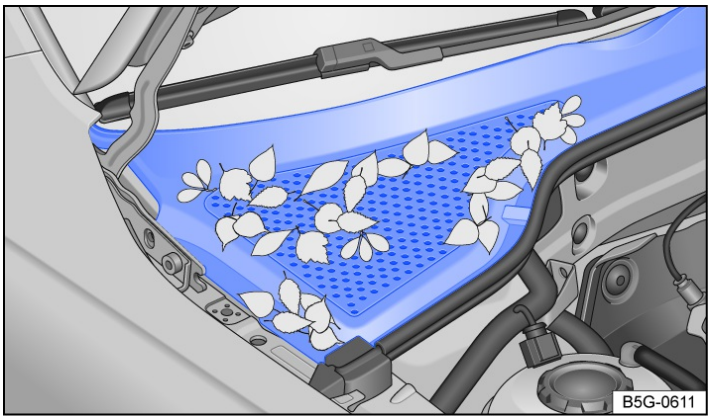

Fig. 1 Between the engine compartment and the windscreen: plenum chamber (illustration).

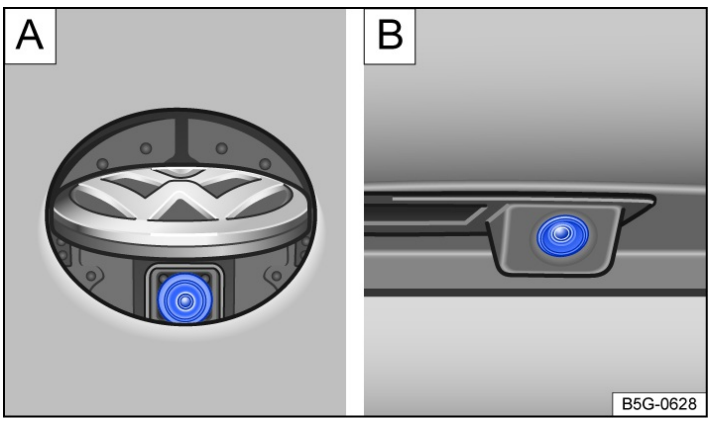

Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge A or on the handle button B (schematic diagram).

The following overview contains recommendations for cleaning and care of individual vehicle components →.

Windows, glass surfaces:

Remove wax residue, e.g. from care products, using the Volkswagen Genuine Cleaning Cloth (000 096 166 A) or a suitable glass cleaner.

Use a hand brush to remove snow and ice. If you use a plastic scraper, move it in one direction only. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Wiper blades: .

Paint:

Always treat surfaces carefully in order to prevent damage to the paint coat. Use a clean, soft cloth and a mild soap solution or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

Repair minor paint damage with a touch-up pen. Refer to the vehicle data sticker for the paint code . Consult a qualified workshop in the event of damage to surfaces with matt paint.

Further information:

— Overflowing fuel or service fluids: clean immediately.

— Flash rust deposits: moisten deposits with a soap solution. Then remove any deposits with cleaning clay.

— Corrosion: have removed by a qualified workshop.

Plenum chamber, engine compartment:

Remove leaves and other loose objects with a vacuum cleaner or by hand → *Fig. 1* , →. Cleaning of the engine compartment should always be performed by a qualified workshop →.

Water that has entered the plenum chamber via a manual process(e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

Sensors, camera lenses:

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent. Check where they are installed .

On vehicles with a rear view camera in the rear Volkswagen badge→ Fig. 2 A:

— Switch on the ignition.

— Set the selector lever position R.

— Apply the handbrake.

— Clean the camera lens.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen in the same way aswindows and glass surfaces (depending on vehicle equipment).

Remove snow with a hand brush. Do not use warm or hot water. Use the Volkswagen Genuine De-icing Agent (000 096 322) to remove ice.

Decorative films, protective films:

Remove soiling the same way as for paint. Always use Volkswagen Genuine Plastic Cleaner (000 096 314) for matt decorative films.

Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax, even in car washes.

Further information:

— Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

Trim parts made of chrome-plated plastic, aluminium or stainless steel and tailpipes:

Clean the surface with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Chrome-plated trim parts can be protected using Volkswagen Genuine Hard Wax (000 096 317).

Headlights, tail light clusters:

Use a soft sponge soaked with a mild soap solution

. Do not use any cleaning agents that contain alcohol or solvents.

Further information:

— Stubborn dirt: remove with Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Wheels:

Remove dirt and gritting salt deposits with plenty of water.

Alloy wheels: treat dirty aluminium wheels with Volkswagen Genuine Wheel Cleaner (000 096 304). Volkswagen recommends treating the wheel rims with Volkswagen Genuine Hard Wax (000 096 317) every three months.

Further information:

— Damaged protective paint coating: repair immediately with a touch-up pen. If necessary go to a qualified workshop.

— Brake dust: use Volkswagen Genuine Wheel Rim Cleaner (000 096 304).

Door lock cylinders:

Volkswagen recommends using Volkswagen Genuine De-icing Agent (000 096 322) for de-icing. Do not use door lock de-icer containing degreasing substances.

⚠ WARNING

The engine compartment of the vehicle is a hazardous area. All work in the engine compartment carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the engine compartment, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Volkswagen recommends having the work carried out by a qualified workshop.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that fails to drain away can enter the vehicle interior.

- Have the area under the perforated cover cleaned by a qualified workshop.

The durability and colour of decorative and protective films may be affected by environmental influences, such as sunlight, moisture, polluted air, stone impacts, etc. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Vehicle interior cleaning and care

The following overview contains recommendations for cleaning and care of individual vehicle components →.

Windows:

Clean with a glass cleaning agent and then wipe dry using a clean chamois cloth or a lint-free cloth.

Textiles, microfibre fabrics, leatherette:

Remove any dirt with Volkswagen Genuine Interior Cleaning Agent (000 096 301). Never treat materials with leather care agents, solvents, wax polish, shoe cream, stain removers or similar substances.

Further information:

— Dirt particles adhering to surfaces: remove with a vacuum cleaner on a regular basis so that the material is not permanently damaged by abrasion.

— For greased-based soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for oil. Dab off dissolved grease and colour particles with an absorbent cloth and then treat with water if necessary.
— For special soiling, use Volkswagen Genuine Interior Cleaning Agent (000 096 301), e.g. for ballpoint pen ink, nail varnish. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

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.

Treat any dried spots with Volkswagen Genuine Leather Cleaner (000 096 323).

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.

Further information:

— For grease-based soiling, e.g. oil, remove fresh stains with an absorbent cloth.
— Treat special soiling with Volkswagen Genuine Leather Cleaner (000 096 323), e.g. ballpoint pen ink, nail varnish and dried spots.

Plastic parts:

Use a soft, moist cloth.

If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent if necessary, e.g. Volkswagen Genuine Plastic Cleaner (000 096 314).

Trim parts, trim strips made of chrome, aluminium or stainless steel:

Clean 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 Volkswagen Genuine Chrome and Aluminium Care Product (000 096 319 D).

Controls:

Remove coarse dirt and other dirt that is difficult to reach using a soft brush. Then use a clean, soft cloth 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:

Use a Volkswagen Genuine Cleaning Cloth (000 096 166 A) with a little water, a suitable glass cleaner or LCD cleaner. Do not clean the instrument cluster display and Infotainment system screen with a dry cloth. Switch off the Infotainment system temporarily before cleaning.

Rubber seals:

Clean with a soft and lint-free cloth as well as plenty of water. Treat with Volkswagen Genuine Rubber Care Agent (000 096 310) on a regular basis.

Seat belts:

Carefully pull the seat belt right out and leave it out →⚠. Remove coarse dirt with a soft brush. Clean the seat belt with a *mild* soap solution. Leave the belt fabric to dry completely and then allow it to roll up.

Wooden trims:

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim which leaves stains on the seat cushion, then this is not due to the cover fabric. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a

fault in the airbag system →⚠.

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Do not use high-pressure cleaners, steam cleaners or coolant spray.

— Do not switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— Avoid getting the seat wet.

— In the event of uncertainty, contact a Volkswagen dealership.

⚠ WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Do not use a steam cleaner, brushes or hard sponges etc. under any circumstances.
- Have stubborn stains removed by a qualified workshop.

