Owner's manual

Golf, Golf GTI, Golf GTD, Golf eTSI, Golf R

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Thank you for choosing Volkswagen

By purchasing this Volkswagen, you have become the owner of a vehicle fitted with the latest 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 criticisms.

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

⚠ **WARNING**

Observe the important safety instructions for use of child restraint systems on the front passenger seat. ⇒ Child seats

About this owner's manual

This owner's manual is valid for all variants and versions of your Volkswagen model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain countries.

There may also be descriptions of upgrades for functions that require subsequent activation.

For information on your actual vehicle equipment, please refer to the sales documents or contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

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

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

Digital Manual

Depending on equipment, the vehicle may be equipped with a Digital Manual in the Infotainment system.

The Digital Manual describes the functions of the vehicle at the time of delivery. The Digital Manual may be updated by system updates, supplements and changes during the service life of the vehicle.

Printed owner's manual

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

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

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

Explanations

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

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

Directions and positions

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

Dimensions and speeds

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Glass roof

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

Qualified workshop

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

Volkswagen dealership

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

Go to a qualified workshop

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

Seek expert assistance

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

Description of symbols

🕮	Refers to a section within a chapter that contains important information and safety notes ⚠ that should always be observed.
◁	Indicates the end of a section.
⛔	Indicates situations in which the vehicle must be stopped as quickly as possible.
™	The symbol means "Trademark" and identifies an recognized 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 to 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

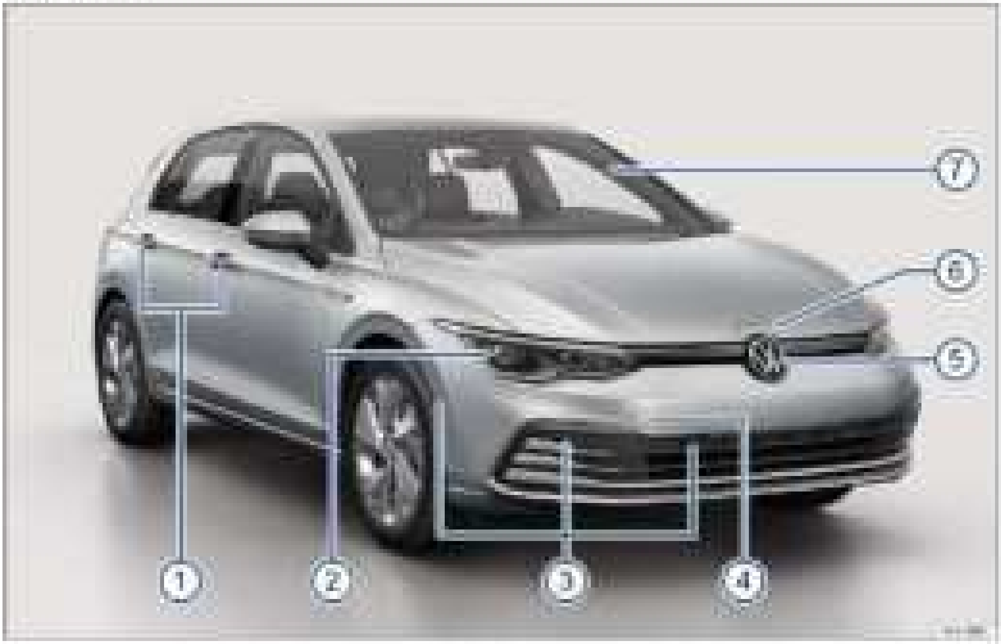

Fig. 1 Overview of vehicle from front

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① Door handles

② Headlights

③ Sensors for assist systems ⇒ Vehicle care, exterior

④ Behind a cover: mounting for towing eye

⑤ Behind the Volkswagen badge: radar sensor for assist systems ⇒ Vehicle care, exterior

⑥ Opening lever for bonnet ⇒ In the engine compartment

⑦ Windscreen:

- with vehicle identification number
- with windscreen wiper ⇒ Wipers
- with camera for assistance systems positioned near the interior mirror ⇒ Vehicle care, exterior
- with rain/light sensor positioned near the interior mirror ⇒ Rain and light sensor, ⇒ Vehicle care, exterior

Rear view

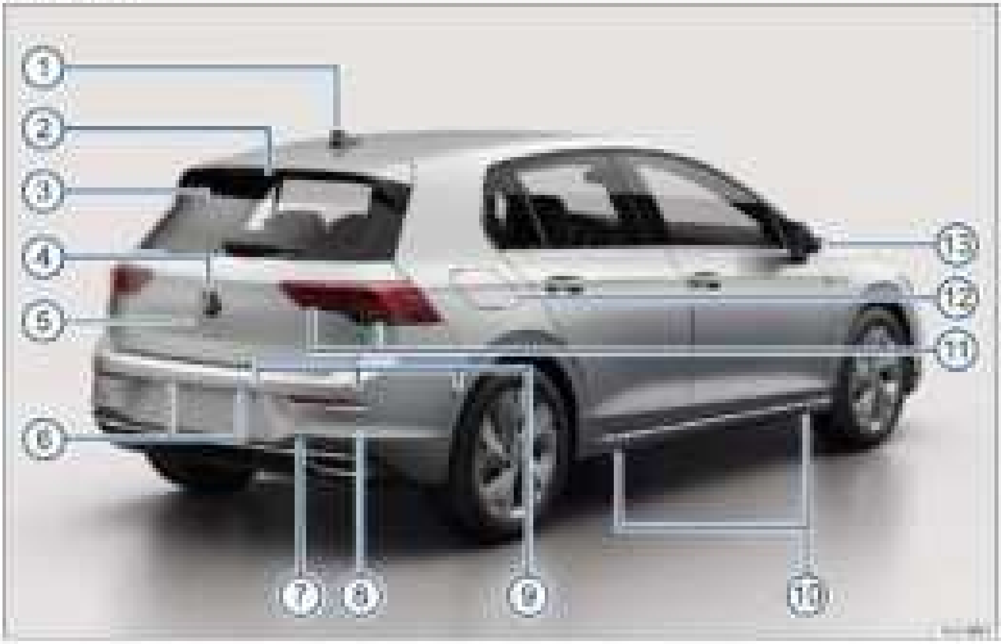

Fig. 1 Overview of vehicle from rear.

1. Roof aerial ⇒ Radio reception and aerials
2. High-level brake light
3. Rear window:
   - with rear window heating ⇒ Rear window heating
   - with rear window wiper ⇒ Wipers
   - with window aerial ⇒ Radio reception and aerials

4. Volkswagen badge for opening the boot lid
5. Camera area for parking systems , ⇒ Vehicle care, exterior
6. Number plate light
7. Behind a cover: mounting for towing eye
8. Behind the bumper: radar sensor for assist systems , ⇒ Vehicle care, exterior
9. Sensors for assist systems , ⇒ Vehicle care, exterior
10. Jacking points
11. Tail light clusters
12. Tank flap
13. Exterior mirrors ⇒ Exterior mirrors
    - With display of lane change system (Side Assist)

Driver door

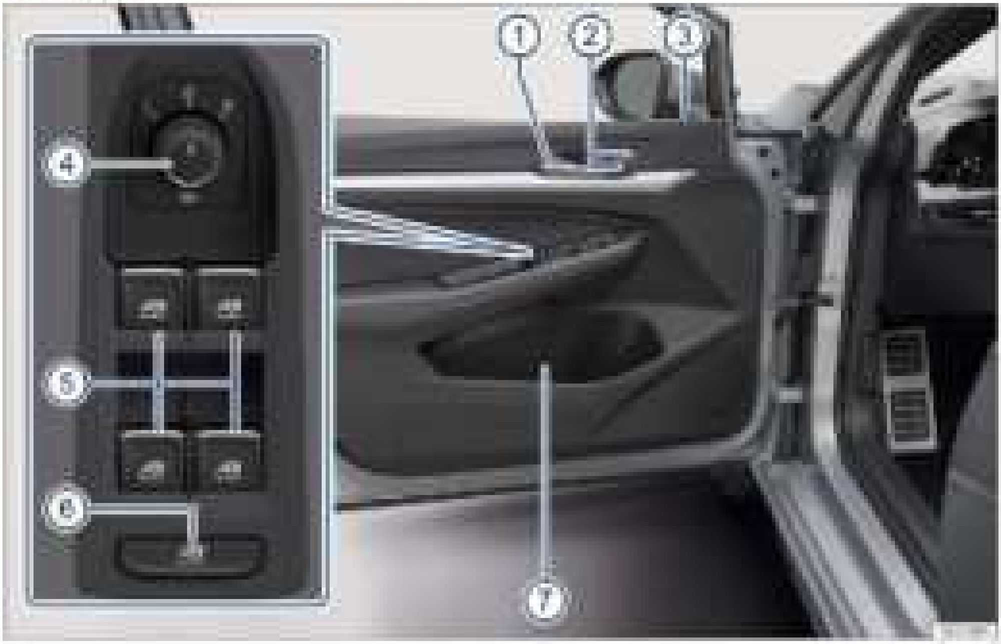

Fig. 1 Driver door (left-hand drive vehicles; controls mirrored for right-hand drive vehicles)

① Door release lever

② Central locking button for locking and unlocking the vehicle ⇒ Central locking button

③ Central locking system indicator lamp ⇒ Indicator lamp in the driver door

④ Rotary knob for exterior mirror settings and functions ⇒ Exterior mirrors

⑤ Buttons for operating the electric windows ■

⑥ Button for deactivating the electric window buttons in the rear doors ■.

⑦ Storage compartment

– with bottle holder

– with storage facility for high-visibility waistcoat ⇒ Emergency equipment

Driver side

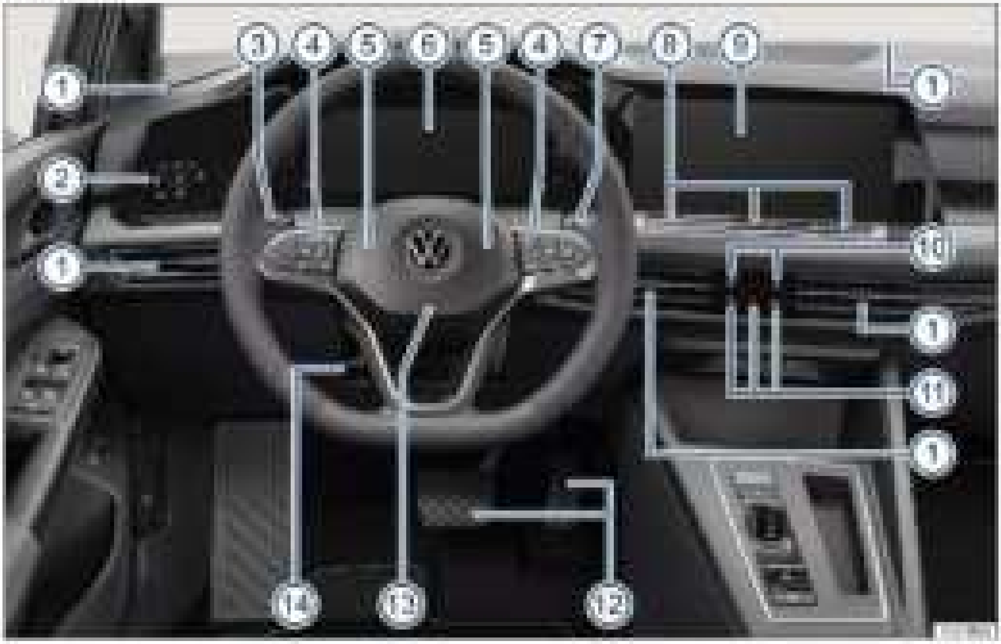

Fig. 1 Overview of the driver side (left-hand drive vehicles)

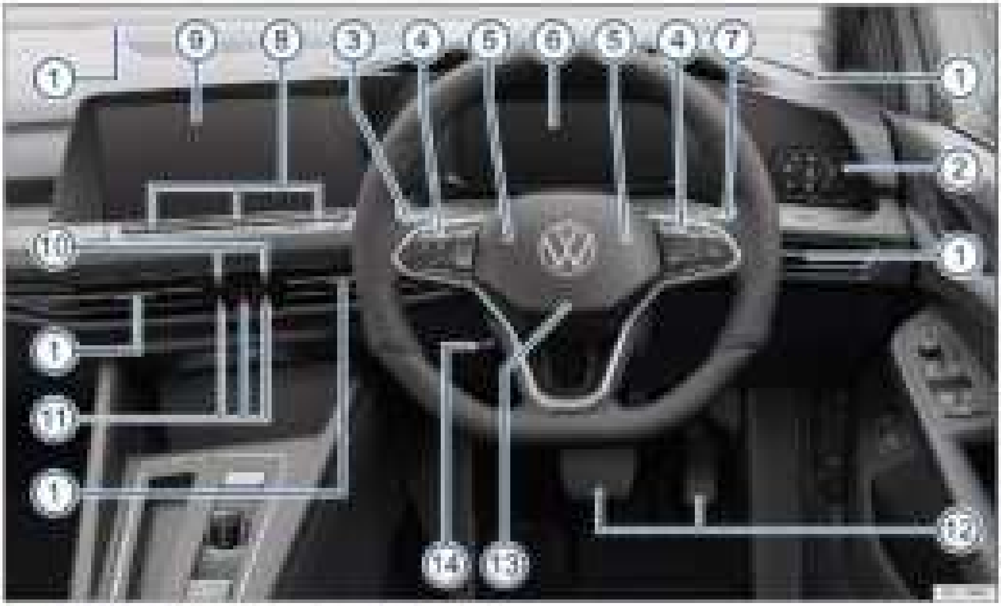

Fig. 2 Overview of the driver side (right-hand drive vehicles)

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① Vents ⇒ Air distribution of the air conditioning system

② Touch panel

- For light functions
- For window heating and ventilation *(→ Rear window heating)*, *(→ Air distribution of the air conditioning system)*

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

- With switches and buttons for the driver assist systems

④ Controls on the multifunction steering wheel

- For driver assist systems
- For menu selection *(→ Digital instrument cluster (Pro))*
- For accepting telephone calls
- For audio, navigation...
- For volume adjustment
- For activating voice control (function may not be available depending on vehicle equipment)
- To switch between the current and previous menus *(→ Digital instrument cluster (Pro))*

⑤ Horn

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

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

⑦ Lever for wipers and washers

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

⑧ Controls

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

⑨ Infotainment system

⑩ Controls

- For driver assist systems
- For the air conditioning system, heating and fresh air system

⑪ Controls

- For assist systems for parking and manoeuvring
- Hazard warning lights button
- For driving profile selection

⑫ Pedals *(→ Pedals)*

⑬ Location of the driver front airbag

⑭ Lever for adjusting the steering column position

Lower section of the centre console

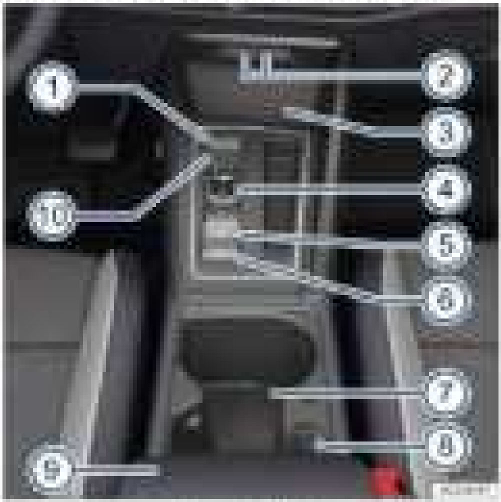

Fig. 1 Overview of the lower section of the centre console on vehicles with DSG dual-clutch gearbox (left-hand drive vehicles)

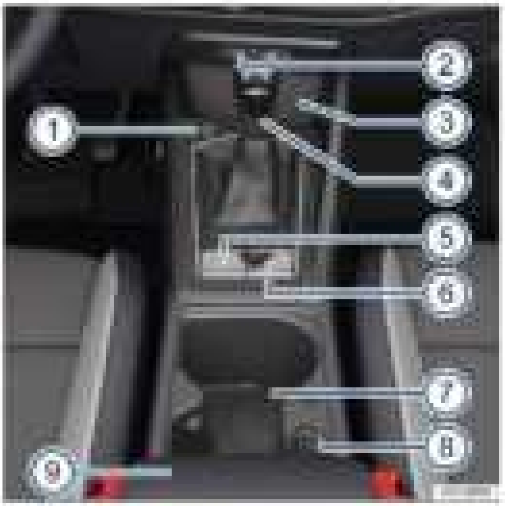

Fig. 2 Overview of the lower section of the centre console on vehicles with manual gearbox (left-hand drive vehicles)

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① Button for starting and switching off the engine/Press & Drive ⇒ Starter button

② USB sockets with charging function for external device batteries ⇒ Charging options for mobile devices

③ Storage compartment with function for wireless charging in accordance with Qi standard ⇒ Charging options for mobile devices

④ Lever or knob:
  - for DSG dual clutch gearbox
  - or manual gearbox ›› Manual gearbox

⑤ Electronic parking brake
⑥ Button for Auto Hold function ›› Auto Hold function
⑦ Stowage compartment with drink holder
⑧ 12-volt socket
⑨ Central armrest with stowage compartment
⑩ Parking lock P on vehicles with DSG dual clutch gearbox ›› Automatic gearbox

Front passenger side

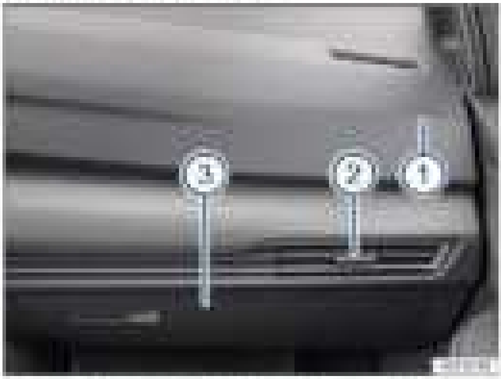

Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles)

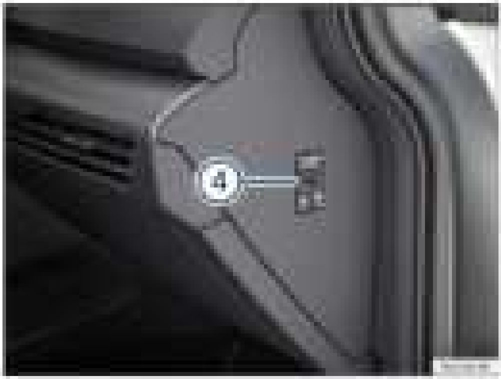

Fig. 2 With open front passenger door (left-hand drive vehicles): key-operated switch in the dash panel (mirrored for right-hand drive vehicles)

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① Location of front passenger front airbag in the dash panel

② Adjustable vent: ↗ [illegible] distribution of the air conditioning system

③ Glove box with actuating lever

④ Key switch for deactivating the front passenger front airbag

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Controls and displays in the roof

Symbol	Meaning
	Touch panel for interior and reading lights ...
	Touch panel for sun blind in the glass roof ↗ Glass roof.
	Buttons for emergency call service, information call and breakdown call ...
	Indicator lamp for the front passenger front airbag switch-off function ...

Symbols in the instrument cluster

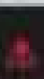
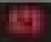
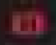
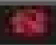
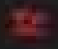
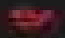
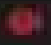
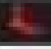
The warning and indicator lamps can light up individually or in combination and indicate warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out after a while.

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

⚠ WARNING

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

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

Symbol	Meaning
	⛔ Do not drive on! Central warning lamp → *Priority 1 warning*
	Fasten seat belt → *Seat belt warning system*
	Electronic parking brake malfunction → *Electronic parking brake*
	Holding force of the electronic parking brake is insufficient → *Holding force of the electronic parking brake is insufficient*
	⛔ Do not drive on! Brake system fault → *Brake system fault*
	⛔ Do not drive on! Low brake fluid level → *Brake fluid level*
	⛔ Do not drive on! Electromechanical brake servo failure → *Electromechanical brake servo failure*
	Take over control of the vehicle and be prepared to brake → [illegible]
	⛔ Do not drive on! Engine oil level too low → *Engine oil level very low*
	⛔ Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	⛔ Do not drive on! Fault in engine coolant system → *Coolant*
	⛔ Do not drive on! Fault in steering → *Steering fault*
	Rear Traffic Alert has detected an obstacle at the rear → *Rear Traffic Alert*

	● Do not drive on! Fault in engine management system → *Fault in engine management system*, → *Engine no longer starts automatically*
	● Do not drive on! Fault in the 12-volt power supply system → *12-volt power supply*
	● Do not drive on! Fault in the 48-volt vehicle electrical system → *48V vehicle electrical system, Your vehicle safety! Consult vehicle dealer*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately*
	Engine gas system inspection due → *Engine gas system inspection due*
	● Do not drive on! Gearbox overheated → *Gearbox overheated*
	Intervention by proactive occupant protection system → *Introduction to the topic*
	Accident ahead → *Traffic hazard alert*
	Intervention of assistance systems in a vehicle ahead → *Traffic hazard alert*
	Emergency vehicle on active call → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Selective catalytic reduction system fault → *Selective catalytic reduction system fault*
	AdBlue® level too low → *AdBlue® level too low*
	General warning lamp → *Priority 2 warning*
	Airbag or belt tensioner systems switched off with diagnostic tool → *Indicator lamp*
	Fault in airbag or belt tensioner system → *Indicator lamp*
	Functional check for the airbag indicator lamp → *Indicator lamp*
	Proactive occupant protection system functions restricted or not available → *Troubleshooting*
OFF	Front passenger front airbag switched off → *Switching the front passenger front airbag on and off*
ON	Front passenger front airbag switched on → *Switching the front passenger front airbag on and off*
	Emergency Call Service restricted → *Legally required eCall Emergency System restricted*
	Emergency Call Service malfunction → *Fault in legally required eCall Emergency System*

	Emergency Call Service activated → *Emergency Call Service is activated*
	Emergency Call Service fault → *Emergency Call Service is faulty*
	Electronic parking brake fault → ⚠ / *Fault in electronic parking brake*
	Check the brake pads → *Brake pad wear indicator*
	Brakes too hot → *and Brakes are too hot*
	Lit up: Electronic Stability Control (ESC) fault → *ESC fault*
	Flashes: Electronic Stability Control (ESC) or traction control system (TCS) regulating → *Electronic Stability Control (ESC)*
	ESC Sport switched on → *ESC Sport*
	Electronic Stability Control (ESC) switched off for system reasons → *ESC off*
	Traction control system (TCS) switched off → *TCS*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failed or fault*
	Engine oil system fault → *or Fault in engine oil system*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *or Fault in engine oil system*
	Fuel tank almost empty → *Fuel tank almost empty*
	Natural gas fuel tank almost empty → *Fuel tank almost empty*
	Travel Assist not available → *Travel Assist is not available or is not working as expected* → *Assisted lane changing not available*
	● Do not drive on! Water in the diesel → *Water in the diesel*
	Vehicle lighting failure → *Exterior area lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Rain/light sensor fault → *Fault in rain and light sensor* → *Fault in rain and light sensor*
	Fault in wipers → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Fault in steering → *Steering fault*
	● Do not drive on! Low tyre pressure → *Low tyre pressure*
	● Do not drive on! Fault in tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*

	Fault in engine management system → *Fault in engine management system*
	Autonomous Emergency Braking (Front Assist) not available → *Front Assist not available or function restricted*
	Autonomous Emergency Braking (Front Assist) switched off → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system fault → *Cruise control system faulty*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *Lane Assist not available*
	Emergency Assist intervention → *Driving with Emergency Assist*
	Lane keeping system (Lane Assist) is regulating → *Driving with Lane Assist*
	Fault in the lane change system (Side Assist) → *Side Assist fault*
	Rear Traffic Alert fault → *Fault in exit warning system or Rear Traffic Alert*
	Rear Traffic Alert braking intervention → *Automatic braking intervention*
	Fault in exit warning system → *Fault in exit warning system or Rear Traffic Alert*
	Exhaust system fault → *Emission control system fault*
	Diesel engine is getting pre-heated → *Glow plug system*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	Gas system inspection due → *Gas system inspection*
	Fault in 12 volt power supply → *12 volt power supply*
	48 V vehicle electrical system is faulty → *48V vehicle electrical system. Please do not move off. Park vehicle safely*
	Gearbox fault → *Clutch is slipping* → *Gearbox overheated*
	Adaptive chassis control fault → *Fault in the adaptive chassis control (DCC)*
	All-wheel drive → *All-wheel drive fault*
	Ball coupling of the towing bracket not locked → *Ball coupling of the towing bracket is not locked*
	Standheizung → *Switching the auxiliary heater and auxiliary ventilation on and off* → *Programming the auxiliary heater and auxiliary ventilation*

	Breakdown ahead → *Traffic hazard alert*
	Accident ahead → *Traffic hazard alert*
	Emergency vehicles on active call → *Traffic hazard alert*
	Day and moving road works ahead → *Traffic hazard alert*
	End of traffic jam ahead → *Traffic hazard alert*
	Vehicle key not in vehicle → *No valid vehicle key recognised*
	Selective catalytic reduction system fault → *Selective catalytic reduction system fault*
	AdBlue level low → *AdBlue® level low*
	Depress the clutch pedal → *Engine does not start*
	Auto Hold function active → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter switched on, system control active. → *Introduction to the topic*
	Lane Assist active → *Driving with Lane Assist*
	Natural gas mode → *Vehicle in natural gas mode*
	Travel Assist active → *Introduction to the topic*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Engine coolant temperature low → *Coolant*
	Outside temperature lower than +4°C (+39°F) → *Digital instrument cluster information displays*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Economical mode*
	Service due → *Service interval display*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance possible → *Introduction to the topic*
	Main beam control active → *Switching on Light Assist*, → *Switching on Dynamic Light Assist*
	Take over steering → *Take over steering*
	Autonomous Emergency Braking (Front Assist) is starting up → *Front Assist is starting up*

	Distance warning → *Warning lamps and warning information*
	Eco driving profile → *Characteristics of the driving profiles*
	Comfort mode → *Characteristics of the driving profiles*
	Sport driving profile → *Characteristics of the driving profiles*
	Individual mode → *Characteristics of the driving profiles*
	Mobile phone connected via Bluetooth® → *Digital instrument cluster information displays*
	Drift driving profile → *Characteristics of the driving profiles*
	Race driving profile → *Characteristics of the driving profiles*
	Special driving profile → *Characteristics of the driving profiles*
	Mobile phone battery charge level → *Digital instrument cluster information displays*
	Reference to information in the owner's manual → *Note about information in the owner's manual*
	Speed regulation due to the road layout → *Driving with predictive cruise control*
	Take your foot off the accelerator → *Eco Assistance*
	Motorway exit ahead → *Eco Assistance*
	Slope ahead → *Eco Assistance*
	Roundabout ahead → *Eco Assistance*
	Junction ahead → *Eco Assistance*
	Bend to the left ahead → *Eco Assistance*
	Bend to the right ahead → *Eco Assistance*
	Speed limit ahead, example → *Eco Assistance*
	Vehicle ahead → *Eco Assistance*
	Cruise control due to speed limit → *Driving with predictive cruise control*
	Selective catalytic reduction system fault → *Selective catalytic reduction system fault*
	AdBlue level low → *AdBlue® level low*
	Rear seat warning activated → *Parking*

Warning and information messages

The system checks certain components and functions in the vehicle when the ignition is switched on and 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 notifications can be opened manually. To do so, open Vehicle status in Vehicle menu (Vehicle settings menu).

⚠ Priority 1 warning

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

⚠ Priority 2 warning

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

📖 Note about information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

Introduction to instrument cluster

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

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

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

— Status displays for driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on route guidance and range.

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

⚠ WARNING

Operating the instrument cluster and Infotainment system can distract you from the road. If the driver is distracted while driving, this can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

⚠ WARNING

The display may be switched off if there is a serious fault in the instrument cluster. The ⚠ central warning lamp may additionally light up. Warnings can no longer be displayed. This can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

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

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

Overview of digital instrument cluster

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

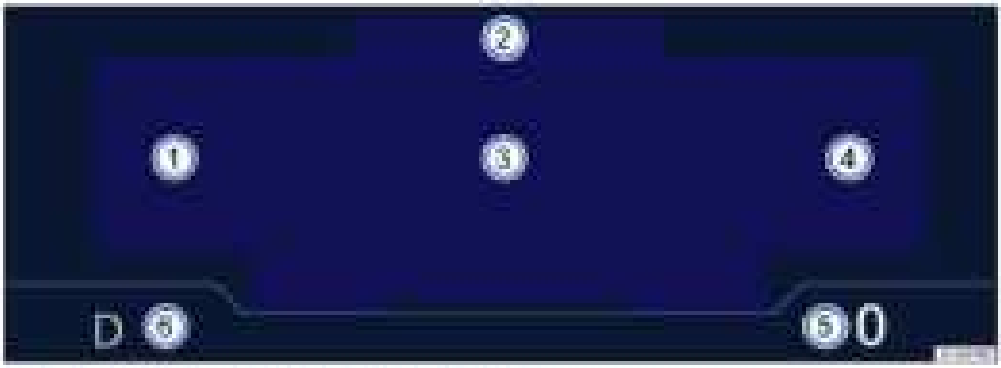


Fig. 1 In the dash panel: digital instrument cluster (feature list).

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

Operating the digital instrument cluster

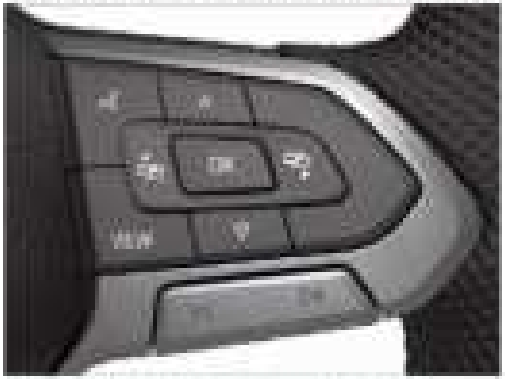


Fig. 1 Right side of the multifunction steering wheel: operating the digital instrument cluster (variant 1).

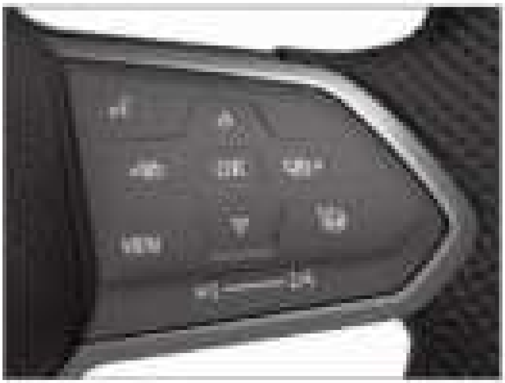


Fig. 2 Right side of the multifunction steering wheel: operating the digital instrument cluster (variant 2).

If any priority 1 warnings are displayed, you will be unable to open any menus ⇒ Warning and information messages. You can confirm and hide some warnings using the OK button on the multifunction steering wheel ⇒ Fig. 1, ⇒ Fig. 2.

Views in the display area

1. Press the VIEW button to switch to the main display ⇒ Digital instrument cluster (Pro).

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

Summary

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

Classic

Display of the round instruments.

Navigation

Navigation map and information for route guidance.

Driver assist systems

Display of active driver assist systems.

Special

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

Selecting secondary displays

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

Showing or hiding secondary displays

1. Press and hold the **VIEW** button.

Configuring secondary displays

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

1. Select the right or left secondary display area with the ◁ or ▷ button.
2. Use the arrow buttons △ and ▽ to navigate to the Settings menu and open this menu.
3. Press the **OK** button to make the changes.

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

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

Navigation map in the digital instrument cluster

Depending on the vehicle equipment, the digital instrument cluster is able to display a detailed navigation map.

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

1. Press the **VIEW** button to open the Navigation display area.
2. Press the arrow buttons △ or ▽ on the multifunction steering wheel to zoom in and out.
4. Press and hold the **VIEW** button on the multifunction steering wheel to show and hide the secondary displays.

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

WARNING

Operating the instrument cluster and Infotainment system can distract you from the road. If the driver is distracted when driving, this can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

Digital instrument cluster information displays

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

The main displays depend on the vehicle's equipment and may display different information for the respective equipment ⇒ Digital instrument cluster (Pro).

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

Outside temperature display

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

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

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

The measuring range is between -40°C (-40°F) and +70°C (+158°F).

WARNING

Roads may be icy at low outside temperatures, also above freezing. There is an increased risk of accidents due to a roads. This can result in serious or fatal injuries.

- Drive with particular care if the ❄ symbol is displayed on the instrument cluster display.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Never rely only on the outside temperature display.

Gear-change indicator

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

Open doors, bonnet and boot lid

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

Speed warning for winter tyres

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

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

Radiator fan run-on

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

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

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

— Active brake cooling after driving downhill.

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

Engine code

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

Economical mode

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

Selector lever position for automatic gearbox

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

Possible secondary displays in the digital instrument cluster

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

— Operating temperatures.

— Date and time.

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

- Natural gas system information.
- Natural gas quality.
- Compass display.
- Charge pressure.
- Power output.
- Torque distribution.
- Navigation information.
- Telephone information.
- Destination information.

Operating temperatures

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

- Engine oil.
- Coolant.
- Gearbox.

Compass display

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

Torque distribution

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

Navigation information

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

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

Telephone

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

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

Destination information

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

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

Some notifications in the digital instrument cluster may be overridden by [illegible], e.g. incoming telephone calls.

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

Rev counter

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

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

NOTICE

Heavy loads on the engine, particularly when the engine is cold, can cause engine damage.

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

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

Digital fuel gauge

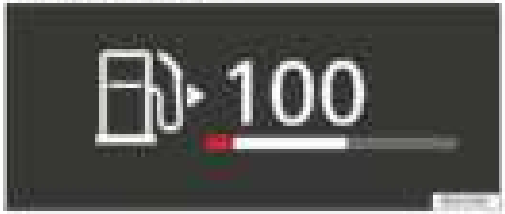


Fig. 1 In the digital instrument cluster: fuel gauge (illustration).

WARNING

When the fuel level is too low, the fuel supply to the engine could be irregular and lead to the engine stuttering or stalling, especially when driving up or down hills and inclines. This can cause breakdowns in traffic, accidents and serious or fatal injuries. The steering, all driver assist systems and brake support systems will not function if the engine stalls due to a lack of fuel or irregular fuel supply.

- Make sure that the fuel tank is always sufficiently full.
- Always refuel when the fuel tank is only 1/4 full.

NOTICE

Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

- Never run the fuel tank completely dry.

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.

Fuel tank almost empty

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

1. Fill the tank as soon as possible.

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

Fuel tank almost empty

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

1. Refuel with natural gas as soon as possible.

Vehicle in natural gas mode

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

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

1. Refuel with natural gas as soon as possible.

Things to note in vehicles with natural gas engine

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

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

Water in the diesel

The indicator lamp lights up yellow.

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

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

Digital coolant temperature display

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

If the 🌡 indicator lamp flashes red, the coolant temperature is too high or the coolant level is too low ↗ Coolant.

Introduction to the topic

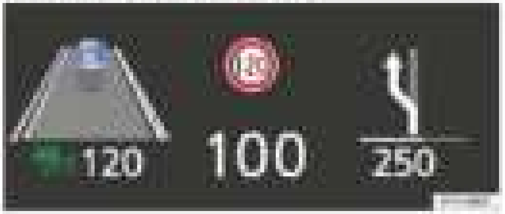


Fig. 1 In the driver's field of vision: displays in the head-up display (illustration)

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

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

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

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

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

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

Operating the head-up display

Switching the head-up display on and off

The head-up display **HUD**

It can be switched on and off in the vehicle settings in the Infotainment system.

Adjusting the height

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

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

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

Settings in the Infotainment system

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

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

The following settings are available:

– Adjustment of the head-up display brightness and colour schemes.
– Selection of the display contents for the head-up display, e.g. displays of the driver assist systems or the Infotainment system.
– Alternative colour schemes of the head-up display for poor weather conditions, e.g. snowfall.

Multifunction display

The multifunction display shows driving and fuel consumption data (e.g. driving time, distance travelled). The secondary display area can show the driving data in a variety of ways.

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

Since start recorder

The memory will be deleted if the journey is interrupted for more than 2 hours.

Since refuelling recorder

Display and storage of the recorded driving and consumption values. The memory is deleted when the fuel is refilled.

Long-term recorder

The recorder collects the driving values for up to 4,166 days driving time or 99,999.9 km (mi) distance covered. The memory is deleted if one of these maximum values is exceeded.

Resetting the driving data displays

1. Press the ▣ or ▣ button.
2. Use the arrow buttons ▲ and ▼ to select the corresponding driving data display in the configuration menu.
   An arrow after the entry in the configuration menu links to a submenu.
3. Select Reset data in the submenu and confirm with the OK button.

ℹ If you would like to know the mileage that you have driven in one day, reset the long-term recorder before you start your journey and read the value at the end of the day.

⚠ WARNING

If the driver is distracted while driving, this can cause accidents and serious injuries. Operating the instrument cluster and infotainment system can distract you from the road.

- Drive with your full attention and full responsibility.
- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and infotainment system only when the vehicle is stationary.

Service menu

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

Opening the Service menu

1. In the secondary displays, select the Driving trend/distance covered information profile.
2. Press and hold the ▲ or ▼ button on the multifunction steering wheel for approximately 4 seconds.
3. Navigate in the menu using the arrow buttons ▲ and ▼.

Resetting the service interval display

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

Resetting the oil service

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

Engine code

1. Open the Engine code menu.

   The engine code is displayed on the instrument cluster.

Setting the time

1. Open the Time menu.
2. Set the time with the arrow buttons ▲ and ▼.

Displaying copyright information

1. Open the Copyright menu to access copyright information.

Service interval display

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

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

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

The service intervals are calculated on an individual basis in vehicles with flexible oil change service interval. An oil change service must be carried out only when required by the vehicle. The individual conditions in which the vehicle is used and the driver's personal driving style are taken into account. The service reminder is displayed for the first time 40 days before the calculated oil change service is due. The distance is rounded to the nearest 100 km (mi) and the remaining time is rounded to full days.

Service notification

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

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

Service event

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

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules

You can access the current schedules for service events when the ignition is switched on, the engine is not running and the vehicle is stationary:

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

Information on the service schedule can also be accessed via the Service menu. ↗ Service menu.

Resetting the service interval display

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

The service interval display can only be reset via the Service menu. ↗ Service menu.

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

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

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

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

Time and date

Setting the time and date in the Infotainment system

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

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

Setting the time in the digital instrument cluster

1. Open the Service menu. ⇒ Service menu.
2. Select the Time menu.
3. Set the time with the arrow buttons ▲ and ▼.

Lap timer in the instrument cluster

The lap timer provides you with the option of timing your own laps manually in the vehicle's instrument cluster, storing the times and comparing them with previously measured lap times.

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

The following higher-level menus can be displayed:

— Lap timer

— Lap (with the current lap number)

— Statistics

Switching between the menus

1. Press the [illegible] or [illegible] button on the multifunction steering wheel.

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

Menu displays and functions

Lap timer menu:

Start

Starts the lap timer.

Timed start

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

Statistics

An overview of the laps driven until now are displayed.

Lap menu:

Stop

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

Continue

Paused timing resumes.

Split time

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

New lap

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

Reset lap

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

End

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

Statistics menu

Back

Returns to the previous menu.

Reset

This resets all stored statistics data.

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

WARNING

If the driver is distracted, this can cause accidents and serious injuries. Operating the lap timer can distract you from the road.

- Adjust the lap timer settings and use a stopwatch only when the vehicle is stationary.
- When the vehicle is in motion, use the lap timer only in driving situations which are easy to control.

Exit menu

In the exit menu, you can adjust settings for some functions before you leave the vehicle. The exit menu is displayed in the infotainment system when you switch off the ignition and open the driver door.

The displayed options depend on the vehicle equipment and may be available only under certain conditions.

Hiding

The exit menu is automatically hidden when you leave the vehicle.

1. To hide the exit menu manually, tap ☐.

The exit menu can be opened again by switching on the ignition and then switching it off again immediately.

Setting

You can select the entries individually and arrange their order.

1. Tap ⊠.

3. Select the desired entries and/or arrange their order as required.
4. Tap ▣ again.

Vehicle settings menu

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

Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the Vehicle function button.
4. Depending on the equipment, tap the Vehicle menu button and choose between the Settings or Vehicle function buttons.

   Or select the ▣ menu option.
5. Open the desired tabs from the submenus and make the settings as required.

Systems settings and vehicle information display

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

— Depending on the equipment: 3D vehicle view (exterior or Exterior).

— Depending on equipment: performance monitor.

— Depending on equipment: lap timer.

— Driving data.

— Vehicle Status.

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

WARNING

If the driver is distracted, this can cause accidents and serious injuries. Operating the Infotainment system can distract you from the road.

- Drive with your full attention and with responsibility.
- Adjust all settings in the Infotainment system only when the vehicle is stationary.

Introduction to the topic

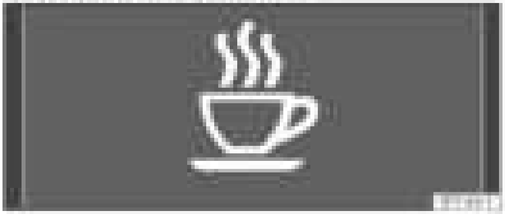


Fig. 1 On the instrument cluster display: Driver Alert System symbol.

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

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

Function conditions

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

WARNING

The Driver Alert System cannot replace the driver's attention and operates only within the limits of the system. The Driver Alert System therefore may not detect that the driver is tired in all situations and may not react or may react with a delay or in an undesired way. There is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible at all times for their fitness to drive.
- Observe the system limits ⇒ Driver Alert System (break recommendation).
- Never drive a vehicle when you are tired.
- During long trips, take regular and sufficient breaks.
- Follow the information in the instrument cluster display, and respond according to the commands.

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

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

Limits of the Driver Alert System

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

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

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

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

— Towing a heavy or long trailer ⇒ Trailer towing.

— The driver is distracted.

Microsleep

No urgent warning will be given in the event of the phenomenon known as microsleep.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

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

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

Operating the Driver Alert System

Hiding a message

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

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

Switching on and off

You can switch the Driver Alert System on and off in the Assist systems menu in the Infotainment system. When the engine is started, the Driver Alert System is always activated (→ Vehicle settings menu).

Introduction to the topic

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

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

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

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

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

Display of road signs

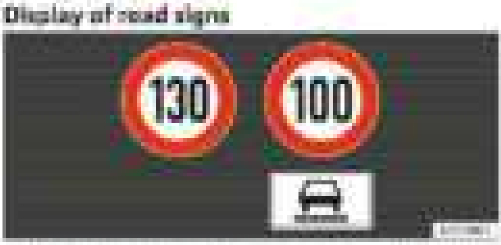


Fig. 1 On the instrument cluster display: detected speed limits with the associated sub-plate (illustration).

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

1st position:

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

2nd position:

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

Sub-plate:

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

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

No-entry warning

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

WARNING

The Dynamic Road Sign Display system cannot replace the driver's attention and operates only within the limits of the system. Dynamic Road Sign Display therefore cannot recognise all road signs and may not react or may react with a delay or in an undesired way. Driving recommendations and traffic symbols displayed by the Dynamic Road Sign Display system may differ from the current traffic situation.

- Observe the system limits ⇒ *Dynamic Road Sign Display*.
- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Road signs on the road and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

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

Limits of Dynamic Road Sign Display

Error messages

No road signs available.

The system is in the initialisation phase.

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

Error: Dynamic Road Sign Display

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

Speed warning currently not available.

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

Dynamic Road Sign Display: Clean the windscreen!

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

Clean the windscreen.

Dynamic Road Sign Display is currently restricted.

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

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

No data available.

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

Function limitations

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

- High ambient temperatures or prolonged exposure to direct sunlight.
- Poor visibility, for example when it snows.
- Glare, e.g. from oncoming traffic or sunlight.
- High speeds.
- A covered or dirty camera.
- Road signs located outside of the camera's field of view.

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

— Non-standard road signs.

— Damaged or bent road signs.

— Changing overhead road signs (variable display of road signs by means of LED or other light devices).

— Out-of-date map material in the Infotainment system.

— Vehicles with road sign stickers, e.g. speed restriction stickers on trucks.

Operating the Dynamic Road Sign Display function

Speed warning

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

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

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 around 60 km/h (35 mph) and around 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 around 80 km/h (50 mph) in Germany.

Introduction to the topic

Number of seats

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

Each seat is equipped with a seat belt.

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

WARNING

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

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

Correct sitting position

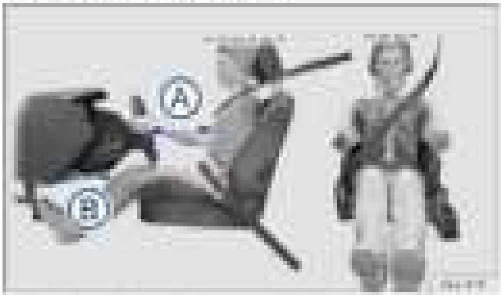


Fig. 1 Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment (illustration).

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

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

Volkswagen recommends the following seating position for your own safety, for the most fatigue-free driving possible and to reduce the level of injury in the event of a sudden braking manoeuvre or an accident:

The following applies to all vehicle occupants:

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

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

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

— Always keep both feet in the footwell.

— Adjust and fasten seat belts properly .

Additional points for the driver:

— Sit as far back as possible on the seat.

— 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* Ⓑ.

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

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

— The thighs should rest loosely on the seat. The back of the knees should protrude a few centimetres beyond the front edge of the seat. Use further equipment-dependent adjustment options for the seats ⇒ *Front seat, mechanical* / ⇒ *Front seat, electric*.

— Adjust the seat so that the distance between the steering wheel and your breastbone is at least 25 cm (around 10 inches) → *Fig. 1* Ⓐ 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.

Additional points for the front passenger:

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

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

Introduction to the topic

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

Seat belt warning system

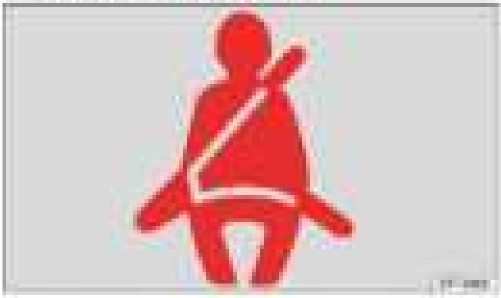


Fig. 1 On the instrument cluster display: warning lamp of the seat belt warning system

Seat belt warning for the front seats

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

Seat belt warning for the rear seats (depending on country and equipment)

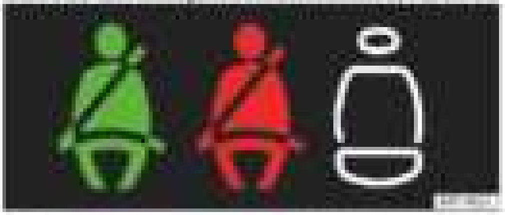


Fig. 2 On the instrument cluster display: seat belt warning for the rear seats (illustration).

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

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

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

☐ The white symbol indicates that this seat is not occupied.

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

⚠ WARNING

The seat belt warning system is designed to detect adult persons. If a seat is occupied by lighter persons, or particular children, the detection will not be reliable. The seat belt warning system also does not respond or responds only to a limited way if child seats and seat pads are used. As a result, the system may not be able to detect when lighter persons and children have not fastened their seat belts and this can lead to them suffering serious or fatal injuries in the event of an accident.

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

Fastening and unfastening seat belts

Fastening the seat belt

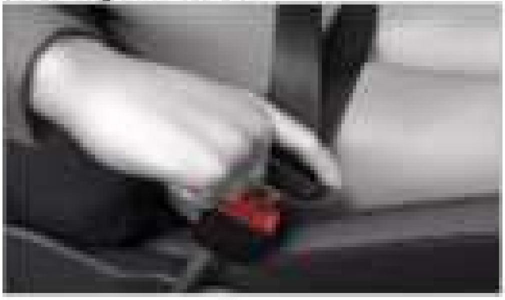


Fig. 1 Inserting the seat belt latch plate into the buckle (illustration)

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

Unfastening the seat belts

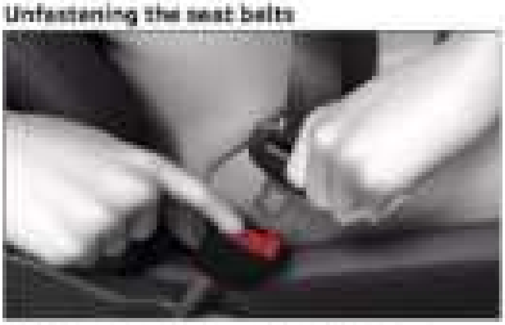


Fig. 2 Removing the latch plate from the buckle (illustration).

Unfasten seat belts only when the vehicle is stationary ⇒ Seat belt routing.

1. Press the red button in the buckle ⇒ Fig. 2.

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

Twisted seat belt

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

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

   However, the twist should not be in part of the seat belt that comes into direct contact with the body.
4. Go immediately to a correspondingly qualified workshop in order to have the twist undone. Volkswagen recommends using a Volkswagen dealership.

Seat belt routing

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

Correct seat belt routing

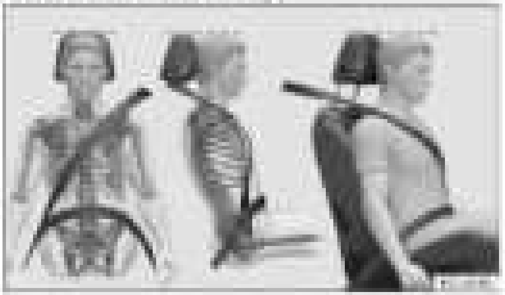


Fig. 1 Correct seat belt routing and head restraint adjustment (illustration).

→ The shoulder belt must always lie on the centre of the shoulder, never across the neck, over or under the arm or behind the back.

→ The lap belt must always lie across the pelvis, never across the stomach.

→ The seat belt must always lie flat and snugly on the body. Tighten the belt if necessary.

Correct seat belt routing during pregnancy

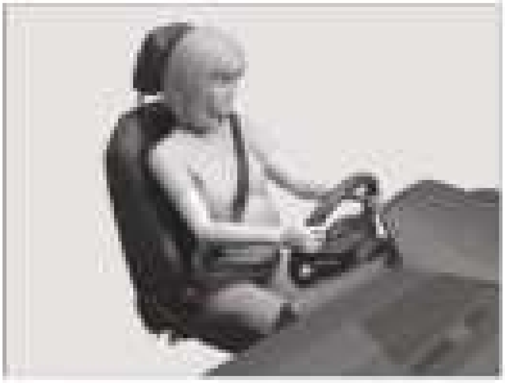


Fig. 2 Correct seat belt routing during pregnancy (illustration).

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 ⟩⟩ Driving position.

WARNING

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

- Make sure that the seat belt routing is correct.
- Adjust the backrest to an upright position and fasten the seat belt correctly corresponding to your body size in order to achieve the optimum protective effect of the seat belts.
- Route the shoulder section of the seat belt over the centre of the shoulder and never under the arm or across the neck.
- Route the seat belt so that it lies flat and snugly on the upper body and pelvis. Pull the belt a little again to tighten it if necessary.
- Make sure that the lap part of the belt is routed in front of your pelvis and never over your stomach.
- If you are pregnant, make sure that the seat belt is routed evenly over your chest and as low as possible over your pelvis and so that it lies flat during the entire course of the pregnancy. In this way, no pressure is exerted on the lower abdomen.
- Do not twist the belt when fastening or undoing the seat belt.
- Never hold the seat belt away from your body with your hand.
- Do not route the belt over hard or fragile objects, such as glasses, pens or keys.
- Never change the belt routing by means of belt clips, retaining eyes or similar.

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

Seat belt height adjuster

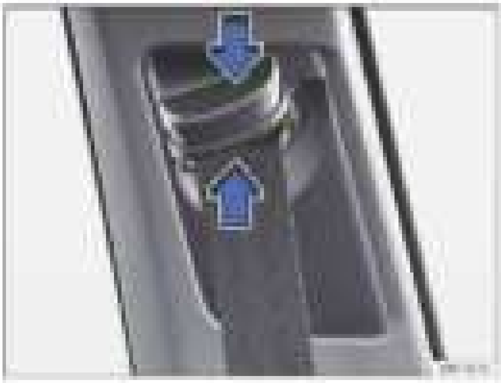


Fig. 1 Next to the front seats: seat belt height adjuster

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

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

⚠ WARNING

If you adjust the belt height while the vehicle is in motion, this can cause serious and fatal injuries.

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

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

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

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

Belt tensioner

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

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

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

⚠ **WARNING**

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

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

Reversible belt tensioning (proactive occupant protection system)

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

– Strong braking.

– Oversteer or understeer.

– Minor collisions.

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

Belt tension limiter

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

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

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

Service and disposal of belt tensioners

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

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

WARNING

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

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

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

Introduction to the topic

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

Speed range

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

Displays

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

WARNING

The proactive occupant protection system cannot replace the driver's attention and operates only within the limits of the system. The proactive occupant protection system cannot detect all driving situations and may not react or may react with a delay or in an unintended way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay close attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits ⇒ *Proactive occupant protection system*.
- Adapt your speed and the distance from the vehicle ahead to suit visibility, weather, road and traffic conditions.

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 other collisions:

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

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

— Activation of the hazard warning lights.

The tasks may be triggered individually or together depending on the respective critical driving situations.

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

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

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

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

Additional functions for vehicles with Emergency Assist

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

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

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

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

Setting in driving profile selection

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

Limits of the proactive occupant protection system

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

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

- Malfunction of the ESC.
  ... [illegible] fault to seat belts or airbag control unit.
- TCS
  deactivated or ESC restricted.
- Road driving profile set.
- Autonomous Emergency Braking (Front Assist) is restricted or has a system fault.
- System fault or restriction of the lane change system (Side Assist).
- Emergency Assist is restricted or has a system fault.
- Reverse gear is engaged.
- In the case of reflective objects, e.g. crash barriers, tunnel entrances, heavy rain or icing up.
- In the case of animals or objects that are difficult to detect.

Troubleshooting

Proactive occupant protection system functions restricted or not available

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

The proactive occupant protection system functions are restricted or the system is not available.

1. Switch off and restart the engine.
2. If the fault persists, go to a correspondingly qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using a Volkswagen dealership.

Depending on the malfunction, additional information may be displayed in the vehicle status ⇒ Vehicle settings menu.

Introduction to the topic

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

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

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

Situations in which the airbags will not necessarily be triggered:

– When the ignition is switched off during a collision.

– In the case of light front-end collisions.

– In the case of a slight side collision.

– In the case of a rear-end collision.

– When the vehicle rolls over.

– In the case of low-speed collisions.

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Fine dust and traces of smoke 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 persons suffering from asthma or people who have (had) other respiratory problems.

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

⚠ WARNING

Cleaning agents that contain solvents will cause the surface in the area of the airbag fitting locations to become porous. In an accident that results in triggering of the airbags, loose plastic parts can be projected through the vehicle interior and cause serious injury.

- Never clean the dash panel or the surfaces in the area of the airbag fitting locations with cleaning agents that contain solvents.

Indicator lamp

Functional check

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

Fault in airbag or belt tensioner system

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

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

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

Airbag system or belt tensioner system switched off with diagnostic tool

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

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

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

Fitting locations and deployment zones

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

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

⚠ **WARNING**

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

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

⚠ **WARNING**

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

- Never remove the front seats from the vehicle or alter any components of these seats.
- Do not exert excessive force on the seat backrest bolsters.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.
- If there are damage to the seat covers or around the seams of the airbags, have them checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front airbags

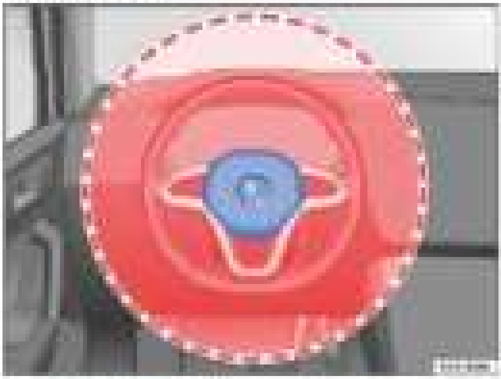


Fig. 1 On the driver side: location and deployment zone of the driver front airbag.

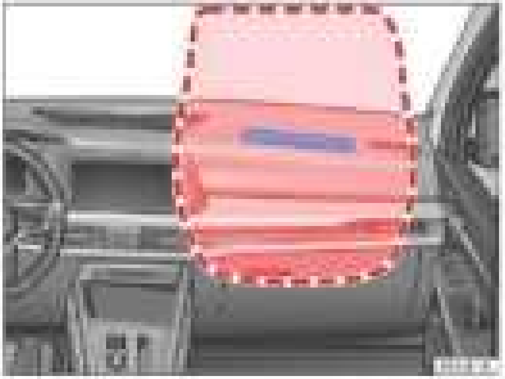


Fig. 2 On the front passenger side: location and deployment zone of the front passenger front airbag.

⚠ WARNING

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

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

Switching the front passenger front airbag on and off

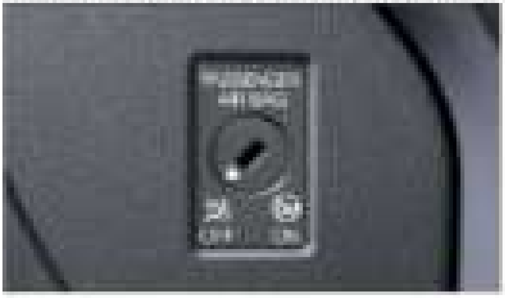


Fig. 1 In the dash panel on the front passenger side: key-operated switch for switching the front airbag on the front passenger side on and off.