Accessories and parts

Volkswagen recommends that you seek advice from a Volkswagen dealership before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Volkswagen dealerships can recommend accessories, parts and service fluids suitable for your requirements. They can also answer any questions you might have regarding official regulations.

Volkswagen recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. And Volkswagen dealerships are qualified to install them correctly.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags, cause faults, accidents and fatal injury.

- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications →⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Volkswagen recommends that all repairs and technical modifications be performed by an authorised Volkswagen workshop using Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a Volkswagen dealership or qualified workshop or register on the erWin online portal (electronic repair and workshop information):

https://erwin.volkswagen.de

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register online in the erWin internet portal:

https://erwin.vw.com

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen near the interior mirror. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a qualified workshop.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle .

Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Repairs and structural modifications should be carried out by a qualified workshop.

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.

Volkswagen recommends that you have this equipment retrofitted by your Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.

⚠ WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

- Volkswagen strongly recommends that you use only approved Volkswagen accessories and Volkswagen Genuine Parts®. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.
- Have repairs and modifications to your vehicle carried out only by a qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications→⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the headliner, or the bodywork should be carried out by a qualified workshop. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

⚠ WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Contact your Volkswagen dealership for further information on installing a two-way radio.

⚠ WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

⚠ WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm (8 in) between a device's aerial and an active medical implant, such as a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that 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 imperfections and
— a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside(cavity) of the body and causing holes in the sheet metal.
— Applies only to the USA: a seven-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any Volkswagen dealership.

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.
— Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.
— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen dealership will confirm your warranty against corrosion perforation for the repaired area.

LongLife mobility guarantee

In many European markets, Volkswagen dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

Please ask your Volkswagen dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

Data storage and services

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or Infotainment functions.

Personal reference

Each vehicle is given a unique vehicle identification number. In Germany, for example, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the Federal Motor Transport Authority (Kraftfahrtbundesamt). There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

Your rights regarding data protection

In accordance with applicable data protection law, you have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you are entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. breakdown services or workshops used and providers of online services in the vehicle if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information also includes the transfer of data to other bodies.

Further information on your legal rights, e.g. your right to have your data deleted or corrected, can be found in the applicable data protection information on the Volkswagen website including the contact details and a reference to the data protection officer.

Data that is only stored locally in the vehicle can be read out for a fee with expert assistance, e.g. in a workshop.

Legal requirements for the disclosure of data

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

Operating data in the vehicle

Control units process data to operate the vehicle.

These include, for example:

— Vehicle status information, e.g. speed, deceleration, lateral acceleration, number of wheel revolutions and display of closed seat belts.
— Ambient conditions, e.g. temperature, rain and light sensor, adaptive cruise control.

As a rule, this data is volatile and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data storage devices. These are used to document information regarding the vehicle status, component load levels, maintenance requirements, technical events and faults on a temporary or permanent basis.

Depending on the technical equipment, the following data is stored:

— Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.
— Faults or malfunctions in important system components, e.g. lights, brakes.

— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.

— Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network, e.g. workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribed OBD

connection ("on-board diagnosis") in the vehicle → ⚠. The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. This data, in particular information on component load-levels, technical events, operating errors and other faults, is transmitted to Volkswagen together with the vehicle identification number if necessary. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. This data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

The event memory should only be read and reset by a qualified workshop. Additional information on the stored data is available from qualified workshops.

After a fault has been rectified, the information in the memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions, such as convenience turn signal, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen recommends having any reprogramming entered into the digital service schedule by a Volkswagen dealership or qualified workshop.

Information about possible reprogramming can be obtained from the Volkswagen dealership.

Infotainment functions

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment functions.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations entered.

— Data on the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile device, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Integration of mobile devices

If your vehicle contains the necessary equipment, you can connect your mobile device or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sound from the mobile device can be outputted via the Infotainment system. At the same time, certain information is sent to your mobile device. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile device to be used in the vehicle, e.g. navigation or music player. The mobile device and vehicle do not interact in any other ways than those described here, in particular the device does not actively access

vehicle data. The type of further data processing depends on the app provider. The settings that you can adjust here depend on the app in question and the operating system on your mobile device.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile device. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence over the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

⚠ 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.
- The event memory should be read only by a qualified workshop using the diagnostic interface. Volkswagen recommends using a Volkswagen dealership for this purpose.

Event data recorder

This vehicle is equipped with an event data recorder. The main task of an event data recorder is to record data in particular accident scenarios or situations which are similar to an accident, e.g. when the airbags are triggered or when there is a collision with an obstacle on the road. These data help in analysis of how a vehicle system behaved in these situations. The event data recorder records data relating to driving dynamics and the restraint system for a short period of ten seconds or less. This information includes, for example:

— how various systems in your vehicle have functioned.

— whether the seat belts of the driver and front passenger were fastened.

— the extent to which the driver pressed the brake or accelerator pedal.

— how fast the vehicle was travelling.

These data help to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems are also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— adaptive cruise control.

— lane keeping system.

— Park Assist.

— emergency braking function.

The data of the event data recorder are recorded only if a particular situation occurs which is similar to an accident. No recordings occur under normal driving conditions. Audio or video data from the vehicle interior or vehicle surroundings are not stored. Personal data such as name, gender, age or accident location are also not recorded at any time. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

In order to read the data in the event data recorder you need the necessary special equipment, a connection to the legally required diagnostic interface (on-board diagnosis) and the ignition must be switched on.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle owner(or lessee in the case of leasing) grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle, vehicle owner or lessee.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by the qualified workshop.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

WARNING

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 coolant filler neck.

Warning: the air conditioning system must always be serviced by trained specialists.

Type of refrigerant.

Type of lubricating oil.

See workshop information (available only for Volkswagen dealerships).

The air conditioning system must always be serviced by trained specialists.

Flammable refrigerant.

Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

Lubricating oil in the air conditioning system

The air conditioning system contains up to 210 ml (7 oz) of lubricating oil. The exact specifications and quantity of the lubricant used in the air conditioning system are available on the web portal erWin (electronic repair and workshop information) *(→ Repairs and technical modifications)*.

WARNING

In order to ensure safe and risk-free operation, always have the air conditioning system serviced by trained specialists.

NOTICE

- Never repair the air conditioning system's evaporator using spare parts taken from older vehicles or recycling facilities, or other such spare parts.
- USA and Canada: Spare parts for the evaporator of the air-conditioning system must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the inside of the rear window.

— On the roof of the vehicle.

Aerials on the interior of the windows can be identified as thin 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 qualified workshop to legitimately install or replace components and control units.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a qualified workshop.

Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known as REACH, Volkswagen would like to inform you about the substances that may be found in your vehicle.

You can access this information online using your vehicle identification number :

https://reachinfo.volkswagen.com

Disposal of used batteries and electronic devices

Vehicle keys, radio remote controls and used batteries contained in them must not be disposed of with household waste. This is indicated by the symbol .

— Dispose of electronic devices and batteries at a collection point in accordance with local regulations.

— Consult a Volkswagen dealership for further information.

USA and Canada: Batteries for vehicle keys and remote controls can contain perchlorate. For correct handling of this substance, observe the information on the website http://www.dtsc.ca.gov/hazardouswaste/perchlorate. Observe all legal requirements for handling and disposal of batteries. Volkswagen recommends having replacement and disposal of these batteries performed by a Volkswagen dealership or a qualified workshop.

Declaration of conformity

The respective manufacturers declare herewith that the following products conform, at the time of vehicle production, with the basic requirements and other relevant laws and regulations, including FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1:

Radio-based equipment

— Electronic immobiliser.

— Vehicle key.

— Keyless locking and starting system Keyless Access.

— Adaptive Cruise Control (ACC).

— Autonomous Emergency Braking (Front Assist) incl. City Emergency Braking System.

— Blind Spot Monitor including Rear Traffic Alert

— Pedestrian Monitoring.

— Remote control for the garage door opener.

Electrical equipment

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts *(→ Sockets)*.

Third party copyright law information

http://www.volkswagen.com/softwareinfo

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the Open Source software components used including information on copyright laws as well as the respective Open Source licence conditions and the corresponding licence text is available via the aforementioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will provide you with the source code according to the respective licence conditions, whereby you will only be charged with the cost of making it available (for example, costs for the data storage device and postage and packing). You can find the required information at the aforementioned website.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

Volkswagen has already made provision for your vehicle to be recycled in an environmentally responsible way. Once the vehicle has been returned, a certificate of destruction will be issued to show that the vehicle has been disposed of correctly and in an environmentally responsible way.

End-of-life vehicles can be returned free of charge, provided that national legislation is complied with.

Further information on return and recycling of end-of-life vehicles can be obtained from a Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. Qualified workshops are familiar with these requirements.

Information about vehicles with N1 approval (light commercial vehicle)

Please observe the following for vehicles used to transport goods with a maximum permitted weight of up to 3.5 t (N1 approval in Europe):

Variants and number of seats

There are a number of designs for N1 vehicles based on a Volkswagen passenger car. The number of seats may be restricted to two or four.

Vehicles with two seats: there is no floor covering in the rear of the vehicle interior because there is no rear bench seat→⚠.

Vehicles with four seats: the centre seat on the rear bench seatcannot be used →⚠.

Transporting children safely

As in vehicles with passenger car approval (M1), approved child restraint systems can be used on the seats .

Trailer towing

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

If the vehicle exceeds the gross vehicle weight rating or the rear axle load, the vehicle speed must not exceed 80 km/h when towing a trailer. This also applies to countries where higher speeds are permitted. Observe local speed limits. These may be lower for vehicles with trailers than for vehicles without trailers.

Any permitted excess loads for the vehicle are entered in the vehicle documents. If no excess load has been entered, it is possible to drive up to 100 km/h, although local regulations must be observed.

Technical data

Technical data can be found in the vehicle documents.

⚠ WARNING

Risk of injury and electric shock from exposed wires.

- Ensure the luggage compartment trim is installed upon or before delivery, so that the cables in the rear of the vehicle are covered up when using the vehicle.

⚠ WARNING

Risk of severe injuries due to persons being transported incorrectly.

- Never transport adults or children in the middle of the rear bench seat.
- The lack of restraint systems such as seat belt and head restraint can result in serious or fatal injury in the event of an accident.

⚠ WARNING

Risk of severe and fatal injuries.

- Do not travel with people in the luggage compartment.
- Observe the safety notes and information regarding the luggage compartment and transporting items .

Simplified declaration of conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

Ukraine

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive TR-355 where required by law.

The complete text of the declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with a sticker, the respective manufacturers' addresses as required by law are listed here:

Door opening lever with NFC wireless technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

Radio remote control (auxiliary heater), auxiliary heating (transmitter/receiver unit)

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Str. 9

82205 Gilching

GERMANY

Mapping tables

The mapping tables are designed to help you link the device name used in a declaration of conformity with the vehicle equipment and terms used in the manuals contained the vehicle wallet.

Safety

This section contains the certificate numbers of the following components:

— *Garage door opener, Keyless Access, remote control key (vehicle), instrument cluster, ID. Display, electronic immobiliser*.

ADHL5D, BNF_HL, BNF_LL, DTCO 1381, DoC 0001 mobile key_DFR, EHL2, eNSF, EZS-VW-Touareg, FS09, FS12A, FS12P, FS14, FS1744, FS19, FS191, FS1902, FS1903, FS94, G09CO4 Key, Kessy MQB-A, Kessy MQB-B B, Kessy MQB-B H, Kessy PQ35GP, Kessy MQB37W, Kombiinstrument 1, Kombiinstrument 2, Kombiinstrument 3, LCW05-VWE1, LCW05-VWE5, LCW05-SEE6, NSF_HL, NSF_LL1, NSF_LL3, PQ35 Kessy, RSB19, VWTOUA PKETOUA, VWTOUA RKETOUA, 2017-02-EU-LF_IC_IM, Immobilizer integrated in dashboard module instrument cluster, 17101001, 17101002, 17101010, 17101021, 17101022, 17101023, 17101031, 17101032, 17101033, 17101034, 17101041, 17101042, 17101043, 17101051, 17101052, 17101053, 17101054, 17101055, 17101056, 17101057, 17101071,. 17101072, 18020501, 18020531, 18020532, 18020533, 18020534, 3G0.837.205.

Air conditioning

This section contains the certificate numbers of the following components:

— *Radio remote control (auxiliary heater), auxiliary heater (transmitter/receiver unit)*.

EasyStart R, EasyStart R (22 1000 32 95 00, 22 1000 34 72 00) STH VW - 50000884, Sender STH VW - 50000886, Telestart, 50000864 D208L VW, 9019510C / Receiver of aux heater 869 MHz, 9019747B / Remote control of aux heater 868 MHz,

Tyres

This section contains the certificate numbers of the following components:

— *Tyre inflation pressure sensors*.

AG2FW4, TSSRE4Dg, TSSSG4G5.

Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, door opening lever with NFC radio technology, mobile key service card, wireless charging function*.

BC-Module, BCM PQ26 ROW (502N1xFOx), BCMevo, BCM2, BCM2R, BR11, HUF71110, KGF-Max, Mobile Key 4K0.959.754.xx , NFCTGS, RXI-35-433-DC, WCH-185, WCH-186, 3G0.837.205, 3G0.837.206, 5WK50248, 5WK50254, 5WK50474.

Driver assist systems

This section contains the certificate numbers of the following components:

— *Radar sensors for assistance systems, Car2X communication*.

ARS4-B, ASR5-B, BSD 3.0, FR5CPEC, LCA 2.0A, LRR3, LRR3 Master & Slave, LRR4, LRR4R, MRRe14FCR, MRRevo14F, MRR1Plus, MRR1Rear, RS4, R3TR.

Infotainment and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Car-Net “Security & Service”, Car-Net “e-*

Remote".

ALPS UGZZF-102B, ALPS UGZZF-202B, A109, A475 / A754, A473 / A476 / A750, A486 / A449 / A493 / 183,A580 / A270, DataPlug, HT-5, HT-6, HT-6d, HT-6e, L40VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MEB ICAS3, MIB Global Entry/Standard, MIB Global Entry/Standard, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB Standard 2 – ZR +/Nav with BT, MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB2 Entry, MIB2 Main-Unit, MIB2STD, MIB 2 Standard PQ, MIB 2 Standard ZR, MIB3 OI, MMI3G, MMI3G RU, RRVW401*, RRVW402*, RRVW402B, TUVM02IU-C, TUVM02IU-E, TUVM03IU-C, TUVM03IU-E, 7C0.035.153, 7C0.035.153.A, 7LA.035.153.A.

Aerials

This section contains the certificate numbers of the following components:

— Aerials, aerial amplifier, connection to the external aerial.

LTE-MBC-EU, LTE-MBC-EU2, MIB IW G2 AM/FM/TV, MIB IW G2 FM/DAB, UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3,

CSA-1, 3789.01, 920 301 A, 920 611 A.

1K8.035.552, 1K8.035.552.C, 1K8.035.552.F, 1S0.035.577.A, 10A.035.577.A, 10A.035.577.B, 10A.035.577.C, 10A.035.577.D, 11A.035.577.A, 11A.035.577.B, 11A.035.577.C, 11A.035.577.D, 11A.035.577.F, 11A.035.577.M, 11E.035.577.A, 11E.035.577.B, 11E.035.577.C, 11E.035.577.D, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GC.035.577, 2GC.035.577.A, 2GC.035.577.S, 2GM.035.577.A, 2G0.035.577.A, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G7.035.577.A, 3G7.035.577.D, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3V5.035.577, 3V5.035.577.A, 3V5.035.577.B, 3V5.035.577.F, 3789.01, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 4N0.035.503.AG, 4N0.035.503.AF, 4N0 035 503.J, 4S0.035.225.A, 4S0.035.225.D.

5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5E6.035.577, 5E6.035.577.A, 5E6.035.577.B, 5E7.035.577, 5E7.035.577.A, 5E7.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5H0.035.510, 5H6.035.577, 5H6.035.577.A, 5H6.035.577.B, 5H6.035.577.T, 5L0.035.501.A, 5LE.035.577.A, 5LG.035.577.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 510.035.577, 510.035.577.A, 510.035.577.B, 565.035.577, 565.035.577.A, 565.035.577.C, 575.035.225, 575.035.225.A, 575.035.225.B.

6C0.035.501, 6C0.035.501.5FQ, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D, 7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7H0.035.507.E, 7N0.035.507.A, 7N0.035.507.B, 7N0.035.552.K, 7N0.035.552.J, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 760.035.577.T, 8S7.035.503.B, 8W9.035.225.H.