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

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

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

Front passenger front airbag switched on

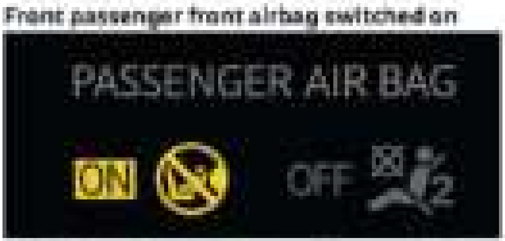


Fig. 2 In the roof console: indicator lamp for switched-on front passenger front airbag.

ON The yellow indicator lamp for the switched on front passenger front airbag lights up for around 60 seconds after the ignition has been switched on or after switching on the front passenger front airbag with the key-operated switch → Fig. 1 and then switches off again automatically.

The front passenger front airbag has been switched on.

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

Front passenger front airbag switched off

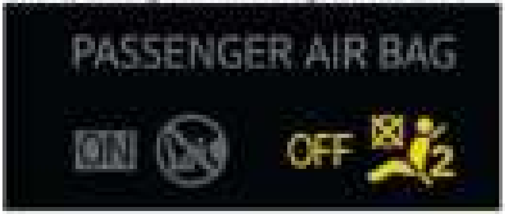


Fig. 3 In the roof console: indicator lamp for switched-off front passenger front airbag.

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

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

Switch on the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.

   Or: remove the emergency key from the vehicle key ⇒ Vehicle key).
4. Insert the key bit into the key-operated switch until you feel the second point of resistance » Fig. 2.

   The key bit is not fully inserted when doing this ⇒ ⓘ.
5. Turn the vehicle key or emergency key without using force to the position ON.
6. Remove the vehicle key from the key-operated switch and fold away the key bit ⇒ ⚠.

   Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key ⇒ ⚠.
7. Close the door on the front passenger side.

   The yellow PASSENGER AIR BAG indicator lamp ON lights up and goes out after approximately 60 seconds ⇒ Indicator lamp for switched-off airbag (option).
8. Check that the yellow PASSENGER AIR BAG OFF indicator lamp does not light up when the ignition is switched on ⇒ Indicator lamp for switched-off airbag (option).

Switching off the front passenger front airbag

1. Switch off the ignition.
2. Open the door on the front passenger side.
3. Fold the key bit of the vehicle key all the way out.

   Or: remove the emergency key from the vehicle key ⇒ Vehicle key).
4. Insert the key bit into the key-operated switch until you feel the second point of resistance » Fig. 2.

   The key bit is not fully inserted when doing this ⇒ ⓘ.
5. Turn the vehicle key or emergency key without using force to the position OFF.
6. Remove the vehicle key from the key-operated switch and fold away the key bit ⇒ ⚠.

   Or: remove the emergency key from the key-operated switch and insert it back into the vehicle key ⇒ ⚠.
7. Close the door on the front passenger side.

   The yellow PASSENGER AIR BAG OFF indicator lamp lights up continuously when the ignition is switched on ⇒ Indicator lamp for switched-off airbag (option).

Confirmation that the front passenger front airbag has been switched off

A switched-off front passenger front airbag is indicated only by the PASSENGER AIR BAG OFF indicator lamp lighting up yellow continuously ⇒ Indicator lamp for activated airbag system.

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

⚠ DANGER

Observe the important safety instructions for the front passenger front airbag ⇒ Child seats.

⚠ DANGER

If the airbag is deactivated, people on the front passenger seat may be severely or fatally injured in the event of an accident. For this reason, the front passenger front airbag must be deactivated only in special cases.

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

⚠ WARNING

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

- In the event of a fault, have the airbag system checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- If there is a fault in the airbag system, never install a child seat on the front passenger seat and remove any child seats that are installed.

⚠ WARNING

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

- Always remove the vehicle key or manual key from the key-operated switch before you switch on the ignition.

ⓘ NOTICE

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

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

ⓘ NOTICE

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

- Always remove the vehicle key or manual key from the key-operated switch before you close the front passenger door.

Side airbags

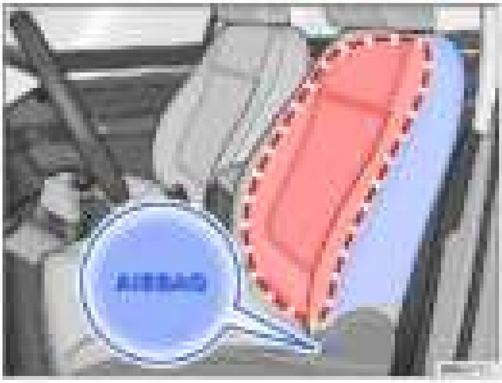


Fig. 1 On the side of the two front seats: location and deployment zone of the side airbag.

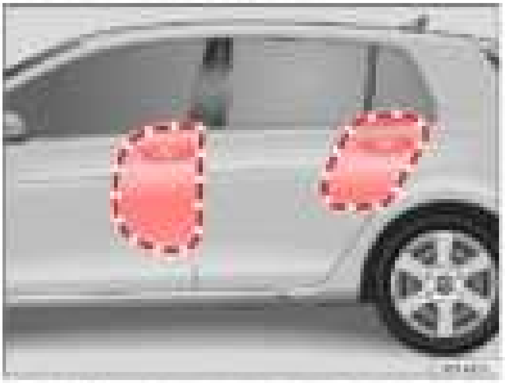


Fig. 2 In the vehicle on both sides of the vehicle: deployment zone of the side airbag at the front and rear (depending on the vehicle equipment).

Curtain airbags

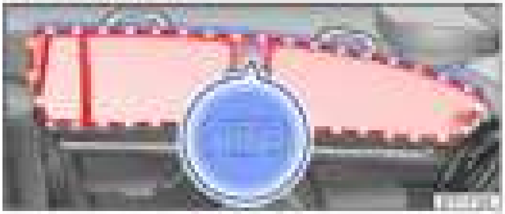


Fig. 3 On the left side of the vehicle: location and deployment area of the curtain airbag.

Centre airbag

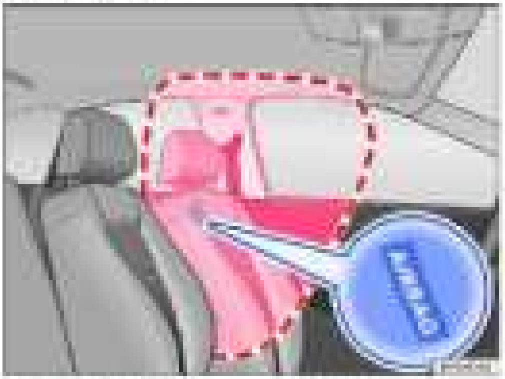


Fig. 1 In the outer backrest cushion on the driver seat: location and deployment zone of the centre airbag (depending on vehicle equipment)

Introduction to the topic

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

Note the following:

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

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

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

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

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

⚠ **WARNING**

Unsecured or incorrectly secured children can suffer serious or fatal injuries in the event of a sudden driving or braking manoeuvre and in an accident.

- Always transport children younger than 12 years of age or under 150 cm (about 4 ft 11 in) in height in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ and must be complied with.
- Always secure children in the vehicle in a suitable child seat. The seat used must be appropriate to the child's height, weight and age.
- Observe the specifications of the child seat manufacturer when installing the child seat in the vehicle and securing the child in the child seat.
- Never fasten more than one child into one child seat.
- Under no circumstances should children or babies be held in a passenger's or driver's lap while driving.
- Never leave a child unsupervised in a child seat.
- Never allow a child to be carried in a vehicle without being properly secured, and never allow a child to stand up or to kneel on a seat, or to sit incorrectly while the car is in motion. This is particularly important for children carried on the front passenger seat. In an accident, children could be thrown around and cause serious injuries to themselves and others.
- The child seat can only provide maximum protection if the seat belt is routed correctly around it. Always ensure that the seat belt is routed as specified in the instructions provided by the child seat manufacturer. If the seat belts are not worn correctly, this can cause injuries even in a minor accident.
- After an accident, it is vital to replace any child seats that were in use during the accident, as they could have sustained non-visible damage.

Types of child seat

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

Standards for child seats

The regulations ECE

R44 or ECE R129 apply to child seats in the user countries. Both regulations apply simultaneously. Child seats which have been tested in accordance with these standards carry an orange ECE approval label. The 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

R44, the eight-digit approval number on the ECE approval label must begin with 03 or 04. This shows that the seat is admissible for use. Older child seats with an approval number beginning with 01 or 02 are not admissible.

Child seat weight classes

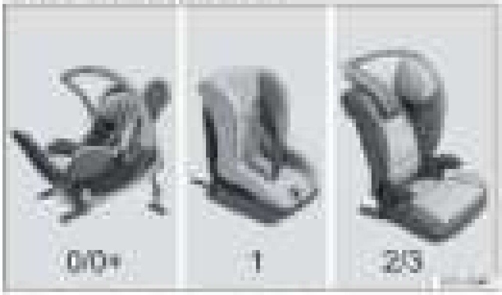


Fig. 2 Example illustrations of child seats.

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

— Weight class 0/0+: group 0/0+ or 0/1 rear-facing infant carriers ⇒ Fig. 2 are the best option for the period from birth to about 18 months.

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

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

When using a Group 2 child seat as a child seat for children from a height of 100 cm (3 ft 3 in) with backrest, additionally use the fourth anchorage point of the child seat, if available, for the seat belt. Please observe the instructions for use of the child seat.

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

Child seat approval categories

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

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

Installing and using child seats

Country-specific regulations

The standards and regulations governing the use of child seats and child seat securing mechanisms differ from country to country. Not all countries allow you to transport children on the front passenger seat. Regulations and type 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 ⚠.
– Wherever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.
– Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
– Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.
– When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Adjust the backrest to an upright position ⇒ Front seats, mechanical.
– Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position ⇒ Sitting position.
– The back rest of the child seat must lie 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. Even if 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.

— The settings of the respective seat must no longer be adjusted after correct installation of the child seat. If the seat settings have been adjusted, installation of the child seat must be checked and adapted if necessary.

— If a child seat is used on a seat, no functions must be used on this seat, e.g. the massage function → Massage function or seat heating → Seat climate control.

Airbag sticker

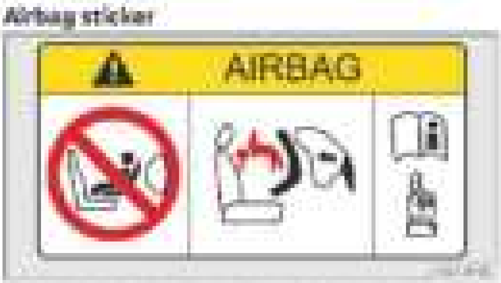


Fig. 1 On the sun visor: airbag label (illustration)

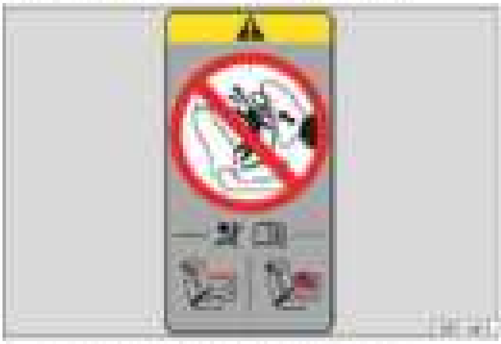


Fig. 2 On the B-pillar: airbag label (illustration)

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 switched off. A switched off front passenger front airbag is indicated by means of the continuously lit yellow PASSENGER AIR BAG indicator lamp in the driver's field of vision → Indicator lamp for disabled airbag system.

It is not possible to switch off the front passenger front airbag in all countries → Airbag systems.

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 specifically authorised by the manufacturer for use on the front passenger seat in vehicles with front and side airbags. Volkswagen dealerships keep an up-to-date list of authorised child seats.

DANGER

Observe the important safety instructions for the front passenger front airbag ⇒ Airbag system.

DANGER

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

- Never secure a rear-facing child seat to the front passenger seat if the front passenger front airbag is switched on.
- Deactivate the front passenger front airbag if you want to install a child seat on the front passenger seat. If the front passenger front airbag cannot be deactivated, you must not use rear-facing child seats.
- In order to establish the maximum possible distance from the front passenger front airbag, move the front passenger seat as far back as possible and adjust to the highest position.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

WARNING

Child seats present a risk of injury if incorrectly installed.

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

WARNING

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

- In order to establish the maximum possible distance from the front passenger front airbag, move the front passenger seat as far back as possible and adjust to the highest position.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural path adapted to the child seat without excessive deviations. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

WARNING

A triggered curtain or side airbag can cause injuries.

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

Securing systems

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

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

Overview of securing systems

- ISOFIX: Both ISOFIX and i-Size are standardised securing systems for fitting child seats in the vehicle quickly and safely. The ISOFIX or i-Size attachment systems creates a rigid connection between the child seat and the car body.

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

- Three-point automatic seat belt: It is better to secure child seats using the ISOFIX system, if available, rather than with a three-point automatic seat belt ⇒ Child seat with seat belt.

Additional securing points:

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

Recommended child seat securing systems

Volkswagen recommends that child seats are secured as follows:

- Rear-facing child seat:
  - ISOFIX/i-Size and top tether.
  - ISOFIX/i-Size and support foot.
- Front-facing child seat in group 1 and i-Size child seat for children up to 105 cm (3 ft 5 in) in height:
  - ISOFIX/i-Size and top tether.
  - ISOFIX/i-Size and support foot.
- Front-facing child seat in group 2/3 and i-Size child seat for children over 100 cm (3 ft 3 in) in height:
  - ISOFIX/i-Size and, if available, top tether.
  - ISOFIX/i-Size and, if available, support foot.

⚠ **WARNING**

Unsecured or incorrectly secured children can suffer serious or fatal injuries in the event of a sudden steering or braking manoeuvre and in an accident.

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

⚠ **WARNING**

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

- Ensure that the support foot is always correctly and safely installed.
- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.

⚠ **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 seat belts, harnesses, or for attaching other items or equipment to the vehicle.

Securing a child seat with ISOFIX/i-Size

Quick guide to ISOFIX and i-Size installation

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

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

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

- Size class: the size class shown corresponds to the permitted 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 front-facing ISOFIX booster seat of Group 2/3 as well as a front-facing i-Size child seat for children with a height of 100 to 150 cm (around 3 ft 3 in to 4 ft 11 in).

Installing child seats with ISOFIX or i-Size

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

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

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

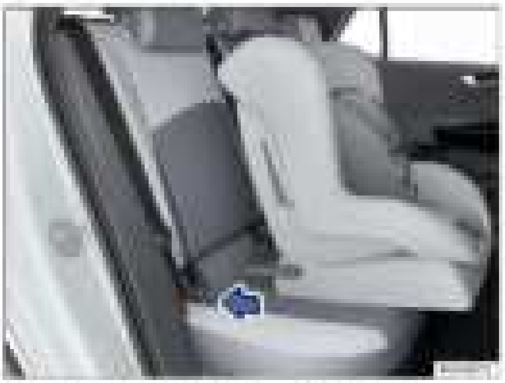


Fig. 1 Fitting a child seat with attachment arms (illustration)

1. Observe the instructions ⚠ Child seats.
2. If necessary, fold down any protective caps that are fitted on the ISOFIX or i-Size anchor points.
3. Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size anchorages ⇒ Fig. 1. The child seat must click and audibly securely into place.
4. Perform a pull test on both sides of the child seat to make sure that the child seat is properly engaged.

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

Securing child seats with the top tether

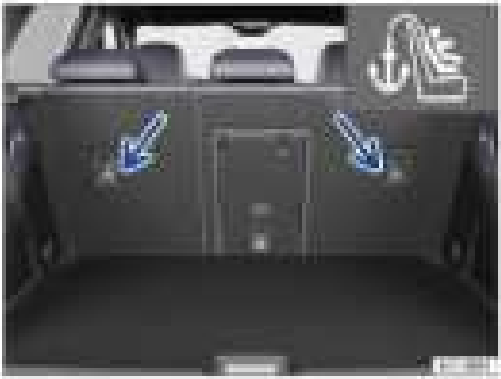


Fig. 2 On the rear of the rear bench seat: top tether anchor points for top tether.

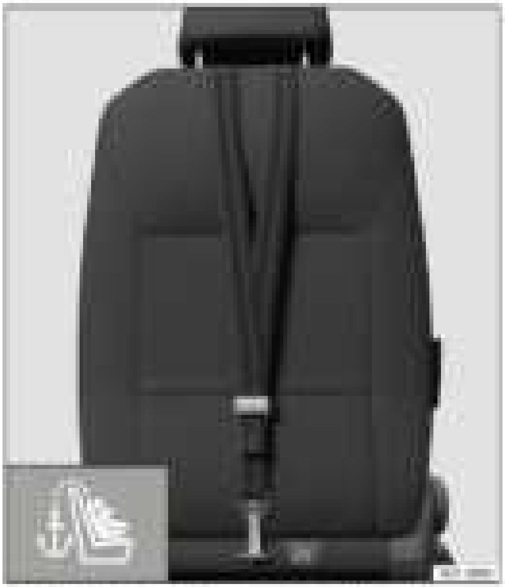


Fig. 2 On the rear of front passenger seat/backrest (dependent): attached top tether.

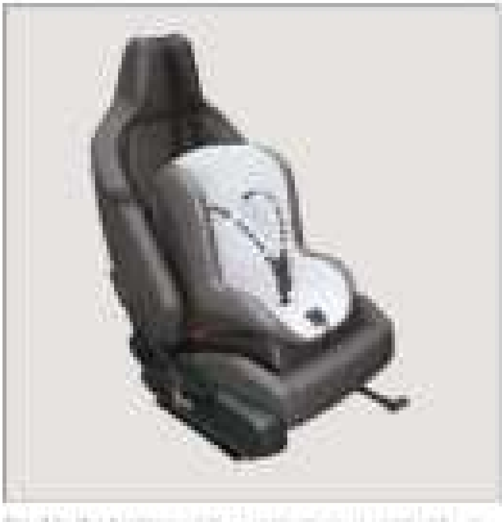


Fig. 3 On the backrest of the premium sport seat/position (summary) on the front passenger side: routing for the top tether (illustration).

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

Secure the top tether only at the top tether anchor points provided for this purpose. The anchor points for use with the top tether are marked by a symbol and sometimes also with "TOP TETHER" → *Fig. 2*, → *Fig. 2*.

Securing the top tether

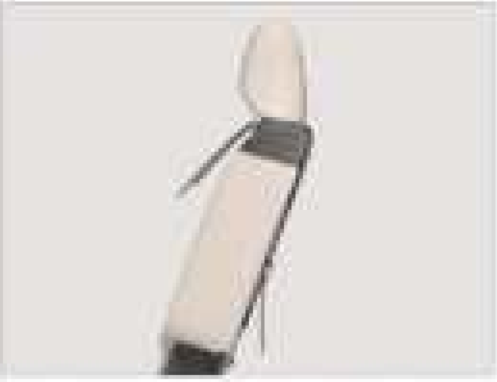


Fig. 4 On the rear of the outer seats of the rear bench seat or front passenger seat: attached top tether

1. Observe the instructions ⇒ Child seats.
2. Remove the luggage compartment cover if necessary.
3. Position the child seat in the centre of the seat cushion.
4. Push the attachment arms on the child seat into the ISOFIX anchor points in the direction of the arrow ⇒ Child seat with ISOFIX or i-Size). The child seat must click and audibly securely into place.
5. If necessary, push the head restraint upwards and route the top tether of the child seat under the head restraint to the rear.

   Or remove the head restraint if necessary and route the top tether of the child seat over the backrest to the rear.

   Applies only to the premium sport seat without opening: Route the top tether over the head restraint ⇒ Fig. 3.
6. Hook the top tether of the child seat into the corresponding anchor point marked with "Top Tether" ⇒ Fig. 4.
7. Tighten the top tether so that the child seat is positioned against the upper section of the rear seat backrest.

⚠ **WARNING**

If the top tether is not secured properly or is not secured at the anchor points provided for this purpose, the child seat can become detached and cause serious injuries.

- Always secure only one top tether of a child seat to one top tether anchor point.
- Secure the top tether only at the top tether anchor points provided for this purpose. Never secure the top tether of a child seat to a fastening ring.

⚠ **WARNING**

Objects in the seat pockets of the front passenger seat can damage the top tether in the event of an accident. This can result in serious injuries.

- Do not keep any objects in the rear pockets of the front passenger seat when using the top tether.

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

Securing a child seat using the seat belt

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

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

U: universal; X: seat not suitable for securing a child seat of this group.

Securing a child seat using the seat belt

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

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

Making you and your vehicle safe

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

Checklist of what to do in the event of a breakdown

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

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

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

Comply with the important information on towing ⇒ Tow-starting or towing.

WARNING

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

- Stop the vehicle as soon as possible and when safe to do so.
- Park the car at a safe distance from moving traffic.
- Switch on the hazard warning lights.
- Never leave other vehicle occupants 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

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 materials underneath the vehicle, e.g. dry grass or fuel.

NOTICE

Pushing the vehicle by hand can damage the vehicle or deform the rear spoiler.

- When pushing the vehicle by hand, do not press on the tail light clusters, rear spoiler or roof panels.

Checklist of what to do after an accident

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

1. Switch off the ignition.
2. Switch on the hazard warning lights ⇒ Cockpit overview.
3. Place the warning triangle in position to draw the attention of other road users to your vehicle.
4. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Always observe the valid and statutory country-specific regulations on high-visibility waistcoats.
5. Report the accident to the fire service.
6. Wait for the emergency services at the scene of the accident.

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.

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

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

Emergency equipment

First-aid kit

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

The first-aid kit must comply with legal requirements.

— Observe the expiry dates of the contents.

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

Warning triangle

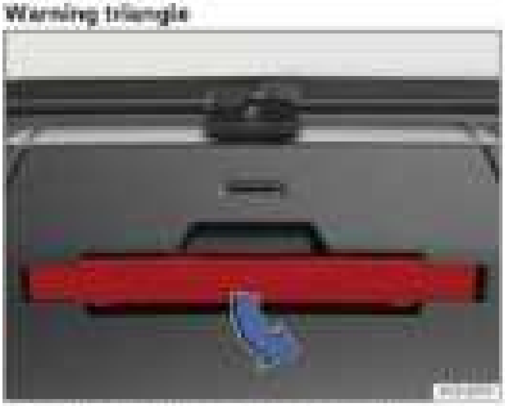


Fig. 2 In the boot lid: holder for the warning triangle.

Depending on the country and vehicle equipment, the warning triangle may be located in the boot lid ↗ Fig. 2.

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

The warning triangle must comply with legal requirements.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

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

WARNING

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

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

Information call, breakdown call and Emergency Call Service

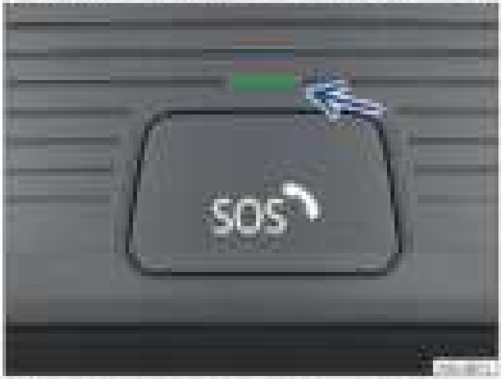


Fig. 1 In the roof console: button for Emergency Call Service (behind button cover) and indicator lamp

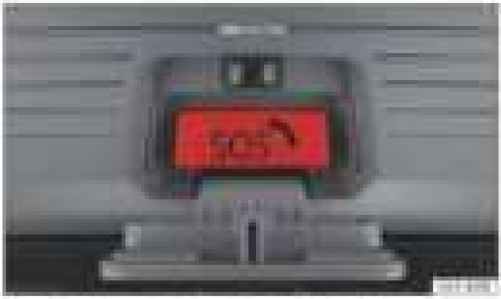


Fig. 2 In the roof console: button for Emergency Call Service

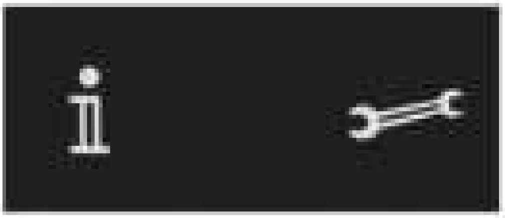


Fig. 3 In the roof console: touch panels for Information Call and Breakdown Call

Information Call

Breakdown Call

Depending on the vehicle equipment and country, voice services can be performed by means of the control in the roof console ⇒ Fig. 1, ⇒ Fig. 2, ⇒ Fig. 3. If the Emergency Call Service is available in the vehicle's service portfolio, the Emergency Call Service is activated as standard for a limited period of time. The required connection is established by a factory-fitted control unit.

Please also observe the additional information on data protection and contracts
⇒

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 Service in the vehicle, the indicator lamp lights up in different colours and light sequences.

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

🟥 Indicator lamp flashes red after the ignition is switched on: system error, Emergency Call Service is deactivated.

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

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

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

Information Call

- The Information Call enables you to call Volkswagen Customer Care.
- The Information Call function is available only in some sales regions.
- The person who takes your call will talk to you in the language of the country in which the vehicle is registered for the mobile online services or in the language of the country for which the vehicle was produced.
- The Information Call can be made when the vehicle ignition is switched on.
- The Information Call can be made manually via the touch panel in the roof console or, depending on vehicle, via the function button in the telephone menu of the infotainment system.

Breakdown Call

- The Breakdown Call function allows you to seek professional assistance should your vehicle break down.
- Basic vehicle data, e.g. the current location, is transmitted automatically to the service call.
- The person who takes your call will talk to you in the language of the country in which the vehicle is registered for the mobile online services or in the language of the country for which the vehicle was produced.
- The Breakdown Call can be made when the vehicle ignition is switched on.
- The Breakdown Call can be made manually via the touch panel in the roof console or, depending on vehicle, via the function button in the telephone menu of the infotainment system.

Emergency Call Service

- The Emergency Call Service enables help to be organised as quickly as possible in dangerous situations.
- 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 or the belt tensioners were triggered, data relevant for the emergency call, e.g. the current vehicle location, will be transmitted automatically.

— The person who takes your call will talk to you 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.

— Additional battery-fitted components are installed in order to ensure that the function is still available even after a serious accident, e.g. emergency call microphone, emergency loudspeaker and an integrated battery that is independent of the vehicle electrical system.

— The Emergency Call Service can be permanently deactivated by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

— If the legally required eCall Emergency System is present in the vehicle, the Emergency Call Service can be deactivated in the Infotainment system. If present in the vehicle, the legally required eCall Emergency System cannot be switched off and cannot be deactivated ⇒ Manage services.

⚠ **WARNING**

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

- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite reception.
- In spite of sufficient mobile communications and satellite signal reception, there is no 2G/4G mobile network of the telecommunication providers in some regions. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. If the legally required eCall Emergency System is not present in the vehicle, calls will be forwarded to the emergency call number 112.
- In spite of sufficient mobile communications and satellite signal reception, there is no 2G mobile network of the telecommunication providers in some regions. This can lead to a delay of up to 60 seconds when setting up the connection for the Emergency Call Service. In order to permit connection set-up without a delay, the Emergency Call Service can be deactivated in the Infotainment system if the legally required eCall Emergency System is present in the vehicle. The legally required eCall Emergency System is available without any delay after deactivation of the Emergency Call Service.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid licence for the use of the Emergency Call Service.
- The components of the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. No emergency call will be made if the legally required eCall Emergency System is not present in the vehicle. Also forwarding to the emergency number 112 does not take place.
- The vehicle ignition is not switched on.

Initiating an emergency call manually

1. If fitted, briefly press on the button cover and fold the button cover down.
2. Press the button for the legally required eCall Emergency System ⇒ Fig. 2 until the indicator lamp flashes green.

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

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

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

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

Automatic emergency call

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

A connection to the Volkswagen emergency call centre is set up automatically in the following situations:

- Immediately after the airbags are triggered.
- Immediately after the belt tensioners are triggered.
- Depending on equipment, after a system intervention by Emergency Assist.

The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System ⇒ Fig. 2.

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 suitably qualified workshop and have the integrated battery replaced. Volkswagen recommends using a Volkswagen dealership.

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

Data transmission

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

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

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

The following data is transmitted:

- Current position of the vehicle when the emergency call was triggered.
- Nine other positions shortly before the emergency call was triggered (route driven, a few km to few metres).
- Vehicle identification number (VIN).
- Type of vehicle drive.
- Vehicle type.
- Type of trigger (automatic or manual).
- Type of call.
- Direction in which the vehicle was moving when the emergency call was triggered.
- Accident severity.
- Accident direction.
- Time of collision.

— Reliability of positioning data.

— Version of data strings.

— Counter of data strings transmitted per call.

— Determined number of passengers.

— Language selected in the Infotainment system.

— Optional data ID.

You can apply to view and delete the transmitted data by contacting the Volkswagen emergency call centre.

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

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

Reverting to the legally required eCall Emergency System

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

It is possible to see whether the legally required eCall Emergency System is present in the vehicle in the Manage services area on the Infotainment system ⇒ Manage services.

Back-up to 112 emergency number

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

Troubleshooting

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 may not be possible to make an emergency call.

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

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 connection to the Volkswagen emergency call centre, for example.

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

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Legally required eCall Emergency System

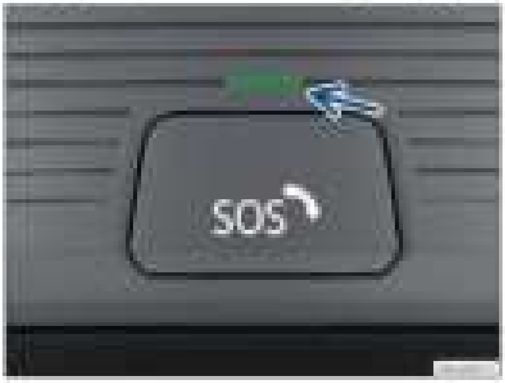


Fig. 1 In the roof console: control for legally required eCall Emergency System (button under cover) with indicator lamp.

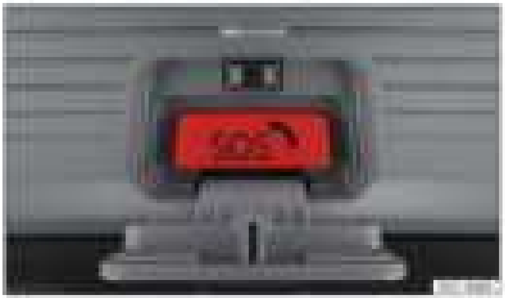


Fig. 2 In the roof console: Button for the legally required eCall Emergency System.

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

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

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

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

Indicator lamp for the legally required eCall Emergency System

The control is equipped with an indicator lamp → Fig. 2 (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 after the ignition is switched on: emergency call is deactivated.

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

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

🟩 Indicator lamp flashes green: emergency call is active.

WARNING

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

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

Initiating an emergency call manually

1. Briefly press on the button cover and fold the button cover down → Fig. 1.
2. Press the button for the legally required eCall Emergency System → Fig. 2 until the indicator lamp flashes green.

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

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

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

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

Automatic emergency call

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

A connection to the public emergency call centre is set up automatically in the following situations:

— Immediately after the airbags are triggered.

— Immediately after the belt tensioners are triggered.

— Depending on equipment, after a system intervention by Emergency Assist.

The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → Fig. 2.

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

Integrated battery

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

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

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

Data transmission

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

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

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

The following data is transmitted:

— Current position of the vehicle when the emergency call was triggered.
— Two other positions shortly before the emergency call was triggered (minimum distance, approx. 100 m (approx. 330 ft)).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle type.
— Type of trigger (automatic or manual).
— Type of call.
— Direction in which the vehicle was moving when the emergency call was triggered.
— Time of collision.
— Reliability of positioning data.
— Version of data string.
— Counter of data strings transferred per call.
— Detected number of passengers.

You can apply to view and delete the transmitted data by contacting the public emergency call centre.

The function of the legally required eCall Emergency System may be restricted if third-party telematic 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 eCall Error: Emergency call function. Please visit workshop. may be displayed in the instrument cluster display.

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

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

Legally required eCall Emergency System restricted

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

The function of the legally required eCall Emergency System is restricted. It is not possible to establish a voice connection to the public emergency call centre, for example.

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

Functions of the vehicle key

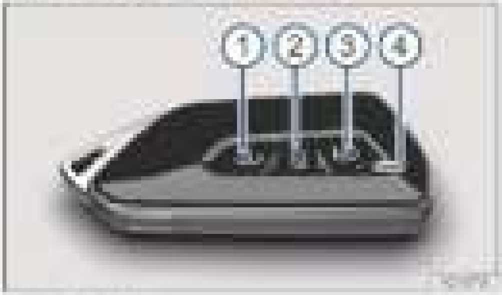


Fig. 3 Vehicle key

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① Unlock the vehicle. All turn signals flash twice.

② Unlock only the boot lid. All turn signals flash twice. To do this, press and hold the button briefly.

③ Lock the vehicle. All turn signals flash once.

④ Indicator lamp: flashes when the button is pressed if all doors and the boot lid are closed.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could 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. This can result in accidents and serious or even fatal injuries.

- Take all vehicle keys with you every time you leave the vehicle.

WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

External influences can restrict the vehicle key functions and damage the key.

■ Protect the key from moisture and excessive vibration.

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

Manual key

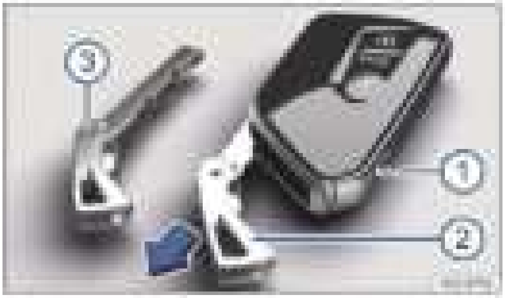

Fig. 2 Vehicle key: releasing the manual key.

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

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

③ Manual key.

A manual key is located in the vehicle key which can be used to lock and unlock the vehicle manually » Fig. 2 ②.

Possible uses:

– Manually locking and unlocking the vehicle.

– Switch the childproof lock on and off » in Childproof lock, mechanical.

Changing the button cell

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

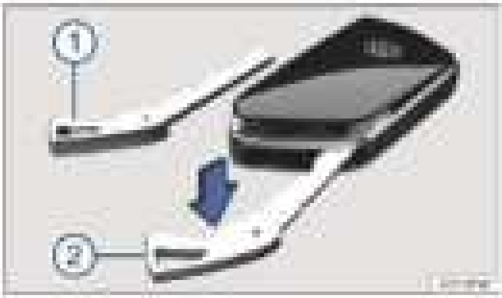

Fig. 1 Vehicle key: opening the battery compartment cover.

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① Manual key.
② Lever out the cover.

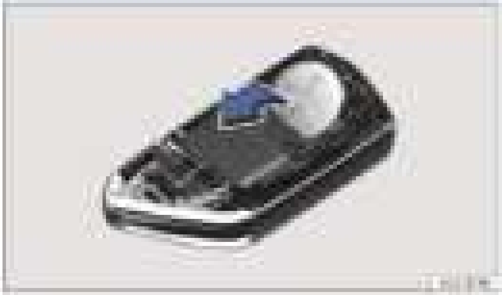

Fig. 2 Vehicle key: replacing the button cell.

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

⚠ DANGER

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

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

NOTICE

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

- Replace a discharged battery only with a new battery of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the battery.
- If the battery compartment cover cannot be closed, do not use the remote control.

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries ⇒ Product recycling. Volkswagen recommends having this service carried out by a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Synchronising the vehicle key

If you cannot lock or unlock the vehicle with the vehicle key, synchronise the vehicle key or replace the button cell ⇒ Vehicle keys.

Synchronising the vehicle key

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

Or:

1. Remove the manual key ⇒ Vehicle keys.
2. If necessary, remove the cover of the driver door handle ⇒ Doors.
3. Press the 🔓 button on the vehicle key.
4. Unlock the vehicle using the manual key.
5. Open the driver door.

   If the vehicle has an anti-theft alarm, this will be triggered immediately ⇒ Anti-theft alarm.
6. Switch on the ignition.

   An emergency start must be performed in order to switch on the ignition ⇒ Starting the engine.

   The synchronisation process is complete.

Troubleshooting

Vehicle cannot be locked or unlocked

The vehicle key 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 components, or due to a weak or flat button cell.

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

1. Close the driver door.

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

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

Indicator lamp does not flash

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

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

Introduction to the topic

The "mobile telephone as vehicle key" function in connection with the We Connect app is called "mobile key". It allows the use of a suitable mobile telephone instead of a conventional vehicle key. It is possible to lock and unlock the vehicle and start the engine with the activated mobile key. Neither the mobile telephone nor the vehicle need be online to perform these actions.

The vehicle is delivered from the factory without active mobile keys. This also corresponds to the status when the Infotainment system is restored to factory settings. To be able to use the "mobile key" function, you must first install and activate one or more mobile keys. This requires a suitable mobile telephone on which the We Connect app is installed (⇒ Mobile key).

A mobile telephone can manage mobile keys for different vehicles at the same time. Communication between the mobile telephone and vehicle takes place using NFC

wireless technology.

A mobile key can no longer be used once it has been cancelled.

WARNING

The lax and careless or unsupervised use of a mobile telephone containing mobile keys can result in accidents, serious injuries and the theft of the vehicle.

- Take all conventional vehicle keys or mobile telephones with activated mobile keys with you when you leave the vehicle.

WARNING

If the mobile key is cancelled by the primary user, it remains active only for a further 24 hours. If the mobile key is deleted immediately under certain conditions, it will be deactivated immediately when the ignition is switched off. The vehicle can then no longer be moved and can no longer be locked or unlocked. This may result in the vehicle breaking down and can lead to accidents and serious injuries.

- Make sure that the mobile key is active while the vehicle is in motion.

Keep NFC-

enabled credit cards or NFC compatible devices away from the mobile telephone or vehicle card. Other NFC radio equipment can prevent execution of the function.

If you sell the vehicle, mobile keys that have already been installed cannot be transferred to the buyer. In this case delete all mobile keys. If you lend or sell the vehicle, notify the user or buyer about the mobile key function.

The vehicle can be locked using a mobile key even if another vehicle key belonging to the vehicle is located inside the vehicle.

Prerequisites

✓ The vehicle is equipped with the "mobile key" function.

✓ Proof of ownership and proof of identity of the primary user have been provided ⇒ We Connect. Proof of ownership and proof of identity are necessary only if security-related services are to be carried out.

✓ The We Connect app is installed and ready for use on the mobile telephone.

✓ A compatible mobile telephone with activated NFC
is available. Compatibility can be checked using the We Connect app.

✓ The vehicle is assigned to the primary user's We Connect user account.

✓ Mobile keys can be found in the primary user's We Connect user account.

Using the mobile key

When using mobile keys, observe the messages and information that may be displayed in the Infotainment system or in the We Connect app.

– An initial number of mobile keys is provided via We Connect. Each additional mobile key is generally subject to a charge.

– A maximum of 12 mobile keys can be used simultaneously per vehicle.

– Each mobile key has a limited validity period.

– When a mobile key is issued, the primary user gives the key recipient access and permission to drive a vehicle.

WARNING

The theft and careless or unsupervised use of a mobile telephone containing mobile keys can result in accidents, serious injuries and the theft of the vehicle.

- Take all corresponding vehicle keys or mobile telephones with activated mobile keys with you when you leave the vehicle.

If keys that belong to the vehicle remain in the vehicle when it is left, this can result in locking malfunctions and theft of the vehicle.

Locking and unlocking your vehicle

1. Position the mobile telephone with mobile key in front of the driver door handle so that it is central and close to the handle. Always use the rear side of the mobile telephone.
2. Move it around it slightly if necessary.
4. Adapt the NFC settings in the mobile telephone if necessary.

Using a mobile key

1. Place the mobile telephone with the activated mobile key on the shelf for the wireless charging function.
2. Press the starter button.
3. Leave the mobile telephone on the shelf when driving.

Functions on mobile telephone, end of use

The following functions of the mobile key can be performed with the app:

– Activate and renew the mobile key for your vehicle.

– Transfer keys to other mobile telephones.

– Delete mobile keys that have been transferred to other mobile telephones.

The primary user and key recipient will be informed before expiry of a mobile key.

Key cancellation

A mobile key can be withdrawn by the primary user via the We Connect app or via the user area at www.myVolkswagen.net. In order to do this, either the vehicle or the mobile telephone of the key recipient must be online.

Number of all active mobile keys

The vehicle must be online in order to display the correct number of active mobile keys in the Infotainment system.

Resetting to factory settings

- If you reset all settings of the mobile telephone, the installed and assigned mobile keys will be deactivated.
- Execution of the Factory settings function in the Infotainment system will irrevocably delete all mobile keys in addition to other data and settings.

Deactivating mobile keys in the Infotainment system

Precondition:

✓ The vehicle is unlocked using Keyless Access or the mechanical key and the ignition is switched on.

When the "Deactivate mobile keys" function is carried out in the Infotainment system, all mobile keys are retained. Only the NFC

functionality in the vehicle is deactivated.

The duration of deactivation does not have any influence on the expiry date of issued mobile keys.

Setting up the mobile telephone for the vehicle

If a mobile key is to be used for the first time, a mobile telephone must be set up for the vehicle as follows:

When setting up the device, observe the instructions and information on the mobile telephone and Infotainment system.

1. Install the We Connect ID. app on the mobile telephone.
2. Start the setup process in the We Connect ID. app.
3. Switch on the ignition and the Infotainment system.
4. Enter the vTAN from the Infotainment system in the input field of the app.

   The mobile telephone has now been set up.

If the vTAN message windows are not displayed automatically, manually request a vTAN under Mobile key or User.

Valet keycard

A deactivated keycard is supplied with the vehicle that can be activated for use as a temporary mobile key in the event of a breakdown, during visits to a qualified workshop or for a valet parking service. To use the keycard, it must first be activated in the stowage compartment for the wireless charging function. You can exercise all functions of the mobile key with the activated keycard.

Spare keycards can be ordered from your Volkswagen dealer. When a subsequently ordered keycard is used, all other keycards for this vehicle become invalid.

Only one keycard can be active for the vehicle at any time, even if several keycards are available.

Make sure that the keycard is activated only for the specific use.

Leave the deactivated keycard in the vehicle so that all users of vehicle keys can work with the keycard if necessary.

Dispose of keycards that are no longer needed in an environmentally friendly way.

Activating the valet keycard

Prerequisite

✓ Your mobile telephone contains the valid mobile key for the vehicle.

1. Unlock the vehicle.
2. Place the mobile telephone in the centre of the area in the stowage compartment marked for the wireless charging function.
3. Switch on the ignition with the mobile key.
4. Remove the mobile telephone from the stowage compartment.
5. Place the keycard in the centre of the wireless charging area in the stowage compartment and observe the instructions on the Infotainment system.

   The keycard is now active.

   The primary user is also notified that the keycard is active in the We Connect app and in the user area of www.myvolkswagen.net.

⚠ WARNING

Metal objects that are placed on the stowage area for the wireless charging function can become very hot. This can cause skin burns or even a fire.

- Do not place any objects with metallic components on the shelf for the wireless charging function.

NOTICE

If identity cards or credit cards with a magnetic stripe or chip are placed on the stowage area for the wireless charging function, this may cause the data stored on them to be unusable.

- Do not place any objects with a magnetic stripe or chip on the stowage area for the wireless charging function.

Deactivating the valet keycard

1. Switch on the ignition using Keyless Access, the mechanical vehicle key or a mobile key.

   The keycard is now deactivated, but can be reactivated and used as needed.

Where can I get a mobile key?

From a web shop accessible via your We Connect user account.

Depending on the equipment, mobile keys can also be purchased directly via the Infotainment system in the In-Car shop.

Display message: "Mobile key not recognised"

- — The mobile telephone no longer has a valid mobile key because it has expired or was cancelled in the meantime.
- — The mobile telephone is located in the vehicle but is no longer on the shelf for the wireless charging function.
- — The mobile telephone is no longer in the vehicle.

Can the mobile key be transferred when the vehicle is sold?

Already assigned mobile keys are deleted in the event of a change in the primary user.

Mobile keys that have not yet been assigned are preserved and are transferred to the new primary user.

Can I transfer mobile keys to my new mobile telephone?

No, an already installed mobile key cannot be transferred.

Function limitations

Locking without SAFELOCK

- — If the vehicle is to be locked without SAFELOCK when using the mobile key, the interior monitoring functions must be deactivated in the Infotainment system. SAFELOCK is not activated for the following locking action. Subsequent deactivation of SAFELOCK after locking with the mobile key is not possible.

Deactivating or activating the front passenger front airbag:

- — This is only possible with the mechanical vehicle key.

Locking and unlocking the vehicle with flat vehicle battery:

- — This is only possible with the mechanical vehicle key.

Use of the mobile key with discharged battery in the mobile telephone:

- — With some mobile telephones, the key can be used several times when the battery is discharged. Make sure that your mobile telephone is always sufficiently charged.

What must I pay attention to when I buy a vehicle that supports mobile keys?

Make sure that there are no mobile keys for your vehicle in circulation. The number of active mobile keys can be displayed in the Infotainment system under Mobile keys. The vehicle must be online for correct information about the number of active mobile keys. In order to delete keys that are still issued, carry out a primary user reset or register as the new primary user for this vehicle.

What must I pay attention to when I sell a vehicle with mobile keys?

Carry out a primary user reset or reset the Infotainment system to the delivery condition (factory settings). All issued [illegible] keys will then be stored.

Introduction to the topic

Keyless Access enables the vehicle to be locked and unlocked without active use of the key. For this purpose, a valid vehicle key must be within close range of the vehicle.

Unlocking or locking the vehicle with Keyless Access

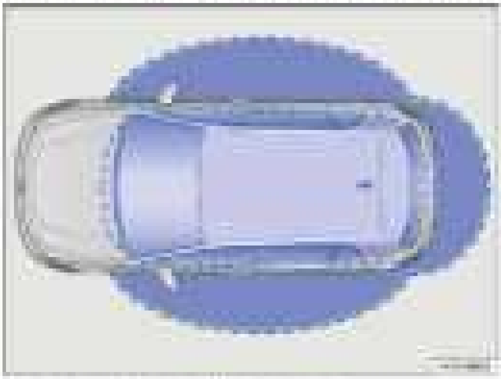

Fig. 1 Keyless Access: operating ranges.

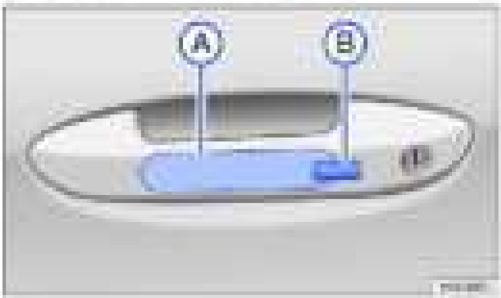

Fig. 2 In the door handle: sensors.

Ⓐ Sensor surface on the inside of the door handle.

Ⓑ Sensor surface on the outside of the door handle.

Configuring Keyless Access

The behaviour of Keyless Access can be set in the Vehicle menu in the Infotainment system.

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

Unlocking the vehicle

1. Touch the sensor → Fig. 2 Ⓐ on the inside of the door handle.

   All turn signals flash once.

   The driver door is unlocked. All doors can be opened simultaneously by means of the central locking button in the driver door.

Automatically unlocking the vehicle

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

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

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

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

Locking the vehicle

1. Park the vehicle.
2. Touch the sensor → Fig. 2 Ⓑ on the outside of the door handle.

   All turn signals flash once.

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

Unlocking the boot lid

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

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

Temporarily deactivating the keyless locking and starting system Keyless Access

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

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

   Keyless Access is now temporarily deactivated.
3. To check deactivation, wait for at least 10 seconds and then pull the door handle again.

   It should not be possible to open the door.

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

Permanently deactivating Keyless Access

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

Troubleshooting

Keyless Access does not work

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

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the key and lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

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

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

Activating sensors again:

1. Unlock the vehicle with the 🔓 button on the vehicle key.

No valid vehicle key recognised

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

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

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

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

NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within the operating range. The windows could open as a result and liquids could enter the vehicle interior. This could lead to the vehicle interior being damaged.

- Never direct the jet of a high-pressure or steam cleaner directly at the sensors in the door handles.

If at least one window is open and the sensors in a door handle are continuously activated, all windows will close.

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

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

Introduction to the topic

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

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

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

A symbol in the instrument cluster display indicates if one or more doors are not closed properly.

● Do not drive on!

1. Park the vehicle safely if necessary.
2. Open the door in question and then close it again.

This symbol is also active 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 can open suddenly while the vehicle is in motion. This could lead to serious or fatal injuries.

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.

⚠ WARNING

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

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

⚠ WARNING

Opening and closing the doors and boot lid without taking due care is dangerous and can cause serious injuries.

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

⚠ WARNING

The central locking system locks all doors. In the event of an emergency or an accident, locked doors can make it more difficult for persons providing assistance to gain access to the vehicle interior. If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

⚠ WARNING

All doors can be locked from the inside using the central locking system. This may mean that children, people requiring assistance or animals lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves. In addition, they could also be exposed to very high or low temperatures. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

NOTICE

Removing the caps without taking due care can damage the vehicle.

- When carrying out manual opening or closing, remove parts carefully and fit them again correctly.

Locking the vehicle from the inside can prevent accidental opening of the doors and stop unauthorised persons from entering the vehicle.

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

Indicator lamp in the driver door

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

The indicator lamp indicates the status of the central locking system for around 30 seconds after the vehicle has been locked.

A red **LED**

flashes for approximately 2 seconds at short intervals.

The status of the central locking system is then indicated for around 28 seconds.

Vehicle with SAFELOCK

— The vehicle is locked with SAFELOCK if the red **LED**

flashes at long intervals.

— If the red LED

is lit up, the vehicle is locked but without SAFELOCK.

Vehicle without SAFELOCK

— The vehicle is locked if the red **LED**

flashes at long intervals.

The **LED**

flashes at slow intervals after around 30 seconds.

Points to note

If the red **LED**

is lit up continuously, there is a fault in the central locking system or the anti-theft alarm system.

Automatic locking and unlocking

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

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

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

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

— In an accident where the airbags have been triggered.

Automatic unlocking gives emergency responders access to the vehicle.

Central locking button

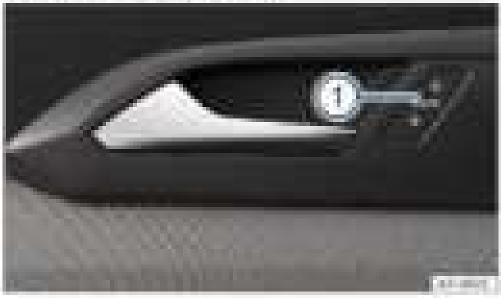

Fig. 1 In the driver door: central locking button (illustration)

① Central locking button.

🔓 - unlock the vehicle.

🔒 - lock the vehicle.

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

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

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

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

— The anti-theft alarm will not be activated ↗ Anti-theft alarm.

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

Manually closing the front passenger door and rear doors

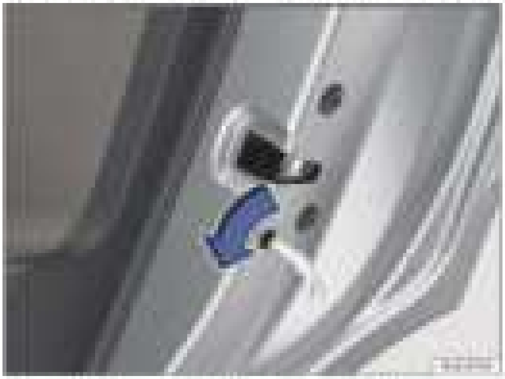

Fig. 1 At the front edge of the rear right-hand door: manually locking the vehicle with the manual key (illustration).

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

The anti-theft alarm is not activated in this case ⇒ Anti-theft alarm.

1. Open the door.
2. Remove the rubber plug ■ from the front edge of the door.
3. Insert the manual key in the vertical slot and turn inwards ⇒ Fig. 1.
4. Secure the rubber seal again.
5. Check that the door is locked.
6. Have the vehicle checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

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

Childproof lock

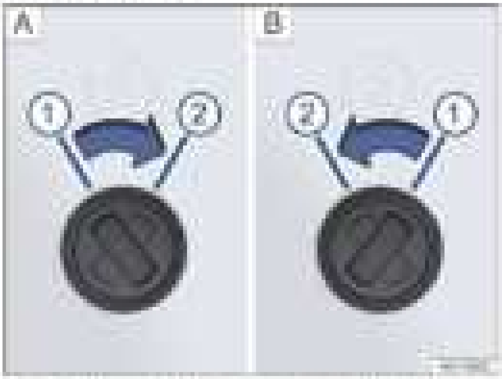

Fig. 1 Childproof lock: A rear left door; B rear right door

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① Childproof lock is switched off.

② Childproof lock is switched on.

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

The childproof lock prevents the rear doors being opened from the inside ⇒ ⚠

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

Switching the childproof lock on and off

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

⚠ WARNING

The door cannot be opened from the inside when the childproof lock is activated. This may mean that people lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could be exposed to very high or low temperatures. There is a risk of serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

SAFELOCK

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

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.

– On vehicles with the keyless locking and starting system Keyless Access: Touch the sensor on the outside of the door handle again within 2 seconds.

– Switch on the ignition.

– Or: deactivate the interior monitoring system and the anti-tow alarm ⇒ Interior monitoring system and anti-tow alarm.

Depending on the equipment level, be sure to 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**

The doors can no longer be opened from the inside once the SAFELOCK is activated. Careless or unsupervised use of SAFELOCK can lock people in the vehicle interior and cause serious injuries in the event of an emergency.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key.

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

Troubleshooting

Indicator lamp lights up continuously

The red LED

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

There is a fault in the locking system.

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

Turn signals do not flash

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

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

Vehicle locks itself automatically

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

— The vehicle was unlocked by remote control, Keyless function or mobile telephone.

— The boot lid was not opened.

— No door was opened.

— The ignition was not switched on.

Response when locking the vehicle with a second vehicle key

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

1. To reactivate the vehicle key inside the vehicle for a renewed engine start, press the 🔓 button on the vehicle key inside the vehicle.

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 after an accident as follows:

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

NOTICE

Please note that the sensors in the handles could be activated by a powerful jet of water or steam if a valid remote control key is within the operating range. The windows could open as a result and moisture could enter the vehicle interior. This could lead to the vehicle interior being damaged.

■ Never direct the jet of a high-pressure or steam cleaner directly at the sensors in the door handles.

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

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

Anti-theft alarm

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

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

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

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

When does the system trigger an alarm?

- When a door that was unlocked mechanically with the vehicle key is opened.
- When the bonnet is opened.
- When the boot lid is opened.
- If the ignition is switched on using an invalid key.
- If there is movement inside the vehicle (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, for example (vehicles with anti-tow alarm or interior monitoring) ⇒ Interior monitoring system and anti-tow alarm.
- If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

Switching off the alarm

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

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

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

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

Interior monitoring system and anti-tow alarm

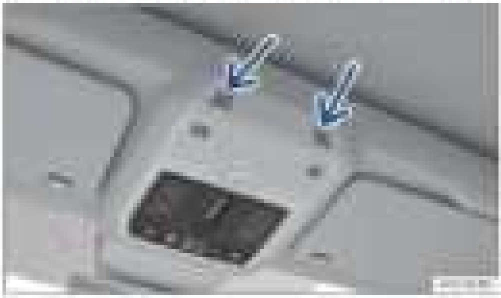

Fig. 1 In the roof console: sensors for the interior monitoring system (arrows).

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

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

Switching on the interior monitoring system and anti-tow alarm

1. Lock the vehicle.

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

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

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

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

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

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

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle, transported or towed away.

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

Risk of false alarms for the interior monitoring system

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

— If one or more windows are fully or partially open.

— If the glass roof is fully or partially open.

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

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

ℹ️ 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 sensors and anti-tow alarm are switched off ⇒ SAFELOCK.

Introduction to the topic

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

On 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 unlock 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, depending on setting.

WARNING

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

- Open or close the boot lid only when there is no one in the movement path of the boot lid.
- Always keep the boot lid closed while the vehicle is in motion.
- Close and lock the boot lid and all doors when the vehicle is not in use.
- Check that the closed boot lid is flush with the surrounding body parts.

WARNING

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.

- 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.

WARNING

It may not always be apparent that the boot lid is unlocked when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion. This can cause serious injuries.

- Check that the closed boot lid is flush with the surrounding body parts.

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 injury 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.
- Support the boot lid if necessary or remove the load or snow before opening the boot lid.

WARNING

If the boot lid is not closed correctly, this can cause the rear window to shatter and lead to serious injuries.

- Never close the boot lid by pressing with your hand on the rear window.

NOTICE

Incorrect use of the opening mechanism can damage the components and make it impossible to close the boot lid.

- Never use the opening mechanism to hold or fix a load.

NOTICE

Incorrect use of the boot lid can damage the component and lead to the component being torn off.

- Never use the boot lid to hold or fix a load.

Opening and closing the boot lid

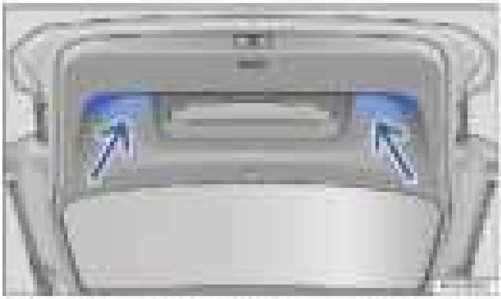

Fig. 1 In the upper boot lid: handle recesses for closing the boot lid

Opening the boot lid

1. Press the ▣ or ▣ button on the vehicle key.
2. Press on the top of the Volkswagen badge and lift up the boot lid.

Closing the boot lid

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

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

A symbol in the instrument cluster display indicates that the boot lid is opened or not properly closed.

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

⚠ WARNING

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

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

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

Unlocking the boot lid manually

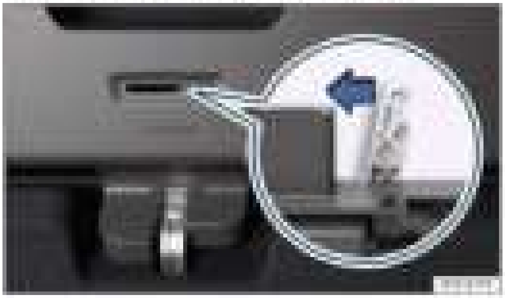

Fig. 2 In the luggage compartment: Service opening in the boot lid

Unlocking the boot lid manually

1. Insert a suitable object into the service opening in the boot lid and press the release lever in the direction of the arrow ⇒ Fig. 2.

Boot lid cannot be opened or closed

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

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

All turn signals flash four times

The vehicle key card is still in the vehicle.

1. Remove the key and lock the vehicle.

Boot lid is stiff

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

2. Guide the boot lid further upwards by hand.

Opening and closing windows

The buttons are located in the doors [illegible]

Opening windows

1. Press the ■ button.

Closing windows

1. Pull the ■ button.

Deactivating the electric window buttons in the rear doors

1. Press the ■ button.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

One-touch opening and closing

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

One-touch closing

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

One-touch opening

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

Stopping the one-touch function

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

Convenience opening and closing

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

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

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

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

   Or: release your finger from the sensor.

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

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

⚠ WARNING

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

- Open or close the electric windows only when there is no one in the operating path of the windows.
- Always take all vehicle keys with you every time you leave the vehicle.
- Please note that the windows can still be opened or closed using the buttons in the doors for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated so that they cannot be opened or closed.

⚠ WARNING

When the vehicle is locked, the windows can no longer be opened and this makes it impossible to exit the vehicle interior. In an emergency situation, this can result in serious or fatal injuries.

- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked.

NOTICE

If it starts to rain or snow when the windows are open, this can soak the interior equipment of the vehicle and restrict the functions of the controls or damage them.

- Close all windows if it starts to rain or snow.

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 specialist workshop. Volkswagen recommends using a Volkswagen dealership.

Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

Some settings can be saved in the personal button user accounts and thus change automatically when a user account is changed.

Electric window roll-back function

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

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

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

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

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

Closing windows without roll-back function

1. Attempt to close the window again within a few seconds by holding the button. The roll-back function is deactivated in this process.

   If the closing process is halted longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.

2. Go to a qualified workshop if the window still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

WARNING

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

- Always take care when closing the windows.
- Close windows only when there is no-one in the operating path.
- Please note that the roll-back function does not prevent fingers and parts of the body being trapped against the window frame.

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

Troubleshooting

One-touch opening and closing does not work

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

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

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

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

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Opening and closing the glass roof

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

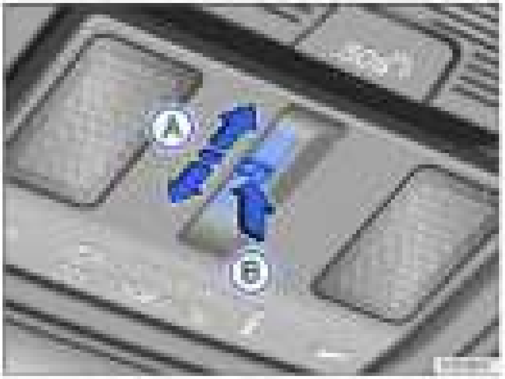

Fig. 2 In the roof: touch control for the glass roof

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

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

Swipe: fully or partially open and close the roof.

Tap: fully or partially tilt, open or close the roof.

Tap again to stop the one-touch function.

Opening the glass roof

— One-touch function: swipe backwards over the ▭ touch control → Fig. 2 Ⓐ.

— Manual operation: swipe backwards over the ▭ touch control and hold.

Closing the glass roof

— One-touch function: swipe forwards over the ▭ touch control → Fig. 2 Ⓐ.

— Manual operation: swipe forwards over the ▭ touch control and hold.

Tilting the glass roof

1. One-touch operation: briefly tap the middle of the ▭ button → Fig. 2 Ⓑ.

The glass roof can only be tilted when the roof is closed. If necessary, close the roof beforehand.

Closing the tilted glass roof

1. One-touch function: swipe forwards over the ▭ touch control → Fig. 2 Ⓐ.

Or briefly tap the middle of the button → Fig. 2 Ⓑ.

Stopping the one-touch function for the opening or closing procedure

1. Tap the button again → Fig. 2 Ⓑ.

WARNING

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

- Open or close the glass roof only when there is no one in the operating path of the roof.
- Please note that the glass roof can still be opened or closed for a short time after the ignition was switched off, provided that the driver door or front passenger door is not opened.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorized persons could lock the vehicle, start the engine or switch on the ignition and operate the glass roof. This can result in accidents and serious or even fatal injuries.

- Take all vehicle keys with you every time you leave the vehicle.

CAUTION

Depending on the equipment level, the position of the tilted glass roof may change automatically when driving above a certain speed to reduce wind noise. A closing glass roof can cause damage and injuries.

- Always make sure that there are no body parts or objects within the opening range of the glass roof.

NOTICE

If the glass roof is opened or tilted when it is raining or snowing, particularly in conditions with ice and snow, this can lead to damage to the vehicle interior and electrical system.

- At winter temperatures, always clear ice and snow from the vehicle roof before using the glass roof.
- Always close the glass roof when you leave the vehicle or if it starts to rain or snow.

NOTICE

The glass roof may be damaged if you operate the glass roof when a roof carrier is fitted.

- Always keep the glass roof closed when using a roof carrier.

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

The anti-trap function will not work properly if there is a fault with the glass roof. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

You can save some settings in the user account → personalization.

Convenience opening or closing of the glass roof

Convenience opening and closing

The glass roof can be opened and closed from outside the vehicle using the vehicle key.

- Not applicable for USA or Canada: Press and hold the locking or unlocking button on the vehicle key. The glass roof is locked or closed.

— On vehicles with the keyless locking and starting system Keyless Access: Place your finger on the locking sensor in the door handle for a few seconds until the glass roof is closed ⟶ Keyless Access.

— Release the locking or unlocking button to interrupt this function.

Convenience closing closes all windows in the doors and the glass roof. After all windows and the glass roof have been closed, all turn signals will flash once as confirmation.

Glass roof settings can be adjusted in the vehicle settings in the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes.

Glass roof roll-back function

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

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

Closing the glass roof without the roll-back function

1. Try to close the glass roof again.
2. If the glass roof still cannot be closed, swipe forwards over the ▭ function button within 5 seconds and hold until the glass roof is fully closed.
3. Go to a corresponding qualified workshop if the glass roof still cannot be closed. Volkswagen recommends using a Volkswagen dealership.

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

⚠ **WARNING**

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

- Always take care when closing the glass roof.
- Close the glass roof only when there is no one in its operating path, particularly if it is closed without the roll-back function.
- Please note that the roll-back function does not prevent fingers and parts of the body being trapped against the roof frame.

The roll-back function is also activated if you use the convenience closing function on the vehicle key to close the windows and the glass roof.

The glass roof will not close

- The glass roof only works when the ignition is switched on. The glass roof can still be opened or closed for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.
- If it is not possible to close the glass roof electrically, it must be closed manually. The glass roof cannot be closed manually without removing vehicle components. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Adjusting the steering wheel position mechanically

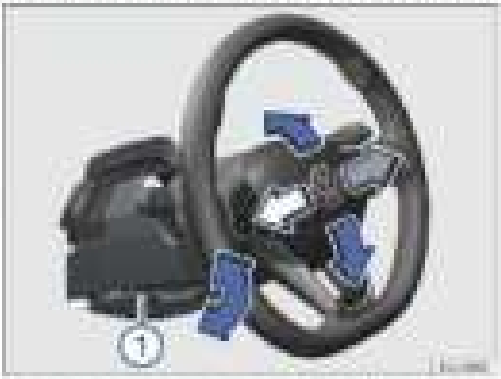

Fig. 1 Below the steering wheel on the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).

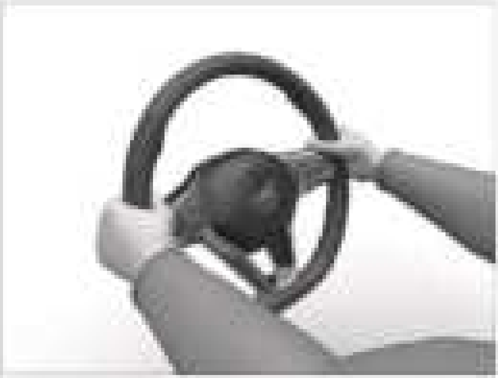

Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position (illustration).

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

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

⚠ **WARNING**

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

- After adjusting the steering wheel, always move the lever → *Fig. 1* ① up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.

- While driving, always keep both hands on the outside of the steering wheel at the 9 o'clock and 3 o'clock positions ⇒ Fig. 2. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction to the topic

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

Any lighters in the vehicle could be damaged or activated by it. This could lead to serious burns and other injuries.

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

NOTICE

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

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

The controls are mirrored for the front passenger seat.

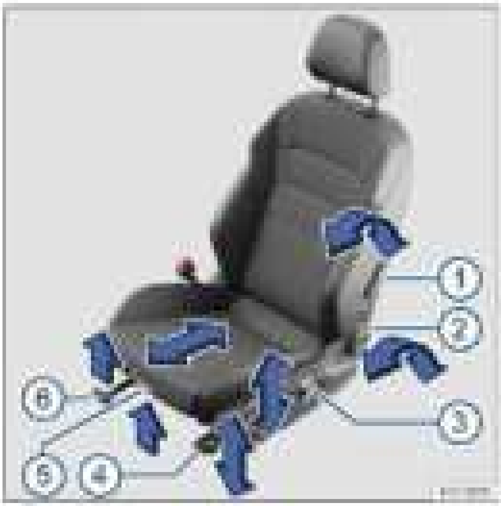

Fig. 1 Driver's seat controls

- ① To adjust the lumbar support, operate the lever.
- ② To adjust the seat backrest, relieve the pressure on the backrest and turn the handwheel.
- ③ To adjust the seat height, move the lever up or down, repeating several times if necessary.
- ④ To adjust the tilt angle of the seat cushion, pull or press the lever, repeating several times if necessary.

- ⑤ To move the seat cushion forwards or backwards, lift the handle.
- ⑥ To move the front seat forward or back, pull the lever. The front seat must engage after you release the lever!

Electrically adjusting the front seat

The electric controls are country-specific and depend on the vehicle equipment and may vary depending on the seat type.

The controls are mirrored for the front passenger seat.

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

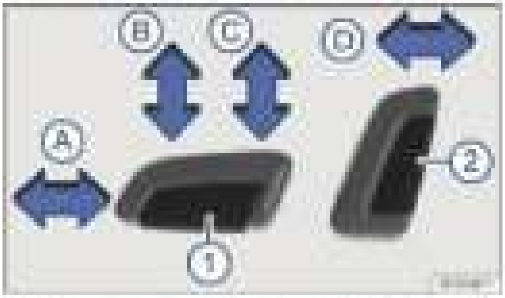

Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt

Pressing the switch in the direction of the arrow:

① Ⓐ Slides the seat forwards or backwards.

Ⓑ Adjusts the angle of the seat cushion.

Ⓒ Raises or lowers the seat.

② Ⓓ Adjusts the angle of the backrest.

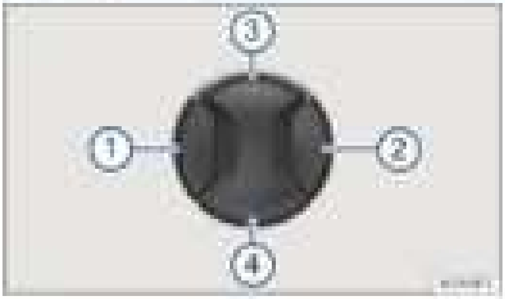

Fig. 2 Switch on the driver seat: adjusting the lumbar support

Pressing the switch in the appropriate area:

① Adjust the curve of the lumbar support forwards.

② Adjust the curve of the lumbar support backwards.

③ Adjust the curve of the lumbar support upwards.

④ Moves the curve of the lumbar support down.

⚠ WARNING

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

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

NOTICE

Improper use can damage the electric components in the front seats.

- Do not kneel on the front seats and do not apply point loads to the seat cushion and backrest.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

The seat adjustment procedure will be interrupted if the engine is started.

Folding the front passenger seat backrest forwards

Depending on the equipment in the vehicle, the front passenger seat backrest can be folded forwards to a horizontal position.

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

Folding the front passenger seat backrest forwards

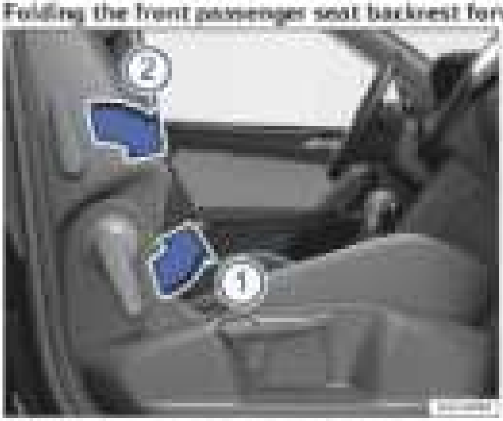

Fig. 2 Front passenger seat: folding backrest forwards.

1. Remove any items from the front passenger seat cushion ↗ ⚠.
2. Lower the front passenger seat as far as possible.
3. Push the front passenger seat as far back as possible.
4. Push the head restraint all the way down.
5. Release the front passenger seat backrest in the direction of the arrow ↗ Fig. 2 ①.
6. Fold the front passenger seat backrest forwards in the direction of the arrow ↗ Fig. 2 ② until it is horizontal.

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

Folding back the front passenger seat backrest

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

1. To fold back, release the front passenger seat backrest again ⇒ *Fig. 2* ①.
2. Fold back the front passenger seat backrest so that it is upright.

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

⚠ WARNING

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

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

⚠ WARNING

The rigid seat shell edges and hinges of the folded front passenger seat backrest can cause serious injuries in the event of a sudden braking manoeuvre or an accident.

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

⚠ WARNING

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

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

Introduction to the topic

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

⚠ WARNING

Incorrectly adjusted rear seats increase the risk of serious injuries in the event of an accident.

- Before all journeys, make sure that the rear seats are adjusted so that all occupants are sitting upright and with the seat belts fastened correctly.
- The rear seats must be adjusted only when there is no one in the adjustment area of the rear seats.

⚠ WARNING

If you adjust the rear seats while the vehicle is in motion, you will assume an incorrect sitting position. The rear seats may also move unexpectedly while the vehicle is in motion. In an accident, there is then an increased risk of serious injuries.

- Adjust the rear seats only when the vehicle is stationary.

WARNING

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

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

WARNING

Incorrect use of the rear centre armrest can cause serious injuries.

- The rear centre armrest must always be folded up while the vehicle is in motion.
- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

NOTICE

When the rear seat is moved, objects in the luggage compartment can get into the space between the seat and the luggage compartment floor and cause damage.

- Before moving the rear seat, remove all objects that are located in the space between the seat and luggage compartment floor.

NOTICE

Sharp edges can damage the seats.

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

Folding the backrest of the rear bench seat forwards and backwards

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

Folding rear seat backrest forwards with the release button

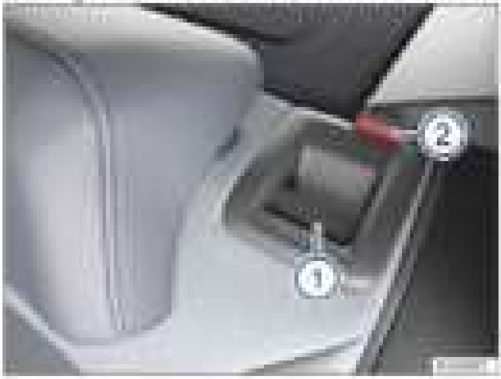

Fig. 1 In the rear seat backrest: release button

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

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

Folding back the rear seat backrest

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

   The red marking ⇒ Fig. 2 ② must no longer be visible.

⚠ WARNING

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

- While folding the rear seat backrest forward, always make sure that no people or animals are in the 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 locked 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. 2 ②. Always make sure that the red mark is never visible when the rear seat backrest is in the upright position.
- If the rear seat backrest is folded forwards or is not engaged securely into place, passengers must not use these seats.

NOTICE

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

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

Introduction to the topic

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

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

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is unoccupied, the respective head restraint can be pushed down as far as it will go.

The rear centre head restraint (optional equipment / 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 serious or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

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

NOTICE

If you do not remove and fit the head restraints properly, this can result in damage.

- 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.

Adjusting the head restraints

Adjusting the height of the head restraint

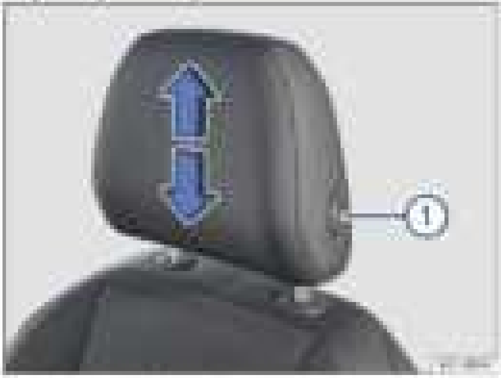

Fig. 1 Adjusting a front head restraint (illustration)

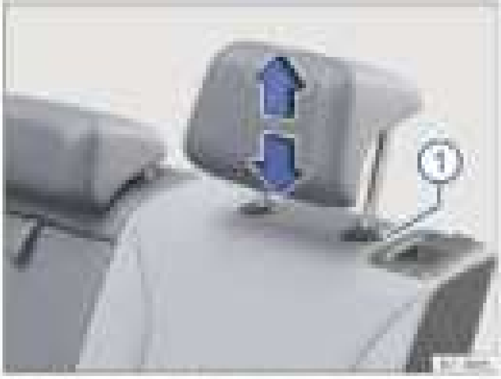

Fig. 2 Adjusting a rear head restraint (illustrated)

1. While pressing the → Fig. 3 ① or → Fig. 4 ① button if necessary, push the head restraint up or down in the direction of the arrows.

The head restraint must engage securely into position.

Removing and installing the head restraints

Removing the front head restraints

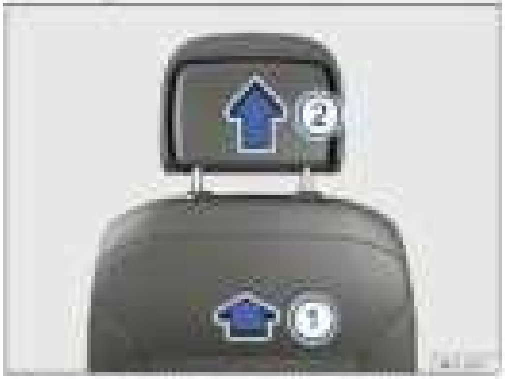

Fig. 1 Removing a front head restraint (illustration)

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

Fitting the front head restraints

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

Removing the rear head restraints

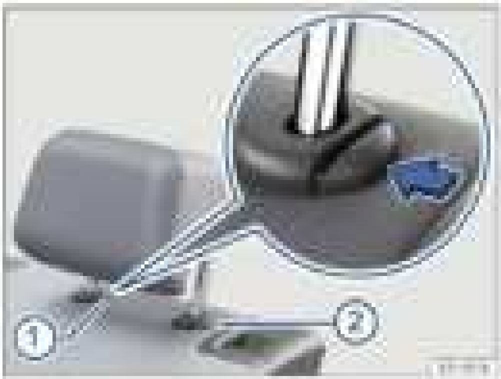

Fig. 2 Removing a rear head restraint (illustration)

1. Release the rear bench seat backrest and fold the backrest forwards.
2. Push the head restraint all the way up ⇒ Head restraints.
3. Press button ⇒ Fig. 2 ① on the head restraint guide.
4. At the same time, press the ⇒ Fig. 2 ② button while a second person pulls the head restraint out fully.
5. Fold back the rear seat backrest and allow it to engage securely.

Fitting the rear head restraints

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

Centre armrest

Front centre armrest

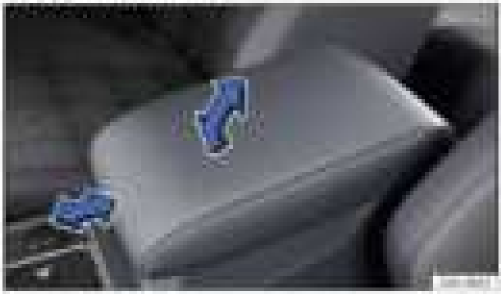

Fig. 1 Front centre armrest (illustration)

– To lift: pull the centre armrest up gradually in the direction of the arrow ⇒ Fig. 1.

– To lower: pull the centre armrest all the way up. Then lower the centre armrest.

– To move it backwards and forwards: push the centre armrest in the direction of the arrow all the way forwards or all the way backwards » Fig. 1.

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 storage compartments closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect sitting position can cause serious injury.

Rear centre armrest

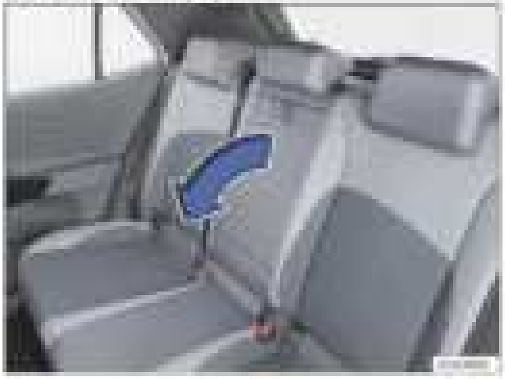

Fig. 2 In the backrest of the middle seat: fold-out rear centre armrest

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

– To fold down: pull the loop on the centre armrest in the direction of the arrow » Fig. 2.

– To fold back: fold the centre armrest upwards in the opposite direction of the arrow » Fig. 2 and push it into the backrest as far as it will go.

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

WARNING

Incorrect use of the rear centre armrest can cause serious injuries.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

WARNING

Loose and/or incorrectly secured objects in the rear centre armrest can be thrown around during sudden braking or driving manoeuvres and cause serious injuries.

- Stow objects, e.g. drinks, in the available storage places » 7.1 Storage areas.

NOTICE

Improper handling of the rear centre armrest can cause damage to the seat and the centre armrest.

- Remove all objects before folding back the rear centre armrest.

Memory function

Memory buttons

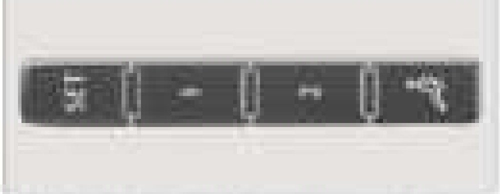

Fig. 1 On the outside of the driver seat: memory buttons

The memory buttons can be used to store and recall settings for the driver seat and the exterior mirrors.

Storing driver seat and exterior mirror settings for driving forwards

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Adjust the driver seat and exterior mirrors.
5. Press the SET → Fig. 1 button for longer than 1 second.
6. Within approximately 10 seconds, press the memory button you wish to use.

   An acoustic signal confirms that the settings have been stored.

Storing the front passenger exterior mirror settings for reversing

1. Switch on the electronic parking brake.
2. Put the gearbox into neutral.
3. Switch on the ignition.
4. Press the desired memory button → Fig. 1.
5. Select reverse gear.
6. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.

   The settings for the mirror position will be saved automatically and assigned to the vehicle key that was used to unlock the vehicle.

Accessing driver seat and exterior mirror settings

1. When the vehicle is stationary, the ignition is switched off and one vehicle door is open, briefly press the corresponding memory button.

   After around 10 minutes, the stored positions can no longer be adjusted automatically. The adjustment process is cancelled if one of the memory buttons is pressed again.

   Or: with the ignition switched on or the vehicle door closed, press and hold the corresponding memory button until the stored positions have been reached.

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

If you open the driver door later than approximately 10 minutes after unlocking the vehicle, the driver seat and exterior mirrors are not automatically adjusted.

Personalisation

You can save and access your individual seat setting in a user account via the personalisation function.

After switching off the ignition and locking the vehicle, the driver seat and exterior mirror settings are stored in the user account.

The driver seat and exterior mirror settings are restored when the vehicle is unlocked and the driver door is opened.

The seat responds to selecting or changing a user account as follows:

- Vehicle stationary or moving no faster than around 5 km/h (3 mph): seat is moved. You can cancel the movement at any time by tapping the appropriate function button in the Infotainment system or by pressing a button on the driver seat.
- Vehicle moving faster than around 5 km/h (around 3 mph): seat is not moved. All other settings are made.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

⚠ WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Massage function

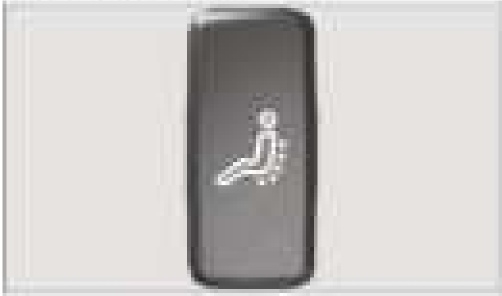

Fig. 1 On the outside of the driver seat: button for the massage function

When the massage function is switched on, the lumbar support moves and massages the lumbar region.

The curvature of the lumbar support can be individually adjusted during operation by repeatedly pressing the corresponding switch ⇒ Front seat, electric.

Switching the massage function on or off

1. To switch on, press the ☐ button in the seat control panel. To switch off, press the ☐ button again.

The massage function switches itself off automatically after approximately 10 minutes.

WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Switch the massage function on and off only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Switching turn signals on and off

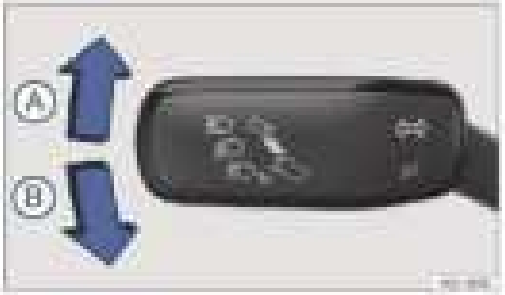

Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever

Ⓐ Indicate right ●
Ⓑ Indicate left ●

Switching turn signals on and off

1. Switch on the ignition.
2. Move the lever from the centre position to the required position ↗ Fig. 1.
3. To switch off the turn signal, move the lever to the basic position.

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

Convenience turn signal

1. Push the lever up or down to the point where you encounter resistance and then release the lever.

   The turn signal flashes three times.

To cancel the lane change flash, 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 cause accidents and serious or fatal 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.

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

ℹ Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching lights on and off

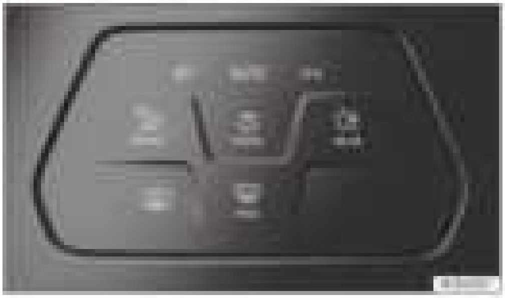

Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting (models with poor weather lights).

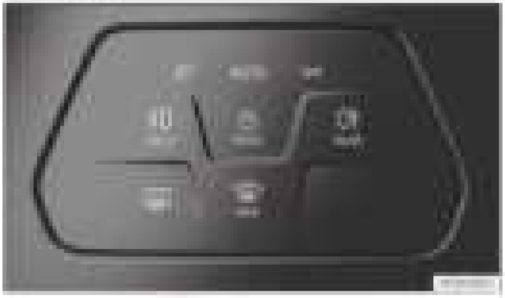

Fig. 2 Next to the steering wheel: touch panel for switching on the exterior lighting (models with fog lights).

Switching lights on

1. Switch on the ignition.
2. Tap the ☐ button as often as required until the corresponding indicator lamps light up.

≣D

The dipped beam headlights are switched on. The indicator lamp lights up green.

AUTO

Automatic lighting control: dipped beam is switched on or off depending on the brightness level ⇒ ⚠.
⇒ Automatic lighting control

≡Ɛ

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

OFF

Display only in instrument cluster: light switched off. The automatic light regulation function **AUTO** is activated from a speed of around 10 km/h (around 6 mph) or when a distance of around 100 m (around 328 ft) has been covered.

Switching off the lights

1. Switch off the ignition.

AUTO

The orientation lighting can be switched on ⇒ Orientation lighting.

☼

Side lights or parking light on both sides of the vehicle switched on. The indicator lamp lights up green.

OFF

Display only in instrument cluster: light switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle to traffic during the day.

The daytime running lights are switched on each time the ignition is switched on (when brightness is detected).

The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (around 6 mph).

⚠ WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

⚠ WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you. The tail lights will not be switched on with the daytime running lights. The vehicle cannot be seen by other road users in darkness, precipitation and poor visibility without the rear lights switched on. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and in poor visibility.

⚠ WARNING

The automatic lighting control **AUTO** only provides support; the driver is responsible for making sure the vehicle's lights are switched on correctly. The automatic lighting control function **AUTO** switches the dipped beam headlights on and off only when there is a change in the level of brightness. An insufficiently lit road can cause accidents and serious or fatal injuries.

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

ℹ 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 reversing.

Switching main beam on and off

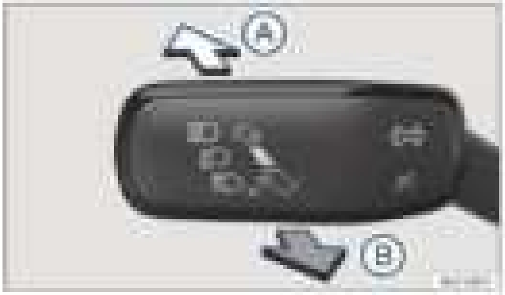

Fig. 2 On the left-hand side of the steering column: turn signal and main beam lever

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Ⓐ Switch on the main beam.

Ⓑ Operate the headlight flasher or switch off the main beam.

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

Switching on the main beam

1. Switch on the ignition.
2. Switch on dipped beam.
3. Press the lever forward from the centre position → Fig. 2 Ⓐ.

Switching off the main beam

1. Pull the lever to the rear from the centre position → Fig. 2 Ⓑ.

Switching the headlight flasher on and off

1. Pull the lever to the rear from the centre position and hold it → Fig. 2 Ⓑ.
   Release the lever to switch off.

Main-beam control

Depending on the vehicle equipment, automatic main-beam control may be available [→ Main-beam control (static)], [→ Main-beam control (dynamic)].

⚠ **WARNING**

Using the main beam incorrectly can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

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

Main-beam control (Light Assist)

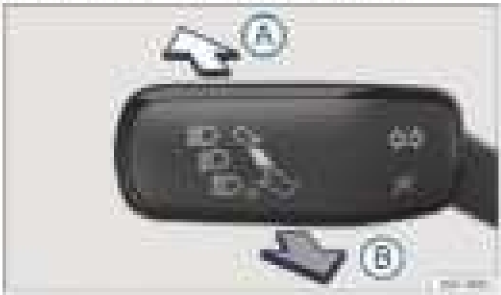

Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever

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

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

Switching on ≡D Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO → Dipped beam.
3. Tap the lever forward from the basic position → Fig. 1 Ⓐ.

When Light Assist is switched on, the ≡D indicator lamp in the instrument cluster display lights up. When Light Assist is active, the blue indicator lamp ≡D lights up in the instrument cluster.

Switching off Light Assist

1. Switch off automatic lighting control AUTO → Dipped beam.

   Or: If Light Assist is switched on and active, pull the lever back → Fig. 1 Ⓑ.

   Or: If Light Assist is switched on and not active, tap the lever forward → Fig. 1 Ⓐ. Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever Ⓑ.

System limits

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

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In the case of crossing traffic at right-angled junctions.

— 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 camera window is covered by condensation, dirt, a sticker, snow or ice.

– If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more.

– If the camera is faulty or the power supply is interrupted.

⚠ WARNING

Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist only provides support. The driver is responsible for making sure the vehicle lights are switched on correctly. Improperly switching on the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it may cause dazzle to other road users.

⚠ WARNING

If the camera window is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

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

Advanced main-beam control (Dynamic Light Assist)

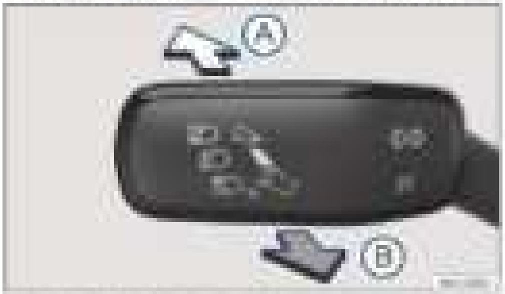

Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever

Advanced main-beam control (Dynamic Light Assist) provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other self-illuminated road users and their distance from your vehicle and deactivates areas within the light distribution in a targeted manner. If the system can no longer prevent other road users from being dazzled, main beam is switched off completely. Dynamic Light Assist normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

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

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the infotainment system ⇒ Vehicle settings menu.

Switching on Dynamic Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO / ⇒ (Dipped beam).
3. Tap the lever forward from the basic position ⇒ Fig. 1 Ⓐ.

When Dynamic Light Assist is switched on, the ■ indicator lamp in the instrument cluster display lights up. When Dynamic Light Assist is active, the blue indicator lamp ■ for main beam lights up in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off automatic lighting control AUTO / ⇒ (Dipped beam).

   Or: If Dynamic Light Assist is switched on and active, pull the lever back ⇒ Fig. 1 Ⓑ.

   Or: If Dynamic Light Assist is switched on and not active, tap the lever forward ⇒ Fig. 1 Ⓐ. Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever.

System limits

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

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In the case of crossing traffic at tight junctions.

— 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 camera window is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is switched off automatically due to too high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Dynamic Light Assist will also be available once more.

— If the camera is faulty or the power supply is interrupted.

WARNING

Dynamic Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Dynamic Light Assist only provides support; the driver is responsible for ensuring that the vehicle's lights are switched on correctly. Improperly switching on the main beam can blind and dazzle other road users. This can cause accidents and serious or fatal injuries.

■ Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.

■ Switch off the main beam manually if it may cause dazzle to other road users.

WARNING

If the camera window is dirty, covered or damaged, the function of Dynamic Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for instance if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

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

Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road.

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

The dynamic cornering light can be activated and deactivated in the vehicle settings in the Infotainment system ⇒ Vehicle settings menu.

Switching poor weather light on and off

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

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

Switching on poor weather light

1. Switch on the ignition.
2. Tap button on Shared Control.

The indicator lamp in the button lights up green. In addition, the indicator lamp lights up for a few seconds in the instrument cluster.

Switching off poor weather light

1. Press the button again.

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

Turn signal indicator lamp

The indicator lamp flashes green.

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

1. Check the lighting and change the appropriate bulb as required ⇒ Exterior lighting.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required ⇒ Exterior lighting.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required ⇒ Exterior lighting.
2. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic lighting control AUTO is switched on, the exterior lighting is not switched on or off automatically.

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

Dynamic cornering light

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Light assist systems do not react as expected

Travel mode deactivates the dynamic cornering light.

1. Make sure that travel mode is not activated when it is not needed ⇒ Vehicle settings menu.

Switching on and off the fog lights

The fog lights can be switched on when the ignition is switched on and when dipped beam or the side lights are switched on ⇒ Dipped beam.

Switching on the fog lights

1. Press the button ⇒ Dipped beam.

   The indicator lamp in the button lights up green.

Switching off the fog lights

1. Press the button again.

Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on [illegible].

Switching on the rear fog light

1. Tap the ▣ button.

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

Switching off the rear fog light

1. Press the ▣ button again.

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

In vehicles with a factory-fitted towing socket, the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Side lights

When the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and various buttons in the vehicle interior. The automatic lighting control is activated from a speed of around 10 km/h (6 mph) or once a distance of about 100 m (around 328 ft) has been driven.

If the vehicle is not locked from outside when the ignition is switched off and the side lights are switched on, the continuous parking light on both sides of the vehicle switches on automatically after around 30 minutes to reduce the load on the 12-volt vehicle battery (*→ Parking light*).

Automatic switch-off of side lights and parking lights

The vehicle will detect a weak 12-volt vehicle battery and switch off the side lights or parking lights in good time so that the engine can still be started – however, this will occur after 2 hours at the earliest.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for 2 hours, the 12-volt vehicle battery can be discharged to such an extent that it is no longer possible to start the engine ⇒ ⚠.

⚠ WARNING

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

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Switching parking lights on and off

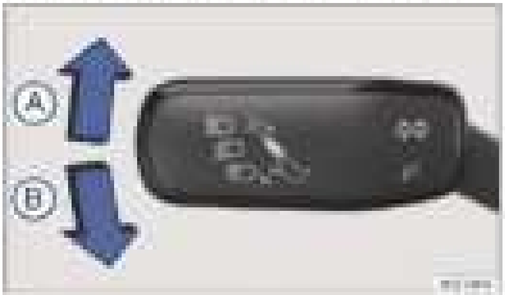

Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Ⓐ Right-hand parking light is switched on.

Ⓑ Left-hand parking light is switched on.

Switching one-sided parking lights on and off

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. The activation duration of the one-sided parking light is generally twice that of the continuous parking light on both sides.

1. Switch off the ignition.
2. Move the lever from the centre position to the desired position ⇒ Fig. 1.
3. To switch off the one-sided parking light, move the lever to the basic position.

Switching the continuous parking light on both sides of the vehicle on and off

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

1. Switch on the side light.
2. Switch off the ignition.
3. Lock the vehicle from outside.
4. To switch off the continuous parking light on both sides of the vehicle, unlock the vehicle from the outside.

Automatic switch-off of side lights and parking lights

The vehicle will detect a weak 12-volt vehicle battery and switch off the side lights or parking lights in good time so that the engine can still be started – however, this will occur after 2 hours at the earliest.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for 2 hours, the 12-volt vehicle battery can be discharged to such an extent that it is no longer possible to start the engine ⇒ ⚠.

⚠ WARNING

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

- Always park the vehicle safely and with sufficient lighting.

- Observe any applicable country-specific legal requirements.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Entry and exit lighting (orientation lighting)

The entry and exit lighting lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The entry and exit lighting is controlled automatically by a light sensor.

Switching on entry lighting

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

Switching off entry lighting

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

   Or: lock the vehicle.

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

   Or: switch on the ignition.

Switching on exit lighting

1. Switch off the ignition.

The exit lighting is switched on when the automatic lighting control **AUTO** is switched on and the light sensor detects darkness.

The switch-off delay starts when the last vehicle door or the boot lid is closed.

Switching off exit lighting

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

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

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

   Or: switch on the ignition.

Adjusting entry and exit lighting

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

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

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

— Classic entry and exit lighting

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

– Dynamic entry and exit lighting:
The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation.
Switching on of the entry lighting when the vehicle is approached can be activated or deactivated on vehicles with the keyless locking and starting system Keyless Access.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Cornering light

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

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

Automatic lighting control

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

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

When the lights are switched on, the indicator lamp AUTO lights up yellow (⇒ Digital display).

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

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

Headlight range control

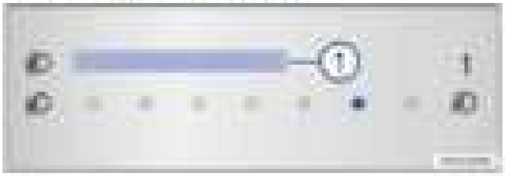

Fig. 1 In the Infotainment system: touch slider for headlight range control.

① Touch slider for headlight range control.

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

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

Manual headlight range control

Adjustment using the touch slider in the Infotainment system

1. Tap the Vehicle function button.
2. Tap the Lighting function button to open the headlight range control menu option → Fig. 1 ①.
3. Tap the required position (typical vehicle load level).

Setting in the Infotainment system

0

Front seats occupied and luggage compartment empty.

1

All seats occupied and luggage compartment empty.

2

All seats occupied and luggage compartment fully loaded.

Towing a trailer with a low drawbar load.

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 change the vehicle level and cause the headlights to dazzle and distract other road users. This could cause accidents and serious or fatal injuries.

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

WARNING

Failures or malfunctions in the headlight range control can cause the headlights to dazzle or distract other road users. This could cause accidents and serious or fatal injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with advanced main beam control or dynamic cornering light may dazzle oncoming traffic. For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the Infotainment system in the Vehicle settings menu (travel mode) ⇒ Vehicle settings menu. Adjustment of the headlights is not necessary on vehicles without advanced main beam control and without dynamic cornering light.

Travel mode may only be used for a short period. Please contact a suitably qualified workshop if permanent alteration is required. Volkswagen recommends using a Volkswagen dealership.

Acoustic warnings if lights are not switched off

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

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

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

Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the infotainment system ⇒ Vehicle settings menu.

Depending on equipment, it is possible to adjust the basic brightness level of the head-up display ⇒ Head-up display.

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

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

When the lights are switched off and the ignition switched on, the instrument and switch lighting (needles and scales) is switched on. As the ambient light becomes dimmer, 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, e.g. when driving through tunnels.

Interior and reading lights, background lighting

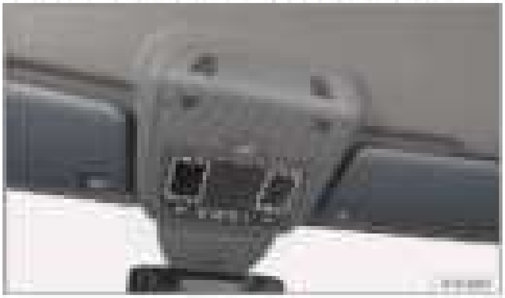

Fig. 2 In the roof console: touch-sensitive reading lights.

Switching the interior and reading lights on or off

Tap the corresponding symbol:

Switch the interior lights on or off.

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

Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the rear doors, depending on the vehicle equipment ⇒ Fig. 2. The individual reading lights can be switched on or off by tapping the light surface.

To activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

Glove box and luggage compartment lights

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

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

Background lighting

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

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

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Operating the wiper lever

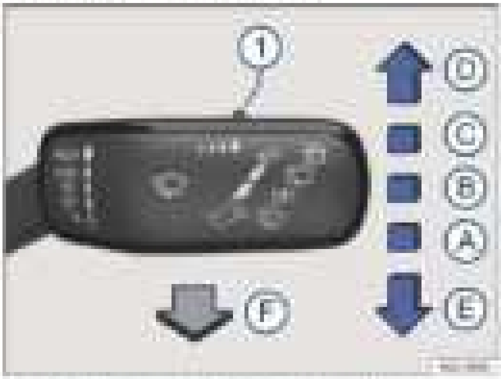

Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

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 ⚠.

Ⓐ Wipers switched off.

Ⓑ 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.

Ⓒ Slow wiping.

Ⓓ Fast wiping.

Ⓔ Flick wipe – short wiping.

Ⓕ Pulling the lever activates the automatic wipe/wash function for cleaning the windscreen. The Climatronic will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the windscreen washer fluid from entering the vehicle interior.

① Use the switch to adjust the wipe intervals (vehicles without a rain and light sensor) or the sensitivity of the rain and light sensor.

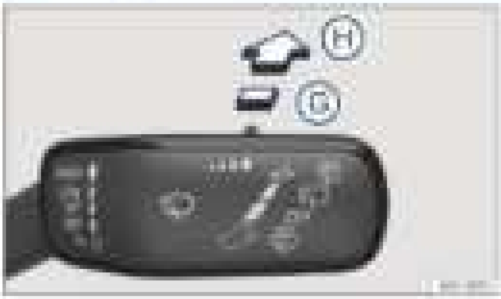

Fig. 2 On the right-hand side of the steering column: operating the rear window wiper.

Move the wiper lever to the desired position ⚠.

Ⓖ Intermittent wiping for the rear window. The wiper will wipe the window approximately every six seconds.

Ⓗ Pushing the lever activates the wash and wipe system for cleaning the rear window.

WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obstruct your view. This can cause accidents and serious or fatal injuries.

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been warmed by the ventilation system.

WARNING

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

- Always change the wiper blades if they are damaged or worn and no longer clean the windscreen properly ⇒ Wiper blades.

NOTICE

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

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.
- Do not switch on the wipers when the window is dry.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

If the vehicle is parked during cold weather, the service position of the windscreen wiper may be helpful in order to be able to release the wiper blades better from the windscreen ⇒ Wiper blades.

Automatic activation of the rear window wiper

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

Heated washer jets

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

Rain and light sensor

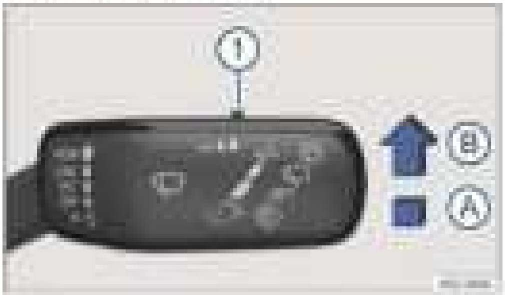

Fig. 2 On the right of the steering column: wiper lever.

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① Switch for setting the sensitivity of the rain and light sensor.

Ⓐ The rain and light sensor is deactivated.

Ⓑ The rain and light sensor is activated, automatic wipe when necessary.

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

Activating and deactivating the rain and light sensor

1. Push the lever into the required position → Fig. 2.

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. 2 ①, → ⚠.

– Switch to the right – high sensitivity.

– Switch to the left – low sensitivity.

⚠ WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers. If visibility is restricted, this can cause accidents and serious or fatal injuries.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible ⇒ *Washer fluid*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

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

Fault in rain and light sensor

The indicator lamp lights up yellow.

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

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

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations relating to the sensitive surface of the rain and light sensor ⇒ [illegible] include:

— Damaged wiper blades: a film of water or streaks 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 surface and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

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

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

General safety notes

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

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

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

⚠ WARNING

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

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- 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

The fields of view of the exterior mirrors and interior mirror do not cover the entire area around the vehicle at the sides and rear. There may be objects and other road users in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lanes, overtaking or turning, always pay careful attention to the area around the vehicle.

⚠ WARNING

Convex mirrors (curved or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are. This leads to an inaccurate estimation of the distance from vehicles following behind (e.g. when changing lanes). This can cause accidents and serious or fatal 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. Contact with the fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. This can cause serious injuries.

- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.
- Immediately make sure that there is a sufficient supply of fresh air and get out of the vehicle or, if this is not possible, open all windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.

ⓘ NOTICE

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

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

Interior mirror

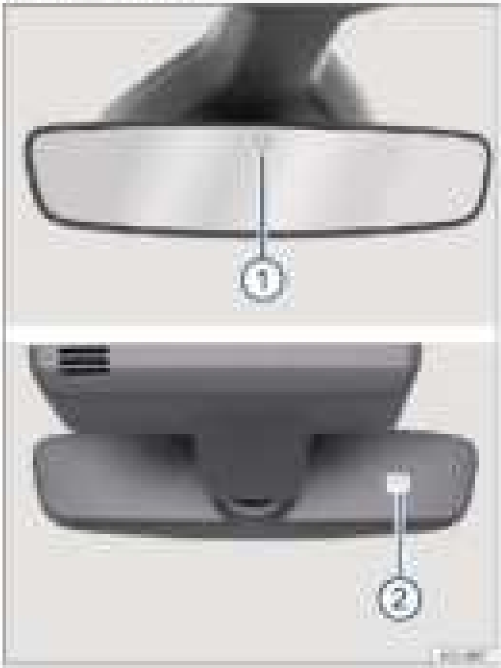

Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

① Sensor for light incidence from the rear.

② Sensor for light incidence from the front.

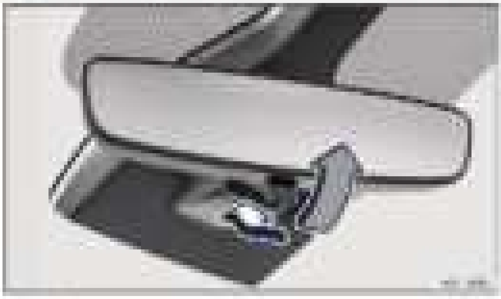

Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear ⇒ Fig. 1 ① and from the front ②.

Depending on the values measured, the interior mirror dims automatically.

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

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

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing forwards towards the windscreen.

— Pull the lever back to select the anti-dazzle function ⇒ Fig. 2.

⚠ WARNING

The illuminated display of a mobile navigation system can interfere with operation of the automatic anti-dazzle interior mirror. As a result, the interior mirror cannot be used to check the exact distance between your vehicle and following traffic or other objects. This can result in accidents and serious or fatal injuries.

- Switch off the mobile navigation system in such cases.

Exterior mirrors

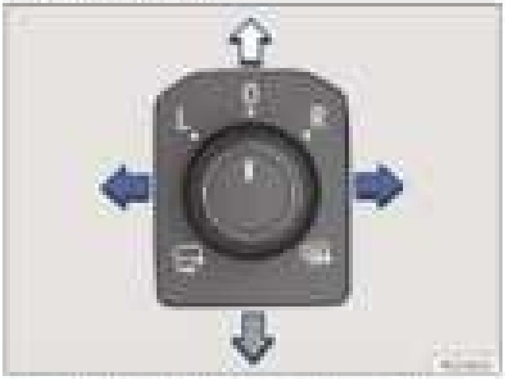

Fig. 3 In the driver door: rotary knob for the exterior mirrors.

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

Adjusting the exterior mirrors

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

Fold exterior mirrors in to the body electrically ⇒ ⚠.

▦

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

L

Adjust the left-hand exterior mirror.

R

Adjust the right-hand exterior mirror.

0

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

Activating the exterior mirror functions

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

Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

1. Turn the rotary knob to position **L**.
2. Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
3. Fine-tune the adjustment of the right exterior mirror. If necessary, turn the rotary knob to position **R** and adjust the right exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position **▦**, **L**, **R** or **0**.

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

Storing front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Switch on the electric parking brake.
3. Switch on the ignition.
4. Put the gearbox into neutral.
5. Select reverse gear.
6. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb, for example.
7. Put the gearbox into neutral.
8. Switch off the ignition.

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

Activating the front passenger exterior mirror setting for reversing

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

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

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

⚠ WARNING

If the exterior mirrors are folded out or in without paying due attention, fingers can be trapped between the exterior mirror and the mirror base. This can cause serious injuries.

- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.

NOTICE

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

- Always fold in the exterior mirrors.

NOTICE

Folding in the electrically adjustable exterior mirrors mechanically can lead to increased wear or damage the electric drive.

- Do not fold electrically adjustable exterior mirrors in or out by hand.

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

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Sun visors

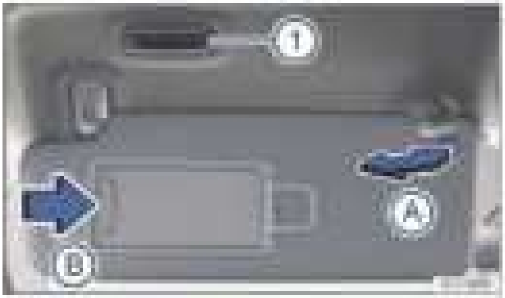

Fig. 1 In the front headliner: sun visor.

① Light.

Ⓐ Pull out of the holder.

Ⓑ Slide the visor open.

Adjustment options for the driver and front passenger sun visors:

– Folded down over the windscreen.

– Pulled out of the bracket and swung over towards the door → Fig. [illegible] Ⓐ.

Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. When you open the cover → Fig. [illegible] [illegible], the lamp → Fig. [illegible] [illegible] lights up.

WARNING

Driving with the sun visors folded down and the sun screens pulled out can reduce your view of the road. This can cause accidents and serious or fatal injuries.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12 volt battery from discharging.

Overview of the Climatronic

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.

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

Using the air conditioning system efficiently

The air conditioning system will work most effectively if the vehicle interior is kept closed. If heat has built up in the vehicle interior, cooling can be accelerated by briefly airing the vehicle.

Display of active functions

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

Function buttons highlighted in colour indicate an activated function in the air conditioning menu of the Infotainment system → Air conditioning system menu in the Infotainment system.

Operating the air conditioning system with voice commands

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

WARNING

Misted-up windows covered in ice/snow or condensation severely restrict the visibility. This increases the risk of collisions and accidents, which can result in serious or fatal injuries.

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

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes.

Air conditioning system menu in the Infotainment system

In the top centre console

Open the air conditioning menu in the Infotainment system.

In the Classic Climate and Smart Climate submenus, you will find, for example, the functions for temperature control ⇒ Temperature adjustment of the air conditioning system and air distribution ⇒ Air distribution of the air conditioning system.

Depending on equipment, the Classic Climate menu can also be for auxiliary conditioning.

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

Air conditioning settings **submenu**

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

- Switch on automatic air recirculation mode ⇒ Air recirculation mode.
- Allow automatic auxiliary heating mode on ⇒ Automatic supplementary heating function.
- Switch on seat heating and seat ventilation automatically at the start of the journey ⇒ Seat heating and seat ventilation.
- Switch on the steering wheel heating automatically at the start of the journey ⇒ Steering wheel heating.

Switching the Climatronic on and off

In the air conditioning menu: top edge of the screen

⏻ Switch the air conditioning system on and off.

1. Tap [illegible] in the upper centre console.
2. Tap ⏻ in the air conditioning menu.

Climatronic automatic mode

In the air conditioning menu

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

Climatronic automatic mode is also switched on if a Smart Climate function is activated ⇒ Air distribution of the air conditioning system.

Selecting air conditioning profile

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

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

Air Care

In the air conditioning menu: *Air Care* submenu

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

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

Switching *Air Care* on and off

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

Temperature control

In the infotainment system: lower screen edge

🟦🟥 Select temperature. The temperature settings are permanently displayed at the bottom of the screen in the infotainment system.

The set temperature for the rear seat row is shown on the display of the air conditioning touch for the rear seats.

In the air conditioning menu: Classic Climate submenu

A/C The air is cooled and dehumidified in cooling mode.

Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the air is automatically directed to the upper body.

SYNC Adopt temperature settings of driver side for all seats.

REAR Opens the settings for the rear seats.

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

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

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

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

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

In the infotainment system: Auxiliary heater menu

Opens the Auxiliary heater menu in the infotainment system ⇒ Auxiliary heater and auxiliary ventilation.

Setting the temperature for the rear row of seats

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

   Or: tap 🟦 or 🟥 on the air conditioning touch for the rear seats.

   The temperatures set for the rear row of seats are shown on the display of the air conditioning touch for the rear seats.

If REAR LOCK is switched on in the infotainment system, the rear air conditioning touch cannot be operated.

Air distribution and fan speed

Vents

There are vents in the vehicle in the following locations:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear centre console.

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

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

Air distribution functions in the air conditioning menu Classic Climate

Adjust the fan speed using the touch slider.

Direct air towards upper body.

Direct air into the footwell.

Guide air to the upper body and the footwell.

Guide air to the windscreen and the footwell.

Direct air onto the windscreen.

Air distribution functions in the air conditioning menu Smart Climate

Climatronic automatic mode is also switched on if a Smart Climate function is activated. The Smart Climate functions remain switched on for a short time. Automatic mode remains switched on after this time elapses.

Clear the windscreen of ice and misting.

Direct warm air into the footwell.

Direct warm air onto the steering wheel.

Direct cold air into the footwell.

Direct fresh air from the outside into the vehicle interior.

Briefly increase the cooling system output.

Defrost function

On the touch panel next to the multifunction steering wheel

The defrost function of Climatronic clears the windscreen of ice and condensation.

The air is dehumidified and the blower is set to a high speed.

Air recirculation mode

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

Switch air recirculation mode on and off in the air conditioning menu.

1. Open the air conditioning menu in the Infotainment system.
2. Tap Climate [illegible].
3. Tap

Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Tap in the upper centre console.
2. Switch automatic air recirculation mode on or off with Automatic recirculation mode.

When does air recirculation mode switch off?

Air recirculation mode switches off in the following situations:

— When the defrost function is switched on.

— If a sensor detects that condensation might form on the windows.

— If the glass roof is open when driving at higher speeds.

⚠ WARNING

A lacking fresh air supply can lead to restricted visibility due to misted-up windows and to fast driver fatigue due to the stale air. This can lead to collisions and accidents and cause serious or fatal injuries.

- Use air recirculation mode for a short period only.
- Switch off the air recirculation mode as soon as it is no longer required.

NOTICE

Tobacco smoke can leave a residue on the evaporator of the air conditioning system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

- To prevent lasting unpleasant odours, do not smoke in the vehicle when air recirculation mode is switched on.

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.

Overview of the seat heating and seat ventilation

The seat heating and seat ventilation work when the engine is running. The front seats can be equipped either with seat heating or combined seat heating and seat ventilation. The outer rear seats can be heated in three settings ⚠.

The seat ventilation function ventilates the seat with the air from the vehicle interior. The moisture from the body is removed. There is no direct cooling of the seat.

💺 Switch the seat heating on and off in the air conditioning menu.

💺 Switch the seat ventilation on and off in the air conditioning menu.

Heating and ventilation settings

The seat heating and seat ventilation operating modes are shown in colour in the Infotainment system.

At the highest temperature setting, all three displays under 💺 or 💺 on the Infotainment system are coloured red.

At the highest ventilation setting, all three displays under 💺 or 💺 on the Infotainment system are coloured blue.

When should the seat heating and seat ventilation be switched off?

Switch off the seat heating and seat ventilation if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat ⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— Seat heating only: The temperature in the vehicle interior or the outside temperature is above +25 °C (+77 °F).

⚠ **WARNING**

Magnetic fields are produced during operation of the seat heating. In isolated cases, these magnetic fields can affect active medical implants, e.g. pacemakers.

- If you have a medical implant, you should consult your doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this.

⚠ **WARNING**

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) can sustain burns or cold injuries on their back, buttocks and legs when using the seat heating or seat ventilation. These injuries may take a long time to heal, or may never heal fully.

- Never use the seat heating and seat ventilation if you have reduced sensitivity to pain or temperature and ensure the "Automatic seat air conditioning at the start of a journey" function is switched off → Seat climate control.
- Consult a doctor if you have questions about your own state of health.

⚠ **WARNING**

Wet seat covers can cause a malfunction 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 leave any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

The heater elements of the seat heating can be damaged by point loads and insulating materials.