920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 355 001, 920 417 007, 920 417 010, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007,

920 627 023, 920 627 024, 920 627 048, 920 627 049, 920 639 001, 920 639 002, 920 639 003, 920 639 011.

Radio equipment, frequency band, maximum transmit power

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system

. Deviations are marked by footnotes.

µW = Microwatt, mW = Milliwatt, W = Watt.

Radar sensors for assist systems

Frequency band, maximum transmit power		
Front:	24.05 - 24.25 GHz	0.1 W
	76 – 77 GHz	0.66 W
	76 – 77 GHz	3.16 W
	76 – 77 GHz	2 W EIRP
	76 – 77 GHz	0.59 W
side:	77 – 81 GHz	0.22 W
rear:	76 – 77 GHz	1 W

Keyless Access

125 kHz	22.7 dBµA/m
434.42 MHz	32 µW
868.000 – 868.600 MHz	25 mW

Tyre pressure sensors

433.92 MHz	10 mW

Central control unit

21.13 – 22.75 kHz	34.2 dBuA/m @ 10 m

Instrument cluster

125 kHz	40 dBµA/m
125 kHz	0.000147 mW

ID. Display

125 kHz	5.4 dBuA/m

Electronic immobiliser

125 kHz +/- 10 kHz	3.728 W

Remote control (auxiliary heater)

868.7 – 869.2 MHz (869.0 MHz)	25 mW
868.0 – 868.6 MHz (868.3 MHz)	3.1 mW

Auxiliary heater (Transmitter / Receiver unit)

868.0 – 868.6 MHz (868.3 MHz)	23.5 mW
868.7 – 869.2 MHz (869.0 MHz)	23.5 mW
868.0 – 868.6 MHz (868.525 MHz)	10 mW

Remote control key (vehicle)

433.05 – 434.78 MHz, 433.05 – 434.79 MHz	10 mW
868.0 – 868.6 MHz	25 mW
434.42 MHz	32 µW

Bluetooth

2,402 – 2,480 MHz	6.1 mW
2,402 – 2,480 MHz	0.05 W
2400 – 2483.5 MHz 2,408 – 2,480 MHz	10 mW

Outside door handle with NFC radio technology

13.56 MHz	0.67 mW

Valet keycard

13.56 MHz	0.0004 mW

Wireless charging function

105 – 115 kHz	6 W
111 kHz	42dBµA/m

Car2X auxiliary antenna

5855 – 5925 MHz	2 W EIRP

Wi-Fi hotspot

2412 – 2462 MHz	0.1 W
2412 – 2472 MHz	0.05 W
2,412 – 2,480 MHz	0.1 W
2400 – 2483.5 MHz	10 mW
2402 – 2442 MHz	0.1 W
2,408 – 2,480 MHz	2.57 mW
5150 – 5250 MHz	13.36 dBm
5725 – 5850 MHz	13.76 dBm
5745 – 5825 MHz	25 mW

Garage door opener

868.00 – 868.60 MHz 868.70 – 869.20 MHz	25 mW
433.05 – 434.79 MHz 40.660 – 40.700 MHz 26.957 – 27.293 MHz	10 mW

Compensator

GSM 900 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	2 W
GSM 1800 (uplink: 1,710 – 1,785 MHz / downlink: 1,805 – 1,880 MHz)	1 W
WCDMA FDDI (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	0.125 W
WCDMA FDDIII (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	0.125 W
WCDMA FDDV (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	0.125 W
LTE FDD1 (uplink: 1,920 – 1,980 MHz / downlink: 2,110 – 2,170 MHz)	0.2 W
LTE FDD3 (uplink: 1710 – 1785 MHz / downlink: 1805 – 1880 MHz)	0.2 W
LTE FDD7 (uplink: 2,500 – 2,570 MHz / downlink: 2,620 – 2,690 MHz)	0.2 W
LTE FDD8 (uplink: 880 – 915 MHz / downlink: 925 – 960 MHz)	0.2 W
LTE FDD20 (uplink: 832 – 862MHz / downlink: 791 – 821 MHz)	0.2 W

Mobile phone interface

GSM 850: 824–849 MHz GSM 900: 880–915 MHz	2 W
GSM 1800: 1,710–1,785 MHz GSM 1900: 1,850 – 1,910 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz WCDMA FDDV: 824 – 849 MHz	0.25 W

We Connect

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1,710 – 1,785 MHz	1 W
WCDMA band 1: 1,920 – 1,980 MHz WCDMA band 3: 1710 – 1785 MHz WCDMA band 8: 880 – 915 MHz	0.25 W
FDD LTE band 1: 1,920 – 1,980 MHz FDD LTE band 3: 1710 – 1785 MHz FDD LTE band 7: 2,500 – 2,570 MHz FDD LTE band 8: 880 – 915 MHz FDD LTE band 20: 832 – 862 MHz FDD LTE band 28A: 703 – 733 MHz	0.2 W

Car-Net Security & Service

GSM 900 (880.2 – 959.8 MHz)	2 W
GSM 1800 (1710.2 – 1879.8 MHz)	1 W
UMTS B1 (1,920 – 2,170 MHz) UMTS B8 (880–960 MHz) GPS (1,575.42 MHz)	0.25 W

Car-Net e-Remote

GSM 850 (824 – 849 MHz) GSM 900 (880 – 915 MHz)	2 W
GSM 1800 (1,710 – 1,785 MHz) GSM 1900 (1,850 – 1,910 MHz)	1 W
EGPRS 850 (824 – 849 MHz) EGPRS 900 (880 – 915 MHz)	0.5 W
EGPRS 1800 (1,710 – 1,785 MHz) EGPRS 1900 (1,850 – 1,910 MHz)	0.4 W
UMTS I (1,920 – 1,980 MHz) UMTS II (1,850 – 1,910 MHz) UMTS III (IX) (1,710 – 1,785 MHz) UMTS IV (1,710 – 1,755 MHz) UMTS V (VI) (824 – 849 MHz) UMTS VIII (880 – 915 MHz)	0.25 W

Car-Net e-Remote

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1,710 – 1,785 MHz	1 W
WCDMA FDDI: 1,920 – 1,980 MHz / GPS (1.57542 GHz)	0.25 W

Key to models

Key to vehicle model groups, where not listed separately in the table:

MQB 37, MQB 37 (W) = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan, Golf Estate, Jetta, Jetta Hybrid, R Golf,

Tiguan, Touran, T-Roc, T-Roc Cabriolet.

MQB 48 = Arteon, Arteon Shooting Brake, Passat, Passat Alltrack, Passat GTE, Passat Estate, Passat Estate Alltrack, Passat Estate GTE.

PQ 35 = Beetle, Beetle Cabriolet, Sharan.

Approval numbers

a) Radar sensors for assist systems b) Instrument cluster, ID. Display, electronic immobiliser, c) Central control unit, coupling aerial, wireless charging function, compensator, door release lever with NFC radio technology, d) Remote control key (vehicle), Keyless Access.

Egypt

b TAC.07021815923.WIR, TAC.24061918671.WIR, TAC.24061918672.WIR

Algeria

b 31.AF/528/DT/DG/ARPT/18

Argentina

a C-17908, C-18053, C-21797, C-22394

b H-20369, H-20370, H-20731, H-20732, H-20733, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H–22856, H-22961, H-23480, H-23481.

d H-22855.

Australia

a N11042, ACN/ARBN 004 528 778 / 58004528778.

b ABN 81 145 810 206, 2150-01, 2152-01

Bahrain

b 3002, 3003, DLM / 1405

Botswana

BTA REGISTERED No:

a BOCRA/TA/2018/2026, BOCRA/TA/2018/3012.

b BOCRA/TA/2018/3991, BOCRA/TA/2018/3992, BOCRA/TA/2018/4129, BOCRA/TA/2018/4130, BOCRA/TA/2018/4131, BOCRA/TA/2018/4132, BOCRA/TA/2018/4133, BOCRA/TA/2018/4134, BOCRA/TA/2018/4136, BOCRA/TA/2018/4193, BOCRA/TA/2018/4194, BOCRA/TA/2018/4196, BOCRA/TA/2019/4311, BOCRA/TA/2019/5045, BOCRA/TA/2019/5046.

Brazil

a 05674-15-06830, 05674-16-06830, 07084-18-03745

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

b 00939-19-06673, 01814-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04282-19-01925, 04383-18-06673, 04998-19-02405, 04999-19-02405, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 06215-16-03430, 06763-18-06353, 06962-18-06353, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353.

d 01812-19-05364.

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.
Este produto está homologado pela ANATEL, de acordo com os procedimentos regulamentados pela resolução nº. 242/2000 e atende aos requisitos técnicos e aplicados. Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

Brunei

a DTA-002433: DRQ-D-MAJU-02-2011-11108

b DTA-001794, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307
DTA-001793: DRQ-D-MAJU-02-2011-111083
DTA-001981: DRQ-D-MAJU-02-2011-111083
DTA-001982: DRQ-D-MAJU-02-2011-111083
DTA-001986,
DTA-003220: DRQ-D-MAJU-02-2011-111083
DTA-004928, DTA-004929

Chile

b 3458/DO Nº45141/f26, 12190/DO Nº 48994/F26
58798, 58799

China

a 2016DJ6719

Dominican Republic

b DE-0000320-Cc-17445, DE-0001203-19, DE-0001204-19, 183507

Europe and countries that approve radio equipment according to European Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Gibraltar

b MDE_VIS_1710

Ghana

a 1R3-1M-7E1-160, 6X6-4H-7EO-OF3

b BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-0AF, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0BC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0D2, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-130, EX6-6M-GE2-17B, ZRO-1H-7E3-14E, ZRO-M8-7E3-X90.

d ZRO-M8-7E3-X92

Hong Kong

b US0031800001, HK0011902060, HK0011902061

India

b ETA-1609/17-RLO(NE), ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).

Indonesia

a 34539/I/SDPPI/2017, PLG ID: 4211
38132/I/SDPPI/2017, PLG ID: 2130
47817/SDPPI/2016, PLG ID: 6094

b 55776/SDPPI/2018, PLG ID: 7205
56625/SDPPI/2018, PLG ID: 7708
57406/SDPPI/2018, PLG ID: 7708
57647/SDPPI/2018, PLG ID: 7708
57687/SDPPI/2018, PLG ID: 7708
64639/SDPPI/2019
64640/SDPPI/2019
60924/SDPPI/2019, PLG ID: 4334

c 58849/SDPPI/2018, PLG ID: 4334

d 61642/SDPPI/2019, PLG ID: 4334

Iran

b Iran_Kombiinstrument_MDE_VIS_1710

Israel

b 51-63653, 51-69416, 51-69417, 63-63304.

Jamaica

b FCC ID: 2AA98A, Kombiinstrument-1, -2, -3

Japan

a 202-LSE009, 202-LSG060, 203-JN0638, 203-JN0825.

b MDE_VIS_1710

d 022-190152

電波法)=本製品は、電波法に基づく特定無線設備の技術基準適合証明などを受けております。 本製品の改造は禁止されています。適合証明番号などが無効となります

Jordan

a TRC/LPD/2014/248, TRC/LPD/2016/584, TRC/LPD/2017/254, TRC/LPD/2018/381

b TRC/LPD/2018/1, TRC/LPD/2019/233, TRC/LPD/2019/234

d TRC/LPD/2019/153

Canada

IC ID / type designator:

a 3659-R3TR, 3659A-R3TR, 3887A-FR5CPEC.

b 11505A-A, 11505A-MEDIUM5C, 11505A-COULOUR5C, 23650-17101001, 23650-17101002, 23650-17101010, 23650-171010101, 23650-17101041, 23650-17101031, 23650-17101032, 23650-17101033, 23650-17101034, 23650-17101041, 23650-17101042, 23650-17101043, 23650-17101051, 23650-17101052, 23650-17101053, 23650-17101054, 23650-18020531, 23650-18020532, 23650-18020533, 23650-18020534, 2694A-013854, 2694A-RSB19, 4983A-BNFHL, 4983A-BNFLL.

d 2694A-FS19.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC ID / type designator:

c 4774A-18500, 5927A-KA3

This device complies with RSS-210, ICES-001 and RSS-Gen of the Industry Canada Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE

EQUIPMENT.

Avis d'Industrie Canada sur l'exposition aux rayonnements

Cet appareil est conforme aux limites d'exposition aux rayonnements d'Industrie Canada pour un environment non contrôlé. Il doit être installé de façon à garder une distance minimale de 20 centimétres entre la source de rayonnements et votre corps.

REMARQUE: LE FABRICANT N'EST PAS RESPONSABLE DES INTERFÉRENCES RADIOÉLECTRIQUES CAUSÉES PAR DES MODIFICATIONS NON AUTORISÉES APPORTÉES À CET APPAREIL. DE TELLES MODIFICATIONS POURRAIT ANNULER L'AUTORISATION ACCORDÉE À L'UTILISATEUR DE FAIRE FONCTIONNER L'APPAREIL.

Columbia

b 2018300044, 2019802791, 2019802792

Kuwait

b Ref 2410, 3399, 3421.

Lebanon

b 2665/E&M/2018, 11372

Malaysia

a CIDF15000490, CIDF17000143, MRR14F, ARS4-B, RALM/69A/1018/S(18-3829)

b HIDF1500019
RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RCFL/22A/0818/S(18-3109), RCFL/24A/0818/S(18-3152), RFC/21A/0718/S(18-2717), RFC/23A/0818/S(18-3153), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/35A/0719/S(19-2874), RFCL/36A/0719/S(19-2875).

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

a MR 9778 ANRT 2014, 11/11/2014
MR 12623 ANRT 2016, 11/10/2016
MR 13900 ANRT 2017, 04/05/2017
MR 17528 ANRT 2018, 19/09/2018

b MR 15669 ANRT 2018, 31/01/2018,
MR 15674 ANRT 2018, 31/01/2018,
MR 15675 ANRT 2018, 31/01/2018,
MR 19108 ANRT 2019, 2019_03_14
MR 19768 ANRT 2019, 2019_05_15
MR 19769 ANRT 2019, 2019_05_15.

c MR 17576 ANRT 2018, 26/09/2018
MR 13255 ANRT 2017, 09/02/2017

d MR 19106 ANRT 2019, 2019/03/04

Mauritius

b TA/2018/0084, TA/2019/0509, TA/2019/0510

Macedonia

b 0803-157/1

Mexico

a RCPAPR318-2005, RCPBOFR18-1885, RLVDER316-1666, RLVDER316-2005,

b IFT/223/UCS/DG-AUSE/0311/2018,
RLVHE0119-0720, RLVMABN18-1512, RLVMABN18-1512-A1, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.

d RLVHEFS19-1298

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldavia

a 1014, 024, 8526

b 024, MD OC TIP 024 A674-19, MD OC TIP 024 A675-19

c 1014

d 024

New Zealand

b ABN 81 145 810 206, 2151-01, 2153-01

Nigeria

a Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

b NCC/TSNi/WN/TA/CERT/3137/2019, NCC/TSNi/WN/TA/CERT/3138/2019

Oman

a R/1733/14, D080134, R/2210/14, D080134, R/3621/16, D080134

b R/5130/18, 23/01/2018, R/5725/18, D100428, R/5772/18, D100428, R/5774/18, D100428, R/5819/18, D100428, R/5820/18, D100428, R/5884/18, D100428, R/5885/18, D100428, R/5886/18, D100428, R/5887/18, D100428, R/6022/18, D100428, R/6023/18, D100428, R/6366/18, D100428, R/6372/18, D100428, R/6535/18, D100428, R/6616/18, D100428, R/6695/18, D100428, R/6696/18, R/7383/19, R/7704/19, R/7752/19.

c R/3370/16, R/3848/17, D080134, R/8052/19, D090024, R/8056/19, D090024

Paraguay

a 2018-11-I-000612

b 2018-10-I-000480, 2018-10-I-000481, 1297/2019, 1298/2019.

d 2019-05-I-000243

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Philippines

a ESD-1818098C

b ESD-1816419C, ESD-1919803C, ESD-1919804C

Qatar

a CRA/SA/2016/R-5808, CRA/SM/2018/R-7447

b CRA/SA/2018/R-6820, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054

Zambia

b ZMB/ZICTA/TA/2018/8/38, ZMB/ZICTA/TA/2018/8/39, ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41, ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15, ZMB/ZICTA/TA/2018/10/17, ZMB/ZICTA/TA/2018/10/18, ZMB/ZICTA/TA/2018/10/19, ZMB/ZICTA/TA/2018/10/20, ZMB/ZICTA/TA/2018/10/21, ZMB/ZICTA/TA/2018/10/24, ZMB/ZICTA/TA/2018/10/25, ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27, ZMB/ZICTA/TA/2018/12/16, ZMB/ZICTA/TA/2019/7/7

Saudi Arabia

b 29563, 2019-1205, 2019-1221

Serbia

a 34540-768/18-5, 34540-1313/16-3, И011 14, И011 17

b P1617197200, P1619073700, P1619073800, P1619095800, И005 17, И005 18, И005 19.

c И011 17, И005 19

d И011 19

Singapore

Complies with IMDA Standards:

a DA103787, DA104682 (N0688-15), DB106879 (N3083-18), (N3688-18).

b DA104682, DA105282, N2404-19, N2405-19, N4975-17.

c DA103787, DB106879.

d DA104682, G1594-19.