- Do not kneel on the seats and do not apply any other point loads to the seat cushion and backrest.
- Do not load the seat cushions and backrest with pointed objects.
- Switch off the seat heating if insulating materials are fitted on the seat, e.g. a protective cover or child seat.
- Use the seat heating only if the seat is equipped with the original seat covers.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Operating seat heating and seat ventilation

Operating the seat heating

1. Open the air conditioning menu in the Infotainment system ⇒ Air conditioning system menu in the Infotainment system.
2. Tap ▣ or ▣ at the bottom of the screen to switch on the seat heating with the highest temperature setting.
3. Tap ▣ or ▣ repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap ▣ or ▣ repeatedly until the symbol is coloured grey.

   Or: to switch the seat heating on or off, tap the touch sliders under the Infotainment system on the driver or front passenger side with two fingers (depending on equipment).

Operating the seat ventilation function

1. Open the air conditioning menu in the Infotainment system ⇒ Air conditioning system menu in the Infotainment system.
2. Tap ▣ or ▣ at the bottom of the screen to switch on the seat ventilation with the highest ventilation setting.
3. Tap ▣ or ▣ repeatedly to adjust the ventilation setting.
4. To switch off the seat ventilation, tap ▣ or ▣ repeatedly until the symbol is coloured grey.

To save fuel, switch off the seat heating and seat ventilation as soon as possible.

Seat heating switches on and off automatically.

The most recent temperature setting for the driver seat is switched on automatically if you start the engine again within approximately 10 minutes. If the front passenger seat is occupied, the most recent temperature setting for the front passenger seat is also switched on automatically.

If the front passenger leaves the seat when the seat heating is switched on and the engine is running, the seat heating of the front passenger seat will be switched off automatically. The display in the Infotainment system turns grey after around 2 seconds. If the front passenger returns to the seat when the engine is still running, the seat heating of the front passenger seat will be switched on again automatically.

Automatic seat air conditioning at the start of a journey

1. Open the air conditioning menu in the Infotainment system.
2. Tap to open the Air conditioning settings screen.
3. To select the temperature and ventilation settings at the start of the journey, tap in the Seat heating or Seat ventilation menu option.

   After starting the engine, the selected temperature and ventilation settings are automatically switched on depending on the outside temperature.

   Or select OFF in the respective menu option if you do not want the seat heating or seat ventilation to switch on automatically at the start of the journey.

Steering wheel heating

The steering wheel heating functions only when the engine is running.

Switches the steering wheel heating on and off on the multifunction steering wheel.

Temperature settings of the steering wheel heating

The steering wheel heating operating conditions are shown in colour in the Infotainment system. At the highest temperature setting, all three displays under on the Infotainment system are coloured red.

Operating the heated steering wheel

1. Press the button to switch on the steering wheel heating at the highest temperature setting.
2. To adjust the temperature setting, press the button repeatedly.
3. To switch off the steering wheel heating, press the button repeatedly until the last display in the instrument cluster display goes out.

Steering wheel heating switches on automatically

The most recent temperature setting is switched on automatically if you start the engine again within approximately 10 minutes.

Storing the temperature setting

1. Switch on the steering wheel heating and set the desired temperature setting.
2. To store the current temperature setting, press and hold the button for around 1 second.

   The temperature setting is now stored and the steering wheel heating is switched off.
3. To switch the steering wheel heating back on again with the last stored temperature setting, press and hold the button for around 1 second.

Switching the steering wheel heating on automatically at the start of the journey

1. Open the air conditioning menu in the Infotainment system.
2. Tap to open the air conditioning settings screen.
3. Activate the Steering wheel heating checkbox.

   After starting the engine, the steering wheel heating is automatically switched on depending on the outside temperature.

Steering wheel heating switches off automatically

The steering wheel heating switches itself off automatically if one of the following conditions is met:

– The power consumption is too high.

– There is a fault in the steering wheel heating system.

Rear window heating

The rear window heating works when the engine is running.

Switch the rear window heating on and off on the touch panel on the left next to the multifunction steering wheel.

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

NOTICE

Stickers that are affixed over the heating wires of the rear window heating on the inside of the rear window or objects that are in contact with the inside of the rear window can damage the rear window heating.

- Do not stick any stickers over the heating wires of the rear window heating.
- Load the luggage compartment only up to a height where no objects are in contact with the rear window.

To save fuel, switch off the rear window heating as soon as possible.

Automatic supplementary heating function

Switching the automatic supplementary heating function on and off

The availability of the automatic supplementary heating function depends on the vehicle equipment. An additional heater can help to warm up the vehicle interior more quickly.

1. Open the air conditioning menu in the Infotainment system.
2. Tap ▨ to open the Air conditioning settings submenu.
3. Tap Automatic supplementary heater.

   The heating unit is switched on automatically depending on the outside temperature and switches off again automatically after a short time.

Vehicles with auxiliary heater (depending on equipment)

When the engine has been started, the auxiliary heater can continue operation as a supplementary heater. The following conditions must be met for this:

– The Automatic supplementary heater function is switched on in the air conditioning menu.

– The outside temperature is lower than +5°C(+41°F).

The automatic supplementary heating function is switched off automatically after a while.

Introduction to the topic

The auxiliary heater and auxiliary ventilation systems allow the vehicle interior to be heated in winter and ventilated in summer. The auxiliary heater allows ice, condensation or a thin covering of snow to be cleared from the windscreen. The auxiliary heater is supplied with fuel from the vehicle fuel tank and can be operated when the vehicle is stationary with the ignition switched off. The auxiliary ventilation system is supplied with its power by the 12 volt vehicle battery.

Operating mode of the auxiliary heater

When the auxiliary heater is switched on, the vehicle automatically sets the operating mode heating or ventilation depending on the outside temperature.

At high outside temperatures, the auxiliary ventilation function supplies fresh air to the vehicle interior and helps prevent a build-up of heat.

Exhaust system of the auxiliary heater

The emissions generated by the auxiliary heater are released via an exhaust pipe underneath the vehicle. The exhaust pipe must not be blocked by snow, mud or any objects.

DANGER

The emissions from the auxiliary heater contain carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater and leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never programme the auxiliary heater so that it switches itself on and runs in unventilated or enclosed spaces.

WARNING

Parts of the auxiliary heater's exhaust system become very hot. This can cause fires.

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

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

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

Switching the auxiliary heater and auxiliary ventilation on and off

The auxiliary heater can be operated when the ignition is switched on and off.

Opening the Auxiliary heater menu

▮ Auxiliary heater menu in the Infotainment system.

1. Tap the menu button ☐ in the Infotainment system.
2. Tap the ▣ [illegible] button.

Switching on the auxiliary heater

▮ Immediate heating function in the Auxiliary heater menu in the Infotainment system or in the exit menu ⇒ Exit menu.

▮ Button on the remote control ...

The system switches on the auxiliary heater automatically for a planned departure time ⇒ Auxiliary heater and auxiliary ventilation.

When the auxiliary heater is switched on, the yellow LED ▮ for the auxiliary heater lights up in the instrument cluster.

The auxiliary heater will not switch on if the charge level of the 12-volt vehicle battery is low or the fuel tank is empty.

Switching off the auxiliary heater manually

▮ Immediate heating function in the Auxiliary heater menu in the Infotainment system or in the exit menu ⇒ Exit menu.

▮ Button on the remote control ...

Auxiliary heater switches off automatically

The auxiliary heater switches itself off automatically if one of the following conditions is met:

- When the programmed departure time has been reached or when the set running time has expired ⇒ Auxiliary heater and auxiliary ventilation.
- When the yellow fuel gauge indicator lamp ▮ lights up.
- If the charge level of the 12-volt vehicle battery is too low.

In order to burn the remaining fuel in the auxiliary heater, the auxiliary heater will continue running for a short time after being switched off manually or automatically.

When the vehicle is at a standstill, the auxiliary heater can be activated up to three times in succession for the maximum operating duration.

Operating noises can be heard if the auxiliary heater is switched on.

The 12 volt vehicle battery will discharge if the auxiliary heater or auxiliary ventilation is turned on several times over an extended period. Drive the vehicle for an appropriate distance in order to recharge the 12 volt vehicle battery.

If you park on a downhill slope with very little fuel in the tank, just above reserve level, the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

Programming the auxiliary heater and auxiliary ventilation

The auxiliary heater is programmed in the infotainment system.

Setting the running time of the auxiliary heater

1. Open the Auxiliary heater menu.
2. Tap ⚙.
3. Set the desired running time.

The set running time applies when the auxiliary heater is switched on with the immediate heat function ▮ or using the remote control.

The maximum running time of the auxiliary heater is 60 minutes.

Setting desired temperature

The auxiliary heater warms up the interior depending on the desired temperature. The vehicle interior warms up evenly.

1. Open the Auxiliary heater menu.
2. Tap the Temperature function button and set the desired temperature.

Programming departure time

Activation is always for one heating or ventilation sequence only. The departure time must be activated for every start.

1. Before programming, check that the date and time set in the vehicle are correct ⇒ Clock.
2. Open the Auxiliary heater menu.
3. Tap the Adjust function button.
4. Choose one of the memory locations for a departure time.
5. Tap the Activate function button.

On the basis of the programmed departure time, the vehicle automatically calculates the start time for heating or ventilation to the currently set temperature. This also depends on the outside temperature.

The current programmed departure time is shown in the exit menu in the Infotainment system and can be switched on or off there ⇒ Exit menu.

Checking programming

If a departure time has been activated, the yellow LED

▮ in the instrument cluster will light up for approximately 10 seconds after the ignition is switched off.

⚠ DANGER

The exhaust from the auxiliary heater contains carbon monoxide, which is an odorless and colorless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never program the auxiliary heater to switch on and run when the vehicle is in an unventilated or enclosed space.

Remote control of the auxiliary heater and auxiliary ventilation

With the remote control, the fuel-operated auxiliary heater can be switched on and off from outside the vehicle.

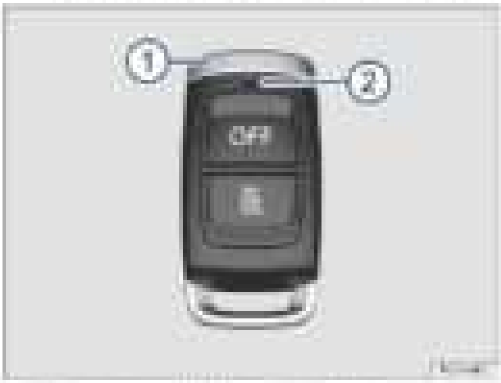

Fig. 1 Remote control for the auxiliary heater

Switching on the auxiliary heater and auxiliary ventilation with the remote control

1. Press the ▮ button for around 1 second → Fig. 1 , → ⚠.

Switching off the auxiliary heater and auxiliary ventilation with the remote control

1. Press the OFF button for around 1 second → Fig. 1.

LED in the remote control

The LED

indicates various operating states after you press a button → Fig. 1 ②.

🟩 Lights up green: auxiliary heater and auxiliary ventilation switched on.

🟩 Flashes green at regular intervals: switch-on signal not received. Reduce your distance from the vehicle.

🟩 Flashes green at irregular intervals: auxiliary heater and auxiliary ventilation blocked.

Operation of the auxiliary heater and auxiliary ventilation will be blocked if one of the following conditions applies:

— The fuel tank is almost empty.

— The voltage of the 12-volt vehicle battery is too low.

— There is a system fault.

1. Refuel the vehicle.
2. Drive the vehicle for a sufficiently long distance in order to charge the 12-volt vehicle battery.
3. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

🟥 Lights up red: auxiliary heater switched off.

🟥 Flashes red at regular intervals: switch-off signal not received. Reduce your distance from the vehicle.

🟧 Flashes or lights up orange: the button cell in the remote control is weak. Replace the button cell.

Range

The remote control has a range of several hundred metres when the button cell is charged and under ideal conditions.

– Keep a distance of at least 2 m (7 ft) between the remote control and the vehicle.

– Avoid obstacles between the remote control and vehicle.

– Hold the remote control with the closure side ⇒ Fig. 1 ① pointing vertically upwards.

– Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

⚠ DANGER

The emissions from the auxiliary heater contain carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never program the auxiliary heater to switch on and run when the vehicle is in an unventilated or enclosed space.

⚠ WARNING

Parts of the auxiliary heater's exhaust system become very hot. This can cause fires.

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

NOTICE

The remote control contains electronic components which can be damaged by moisture, strong vibrations and direct sunlight.

- Protect the remote control from moisture, strong vibrations and direct sunlight.

Replacing the button cell in the remote control

The button cell in the remote control must be replaced if the LED no longer lights up.

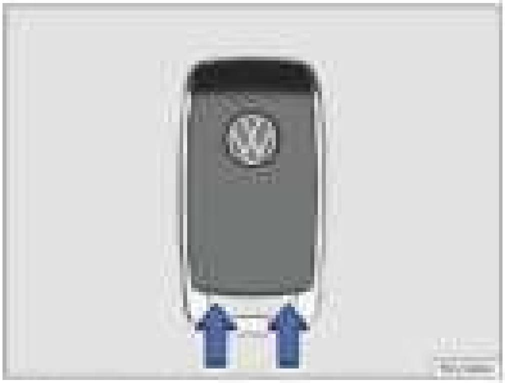

Fig. 1 Remote control: battery compartment cover for battery compartment.

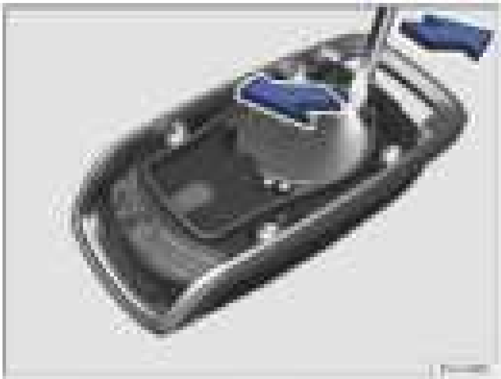

Fig. 2 Replacing the button cell in the remote control

Replacing the button cell

1. Insert a suitable tool, such as a screwdriver, into the recesses on the remote control housing in the direction of the arrow → Fig. 2.
2. Using the tool, lever off the battery compartment cover in an upward direction until the housing catches are released.
3. Carefully push the battery compartment cover in the direction of the arrow → Fig. 2 and remove the battery compartment cover.
4. To remove the button cell, carefully insert a tool, such as a screwdriver, in the recess in the button cell → Fig. 2.
5. Carefully lever up the button cell with the screwdriver until the button cell is released from the battery compartment; remove the button cell.
6. Insert a new button cell of the same type so that it engages in the battery compartment. Pay attention to the information on the correct polarity and type of the button cell. (This information is located on the inner side of the battery compartment cover).
7. Push the battery compartment cover carefully onto the remote control housing in the opposite direction to the arrow and press slightly until the cover clicks in.

DANGER

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

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

NOTICE

Unsuitable button cells can damage the remote control.

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the button cell.

Dispose of discharged button cells in an environmentally friendly way.

The button cell in the remote control may contain perchlorate. Observe the legal requirements for disposal.

Troubleshooting

Cooling mode **A/C** or the heater cannot be switched on or operation is restricted

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

The cooling mode **A/C**, heating and defrost function may be restricted when the engine is very hot or at extreme outside temperatures.

– Switch on the blower.

– Check the fuse of the air conditioning system.

– Replace interior air filter with activated carbon.

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

NOTICE

If the air conditioning system is not working and is nevertheless still operated, this can cause secondary damage.

- If the air conditioning system does not cool or heat the air, switch it off immediately.
- Have the air conditioning system checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Condensation on the windows

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

1. In order to improve the heating and cooling output, keep the air inlets in front of the windscreen free of ice, snow and leaves ⇒ Vehicle care.
2. Keep the air outlets in the rear area of the luggage compartment clear so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function ⇒ Defrost function.

The wrong unit of temperature has been set

You can change the unit of temperature for all temperature displays in the vehicle using the Infotainment system.

1. Tap the home button ⌂.
2. Open the Settings menu.
3. Select the Units menu option.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation could drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the ambient temperature is low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

The auxiliary heater cannot be switched on

If you park on a downhill slope with very little fuel in the tank, just above reserve level, the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

The 12 volt vehicle battery will discharge if the auxiliary heater and auxiliary ventilation are run several times over an extended period.

1. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

Noise when the auxiliary heater is switched on

Operating noises when the auxiliary heater is switched on are normal and not a sign of a malfunction.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Information on steering

The steering also can 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 vehicle. The electromechanical steering only functions when the engine is running. The steering also functions when the start/stop system intervenes and switches off the engine.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Vehicles with eco-coasting function: the power steering also works when the engine is switched off while driving.

⚠

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering lock

1. Stop the vehicle.
2. Depending on equipment, engage the parking lock.
3. Switch off the ignition and then open the driver door.

   The steering column is locked.

If you do not want the steering column to be locked: first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

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 when cornering, for example.

⚠ WARNING

Depending on the vehicle equipment level, the power steering functions only when the engine is running. If the power steering is not working, the steerability of the vehicle will be significantly reduced due to a stiff steering wheel. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never allow the vehicle to roll if the engine is switched off.

⚠ WARNING

If the electronic steering lock engages, you will no longer be able to steer the vehicle. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never switch off the ignition while the vehicle is in motion.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering lock.

● Do not drive on!

1. Seek expert assistance.

– If the warning lamp lights up red, the steering may be stiff because the electromechanical steering has failed.

Steering fault

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Restart the engine and drive a short distance slowly.
2. If the warning lamp stays lit, the system should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The indicator lamp flashes:

1. Turn the steering wheel back and forth.
2. Switch the ignition off and then on again.
3. Observe the messages on the instrument cluster display.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Information on the pedals

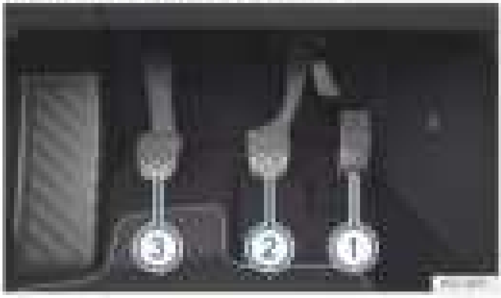

Fig. 1 In the footwell: pedals in vehicles with a manual gearbox.

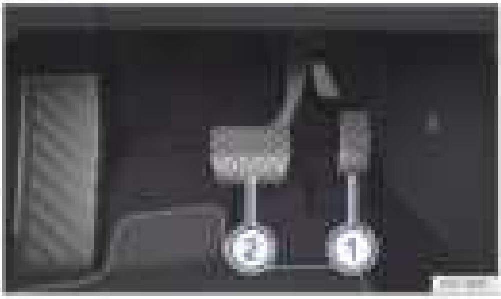

Fig. 2 In the footwell: pedals in vehicles with an automatic gearbox.

① Accelerator

② Brake pedal

③ In vehicles with a manual gearbox: Clutch pedal

WARNING

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

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

WARNING

Lack of attention when driving in traffic can cause accidents and serious or fatal injuries.

- Always observe the current traffic regulations and speed limits and think ahead when driving.
- When travelling long distances, stop and take a break regularly – at least every 2 hours.

WARNING

Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This would cause you to lose control of the vehicle. This can cause accidents and serious or fatal injuries.

- Do not drive under the influence of alcohol, drugs, medicines and narcotics.

⚠ WARNING

If a brake circuit fails, a longer brake pedal travel will be necessary in order to stop the vehicle. A longer braking distance may result in accidents and serious or fatal injuries.

- Continue pressing the brake pedal and press the pedal with more force than usual, if the braking power is reduced.

Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during around the first 200 to 300 km (around 120 to 200 miles) and must first be run in →⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

Brake pad wear

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

External influences on the brakes

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

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

Corrosion on the brake discs and dirt on the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have not been heavily used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action →⚠.

⚠ WARNING

Driving with worn brake pads or a faulty brake system can lead to loss of control of the vehicle, accidents and serious or fatal injuries.

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

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 400 km (around 250 miles) and must first be worn in. The reduced braking effect can increase the risk of accidents. This can cause serious or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.

- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Constant braking will cause the brakes to overheat. This can significantly reduce the braking performance, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

⚠ WARNING

When driving downhill, the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Before driving down a long, steep gradient, reduce your speed by changing to a lower gear with a manual gearbox or in Tiptronic mode of the automatic gearbox.
- Use the braking effect of the engine to reduce the load on the brakes.
- Before starting your journey, make sure that the air supply to the brakes is not covered, e.g. by non-standard or damaged front spoilers.

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carefully test the brakes.
- Carry out a few careful braking applications to dry the brakes and clean off any coating of ice and salt when visibility, weather, road and traffic conditions permit.

ⓘ If the front brake pads are fitted, the rear brake pads should be fitted at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Further information can be obtained from a specialist/qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Troubleshooting

ⓘ Brake system fault

The warning lamp lights up red. A text message may also be displayed.

1. ● Do not drive on! Seek expert assistance immediately.

ⓘ Brake pad wear indicator

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

⚠ and ⓘ Brakes are too hot

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown in the instrument cluster display.

1. Stop at the next opportunity.
2. To engage the parking lock, press the P button.
3. Keep the vehicle stopped with the electronic parking brake switched on and ignition switched on until a further text message appears.
4. Then go to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Unusual noises when braking

If you hear a scratching or squealing noise each time you brake, this is an indication that your brake pads on the front and rear axle are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, for example, a sudden lengthening of the stopping distance:

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using a Volkswagen dealership.
2. All brake pads should be checked and renewed as necessary.

Electronic immobiliser

The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

Vehicles with starter button

The vehicle key contains a chip that automatically deactivates the immobiliser when a valid vehicle key is located in the vehicle interior.

The electronic immobiliser is automatically activated as soon as the ignition is switched off ⇒ Starter button.

The engine can be started only when a Volkswagen Genuine vehicle key with the correct code is used. Coded vehicle keys are available from a Volkswagen dealership.

The function can also be deactivated by a mobile key.

Starter button

The starter button replaces the ignition lock Fig. 1 & 2 fact.

Vehicles with a manual gearbox: The engine is started by pressing the starter button with the clutch pedal depressed.

Vehicles with an automatic gearbox: The engine is started by pressing the starter button with the brake pedal depressed.

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

Depending on equipment, the starter button flashes to indicate readiness for operation.

When leaving the vehicle, the electronic steering lock will be activated when the ignition is switched off and the driver door is opened ↗ Steering.

Switching the ignition on or off

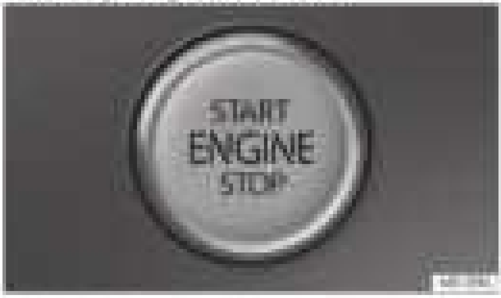

Fig. 1: In the lower section of the centre console: starter button for vehicles with manual gearbox.

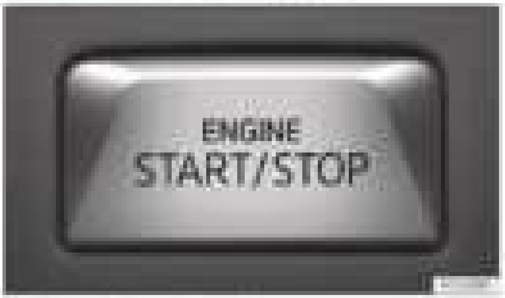

Fig. 2: In the lower section of the centre console: starter button for vehicles with DSG gearbox.

1. Press the starter button once without depressing the brake or clutch pedal ⇒ ⚠.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent after the combustion engine is switched off, the ignition will be switched off automatically after a certain period of time.

Engine restart function

If no valid vehicle key is detected in the vehicle interior when the engine has been switched off unintentionally, it is possible to restart the engine within approximately 5 seconds.

After this time, the engine cannot be restarted without a valid vehicle key in the vehicle interior.

⚠ WARNING

The engine will start immediately if the brake pedal is pressed when the ignition is switched on. This can lead to unintentional vehicle movements and cause serious injuries.

- Avoid pressing the brake pedal when switching on the ignition if you do not want to start the engine.

⚠ WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could 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. This can result in accidents and serious or even fatal injuries.

- Take all vehicle keys with you every time you leave the vehicle.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to extreme high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Starting the engine

Starting the engine

1. Switch on the ignition.
2. Switch on the electronic parking brake.
3. Vehicles with an automatic gearbox: Depress and hold the brake pedal until the engine has started. Engage position **P** on the selector lever.

   Vehicles with a manual gearbox: fully depress the clutch pedal and hold it until the engine has been started. Move the gear lever to neutral position.
4. Press the starter button briefly (Startup button) – do not depress the accelerator. There must be a valid vehicle key in the vehicle before the engine can be started.
5. Vehicles with a diesel engine: The engine start is delayed until preheating has been completed.
6. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
7. The starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to start the engine, unlock the vehicle first or perform an emergency start.

Carrying out an emotion start (R models only)

1. Switch on the ignition.
2. Switch on the electronic parking brake.
3. Press and hold the starter button without pressing the brake pedal until the message Please press the brake pedal appears in the instrument cluster.

4. Depress and hold the brake pedal until the engine has started – do not press the accelerator. The engine will start with a briefly increased idling speed. There must be a valid vehicle key in the vehicle before the engine can be started.
5. If the engine does not start immediately, stop the starting procedure and try again after around 1 minute.
6. The starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and need to restart the engine, unlock the vehicle or perform an emergency start.

WARNING

Toxic gases can enter the vehicle interior if the engine is started in unventilated or closed spaces. This can cause serious injury and lead to death by suffocation.

- Never start the engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces, e.g. in garages.

WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby. This can lead to fires and cause serious or fatal injuries.

- Never start the engine or allow the engine to run if oil, fuel or other highly flammable or explosive fluids are close to the vehicle or are leaking from the vehicle.
- Never use start boosters.

WARNING

If the vehicle is left unattended with the vehicle's drive system switched on, it may lead to accidents and serious injuries.

- Never leave the vehicle unattended with the engine running, particularly if a gear or selector lever position has been selected.

NOTICE

Incorrect vehicle handling can increase component wear (e.g. on the engine or starter) or lead to damage.

- Avoid restarting the engine while the vehicle is in motion or directly after switching off the engine.
- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- Please note that the density of air decreases with increasing altitude and this may make it more difficult to start the engine.

NOTICE

Unburnt fuel can damage the catalytic converter.

- Do not tow or push the vehicle to start it.

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.

Electrical consumers with a high power consumption are switched off temporarily when the engine is started.

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

The engine cannot, for example, be started with the starter button if the button cell in the vehicle key is weak or flat. In this case, use the emergency start function.

When starting from cold, the engine may run with increased operating noise for a short time. This is quite normal and no cause for concern.

At outside temperatures of less than around +5°C (around +41°F), smoke fumes may be produced under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Troubleshooting

Fault in engine management system

The warning lamp lights up red.

The drive power of the vehicle may be limited or there may be no power at all. It may not be possible to continue driving or this may be possible only with restrictions.

Do not drive on!

1. Park the vehicle safely.
2. Observe the message in the instrument cluster.
3. Seek expert assistance and have the engine management system checked.

Fault in engine management system

The indicator lamp lights up yellow.

The drive power of the vehicle may be limited.

1. The text message Error: drive system. Please visit workshop.
2. Have the engine checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in engine management system

The indicator lamp lights up yellow.

The power was limited to prevent overheating of components in the engine management system.

— The text message Error: drive system. Performance is restricted. is displayed on the instrument cluster.

— It is possible to continue driving with reduced power.

The power limitation will be cancelled again in the following cases:

— The components of the engine management system are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating. In addition, the engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

The power of the drive system may be limited.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

🟨 Glow plug system

Vehicles with a diesel engine.

The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster for a few seconds.

No valid vehicle key recognised

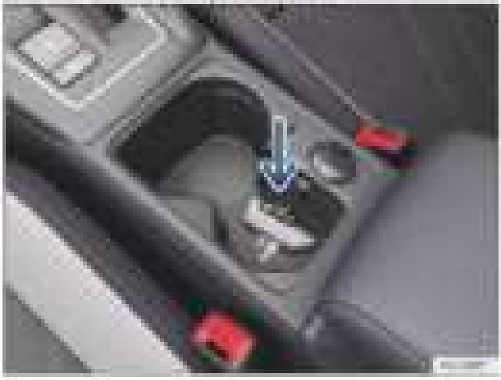

Fig. 1 In the centre console: emergency start function.

A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

1. Depress and hold the brake pedal.
2. Place the vehicle key in the rear drink holder in the centre console and press the starter button → Fig. 1 (arrow).

   The ignition is switched on automatically, and in some cases the engine is started.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek expert assistance.

Switching off the engine

1. Bring the vehicle to a standstill ⇒ ⚠.
2. Park the vehicle.
3. Briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure.
4. Follow the instructions in the instrument cluster.

Car wash function

Vehicles with an automatic gearbox: The vehicle is capable of rolling for 30 minutes if the ignition is switched off in N position. The parking lock P is then automatically engaged when the vehicle is stationary. A corresponding warning is shown on the instrument cluster display around 1 minute before the parking lock P is automatically engaged.

Warning before leaving the vehicle

In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

⚠ WARNING

When the engine is switched off, certain vehicle systems do not function or function only to a restricted extent, e.g. brake servo or power steering. As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

⚠ WARNING

The airbags and belt tensioners do not function when the engine is switched off. This can result in accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

⚠ WARNING

When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

⚠ WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

ⓘ NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off.

- Allow the engine to run in neutral for approximately 2 minutes before switching it off.

After the engine has been switched off, the radiator fan in the engine compartment may run on for a few minutes, even if the ignition is switched off. The radiator fan will switch itself off automatically.

Troubleshooting

Engine cannot be switched off

The engine cannot be switched off by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

1. Press the starter button twice within a few seconds or press and hold once.

   The engine switches off automatically (⇒ Starter button).

Start/stop system

Functional description

The start/stop system automatically switches off the engine shortly before stopping or when the vehicle comes to a standstill and when the vehicle is stationary.

The engine restarts automatically whenever necessary for the vehicle and the detected situation.

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.

Conditions for an automatic restart of the engine

- When the foot is taken off the brake pedal or the accelerator pedal is pressed.
- If the temperature in the vehicle interior greatly increases or decreases.
- If the vehicle starts rolling.
- If the electric voltage of the 12-volt vehicle battery drops.
- Vehicles with mild hybrid system: If the electric voltage of the 48-volt battery drops.

Conditions that may prevent the engine from switching off automatically

- The driver has not fastened their seat belt.
- The driver door is open.
- The bonnet is open.
- A minimum engine temperature has not been reached.
- The temperature of the vehicle interior is not within the preset temperature range, or the humidity level is too high.
- The defrost function of the air conditioning system is switched on.
- The charge level of the 12-volt vehicle battery is insufficient.
- Vehicles with mild hybrid system: The charge level of the 48-volt vehicle battery is insufficient.
- The temperature of the 12-volt vehicle battery is too low or too high.
- The vehicle is on a steep incline.
- The steering wheel is turned too sharply.
- Reverse gear is selected.
- Park Assist is 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.

Activating and deactivating the start/stop system manually

The start/stop system can be manually deactivated and activated via the Infotainment system.

The function is automatically activated every time the ignition is switched on.

The eco coasting function is not deactivated by deactivation of the start/stop function.

Deactivating the start/stop system manually:

1. Tap the Vehicle function button in the menu selection.
2. Tap the Status function button.
3. Tap the Start/Stop function button to deactivate the start/stop system. When the start/stop system is deactivated, the Start/Stop function button has a coloured background.

Always deactivate the start/stop system manually when driving through water.

Activating the start/stop system manually:

1. Tap the Vehicle function button in the menu selection.
2. Tap the Status function button.
3. Tap the Start/Stop function button to activate the start/stop system.

If the start/stop system has switched the engine off, the engine will start again as soon as the system is deactivated with the Start/Stop function button.

Vehicles with mild hybrid system: If the start/stop system has switched off the engine and the system was deactivated via the Start/Stop function button, the engine will start only when the vehicle is stationary.

In some cases, it may be necessary to restart the engine manually, e.g. if the bonnet is opened. Follow any corresponding messages in the instrument cluster display ⇒ ⚠.

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 ACC

is active:

– If the accelerator is depressed.

– When ACC

has resumed speed and distance control.

– If the vehicle ahead has moved off.

Depending on the vehicle equipment and country, the engine can also be restarted. ACC

is deactivated and the vehicle in front moves away.

The engine stop function may be deactivated automatically if the temperature is above around 38°C (around 100°F).

The start/stop system is automatically activated when the Eco driving profile is selected in vehicles featuring driving profile selection.

⚠ WARNING

The engine can start suddenly if the start/stop system is activated when working in the engine compartment. This can lead to accidents and serious injuries.

- Always deactivate the start/stop system when working in the engine compartment.

WARNING

When the ignition is switched off, certain vehicle systems do not function or function only to a restricted extent (e.g. brake servo or power steering). As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

WARNING

The airbags and belt tensioners do not function when the ignition is switched off. This can result in accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

WARNING

When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

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.

- Avoid using the start/stop system at very high outside temperatures.

Troubleshooting

Engine no longer starts automatically

The warning lamp lights up red.

There is a fault in the start/stop system.

1. Start the engine manually *(⇒ Starting the engine)*.
2. Go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

Manual gearbox: Selecting a gear

Selecting a forward gear

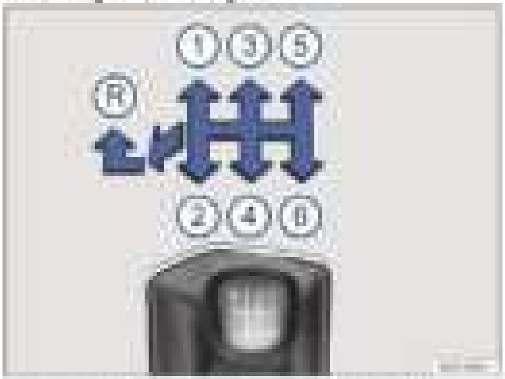

Fig. 1 Gear shift pattern of a 6-speed manual gearbox. Depending on the equipment level, your vehicle may have a 5-speed manual gearbox.

The positions of the individual gears are displayed on the gear knob.

Carry out the following actions to engage a forward gear:

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position ⇒ *Fig. 1* ①.
3. Release pedal to engage the clutch.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

Reverse gear should be selected only when the vehicle is stationary.

Carry out the following actions to engage reverse gear:

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the neutral position and push down.
3. Push the gear lever fully to the left and then forwards into the reverse gear position ⇒ *Fig. 1* Ⓡ.
4. Release pedal to engage the clutch.

Shifting down

Shifting down while driving should always be done one gear at a time into the next lower gear – and not at high engine speeds. At high speeds or high engine speeds, damage to the clutch and the gearbox could occur if one or more gears are skipped when shifting down, even if the clutch is not released while doing this.

⚠ WARNING

Shifting gears incorrectly to gears that are too low can lead to a loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always select a suitable gear for the current driving situation.

WARNING

Rapid acceleration or switching off ESC

can lead to a loss of traction and skidding, especially on slippery roads, e.g. in wet or icy conditions or on dirty road surfaces. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Accelerate quickly only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and driving style.
- Always adapt your driving style to the traffic.

WARNING

When a gear is engaged and the clutch pedal released, the vehicle will start moving immediately if the engine is running. This also applies when the electronic parking brake has been switched on. Unintentional vehicle movements can cause accidents and serious injuries.

- Never engage reverse gear while the vehicle is in motion.

NOTICE

Serious damage to the clutch and gearbox can occur if the gear lever is shifted to a gear that is too low and if the clutch pedal is pressed and held and the clutch not engaged when travelling at high speeds or at high engine speeds.

- Always select a suitable gear for the current driving situation.
- Avoid pressing the clutch unnecessarily or for too long.

NOTICE

If the manual gearbox is not used correctly, this can lead to damage or unnecessary wear.

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always fully depress the clutch pedal when changing gear.
- Do not hold the vehicle by "riding" the clutch on uphill gradients with the engine running.

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

Troubleshooting

Clutch is "slipping"

The indicator lamp lights up yellow.

The clutch is not transmitting the full engine torque.

1. If necessary, remove feet from the clutch pedal.

Clutch overheated

The indicator lamp lights up yellow, an acoustic warning may sound and additional warning symbols and a text message may appear in the instrument cluster display.

The clutch can overheat, for example due to frequent starting.

1. Stop at the next opportunity.
2. Disengage the gearbox.
3. Switch on the electronic parking brake.
4. Allow the gearbox to cool down with running engine.

5. If the indicator lamp does not go out, do not drive on. Seek expert assistance.

   Failure to do so could result in considerable damage to the gearbox.

Clutch defective

The indicator lamp lights up yellow.

The clutch is faulty.

1. Drive on carefully!
2. In this case, go to a suitably qualified workshop immediately and have the system checked. Failure to do so can cause considerable clutch damage. Volkswagen recommends using a Volkswagen dealership.

Selector lever

The selected position is shown in the instrument cluster display and on the selector lever when the ignition is switched on.

Selecting a position

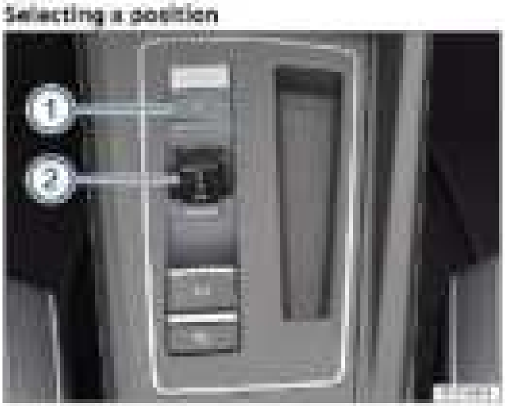

Fig. 1 In centre console: selector lever of the automatic gearbox.

① Button for the parking lock.
② Selector lever.

To change from neutral position **N** to a gear position, carry out the following:

1. Switch on the ignition.
2. Depress the brake pedal.
3. Press the selector lever in the desired direction ⇒ Fig. 1 ②.

Changing position

The gear shift position is shown in the instrument cluster when the brake is depressed or a position is selected.

To select the next position, move the selector lever forward or back to the first pressure point. The selector lever returns to its starting position.

To skip a position, move the selector lever beyond the pressure point in the desired direction. The selector lever returns to its starting position. In this way, it is possible to shift directly from position **R** to position **D**, for example. The position **N** is skipped in this case.

Description of positions

P The drive wheels are blocked. Select only when the vehicle is stationary.

To engage the parking lock, press the **P** button ⇒ Fig. 2 ②.

If the engine is switched off in the position **D/M** or **R**, the gearbox automatically engages the position **P** and the vehicle is secured to prevent it from rolling away.

R Reverse gear is selected. Select only when the vehicle is stationary.

N The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

If the engine is switched off in position **N**, the gearbox remains in neutral position **N** for around 30 minutes and only then engages the parking lock **P** (car wash function) ⇒ Switching off the engine.

D/M Position **D**: Normal mode.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position **S**: Sport mode

The forward gears are automatically shifted up later and down earlier than in selector lever position **D**. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions **D** and **S**, tap the selector lever to the rear.

The selector lever will always move back to the central position.

Position S+: Sport Plus mode

The forward gears are automatically shifted up later and down earlier than in selector lever position **S**. This exploits the engine's full power reserves.

Activating the Sport Plus mode:

1. Select the Drift or Special driving profile in the driving profile selection ⇒ *Driving profile selection*. The Sport Plus mode is activated immediately.

Deactivating the Sport Plus mode:

1. Tap the selector lever to the rear.

To change between positions **S** and **S+**, tap the selector lever to the rear.

⚠ WARNING

The vehicle will start moving if the brake pedal is released when the engine is running and position **D/M** or **R** is engaged. This can lead to unintentional vehicle movements and cause accidents and serious injuries.

- Hold the vehicle by the foot brake if the engine is running and the position **D/M** or **R** is engaged.
- The driver must never leave the driver seat when the engine is running and a position has been selected.
- Always switch on the electronic parking brake and move the selector lever to **P** position or **N** if necessary to leave

the vehicle with the engine running.

WARNING

Selecting the wrong position can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Never depress the accelerator when selecting a position.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.

WARNING

If you leave the vehicle on uphill gradients in selector lever position N, the vehicle will roll downhill even if the engine is switched on. This can result in accidents and severe injuries.

- Never leave the vehicle in selector lever position N.

NOTICE

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards. This can result in damage to the vehicle.

- Always switch on the electronic parking brake first before releasing the brake pedal.

If the selector lever is accidentally moved to N when driving, take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position before selecting a position again.

Changing gear using Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

It is possible to change to Tiptronic mode from position D and S by pulling a paddle ⇒ Fig. 2.

Tiptronic mode is activated temporarily from position D.

Tiptronic mode is activated continuously from position S.

The gear that is currently selected will be maintained when the Tiptronic mode is selected. This applies until the system automatically performs a gear change when the limit engine speed is reached.

As soon as the gearbox has switched to Tiptronic mode, this will be shown on the instrument cluster display with M.

If the engine is switched off while the gearbox is in Tiptronic mode, the gearbox will activate the parking lock P. The vehicle is then secured against rolling away.

Operating Tiptronic with the paddles

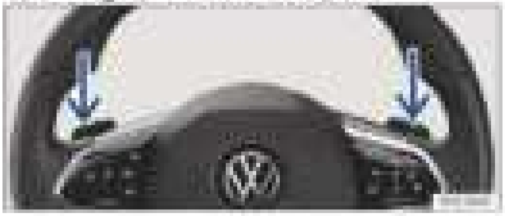

Fig. 2 Behind the steering wheel: paddles for Tiptronic.

- To shift up, pull the right paddle towards the steering wheel ⇒ Fig. 2.
- To shift down, pull the left paddle towards the steering wheel ⇒ Fig. 2.
- To select the lowest gear, pull the left paddle towards the steering wheel and hold.

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 over-revved.

Leaving Tiptronic mode

1. Automatically after 8 seconds, if Tiptronic mode was activated in the ■ position.

   Or: push the selector lever to the rear and release it in order to activate ■ position.

   Or: pull the right paddle towards the steering wheel for around 3 seconds and then release again.

Gear selector position ■+: Sport Plus mode, manual mode

The forward gears are shifted up and down manually to fully exploit the engine's power reserves. There is no automatic gear change when the limit engine speed is reached.

Activate ■+ mode:

1. Select the SPORT or Special driving profile in the driving profile selection (→ Driving profile selection). The Sport Plus mode is activated immediately.
2. Pull the right or left paddle → Fig. 2.

Deactivate ■+ mode:

1. Pull the right paddle towards the steering wheel and hold → Fig. 2.

   Or: tap the selector lever to the rear.

WARNING

Shifting down incorrectly to gears that are too low can lead to a loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always change gear only when the driving situation permits.

NOTICE

Serious damage to the drivetrain and gearbox could occur if a gear is selected which is too low when travelling at high speeds or at high engine speeds.

- Always select a suitable gear for the current driving situation.

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

Driving with an automatic gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position ■.

1. Reduce your speed.
2. Shift the gearbox to Tiptronic mode.
3. Shift down using the paddles on the steering wheel.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function.

Coasting with DSG* dual clutch gearbox

In coasting mode, the kinetic energy of the vehicle can be used to save fuel in conjunction with an anticipatory driving style. The engine no longer brakes the vehicle – the vehicle can roll for a longer distance. The function is available only in position D and at speeds of around 7 to 160 km/h (around 4 mph to 99 mph) when the accelerator is not depressed.

RS models only: Coasting is available only in the Comfort driving profile.

If you depress the brake when the vehicle is coasting to a stop below a speed of around 40 km/h (around 25 mph), the engine remains switched off until the vehicle is stationary.

If you depress the brake when the vehicle is coasting to a stop above a speed of around 40 km/h (around 25 mph), coasting will be interrupted and the engine is started.

When coming to a stop without coasting, the engine restarts automatically at "creeping speed".

An automatic engine restart may take place in order to ensure reliable engine restarting and to guarantee the power supply of the vehicle electrical system.

Initiating coasting

1. Vehicles with eco-coasting function: In the driving profile selection, select the driving profile Eco or Comfort.
2. Take your foot off the accelerator. The engine will be disengaged and run at idling speed. The vehicle rolls without the braking effect of the engine.
3. Vehicles with eco-coasting function: Take your foot off the accelerator. The engine can be disengaged and switched off automatically.

Canceling coasting

1. Depress the brake pedal.

   Or depress the accelerator briefly.

   Or pull paddle towards the steering wheel.

   Or change the driving profile from Eco or Comfort.

Kickdown function

The kickdown function ensures maximum acceleration in the D and S positions or in Tiptronic mode.

If the accelerator is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration → ⚠.

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the current gear.

When the driving profile is activated and the accelerator is depressed beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

Launch Control Program

The Launch Control Program gives the vehicle maximum acceleration from a standing start.

1. To start the Launch Control Program, tap TCS Off in the Infotainment system.

   Or tap ESC Off.

   Or activate ESC Sport by tapping the mode.
2. Depress and hold the brake pedal with your left foot.
3. Select **D** position.

   Or activate Tiptronic mode.

   Or depending on the vehicle equipment, select Race.
4. Press the accelerator with your right foot until an engine speed of approximately 2,000 to 4,000 rpm is held automatically.

   Depending on the vehicle model, a text message in the instrument cluster display indicates that the Launch Control Program has been activated.
5. To start the vehicle with maximum acceleration, take your left foot off the brake ⚠.
6. After acceleration, switch TCS

   , ESC back on again or switch off ESC Sport.

The Launch Control Program is available only if the gearbox has been "driven warm" and the steering wheel is in "straight ahead position".

⚠ WARNING

Fast acceleration or switching off TCS

or ESC or activation of ESC Sport can lead to a loss of traction and skidding. On slippery roads in particular, e.g. in wet or icy conditions or on dirty road surfaces, this can lead to loss of control over the vehicle, accidents and serious or fatal injuries.

- Always adapt your driving style to the traffic.
- Use the increased function, the Launch Control Program or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the vehicle's acceleration and the driving style.
- After acceleration, switch TCS

  or ESC back on again, or switch ESC Sport off again.

  ■

⚠ WARNING

Constant braking will cause the brakes to overheat. This considerably reduces the braking effect, increases the braking distance and, in certain circumstances, cause the brake system to fail completely. This can result in accidents and serious or fatal injuries.

- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

NOTICE

The gearbox is not lubricated if the vehicle rolls with the engine switched off. The automatic gearbox could overheat and be damaged.

- If you stop the vehicle on an incline while a position is selected, do not attempt to stop it from rolling back by depressing the accelerator.
- Never allow the vehicle to roll in gear selector position **N**, particularly if the engine is switched off.

NOTICE

Vehicles with Launch Control Program: accelerating with the Launch Control Program places heavy strain on all vehicle components. This can lead to higher wear.

- Use this function only when the vehicle is at operating temperature.

NOTICE

If the brakes "rub" due to light pressure on the brake pedal, this will increase wear.

- Never let the brakes "rub" by applying light pressure to the brake when it is not necessary to brake.

Troubleshooting

Engine does not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG

® dual clutch gearbox can become overheated as a result of moving off frequently on steep gradients, for example.

1. Stop at the next opportunity and allow the gearbox to cool down with engaged parking lock **P** and running engine → ⓘ.
2. Do not drive on if the indicator lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Gearbox overheated

The warning lamp lights up red.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The DSG

® dual clutch gearbox can become overheated as a result of moving off frequently on steep gradients, for example.

● Do not drive on!

1. Allow the gearbox to cool down with engaged parking lock **P** and running engine → ⓘ.
2. Do not drive on if the warning lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Releasing the selector lever lock manually

If the power fails to the vehicle, e.g. due to a flat 12 volt vehicle battery, and the vehicle has to be pushed or towed, the selector lever lock must be released manually. Seek expert assistance.

Emergency mode

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG

® dual clutch gearbox is running in an emergency mode. The vehicle can still be driven in the emergency mode, but only at reduced speed and not in all gears.

In vehicles with a DSG

® dual clutch gearbox, you may no longer be able to select reverse gear in some cases.

In all cases, you should have the DSG

® dual clutch gearbox checked immediately by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

If the parking lock **P** is released and the electronic parking brake is switched off, the vehicle can start moving unexpectedly when on uphill and downhill gradients. This can lead to accidents and serious injuries.

- Never release the parking lock **P** when the electronic parking brake is switched off.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and in gear selector position **N**, the DSG

® dual clutch gearbox will be damaged.

- Do not allow the vehicle to roll for an extended period or at high speed with the engine switched off and in gear selector position **N**, e.g. when being towed.

NOTICE

If the gearbox becomes too hot or overheats, this can lead to increased wear or damage to the components.

- Avoid moving-off operations and driving at walking pace as long as the gearbox is overheated.
- Drive faster than around 20 km/h (around 12 mph) or park the vehicle in a safe place immediately when a warning is displayed for the first time indicating that the gearbox has overheated.
- Park the vehicle in a safe place immediately and switch off the engine if the text message and acoustic warning are repeated around every 10 seconds.
- Allow the gearbox to cool down.
- Continue driving only when the acoustic warning is no longer emitted.

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an incline.

Functional requirements

The following prerequisites need to be met simultaneously:

— On an incline, the stationary vehicle must be held in position with the foot brake until the vehicle starts moving.

— The engine is running "smoothly".

— A gear or a gear selector position is engaged for driving uphill.

To move off, take your foot off the brake pedal and depress the accelerator immediately. The brake will gradually be released as the vehicle pulls away.

The hold function of the Hill Start Assist only remains active for a short time. Start driving within about 2 seconds.

Function conditions

Hill Start Assist will be deactivated immediately if one of the conditions listed below is no longer met:

— If the driver door is opened.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has stalled.

— If the selector lever is in the neutral position **N**.

⚠ CAUTION

If you do not drive off immediately after releasing the brake pedal, the vehicle may roll backwards. This can lead to injuries or damage.

- In this case, depress the brake pedal immediately or switch on the electronic parking brake.
- Depress the brake pedal for a few seconds before moving off if you want to prevent the vehicle from rolling backwards when driving off on a steep gradient in dense traffic.

Downhill speed control

Downhill speed control helps the rider when travelling downhill.

Function

The dual clutch gearbox DSG

selects the best gear depending on the steepness of the gradient and the current speed. The selector lever must be in selector lever position **D/S** for this purpose. The downhill speed control system is not active in Tiptronic mode.

As the downhill speed control can shift down only as far as third gear, it may be necessary to activate the Tiptronic mode when driving down particularly steep inclines. In order to use the braking effect of the engine and relieve the load on the brakes, shift manually to second or first gear in Tiptronic mode.

The start/stop system is automatically deactivated as long as downhill speed control is active.

Activating downhill speed control automatically

— If the downhill gradient is greater than approximately 8%.

— And, if the selector lever is in position **D/S**.

— In addition, if the cruise control system (CCS)
is switched off: if the vehicle speed is less than around 80 km/h (around 50 mph).
Or: the brake is pressed.

— In addition, if the cruise control system (CCS)
is active: if the stored speed is exceeded.

— In addition, if Adaptive Cruise Control (ACC)
is switched off: if the vehicle speed is less than around 80 km/h (around 50 mph).
Or: the brake is pressed.

— In addition, if Adaptive Cruise Control (ACC)
is active: if the stored speed is exceeded.

Deactivating downhill speed control automatically

— If the downhill gradient becomes less steep.

— If the gearbox shifts up a gear because the engine speed is higher than around 4,300 rpm.

— If the cruise control system (CCS

) is also active. If the stored speed can be maintained.

— If Adaptive Cruise Control (ACC

) is also active. If the stored speed can be maintained.

WARNING

The downhill speed control system cannot replace the driver's attention and operates only within the limits of the system. The downhill speed control system cannot detect all driving situations and may not react or may react with a delay or in an unexpected way. If you do not pay due attention, there is a risk of accidents due to unintentional vehicle movements. This can cause severe or fatal injuries.

- Always pay due attention and do not rely exclusively on this system. The driver is always responsible for all driving tasks.
- Please note that the downhill speed control system cannot always hold the vehicle at a constant gradient or sufficiently brake the vehicle on downhill gradients, e.g. on slippery or icy surfaces.
- Always be ready to brake, particularly on slippery or icy surfaces.
- Brake the vehicle manually if the vehicle becomes faster in spite of downhill speed control.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the type of driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

Vehicles with adaptive chassis control (DCC)

The adaptive chassis control DCC

) continuously adjusts the chassis damping to the current road surface and driving situation while the vehicle is in motion. The DCC takes the chassis tuning of the selected driving profile into consideration.

Vehicles with R Performance rear axle differential with dynamic torque distribution

Depending on the vehicle equipment level, the R Performance rear axle differential with dynamic torque distribution is available for R models. In order to achieve greater traction when cornering, the system can distribute more torque to the wheel on the outside of the bend. The system also uses the chassis setup of the selected driving profile for this.

Some settings can be stored in the personalised user accounts, and therefore change when the user account changes.

Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

⚠ WARNING

Selecting a driving profile while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for Drive.

1. To activate the newly selected driving profile for the Drive system also, take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting a driving profile via the touch panel in the upper section of the centre console

1. Tap ▤.
2. To select driving profiles, tap ▤ again or tap the desired driving profile in the Infotainment system.

Selecting a driving profile using the button on the multifunction steering wheel

The R button on the multifunction steering wheel is available on R models, depending on the vehicle equipment.

1. Lightly press R.
2. To select driving profiles, lightly press R again.
   Or: to select the Race driving profile, strongly press R.
   The driving profiles Drift and Special can be selected only in the Infotainment system.

Displaying information on the driving profile

1. To display further information on the selected driving profile, tap i in the Infotainment system.

Selecting the Individual driving profile

1. Tap ▤ repeatedly until the Individual driving profile is selected.
2. To open the Individual menu, tap ☐.

Characteristics of the driving profiles

The Eco driving profile switches the vehicle into economical mode and helps you to drive the vehicle in an energy-efficient manner.

The Comfort driving profile corresponds to the basic setting of the vehicle systems and leads to a comfort-oriented vehicle setup. It is suitable for everyday use, for example.

The Sport driving profile gives you a sporty driving feeling. If you select the Sport driving profile, position S will be selected on vehicles with an automatic gearbox. In M models with automatic gearbox, position D will be selected.

The Race driving profile is available only for M models, depending on the vehicle equipment. This profile provides you with a very sporty driving feeling. If you select the Race driving profile, the damping of the running gear will be adjusted to a hard setting, and position S will be selected on vehicles with an automatic gearbox.

The Special driving profile is available only for sporty special editions of the vehicle, depending on the equipment. If you select the Special driving profile, the vehicle systems will be adapted to the track characteristics of the Nürburgring Nordschleife.

The Drift driving profile is available only for M models, depending on the vehicle equipment. Vehicles with M Performance rear axle differential with dynamic torque distribution transfer a high torque to the rear axle in order to permit vehicle handling with oversteer. The reaction of the Electronic Stability Control (ESC) is delayed and the traction control system (TCS) is switched off. Oversteer will lead to the rear end breaking away. The Drift driving profile is intended only for driving on closed-off tracks and should be used only by drivers who have the appropriate driving skills. ⚠ Please always observe the country-specific laws and requirements.

You can use the Individual driving profile to tailor individual vehicle systems to suit your personal requirements.

⚠ WARNING

Oversteering the vehicle can lead to accidents, serious injuries and death.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Use the Drift driving profile only if you have received training for this type of driving and have corresponding skills and experience.
- Only use the Drift driving profile on race tracks or closed roads.
- Only use the Drift driving profile if the closed road/race track is dry and not covered with ice or snow.

NOTICE

Drifting can lead to increased or additional wear on the vehicle components. Excessive or incorrect use of the Drift driving profile can influence the validity of guarantees.

- Only use the Drift driving profile if you are familiar with the function.

Standard behaviour of the driving profiles and vehicle systems

The Comfort driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

In R models, the Sport driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

In R models, the Sport driving profile will be selected if you switch the ignition off and then back on again.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the Drive vehicle system are reset to the settings of the Comfort driving profile as soon as you switch the ignition off and on again.

In R models, the settings of the Drive vehicle system will be reset to the settings of the Sport driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain their settings.

You can switch the Drive vehicle system to the desired driving profile again.

1. Select the desired driving profile again.

Troubleshooting

Fault in the adaptive chassis control (DCC)

The indicator lamp lights up yellow.

The message Fault: Damper may be displayed on the instrument cluster display.

1. In this case, go to a competent specialist workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

All-wheel drive fault

The indicator lamp lights up yellow.

The rear axle differential may be overheated.

The message All-wheel drive not working. You can drive on. Please visit workshop may be displayed in the instrument cluster display.

1. Stop the vehicle for around 10 minutes and then continue your journey with an adapted speed and driving style.
2. If the fault persists, go to a competent specialist workshop. Volkswagen recommends using a Volkswagen dealership.

The driving profiles or vehicle systems do not behave as expected.

1. Note the standard behaviour of the driving profiles and vehicle systems ⇒ Driving profile overview.

General driving tips

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.

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.

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 label ⇒ Tyre pressures.

– Tyre Pressure Loss Indicator ⇒ Tyre Pressure Loss Indicator.

Use low viscosity engine oils

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

⚠ WARNING

Driving at high speed and without a sufficient safety distance can lead to accidents and serious or fatal injuries.

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

Running in the combustion engine

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

Up to 1,000 km (around 600 miles)

— Do not depress the accelerator fully.

— Do not operate the combustion engine at more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached.

Between 1,000 and 1,500 km (around 600 to 1,000 miles)

1. Gradually increase speed and engine speed.

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

New tyres and brake pads have to be run in carefully.

NOTICE

Driving with an engine speed that is too low can lead to increased wear and damage to the engine.

- Do not drive at engine speeds that are too low.
- Shift down a gear if the combustion engine is not running "smoothly".