General information on the data

South Africa

a TA-2013/2465, TA-2014/1783, TA-2016/2759, TA-2019/115.

b TA-2017/2824, TA-2019/582, TA-2019/583, TA-2019/5101.

c TA-2016/501, TA-2016/820, TA-2016/3539, TA-2018/5159, TA-2019/5116.

d TA-2019/5167

South Korea

a R-CRM-DDG-R3TR.

b R-RMM-VCo-Kombi, R-C-HLA-RSB19, R-R-HLA-013854, R-R-LGE-LCW05-VWE5, R-R-Vco-COLOUR5C, R-R-Vco-MEDIUM5C.

c MSIP-CMM-N7V-LTE-MBC-CN

d R-C-HLA-FS1903.

이 기기는 업무용(A급) 전자파 적합기기로서 판 매 자 또는 사용 자는 이 점을 주의 하시기 바 라 며, 가 정외의 지역에서 사용 하는 것을 목적으로 합니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음. 해당 무선설비는 운용 중 전파혼 신 가능성이 있으므로, 인명 안전과 관련된 서비 스는 할 수 없습니다.
이기기는업무용(A급) 전자파적합기기로서판매자또는사용자는이점을주의하시기바라며, 가정외의지역에서사용하는것을목적으로 합니다.
이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며,모든 지역에서 사용할 수 있습니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음.
기자재의 명칭: 미약 전계강도 무선기기 상호명 : 엘지전자(주) 제조자 / 제조국가 : 엘지전자(주) / 베트남
기자재의 명칭 : LTE 이동통신용 무선설비의 기기 상호명 : 엘지전자(주) 제조자 / 제조국가 : 엘지전자(주) / 베트남

Taiwan

Vehicle identification number

a CCAF16LP2450T2, CCAI19LP0370T9.

b CCAB19LP107A, CCAB19LP107BT1, CCAB19LP1070T0, CCAB19LP1070T0T2, CCAL18LP0610T2, CCAL18LP0850T6, CCAL18LP1020T9, CCAL18LP1030T2, CCAL18LP1190T8, CCAL18LP1200T1, CCAL18LP1210T1, CCAL18LP1410T9, CCAL18LP1430T2, CCAL18LP1440T5, CCAL18LP1460T1, CCAL18LP1480T4, CCAL18LP1570T5, CCAL18LP1580T8, CCAL18LP1590T1, CCAL18LP1600T1, CCAL18LP1610T4, CCAL18LP1620T7, CCAL18LP1730T1, CCAL18LP1740T4, CCAL18LP1750T7, CCAL18LP1820T2, CCAL18LP240T0, CCAL19LP0560T5, CCAL19LP0580T1.

d CCAL19LP0560T5

1. 經型式認證合格之低功率射頻電機，非經許 可， 公司、商號或使用者均不得擅 自變更頻 率、加大 功率或變更原設計之特性及功能。 2. 低功率射頻 電機之使用不 得影響飛航安全及干 擾合法通信； 經發現有干擾現象時，應立即停 用，並改善至 無 干擾時方得繼續使用。 前項合 法通信，指依電信 法規定作業之無線電通信。 低 功率射頻電機須忍 受合法通信或工業、科學 及醫療用電波輻射性電機 設備之干 擾。

警語 低功率電波輻性電機管理辦法 第十二條經 型式認證合格之低功率射頻電機,非經許可,公司, 商號或 使用者均不得擅自變更頻率,加大功率或 變更原設計之特性及功能。 第十四條低功率射 頻電機之使用不得影響飛航影響安全及干擾合 法通信,經發現有干擾現象時,應立即停用,並改 善至無干擾時方得繼續 使用。 前項合法通信,指 一電信法規定作業之無線電通信低功率射頻電 機需 忍受合法通信或工業,科學及醫療用電波輻 射性電機設備之干擾。

警語經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用,並改善至無干擾時方得繼續使用。前項合法通信,指依電信法規定作業 之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

警語 經型式認證合格之低功率射頻電機,非經許可,公司、商號或使用者均不得擅自變更頻率、加 大功率或變更原設計之特性及功能。 低功率射頻電機之使用不得影響飛航安全及干擾合法通信;經發現有干擾現象時,應立即停用 ,並改善至無干擾時方得繼續使用。 前項合法通信,指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、 科學及醫療用電波輻射性電機設備之干擾

第十二條 型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。 第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。 前項合法通信，指依電信法規定作業之無線電通信。 低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。 Without permission granted by the NCC, any company, enterprise, or user is not allowed to change frequency, enhance transmitting power, or alter original characteristic as well as performance to an approved low power radio-frequency devices. The low power radio-frequency devices shall not influence aircraft security and interfere legal communications; If found, the user shall cease operating immediately until no interference is achieved. The said legal communications means radio communications is operated in compliance with the Telecommunications Act. The low power radio-frequency devices must be susceptible with the interference from legal communications or ISM radio wave radiated devices.

Thailand

a MRRe14FCR, NBTC ID: A57019-16-xxxx

b 255.A.2560, RT 1751, RT 1752

1) เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของกสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้ องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

b AHO-0177-18, AHO-0991-19

Turkey

Type plate

b MDE_VIS_1710, 32423510-254.01-E.39919

USA and countries that approve and license radio equipment according to FCC Directives:

FCC ID:

a LTQR3TR, NF3-FR5CPEC

b 2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C.
2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, BEJLCW05-VWE5, NBGRSB19, NBG013854, RX2BNFHL, RX2BNFLL.

c RK7MBC-NAR

d NBGFS19, NBGFS191

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.
This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This equipment (FCC ID: BEJLCW05-VWE5) has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC ID:

c RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.
This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction.

Ukraine

Imported by:

Чистий і шлях©

Імпорт та експорт ТОВ компанії

Десь Ave. 14

01004 Київ

Україна

a	BSD 3.0	24,05 - 24,25 GHz	20 dBm
	LCA 2.0	24,05 - 24,25 GHz	20 dBm
	RS4	24,05 - 24,25 GHz	20 dBm
	1APTV R3TR, 1BOSC0001		

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo.

b UA.TR.109.0009-18, UA.TR.109.R.0336-19, UA.TR.109.R.0337-19, UA.TR.109.R.0425-18, UA.TR.028 1O094.007280-19,
0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033

c Koppelantenne Gen.3

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіообладнання (позначення типу радіообладнання DESIGNATION) відповідає Технічному регламенту радіообладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo

ЛГ Електроникс Вьєтнам Хай Фонг Ко., Лтд., Лот CH2, Транг Дъю Индастриал Парк, Лє Лой Комуна, Ан, Дуонг Дистрикт, Хай Фонг Сити, Вьєтнам;

United Arab Emirates

TRA, REGISTERED No, DEALER No

a ER49719/16, DA0062437/11, ER55421/17, DA36758/14, ER61136/18, DA40068, ER66978/18, DA36758/14.

b ER61137/18, DA0089862/12, ER70009/19, DA44932, ER71413/19, DA0089862/12, ER71414/19.

c ER50430/16, ER54754/17, DA0043253/10, ER70554/19, DA0043253/10, ER71148/19, DA0043253/10.

d ER70046/19, DA44932

Belarus

b Ra.RU.21ИР01

d BY/112 11.01.TP024 020 00007
BY/112 11.01.TP024 020 00008
BY/112 11.01.TP024 020 00047
BY/112 11.01.TP024 020 00059
BY/112 11.01.TP024 030 00140

Except where indicated or specifically stated, the technical data applies to the basic model. The values may differ if additional equipment is fitted, for different model versions and for special vehicles and in the case of country-specific vehicle specifications. All data in the official vehicle documents always take precedence.