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

Gear-change indicator

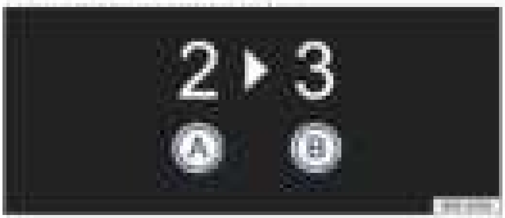

Fig. 1 On the instrument cluster display: gear-change indicator.

Ⓐ Currently selected gear.
Ⓑ Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate which gear should be selected in order to reduce fuel consumption while the vehicle is in motion ⇒ Fig. 1.

Vehicles with an automatic gearbox: the gearbox must be in Tiptronic mode for this.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

⚠ CAUTION

The gear-change indicator is designed only to assist the driver and cannot replace the driver's attention and responsibility. Accidents and injuries can occur if an unsuitable gear is selected for the driving situation.

- Always select the correct gear for the respective driving situation, e.g. when overtaking or driving downhill.

Information on cleaning the particulate filter

The engine management system recognizes when the particulate filter is becoming saturated and supports regeneration of the filter by recommending the most suitable gear when driving. As an exception compared with normal driving, this may mean driving with an increased engine speed ⇒ ⚠ Particulate filter.

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

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic position is deselected in vehicles with an automatic gearbox.

Driving economically

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.

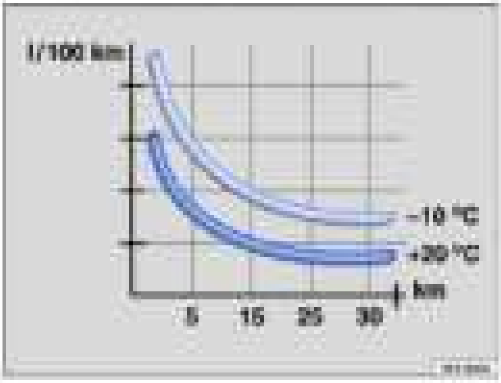

Fig. 2 Fuel consumption in litres per 100 km at two different outside temperatures

Brake energy recuperation on vehicles with mild hybrid system

Energy can be recovered and stored when the vehicle is braked or decelerates.

If it is necessary to brake and coasting to a stop is not possible, the changeover from the accelerator to the brake pedal should take place rapidly and uniformly. This makes it possible to use brake energy recuperation more efficiently. No fuel is consumed during this process.

Use coasting

Vehicles with an automatic gearbox: If position D is selected and neither the accelerator nor the brake pedal is depressed, the vehicle will roll ("coast") with practically no energy being consumed.

When the eco coasting function is active, the engine is not only disengaged but also switched off. No brake energy recuperation takes place, but an anticipatory driving style will allow the vehicle to roll for a very long distance without fuel consumption.

Reduce idling

Drive off immediately at low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing. In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary.

Do not overfill the fuel tank

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

Avoid short journeys

Engines consume a lot of fuel when cold. They do not reach optimum operating temperature until the vehicle has travelled a few kilometres (miles). The fuel consumption is above average at very low ambient temperatures, e.g. in wheel → Fig. 2. Plan your journeys economically and combine several short trips.

Have your vehicle serviced on a regular basis

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

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 drinks 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 windows. Only then switch on the air conditioning system.

— Switch off convenience systems as soon as they have served their purpose.

NOTICE

The gearbox is not lubricated if the vehicle rolls down mountains or hills in neutral position N. The automatic gearbox could overheat and be damaged.

- Do not allow the vehicle to roll in neutral position N, particularly if the engine is switched off.

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.

Driving a loaded vehicle

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

— Stow all items of luggage securely.

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information concerning the roof carrier ⇒ Roof carrier.

— If applicable, observe the information about driving with a trailer.

WARNING

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

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests and also the adjustable rear seats, if fitted.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. Ensure that the boot lid/tailgate and any objects are secured properly, and take appropriate measures to reduce the quantity of toxic exhaust fumes entering the vehicle.

WARNING

When driving with the boot lid unlocked or open, loose items can fall out of the vehicle and hit following road users. This can result in accidents and serious or even fatal injuries.

- Always drive with the boot lid closed.
- Stow all items securely in the luggage compartment.
- 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 uncontrollably.
- If it is necessary to drive with the boot lid open, always remove all luggage racks and/or loads from the boot lid.

WARNING

Items that protrude from the luggage compartment change the length of the vehicle and may endanger other road users. This can result in accidents and serious or even fatal injuries.

- Observe legal requirements.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users.
- Never use the boot lid to jam or fix objects in position.

WARNING

Among other things, exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. When driving with the boot lid open, toxic exhaust gases can enter the vehicle interior and lead to unconsciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- Always drive with the boot lid closed in order to prevent poisonous exhaust gases from entering the vehicle.
- Close all windows.
- Close the glass roof.
- Switch off air recirculation mode.
- Open all vents in the dash panel.
- Switch the blower to the highest blower speed.
- Always drive with the boot lid closed if the load can be transported with the boot lid closed.

NOTICE

The height and possibly also length of the vehicle are different when the boot lid is open. This can lead to damage to the vehicle if due care is not taken when driving.

- Pay attention to the changed vehicle dimensions, e.g. when driving through underpasses.

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. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Carry out careful braking manoeuvres to dry and de-ice the brakes.
- Do not endanger other road users when performing braking manoeuvres and do not ignore any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, e.g. mechanisms, could sustain severe damage or corrode.

- Never drive through salt water.
- Immediately rinse all vehicle parts that have come into contact with salt water using fresh water.
- Protect electronic components from contact with water.

Using the vehicle in other countries and continents

Registration regulations

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

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

Safety standards and regulations

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

Selling the vehicle abroad

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

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

Functioning of the Infotainment system

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

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

ℹ Volkswagen cannot be held responsible if the vehicle does not comply or only partly complies with the relevant legal requirements in other countries and continents.

⚠ WARNING

The density of air decreases with increasing altitude. The lower air density can result in a reduction in engine power and vehicle components may be damaged if the vehicle is driven for an extended period at very high altitudes. A reduction in the engine power can lead to accidents and serious or fatal injuries, e.g. when overtaking.

- Contact a qualified workshop for advice before driving abroad, particularly if the vehicle will be driven at altitudes of more than 3,000 m (around 9,843 ft) above sea level. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Depending on the vehicle equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras for operation (also referred to as "sensors" below). These are visible to you in some cases and in other cases not.

The sensors and cameras virtually detect the vehicle surroundings using ultrasound or radio waves.

Installed sensors

Depending on the vehicle equipment, the following sensors may be installed:

— Radar sensor in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windscreen.

— Ultrasound sensors in the front of the vehicle.

— Ultrasound sensors in the rear of the vehicle.

Information on the respective sensor locations is provided in the vehicle overviews.

WARNING

The driver assist systems cannot replace the driver's attention and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not warn or may warn or react with a delay or in an undefined way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information in the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

Limits of the sensors

Limits of the radar sensors

Driver assist systems that use radar sensors can react unexpectedly, with a delay or not at all in the following situations:

- Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.
- Driving through road works, tunnels or toll stations.
- Driving on winding roads, e.g. mountain roads.
- Over crests or through dips.
- 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.
- In complex driving situations, e.g. traffic islands.
- After external force on components in the area of the radar sensors, e.g. after a rear-end collision.
- If the radar sensors are covered, dirty, incorrectly adjusted or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

- Over crests or through dips.
- Driving through road works.
- Driving offroad.
- Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray, and on poor roads.
- When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
- If the camera is temporarily not available due to prolonged exposure to direct sunlight or high ambient temperatures.
- If the camera window is covered, dirty or damaged.
- If the camera is displaced.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems 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.

Limits in certain driving situations

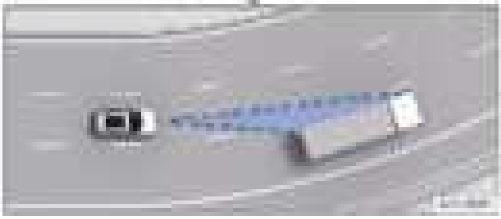

Fig. 1 Driving through bends.

The sensors always measure straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

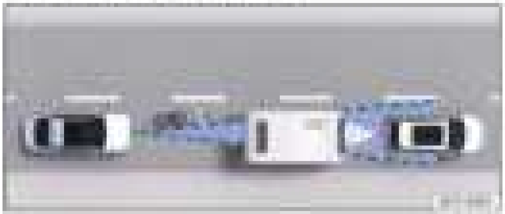

Fig. 2 Narrow vehicles.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

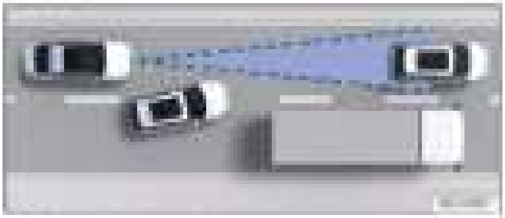

Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system also has additional functionally related system limits. Also observe these:

— Eco Assistance ⇒ Eco assistance

— Adaptive Cruise Control (ACC) ⇒ Adaptive Cruise Control (ACC)

— Predictive cruise control system ⇒ Predictive cruise control system

— Autonomous Emergency Braking (Front Assist) ⇒ Autonomous Emergency Braking (Front Assist)

— Lane keeping system (Lane Assist) ⇒ Lane keeping system (Lane Assist)

— Semi-automated driving assistance (Travel Assist) ⇒ Travel Assist

— Emergency Assist ⇒ Emergency Assist

— Lane change system (Side Assist) ⇒ Lane change system (Side Assist)

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (around 15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

Cruise control system switched on, control active.

The indicator lamps are displayed smaller or grey when the cruise control system is not active.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Changing gear

Cruise control is interrupted as soon as you depress the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

The use of the cruise control system can lead to accidents and serious injuries or even death if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions. The driver is responsible for the vehicle speed at all times.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.

Operating the cruise control system

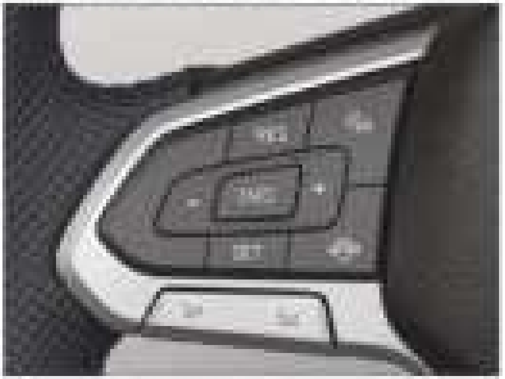

Fig. 1 Left-hand side of the multifunction steering wheel (Version 1)

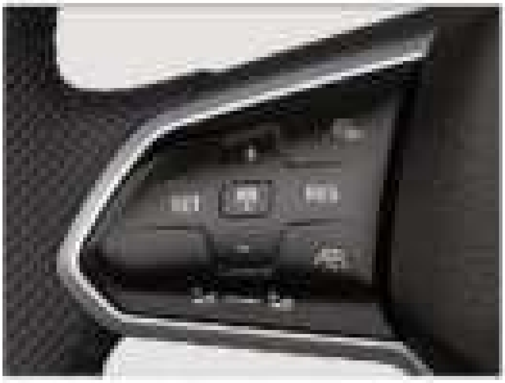

Fig. 2 Left-hand side of the multifunction steering wheel (variant 2)

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed during speed control by the cruise control system.

Steering wheel variant 1:

- +1 km/h (1 mph)
  Press the RES button.
- −1 km/h (1 mph)
  Press the SET button.
- +10 km/h (5 mph)
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- −10 km/h (5 mph)
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Steering wheel variant 2:

- +1 km/h (1 mph)
  Gently press the + button.
- −1 km/h (1 mph)
  Gently press the − button.
- +10 km/h (5 mph)
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

10 km/h (5 mph)

Strongly press the ⊖ button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling control

1. Briefly press the ▪ or ⊘ button.

   Or: depress the brake pedal.

   The speed remains stored in the memory.

Resuming control

1. Press the ▪ button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

⚠ WARNING

There is a risk of an accident if you unintentionally resume a stored speed when the stored speed is too high for the current road, traffic and weather conditions. This can cause serious injury or death.

- Check whether the stored speed is suitable for the current road, traffic and weather conditions before you resume cruise control.
- Switch off the cruise control system when you do not need it.

Switching off

1. Press and hold the ⊘ button.

   The cruise control system 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 cruise control system is switched off.

ℹ Depending on equipment, the ▪ button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

Cruise control system faulty

Malfunction. The indicator lamp lights up yellow.

— Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

– You have kept the clutch depressed for an extended period.
– The vehicle has exceeded the stored speed for an extended period.
– No gear is engaged for forward travel.
– Brake support systems, e.g. TCS
  or ESC, have performed an intervention.
– The vehicle was braked by the Autonomous Emergency Braking system (Front Assist).
– If the problem persists, switch off the cruise control system and go to a suitable qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

Speed range

The speed limiter is available when driving forwards at speeds from around 30 km/h (around 20 mph).

Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter.

Depending on the situation and the instrument cluster version, the following warning lamps light up:

Speed limiter switched on, system control active.

The indicator lamps are displayed in white or grey when the speed limiter is not active.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

Use of the speed limiter in adverse weather conditions is dangerous and can cause accidents and serious injuries or even death.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions. The driver is responsible for the vehicle speed at all times.
- Do not drive at full throttle if this is not necessary.
- Never use the speed limiter on slippery roads (e.g. as a result of aquaplaning, snow, ice or leaves).
- In order to avoid unintentional control interventions, switch off the speed limiter when you do not need it.

Operating the speed limiter

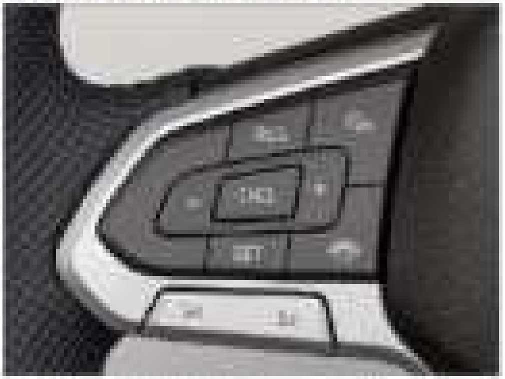

Fig. 1 Left-hand side of the multifunction steering wheel (version 1)

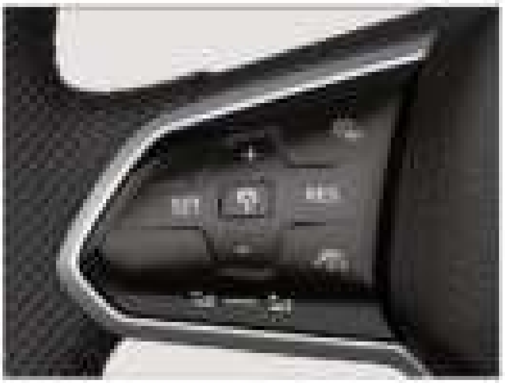

Fig. 2 Left-hand side of the multifunction steering wheel (version 2)

Switching on

1. Press the button.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

Steering wheel variant 1

- + 1 km/h (1 mph):
  Press the [illegible] button.
- − 1 km/h (1 mph):
  Press the [illegible] button.
- + 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- − 10 km/h (5 mph):
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Steering wheel variant 2:

- + 1 km/h (1 mph):
  Gently press the + button.
- − 1 km/h (1 mph):
  Gently press the − button.
- + 10 km/h (5 mph):
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- − 10 km/h (5 mph):
  Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

Cancelling control

1. Press the button [illegible] or [illegible].

   The speed remains stored in the memory.

Resuming control

1. Press the [illegible] button.

Switching off

1. Press and hold the [illegible] button.

   The speed limiter is switched off and the saved speed is deleted.

Switch to other driver assist systems

Depending on the equipment, you can switch to the following driver assist systems:

— Cruise Control System.

— Adaptive Cruise Control (ACC).

1

1. Press the [illegible] button.
2. Select the desired system on the instrument cluster display.

   The speed limiter is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Switch off and restart the engine.
2. If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Control is interrupted automatically

— ESC

is switched off.

— The brakes have overheated. Allow the brakes to cool down and check their functionality again.

— If the problem persists, switch off the speed limiter and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator lever or switch off the system manually.

Eco Assistance

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent information.

The Eco Assistance function uses the navigation data of the infotainment system and the sensors of the driver assist systems. When you drive with route guidance, Eco Assistance also takes into account the entered route. The most probable route is used when you drive without route guidance.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

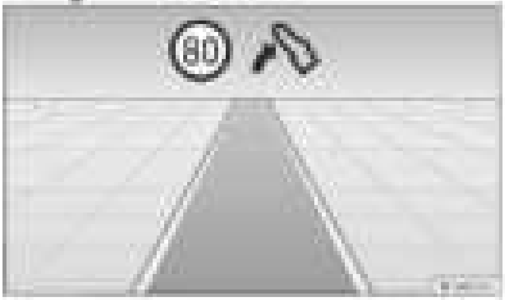

Fig. 1 On the instrument cluster display: Eco Assistance display (illustration).

When you approach a speed limit or a road section that you need take into account when driving on the route, the symbol and information on the type of event will be displayed on the instrument cluster display.

As soon as you take your foot off the accelerator, the vehicle coasts and uses the braking effect of the engine ⇒ Driving economically to adjust the speed. The vehicle takes into account the distance to the event.

If the accelerator pedal is not pressed, Eco Assistance also supports deceleration for a vehicle driving in front without any displayed message. The system does not use the vehicle brake. When you are driving downhill, the system also cannot brake the vehicle sufficiently in all driving situations.

You can override Eco Assistance at any time by accelerating.

Displays

The following symbols are displayed, depending on driving situation:

Take your foot off the accelerator.

Vehicle ahead.

Junction ahead.

Motorway exit ahead.

Roundabout ahead.

Bend to the left ahead.

Bend to the right ahead.

Slope ahead.

Speed limit ahead, [illegible]

Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

The Eco Assistance function will be automatically deactivated temporarily in the following cases:

— The Sport driving mode is activated.

— When driving with Adaptive Cruise Control ACC
(or cruise control system).

Eco Assistance will be activated again when the reason for deactivation is no longer present, if the function is switched on in the Infotainment system.

WARNING

Eco Assistance cannot replace the driver's attention and operates only within the limits of the system. Eco Assistance cannot detect all driving situations and may not react or may react with a delay or in an unexpected way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Please note that road signs on the road and traffic regulations always have priority over driving recommendations.

Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does the vehicle have ACC?

The vehicle is equipped with ACC

If you can adjust settings for ACC in the Assist systems menu in the Infotainment system.

Speed range

You can set a speed between 20 km/h (15 mph) and 210 km/h (130 mph). Depending on equipment and country, the maximum speed that can be set may be lower.

Driving with ACC

You can override a control intervention by the ACC

system at any time. Cruise control will be stopped if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed with the set speed.

The intervention by the ACC

system is less dynamic when towing a trailer.

Driver intervention prompt

If automatic deceleration by the ACC

system is not sufficient or the system limits have been reached, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

WARNING

ACC

cannot replace the driver's attention and operates only within the limits of the system. ACC cannot detect all driving situations and may not react or may react with a delay or in an unintended way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits ⇒ Adaptive Cruise Control (ACC).
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC
  is not sufficient.
  ■
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function and an Infotainment system with navigation, ACC

can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead.

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC

will accelerate the vehicle and reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If ACC

does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Stop-and-go traffic

ACC

can brake the vehicle to a standstill and keep it stationary. ACC remains active and the instrument cluster display shows ACC ready to start for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC

remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off.

Extending or confirming readiness to drive:

1. Press the [illegible] button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

1. Press the [illegible] button.

Or depress the accelerator briefly.

ACC

remains inactive in the following cases:

– The vehicle is stationary for several minutes.

– A vehicle door is opened.

– The ignition is switched off.

⚠ WARNING

If the message ACC ready to start is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

Inside Overtaking Prevention System

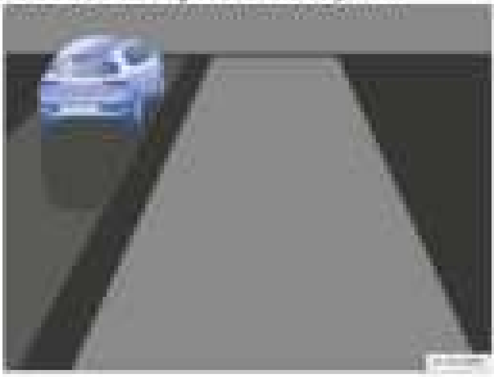

Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If ACC

detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from a speed of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: When driving on a multi-lane road, cancel control if vehicles in the overtaking lane are driving more slowly.

System limits of ACC

Limits of the sensors

ACC

detects driving situations by means of the radar and ultrasound sensors in the front of the vehicle and the camera behind the windscreen. The range of the radar sensor is up to approximately 160 m (around 520 ft).

⚠ WARNING

If you use ACC

in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal regulations.

- Observe the limits of the sensors ⇒ Sensors and cancel control in the specified situations.

Objects that cannot be detected

ACC

detects only vehicles that are moving in the same direction or stationary. The following are not detected:

– Persons.

– Animals.

– Crossing or oncoming vehicles.

– Other stationary obstacles.

Stationary vehicles

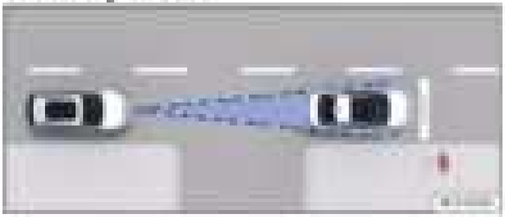

Fig. 1 Stationary vehicle.

ACC

reacts to stationary vehicles to a limited extent up to a speed of around 60 km/h (around 37 mph), provided a stationary vehicle is detected and your own vehicle can be comfortably braked behind the stationary vehicle, subject to the system limits of the ACC. ACC does not perform emergency braking → *Fig. 2*.

The response to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching the ACC on and off

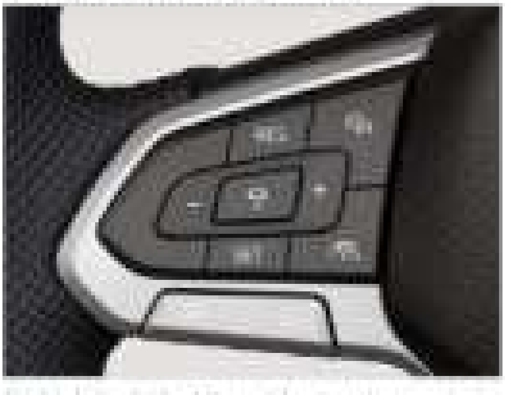

Fig. 1 Left-hand side of the multi-function steering wheel (variant 1)

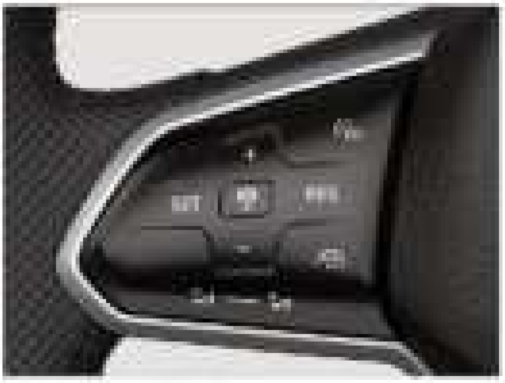

Fig. 2 Left-hand side of the multifunction steering wheel (variant 2)

Switching on

1. Press the button.

   ACC

   is not yet performing a control intervention.

Starting control

1. While driving forwards, press the SET button.

   ACC

   stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed when driving more slowly than the limit or the maximum speed when driving faster than the limit.

   In addition, the traction control system (TCS

) is activated and ESC Sport is deactivated.

The following indicator lamps light up, depending on the driving situation:

ACC

has taken control; no vehicle detected ahead.

ACC

has taken control; vehicle detected ahead.

When ACC

is not active, the indicator lamps light up grey.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS

Resuming control

1. Press the button.

   ACC

   adapts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   ACC

   is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Setting the ACC

Setting the distance

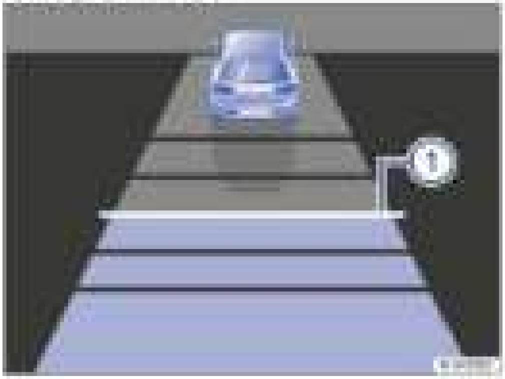

Fig. 1 On the instrument cluster display: set distance for control (illustration).

You can set the distance in five steps from very small to very large.

1. Press the button.
2. Press the button or .

   Steering wheel variant 2: Alternatively, swipe vertically over the button area from to or .

Or: press the ☰ button repeatedly until the required distance is selected.

The instrument cluster display shows the chosen setting ⇒ Fig. 1 ①. Please observe any country-specific regulations for the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start cruise control with the distance set at the end of the journey or a preselected distance.

If the ACC

has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.

Adjusting the speed

You can adjust the stored speed within the defined speed range by means of the buttons on the multifunction steering wheel.

Steering wheel variant 1:

- +1 km/h (1 mph):
  Press the RES button, only when ACC
  is active.
- −1 km/h (1 mph):
  Press the SET button, only when ACC
  is active.
- +10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- −10 km/h (5 mph):
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Steering wheel variant 2:

- +1 km/h (1 mph):
  Gently press the + button.
- −1 km/h (1 mph):
  Gently press the − button.
- +10 km/h (5 mph):
  Strongly press the + button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- −10 km/h (5 mph):
  Strongly press the − button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

Press and hold the corresponding button to continuously change the stored speed.

WARNING

ACC

cannot detect all driving situations correctly. 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. This can cause serious injuries or death.

- Always be prepared to brake the vehicle yourself.
- Press the accelerator to override Adaptive Cruise Control ACC
  does not brake automatically in this case.
  ●
- Observe any country-specific regulations relating to the minimum distance.
- Always set a longer distance in wet or slippery conditions or when visibility is poor.

Troubleshooting

Setting the system behaviour

You can influence how dynamically ACC reacts:

- Vehicles with driving profile selection:
  Set preferred driving profile.
- Vehicles without driving profile selection:
  Select the desired quickness setting in the Assist systems menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

ACC not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- The radar sensor is dirty. Clean the radar sensor (⇒ Vehicle care).
- The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor (⇒ Vehicle care).
- The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or covers. Keep the area around the radar sensor free (⇒ Accessories and replacement parts).
- The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible (⇒ Accessories and replacement parts).
- Fault or malfunction. Switch off and restart the engine.
- Paint work or structural modifications were carried out on the front of the vehicle (⇒ Repairs and technical modifications).
- The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The ACC does not function as expected

- The radar sensor is dirty. Clean the radar sensor (⇒ Vehicle care).
- The ultrasound sensors are dirty, covered or damaged. Clean the ultrasound sensors (⇒ Vehicle care).
  Keep the area around the ultrasound sensors clear and check whether there is any visible damage (⇒ Accessories and replacement parts).
- The system limits have been exceeded (⇒ Adaptive Cruise Control (ACC)).
- The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

Control cannot be started

Make sure that the following conditions are met:

- A position has been selected for driving forward.
- The brake lights on the vehicle are working.
- The brake lights on the electrically connected trailer are in working order.
- ESC
  is not performing a control intervention.
- The brake pedal is not depressed.

Unusual noises during automatic braking

This is normal and is not a fault.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension of ACC
and makes use of Dynamic Road Sign Display and the navigation data provided in the Infotainment system.
The predictive cruise control function is dependent on the equipment level and is not available in all countries.

Reaction to the end of a traffic jam

Vehicles with V2X technology (local danger warning, optional vehicle equipment and not available in all countries) exchange information with other vehicles in their vicinity. As a result, your vehicle can be informed about a traffic jam ahead and can reduce speed early on.

Prerequisites:

- V2X is activated in the Infotainment system.
- The reaction to a road characteristic ahead is activated in the Infotainment system ⇒ *Predictive cruise control options*.

WARNING

The predictive cruise control system cannot replace the driver's attention and operates only within the limits of the system. The predictive cruise control system cannot detect all applicable speed limits and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible for the correct vehicle speed at all times.
- Observe the system limits ⇒ Predictive cruise control options.
- Ensure that your speed is always appropriate for the current visibility, weather, road and traffic conditions.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit.
- Please note that the speeds requested by the system do not necessarily correspond to your driving style.

Also observe the system limits and the information for
ACC

System limits of predictive cruise control

In addition to the system limits of the Dynamic Road Sign Display function and ACC, the predictive cruise control function is subject to the following additional, system-related limitations:

- The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account any rights of way or traffic lights.
- Road signs that indicate a speed limit indirectly, e.g. place name signs, will be detected only on the basis of the navigation data.
- Road signs with sub-plates containing a restriction that applies only at certain times, for example, will be taken into account only if they are included in the navigation data.
- Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.
- If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last stored speed.
- The predictive cruise control system cannot perform control of speeds below the minimum speed ⇒ Adaptive Cruise Control (ACC).

Function limitations

In the following situations, it is possible that the predictive cruise control will not change the speed or will change it with a delay or in an unexpected way:

- There is a fault in the Dynamic Road Sign Display system. No speed limit is shown in the instrument cluster display.
- Road signs are not detected or are not detected correctly.
- The navigation data is out-of-date.
- You are driving without route guidance.
- You leave the route calculated by the navigation system.
- The vehicle position cannot be determined correctly due to inaccurate GPS data.

Activating predictive cruise control

You can adjust the settings for the events to which the vehicle should react:

— Reaction to the road layout.

— Reaction to the permitted speed.

In the Infotainment system:

1. Open the Assist systems menu.
2. Select Adaptive Cruise Control ACC
   i
3. Adjust the setting as desired.

If you have activated at least one event, predictive cruise control will also be switched on automatically when ACC is switched on.

Driving with predictive cruise control

Driving with route guidance

When you drive with route guidance, the predictive cruise control will adapt the speed to the entered route.

Driving without route guidance

When you drive without route guidance, the predictive cruise control will adapt the speed to the most probable route.

Displays

A message will be displayed on the instrument cluster display as soon as the system detects a speed limit or will reduce the speed due to the course of the road ahead. The message indicates the reason and the speed to which your vehicle will be regulated.

Speed regulation due to speed limit.

Speed regulation due to the road layout.

When automatic speed control is executed due to a speed limit, the detected speed is stored as the new desired speed. In the case of control due to the road layout, the vehicle will subsequently accelerate back up to the previously stored speed.

Announced speeds for driving through bends depend on the driving profile.

Cancelling speed adaptation

During the announcement:

1. Press the button.

During control intervention:

1. Press the button.

Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

Steering wheel variant 1:

- +1 km/h (1 mph):
  Press the button only when ACC is active.
- -1 km/h (1 mph):
  Press the button only when ACC is active.
- +10 km/h (5 mph):
  Press the button. The first time it is pressed, it jumps to the next higher full 10 km/h or five (mph) increment.
- -10 km/h (5 mph):
  Press the button. The first time it is pressed, it jumps to the next lower full 10 km/h or five (mph) increment.

Steering wheel variant 2:

- +1 km/h (1 mph):
  Gently press the button.

- 1 km/h (1 mph):
  Briefly press the button.
- 10 km/h (5 mph):
  Strongly press the button or swipe over the button from bottom to top. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.
- 10 km/h (5 mph):
  Strongly press the button or swipe over the button from top to bottom. The first time it is pressed, it jumps to the next lower ten (km/h) or five (mph) increment.

If you adjust the announced speed incorrectly, predictive cruise control will be terminated.

If a speed limit is detected, the predictive cruise control function will adjust the desired speed even if the ACC is deactivated. However, speed regulation will not take place.

When a speed limit is lifted on a motorway, the recommended speed will automatically be stored as the desired speed. However, if a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

Introduction to the topic

The Autonomous Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

– Pedestrian Monitoring.

– Cyclist Monitoring.

– Swerve support.

– Oncoming vehicle braking when turning.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

– Vehicles.

– Bicycles and motorcycles.

– Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic steering interventions by steering in the opposite direction.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

WARNING

Front Assist cannot replace the driver's attention and can work only within the limits of the system. Front Assist cannot detect all driving situations and may not react or may react with a delay or in an unintended way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay full attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits ⇒ *Autonomous Emergency Braking (Front Assist)*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- You should consider cancelling the automatic interventions by Front Assist if necessary.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- If you are unsure about what systems your vehicle has depending on the vehicle equipment and country, please [illegible] when starting your journey. [illegible]

Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

- Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)
- Reaction to bicycles and motorcycles: around 5 km/h (around 4 mph) to around 250 km/h (around 155 mph)
- Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

- Type of object.
- Direction of travel of the object.
- Speed of the object.
- Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning

Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning

Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects traffic situations using the radar sensor in the front of the vehicle and a camera behind the windscreen.

Observe the limits of the sensors ⇒ Sensors. Always pay full attention and intervene yourself if necessary.

After vehicle start

Front Assist is not available or its functions are restricted immediately after the vehicle is started. The white indicator lamp lights up in the instrument cluster display during this time.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles or vehicles crossing your path.

— Crossing pedestrians; generally no reaction to persons without Pedestrian Monitoring.

— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.

— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

— Animals.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— If ESC
is performing a control intervention or faulty.
— If several brake lights on the vehicle are faulty.

— If there is a fault in special brake lights on a trailer or bicycle carrier with an electrical connection to the vehicle.

— If the vehicle accelerates hard or the accelerator is fully depressed.

— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.

— When driving into and out of tunnels.

— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off ⇒ ⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

- If add-on parts cover the radar sensor or camera.
- If the camera or the radar sensor is faulty.
- After external force on components in the area of the radar sensor, e.g. after a rear-end collision.
- If the windscreen is damaged in the area of the camera window.
- In the event of multiple consecutive intersections.

WARNING

If you use Front Assist in the situations mentioned, this can result in accidents and serious injuries or even death.

- Switch off Front Assist in the specified situations.

Swerve support

The swerve support function can help the driver steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and supports you with a corrective steering intervention as long as you steer.

Speed range

Swerve support is available in a speed range from around 30 km/h (20 mph) up to a maximum speed of around 150 km/h (90 mph).

Limits

Swerve support does not react to crossing objects. Always also observe the fundamental system limits of Front Assist ⇒ Autonomous Emergency Braking (Front Assist).

Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then be kept in its own lane and a collision avoided.

Speed range

The oncoming vehicle braking when turning function is available up to around 20 km/h (around 12 mph).

Limits

The oncoming vehicle braking when turning function is available only if you indicate, have turned the steering wheel and have thereby started the turning manoeuvre. After changing from right-hand traffic to left-hand traffic or vice versa, the oncoming vehicle braking when turning function is available only after some time.

The oncoming vehicle braking when turning function does not react to persons, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental system limits of Front Assist ⇒ Autonomous Emergency Braking (Front Assist).

Operating Front Assist

Front Assist and all the included functions (depending on equipment and country) are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only partially available as long as the white indicator lamp is lit up.

Volkswagen recommends that Front Assist and all the included equipment- and country-dependent functions are switched on at all times. Exceptions ⇒ Autonomous Emergency Braking (Front Assist).

Switching on and off

You can switch Front Assist on and off manually and view the activation status.

In the infotainment system:

1. Open the Assist systems menu.
2. Switch Front Assist on or off in the corresponding submenu.

If you switch off Front Assist, all the included equipment- and country-dependent functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

The yellow indicator lamp also lights up if Front Assist has been deactivated automatically, e.g. when towing has been detected.

Adjusting the included equipment- and country-dependent functions

If Front Assist is switched on, you can make the following settings in the Assist systems menu of the infotainment system, depending on the vehicle equipment and country:

– Switch the distance warning on and off.

– Switch evasive support on and off.

– Switch the oncoming vehicle braking when turning function on and off.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Front Assist is starting up

The indicator lamp lights up white.

- Front Assist is temporarily unavailable or limited. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not in motion, the indicator lamp lights up continuously.

Front Assist not available or functions restricted

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- The radar sensor or camera window is dirty. Clean the radar sensor and windshield (⇒ Vehicle care).
- The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windshield (⇒ Vehicle care).
- The view of the radar sensor is impaired by add-on parts, license plate holders with frames or stickers. Keep the area around the radar sensor free (⇒ Accessories and replacement parts).
- The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free (⇒ Accessories and replacement parts).
- The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windshield. Check whether damage is visible (⇒ Accessories and replacement parts).
- The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Front Assist will also be available once more.
- Paint work or structural modifications were carried out on the front of the vehicle (⇒ Repairs and technical modifications).
- The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Front Assist does not function as expected or is triggered unnecessarily several times

- The radar sensor or camera window is dirty. Clean the radar sensor and windshield (⇒ Vehicle care).
- The system limits have been exceeded (⇒ Autonomous Emergency Braking (Front Assist)).
- Low sun or darkness.
- If the problem persists, switch off Front Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Introduction to the topic

Within the system limits, the lane keeping system (Lane Assist) helps the driver to stay in lane. The function is not designed to steer the vehicle in semi-autonomous driving, nor is it suited to this purpose.

If your vehicle moves too close to a recognised road lane marking, Lane Assist will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, Lane Assist is ready to intervene at speeds above around 60 km/h (around 37 mph) within the system limits (system status active).

⚠ WARNING

Lane Assist cannot replace the driver's attention and operates only within the limits of the system. Lane Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for staying in the lane.
- Observe the system limits → Lane keeping system (Lane Assist).
- Adjust your speed and the 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.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.

System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera ⇒ Sensors. Always pay due attention and intervene yourself if necessary.

Road lane marking that are not detected or not detected correctly

Lane Assist cannot recognise all road lane markings correctly. If road lane markings are not recognised or are incorrectly recognised as such, this may mean that supporting control interventions do not take place or Lane Assist may perform undesired control interventions. In addition to the situations specified in the section on the camera limits, this can occur in the following situations, among others:

— If there are no road lane markings.

— If the driving style is very dynamic.

— When not driving on motorways or well-developed country roads.

— On poor roads, or if road structures or objects are present.

— If there are reflections or glare effects.

Always pay attention and intervene yourself and override any undesired system intervention immediately if necessary. Switch off Lane Assist temporarily if necessary.

Lane Assist not ready to perform control interventions

Lane Assist is not ready to perform control interventions under the following conditions (passive system status):

— The vehicle speed is under around 65 km/h (approximately 40 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lanes manually.

— If the driver oversteers a system intervention.

— The driver does not react to a driver intervention prompt.

Driving with Lane Assist

Switching on and off

Depending on country, Lane Assist is always switched on when the ignition is switched on. You can also switch Lane Assist on and off manually and view the activation status.

On the display of the instrument cluster:

1. Press the ▣ button.
2. Switch Lane Assist on or off.

Depending on equipment, the ▣ button is either on the multifunction steering wheel or on the turn signal lever.

In the infotainment system:

1. Open the Assist systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

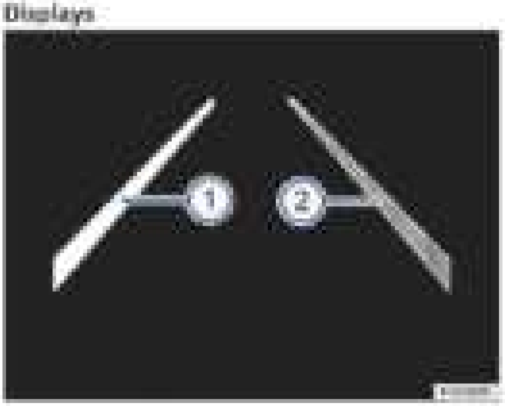

Fig. 1 On the instrument cluster display: Lane Assist displays.

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① Road lane markings detected. System is actively intervening on the indicated side.
② Road lane markings detected. The system is ready to intervene on the side shown.

With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dashed lane markings.

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

One of the following indicator lamps will light up depending on the driving situation:

- System is active and ready to perform control intervention.
- System deactivated (cannot perform steering intervention).

If no warning lamp lights up, Lane Assist is not ready to intervene as either (in passive system state) or is switched off.

If Travel Assist is active or performing a control operation, there is no steering intervention and no display by Lane Assist.

Driver intervention prompt

If there is no steering activity, Lane Assist 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, Lane Assist will switch to passive state.

Depending on the vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system.

Independently of steering activity, you will be additionally requested to drive in the middle of the lane again with a display on the instrument cluster display and with acoustic warnings if the constant steering intervention takes place for an extended time.

Steering wheel vibration

The following situation 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 optional function of 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 Lane Assist is active.

Troubleshooting

Lane Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

– The camera window is dirty. Clean the windscreen ⇒ Vehicle care.
– The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen ⇒ Vehicle care.
– The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free ⇒ Accessories and replacement parts.
– The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible ⇒ Accessories and replacement parts.
– The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more. Switch off and restart the engine.
– Fault or malfunction. Switch off and restart the engine.
– If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It can take a few seconds before a system fault is detected after the ignition is switched on.

If the Lane Assist is not available, Emergency Assist is also not available.

If Lane Assist is not available, Travel Assist is also not available.

The system is not responding as expected

1. Do not attach any objects to the steering wheel.

Touch panels react differently than expected

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

1. Always make touch panels clean and dry.

Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

You can set a speed between 20 km/h (15 mph) and 210 km/h (130 mph). The speed range may differ depending on country.

System limits of Travel Assist

Travel Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC)

and the lane keeping system (Lane Assist).

Observe the system limits and information for
ACC

and Lane Assist. Always pay due attention and intervene yourself if necessary.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

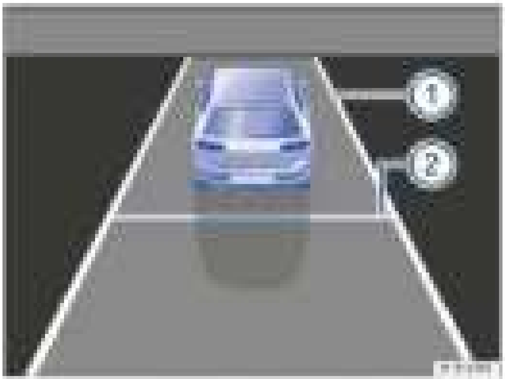

Fig. 2 On the instrument cluster display: active regulation displayed.

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① Adaptive lane guidance active.

② Set distance.

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

With some equipment levels, additional details may also be shown on the instrument cluster display, e.g. dashed line markings and vehicles driving in front.

Depending on the vehicle equipment, indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, depending on vehicle equipment, Emergency Assist will be activated if Emergency Assist is switched on in the Infotainment system and is available.

⚠ WARNING

Travel Assist cannot replace the driver's attention and operates only within the limits of the system. Travel Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC ⇒ Adaptive Cruise Control (ACC) and Lane Assist ⇒ Lane keeping system (Lane Assist)
  ■
- Adapt your speed and the distance from the vehicle 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.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.

■ Brake if the vehicle starts moving unintentionally, e.g. when a driver intervention prompt.

Operating Travel Assist

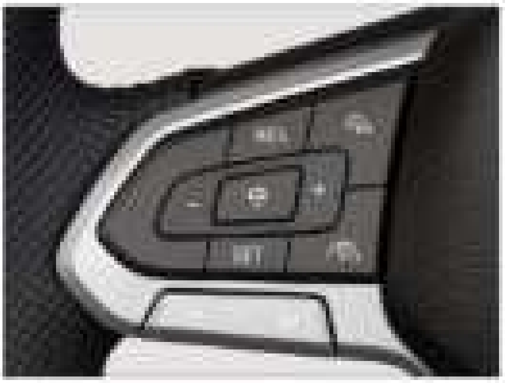

Fig. 1 Left-hand side of the multifunction steering wheel (Variant 1)

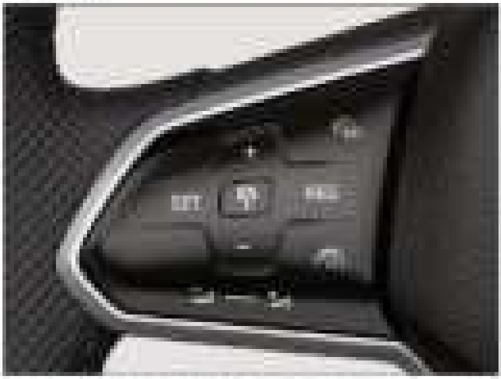

Fig. 2 Left-hand side of the multifunction steering wheel (Variant 2)

Switching on and starting control

1. While driving forwards with active ACC
   , press the button on the multifunction steering wheel.
   The vehicle switches from ACC
   to Travel Assist.

Depending on the driving situation, the vehicle switches to the following system statuses in Travel Assist:

– When ACC
  is active, Travel Assist maintains the current speed and the preset distance to the vehicle in front (system status passive).
  When lane markings are detected, the vehicle is simultaneously kept in the lane by steering movements (system status active).

– If ACC
  is not active, Travel Assist is switched on but remains deactivated.

1. Press the button.

   Travel Assist switches to active or passive system status according to the driving situation.

The indicator lamp corresponding to the driving situation lights up in the instrument cluster display. A message is also displayed.

Cancelling control

1. Briefly press the button.

   Or: depress the brake pedal.

   The set distance remains stored.

Switching to ACC

1. Press the button on the multifunction steering wheel.

   The vehicle switches from Travel Assist to the system status of ACC

   corresponding to the driving situation.

Making other settings

The other operating functions of Travel Assist correspond to operation of ACC.

⇒ Adaptive Cruise Control (ACC)

Using assisted lane changing

When you set a convenience turn signal, the vehicle can perform assisted lane changing on to different lanes on motorways within the system limits if sufficient space has been detected surrounding the vehicle.

Assisted lane changing uses the same sensors as the lane change system (Side Assist) and the parking systems. You should therefore read through the information on Side Assist and the parking systems carefully. Observe the system limits and information provided there.

Prerequisites

Assisted lane changing is available only while driving forward on multi-lane motorways that are included in the navigation data of the Infotainment system and from a speed of around 90 km/h (around 55 mph).

In addition, Travel Assist and Side Assist must be switched on and the convenience turn signal function activated in the vehicle settings ⇒ Vehicle settings menu.

Displays

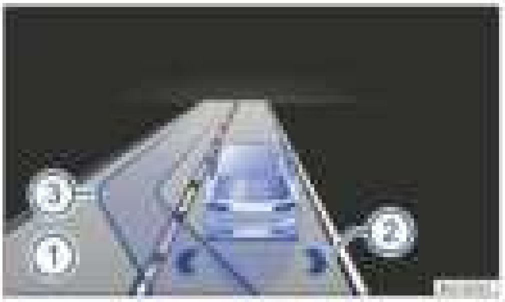

Fig. 1 On the instrument cluster display: assisted lane changing displays (illustration).

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① Adjacent lane highlighted, lane change possible on the respective side.

② Arrows on own lane, assisted lane changing is activated.

③ Indicated lane change (blue), assisted lane changing is being performed.

Switching assisted lane changing on and off

You can switch assisted lane changing on and off in the Infotainment system.

1. Open the Assist systems menu.
2. Select Travel Assist.
3. Activate or deactivate assisted lane changing as a sub-function of Travel Assist.

If there is a system malfunction, assisted lane changing may switch itself off or abort during the lane change.

If Side Assist is not available, assisted lane changing is also not available.

Activating assisted lane changing

If you have started control by Travel Assist away from a motorway, you must activate assisted lane changing separately.

1. While driving, press the button.

Changing lane

If the system has not detected any objects in the sensor system's detection range and assisted lane changing to an adjacent lane is possible, the corresponding lane is shown in the instrument cluster display next to the driver's own lane → Fig. 1 ①.

1. Operate the conventional turn signal for the corresponding side.

   The vehicle now changes lane. A message is also shown on the instrument cluster display and the lane change is indicated → Fig. 1 ③.

During the lane change, the vehicle automatically flashes on the corresponding side of the vehicle. When the lane change is complete, the turn signal is automatically switched off.

WARNING

The assisted lane changing function cannot replace the driver's attention and it operates only within the limits of the system. Assisted lane changing cannot recognize all driving situations or all objects in the surroundings and may possibly not react or react too late to a danger or potential accident. If you do not pay your attention, there is a risk of accidents and serious or even fatal injuries.

- Before every lane change, check to make sure that this is possible safely. Particularly objects that are approaching quickly may not be detected in good time.
- Always keep your hands on the steering wheel and be prepared to correct the vehicle speed and direction of travel yourself.

Deactivating assisted lane changing

1. Briefly press the button.

   Or: depress the brake pedal.

   Assisted lane changing and Travel Assist are deactivated.

Troubleshooting

Travel Assist is not available or is not working as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC or Lane Assist.

— Fault or malfunction. Switch off and restart the engine.

— The system limits have been exceeded.

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

Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

Take over steering immediately

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicle is without Emergency Assist.

— You have released the steering wheel for an extended period of time.

— Fault or malfunction. Switch off and restart the engine.

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

Control is interrupted unexpectedly

Vehicles without assisted lane changing:

- You have activated the turn signal.

Assisted lane changing not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

- There is a fault in the sensor system. Check the causes and remedies described in the information on Side Assist and the parking systems.
- If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Assisted lane changing is cancelled or is not available

A message is shown on the instrument cluster display.

- The vehicle has no longer detected a road lane marking.
- You have let go of the steering wheel.
- You have steered or counter-steered too strongly.
- You have activated the turn signal several times or the turn signal and main beam lever is engaged in position.
- The vehicle speed is under around 65 km/h (approximately 40 mph).
- The vehicle has detected objects in the area around the vehicle that prevent assisted lane changing.
- You are not driving on a multi-lane motorway.

Introduction to the topic

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to prevent injuries, reducing the consequences of an accident.

System limits of Emergency Assist

Emergency Assist detects driving situations with the same sensors as the Adaptive Cruise Control ACC

and the lane keeping system (Lane Assist).

⚠ WARNING

Emergency Assist cannot replace the driver's attention and operates only within the limits of the system. Emergency Assist cannot detect all driving situations and may not react or may react late or unexpectedly or in an undesired way. In addition, Emergency Assist cannot always react accordingly to prevent accidents. If you do not pay due attention there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC ⇒ Adaptive Cruise Control (ACC) and Lane Assist ⇒ Lane keeping system (Lane Assist).
- Adjust your speed and the distance from the vehicle ahead to suit visibility, weather, road and traffic conditions.
- If the vehicle behaves differently than expected, cancel the intervention of Emergency Assist.

Driving with Emergency Assist

Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

— Travel Assist or Lane Assist is switched on.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

If there is a system fault, Emergency Assist can switch itself off automatically.

If the Lane Assist is not available, Emergency Assist is also not available.

Driver intervention prompt

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by acoustic warnings and by a braking jolt. A message is also displayed on the instrument cluster display and the volume of the Infotainment system is reduced.

Depending on equipment, the proactive occupant protection system is triggered at the same time.

System intervention

If the driver does not respond, the system can brake the vehicle and keep it in lane. The following indicator lamp lights up in the instrument cluster display:

System intervenes.

You can take control at any time by accelerating, braking or steering strongly as appropriate for the driving situation.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

— The hazard warning lights will be switched on after a short time.

— The vehicle horn will sound, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electronic parking brake is switched on.

— The position P is engaged.

— The doors will be unlocked.

— The interior lighting will be switched on.

— An emergency call will be made, depending on the vehicle equipment.

Troubleshooting

Emergency Assist not available

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Switch off and restart the engine.
2. If the problem persists, switch off Emergency Assist and go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The system is triggered in an undesired way or behaves differently than expected

Fault or malfunction.

- Switch off the lane keeping system(Lane Assist).
- Do not use semi-automated driving assistance (Travel Assist).
- Go to a correspondingly qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Introduction to the topic

The lane change system (Side Assist) helps the driver to recognize the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover 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 exterior mirror housings to inform the driver.

Use Side Assist only on surfaced roads.

Speed range

When Side Assist is switched on, Side Assist is active from a speed of around 15 km/h (around 9 mph). Side Assist is deactivated at a vehicle speed below around 10 km/h (around 6 mph).

⚠ WARNING

Side Assist cannot replace the driver's attention and operates only within the limits of the system. Side Assist cannot recognize all driving situations or all objects in the surroundings and may possibly not issue a warning or may issue a warning with a delay or when not desired. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks and lane changes.
- Observe the system limits (⇒ *Lane change system (Side Assist)*).
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.

System limits of Side Assist

Limits of the sensors

Side Assist recognises driving situations using the radar sensors at the rear of the vehicle.

Observe the limits of the radar sensors ⇒ Sensors and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in the middle of two lanes.

— When road lanes are of varying widths.

— Where there are special roadside structures, e.g. high or offset crash barriers.

Restricted visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are replaced. The system range may be limited during the calibration phase.

Driving with Side Assist

Switching on and off

You can view the activation status of Side Assist on the instrument cluster display and in the infotainment system. You can also switch Side Assist on and off there.

On the display of the instrument cluster:

1. Press the ▣ button.
2. Switch Side Assist on or off.

Depending on equipment, the ▣ button is either on the multifunction steering wheel or on the turn signal lever.

Depending on equipment, in the infotainment system:

1. Open the Assist systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

After switching on, the yellow indicator lamps 🟨 in the exterior mirror housings light up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Deactivation for trailer towing

If you use the factory-fitted towing bracket and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. When you have disconnected the electrical connection, Side Assist will be switched back on.

If the towing bracket is not a factory-fitted towing bracket, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror

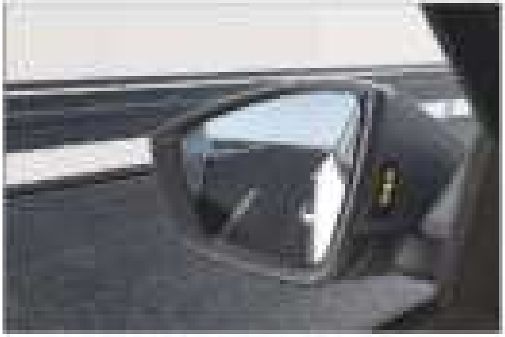

Fig. 1 In the housings of the exterior mirrors: Side Assist displays

- 🟨 Flashing: a vehicle has been detected in the blind spot and the turn signal has also been activated in the direction of the detected vehicle.

Lit up: your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (around 9 mph).

No display will be shown if the overtaking traffic is much faster.

The quicker the vehicle approaches, the earlier it causes the indicator in the exterior mirror housing to light up.

Lane change system "Side Assist Plus"

If the vehicle is equipped with a lane keeping system (Lane Assist) and Lane Assist is switched on, you will be warned by a corrective steering intervention when changing lanes during a possibly critical situation (information level, warning level). The steering intervention also occurs when you have activated the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Brightness

The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. Side Assist is not active during the adjusting procedure.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

Side Assist fault

Fault or malfunction. The indicator lamp in the instrument cluster display lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Switch off and restart the engine.
2. If the problem persists, go to a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove stickers or accessories from the radar sensors or bumper ⇒ Vehicle care, exterior, ⇒ Accessories and replacement parts.

— Check for any visible damage ⇒ Accessories and replacement parts.

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

The system is not responding as expected

— The radar sensors are dirty. Clean the radar sensors ⇒ Vehicle care, exterior.

— The radar sensors are covered by water.

— The view of the radar sensors is impaired due to the weather conditions, e.g. snow, or due to dirt, detergent deposits or coatings. Clean the radar sensors ⇒ Vehicle care, exterior.

— The system limits have been exceeded ⇒ Lane change system (Side Assist).

— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions. Check for any visible damage ⇒ Accessories and replacement parts.

– The view of the radar sensors is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors free ⟹ *Accessories and replacement parts*.
– Paintwork or structural modifications have been carried out in the area of the radar sensors, at the rear of the vehicle or on the running gear ⟹ *Repairs and technical modifications*.
– The side windows have been retrofitted with tinted window films ⟹ Repairs and technical modifications.
– If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Parking

1. Depress and hold the brake pedal.

   With a manual gearbox, depress the clutch pedal fully or disengage the clutch.
2. With an automatic gearbox, engage the parking lock P.
3. Switch on the electronic parking brake.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
5. Stop the engine and switch off the ignition.

   The Ⓟ indicator lamp in the instrument cluster display lights up red → ⚠.
6. With a manual gearbox, select first gear for flat ground and uphill gradients, or reverse gear for downhill gradients, and then release the clutch.
7. Release the brake.
8. Get out of the vehicle → ⚠. Watch out for other road users!
9. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- Before leaving the vehicle, ensure that the electronic parking brake is switched on and that the Ⓟ indicator lamp in the instrument cluster display lights up red when the ignition is switched off.
- Always follow the specified sequence when parking the vehicle.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, they could accidentally set the vehicle in motion or be exposed to very high or low temperatures. There is a risk of accidents and serious or fatal injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle.

■

Parking spaces and surrounding area

To avoid damage and dangerous situations, always park the vehicle in a suitable parking space ⟹ ⓘ.

ⓘ NOTICE

Uneven ground, sand or mud may mean that the vehicle cannot be parked safely. This could result in damage to the vehicle.

- Always park the vehicle on a level and firm surface.

NOTICE

Low-lying vehicle components such as bumpers, spoilers and parts of the running gear can collide with obstacles protruding from the ground when driving over them. The vehicle may be damaged.

- Drive carefully over ditches, ramps, kerbs, borders and dips.

Rear seat warning

The function depends on the vehicle equipment.

When the ignition is switched off, a text message in the Infotainment system reminds you not to leave any passengers behind in the rear seats → ⚠.

If a rear door was used before the journey, a text message is also displayed in the instrument cluster and an acoustic warning may sound. The acoustic warning can be adjusted in the vehicle settings in the Infotainment system.

Rear seat warning muted.

Electronic parking brake

The electronic parking brake secures the stationary vehicle against rolling away. In an emergency, the vehicle's brakes can be applied.

Switching on

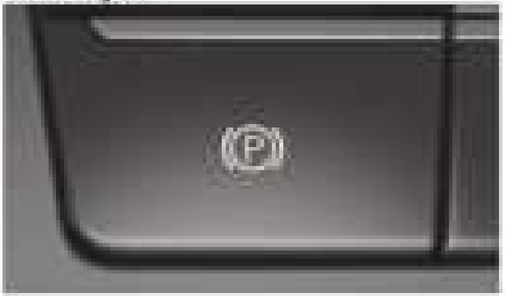

Fig. 1 In the centre console: button for the electronic parking brake (manual gearbox).

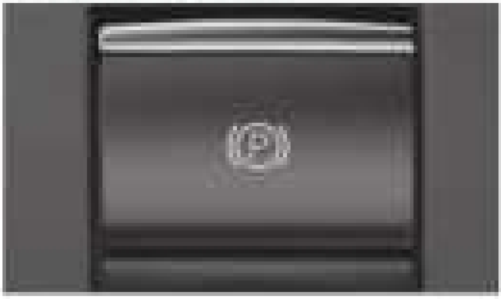

Fig. 2 In the centre console: button for the electronic parking brake (automatic gearbox).

1. When the vehicle is stationary, pull and hold the button for the electronic parking brake Ⓟ.

   The indicator lamp in the Ⓟ button lights up yellow.

   The brake pedal moves slightly when the brake is switched on.

Ⓟ The indicator lamp in the instrument cluster lights up red when the electronic parking brake is switched on.

Manual gearbox: the electronic parking brake is switched on automatically when the ignition is switched off. The function is activated at the factory.

1. Open the vehicle settings in the Infotainment system → Vehicle settings menu.
2. Open the Vehicle menu.
3. Open the Parking menu.
4. Open the Brakes submenu.
5. Select the function.

Switching off

1. Switch on the ignition.
2. Depress the brake pedal and press the Ⓟ button.

   Or: when the engine is running, gently press the accelerator without pressing the brake pedal.

   The indicator lamp in the Ⓟ button and the red indicator lamp Ⓟ in the instrument cluster go out.

Automatic switch-on if the driver does not leave the vehicle correctly

The electronic parking brake may switch on automatically if it is detected that you have not left the vehicle correctly → ⚠.

On vehicles with automatic gearbox, the electronic parking brake will not be switched on automatically if the selector lever is in the **N** neutral position.

⚠ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- Always follow the described sequence when parking the vehicle ⇒ *Parking*.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the Ⓟ indicator lamp lights up red in the instrument cluster when the ignition is switched off.

Automatic switch-off when driving off

The electronic parking brake is released automatically when driving off if one of the following situations occurs when the driver door is closed → ⚠.

– Manual gearbox: The clutch is depressed fully before driving off.

– Automatic gearbox: A position is engaged or changed.

Moving off on steep uphill gradients or with increased vehicle weight

You can prevent the electronic parking brake from switching off automatically by pulling up the Ⓟ button and holding it continuously while moving off.

If higher engine power is required to pull away, the electronic parking brake will not be switched off until you increase the P button.

This can make it easier to move off with a high nose weight or trailer weight.

Using a car wash

If you do not want the electronic parking brake to be switched on automatically (e.g. in a car wash), observe the following:

1. Automatic gearbox: Select selector lever position N.

   Manual gearbox: Depress the brake pedal and press and hold the P button until the ignition has been switched off.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake ⚠.

1. Pull and hold the P button.

   The vehicle brakes strongly. An acoustic warning sounds at the same time.

⚠ WARNING

The electronic parking brake is not designed to brake the vehicle as this can result in a longer braking distance. This can result in accidents and severe or fatal injuries.

- To brake the vehicle, always use the foot brake and never the electronic parking brake, except in an emergency.

⚠ WARNING

If the accelerator pedal is unintentionally pressed when the electronic parking brake is engaged, the electronic parking brake may release. The vehicle starts to move. This can result in accidents and severe injuries.

- If the vehicle is to be kept stationary, do not press the accelerator when the engine is running and a gear is engaged.

Noises may be heard when the electronic parking brake is switched on or off. This can also be the case with an automatic test.

Troubleshooting

P Holding force of the electronic parking brake is insufficient

The P indicator lamp flashes red.

The gradient of the parking space is too steep.

1. Park the vehicle in another parking space with less of a gradient.

The vehicle is not held securely until the P indicator lamp lights up continuously.

⚠ / P Fault in electronic parking brake

The central warning lamp lights up yellow. The P symbol with a text message is additionally shown on the instrument cluster display.

There is a system fault.

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

Electronic parking brake does not switch itself off

– The prerequisites for switching off the electronic parking brake are not met.

– The 12-volt vehicle battery is discharged [illegible]

Exit warning system

The exit warning system issues a warning if doors are opened when other road users are approaching from the rear.

Function

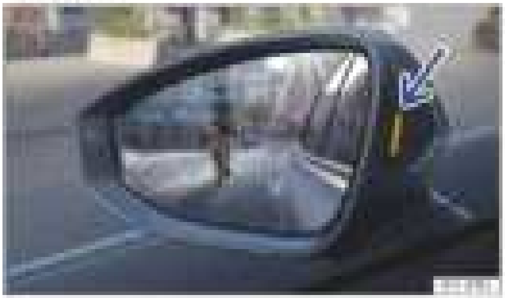

Fig. 1 In the exterior mirror housings: display of the exit warning system (illustration).

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. When pedestrians or cyclists are approaching, for example, the indicator lamps in the exterior mirror housing flash yellow and then light up continuously ⇒ Fig. 1. A warning signal sounds at the same time ⇒ ⚠.

⚠ WARNING

The exit warning system cannot replace the driver's attention and works exclusively within the system limits. For stationary, slow-moving or very fast approaching objects, the indicators may not light up or may not light up in time. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Before getting out of the vehicle, pay attention to the indicator lamps in the exterior mirror housing and the acoustic warning signal.

Prerequisites

✓ Vehicle is stationary.

✓ The function was switched on in the infotainment system.

The exit warning system is available for around 3 minutes after the door was unlocked and opened for the first time or the ignition was switched off after a journey. After this time, the ignition must be switched on again to activate the function.

Switching on and off

1. Tap the ▣ touch panel in the upper part of the centre console.

   The menu for parking systems is opened.

2. Tap the ▣ function button.

1. Switch on the exit warning system.

Depending on the vehicle equipment, the exit warning system can be switched on or off in the vehicle settings.

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

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Driving with a trailer

The exit warning system is deactivated when a trailer is electrically connected to the vehicle.

The exit warning system is activated again when the trailer is no longer connected to the vehicle's electrical system.

The exit warning system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Auto Hold function

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.

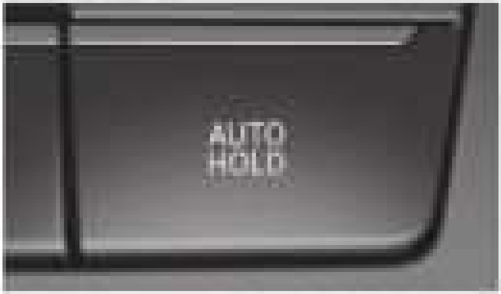

Fig. 1 In the centre console: Button for the Auto Hold function (manual gearbox)

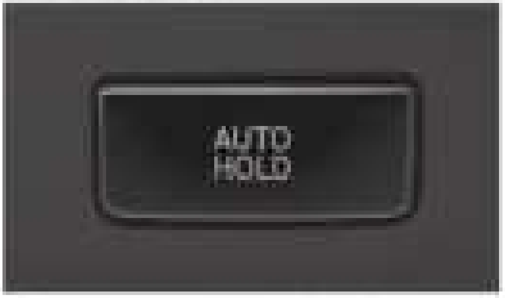

Fig. 2 In the centre console: button for the Auto Hold function (automatic or dual clutch gearbox)

The vehicle has the Auto Hold function depending on the vehicle equipment.

Prerequisites

✓ The driver door is closed.
✓ The engine is switched on.

When the gearbox is in neutral, the Auto Hold function does not engage or disengages. The vehicle cannot be kept stationary securely → ⚠.

Switching on

1. Press the AUTO HOLD button.

   The indicator lamp in the AUTO HOLD button lights up yellow.

   Auto Hold is ready for use, but the car is not necessarily stopped! ⚠

The Auto Hold function remains active when the ignition is switched on again.

Keeping the vehicle stationary with the Auto Hold function

1. Bring the vehicle to a standstill using the brake with the Auto Hold function switched on.

   Manual gearbox: either keep the clutch fully depressed or shift to neutral.

2. Release the brake pedal.

   The vehicle will be kept stationary.

🟩 The indicator lamp in the instrument cluster lights up green when the Auto Hold function is active.

The hold function ceases if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off

1. Press the AUTO HOLD button.

   The indicator lamp in the AUTO HOLD button goes out.

   The electronic parking brake switches on automatically to hold the vehicle securely.

However, the electronic parking brake will not switch on if the brake pedal is depressed when the Auto Hold function is switched off → ⚠.

Switching off temporarily with the [illegible] button

When reverse parking, it may be necessary to turn the Auto Hold function off once temporarily to enable the vehicle to roll more easily.

1. With the engine switched on, depress the brake pedal.
2. Press the [illegible] button.

   The Auto Hold function is switched off.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed when the vehicle has come to a standstill.

⚠ WARNING

The Auto Hold function cannot replace the driver's attention and works exclusively within the system's limits. The vehicle cannot be held safely under all circumstances, for example on a slope or slippery surfaces. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Make sure that the indicator lamp for the Auto Hold function in the instrument cluster display lights up if the vehicle is to be held securely.
- Never leave the vehicle while the engine is running, even if the Auto Hold function is active.

NOTICE

In car washes where the vehicle is towed, an active Auto Hold function can lock the wheels. This could lead to vehicle damage.

- Switch off the Auto Hold function before driving into a car wash.

Safety notes

⚠ WARNING

The parking systems cannot replace the driver's attention and operate only within the limits of the respective systems. The parking systems cannot detect all driving situations and may not react or may react with a delay or in an unintended way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- When parking, always look in the direction of travel and observe the vehicle's surroundings.
- Pay special attention to small children, animals and objects when parking.
- Do not allow the parking system displays to distract you from the traffic around you.
- Please note that the parking systems may not react if an obstacle is approached too fast and will then not issue a warning.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The vehicle can be damaged by obstacles which cannot be detected by the parking system sensors.

- Observe a safety distance of around 50 cm/around 20 in from walls and buildings.

Limits of sensors and cameras

There are various sensors and cameras on the vehicle in order to detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

- Some objects may not be detected under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids →①.
- The detection ranges of the parking systems have blind spots in which obstacles and people are not registered.
- In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow, as well as residue from cleaning agents or coatings (⇒ Sensors and cameras).
- 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 the low resolution or poor light conditions.
- The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park in order to familiarise themselves with their functions.

Prerequisites

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions due to legal requirements.

General information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system screen.

✓ The doors and boot lid are closed.

✓ Exterior mirrors are not folded in.

✓ Sensors or cameras are not covered by add-on parts, e.g. a bicycle carrier, or number plate holders with trim frames. The number plate holder with trim frame must not project at the sides or downwards.

✓ The surrounding area has a flat surface.

✓ Vehicle does not have a heavy load at the rear or on one side.

✓ Engine running.

✓ Brake support systems such as ESC or TCS are switched on.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Finding a suitable parking space

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

✓ The distance when driving past the parking space should be around 1 m (around 3 ft).

✓ Vehicles with Park Assist: The maximum speed when driving past parking spaces parallel to the road must be around 40 km/h (around 25 mph) and for parking spaces perpendicular to the road must be around 20 km/h (around 12 mph).

Automatic braking intervention

The automatic braking intervention of a parking system is designed to avoid a collision when an obstacle is detected.

Parking systems with braking intervention

Depending on equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function ⇒ ⚠.

⚠ WARNING

The automatic braking intervention function cannot replace the driver's attention and operates only within the limits of the system. In some driving situations, the automatic braking intervention may be restricted or unavailable or there may be no intervention at all. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to brake the vehicle in a hazardous situation before an impact.
- React early to warnings from the parking systems (e.g. Park Distance Control).

When is the automatic braking intervention available?

✓ The driver has switched on a parking system.

✓ Park Distance Control manoeuvre braking is activated in the Infotainment system.

✓ The vehicle speed does not exceed a maximum of around 10 km/h (6 mph) when manoeuvring.

What happens when an automatic braking intervention takes place?

The vehicle brakes to a standstill and is held for around 2 seconds.

Automatic braking intervention by manoeuvre braking. Hold the vehicle with the foot brake!

Automatic braking intervention of Rear Traffic Alert. Hold the vehicle with the foot brake!

A text message also appears on the instrument cluster display or Infotainment system.

Park Assist: The vehicle is braked if the speed is too high. The parking manoeuvre can then be continued.

Manoeuvre braking function of Park Distance Control

The manoeuvre braking function is automatically activated every time the ignition is switched on.

Manoeuvre braking can be deactivated temporarily in the Park Distance Control settings in the Infotainment system.

Manoeuvre braking deactivated.

The automatic braking intervention in the frontal area does not take place if Park Distance Control has been activated automatically when driving forwards ⇒ *Park Distance Control*.

After a braking intervention, manoeuvre braking may be inactive for a short distance or will only function again after the drive position has been changed. Continuous braking activity for the first few metres, e.g. if there are other obstacles in the vicinity.

Driving with a trailer

The automatic braking intervention at the rear of the vehicle is deactivated if a trailer is electrically connected to the vehicle.

The parking systems must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

General notes

If the automatic braking intervention is undesired or occurs too frequently, switch off the parking systems temporarily and manoeuvre the vehicle carefully, e.g. when driving off-road or driving into a garage.

The parking manoeuvre will be aborted after emergency braking by Park Assist, e.g. if an obstacle was detected.

After emergency braking by the Rear Traffic Alert, around 10 seconds must elapse before automatic braking intervention can take place again.

Troubleshooting

The parking system is not responding as expected

- The prerequisites for the parking system are not met (⇒ *Parking systems*).
- The sensors or the camera are dirty or iced up (⇒ Vehicle care, exterior) ⇒ ⓘ.
- The camera image is unclear (⇒ Vehicle care, exterior) ⇒ ⓘ.
- The ultrasonic signal is subject to interference from external noise sources, for example when driving over cobblestones ⇒ ⓘ.
- The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions or an accident ⇒ ⓘ.
- Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear ⇒ ⓘ.
- The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

Fault displays

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1. Observe the text messages in the instrument cluster display and in the Infotainment system.

ⓘ NOTICE

The vehicle may be damaged if the parking system is used in spite of a fault in the sensors or camera or restricted detection ranges.

- In the event of a fault in the parking system, go to a correspondingly qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

No sensor visibility, or there is a fault in the Park Distance Control

The sensor area is switched off permanently if a sensor fails. The symbol indicates the affected sensor area in the Infotainment system.

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.

Park Distance Control may be switched off completely.

1. Check whether one of the above causes applies.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen

dealership.

Manoeuvre braking restricted or unavailable

A text message is displayed.

The automatic braking intervention occurs unexpectedly or unusually. If the function is switched **off**, there is no automatic braking intervention.

1. Check sensors on the vehicle for damage or dirt, and clean if necessary (→ Vehicle care, exterior).
2. Switch the ignition off and then back on again.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Park Assist cancels parking manoeuvre automatically

Park Assist cancels the parking manoeuvre in the following situations.

— Function button **P** is pressed.

— The driver intervenes using the steering wheel.

— The driver door is opened.

— The time limit or number of manoeuvres for parking are exceeded.

— TCS

is switched off or is taking corrective action.

— There is a system fault.

1. Restart the parking procedure.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol ● will appear on the instrument cluster display.

1. Depress the brake pedal.

Park Assist parks inaccurately after a wheel change

If Park Assist does not park correctly after a wheel change, e.g. vehicle is too far away or too close to the kerb, the system may have to first adapt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist automatically learns the new wheel circumferences after an ignition change.

Fault in exit warning system or Rear Traffic Alert

The exit warning system or Rear Traffic Alert has been deactivated. An error message is displayed.

1. Check sensors on the vehicle for damage or dirt.
2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

Function

Park Distance Control uses ultrasound sensors to detect the distance of the vehicle from an obstacle.

Park Distance Control warns about a collision by means of colour segments on the Infotainment system screen and acoustic signals » Fig. 1, » ⚠.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching » Automatic braking intervention.

⚠ WARNING

The Park Distance Control system cannot replace the driver's attention and operates only within the limits of the system. Park Distance Control may possibly not detect some obstacles and may not react or may react with a delay or in an unwanted way. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- React promptly to the visual and acoustic warnings of Park Distance Control.
- Use the foot brake to brake the vehicle before an obstacle.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path. The collision area has been reached when the penultimate segment is displayed on the Park Distance Control screen or a continuous acoustic warning sounds, if not before. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before an obstacle.

NOTICE

With some equipment levels, distances to obstacles in the side areas are also displayed. An obstacle entering these areas from the outside will not be displayed. This may result in damage to the vehicle.

- Drive the vehicle a few metres forwards or backwards in order to scan and display the side areas in full.

Displays

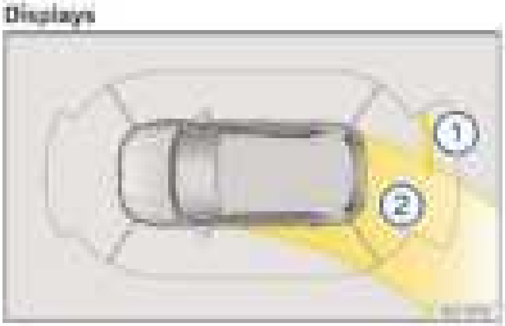

Fig. 1 Infotainment system: Park Distance Control display (illustration)

① Obstacle indicator
② Steering wheel angle

🟥 Red-coloured image segment: close obstacle. The vehicle is at risk. Brake!

🟨 Yellow-coloured image segment: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering angle.

☐ Grey-coloured image segment: obstacle outside the path of the vehicle or faulty sensor area.

Manoeuvre braking is deactivated or faulty.

Mute audio signals.

Park Distance Control settings

1. Tap the touch control for parking functions in the upper part of the centre console.
2. Tap the function button.
3. Select a setting (e.g. automatic activation when driving forwards, or manoeuvre braking).

In order to be able to operate the volume reduction, switch on the electronic parking brake first if necessary.

Driving with a trailer

The rear and side sensors of Park Distance Control are not switched on if a trailer is electrically connected:

– No warnings are given for obstacles.

– The manoeuvre braking function is also automatically deactivated.

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed.

Switching Park Distance Control on and off

Switching on

1. Select reverse gear.

   Or: tap the touch panel in the upper part of the centre console. Then tap the function button in the infotainment system if necessary.

   Or: the vehicle rolls backwards.

Switching off

1. Tap the function button.

   Or: tap the touch panel in the upper part of the centre console.

   Or: engage the parking lock P.

Park Distance Control also switches itself off if the vehicle is driven forwards at higher speeds.

Automatic activation when driving forwards

Park Distance Control is activated automatically when an obstacle is encountered in the front area, such as in heavy traffic, or when driving into a garage.

The function can be deactivated in the Park Distance Control settings in the Infotainment system.

1. To close the display again, tap the Home button ⌂ on the Infotainment system, or tap the P touch control in the upper section of the climate control screen.

No automatic braking intervention takes place (if equipped): braking suppressed.

Automatic activation is available again under the following conditions:

– The vehicle was accelerated to over a speed of around 15 km/h (around 9 mph) and then slowed down below this speed again.

Or: the ignition was switched off and then back on again.

Or: a position was selected from the parking lock position P.

If an obstacle is detected in front of the vehicle, the Park Distance Control display appears on the Infotainment system. An acoustic signal also sounds if the vehicle continues to approach the obstacle.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear ⇒ ⚠.

⚠ **WARNING**

The rear view camera system cannot replace the driver's attention and operates only within the limits of the system. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that camera lenses can magnify and distort the field of vision.

In the camera image, the orientation lines are shown by the system regardless of the vehicle's surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

No orientation lines for the rear area will be shown in the camera image when a trailer is electrically connected to the factory-fitted towing bracket.

No orientation lines will be shown when the boot lid is open on vehicles where the camera is installed in the boot lid.

⚠ **CAUTION**

Vehicles with a swivelling Volkswagen badge: people can sustain crushing injuries when the rear view camera system is extended.

- When engaging reverse gear, make sure that nobody is positioned directly at the boot lid who reaches into the path of the Volkswagen badge on the boot lid.

Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: tap the touch panel ▣ in the upper part of the centre console. If fitted, tap the ▣ function button in the infotainment system.

Switching off

1. Tap the ▣ or ▣ function button in the infotainment system.

The rear view camera system also switches itself off if the vehicle is driven forwards at higher speed.

Driving into a parking space (rear view camera system with parking mode selection)

Displays

▣ Perpendicular parking: Guide lines provide support when reversing into a parking space at right angles to the road.

▣ Crossing traffic: Shows a wide-angle view of the area behind the vehicle and the side areas.

▣ Trailer or off-road support: Shows the area directly behind the vehicle with an enhanced zoom factor and guide lines (depending on country).

🟥 Red line: boundary or vehicle safety clearance.

🟨 Yellow lines: vehicle path depending on the steering angle.

🟩 Green horizontal lines: boundaries.

▲ Adjust brightness, contrast and colour.

When the camera image of a parking system is switched on by engaging reverse gear, no function buttons are shown for safety reasons (depending on the country). These function buttons can be made visible again by tapping the ▣ function button.

Parking mode: parking perpendicular to the road

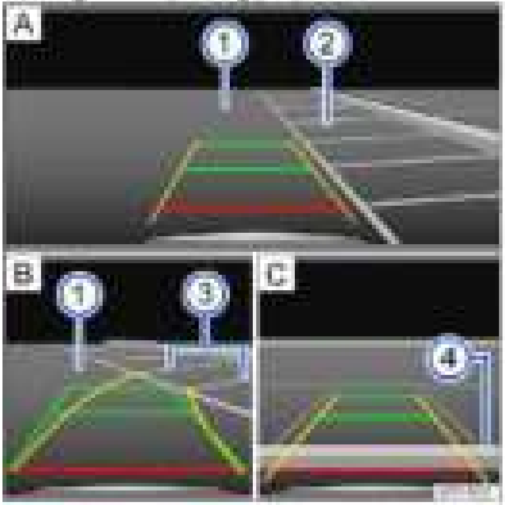

Fig. 1 Infotainment system: parking perpendicular to the road.

Ⓐ Choose parking space.

Ⓑ Drive towards the selected parking space.

Align the vehicle in the parking space.

① Road.

② Parking space.

③ Side limit of the parking space.

④ Rear limit of the parking space.

---

1. Before driving past the selected parking space, press the touch control for parking functions ▣. If necessary, then tap the ▣ function button in the Infotainment system.
2. To select the parking mode, tap the ▣ function button in the Infotainment system.
3. Position the vehicle in front of the parking space → Fig. 1 ②.
4. Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → Fig. 1 ③.
5. Stop when the red line reaches the rear boundary → Fig. 1 ④.

Parking mode: trailer support

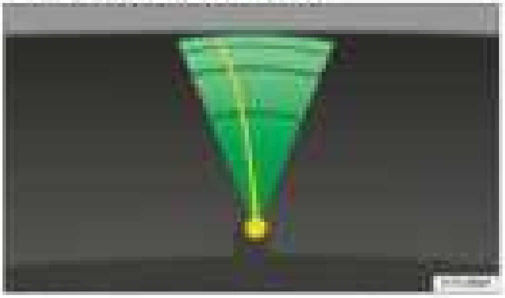

Fig. 2 Infotainment system: trailer support

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. To select the parking mode, tap the ▣ function button.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guide lines assist the manoeuvring process → Fig. 2.

🟩 Green lines: distance to towing bracket.

🟨 Orange line: predicted path of the towing bracket, depending on the steering angle.

Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Function

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator and brake and changes gear → ⚠.

⚠ WARNING

Park Assist cannot replace the driver's attention and operates only within the limits of the system. Park Assist cannot detect all driving situations and may not react or may react with a delay or in an undefined way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to slow the vehicle in a hazardous situation.

Available functions

— Display suitable parking spaces.

— Select a parking mode.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a parallel parking space.

⚠ WARNING

If another function is operated on the Infotainment system when manoeuvring with the parking system, all active parking functions, including the acoustic warnings, will be switched off. No warnings are then given about a collision and no preventive measures take place. This can result in accidents and serious or fatal injuries.

- Do not operate any other function in the Infotainment system while manoeuvring.

NOTICE

Park Assist uses parked vehicles, kerbs and other objects for orientation. If there are obstacles that are close to the ground, this can result in damage to components located low down on the vehicle such as tyres and wheel rims.

- Pay attention to obstacles that are close to the ground when parking.
- Brake and end the parking manoeuvre if necessary.

NOTICE

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

- Do not use Park Assist if add-on parts are fitted on the vehicle.

During parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

Driving with a trailer

Park Assist cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Looking for a parking space

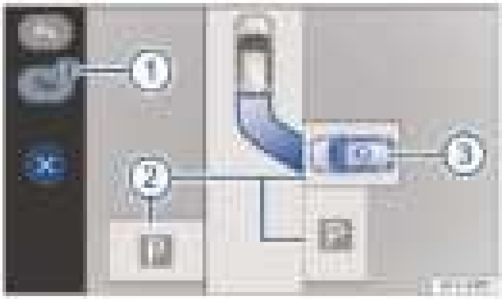

Fig. 1 Infotainment system: selecting a parking space (illustration).

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① Number of detected parking spaces.

② Possible parking modes:

- Forward perpendicular parking.
- Reverse perpendicular parking.
- Reverse parallel parking.

③ Change the preferred parking space (blue vehicle) and parking mode ⟳.

Looking for a parking space

1. Tap the 🅿 touch panel in the upper part of the centre console.
2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist automatically searches for possible parking spaces.

   Park Assist automatically selects a parking space and shows this as the preferred parking space (blue vehicle) in the infotainment system → Fig. 1 ② or ③. The number of detected parking spaces is displayed on the 🅿 function button → Fig. 1 ①.
3. Decelerate to a stop and press and hold the brake pedal.

Changing the parking space and parking mode

It is possible to change the parking space if several parking spaces on the road are displayed on the infotainment system.

1. Tap the desired parking space on the infotainment system screen → Fig. 1 ②.

   A new preferred parking space is displayed (blue vehicle).

The ⟳ symbol is displayed if the parking mode can be changed with the available parking modes → Fig. 1 ③.

1. Tap the ⟳ symbol.

   A new parking mode is displayed.

ℹ Park Assist can be activated retrospectively. If the vehicle has driven past a suitable parking space and the driver then parks in the parking space, this will be displayed afterwards.

If Park Assist is not active, any parking spaces detected › Fig. 2 ① may appear on the Park Distance Control display.

Driving into a parking space

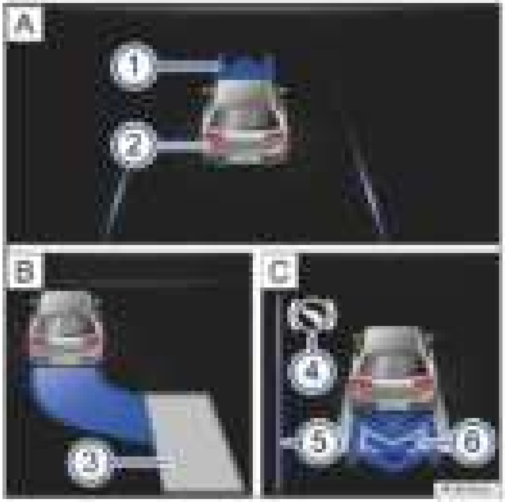

Fig. 2 On the instrument cluster display: parallel parking (illustration).

Ⓐ Looking for a parking space.

Ⓑ Drive into a parking space.

Ⓒ Manoeuvre in the parking space.

① Request to drive forward.

② Your vehicle.

③ Detected parking space.

④ Request to brake.

⑤ Progress bar (remaining relative distance).

⑥ Request to drive backwards (with direction arrow).

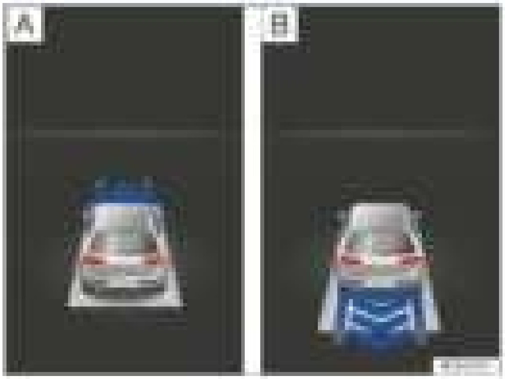

Fig. 2 In the instrument cluster display: prompt to change direction of travel (illustrated).

Ⓐ Drive forwards.

Ⓑ Reverse.

Prerequisites

✓ Park Assist has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and the path is shown in blue on the Infotainment system.

Driving into a parking space

1. Hold the vehicle with the brake.
2. Tap **START** in the Infotainment system.

   Or select reverse gear R for a parking space at the rear of the vehicle.
3. Release the steering wheel.
4. Release the brake.
5. Observe text messages and displays on the instrument cluster display.
6. Accelerate carefully.
7. Brake the vehicle when an acoustic signal sounds, the display ■ lights up or a text message appears on the instrument cluster display.
8. If a change of direction is indicated in the instrument cluster, change to the corresponding gear ⇒ Fig. 2. Observe the text messages.
9. To ensure the best possible parking result, always wait until Park Assist has finished turning the steering wheel at the end of the parking manoeuvre ⇒ ⚠.
10. If necessary, carry out several parking manoeuvres.

    When the parking procedure is completed, a text message is displayed in the instrument cluster.
11. Park the vehicle ⇒ Parking.

⚠ **WARNING**

The steering wheel is turned quickly during manoeuvring. Reaching into the steering wheel can cause serious injuries.

- Take over steering only when the system requests you to do so.
- Take over steering in a hazardous situation.

Driving into a parking space after an unfinished manoeuvre

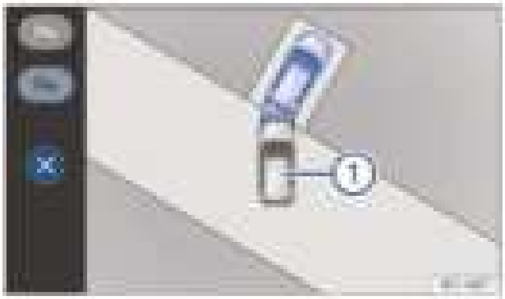

Fig. 2 Infotainment system: taking control of the driver's parking procedure

① Vehicle not fully parked in the parking space.

In a difficult parking situation in which the driver has started driving into a space but not completed the manoeuvre, Park Assist can take control of the parking procedure and guide the vehicle into the parking space ⇒ Fig. 2.

Prerequisites:

✓ Park Assist is not activated.

✓ The front or rear of the vehicle has been driven into a parking space (the manoeuvre has been started but not completed).

Reverse parking

1. Hold the vehicle with the foot brake.

   A detected parking space is shown on the function button P in the Infotainment system.
2. Tap P to change to Park Assist.
3. Tap START to start the parking procedure for driving into a space.

   Or: engage reverse gear.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

Driving forwards into a parking space

1. Hold the vehicle with the foot brake.
2. Tap the touch panel for the parking menu P.
3. Tap START to start the parking procedure for driving into a space.

   Or: engage reverse gear.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

The parking manoeuvre can be restarted if the driver cancels a parking manoeuvre with steering and activates Park Assist again.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Driving out of a parking space

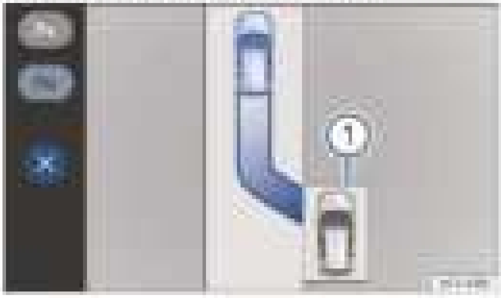

Fig. 1 Infotainment system: procedure for driving out of a parking space (illustration).

ⓘ Vehicle in the parking space.

---

1. Start the engine.
2. Press and hold the brake pedal.
3. Activate Park Assist.
4. Use the turn signal lever to select the direction (left or right) in which you would like to drive out of the parking space.
5. Tap [illegible] on the infotainment system screen.

   Or engage reverse gear.

   The parking procedure for driving out of a space starts.
6. Release the steering wheel.
7. Release the brake.
8. Observe the text messages on the instrument cluster display.
9. Brake the vehicle when an acoustic signal sounds, the display ● lights up or when a request to drive forwards appears on the instrument cluster display.

   Park Assist guides the vehicle completely onto the road ⚠.

   A text message on the infotainment system and an acoustic signal indicate that the manoeuvre for driving out of the parking space has been completed.
10. Take control of the vehicle.

⚠ WARNING

When driving out of a parking space, there is a danger that the vehicle could drive into moving traffic. This can lead to an accident and to serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

ⓘ The lane that is displayed in the infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

Function

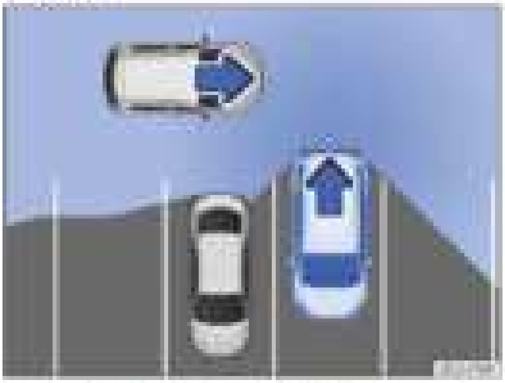

Fig. 1 Monitored area around the vehicle leaving the parking space (illustration).

Radar sensors behind the rear bumper cover monitor the area behind the rear and side area of the vehicle.

The system detects approaching and moving objects and warns the driver about an obstacle ⇒ Fig. 1, ⇒ ⚠.

A warning signal sounds if an obstacle is detected. Depending on the vehicle equipment, the obstacle area is displayed in colour on the infotainment system ⇒ Fig. 2 or a warning lamp lights up together with a text message in the instrument cluster.

Obstacle detected.

An automatic braking intervention can take place if the driver does not react ⇒ [illegible] Automatic braking intervention.

⚠ WARNING

Rear Traffic Alert cannot replace the driver's attention and operates only within the limits of the system. Not all approaching objects may be detected, e.g. pedestrians or rapidly approaching objects. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Pay attention to the traffic situation and the area around the vehicle when driving out of a parking space.
- React promptly to the visual and acoustic warnings of Rear Traffic Alert.

Switching on and off

1. Press the button.

   Or: tap the touch panel in the upper part of the centre console.

   Tap the function button on the infotainment system.
2. Switches Rear Traffic Alert on and off.

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

Display

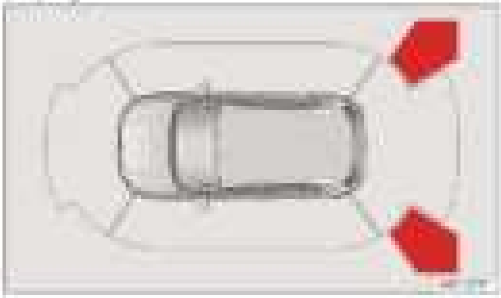

Fig. 2 Infotainment system: Rear Traffic Alert display (depending on equipment)

🟥 Red-coloured image segment: close obstacle. The vehicle is at risk. Brake!

🟨 Yellow–coloured image segment: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering angle.

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is electrically connected to the vehicle.

After the trailer has been unhitched, Rear Traffic Alert will be activated again when the ignition is switched on.

Rear Traffic Alert must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Information on brake support systems

Brake support systems can stabilise the vehicle in critical driving or braking situations and help to increase driving safety. The driver is responsible for driving safety → ⚠.

— Continue to brake with the necessary force when a brake support system is performing a control intervention.

— Steer the vehicle if necessary.

⚠ **WARNING**

Brake support systems cannot replace the driver's attention and operate only within the limits of the respective system. Driving fast on icy, slippery or wet roads as well as driving too close to the vehicle in front can have an adverse effect on vehicle stability and lead you to lose control over the vehicle. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

— The ESC

, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres → ⚠.

— If the ABS

fails, ESC, TCS and EDL will also cease to function.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up, there is a fault. Go to a suitably qualified workshop immediately. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

The effectiveness of ESC

can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved. This can result in accidents and serious or fatal injuries.

- Have vehicle conversions and modifications carried out only by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

Electronic Stability Control (ESC)

ESC

control intervention to reduce the risk of skidding and improve driving stability ⇒ ⚠. The indicator lamp flashes yellow.

Traction control system (TCS)

TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS

reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills ⇒ ⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered ⇒ ⚠.

Brake Assist system

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation ⇒ ⚠.

Electronic differential lock (EDL and XDS)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS

is an extension of the front axle differential lock and increases traction by braking interventions in order to keep the vehicle on the intended course.

Automatic Post-Collision Braking System

The Automatic Post-Collision Braking System automatically triggers braking if the airbag control unit detects a collisions in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

Electronic brake pressure distribution system (EBD)

The electronic brake pressure distribution EBD

It regulates the braking force between the front axle and the rear axle outside of an ABS regulation. This avoids excessive braking of the rear axle and keeps the vehicle stable during braking.

Electromechanical brake servo

The electromechanical brake servo (EBS)

It supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver ⇒ ⚠. In the event of a braking intervention by a driver assist system, such as when ACC is performing a control intervention or during emergency braking, the brake pedal may move independently.

The brake pressure boost will build up gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still held by means of the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away ⇒ Parking.

⚠ WARNING

If the support from the brake servo or electromechanical brake servo functions are considerably reduced the braking distance. This can lead to accidents with serious or fatal injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- Press the brake pedal with more force if the brake servo is not working or if the vehicle is being towed.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Switching a brake support system off and on

Driving situations

To prevent any safety risk, the brake support systems should not be switched off under normal conditions ⚠.

⚠ WARNING

When the ESC

switched off, there is a much greater chance of the vehicle breaking away. The vehicle may be difficult to control at high speeds by an inexperienced driver. This can result in accidents and serious or fatal injuries.

- Only switch off the ESC

  completely if you are driving on a closed road or track and have the necessary skills for sports driving.

  ■
- Switch on the ESC

  Sport only if you are driving on a closed road or track and have the necessary skills for sports driving.

  ■
- Never take any safety risks.

Switching on and off

1. Open the vehicle settings in the infotainment system ⇒ Vehicle settings menu.
2. Open the Vehicle menu.
4. Open the Brakes menu.

4. Open the Brakes menu.
5. Activate the function in the ESC system drop-down list.

When the setting is no longer used, the brake support system should be fully switched on again ⇒ ⚠.

TCS

It can help to switch off TCS
when driving on loose terrain or when rocking the vehicle backwards and forwards if it has become stuck ⇒ ⚠.

TCS

Switched off manually. The indicator lamp lights up yellow.

ESC Sport

Golf GTI, GTR and R models: this function helps to achieve a sporty driving experience in special supply editions. The ESC intervenes later to stabilise the vehicle, for example when taking bends in the road at high speed ⇒ ⚠.

ESC Sport switched on. The indicator lamp lights up yellow.

ESC off

Golf GTI, GTE and R models in special sports editions: this function helps experienced drivers to achieve a sporty driving style. The ESC
is switched off and no stabilising interventions take place. Always observe the safety warnings ⇒ ⚠.

ESC

Switched off manually. The indicator lamp lights up yellow.

Creating ESC operation as a favourite in the Infotainment system

Golf GTI, GTD, GTE, R models: In order to access the ESC
settings directly, you can create a favourite function in the Infotainment system Control Centre, for example to switch off ESC. This function depends on the vehicle equipment.

Troubleshooting

Electromechanical brake servo failure

● Do not drive on!

The warning lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance.

Electromechanical brake servo fault

The indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed.

1. Press the brake pedal more firmly as the braking distance will increase due to the reduced brake servo capacity.
2. Go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Anti-lock brake system failure or fault

The indicator lamp lights up yellow.

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

The vehicle can be braked without ABS

.

ESC fault

The indicator lamp lights up yellow: ESC
has been switched off.
There is a fault or a malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approx. 15 km/h (approx. 9 mph) to approx. 20 km/h (approx. 12 mph).
4. If the indicator lamp remains lit, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.

1. Continue to brake with the necessary force, and stop the vehicle if necessary.

WARNING

If the brake warning lamp lights up together with the indicator lamp, the control function of the ABS may have failed. This can cause the rear wheels to lock when you brake. This may cause you to lose control of the vehicle and can result in accidents with serious or fatal injuries.

- Drive at reduced speed to the nearest qualified workshop to have the brake system checked. Volkswagen recommends using a Volkswagen dealership.
- Avoid sudden braking and driving manoeuvres.

WARNING

The ABS
is not functioning correctly if the indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only. Any restriction of the ABS can cause accidents and may result in vehicle damage and serious or fatal injury.

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

Introduction to the topic

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Stow objects only in closed storage compartments.
- Always keep storage compartments closed while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg (approx. 5.5 lbs).
- Never leave any heavy, hard or sharp objects in the pockets of clothing.

WARNING

Incorrect use of the drink holders can cause injury. While driving, in the event of a sudden braking manoeuvre or in the event of an accident, objects located in the drink holder can be flung about the vehicle and cause serious injuries. Hot drinks can also be spilled and cause serious scalding.

- Place only soft, breakproof and well-closed containers in the drink holder.
- Integrated storage systems in the rear centre armrest must always be used in the locked end positions.
- Never place hot drinks in a drink holder.
- 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

If the glove box is open while driving, objects could be flung through the vehicle interior. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or ignite without being noticed by high surface temperatures, for example. This could lead to serious burns and other injuries.

- Before closing storage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in storage areas or compartments or on other surfaces in the vehicle.

WARNING

Closed drinks bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures and cause serious injuries.

- Never leave closed drinks bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

Objects kept in the vehicle could be damaged or could cause damage to the vehicle when exposed to strong sunlight or the effects of heat or cold.

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle.
- Please note that objects made of translucent materials, e.g. transparent suction pads on the windows, concentrate sunlight.

NOTICE

Depending on equipment, the rear centre armrest may have a storage system. Folding in the rear centre armrest when the storage system is open can damage the drink holder.

- Before folding in the rear centre armrest, make sure that any objects have been removed and that the integrated storage systems are closed or folded in.

Drink holders in the rear centre armrest

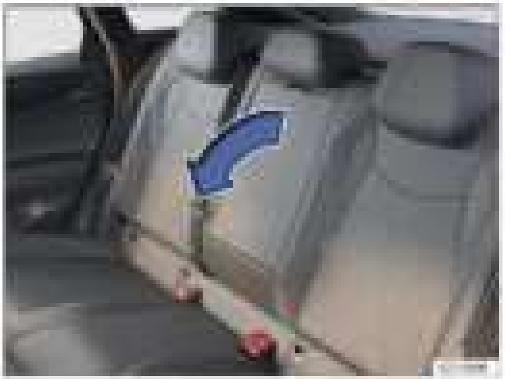

Fig. 1 In the backrest of the middle seat: fold-out rear centre armrest (illustration).

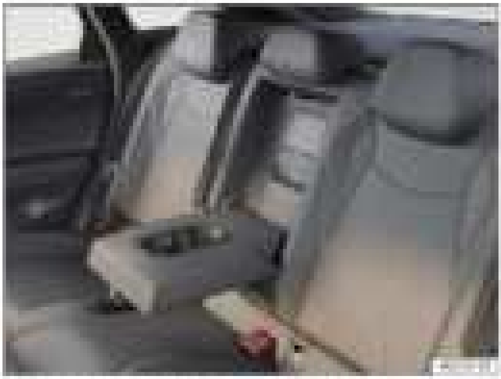

Fig. 2 In the rear centre armrest: drink holder (illustration).

There is a drink holder in the rear centre armrest:

– To fold down: pull the loop on the centre armrest in the direction of the arrow » Fig. 1.

– To fold back: fold the centre armrest upwards in the opposite direction of the arrow » Fig. 1 and push it into the backrest as far as it will go.

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

Ashtray and cigarette lighter

Fig. 1 In the middle part of the centre console: cigarette lighter.

3. With the ignition switched on, press the knob on the cigarette lighter into the socket.

   The lighter knob will jump out when the wire spiral is hot enough.

4. Pull out the cigarette lighter ⇒ ⚠.

⚠ 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 off.
- Never place paper or other objects that could cause a fire in the ashtray.

The cigarette lighter socket can also be used as a 12-volt socket.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.

⚠ WARNING

Improper use of the sockets and connected electrical accessories can cause fires and serious or fatal injuries.

- Switch off electrical devices immediately and disconnect them from the power supply if the electrical devices become too warm.
- Please note that sockets and devices connected to them can also be used when the ignition is switched off, e.g. by children in the vehicle.

NOTICE

Unsuitable, non-approved or incorrectly connected electrical devices can cause damage to the vehicle and the electronic components.

- Never connect electrical devices that supply electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.

- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine.
- Observe the operating instructions of the electrical devices.

NOTICE

The vehicle's electrical system can be damaged if the maximum power output is exceeded.

- Never connect electrical devices requiring more than the rated power to a 12-volt socket.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on their type plates.

12-volt socket

Fig. 1 In the lower part of the centre console and in the luggage compartment: 12-volt socket (illustration)

The continuous power of all 12-volt sockets in the vehicle is 120 watts in total → Notice.

The maximum power of a 12-volt socket in the vehicle is a total of 180 watts when the engine is running.

NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

Charging options for mobile devices

Mobile devices can be charged in the vehicle either via the installed USB-C connections or wirelessly.

Charging via the USB-C ports

The following USB-C ports may be available in the vehicle:

Identification of a USB port suitable for data transfer and charging.

Identification of a USB port suitable only for charging.

Available charging capacity

Voltages of up to 20 V are made available via the USB port. These voltages permit a charging capacity of up to 60 W.

Depending on equipment, the following charging profiles can be supported by the USB ports:

- Legacy charging (2.5 W).
- BC1.2 (7.5 W).
- USB-C charging (15 W).
- USB power delivery up to 45 W.

The charging capacity actually issued by the connected device depends on the following:

- Supported charging profiles.
- Charge level of the device.
- Device temperature.
- Charging cable used.

In the case of double USB ports, the charging capacity can be split between both ports.

Wireless charging function

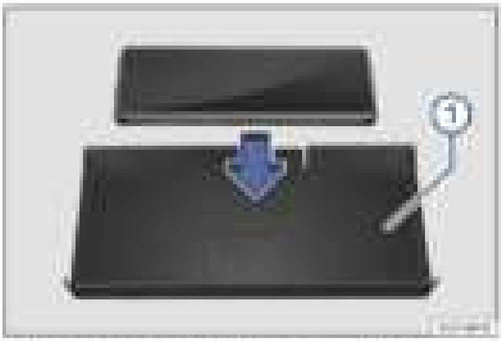

Fig. 2 In the centre console: stowage area for the wireless charging function (illustration)

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① Lining mat with telephone symbol.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance for Qi-certified mobile telephones.

The shelf with lining mat → Fig. 2 ① for the wireless charging function is located in the area of the centre console and is designed for only one Qi-certified mobile telephone.

In some vehicles, the lining mat → Fig. 2 ① has a telephone symbol which marks the centre position.

The charging capacity is 5 watts.

Qi standard

The Qi standard enables wireless charging of suitable Qi-certified mobile telephones. Consult the operating instructions for the mobile telephone to find out if it is compatible with the Qi standard. An overview of Qi-certified mobile telephones can be found at the following Internet link of Wireless Power Consortium, Inc.:

https://www.wirelesspowerconsortium.com/products/

Volkswagen AG does not assume any liability for the completeness and correctness of this list. The manufacturer of the mobile telephone can provide further information on compatibility, if necessary.

There may be charging restrictions with mobile telephones that are not Qi-certified.

Charging a mobile telephone wirelessly

Prerequisite:

✓ A suitable mobile telephone that is not larger than the marked shelf area and is Qi-certified.

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1. Remove any foreign objects from the stowage compartment before charging → ⚠.
2. After removing the protective cover and any other foreign material, place the mobile telephone in the centre of the shelf area with the display facing upwards and so that its entire surface is flat on the area.

   The charging process starts automatically.
3. Follow the operating instructions for the mobile telephone.

The 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.

Depending on equipment, the charging function can be deactivated manually in the Infotainment system.

WARNING

Notifications on the mobile telephone display can distract the driver. This can lead to an accident and cause serious or fatal injuries.
- Make sure that no objects impede the closing function of the cover.
- If the shelf has a cover, always keep the cover closed while driving.

WARNING

Metallic objects on the shelf can become very hot. This can cause burns or fires.
- Do not place any metal or metallic objects on the shelf for the wireless charging function.
- Remove any foreign objects immediately.

NOTICE

If cards or objects with a magnetic stripe or chip are placed on the shelf for the wireless charging function, this may damage the data stored on them.
- Do not place any ID, bank and credit cards etc. with a magnetic stripe or chip on the shelf for the wireless charging function.

Troubleshooting

Mobile telephone is not charged

A message about a foreign object in the storage compartment may be displayed in the Infotainment system.

An unfavourable position of the mobile telephone on the charging pad can hinder the charging function. This can already be the case in the event of small changes in position, e.g. due to vibrations.

The position of the mobile telephone must be corrected to re-establish the correct charging function.

1. Align the mobile telephone centrally on the charging area.

The charging function can also be impaired by metal and covers or magnetic parts of a mobile telephone or its protective cover.

1. Turn the mobile telephone by around 180° and align on the charging area with the display still facing upwards.

Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by hackers or via Internet attacks on vehicle functions, data and control units. Connectivity components in particular are subject to the risk of unauthorised access or Internet attacks.

Connectivity components are control units for data transmission, interfaces, media and diagnostic connections via which information and data can be exchanged between the vehicle and mobile devices or the Internet.

Connectivity components are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

- Diagnostic port.
- Control unit with embedded SIM card.
- Mobile phone interface.
- App-Connect.
- Wi-Fi® hotspot.
- Car2X radio technology.
- DAB+ Receiver.
- Bluetooth® interface.
- CD/DVD drive.
- USB port.
- SD card slot.
- SIM card slot.

The type and number of connectivity components present in your vehicle depend on the equipment and country.

Software and security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

System updates improve the security, stability and running speeds of the vehicle systems. A system update is a preventive measure to optimise functionality and protect against malware, for example.

Vehicle control unit software is updated with a system update.

There are two options for updating your vehicle, depending on vehicle and country:

- System update by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- System update via an over-the-air update.

WARNING

In spite of integrated security mechanisms and regularly performed system updates or over-the-air updates.

Malware can also cause malfunctions of the vehicle control units. Malfunctions of the control units and vehicle can also occur if you connect computers, data media or mobile telephones to the vehicle that are infected with malware or viruses. The malfunctions can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Malware can access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones. This can lead to complete loss of the data or damage to the control units, Infotainment systems, computers, data media or mobile telephones.

- Carry out over-the-air updates as soon as possible after they are made available or have system updates carried out. Please contact a qualified workshop for this. Volkswagen recommends using a Volkswagen dealership.
- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures. Regularly update the appropriate anti-virus program with the system updates or updates from the respective provider.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

– Use only data media, Bluetooth devices and mobile telephones in the vehicle that do not contain manipulated data or malware.

– Have system updates that are made available by Volkswagen carried out by a suitably qualified workshop as soon as possible after they are made available. Volkswagen recommends using a Volkswagen dealership. If it is possible for you to perform over-the-air updates for your vehicle and in your country, carry out any over-the-air updates that are made available by Volkswagen immediately. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit an appropriately qualified workshop. Volkswagen recommends using a Volkswagen dealership.

– Have the vehicle serviced, repaired and modified only by a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Introduction to the topic

Over-the-air updates allow you to always keep your vehicle up to date, for example in order to optimise the vehicle functions and for protection against malware.

How can you recognise when an over-the-air update is available?

An available over-the-air update is displayed to you in the Infotainment system.

If several over-the-air updates are available for the vehicle at the same time, one over-the-air update must first be completed successfully before the next over-the-air update can be performed.

In your own interest, over-the-air updates should be carried out as soon as possible. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit an appropriately qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

It is possible in very rare cases that a control unit will not function properly after an over-the-air update. Malfunctions of a control unit and the vehicle can lead to serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual when driving.
- Please contact a qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

If the instrument cluster does not function after an over-the-air update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG, e.g. for emergency services vehicles or taxis, there is a risk that the special functions (e.g. blue lights) will no longer function correctly after an over-the-air update.

- Contact your Volkswagen dealership before you carry out an over-the-air update.

A measure to increase performance or efficiency (e.g. engine tuning) that has not been performed by Volkswagen may be deleted by an over-the-air update.

Depending on equipment, release notes may be displayed before or after an over-the-air update. These notes describe the changes to the vehicle status.

No functions or apps purchased via Upgrades are updated with the over-the-air update.

Prerequisites for an over-the-air update.

The following prerequisites must be met so that an over-the-air update can be downloaded and so that you can perform software installation of the over-the-air update.

✓ The over-the-air update function is offered in your country.

✓ You have concluded a current We Connect contract.

✓ You have assigned the vehicle to your active user account.

✓ There is a primary user available. You may have to log in as the primary user.

✓ The vehicle is in an area with sufficient mobile reception.

✓ Your current privacy settings allow data and information to be transmitted and received.

✓ The 12-volt vehicle battery is appropriately charged.

Downloading and installing an over-the-air update

Download costs

Download of over-the-air updates takes place via the factory-fitted control unit with eSIM card and is free of charge. Volkswagen bears the connection costs.

Time of download

Download takes place automatically without any previous notification and is also possible when driving. When download has been completed, a message will be displayed to inform you that an over-the-air update is available.

The duration of a download process depends on the network quality, file size and type of over-the-air update. It is possible that the download process may be interrupted. The download process will be resumed as required when the ignition is switched on.

Prerequisites for software installation

– The vehicle is parked safely in accordance with legal requirements and local conditions.

– The previously provided over-the-air updates have been installed.

Installing software from an over-the-air update

Choose a time for the over-the-air update when the vehicle does not have to be driven for a period of time.

WARNING

Control units will be deactivated and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Carry out software installation so that other road users are not hindered.
- Never use your vehicle during a software installation procedure.

1. Stop the engine and switch on the electronic parking brake.
2. Close the bonnet, boot lid, all windows, the glass roof, if installed, and all doors.
3. Confirm software installation in the Infotainment system.
4. Make sure that all vehicle occupants get out and that no animals are left behind in the vehicle.
5. Take all vehicle keys with you and get out of the vehicle.
6. Lock the vehicle.

Functional restrictions during software installation

Control units, the central computer, functions and displays are not available during software installation. Do not use the vehicle and do not operate the Infotainment system during this time.

– Mobile online services are not available.

– The Emergency Call Service, breakdown call and the statutory eCall Emergency System are not available.

– Park Distance Control is not available.

– V2X technology is not available.

After software installation

After software installation and before starting the engine, read the message in the Infotainment system or instrument cluster about completed software installation. The vehicle requires up to 5 minutes to display the status of the over-the-air update.

— The vehicle can be used again after successful software installation.

— If software installation is unsuccessful → System update.

Troubleshooting

Installation of an over-the-air update has failed

— If installation of an over-the-air update is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.

Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. Do not use the vehicle. In this case, contact Volkswagen Customer Care.

Can I interrupt installation of an over-the-air update?

No, this is not possible.

What happens if installation of an over-the-air update is interrupted?

If installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete installation of the over-the-air update.

Introduction to the topic

V2X technology, referred to below as V2X, permits close-range communication between several vehicles and between vehicles and the traffic infrastructure, referred to below as "participants".

Function of V2X

Communication between participants takes place based on manufacturer-independent V2X and Wi-Fi standards.

Fig. 1 Communication between participants (illustration).

When V2X is switched on, data is transmitted continuously between the participants, irrespective of whether the vehicle is in online or offline mode.

Data transmission

When V2X is activated, the following data is sent and received:

– Vehicle data, e.g. speed.

– Position data.

– Event data, e.g. for accidents, in the form of a traffic hazard alert.

The use of constantly changing, temporary IDs for the V2X data minimises the risk of the transmitted data being traced back to you or misused.

Activate online mode in the vehicle at least once a month to update V2X certificates and to ensure that V2X remains activated.

For more information on data processing, see the Infotainment system:

Activating V2X

The availability of V2X is country-dependent. If you can activate V2X under the following path, this means that the vehicle is equipped with V2X technology.

1. Tap HOME ▸ ⋯ ▸ ⚙ ▸ Privacy settings.

When V2X is switched on, data is transmitted continuously between the participants, irrespective of whether the vehicle is in online or offline mode. If the vehicle is in offline mode while V2X is activated, the following symbol is displayed on the Infotainment system:

Offline mode is active. V2X is sending data.

If you are in offline mode, there is no separate display for V2X irrespective of whether you have activated V2X or not. If you want to check whether V2X is transmitting data in offline mode, check whether V2X has been activated under HOME ▶ ⚙ ▶ ⚙ ▶ Privacy settings.

Limits of V2X

Data exchange

V2X is your vehicle's communication only with participants that are equipped with functional and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not detected.

Range

Depending on the situation and surroundings, V2X participants can communicate in a total range of up to around 800 m (2624 ft). Not all of the functions based on V2X make full use of the potential range.

⚠ WARNING

V2X cannot replace the driver's attention and can also only act within the limits of the system. V2X cannot recognise all dangerous situations and may not issue a warning or may issue a warning with a delay. If you rely exclusively on V2X, there is a risk of accidents and serious injuries or even death.

- Always drive with full concentration and attention and with an anticipatory driving style and be ready to intervene at all times.
- Observe the system limits (→ V2X technology).
- Always adapt your driving style to the current visibility, weather and road/traffic conditions.

Function limitations

Functioning of V2X may be restricted in the following cases:

— The environmental conditions may prevent data reaching the participant.

— Trailer operation prevents data reaching the participant.

— Vehicle add-on parts prevent data reaching the participant.

— The event is not detected as such by participants.

Activating and deactivating V2X

When you log in as a user in the vehicle for the first time, check whether the V2X setting meets your requirements and deactivate V2X manually if necessary.