The vehicle data sticker and the official vehicle documents show which drive and which power output are installed in your vehicle.

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

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver(75 kg (165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers
— All luggage
— Add-on parts
— Roof load
— Drawbar load when towing a trailer

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate (“safety compliance label”) on the B-pillar on the driver side *(→ Safety certificate)*.

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (3000 ft) above sea level. The maximum

gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (3000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Structure of the vehicle identification number

The vehicle identification number VIN

comprises 17 characters. These characters are categorised into seven groups.

The basic structure is explained below using the example of the vehicle identification number WVWZZZCBZLE400953. This is an example.

Group	①			②			③		④	⑤	⑥	⑦					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	L	E	4	0	0	9	5	3

① Vehicle manufacturer identifier:

WVW

Volkswagen Passenger Cars

WVG

VW Touareg/Auto 5000 AMPV

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MFB

Garuda Matraman Motor (Indonesia)

② Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③ Vehicle class per model:

3H

Arteon

5T

Touran

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type(7) and vehicle class (8 and 9).

(4) Filler or check character: the filler characters may differ depending on manufacturer.

(5) VIN index per model year:

K

2019

L

2020

M

2021

N

2022

(6) Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

G, K

Volkswagen Kaluga Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

V, U

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

(7) Sequential production number in a model year.

Position of the vehicle identification number

Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, market and engine, the vehicle identification number may also be stamped at one of the following locations:

— In the engine compartment in the right water drainage channel.

— In the engine compartment on the right suspension turret.

— In the engine compartment close to the bonnet hinge on the right side of the vehicle.

— Behind the right front seat under the floor covering.

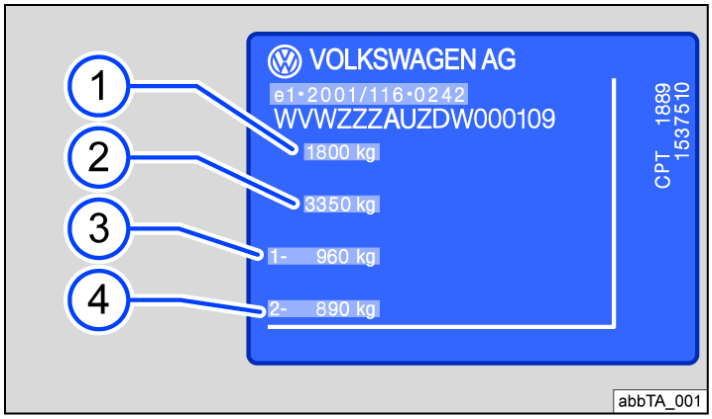

Fig. 1 Type plate (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Gross vehicle weight rating.
2. Gross combination weight rating (vehicle plus trailer).
3. Gross front axle weight rating.
4. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

Safety certificate

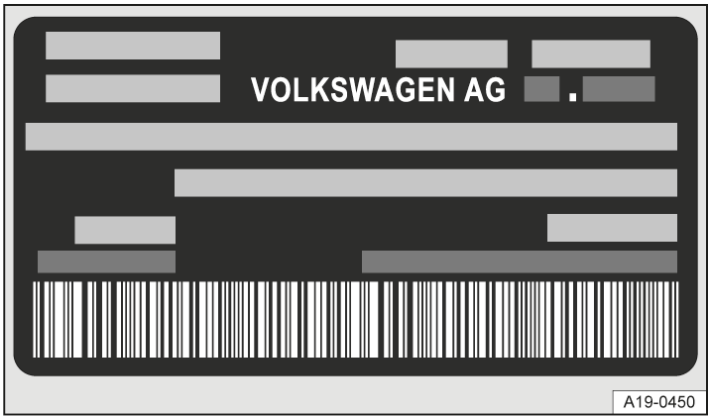

Fig. 1 Safety certificate (illustration).

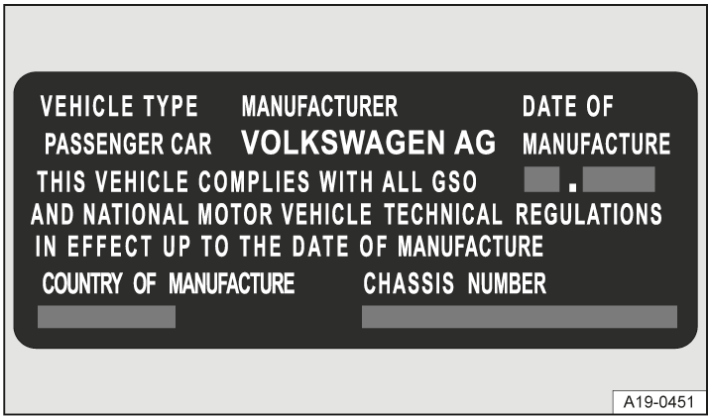

Fig. 2 Safety certificate (illustration).

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

Vehicle data sticker

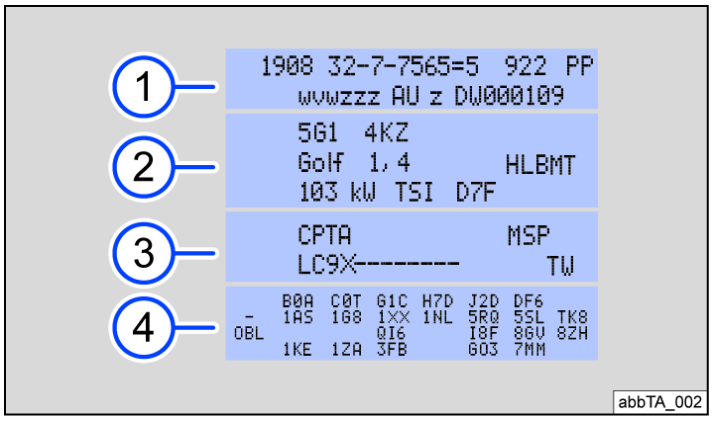

Fig. 1 Illustration: vehicle data sticker

1. Vehicle identification number (chassis number).
2. Vehicle type, engine power, gearbox type.
3. Engine and gearbox codes, paint number, interior equipment. In the example, the engine code is CPTA.
4. Optional extras, PR numbers.

The vehicle data sticker is located inside the front cover of the owner's manual and in the area of the luggage compartment. Depending on the vehicle equipment, the vehicle data sticker is affixed under the luggage compartment trim on the luggage compartment wall or luggage compartment floor, in the spare wheel well or on the cross panel.

Depending on the vehicle equipment, the engine code may be displayed on the instrument cluster *(→ Displays)*.