Activating V2X

1. Tap HOME ▸ △ ▸ ⚙ ▸ Privacy settings and services.
2. Activate V2X and traffic hazard alerts in the menu with the same name.

⚠ WARNING

When V2X is activated, the limits for electromagnetic radiation could be exceeded outside the vehicle. Increased limits for electromagnetic radiation can pose a health risk for persons with active medical implants, such as pacemakers.

V2X aerials are located on the vehicle roof and in some cases in the mirror triangle of the windscreen.

- Keep a distance of 20 cm (approx. 8 in) from the activated V2X aerial outside the vehicle.
- Deactivate V2X if you suspect adverse effects on an active medical implant (e.g. pacemaker) or other medical device.

Deactivating V2X manually

1. Tap HOME ▸ △ ▸ ⚙ ▸ Privacy settings and services.
2. Deactivate V2X and traffic hazard alerts in the menu with the same name.

Deactivating V2X automatically

V2X can deactivate itself automatically in some cases (→ V2X technology).

V2X must be activated again when the reason for automatic deactivation has been remedied.

Troubleshooting

V2X deactivates itself automatically

- V2X is not permitted in the country in which the vehicle is currently being driven.
- The vehicle was offline too long so that certificates were not updated.

  Adapt the privacy settings so that an online connection is established in order to allow the certificates to be updated.
- System fault.

  Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

No V2X data is displayed

- Functioning of V2X is restricted.
- There are no participants transmitting data in the vicinity.
- There are transmitting participants in the vicinity, but they are not relevant for your vehicle.
- V2X aerials are blocked by add-on parts or covers.

  Keep the areas around V2X aerials clear.
- Data exchange between participants is impaired or not possible due to the weather conditions.
- There is already a driver reaction to the hazard ahead.

Traffic hazard alert

The traffic hazard alert function uses V2X technology and warns about nearby traffic hazards based on the current situation. This can prevent accidents and improve traffic flow.

Depending on the type of traffic hazard, the driving speed and the degree of vehicle acceleration, a warning about a relevant traffic hazard is provided as follows:

– Acoustic warning.

– Symbol.

– Text message on the instrument cluster display and, depending on equipment, in the head-up display.

⚠ WARNING

Failure to observe traffic hazard alerts can lead to serious accidents and fatal injuries.

- Never ignore traffic hazard alerts.

Symbols for critical hazards

Red symbols warn about critical hazards.

Accident ahead.

Emergency vehicle on active call.

End of traffic jam ahead.

Intervention of an assist system in a vehicle ahead, such as Autonomous Emergency Braking.

Symbols of the information level

Yellow symbols warn when a traffic hazard is detected.

Accident ahead.

Emergency vehicle on active call.

End of traffic jam ahead.

Stationary car or a breakdown ahead.

Road works ahead.

Hiding a displayed traffic hazard alert

1. Press OK on the multifunction steering wheel.

Introduction to the topic

Mobile devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle.

The type and number of cable and wireless connections differ according to the vehicle equipment and country. 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 cable 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 of unsuitable or damaged connecting cables and insertion of the plugs at the incorrect position or using great force can lead to malfunctions and damage to the devices.

- Use only suitable and undamaged connecting cables.
- When inserting the plugs of the connecting cables into the appropriate connections, 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.

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 rectify the fault.

USB connection

The USB port allows data transfer and device charging or only device charging.

USB-C port

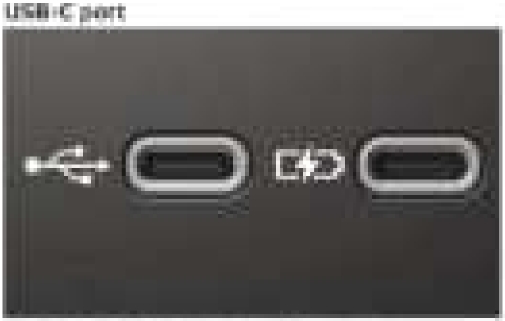

Fig. 1 USB-C port in the vehicle (illustration).

The following USB
-C ports may be available in the vehicle:

Identification of a USB
port suitable for data transfer and charging.

Identification of a USB
port suitable only for charging.
For information on charging options and charging capacity, see ⇒ Charging options for mobile devices.

Possible fitting locations of USB connections

The number and fitting locations of USB
ports depend on the vehicle and equipment and the ports are not available in all countries.

- In the centre console.
- On the interior mirror base.
- In the centre console storage compartment.
- In the compartment under the centre armrest.

USB
ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB
data transfer functions are available, depending on equipment:

- App-Connect .
- Media playback
- Update function, e.g. for navigation data ⇒ Navigation.

Notes and restrictions

- Use only suitable USB
  connecting cables. The USB connecting cable must match the USB port installed in the vehicle.
- Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.
- Differences in the quality of data media from different manufacturers can interfere with media playback.
- If USB
  extension cables, USB plug adapters or USB hubs are used, this can lead to faults or failure of the USB functions.

Bluetooth® interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a mobile device, e.g. mobile telephone, that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

You can find out how to connect your mobile device with the Infotainment system via Bluetooth here: ⇒ Mobile phone interface

Bluetooth profiles

A maximum of two mobile devices can be connected via Bluetooth at the same time.

The following Bluetooth profiles may be available in the specification-dependent version:

- HFP
  1.7
  - Telephony and handsfree mode.
- A2DP
  1.3
  - Music playback
- AVRCP
  1.6
  - Displaying and controlling 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.

Starting Bluetooth audio transmission

Prerequisites

✓ The mobile device is paired with and connected to the Infotainment system. ⇒ Mobile phone interface

✓ The mobile device supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP).

1. Reduce the volume on the Infotainment system.
2. Activate Bluetooth visibility on the mobile device (e.g. mobile telephone).
3. Open Media menu.
4. Tap Source and select BT audio.
5. If necessary, start playback on the mobile device manually.

When playback on the mobile device is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Infotainment system can be used to control the mobile device depends on the connected mobile device.

With mobile devices that support the AVRCP

Bluetooth profile, playback can be automatically started or stopped upon switching to Bluetooth audio mode or to a different mobile device. Depending on the mobile device, it may also be possible to display the track title and change the track using the Infotainment system.

Due to the large number of available mobile devices, it is not possible to guarantee fault-free operation of all described functions.

Always switch off the warning and service tones on a connected mobile device (e.g. key tones on a mobile telephone) to prevent interference, noise and malfunctions.

With some devices, the Bluetooth audio connection will be disconnected automatically if a mobile device is simultaneously connected to the Infotainment system via Bluetooth and the USB
port ⇒.

Introduction to the topic

You need an internet connection in your vehicle in order to use selected In-Car Apps or Streaming for the Internet Radio. There are two options available to you for using internet in the vehicle: via the hotspot of a mobile device (e.g. mobile telephone) or, depending on country and the vehicle equipment, via the vehicle eSIM

[illegible]

Independently of how you establish the Internet connection, whether via the hotspot of a mobile device or via the vehicle's eSIM

, you can use the Infotainment system as a Wi-Fi hotspot for eight further mobile devices [illegible]. This function is dependent on the equipment level and is not available in all vehicles.

If you want to use the
eSIM
for internet access, you must purchase data plans via the web shop of Volkswagen's external mobile communications partner.

You do not need any other data plans of the external mobile communications partner to use the mobile online services if you have concluded a contract for use of the mobile online services.

Setting up an internet connection

Using the internet via the eSIM in the vehicle

In order to use an internet connection via the vehicle eSIM

, you must purchase data plans in the webshop of Volkswagen's external mobile communications partner. If you activated the Load in-vehicle function during registration, you can also subsequently purchase data plans directly in the vehicle via the Infotainment system.

Activate the internet connection via the eSIM

:

1. Tap HOME ▸ ⚙ ▸ Data connections.

   Or: tap MENU ▸ ⚙ ▸ Data connections.
2. Activate Streaming via integrated data connection (eSIM).

The possibility of using an internet connection via the vehicle's eSIM

depends on the vehicle equipment and country.

Using an internet connection via a mobile device

Depending on your mobile telephone tariff, additional costs such as roaming charges may be charged for reading and using online data packages, especially if you use these services abroad. Due to the potentially high volume of data in use, Volkswagen recommends using a mobile device tariff which includes a data flat rate. For more information contact your mobile telephone provider.

1. Activate tethering / Wi-Fi

   hotspot on the mobile device, refer to the manufacturer's operating instructions.
2. Tap HOME ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi ▸ Wi-Fi.
3. Tap Search for Wi-Fi.

   The Infotainment system searches for Wi-Fi

   hotspots nearby. The search process may take a few seconds.
4. Select the Wi-Fi

   network of the desired mobile device.
5. Enter the network key of the mobile device on the Infotainment system and confirm.

   The Wi-Fi

   connection between the mobile device and Infotainment system is now set up. Further inputs may be required on the mobile device to establish the connection.

Due to the large number of possible mobile devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the function for using the Infotainment system as a Wi-Fi

hotspot is country-dependent and may vary.

Setting up and deactivating a Wi-Fi® hotspot

Depending on the vehicle equipment, the Infotainment system can be used as a Wi-Fi hotspot for Internet access of up to eight mobile devices (e.g. tablets).

An Internet connection is necessary in order to use the Infotainment system as a Wi-Fi hotspot. This can be set up via the eSIM in the vehicle or via the hotspot of a mobile device, for example [illegible].

The types of Internet connections possible are dependent on the country and the Infotainment system used.

Setting up a Wi-Fi hotspot

Inputs are necessary both on the Infotainment system and on the mobile device.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Use as hotspot and activate.
3. Find the network name displayed on the Infotainment system on the mobile device.
4. Enter the password displayed on the Infotainment system on the mobile device and confirm.

   The Wi-Fi

   connection between the mobile device and Infotainment system is now set up. Further inputs may be required on the mobile device to complete the connection.
5. Optional: repeat the procedure to connect further mobile devices.

The network name and the network key are generated automatically. You can then change the network name and the network key yourself.

Deactivating a Wi-Fi hotspot

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Infotainment system as hotspot.
2. Tap Use as hotspot and deactivate.

Quick connection

Quick connection with the infotainment system

The quick connection function makes it possible to easily and quickly establish a Wi-Fi connection with encryption. Alternatively, the quick connection function can be performed by scanning a QR code in some countries.

Requirements

✓ The mobile device supports WPS or a suitable application for scanning QR codes is installed on the mobile device.

1. Tap HOME ▶ ⚙ ▶ Wi-Fi ▶ Quick connection to infotainment system.
2. Activate WPS on the mobile device.

   Or: scan the QR code on the infotainment system with the mobile device.

   The Wi-Fi connection is set up. Further inputs may be required on the mobile device to complete the connection.

It is possible to establish only one WPS connection at a time. If several connection attempts are started simultaneously, all connection attempts will fail.

Technical specifications

The technical specifications of the Internet connections in the vehicle that are described here depend on the vehicle equipment and country.

- Wi-Fi
  In accordance with IEEE 802.11 a/b/g/n/ac.
- Transfer in 2.4 GHz and 5 GHz.
- Three Wi-Fi
  modes simultaneously:
  - Tethering (2.4 GHz or 5 GHz).
  - 2.4 GHz access point.
  - 5 GHz access point.
- Wi-Fi
  aerial,
  - One multiband aerial each for 2.4 GHz and 5 GHz.
- Up to eight mobile devices can be connected simultaneously.
- Internet connection via Wi-Fi
  :
  - Tethering via mobile telephone.
  - Hotspot for clients in the vehicle.
- Apple CarPlay™ via Wi-Fi
  .
- Android Auto™ via Wi-Fi
  .
- Audio and video streaming via Wi-Fi
  .
- Simplified pairing process via WPS
  , NFC or QR code.

Possible types of data connections

eSIM (embedded SIM):

The vehicle has a control unit with embedded SIM card (SIM). In order to use the Wi-Fi network, you must purchase data plans from the In-Car Store or from your mobile telephone partner's web shop.

Mobile device:

Use the Wi-Fi

hotspot of a mobile device, see [illegible].

The available data connection types depend on the country and the vehicle equipment used.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

For this, the mobile telephone must be connected to the Infotainment system using a USB

interface with data transfer function.

Some technologies can also be used with App-Connect Wireless via the Bluetooth interface and the Wi-Fi

hotspot of the Infotainment system.

The following technologies may be available:

— Apple CarPlay™.

— Apple CarPlay™ Wireless.

— Android Auto™.

— Android Auto™ Wireless.

The above-named technologies are operated by third parties and are not made available by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle. There may be problems with compatibility with third-party apps. We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone. 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. The apps offered by Volkswagen can also be changed, discontinued, deactivated, reactivated and upgraded without prior notice. Some apps also depend on availability of services offered by third parties.

For more information, please visit the Volkswagen website.

Apps, their use, and the necessary mobile network connection may be subject to charges.

⚠ WARNING

Using apps while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Use apps and functions only when the vehicle is stationary.
- Drive with your full attention and with responsibility.

⚠ WARNING

Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle and accidents with serious injuries, or even death.

- Protect the mobile telephone and its apps against misuse.

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

Symbols and settings for App-Connect

Symbols in the menu App-Connect

The display of symbols depends on the equipment and the country.

ℹ or ℹ Display more information.

⚙ Open the App-Connect settings menu.

▶ Select Apple CarPlay technology.

▲ Select Android Auto technology.

Connecting a mobile telephone with App-Connect

You must first pair the mobile telephone with the Infotainment system in order to use App-Connect or App-Connect Wireless. With App-Connect Wireless, the connection is initiated via Bluetooth and is then established via the Wi-Fi hotspot of the Infotainment system.

If Apple CarPlay is used, the Bluetooth connection is terminated again when the connection via the Wi-Fi hotspot of the Infotainment system has been established. If Android Auto is used, the Bluetooth connection is maintained.

Connecting a mobile telephone for the first time

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1. For App-Connect Wireless, connect the mobile telephone with Bluetooth and with the Wi-Fi hotspot of the Infotainment system ⇒ Mobile phone interface ⇒ [illegible].
   For App-Connect, connect the mobile telephone with the Infotainment system using a USB cable.
2. Tap ⌂ ▶ ☐.
   Or: tap MENU ▶ ☐.
   Or: press APP.
3. Select the mobile telephone and the required technology.
4. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.
   App-Connect or App-Connect Wireless is set up.

App-Connect and App-Connect Wireless will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephone in both the device settings and on the Infotainment system and restarting the connection process.

Apple CarPlay™

Prerequisites

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ Voice control (Siri) must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ For Apple CarPlay Wireless, Bluetooth and the Infotainment system's own Wi-Fi network must be activated on the iPhone.

✓ If Apple CarPlay Wireless is not used, the iPhone must be connected to the Infotainment system via a USB connection with data transfer capability. 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 Volkswagen and Apple CarPlay websites or from your Volkswagen dealership.

Launching Apple CarPlay

1. To open the App-Connect main menu, tap MENU ▸ App-Connect.

   Or press APP.

2. Tap Apple CarPlay to establish the connection with the iPhone.

Disconnecting

1. To open the App-Connect main menu when in Apple CarPlay mode, tap ⓘ.
2. Tap ⓧ or ✗ to disconnect the active connection.

How the function buttons are displayed on the screen may vary.

Points to note

Please note the following points during an active Apple CarPlay connection:

– Telephone functions are available only via Apple CarPlay for the iPhone that is connected to the Infotainment system via Apple CarPlay.

– 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 Infotainment navigation. The new 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 media.

– Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

– You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The "voice control" function depends on the vehicle equipment level.

1. Tap briefly to start voice control of the Infotainment system.

   Or: long tap to start voice control (Siri) of the connected iPhone.

Android Auto™

Prerequisites

The following prerequisites must be met in order to use Android Auto:

- ✓ The smartphone must support Android Auto.
- ✓ An Android Auto app must be installed on the smartphone.
- ✓ For Android Auto Wireless, Bluetooth® must be activated on the smartphone and in the Infotainment system. In addition, the Infotainment system must also be activated as a Wi-Fi hotspot.
- ✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system using a USB connection with data transfer capability. Only USB connections with data transfer capability are suitable for using Android Auto.
- ✓ 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 the technical requirements, compatible smartphones, certified apps and availability is available on the Volkswagen and Android Auto websites or from your Volkswagen dealership.

Starting Android Auto

1. To open the App-Connect main menu, tap MENU ▸.

   Or: press APP.
2. Tap Android Auto to establish a connection with the smartphone.

Disconnecting

1. To open the App-Connect main menu, when in Android Auto mode, tap Close.
2. Tap to disconnect the active connection.

Points to note

The following points apply when an Android Auto connection is active:

- An active Android Auto device can only be connected simultaneously to the Infotainment system via Bluetooth® (hands-free profile, HFP).
- Telephone functions are used only via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth® at the same time, the telephone functions 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.

— Depending on the infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The "voice control" function depends on the vehicle equipment level.

1. Tap briefly to start voice control of the infotainment system.
   Or long tap to start voice control of the connected smartphone.

Introduction to mobile online services

Mobile online services, referred to below as services, allow you to connect your vehicle to the internet. This makes it possible for you to extend the scope of various services. A description of all available services can be found on the internet at:

https://connect.volkswagen.com

You can find the myVolkswagen customer area on the internet at:

https://www.myvolkswagen.net/vw/en.html

To use We Connect, it must first be activated with a corresponding We Connect contract with Volkswagen and is subject to a restricted, country-dependent period of validity.

The provision and availability of services and service portfolios can vary from country to country and depend on the vehicle and vehicle equipment.

Both the services and those offered by Volkswagen and individual services may be changed, discontinued, deactivated, renewed and expanded without further notice.

In areas with insufficient mobile phone and
GPS
reception, no emergency calls and phone calls can be made and no data can be transmitted.
Observe the warnings in the chapter .

Volkswagen is not responsible for damage to the vehicle caused by poor quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

An overview of your activated services and their contract terms is available in your user account.

Retrieval of services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the services.

Data processing

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

When using the services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. about driving behaviour. You can find the Privacy Policy for use of the Volkswagen mobile online services in the Infotainment system under MENU ▶ Legal information or HOME ▶ Legal information or ⇒ ▶ Legal information.

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, mobile online services may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via mobile online services.

In addition, mobile keys for your vehicle may be active.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user of the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user directly in the Infotainment system. You can also set the vehicle to offline mode and thus restrict communication of your vehicle with the data server of Volkswagen and processing of vehicle-related and personal data.

Prerequisites for using the services

In order to be able to use the full scope of the services, the following prerequisites must be met:

✓ The hardware for We Connect was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile telephone is compatible with the app.

✓ The privacy settings in the Infotainment system permit data transmission by the services.

✓ The settings in the mobile telephone permit data transmission by the services.

✓ A personal user account, Volkswagen ID, has been set up ⇒ *Volkswagen ID*.

✓ There is a valid contract for use of the services.

✓ A vehicle has been added to the user account ⇒ *Virtual vehicle*.

✓ Neither the online connectivity unit nor individual services are deactivated or disconnected.

✓ Online technologies that are operated by third parties and provided to Volkswagen AG are available. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

⚠ WARNING

Using apps, services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

⚠ WARNING

Using services without due care or unsupervised can result in the serious injury or even death of people in and around the vehicle, for example if they are locked inside the vehicle unintentionally.

- Always carry out the services carefully and responsibly.

The vehicle added to the user account must first be driven for a few kilometres before individual services can record, transmit and display correct data.

Do not disclose your login data, your password or the S-
PIN
to third parties and keep them safe from access or viewing by other persons.
Change your password at regular
intervals.

Interference

Even when the prerequisites for using the services are met, the provision of the Volkswagen services can be impaired or interrupted due to factors that are beyond the control of Volkswagen. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- A change in the mobile communication standard for transmission of mobile data by the telecommunications providers, e.g. from LTE or UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been switched off 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 communication 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, states and regions where mobile online services are not available.

Activation-free services

The following services can also be used if the vehicle is not added to a user account.

This is the maximum possible range of functions. Not all services are available in all vehicles and countries.

- Information Call.
- Emergency Call Service.
- eCall Emergency System.
- Breakdown Call without transmission of vehicle data.

The Emergency Call Service is available independently of logging into the Infotainment system.

In Europe, further information is available on the Internet and on the Volkswagen website.

Setting up a Volkswagen ID

> The Volkswagen ID provides personal access to the digital world of Volkswagen. The Volkswagen ID enables you to log into Volkswagen's apps and websites.

You need a Volkswagen ID in order to use the services. You can register for the Volkswagen ID via myVolkswagen or via the Volkswagen app, referred to below as app.

Registering via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a user account in the Log-in or register area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the app.
2. Follow the instructions in the app.

Registering via the Infotainment system

Depending on equipment, you can also register for the Volkswagen ID via the Infotainment system.

1. Tap We Connect on the Infotainment system and follow the instructions of the configuration wizard.

Managing vehicles

After you have set up your myVolkswagen ID and thus created your user account, you must add your vehicle by entering the 17-character vehicle identification number (VIN).

Adding via myVolkswagen

1. In the myVolkswagen customer area, click on Garage.
2. Enter and confirm the vehicle identification number (VIN
).
   The service packages available for your vehicle will be displayed after your vehicle has been successfully added.

You can add further vehicles in the same way via myVolkswagen.

Adding a vehicle via app

1. Launch the app and then open the Add vehicle area.
2. Enter or scan the VIN
   and confirm.
   The service packages available for your vehicle will be displayed after your vehicle has been successfully added.

Removing a vehicle via myVolkswagen

1. In the myVolkswagen customer area, click Garage.
2. Click Remove next to the vehicle that you want to remove and confirm.

   The vehicle is then deleted from your user account. No further services can be performed or data displayed for the deleted vehicle.

Removing the vehicle resets the primary user and renewed registration is then necessary.

Ordering services and activating them in the vehicle

You must first order the services before you can use the services in the vehicle. You must then become the primary user of your vehicle by providing proof of ownership for the vehicle. Proof of ownership is provided either by means of the 2-key activation or by entering the registration code. If you want to use security-relevant services, you must also carry out the Volkswagen Ident process ⇒ Volkswagen Ident process. The ordered services will be activated when you have become the primary user for your vehicle and also carried out the Volkswagen Ident process where necessary.

Ordering services via myVolkswagen

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the myVolkswagen customer area, confirm your Approval of the Terms and Conditions and Terms of Use.
2. Click on Order free of charge.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this follow the further instructions.

You can extend contracts that will expire in the near future via the Extend contract function button in the vehicle overview. If your contract has only just begun or still has a long period to run, this function button will not be visible.

You receive only basic services as the primary user in the case of pre-owned vehicles where services have already expired. These services can then be renewed via myVolkswagen and the In-Car Shop.

Ordering services via the app

Observe the information on privacy, right of withdrawal, Terms and Conditions and Terms of Use.

1. In the app, confirm your Approval of the Terms and Conditions and Terms of Use.
2. Tap Order free of charge.
3. Wait for email with confirmation.
4. To activate the services in the vehicle, identify yourself as the primary user. To do this, follow the further instructions in the app.

Activating services via the 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 this vehicle. Proof of ownership is provided in the vehicle during registration or, if a user account already exists, in the infotainment system via the User management function.

1. Switch on the ignition and the infotainment system.
2. In the infotainment system, register for We Connect.

   Or: tap the menu button User management ▸ Settings ▸ Become primary user and follow the instructions.
3. Press 🔒 on the first vehicle key.
4. Press 🔒 on the second vehicle key.

After the Infotainment system has processed the radio signals, you are then the primary user of the vehicle and proof of ownership has been provided.

You can check the current status in the user area of the following website:

https://www.myvolkswagen.net/[illegible]

Activating services via registration code

A registration code will be displayed automatically after ordering the services.

The registration code is valid for 30 days. After this period has elapsed, you will need to request a new registration code via the myVolkswagen customer area.

In the Overview for my vehicle(s) area, the registration code is displayed below the vehicle for all vehicles that have not been fully activated. Select Finish activation to continue the activation process.

1. Take the registration code with you to the added vehicle.
2. Unlock the vehicle.
3. Switch on the ignition and leave it switched on until activation has been completed successfully.
4. With the Infotainment system switched on, tap the Registration function button in the We Connect (online services) area.
5. Enter the registration code, confirm, and wait until successful activation is confirmed in the Infotainment system.

Setting, changing and resetting the S-PIN

Input of the security PIN (S-PIN) is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant services from unauthorised access.

The security PIN

, S-PIN is a multiple-digit number string that can be freely chosen during registration.

When creating the S-PIN

, avoid easy-to-guess number sequences and generally known birthday dates.

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.

Setting the S-PIN via myVolkswagen and via the app

— In myVolkswagen, you can set the S-PIN

in your user account.

— In the app, you can set the S-PIN

during the registration process.

The S-PIN

should consist of four non-identical digits that are not sequential in either ascending or descending order.

Changing the S-PIN via myVolkswagen and via the app

— In myVolkswagen, you can change the S-PIN

in your user account.

— In the app, you can change the S-PIN

in your user profile. To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

If you enter the S-PIN

incorrectly several times, the input field will be blocked for a certain period.

Resetting the S-PIN via myVolkswagen and app

— As soon as the S-PIN

has been reset, certain online services can no longer be used in either the app or in myVolkswagen until the vehicle owner has verified themselves in the vehicle. For verification, have both vehicle keys ready and start the process on the infotainment system. You can use the services again in full after renewed unlocking and activation.

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant services. You can provide proof of identity either personally at the Volkswagen dealership or through Volkswagen Ident, a video chat in the app.

1. When a message about the identity check is displayed upon using a security-relevant service for the first time, observe the information and tap Start.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

vTAN procedure

If, for example, a mobile key is downloaded and installed for the first time or the main user is updated from the user area of www.myVolkswagen.net, the vTAN
procedure must be performed.

1. In the vehicle, switch on the ignition and, if necessary, the Infotainment system.
2. Follow the instructions in the Volkswagen app and the Infotainment system.
3. Enter the vTAN

   from the app in the Infotainment system and confirm.

   The vTAN

   procedure has been completed.

If the vTAN
message windows are not displayed automatically, manually request a vTAN under Mobile key or User.

Getting help

Various information sources are available to get help on the functions or operation of individual services.

Help via myVolkswagen

Information on registrations, the individual services and frequently asked questions (FAQ) is available in the Help area.

Short help texts and videos are available for you in many areas via myVolkswagen. You can display help texts by clicking on the ⓘ icon.

Using the chatbot, you can search directly for a certain question or keyword after tapping Start chat. The chatbot shows several possible answers for the respective topic.

Help via the app

Information on the service portfolio and individual services, frequently asked questions (FAQ) and user information on the app are available in the Account area. You can display this information by clicking on the ⓘ icon.

Manage services

The following are possible in the Manage services area of the Infotainment system:

— Checking which services are currently available in the vehicle.

— Displaying number of activated and deactivated services.

— Activating or deactivating individual services.

Further information:

[illegible]

Opening service management

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1. Tap System ▶ Service.

If you deactivate all services individually, the vehicle will still be connected via eSIM card but with limited data.

Settings

The services can be activated and deactivated individually. To do this, open the drop-down list 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.

The setting options are country-dependent and are not available in all vehicle models.

1. Open service management.
2. Tap Show services.
3. Select the desired setting.

All
: Overview of services available in the vehicle.

Activate
: Activate one or more services.

Deactivate
: Deactivate one or more services.

Deactivating services

The following functions are available for deactivating and activating the services:

— Central deactivation and activation via the Infotainment system.

— Individual deactivation and deactivation via myVolkswagen or in the app.

The respective services can be used again only after the corresponding deactivation is cancelled.

Some streaming services can be activated or deactivated only together, even if they are listed separately in the individual menu.

Legally required services and their data transmissions cannot be switched off and cannot be deactivated, e.g. "eCall Emergency System".

Introduction to the topic

Opening user management

1. Tap Users or User management on the Infotainment system start screen.

   Or: tap MENU ▶ Users or User management.

Setting options

The following setting options may be available, depending on the vehicle equipment:

— Me (primary user).

— Others (secondary users).

— Key.

— Mobile key.

— Settings.

Description of user roles

Primary user or

— The "primary user" role is intended for the vehicle's owner or for users who do not just have 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 obtain 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 online 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 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. The "Anonymous guest" user role is intended for anonymous guests. These are persons who have access to the vehicle but do not log in. This account exists only once in vehicles with online personalisation and cannot be deleted. If the "Anonymous guest" user role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

Creating and deleting user roles

Creating a primary user

1. Create a user account (⇒ Volkswagen ID).
2. Add a vehicle to a user account (⇒ Virtual vehicle).
3. Order services and activate them in the vehicle (⇒ Virtual vehicle).

Creating secondary users via myVolkswagen

After successful registration and verification, you can assign rights to the vehicle users as the primary user.

1. Open the Vehicle users area.
2. Click on Invitations and enter the e-mail address and user name of the user to be registered.
3. Click Send.

   The invited person receives an e-mail with their invitation. You can activate the services for this person as soon as they accept the invitation.

   You can withdraw invitations again if necessary in the Users area.

Deleting the primary user

1. Set privacy settings to "Share my position" mode or "Online".
2. Reset the infotainment system to the factory settings (⇒ First steps in the infotainment system).

   Or: register a new user in the vehicle.

If a different privacy setting is chosen, the primary user may still be present on the screen.

Changing and deleting user data

You can change or delete your user and login data. Any changes to your login data will simultaneously also apply to all other Volkswagen systems that use the Volkswagen ID.

Changing user data via myVolkswagen

1. Open myVolkswagen Settings in the customer area and open one of the following areas:
   — Volkswagen ID.
   — Privacy settings and consents.
2. Click on Volkswagen ID ▸ Adjust data.
3. Change and save the user data.
4. If necessary, adapt and save the information in the Privacy settings and consents area.

Deleting user data via myVolkswagen

1. In the myVolkswagen customer area, click on Settings ▸ Volkswagen ID ▸ Delete data.

   Your data will be deleted. Your Volkswagen ID will not be deleted.

Introduction to the topic

Using the "Privacy settings" function, it is possible to allow or prevent data transfer between the vehicle and Internet / external users.

The "Privacy settings" function depends on the vehicle equipment and is not available with all Infotainment systems.

Data transfer by mobile devices and communication by these devices with the vehicle or legally required services, such as the legally required "eCall Emergency System", cannot be blocked or deactivated by the setting made for the "Privacy settings" function.

Please note that every vehicle user can adjust individual settings in the "Privacy settings" function. These settings may be different from those preferred by the vehicle owner.

Opening the Privacy settings menu

1. Switch on the ignition.

   The set "Privacy settings" mode is displayed on the Infotainment system ⇒ Privacy settings.
2. Tap MENU ▸ Menu ▸ ▸ Privacy settings.
3. Select the desired mode ⇒ Privacy settings.

Status display

The following symbols display the status of the privacy function individually or together in the infotainment system. In order to permit or prevent data transmission, activate a status in the infotainment system.

Connection to the Internet

Offline, no connection to the Internet.
Online, connection to the Internet with reduced speed.

Online, connection established to the Internet.

Privacy settings display

"Maximum privacy" mode.

- All We Connect services are deactivated and do not transmit any data.
  All tracking services are deactivated (⇒ *Privacy settings*).
- The eSIM
  card is deactivated.
  All vehicle functions that require an online connection via the eSIM
  card are deactivated (⇒ *Privacy settings*).
- It is not possible to update any information and data stored in the control units, e.g. emergency call numbers.
  This can restrict functions and services or mean that they are not available.

"No position data" 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*).

"Use my position" 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.

"Share my position" mode

- All We Connect services can transmit and receive data without restrictions.

  All tracking services are activated.

  The primary and secondary users can access the vehicle's positioning data via the myVW portal or via the app.

- The eSIM card is activated.

  All vehicle functions that require an online connection via the eSIM card are activated.

Offline mode (V2X technology active)

Your vehicle is in offline mode and is continuing to transmit data via the "V2X technology" function ⇒ V2X technology.

Legally required services cannot be deactivated and still transmit data, e.g. the legally required eCall emergency system.

Effects on online vehicle functions and tracking services

If data transfer is restricted, online vehicle functions such as system updates or tracking services for the vehicle cannot be executed.

Some online vehicle functions and tracking services are available only in certain countries and vehicle models.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

Introduction to the topic

The personalisation function allows personalised vehicle settings, e.g. for the air conditioning system, to be saved in a user account. User identification takes place when logging into the Infotainment system. Changes to the settings are assigned to the user account while in the vehicle and are automatically saved online in the user account via an existing Internet connection.

Opening the configuration wizard for personalised vehicle settings

1. Tap MENU ▸ ⚙ ▸ Configuration wizard.

Personalised vehicle settings

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

The following functions can be personalised:

— Opening and closing (single door unlocking, convenience opening, windows).

— Wiper settings.

— Seat settings.

— Switch-on times for dipped beam and settings for convenience turn signal.

— Air conditioning system settings.

— Driving data display and instrument cluster (selection of displays).

Synchronising vehicle settings

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

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

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

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

Introduction to the topic

With Upgrades, the vehicle can be permanently or temporarily extended by new functions.

Functions

Depending on the vehicle model, you can permanently or temporarily activate convenience and Infotainment system functions and also driver assist systems for a fee.

Activation of functions depends on the country and vehicle.

Some Infotainment systems contain a list of activatable functions.

Activated functions are not linked to the duration of the user account.

Inform the user or buyer about permanently activated and time-limited functions when lending or selling the vehicle.

⚠ WARNING

Activating functions when the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Only activate functions when the vehicle is stationary.
- Drive with your full attention and with responsibility.

If the required hardware for the respective activatable function is not available in the vehicle, it can be retrofitted in some cases by a commissioned qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the required software for the activatable function is not available in the vehicle, the software can be retrofitted. Retrofitting may be subject to charge, depending on the type of software.

Status of the function

Function activated.

Function faulty or temporarily not available.

Viewing and activating functions

Before starting the engine, read the notification in the infotainment system about the completed activation process. Observe the instructions if activation was not successful.

Prerequisites

- ✓ You are the primary user for the vehicle.
- ✓ A valid contract for use of the services exists between you and Volkswagen AG.
- ✓ The vehicle is assigned to your user account.
- ✓ Sufficient mobile reception is available at the current location of the vehicle.
- ✓ The electrical system in the vehicle is ready for use.
- ✓ The 12-volt vehicle battery is appropriately charged.
- ✓ Tethering via mobile telephone or eSIM is available.

Viewing functions

1. Tap HOME ▸ ⌂ ▸ ⚙.
2. Open the Privacy settings and services menu.

All functions offered for the vehicle can also be viewed in the In-Car Shop.

Activating functions

All Upgrades features on demand for the vehicle are displayed in the In-Car Shop of the infotainment system.

1. To open the In-Car Shop of the infotainment system, tap HOME ▸ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the infotainment system.

Follow the instructions in the infotainment system during and after activation.

After successful activation, some functions require you to park the vehicle for approx. 10 min.

1. Switch off the engine and, depending on equipment, switch on the electronic parking brake or apply the handbrake.
2. Close the bonnet, boot lid, all windows and all doors.
3. Make sure that all vehicle occupants get out and that no animals are left behind in the vehicle.
4. Take all vehicle keys with you and get out of the vehicle.
5. Lock the vehicle and remove the vehicle keys from the detection range of the vehicle.

If you have the "primary user" role for the vehicle, you can also view activated Upgrades functions in the app.

Troubleshooting

Where can I obtain functions?

Functions are available from a web shop accessible via your user account.

Depending on the vehicle equipment, functions can also be activated directly via the Infotainment system in the In-Car Shop.

Are there any function restrictions during activation?

The function is not available during activation.

Where is successful activation shown?

Successful activation is displayed in the Infotainment system.

When will the activated function be available?

Depending on the activated function, the function is either available immediately or after switching the ignition back on.

Introduction to the topic

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using for the first time

Before using the Infotainment system for the first time, please observe the following points so you can make full use of the available functions and settings:

- Observe the safety instructions ⇒ First steps in the Infotainment system.
- Reset the Infotainment system to the factory settings ⇒ First steps in the Infotainment system.
- Find your favourite radio stations (also referred to below just as "stations") and store them to memory locations for quick access.
- Use only suitable audio sources and data media.
- Use current map data for the navigation system.
- Pair a mobile telephone to make calls using the mobile phone interface.
- Register with We Connect to use the corresponding services.

Other applicable documents

In addition to this manual, please observe the following documents when using the Infotainment system and its components:

- Supplements to the vehicle wallet of your vehicle.
- The operating instructions for the mobile telephone or audio sources.
- The operating instructions for external data media and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.
- Digital instructions in the Infotainment system, where available.

Safety notes

- Some functions may contain links to websites that are operated by third parties. Volkswagen does not assume ownership of the third party websites that are reached via links and is not responsible for their content.
- Some functions may contain external information supplied by third parties. Volkswagen is not responsible for external information being correct, up to date and complete, or for any infringement of third party rights.
- The radio stations or owners of the data storage media and audio sources are responsible for the content provided.
- Multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys and other electrical devices such as battery chargers can impair reception of mobile communications, GPS and radio signals.
- Films or metal-coated stickers on the aerial and/or the windows can interfere with radio reception.
- Read and follow the appropriate operating instructions of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. If the central computer is not replaced correctly or is not removed and installed correctly, there is an increased risk of accidents and injuries due to a control unit that does not function or does not function properly.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or converted by a specialist company qualified to perform this work. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

Reading information from the screen, operating the Infotainment system and connecting, reconfiguring or removing a data medium or audio source while driving can distract you from the traffic situation. 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. This can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.

⚠ WARNING

If the volume is set too loud, this will prevent you from hearing acoustic signals. If you do not hear acoustic signals from outside, this can lead to accidents.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

⚠ WARNING

A volume that is too loud can damage the hearing, even if the hearing is exposed to loud volumes only for a short time.

- Adjust the volume so that it is pleasant for all vehicle occupants.
- Avoid volumes that are too loud.

⚠ WARNING

Sudden changes in volume, such as when changing or connecting an audio or media source, can distract the driver and lead to accidents and injuries.

- Reduce the volume before switching the audio or media source or connecting a new source, for example.

⚠ WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are restricted, interrupted or not possible:

- You or the emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunications providers is not available in areas with sufficient

mobile communications and satellite reception.

- 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.
- The battery of the mobile telephone is empty or does not have a sufficient charge level.

WARNING

Radio stations can transmit catastrophe and danger warnings. If catastrophe and danger warnings cannot be received or output, this can cause accidents and injuries. The following conditions can prevent these warnings from being received or output:

- Your current location is in an area with none or insufficient radio signal reception.
- The frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- The loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have sufficient electrical power.

WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM

  a valid and sufficient call credit is connected to the mobile phone interface of the vehicle.
-
- Sufficient network coverage is available.

WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for all vehicle occupants.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant (e.g. a pacemaker) since the mobile telephone may impair the function of active medical implants.
- Do not carry a mobile telephone that is operational close to or directly above an active medical implant, for example in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant (e.g. a pacemaker) or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are loose, unsecured or not properly secured can be flung through the vehicle interior and cause accidents and serious injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow mobile telephones, external devices and accessories outside the deployment zone of the airbags.
- Always secure or stow mobile telephones, external devices, audio sources and accessories securely in the provided storage areas and holders in the vehicle so that they cannot be flung through the vehicle interior and hinder the driver.
- Never leave any heavy, hard or sharp objects in the pockets of clothing.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and displayed traffic signs of the navigation may deviate from the current traffic situation and must not tempt you to take a safety risk.

- Always drive with due care and attention and be ready to take over at all times.
- Always remember that road signs, traffic signals, traffic regulations and local conditions take precedence over driving recommendations and displays provided by the navigation system.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and where 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 start-up, only the rear view camera image can be displayed.

– The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.

– When using the Infotainment system and the corresponding accessories, such as a headset or headphones, please observe the country-specific regulations and legal requirements.

– To ensure that the Infotainment system functions correctly, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

– A missing function button on the screen does not constitute a fault in the unit. It reflects the equipment that is available in the country in question.

– Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must also be in selector lever position P or N. This is not a malfunction, but simply a legal requirement.

– There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.

– Switch the ignition on before switching the Infotainment system back on if the 12 Volt vehicle battery has been disconnected.

– If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

– The Infotainment system switches off automatically when the engine is switched off and when the charge level of the 12 Volt vehicle battery is low.

– In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to adjust the volume reduction.

– Information on the software and the licence conditions is stored in the Infotainment system under Copyright.

– If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external SD
card, external audio sources and data media are removed where applicable.

– Some Infotainment system functions require a We Connect user account for the vehicle and an internet connection. The data transfer must not be restricted for the execution of the functions.

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.

Infotainment system overview

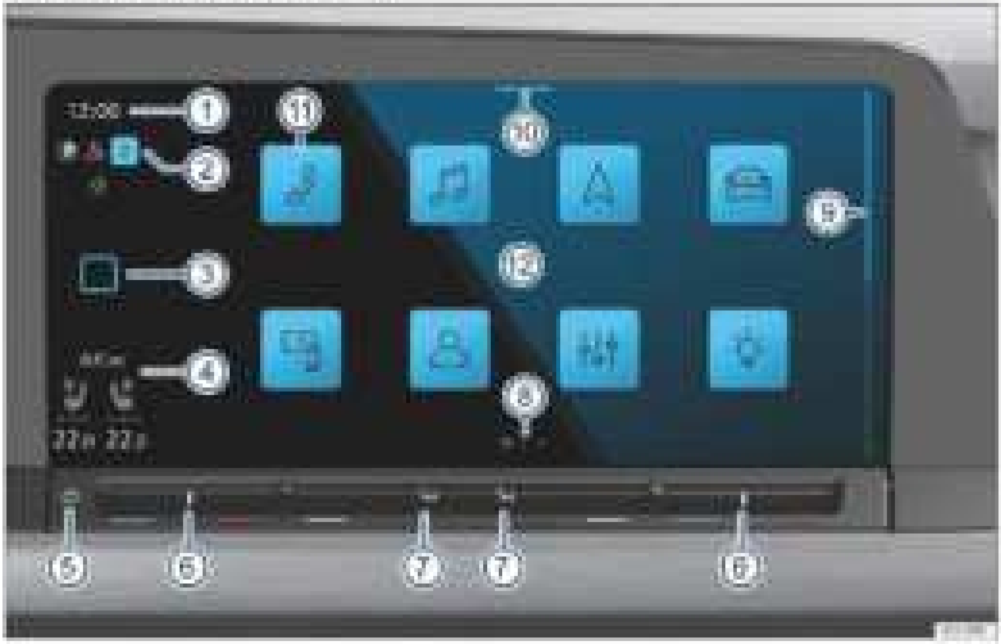

Fig. 2 Overview of the 10" infotainment system

① Time display.

② Status display of the "Privacy settings" function (availability is country-dependent) and display showing number of notifications.

③ Home button ⌂ (referred to below as HOME).

④ Temperature display (adjustment via → Fig. 2 ⑥) and status display for seat heating and seat ventilation (available depending on vehicle equipment).

⑤ Sensor field for infotainment system on/off.

⑥ Touch slider for temperature.

⑦ Touch slider for volume.

⑧ Views.

⑨ Scroll bar.

⑩ Control Centre.

⑪ Function button for main menu.

⑫ Screen (touchscreen).

Further information and tips for operating the infotainment system are provided in these operating instructions ⇒ First steps in the infotainment system.

③ Home button: ⌂ (referred to below as HOME)

The home button is referred to below as HOME.

1. Tap HOME to open the start screen.

⑤ Sensor field for switching the Infotainment system on or off

1. Tap the sensor field to switch the Infotainment system on or off manually.

⑥ Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe to the left to lower the temperature.

— Swipe to the right to increase the temperature.

⑦ Touch slider for volume

— Swipe to the left to lower the volume.

— Swipe to the right to increase the volume.

⑧ Views

Some menus and functions have several views with different content. The current view is highlighted.

— Tap the marking to change to a view.

— Swipe your finger to the left or to the right across the screen to switch between views.

⑨ Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

⑩ Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *⇒ First steps in the Infotainment system*.

1. Tap the marking and slide it down to open the Control Centre.

⑪ Function button for main menu

The position of the function buttons can be configured *⇒ First steps in the Infotainment system*.

1. Tap the corresponding function button to open a main menu, e.g. ☎ for the mobile phone interface.

⑫ Screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre ⇒ Fig. 2 ⑩. You can find a detailed explanation of the different finger gestures in the digital instructions of the Infotainment system, where available *⇒ First steps in the Infotainment system*.

1. Tap HOME ▸ ? ▸ ⓘ to open the digital instructions of the Infotainment system.

Gesture control (without item number)

You can also switch on gesture control. When gesture control is switched on, this is indicated on the screen.

1. Tap HOME ▸ ⚙ ▸ Screen ▸ Hand gesture.

Infotainment system overview

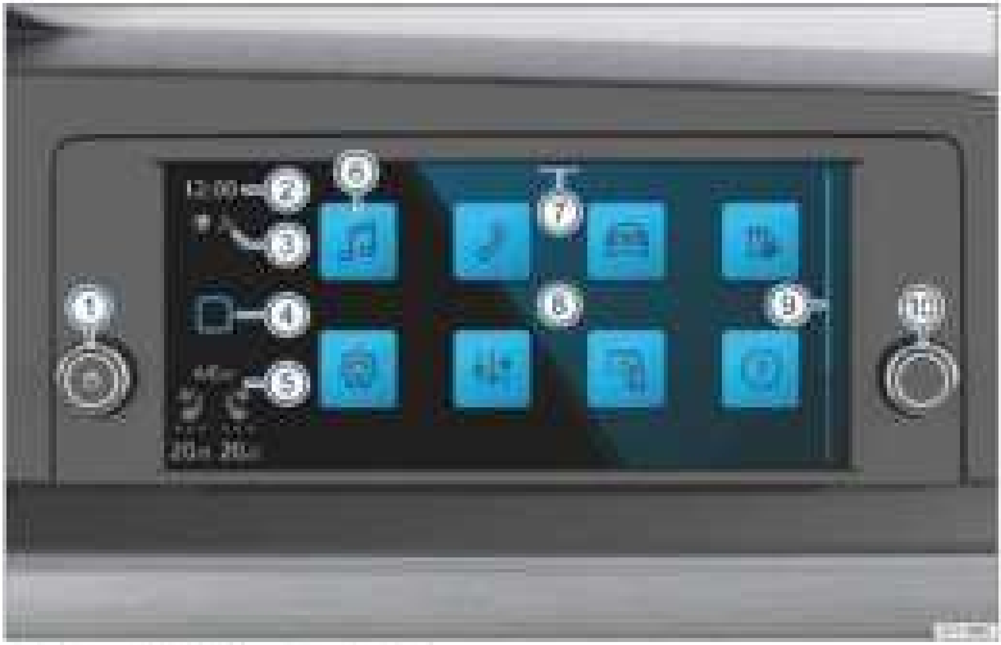

Fig. 1 Overview of the 8.25" Infotainment system.

① Rotary pushbutton.

② Time display.

③ Status display of the "Privacy settings" function (availability is country-dependent).

④ Home button ☐ (referred to below as HOME).

⑤ Status display for seat heating and seat ventilation (availability is equipment-dependent).

⑥ Function buttons for main menus.

⑦ Control Centre.

⑧ Screen (touchscreen).

⑨ Scroll bar.

⑩ Menu control.

Further information and tips for operating the Infotainment system are provided in these operating instructions ⇒ First steps in the Infotainment system.

① Rotary pushbutton

– Press to switch the Infotainment system on or off.

– Turn anti-clockwise to reduce the volume.

– Turn clockwise to increase the volume.

④ Home button ☐ (referred to below as HOME)

The menu button is referred to below as HOME.

1. Tap HOME to open the start screen.

⑥ Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. ♪ for the mobile phone interface.

⑦ Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions ⇒ First steps in the Infotainment system.

1. Tap the top edge and slide it down to open the Control Centre.

⑧ Screen/touchscreen

You can operate the functions of the Infotainment system using the screen. The screen brightness can be adjusted via the Control Centre ⇒ Fig. 2 ⑦. You can find a detailed explanation of the different finger gestures in the digital instructions on the Infotainment system, where available ⇒ First steps in the Infotainment system.

1. Tap HOME ▸ ? ▸ ⓘ

⑨ Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and swipe it up or down to display additional content.

⑩ Menu control

1. Turn to select from a list.
2. Press to confirm a selection.

Operating the Infotainment system

Opening the digital instructions for the Infotainment system (if available)

The digital instructions for the Infotainment system provide further information and tips for operation of the system.

1. Tap HOME ▸ ? ▸ ⓘ

Switching the Infotainment system on or off

If the Infotainment system was not manually switched off before, the Infotainment system will start up when the ignition is switched on.

If the last volume setting does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

The Infotainment system switches off automatically when you leave the vehicle with inactive ignition.

If you switch on the infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Main menus on the start screen

The following main menus may be included as function buttons on the start screen:

Background lighting, Background lighting .

App-Connect .

Assist systems .

Vehicle .

Help: here you can find further information on the functions and operation of the infotainment system, e.g. the quick guide ⇒ ⇒ *First steps in the infotainment system*.

Sound ⇒ ⇒ *First steps in the infotainment system*.

Air conditioning .

Navigation .

Users, their management ⇒ ⇒ *Manage users*.

Radio/Media .

Laura .

Settings ⇒ ⇒ *First steps in the infotainment system*.

Auxiliary heater ⇒ ⇒ *Auxiliary heater and auxiliary ventilation*.

Telephone .

Configuring the start screen

You can configure the layout of the function buttons and also the views and displays on the start screen in the infotainment system or have them positioned on the basis of factory layout templates.

1. Tap a function button and hold until the function button is visibly highlighted.
2. Move the function button to the desired position and release.

Personalisation

Personalise function buttons and pages depending on the vehicle equipment ⇒ ⇒ *First steps in the infotainment system*.

Enlarging or reducing images and maps on the screen

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the screen and keep your fingers on the screen.
   – To enlarge the display of images and maps, slowly move your fingers apart.
   – To reduce the display of images and maps, slowly move your fingers together.

Personalising the Infotainment system

Depending on equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing further menus and functions on the Infotainment system displays.

Configuring tiles

Configure the tiles by removing or adding views.

1. Tap HOME.
2. Tap a tile and hold until an additional window opens.
3. Tap ✎ to open the configuration function.
   – To add a new view with tiles, tap ⊕ and the desired template. New tiles are created without functions.
   – To remove a view with tiles, tap ⊖.
4. Tap ✎ to close the configuration function.
5. To return to the view, tap ⊗ or a free area of the screen.

At least two views are always available. These cannot be removed. Depending on equipment, you can add two more views. In total, a maximum of four views can be displayed.

Adjusting tiles

Adjust the tiles and the displayed tile functions in the Infotainment system views in order to customise the Infotainment system to suit your needs.

1. Open the Control Centre.
2. Tap a tile and hold until an additional window opens.
3. To add functions to a tile, tap the desired tile.
4. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
5. To remove a function from a tile, tap the desired tile and then tap ⊖.
6. To return to the view, tap ⊗ or a free area of the screen.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Adjusting the Control Centre

You can personalise the Control Centre of the Infotainment system for faster access to favourite or frequently used functions.

1. Tap a function and hold until an additional window opens.
2. Tap the desired function in the additional window and hold until the function is visibly highlighted.
3. Move the function to the desired position and release.

   The active function is automatically removed from the Control Centre and added to the additional window.

More functions are available for the Control Centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening tips for personalisation (if available)

You can find further information and tips for personalisation in the digital instructions for the infotainment system.

1. Tap HOME ▸ ▸ ▸ Custom.

System and sound settings

Changing settings

The meanings of the following symbols apply to all options and menus of 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 (if this is available).

System settings

The following functions, information and setting options may be available in the system settings:

- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connections.
- Mobile devices.
- Reset to default settings.
- System information.
- Copyrights.

— Configuration wizard.

Opening system settings

1. Tap HOME ▶ Settings.

Sound settings

The sound settings may contain information and setting options for equalizer, position, volume and settings.

Opening sound settings

1. Tap HOME ▶ Sound.

Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Cleaning the screen

Observe this checklist when cleaning the screen:

✓ The infotainment system is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: use a cleaning cloth available from Volkswagen dealerships.

✓ In the case of stubborn dirt:

- ✓ Moisten dirt with only a little water and allow to soak in.
- ✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can be damaged if it is cleaned with the wrong cleaning agents or when dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products. These chemicals may damage the device and dim the screen.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

Introduction to the topic

In radio mode, you can receive available radio stations using different reception modes and store your favourites for quick access.

The available reception modes are dependent on the equipment level and are not available in all countries. Reception modes may be discontinued, deactivated or no longer offered in individual countries.

With some equipment levels and in some countries, you can also use Internet Radio ⇒ Online functions, radio.

The radio stations are responsible for the content of the information sent.

Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

Function descriptions

Selecting reception mode

Different stations are available depending on the reception mode. The available reception modes are dependent on the equipment level and are not available in all countries.

1. Tap Source to open the list of reception modes.
2. Select the reception mode, e.g. FM.

Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on reception mode.

Searching for stations in SCAN mode

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

1. Tap SCAN to start the SCAN function.

   The SCAN function starts and the currently set station is shown on the display.
2. To select a station, tap SCAN.

   The SCAN function stops and the station is set.

Selecting stations using the multifunction steering wheel

You can select stations from the station list or from the favourites using the multifunction steering wheel.

– To select the previous station, press ◁ on the multifunction steering wheel.

– To select the next station, press ▷ on the multifunction steering wheel.

Selecting stations using the frequency band

1. Open settings and switch off the combined station list in the settings.
2. To open the frequency band, tap ▬.
4. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency is set.

Selecting stations from a station list

Depending on equipment, it may be necessary to manually update the station list if you have left the corresponding region since you last received the station list. In the FM

/DAB frequency band, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set.

   In the FM

   /DAB frequency band, the best reception mode is selected automatically according to availability of the station.

Selecting a station and storing as a favourite

You can store up to 36 stations or frequencies from different frequency bands and reception modes as favourites.

Saving stations as favourites

1. Set the desired station.
2. Tap ☆.

   Or: tap and hold a station in the station list.

   The memory locations are displayed.
3. Tap ⊞.

   Or: tap and hold the memory location already assigned until the station is stored.

   The station is stored in the selected memory location.

   If a station was already stored in the memory location, this station will be removed from the memory location and replaced by the new station.

Showing or hiding display of station logos and DAB slideshows

1. To open the additional window with the current playback content, tap ‖ at the right edge of the screen and swipe from right to left.
2. Tap radio text in the current playback.

Other functions in radio mode

The functions listed below depend on the equipment level and are only available in some countries.

Traffic Programme function (TP function)

The Traffic Programme function (TP

function) monitors the traffic announcements from a set traffic news station for Traffic Programme monitoring and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible and the **TP** function must be activated in the settings in order to receive traffic announcements. Traffic news stations are not available in all countries. Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

Provided that a traffic news station can be received, a traffic news station is automatically set in the background in the AM

frequency band and in media mode.

No TP will be shown on the display if no traffic news station can be received. 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.

Switching on the TP function

1. In radio mode, tap and activate ⚙ ▸ Radio Traffic Programme (TP).

   Or: in media mode, tap and activate ⚙ ▸ Media Traffic Programme (TP).

Station logos

Station logos may be pre-installed for some frequency bands in the Infotainment system.

The station logos will be assigned automatically to the stations if Show 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.

Activating automatic assignment of station logos

1. In radio mode, tap and activate ⚙ Automatic station logos.

Manually assigning station logos

You cannot assign station logos manually in the AM

frequency band.

1. In radio mode, tap ⚙ ▸ Radio ▸ Station logos.
2. Select the station to which you wish to assign a station logo.
3. Select the station logo.
4. Repeat the process for further stations, if desired.
5. Tap ↩ to finish assigning station logos.

Functions and symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— FM

multiple tuner (antenna diversity)

— Combined station list

 — Compilation of FM

  and DAB stations in one list.

— Combined preset list for favourites.

— Display of station logos.

— Actual area Pic.

— DAB+

DAB+ (multiple tuner with MRC in 10")

— DAB

slideshow (10").

 — Stationary images are transmitted parallel to the current broadcast.

— Internet Radio

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the infotainment system.

General symbols

1. To open the main menu, open the start screen and tap ♪ or ■.

■ FM Select FM

reception mode.

FM/DAB: Select FM /DAB reception mode.

DAB: Select DAB reception mode.

Internet Radio: Select Internet Radio reception mode.

⁝ Open additional window with current playback.

♡ Open preset list for favourites.

Symbol in a station list: station already saved as a favourite.

< Open previous station from the station list or favourites.

> Open next station from the station list or favourites.

⚙ Open the settings.

TP

Traffic Programme function (TP)

function for traffic news monitoring is activated.

No TP

The selected traffic news station is not available.

AF Off

Automatic station tracking (AF) is switched off.

RDS Off

Radio Data System (RDS) is switched off.

Symbols in the AM frequency band

☰ Open list of AM stations.

○ Update station list manually.

Open frequency band for manual selection of the AM frequency.

Symbols in the FM and FM/DAB frequency band

☰ Open station list of FM stations and, depending on the country, DAB stations.

Open frequency band for manual selection of the FM frequency.
Possible only if the combined station list is switched off.

No DAB reception available.

DAB station supports slide show.

Slide show is not available for the DAB station.

Symbols in Internet Radio mode

Open full-text search.

No Internet Radio reception possible.

Open the most recently listened-to Internet Radio stations.

Open the 100 most listened-to Internet Radio stations.

Open available Internet Radio podcasts.

Open Internet Radio stations from the desired country.

Open Internet Radio stations that broadcast their programmes in the desired language.

Open Internet Radio stations whose programmes belong to the desired genre.

Open the station selection.

With some equipment levels, the Infotainment system has online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include Internet Radio, for example.

Prerequisites for using online functions in radio mode:

✓ The requirements for using the services have been fulfilled ⟫ Online provision.

✓ You have purchased a corresponding data plan for an Internet connection from the In-Car Shop or you have available data volume on the SIM card of your mobile telephone and are connected to your vehicle via the Wi-Fi hotspot on your mobile telephone.