Dimensions

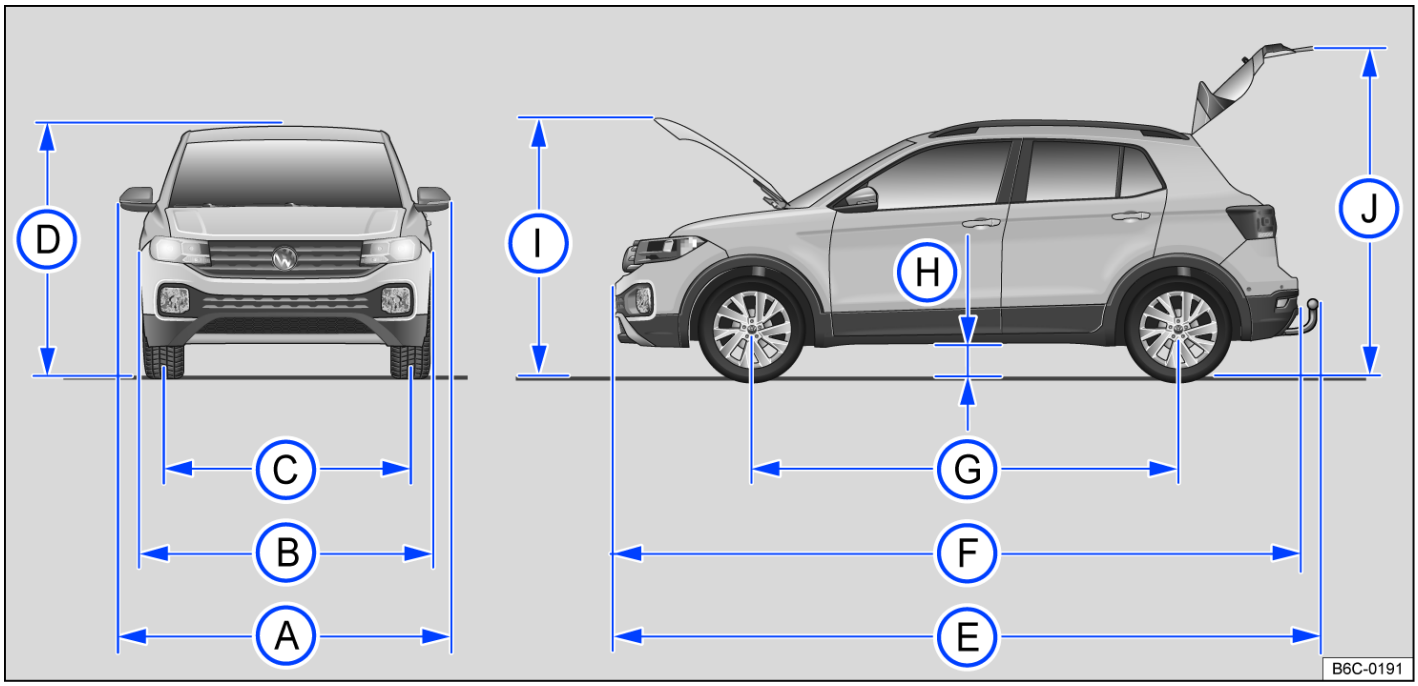

Fig. 1 Dimensions.

The data in the table applies to the German basic model with the basic specification.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Key to *Fig. 1*:		T-Cross
A	Width (from exterior mirror to exterior mirror)	–
B	Width	1,760 – 1,784 mm
C	Front track	1,526 – 1,534 mm
	Rear track	1,508 – 1,516 mm
D	Height to the upper edge of the roof at kerb weight	1,559 – 1,584 mm
	Height at kerb weight with navigation aerial	–
	Height to the roof railing at kerb weight	–
E	Length with fitted towing bracket (when factory-fitted)	–
F	Length (from bumper to bumper)	4,108 – 4,235 mm
G	Wheelbase	2,551 mm
H	Ground clearance when ready to drive between the axles	185 – 187 mm
I	Height with open bonnet at kerb weight	–
J	Height with open boot lid at kerb weight	–
	Turning circle diameter	Approx. 10.6 m

Tank capacities

The fuel tank has the following capacity:

— approx. 40 l (10.6 gallons)

The fuel tank capacity includes an undefined reserve quantity which remains in the tank when the fuel gauge indicates an empty tank. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

1.0 l, 3-cylinder TSI®, 70 kW

Power output	70 kW at 5,000 – 5,500 rpm	
Engine code	CHZL	
Maximum torque	175 Nm at 2,000 – 3,500 rpm	
Gearbox		MG5
Maximum speed	km/h	
Kerb weight	kg	
Gross vehicle weight rating	kg	
Gross front axle weight rating	kg	
Gross rear axle weight rating	kg	
Maximum trailer weight braked, gradients up to 12 %	kg	
Maximum trailer weight braked, gradients up to 8 %	kg	
Maximum trailer weight unbraked	kg	
Maximum permitted gross combination weight	kg	

1.0 l, 3-cylinder TSI®, 70 kW

Power output	70 kW at	
Engine code	DLAC	
Maximum torque	175 Nm at	
Gearbox		MG5
Maximum speed	km/h	
Kerb weight	kg	1,267
Gross vehicle weight rating	kg	1,730
Gross front axle weight rating	kg	890
Gross rear axle weight rating	kg	890
Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,100
Maximum trailer weight unbraked	kg	630
Maximum permitted gross combination weight	kg	2,730

1.0 l, 3-cylinder TSI®, 70 kW

Power output	70 kW at 5,000 – 5,500 rpm	
Engine code	DKLA	
Maximum torque	175 Nm at 2,000 – 3,500 rpm	
Gearbox		MG5
Maximum speed	km/h	180
Kerb weight	kg	1,258
Gross vehicle weight rating	kg	1,720
Gross front axle weight rating	kg	880
Gross rear axle weight rating	kg	890
Maximum trailer weight braked, gradients up to 12 %	kg	1,000
Maximum trailer weight braked, gradients up to 8 %	kg	1,100
Maximum trailer weight unbraked	kg	620
Maximum permitted gross combination weight	kg	2,720

1.0 l, 3-cylinder TSI®, 81 kW

Power output	81 kW at		
Engine code	DLAA		
Maximum torque	200 Nm at		
Gearbox		MG6	DSG®7
Maximum speed	km/h		
Kerb weight	kg	1,277	1,298
Gross vehicle weight rating	kg	1,750	1,770
Gross front axle weight rating	kg	910	930
Gross rear axle weight rating	kg	890	890
Maximum trailer weight braked, gradients up to 12 %	kg	1,100	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1,200	1,200
Maximum trailer weight unbraked	kg	630	640
Maximum permitted gross combination weight	kg	2,850	2,870

1.0 l, 3-cylinder TSI®, 85 kW

Power output	85 kW at 5,000 – 5,500 rpm		
Engine code	DKRF		
Maximum torque	200 Nm at 2,000 – 3,500 rpm		
Gearbox		MG6	DSG®7
Maximum speed	km/h	193	
Kerb weight	kg	1,269	1,290
Gross vehicle weight rating	kg	1,740	1,760
Gross front axle weight rating	kg	900	920
Gross rear axle weight rating	kg	890	890
Maximum trailer weight braked, gradients up to 12 %	kg	1,100	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1,200	1,200
Maximum trailer weight unbraked	kg	630	640
Maximum permitted gross combination weight	kg	2,840	2,860

1.0 l, 3-cylinder TSI®, 85 kW

Power output	85 kW at 5,500 rpm	
Engine code	DKJA	
Maximum torque	200 Nm at 2,000 – 3,500 rpm	
Gearbox		DSG®7
Maximum speed	km/h	
Kerb weight	kg	
Gross vehicle weight rating	kg	
Gross front axle weight rating	kg	
Gross rear axle weight rating	kg	
Maximum trailer weight braked, gradients up to 12 %	kg	
Maximum trailer weight braked, gradients up to 8 %	kg	
Maximum trailer weight unbraked	kg	
Maximum permitted gross combination weight	kg	

1.5 l, 4-cylinder TSI®, 110 kW

Power output	110 kW at	
Engine code	DPCA	
Maximum torque	250 Nm at	
Gearbox		DSG®7
Maximum speed	km/h	
Kerb weight	kg	1,324
Gross vehicle weight rating	kg	1,790
Gross front axle weight rating	kg	950
Gross rear axle weight rating	kg	890
Maximum trailer weight braked, gradients up to 12 %	kg	1,200
Maximum trailer weight braked, gradients up to 8 %	kg	1,200
Maximum trailer weight unbraked	kg	660
Maximum permitted gross combination weight	kg	2,990

1.5 l, 4-cylinder TSI®, 110 kW

Power output	110 kW at	
Engine code	DADA	
Maximum torque	250 Nm at	
Gearbox		DSG®7
Maximum speed	km/h	
Kerb weight	kg	
Gross vehicle weight rating	kg	
Gross front axle weight rating	kg	
Gross rear axle weight rating	kg	
Maximum trailer weight braked, gradients up to 12 %	kg	
Maximum trailer weight braked, gradients up to 8 %	kg	
Maximum trailer weight unbraked	kg	
Maximum permitted gross combination weight	kg	

1.6 l, 4-cylinder TDI®, 70 kW

Power output	70 kW at 2,750 – 4,500 rpm		
Engine code	DGTD		
Maximum torque	250 Nm at 1,500 – 2,500 rpm		
Gearbox		MG5	DSG®7
Maximum speed	km/h	180	180
Kerb weight	kg	1,379	1,397
Gross vehicle weight rating	kg	1,840	1,860
Gross front axle weight rating	kg	990	1,010
Gross rear axle weight rating	kg	900	900
Maximum trailer weight braked, gradients up to 12 %	kg	1,100	1,100
Maximum trailer weight braked, gradients up to 8 %	kg	1,200	1,200
Maximum trailer weight unbraked	kg	680	690
Maximum permitted gross combination weight	kg	2,940	2,960