Internet Radio

Internet Radio is a reception mode for Internet Radio stations and podcasts which is independent of AM, FM and DAB. Due to transmission via the Internet, reception is not regionally restricted. Internet Radio is available only when the Infotainment system has an active Internet connection. Costs may be incurred for data transmission from the Internet when using Internet Radio mode.

In some countries, functioning of Internet Radio depends on the privacy settings in the vehicle.

Searching for and filtering stations

In Internet Radio mode, it is possible to search for or filter stations by category.

1. Open the station selection.
2. Select the category according to which you wish to filter the stations.

   Or: tap ⌕ to start the full-text search.

   The input field is displayed.
3. Enter the name of the station or category you want to search for.

   The list of found stations is automatically updated during input.
4. Tap the desired station.

Introduction to the topic

In media mode, you can play media files from data media via the infotainment system and save your favourites for quick access.

With some equipment levels, the following data media can be used as a media source:

– USB
  data medium, e.g. USB stick,
– Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

– Audio files, e.g. music
– Video files.

With some equipment levels and in some countries, you can also use streaming services (→ Online music, media).

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unreadable. 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 load time of data media can be increased by the storage capacity, usage (data/recording and protection 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 of the data medium referenced by the playlist.

No liability can be accepted for damaged, modified or lost files on data media.

Playing a media file

Connecting and selecting a media source

1. Connect media source.
2. Tap My media and select the desired media source.

Searching for and playing media files

You can search for and play media files from a media source in various ways.

Searching in a selected media source

All media files on the connected media source can be found by means of a folder structure or by using the full-text search.

1. Open the folder structure.
2. Search through the folder structure for the desired track.

   Or: tap 🔍 to start the full-text search.

   The input field is displayed.
3. Enter the name of the desired track.

   The list of found tracks is automatically updated during input.
4. Tap the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.
5. Close the selection with ✕.

Saving a media file as a favourite

Only media files that are saved in My Media in the Music and Video folders can be stored as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.
2. Tap ☆.
3. Tap ⊞.

   Or: tap an already assigned favourite location and hold for around 3 seconds.
4. Make a selection from the listing (e.g. music track).

   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 that video can be saved as a favourite.

   The selection is saved as a favourite at the selected favourite location. If the favourite location was already assigned, the previously stored favourite is replaced by the selection.

Selecting a media file from favourites

1. Tap ☆.
2. Tap the desired favourite.

   Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

Entertainment playback via the Infotainment system

You can play music and videos on the Infotainment system.

Video mode

In video mode, the Infotainment system display can play a video from a data medium.

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

You can also play videos from streaming services, depending on the equipment and country ⇒ Online functions, installed. A stable internet connection is required for playback via a streaming service. Costs may be charged by the mobile operator.

Functions and symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via Bluetooth.

— Audio playback in the following formats:

— AAC
.
— APE
.
— ALAC
.
— FLAC
.
— MP2
.
— MP3
.
— MP4
.
— Vorbis
— OPUS
.
— WMA
.
— WAV
.

— Video playback in the following formats:

— MPEG
-1 and MPEG-2 (.mpg, .mpeg, .mov, .avi)
— ISO
MPEG-4 ASP, Xvid (.mp4, .m4v, .mov, .mkv, .avi)
— ISO

  - MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi)
  - Windows Media Video 9 (.wmv, .asf, .mkv, .avi)
- Cross-device playlists.
- Cross-source media database My media.
  - The data of all media sources connected to the Infotainment system is stored in a media database.
  - If My media is selected, categories, e.g. music, and connected media sources are displayed first.
  - All media files of USB

    devices are filtered according to categories, e.g. albums. This category view is always displayed in My media. The classic folder structure of the individual USB data media is additionally located in the My media folder.
- Media search.
- Media streaming services.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, touch the start screen and tap ▦.

▷ Start playback.

⏸ Pause playback.

⏮ Go to previous track.

⏭ Go to next track.

🔂 Repeat current track.

🔁 Repeat all tracks.

🔀 Activate shuffle mode.

⊕ Add media file as favourite.

♡ Open favourites list.

↩ Go back to higher-level folder of the media source.

⚙ Open the settings.

Symbols for media sources

My media: select the cross-source media database My media as the media source. Connected USB devices and their folder structure can be selected under My media.

Bluetooth: select a device connected via Bluetooth as the 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.

Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audio books.

Symbols for video playback

Play videos in full screen mode.

Minimise playback.

Online functions

With some equipment levels, the Infotainment system has online functions in media mode.

Online functions in media mode are not available in all countries and vehicle models.

The online functions in media mode include streaming services, for example.

Prerequisites for using online functions in media 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 the In-Car Shop or you have available data volume on the SIM card of your mobile telephone and are connected to your vehicle via the Wi-Fi hotspot on your mobile telephone.

Streaming services

Conditions for using streaming services:

✓ The prerequisites for using online functions in media mode are met.

✓ You have a user account for the respective streaming service.

Some streaming services can only be activated or deactivated together, even if they are listed individually in the menu.

Setting up streaming services

Depending on the vehicle equipment and country, you can use streaming services directly via the Infotainment system ⇒ Media sources. You require an Internet connection in order to use streaming services ⇒ Media sources.

1. Select Media streaming as the media source.

   A list of available streaming services is displayed.
2. Select the desired streaming service.

   Either an input field will be displayed for input of the login data, or instructions will be shown for registration with the provider.
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.

Depending on the country, you may need to log in again to the streaming service if you change the privacy settings, for example.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. To enable optimal navigation to the destination, all readings and possible traffic information are compared with the available map material.

Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

WARNING

If settings, destinations, routes and changes for the navigation system are made while the vehicle is in motion, this can distract the driver and cause accidents and injuries.

- Drive with your full attention and with responsibility.
- Configure the settings and enter destinations and changes for the navigation only when the vehicle is stationary.

The navigation may recalculate the route if the driver misses a turning.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic jams.

Traffic information will be output in the navigation system only if the available We Connect service has been activated.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road navigation is subject to continuous changes, e.g. new roads, road works, road closures, changes to the road names and house numbers. In the case of obsolete navigation data, there may be errors or inaccuracies during

Function descriptions

Navigation announcements

Navigation announcements are provided during route guidance 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 an urban area.

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 expected 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.

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 [illegible] system has been muted.

Adapting the navigation map

For optimal viewing, you can also adapt the navigation map and map view with advanced finger gestures.

Moving the navigation map

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

Enlarging or reducing the map view

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger upwards to zoom out from the map view. Move your finger downwards to zoom in on the map view.

Enlarging or reducing the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view. Move your fingers apart to zoom in on the map view.

Tilting the map view

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards. Move your fingers downwards to tilt the map view backwards.

Rotating the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and hold your fingers on the screen.
2. Turn your fingers clockwise or anticlockwise to rotate the map view.

Route plan

Several destinations can be defined one after another in the route plan. The starting point is always the vehicle position determined by the infotainment system. The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an entry, an additional window opens with further options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. Tap the route plan to open the route plan.
2. Tap X to close the route plan.
3. To stop route guidance to the destination or stopover, tap ● next to the destination in the route plan.

Editing route guidance

To edit route guidance, move the stopovers or the destination in the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release.

   The route will be recalculated.

Additional window on the route plan

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry focused.

Functions in the additional window:

Display on map
    Display the selection on the map.
Add stopover
    Add a stopover to the route guidance.
Direct route
    Start direct route guidance.
Delete
    Delete stopover from route guidance.
Bypass
    Avoid a traffic disruption. The route will be recalculated.
Stop route guidance
    End the current route guidance.

Closing the additional window on the route plan

1. Tap a free area outside the additional window.

Setting preferred POI categories

The system offers various POIs, e.g. filling stations, as quick selection symbols in destination input, in the route plan and on the map. You can prioritise the display of these symbols under ⚙ ▸ Basic functions ▸ Preferred POI categories. The system also independently learns which category you prefer.

Stored data

The infotainment system stores certain data, e.g. frequently driven routes and learnt driving data, so that you can enter destinations quickly and enjoy the most efficient route guidance.

Deleting stored data

---

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes. Routing 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 different alternative.

Relevant traffic disruptions are taken into account in the route guidance. Relevant traffic disruptions will be avoided if an alternative route and the navigation data is available.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating or deactivating "Learn usage pattern"

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1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Learn usage pattern.

Displaying suggested routes

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1. Tap [illegible].

Deleting stored data for "Learn usage pattern" function

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1. Tap ⚙ ▸ Basic functions to open the settings for this function.
2. Tap Delete usage pattern.

Navigation functions and symbols

Navigation

The navigation functions and symbols depend on the equipment and are not available in all countries.

Functions

- Destination input and route calculation

- Simultaneous display of two navigation maps (screen and instrument cluster).
- Personal POIs.
- 3D City Maps.
- Online Map Update.
- Online Traffic Information.

General navigation symbols

1. To open the main menu, open the start screen and tap.

Display further options for route guidance.

Display the navigation map.

Open saved addresses (contact list of the connected mobile telephone).

Open the settings.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays symbols for traffic information, e.g. traffic disruptions, and POIs, e.g. filling stations, when navigation data is available ⇒ Traffic information.

Display current position.

Align the map.

Map scale.

Display information on the route.

Fully automatic map mode adjustment in direction of travel, position, zoom and tilt.

Display additional window with route options.

Display destination memory.

Display additional window with further options.

Symbols in the additional window

1. To open the additional window showing further options, tap ≡.

Display route overview and alternative routes for current route guidance when route guidance is active.

Repeat the previous navigation announcement.

Mute navigation announcements and adjust volume for navigation announcements.

Other symbols

Destination search: detailed destination input for an address.

Route plan symbols

Display current position.

Destination of the current route guidance.

End the current route guidance.

Close the route plan.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available ⇒ Traffic information).

1. Tap a traffic disruption to open an additional window showing details (if available).

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Entering a destination and starting route guidance

Depending on the vehicle equipment, different functions are available for destination input. Certain functions are available only in some countries.

The different functions for destination input can be found in the main menu of the navigation system ⇒ Navigation).

You can more precisely limit the search by indicating preferences in the results list, such as "nearby".

Further information about the symbols on the Infotainment system display can be found in the owner's manual ⇒ Navigation).

Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap Q.

   Or, tap ■.
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

   Or, tap ■.

Quick start

1. Tap Q.
2. Enter the address of the destination and tap and hold the desired destination for a few seconds.

⚠ Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Recommended destinations

The navigation system uses stored data such as the last and learned destinations, favourites, and home and work addresses so it can use this data for route guidance.

Selecting a destination and starting navigation

1. Tap Q ▸ Suggested destinations.
2. Tap the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap Q ▸ Last destinations.
2. Tap the desired destination.
3. Tap Start.

   Or, tap ■.

Quick start

1. Tap Q ▸ Last destinations.
2. Tap the desired destination and hold for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ☐ in the additional window.

Selecting a destination and starting navigation

---

1. Tap ★ Favourites.
2. Tap the desired destination.
3. Tap Start.

   Or: tap ➚

Quick start

---

1. Tap ★ Favourites.
2. Tap the desired destination and hold for a few seconds.

Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To enter a destination, tap the desired position or location on the map. You can start route guidance if map data is available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

Use the offroad navigation function to enter a destination point with unknown data.

Offroad navigation

The offroad navigation function calculates routes to selected destination points with unknown data. If a destination point is not on a known road or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start offroad navigation, tap a position without positioning data.

Starting navigation

---

1. Tap ⊡.
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended tap gestures ⇒ *Navigation*.
3. Tap the desired destination or any destination point on the map without positioning data.
4. Tap Start.

   Or: tap ➚

Using the address data of a contact

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

---

1. Tap ☺.
2. Tap the desired contact and address data.
3. Tap Start.

   Or: tap ➚

ⓘ NOTE

If the address data of a contact is out-of-date, navigation will still be performed to the stored address. Make sure that the address of the contact is up-to-date.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up to date.

Online navigation data – expansion

Regions in the navigation data that are not used by the user may be removed from the system under certain circumstances, for example if there is limited memory space in the navigation data memory. If these regions should be needed again at a later point in time, the navigation system will download them again on request. No contract for mobile online services is needed for this. The service depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this does not already exist.
3. Depending on the country, also select "Share my position" mode in the privacy settings ⇒ *Privacy settings*.

Anyone who uses the vehicle as an anonymous guest user must reset the privacy settings each time they start the vehicle ⇒ *Privacy settings*.

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 a USB data storage device to the Infotainment system when the vehicle is stationary.
   The navigation data for regions that are currently frequently travelled is automatically updated in the background.

No message appears in the Infotainment system while the navigation data is being updated, or once the update is complete.

When you update navigation data manually, the USB data medium must remain continuously connected. No message appears to indicate that the update has been completed.

Leave the USB data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Failure to do so will cancel the update.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB
data storage device nor an Internet connection.

Displaying map data version

1. Tap HOME ▸ ⚙ ▸ System information.

Traffic information

Depending on equipment, reception of traffic information is not available in all infotainment systems and not in all countries.

The infotainment system automatically receives detailed traffic information when connected to the Internet. The information is indicated by symbols and colouring of the road network on the map.

Reception of traffic information depends on the privacy settings in some countries. No traffic information is received in offline mode.

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map (→ Navigation).

The route plan displays current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the route plan. You can bypass these traffic disruptions by editing the route plan.

Bypassing a traffic disruption

1. Tap the traffic disruption.
2. Tap Bypass.

   The route will be recalculated.

Only one traffic disruption can be bypassed in this way for each route.

Local warnings, e.g. about severe weather, can be output as a pop-up message via the infotainment system.

Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by colouring of the road network.

Orange

Slow-moving traffic.

Red

Traffic jam.

Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the vehicle loudspeakers. Depending upon equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously (→ Mobile phone interface).

Functions depend on the equipment and are not available in all countries – and depend on the mobile phone used and its operating system.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

ℹ As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. The device connection to the Infotainment system via Bluetooth or Wi-Fi

can be restored at any time without having to pair the device again.

ℹ When a telephone call is made using the hands-free system in stationary vehicles, a conversation can also be heard by third parties outside the vehicle.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The areas around vehicles which run on liquid gas, such as propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine or mobile telephone must be switched off.

⚠ WARNING

In places where there is a risk of explosion, e.g. near filling stations, and in places with special regulations, ignition sparks, e.g. caused by the radiation discharges of mobile phones, can lead to an explosion or fire and cause serious or fatal injuries.

- Switch off the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.
- Do not operate the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.

ℹ NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

Types of mobile phone interface

Depending on the country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic equipment of the mobile phone interface.

The mobile phone interface uses the Bluetooth Hands-Free Profile (HFP the loudspeakers. This allows use of telephone functions via the Infotainment system and output via the vehicle speakers.

– Comfort mobile phone interface.

The Comfort mobile phone interface uses the HFP

Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function ⇒ Charging options for mobile devices. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. If you place a suitable mobile phone in the storage compartment, the mobile phone is connected to the vehicle aerial, depending on the equipment. This improves the reception and call quality.

Wireless charging function and connection to the vehicle aerial

Depending on equipment and model and in some countries, a connection to the vehicle aerial is automatically set up through use of the stowage compartment for the wireless charging function ⇒ Charging options for mobile devices on the driver side. This can reduce interference signals that affect mobile telephone reception. If the reception or call quality does not improve or if interference signals can still be heard during mobile telephone reception, you can improve the connection by placing the mobile telephone the other way round, with the screen facing up, in the stowage compartment for the wireless charging function.

Depending on equipment and in some countries, the wireless charging function can charge two mobile telephones at the same time. In this case, the connection to the external aerial can be established only if exclusively the stowage compartment on the driver side is used.

Pairing, connecting and managing

Pair and connect a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface.

Depending on equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

The available functions depend on the mobile telephone used and its operating system.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile is automatically saved in the Infotainment system ⇒ Mobile phone interface. The pairing process can take a few minutes.

Prerequisites:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated in the Infotainment system.

1. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
2. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
3. *Optional:* confirm message for data transfer on the mobile telephone.

⚠ WARNING

If you carry out pairing when driving, this can cause accidents or injuries.

- Carry out pairing only when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the mobile telephone. To finish the pairing procedure, enter this **PIN** on the Infotainment system.

Bluetooth pairing via NFC

Depending upon the equipment, NFC is not available in every vehicle with wireless charging function or in all countries and vehicle models.

The Bluetooth pairing function via NFC is available depending upon the mobile telephone, its operating system and the Infotainment system.

Prerequisites:

✓ The NFC technology and the storage compartment for the wireless charging function are installed in the vehicle.

✓ NFC is activated on the mobile telephone.

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1. Tap **♪ ▸ ⚙ ▸** Connect mobile phone.
2. Unlock the mobile telephone.
3. Place the mobile telephone correctly on the shelf for the wireless charging function.
4. Continue and confirm Bluetooth pairing in accordance with the displays on the mobile telephone and Infotainment system.

   The mobile telephone is paired with the Infotainment system.

The wireless charging function is deactivated while the Infotainment system is in the Connect mobile phone menu. The wireless charging function will be reactivated when you leave the menu.

Connecting a mobile telephone

Prerequisite:

✓ A mobile telephone is paired with the Infotainment system.

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1. Activate Bluetooth on the mobile telephone.

Function descriptions

User profiles

An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details. A maximum of ten user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

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1. Tap **♪ ▸ ⚙**.

   The user profiles are located in the area Select mobile telephone or Mobile devices.
2. Tap the desired user profile and tap 🗑 to delete.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active

Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

Passive

Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Changing the connection type (passive to active)

Prerequisite:

✓ Several mobile telephones are connected to the Infotainment system simultaneously.

---

1. Tap ▾.

   The mobile telephone with an active connection is highlighted.
2. Tap the name of the mobile telephone you require.

   Other mobile telephones then automatically have a passive connection.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

---

1. Tap HOME → ⚙ → Mobile devices.
2. Tap the technology desired for the connection.

Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

Depending on equipment, up to 5,000 contact entries can be stored in the telephone book.

The telephone book is updated each time a new connection is established. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call and a further participant added to the call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

The appearance of the symbols may differ depending on Infotainment system.

Functions and symbols of the mobile phone interface

Using the telephone

Select a telephone number to start the call. Different functions are available for selecting a phone number.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap 👥.
2. Tap 🔍 and enter the name of the contact in the input field to search for a contact.

   Or: tap Favourites.

   Or: tap All.

4. Tap a contact in the list to start the call.

When searching for a contact, enter the surname and first name separated by a space.

Using the call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

1. Tap ☰ and filter entries in the call list, e.g. missed calls.
2. To start the call, tap a number or, where applicable, a contact in the list.

Entering a phone number manually

1. Tap ▦ and enter a phone number.
2. Tap ✆ to start the call.

While you are entering a phone number, contacts that match the number will be shown on the infotainment system display.

Favourites and speed dial buttons

A favourite from the telephone book can be assigned to a speed dial button. If an image is stored in the entry, this will be displayed on the speed dial button.

Speed dial buttons must be assigned manually and are assigned to a user profile ⇒ Mobile phone interface, ⇒ Bluetooth®.

Assigning a speed dial button

1. Tap 👥.
2. Tap a contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Editing a speed dial button

1. Tap and hold the speed dial button until the telephone book is opened.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Calling a favourite

1. Tap the assigned speed dial button.

Favourites are not automatically updated. If the phone number of a contact changes, the speed dial buttons must be assigned again.

Deleting favourites from the speed dial button

1. Tap ✎.
2. Tap 🗑 on the desired speed dial button to delete a favourite.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive SMS text messages and emails via the mobile phone interface in some countries.

The ability to send and receive emails also depends on the app being used on the mobile telephone.

Sending text messages

1. Tap ✉ Text message ▶ New message and enter the message on the screen.
2. Enter and tap the desired contact in the search bar.
3. Tap OK to send the message.

Sending emails

1. Tap ✉ Email ▶ New message and enter the message on the screen.
2. Enter and tap the desired contact in the search bar.
3. Tap OK to send the message.

Switching between text messages and email

Activate the corresponding option to send SMS or emails. The active option is displayed on the screen, e.g. Text message.

1. Tap ☰.
2. Tap the required option.

The functions and symbols are dependent on the equipment level and are not available in all countries. The available functions depend on the mobile telephone used and its operating system. The appearance of the symbols may differ depending on Infotainment system.

Functions

- Mobile Phone Functions
- SMS
  - Functions via Bluetooth
    - Read SMS
    - Write an SMS including templates
    - Have SMS read out loud
    - Message history
- Email functions via Bluetooth

  - Read emails.
  - Write emails.
- Bluetooth and Wi-Fi
  device pairing via NFC.

Symbols in the main menu

1. To open the main menu, open the start screen and tap ✆.

Opens the contact list.

Open call lists for incoming and outgoing calls.

Dial phone number.

Open text messages (SMS
and email, depending on the country).

Select the active device if there are two or more connected mobile telephones.

Open the settings.

Symbols for phone calls

Make or answer and display call.

End or reject call.

Mute hands-free system.

Hold call.

Reject call with SMS
templates.

Add a participant to a conference or start conference.

Make emergency call (SOS).

Obtain help in the event of breakdown.

Voicemail.

Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Symbols in the contact list

1. Tap 👤 to open the contact list.

Input to search for contacts.

Address.

Edit favourites.

Add favourites.

Remove favourites.

Symbols for call lists

1. Tap ☎ to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone, if supported by the mobile telephone.

Phone number (work).

Phone number (private).

Mobile telephone number.

Fax.

Fax (business).

Fax (private).

Symbols for text messages

1. Tap ✉ to open the text messages.

Tap left-aligned at the input.

Received text message.

Sent text message.

Template for text messages.

Introduction to the topic

The voice control allows you to perform a variety of functions by spoken commands.

Types of voice control

Depending on the language set in the Infotainment system, one of the following voice control types is available in the vehicle:

—Command-based voice control (standard).

—Advanced voice control (offline or online).

Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to open seat-related functions in the supported languages, e.g. switching on the seat heating.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel or the VOICE button is present on the Infotainment system, or if your vehicle understands the activation word.

In black with blue background: voice control is active and will recognise spoken words.

Test voice control before starting a journey in order to familiarise yourself with the function.

Differences in voice control systems

Command-based voice control (standard)

Only grammatically correct voice commands will be recognised by the voice control. Voice commands must follow a defined syntax in order to be recognised correctly, e.g., "Navigate to [*Town, Street name, House number*]". You will find further examples in the Infotainment system. Command-based voice control can be performed in every available language.

Advanced voice control (offline or online)

Voice commands can be freely formulated and colloquial. For example, the statement "I'm cold" will lead to the set temperature in the vehicle being increased. Suggestions for voice commands depend on the set language and can be found in the Infotainment system.

Advanced voice control works online and offline. In online mode, the voice commands are evaluated to provide an enhanced search for POI

s, media and online radio stations. Messages can also be dictated. For online mode, you need a valid We Connect or We Connect Plus contract for the vehicle.

If advanced voice control is available for your language, this will be reported when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by speaking the activation word available in your country (⇒ Voice control).

Starting and stopping voice control

Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.

✓ Avoid excessive emphasis or strong accent.

✓ Do not leave long pauses when speaking.

✓ Avoid exterior and background noise.

✓ Do not point the air flow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ☰ ▸ 🎙.

   Or tap MENU ▸ ☰ ▸ 🎙.

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:

– Start with your voice: say the activation word OK Laura.

– Start via multifunction steering wheel: press the voice control button 🎙 or 🎙.

– Start via the Infotainment system: tap VOICE.

Depending on the mobile telephone and operating system and on some Infotainment systems, voice control of a connected mobile telephone can be started by pressing and holding the voice control button 🎙 or 🎙 or the VOICE button.

Ending the voice control function

Depending on the vehicle equipment, you can end voice control in different ways:

– End with your voice: to open suggestions for a voice command for ending voice control, tap HOME ▸ ☰ ▸ ⚙ ▸ General.

  Or tap MENU ▸ ☰ ▸ 🎙.

– End via multifunction steering wheel: press the voice control button 🎙 twice in quick succession or 🎙 once.

– End automatically: voice control is ended automatically if you use functions in the Infotainment system, activate the parking system, telephone calls are received or if there are voice outputs and warnings from the navigation system.

Activation word

The words spoken in the vehicle are checked for the activation word in the Infotainment system circular buffer. Voice control starts if the Infotainment system recognises the activation word. The circular buffer is overwritten approximately every 15 seconds. There is no transmission of data or words spoken in the vehicle. The circular buffer is not active if the activation word is deactivated.

Switching activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▸ ⚙ ▸ Voice control ▸ Activation word.

Speaking activation word and activation word recognition

Prerequisite:

✓ The Activation word is switched on in the settings.

BG Здравей Volkswagen.

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.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć 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 system language in the Infotainment system.
- Start voice control using the activation word or the voice control button on the multifunction steering wheel.
- Voice commands are not recognised due to a system error. Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Voice control provides inappropriate answers

- The voice control system has interpreted the question incorrectly.
- Speak the voice command again clearly.

Voice control does not perform function

- The function cannot be performed by voice control.
- The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.
- Settings in the function prevent it from being implemented or performed.
- The voice control system has not understood the voice command.
- Insufficient data is available.

Stowing luggage and loads

Stowing luggage safely in the vehicle

- Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.
- Always stow luggage and heavy objects in the luggage compartment and place them as far forwards as possible ⚠.
- Observe gross axle weight ratings and the gross vehicle weight rating .
- Secure luggage in the luggage compartment to the fastening rings using suitable fixing and securing straps.
- Also stow small objects safely.
- If necessary, fold back the rear seat backrest and engage it securely.
- If necessary, adjust the headlight range. Vehicles with dynamic headlight range control adjust automatically to the load.
- Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker [→ Tyre pressure].

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of a sudden driving or braking manoeuvre or an accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior.

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

If an incorrect sitting position is assumed due to stowed objects, serious or fatal injuries can occur in the event of sudden driving and braking manoeuvres and in accidents.

- Never stow objects on a seat if this is to be occupied at that time by a person.

⚠ 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 can change the vehicle handling (e.g. as a result of the load shifting). This can lead to loss of control over the vehicle and cause serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving behaviour and braking distance of the vehicle.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Secure loose objects to prevent them from slipping.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual if the vehicle is heavily loaded.

NOTICE

Rubbing objects on the rear window can cause damage to the heating wires of the rear window heating.

- Load the luggage compartment only up to a height where no objects are in contact with the rear windows.

NOTICE

Carrier systems that are fixed to the rear spoiler can damage the vehicle.

- Do not secure any luggage carriers or other carrier systems such as bicycle carriers on the vehicle's rear spoiler.

Luggage compartment cover

When the boot lid is opened and closed, the luggage compartment cover is also raised and lowered if the retaining straps are attached.

The luggage compartment cover is not suitable as a shelf for objects, not even for light pieces of clothing ⚠.

⚠ WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious or fatal injuries in the event of sudden braking and steering manoeuvres or accidents.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

NOTICE

Incorrect handling of the luggage compartment cover may result in damage.

- Do not load the luggage compartment to such a height that the luggage compartment cover can press on the load when the boot lid is closed.
- Never close the boot lid when the luggage compartment floor is open or raised in position.

Installing and removing the luggage compartment cover

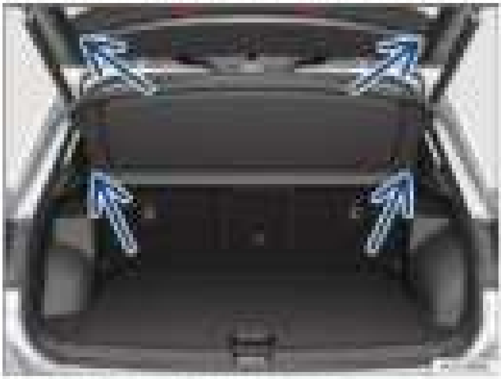

Fig. 2 In the luggage compartment: removing and installing the luggage compartment cover (illustration).

Removing the luggage compartment cover

1. Unhook the retaining straps at the top on the boot lid ↗ Fig. 2 (upper arrows).
2. Push the luggage compartment cover out of the side holders from below ↗ Fig. 2 (lower arrows).

Fitting the luggage compartment cover

1. Push the luggage compartment cover into the side holders in the luggage compartment ↗ Fig. 2 (lower arrows).
2. Hook the retaining straps onto the boot lid ↗ Fig. 2 (upper arrows).

Luggage compartment floor – Functions

Opening the luggage compartment floor

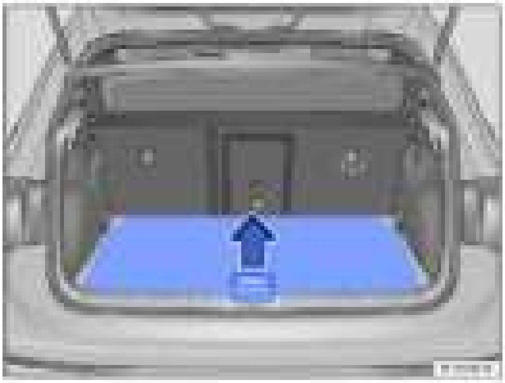

Fig. 1 In the luggage compartment: lifting the variable luggage compartment floor.

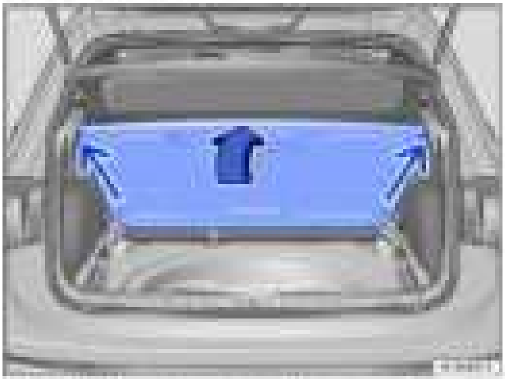

Fig. 2 In the luggage compartment: holding up the variable luggage compartment floor.

1. Grasp the handle recess in the luggage compartment floor ⇒ Fig. 1 and tilt the floor upwards in the direction of the arrow until it is held in position by the side recesses ⇒ Fig. 2 (arrows).

Closing the luggage compartment floor

1. Grasp the handle recess in the luggage compartment floor.
2. Guide the luggage compartment floor downwards into position.

Adjusting the height of the luggage compartment floor

Depending on the equipment level, the variable luggage compartment floor is height-adjustable.

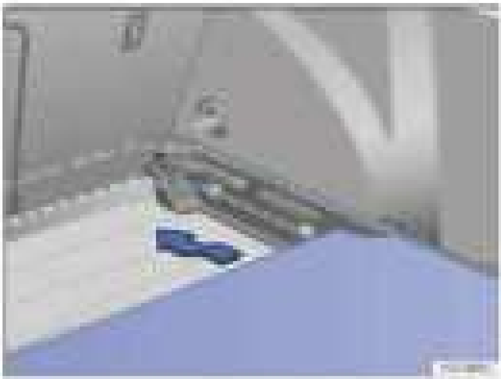

Fig. 3 In the luggage compartment: inserting the luggage compartment floor

1. Lift the luggage compartment floor and pull it rearwards out of the guides on the sides of the luggage compartment.
2. Insert the luggage compartment floor into the guides at the required height and push it forwards in the direction of the arrow as far as it will go ⇒ Fig. 3.

NOTICE

Incorrect use can damage the variable luggage compartment floor or the trim of the luggage compartment.

- Do not allow the raised luggage compartment floor to fall when closing it, but always guide it downwards carefully.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

Depending on the model, the vehicle may be equipped with a removable, flexible floor covering instead of the variable luggage compartment floor.

Fastening rings

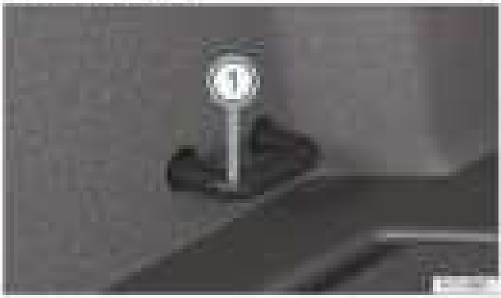

Fig. 1 In the luggage compartment: fastening ring
[illegible]

① Fastening ring

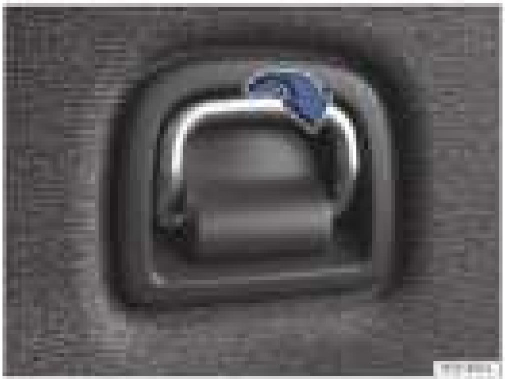

Fig. 2 In the luggage compartment: folding fastening ring (illustration).

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 , → Fig. 2 .

⚠ 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 tight crosswise over the load on the luggage compartment floor and attach the lashing, retaining and securing straps securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Observe the signs on stowing loads that may be affixed in the luggage compartment depending on the vehicle equipment.
- Never secure a child seat using the fastening rings.

⚠ WARNING

Elastic tensioning straps must be stretched in order to secure them at the fastening rings and are therefore under tension. If elastic tensioning straps slip off and "snap" towards the body, the hooks attached to them can cause serious injuries.

- Protect your eyes and face when installing and removing the luggage net.
- Always first secure the elastic tensioning straps to the fastening rings in the front area of the luggage compartment. Then pull the elastic tensioning straps towards the rear and secure the elastic tensioning straps to the fastening rings so that they "snap" away from the body if they slip.

Suitable lashing, retaining or securing straps and luggage securing systems are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Bag hook

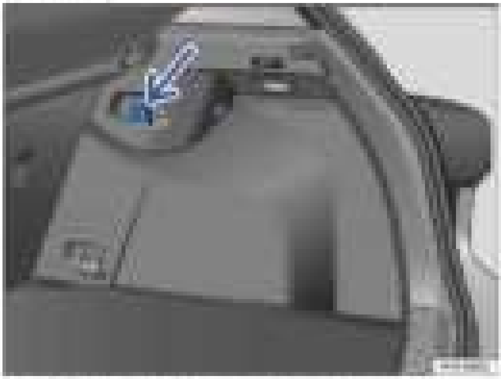

Fig. 1 On the left and right in the luggage compartment: Bag hooks.

In the luggage compartment, there may be bag hooks for hanging light shopping bags.

⚠ WARNING

Items of luggage and other objects that are secured by bag hooks can tear off and be flung through the vehicle interior in the event of a braking manoeuvre or accident. This can lead to a loss of control over the vehicle and cause serious or fatal injuries.

- Never use the bag hooks to lash down items of luggage or other objects.
- The bag hooks in the vehicle should only be used for light-weight objects weighing max. 2.5 kg (approx. 5.5 lbs).

Load-through hatch

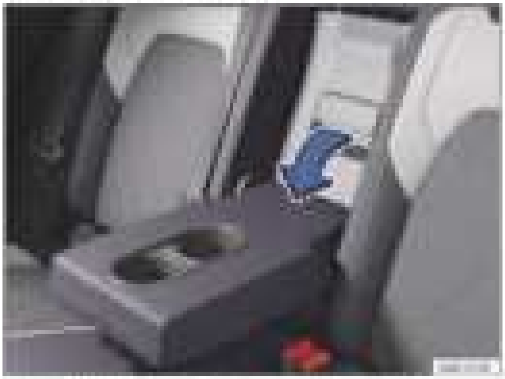

Fig. 1 On the rear seat backrest: load-through hatch (illustration)

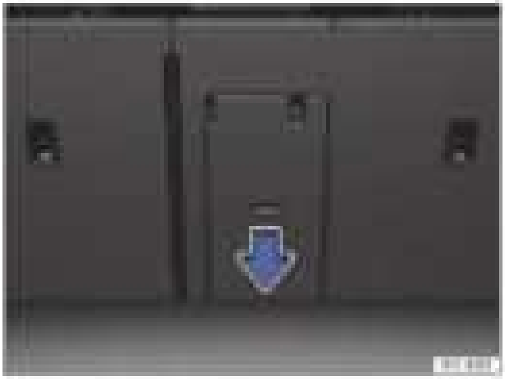

Fig. 2 In the luggage compartment: rear side of the load-through hatch (illustration)

Depending on the vehicle equipment, a load-through hatch may be located behind the centre armrest on the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

Opening the load-through hatch from the vehicle interior

1. Fold the centre armrest forwards ⇒ Centre armrest.
2. Pull the release lever in the direction of the arrow ⇒ Fig. 1 and fold the flap for the load-through hatch all the way towards the front ⇒ ⚠.
3. Open the boot lid.

Opening the load-through hatch from the luggage compartment

1. Push down the release lever in the direction of the arrow ⇒ Fig. 2 and fold the flap forwards.
2. Push long objects through the load-through hatch from the luggage compartment.
3. Secure the objects with the seat belt as required.

4. Close the seat lid.

Closing the load-through hatch

1. Fold back the flap of the load-through hatch until it engages in position.

   There may be a red marking on the luggage compartment side. This must not be visible! ⚠.
2. Close the seat lid.
3. If necessary, fold back the centre armrest.

⚠ **WARNING**

Objects in the deployment zone of the centre airbag can prevent it from functioning properly and cause serious or fatal injuries.

■ Never pass objects forward into the deployment zone of the centre airbag ⇒ Airbag system.

⚠ **WARNING**

Serious or fatal injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

■ Never fold the load-through hatch forwards or backwards while the vehicle is in motion.

■ Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.

■ Always keep hands, fingers, feet or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.

■ Always make sure that the red mark on the locking indicator is never visible when the load-through hatch is in the upright position. The load-through hatch is not engaged properly if you can see a red marking.

■ Never transport a person, particularly a child, on this seat if the load-through hatch is folded forwards or not securely engaged.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

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.

If the vehicle is driven under high loads, certain functions, e.g. the output of the air conditioning system, may be reduced or switched off to stop the vehicle from breaking down. Avoid long or steep uphill gradients. The engine torque may be reduced temporarily if the vehicle is driven under load for an extended time in order to avoid overheating of the engine or gearbox. Reduce your speed and observe the messages and illuminated warning and indicator lamps in the instrument cluster. The reduction in engine torque will be cancelled when the engine and gearbox are operating in the optimum temperature range again.

The load that a vehicle can actually pull decreases under the following conditions:

— Driving on uphill gradients.

— Driving at high altitudes.

— Driving at high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

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).

Trailer with function check for lighting

No trailer with tail lights and brake lights must be operated with the vehicle that requires a function check of the tail and brake lights in its approval. Please ask the trailer manufacturer about the approval that is valid for your trailer.

Unused ball coupling

Swivel in the ball coupling or remove it if there is no trailer, bicycle carrier or similar attached to the ball coupling. This applies in particular if the unused ball coupling covers the number plate or the lighting at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket → ⚠.

Points to note

Before driving with a trailer, pay attention to possible functional restrictions of the assist and parking systems.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious or fatal injuries.

- Attach and use the trailer in accordance with the instructions supplied by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fixed correctly.
- Do not carry out any alterations or repairs to the towing bracket. If required by the trailer manufacturer's installation instructions, removal of the coating on the ball head is permitted.

⚠ WARNING

When the ball coupling is swivelled out, there is an increased risk of accidents and serious injuries, also for pedestrians and cyclists when vehicles are parked and also in the event of rear-end collisions.

- Swivel in the ball coupling or remove it when it is not in use.

⚠ WARNING

The vehicle was not designed for "weight-distributing" or "load-compensating" towing brackets. The towing bracket can fail, causing the trailer to break loose from the vehicle. This can result in accidents and severe injuries.

- Never install a "weight-distributing" or "load-balancing" towing bracket on the vehicle.

⚠ WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Please note that a trailer with a high centre of gravity can tip over more easily than a trailer with a low centre of gravity.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Accelerate particularly carefully and gently.

- Avoid abrupt and sudden driving and braking manoeuvres.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or also 100 km/h (62 mph) in exceptional cases. This also applies to countries where higher speeds are permitted.
- Reduce speed, particularly on uphill gradients and when driving downhill.
- Keep to country-specific speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Due to the higher load for the towing vehicle, pay attention to possible messages and to any warning and indicator lamps that light up in the instrument cluster.

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.

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

In vehicles with a new engine, do not tow a trailer during the first 1,000 km (600 miles) ⇒ Running in the engine.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removable ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

Hitching a trailer

Trailer socket

The electrical connection between the towing vehicle and the trailer requires a 13-pin trailer socket. The pin assignment corresponds to DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift up the protective cap of the socket and insert the plug.
2. Turn the plug by a quarter of a turn in clockwise direction until it completely engages in the socket.
3. Release the protective cap to lock the plug in position.
4. Check that the entire lighting system is working before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

✓ When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

✓ When the trailer is electrically connected to the towing vehicle via the trailer socket.

✓ When the vehicle and trailer electrical systems are functional, both fine 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.

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.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

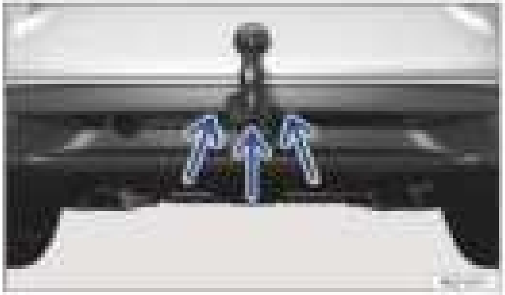

Fig. 1 On the towing bracket: eye for securing the safety or breakaway cable (illustration).

Depending on model, the eye for securing the safety or breakaway cable may be located on the neck of the ball head or next to the ball head directly on the ball coupling carrier ⇒ Fig. 2 (arrows).

Observe the country-specific regulations on using a safety cable.

Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling ⇒ Fig. 2:

1. Guide the cable through the eye and hook in the snap hook ⇒ ⚠.

⚠ WARNING

Any electrical cables that 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 or fatal injuries.

- Have all work on the electrical system carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

⚠ WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ WARNING

If the trailer is not properly secured, this could cause accidents and serious or fatal injuries.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

If a trailer hitched to the vehicle is parked using the support wheel or on the trailer supports, the vehicle height may be lowered or raised due to any changes in the load or tyre damage. Powerful forces then act on the towing bracket and the trailer. This can cause damage to the vehicle and trailer.

- Please note that a trailer that is parked using the support wheel or the trailer supports must not remain hitched to the vehicle.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Basic information

Always make sure that the vehicle and trailer are well-balanced. Do not load the trailer with more weight either at the front or rear. Always stow heavy items as close as possible to or over the axle. Always secure the load on the trailer properly →⚠.

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 permitted gross weight or axle load for the rear axle, a speed of around 80 km/h (around 50 mph) must not be exceeded 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 permitted excess load is entered, the permitted driving speed limit is around 100 km/h (around 62 mph) taking into account country-specific regulations.

Maximum trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull.

The drawbar load is the weight that is exerted vertically from above on the ball coupling of the towing bracket.

Volkswagen recommends always making full use of the maximum permitted drawbar load. The roadholding of the trailer on the road will be poor if the drawbar load is too small. However, the maximum permitted load exerted by the trailer drawbar on the ball coupling of the towing bracket must not be exceeded →⚠.

The actually present drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

A higher drawbar load can be used in some countries subject to certain conditions. Observe the country-specific information and regulations.

Gross combination weight

The gross combination weight is made up of the actual weight of the loaded vehicle and loaded trailer.

In some countries, trailers are divided into different classes. Volkswagen recommends that you contact a correspondingly qualified workshop to find out about suitable trailers. Volkswagen recommends using a Volkswagen dealership.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure ⇒ Tyre pressure.

WARNING

Moving loads can severely impair the stability and driving safety of the vehicle and trailer, which can cause accidents and serious or fatal injuries.

- Always load the trailer correctly.
- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

WARNING

Accidents and serious or fatal injuries can occur if you exceed the vehicle's maximum permissible gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values.
- Never let the actual weights at the front and rear axles exceed the gross axle weight ratings.
- Never exceed the permissible gross vehicle weight for the vehicle with weight at the front and rear of the vehicle

Driving with a trailer

Headlight adjustment

Towing a trailer can raise the front end of the vehicle so that the dipped beam dazzles other road users. Use the headlight range control to lower the light cone as required. Vehicles with dynamic headlight range control are adjusted automatically.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes gently at first and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.

  — Vehicles with a manual gearbox: Select a lower gear before downhill gradients.

  Vehicles with an automatic gearbox: Select a lower gear in Tiptronic mode.

— The vehicle's centre of gravity and in turn the vehicle's handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on uphill gradients when towing a trailer

A vehicle towing a trailer is liable to roll back a short distance when moving off on an uphill slope depending on the gradient and the gross weight of the trailer and vehicle.

When towing a trailer, pull off on uphill gradient as follows:

1. Depress and hold the brake pedal.
2. Press the Ⓟ button once to switch off the electronic parking brake.
3. Vehicles with a manual gearbox: Fully depress the clutch pedal and engage 1st gear.

   Vehicles with an automatic gearbox: Engage the gear selector position for forward driving.
4. Pull the Ⓟ button and hold it in this position to hold the vehicle and trailer with the electronic parking brake.

5. Release the brake pedal.
6. Pull away slowly.
7. Release the button only when the engine has sufficient power to move off.

WARNING

Incorrect trailer towing can cause loss of vehicle control and serious or fatal injuries.

- Please note that the vehicle's handling changes when towing a trailer and when [illegible] stability.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Accelerate and brake carefully and gently.
- Brake earlier than usual because the braking distance may be longer than normal.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Reduce speed particularly when driving downhill.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

WARNING

If there is insufficient visibility to the rear when towing a trailer, this can lead to accidents and serious or fatal injuries.

- Make sure that you have an adequate view to the rear.
- Fit suitable additional rear view mirrors to ensure that there is sufficient visibility to the rear.

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 brakes 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.

System limits

The trailer stabilisation system cannot react or will react in a restricted way in the following driving situations:

- 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).

WARNING

The trailer stabilisation system cannot replace the driver's attention and operates only within the limits of the system. The trailer stabilisation system therefore cannot recognise all driving situations and may not react or may react with a delay or in an unintended way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits → System limits.
- Accelerate carefully on slippery surfaces.
- Ease off the accelerator if a system is performing a control intervention.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

Swivelling out the ball coupling

The ball coupling of the towing bracket is located in the bumper. The electrically released ball coupling is swivelled out mechanically for use and cannot be removed.

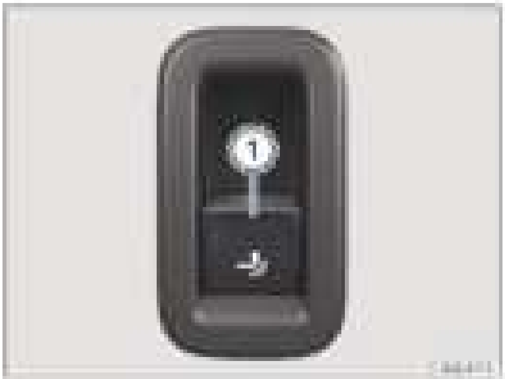

Fig. 1 On the right of the luggage compartment: Button for releasing the ball coupling

Releasing and swivelling out the ball coupling

1. Park the vehicle.
2. Open the boot lid.
3. Briefly pull the button → Fig. 1 ① in the luggage compartment.

   The ball coupling is released electrically and swivels out automatically. The indicator lamp in the button flashes.
4. Continue swivelling the ball coupling until you hear and feel it click into place and the indicator lamp in the button lights up continuously.

5. Close the boot lid.

Swivelling in the ball coupling

1. Park the vehicle ›.
2. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapter from the trailer socket.
3. Open the boot lid.
4. Briefly push the button → Fig. 2 in the luggage compartment.

   The ball coupling is released electrically.
5. Swivel the ball coupling under the bumper until you hear and feel it click into place and the indicator lamp in the button lights up continuously.
6. Close the boot lid.

Meaning of indicator lamp in the button

– Indicator lamp in the button → Fig. 2 lights up continuously when the boot lid is open: the ball coupling has engaged correctly in swivelled out or swivelled in position.

– The indicator lamp in the button flashes: the ball coupling has not engaged properly or the ball coupling is damaged → ⚠.

– The indicator lamp in the button goes out approximately 1 minute after the boot lid is closed.

⚠ WARNING

Improper use of the towing bracket can cause accidents and serious or fatal injuries.

- Never use the towing bracket if the diameter of the ball at the smallest point is less than 49 mm (1.9 in).
- Use the ball coupling only if it is properly engaged in position and if there are no faults in the electrical system or on the towing bracket itself.
- Make sure that no people, animals or items are in the area of the ball coupling.
- Never interrupt the swivel movement of the ball coupling with hands or tools.
- Never press the button if a trailer is attached or if a luggage carrier or other add-on parts are fitted to the ball coupling.
- Have the ball coupling checked by a suitably qualified workshop if it cannot be fitted or if there are faults in the electrical system or on the towing bracket itself. We recommend using a [illegible].

NOTICE

Incorrect cleaning of the vehicle could damage seals or wash off the grease required for lubrication.

- Never aim the jet of a high-pressure cleaner or steam cleaner directly at the swivelling ball coupling or the fitted trailer socket.

At extremely low outside temperatures, it may not be possible to swivel the ball coupling in or out. If this happens, it is sufficient to park the vehicle in a warmer room, e.g. a garage.

Dimensions and mounting points for retrofitting a towing bracket

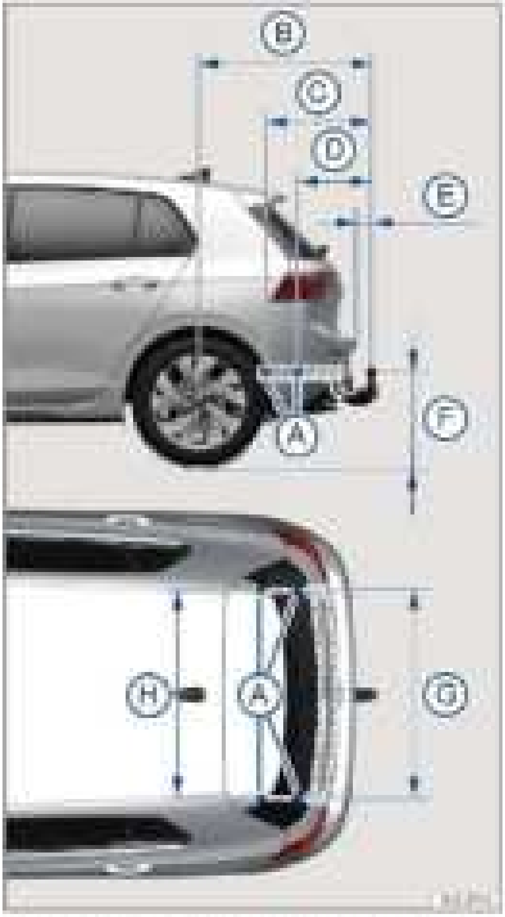

Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

The distance dimensions ⇒ Fig. 1 must be observed in all cases when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball head Ⓕ to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

Ⓐ Attachment points.
Ⓑ 851 mm (approx. 33.5 in)
Ⓒ 532 mm (approx. 21 in)
Ⓓ 311 mm (approx. 12.2 in)
Ⓔ at least 65 mm (approx. 2.6 in)
Ⓕ 350 to 420 mm (approx. 13.8 to 16.5 in)
Ⓖ 1063 mm (approx. 42 in)
Ⓗ 1048 mm (approx. 41.3 in)

Volkswagen recommends having the towing bracket retrofitted by a correspondingly qualified workshop. It may be necessary to perform connection work on the cooling system or to fit heat shields, for example. Volkswagen recommends using a Volkswagen dealership.

Mount the towing bracket in accordance with the supplied installation instructions.

A retrofitted, non-removable towing bracket must not cover either the number plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket.

Due to legal and technical requirements, the vehicle may not be approved for trailer towing in some countries.

In this case, it is also not allowed to retrofit a towing bracket.

Consult a suitably qualified workshop if you have any questions about retrofitting a towing bracket. Volkswagen recommends using a Volkswagen dealership.

DANGER

Vehicles with a natural gas fuel tank must never be retrofitted with a towing bracket. In the event of a rear-end collision, there is a risk of an explosion that could cause serious or fatal injuries.

- Never retrofit a towing bracket on vehicles with a natural gas fuel tank.

WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronic system and also cause accidents and serious or fatal injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources.
- Use only suitable connectors to connect the trailer.
- Have retrofitting of a towing bracket on the vehicle performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

If the towing bracket is incorrectly fitted or unsuitable, the trailer can become detached from the towing vehicle while driving, causing accidents and serious or fatal injuries.

- Have work on the towing bracket or the retrofitting of a towing bracket carried out only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

ℹ Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Troubleshooting

Ball coupling of the towing bracket is not locked

The indicator lamp lights up yellow.

1. Do not use towing bracket. Check the towing bracket locking mechanism ⇒ Ball coupling, electric.
2. If the problem persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fitting a rear carrier system or bicycle carrier on the ball coupling

Rear carrier systems include equipment such as bicycle carriers or transport boxes, for example, which are installed on the ball coupling.

Use only rear carrier systems that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version ⇒ ⚠.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Mount the rear carrier system in accordance with the manufacturer's assembly instructions.

Maximum load of the rear carrier system

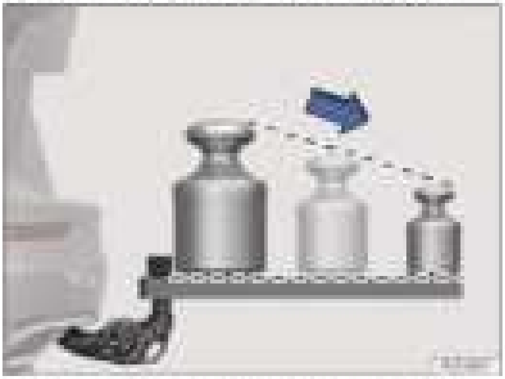

Fig. 1 Recommended weight distribution on the rear carrier system.

The load is made up of the rear carrier system and the items transported on it.

The maximum recommended load of the rear carrier system installed on the ball coupling can deviate from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

Due to the lever effect, the load capacity decreases the further the centre of gravity of the rear carrier system is away from the ball head.

Position heavy items as close as possible to the ball coupling ⇒ Fig. 1.

Vehicle-specific maximum load

In order to find out the recommended maximum load for your vehicle, check the drawbar load of your vehicle. The corresponding maximum load can then be read from the following table. Volkswagen recommends observing the specified number of bicycles on the rear carrier system in accordance with Regulation UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
from 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

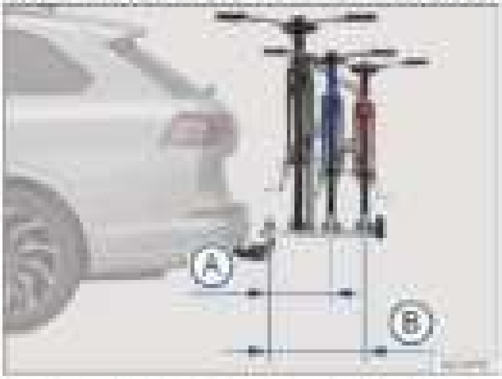

Fig. 2 Examples of the maximum overhang on a bicycle carrier for two or three bicycles.

Ⓐ With a load of up to 54 kg (119 lbs): 500 mm (approx. 19.7 in).

Ⓑ With a load of 75 kg (165 lbs): 700 mm (approx. 27.6 in).

For bicycle carrier systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 in) → Fig. 2 Ⓐ from the middle of the ball head to the middle of the rail of the last bicycle carrier. The overhang must not exceed 700 mm (approx. 27.6 in) → Fig. 2 Ⓑ for bicycle carrier systems with three bicycles.

⚠ WARNING

Incorrect use of a rear carrier system mounted on the trailer coupling of the towing bracket can lead to accidents and serious or fatal injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and observe the fitting instructions of the rear carrier system's manufacturer.
- Never secure a rear carrier system on the ball neck below the ball head. The rear carrier system could slip due to the shape of the ball neck.

Volkswagen recommends that you remove all add-on parts of the load on the rear carrier system before driving off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only use roof carriers that have been approved by Volkswagen for your vehicle type.

If the vehicle is not approved for use with a roof carrier, do not use or retrofit a roof carrier.

⚠ WARNING

When transporting large, heavy, long or flat loads on the roof carrier, the vehicle's handling and aerodynamics will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds. This can cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

If the vehicle is not approved for use of a roof carrier or a roof carrier is fitted that is not approved for the vehicle, this can become detached while the vehicle is in motion and fall off the vehicle roof. This can cause accidents and serious or fatal injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Do not fit a roof carrier if the vehicle is not approved for this.

NOTICE

Securing a roof carrier of any kind to a vehicle that is not approved for use with a roof carrier can lead to severe damage.

- Do not fit a roof carrier if the vehicle is not approved for this.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the fuel consumption. The possible range of the vehicle is reduced as a result. This applies to all roof carriers and the objects transported on them, e.g. bicycles and skis.

Fitting a roof carrier

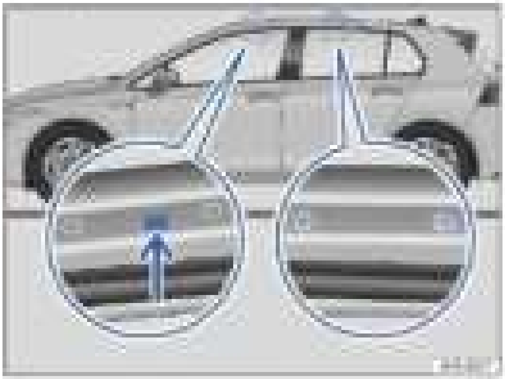

Fig. 1 Mounting points for base carriers.

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely. The roof carriers for mounting on the roof railings are specifically called roof bars, while those for direct mounting on the vehicle roof are called base carriers.

Use only roof carriers that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership.

Mounting base carriers

Mount the base carriers in accordance with the supplied assembly instructions.

The bores or markings for securing the roof carrier are visible only when the doors are open. If necessary, unscrew the plastic covers from the door opening.

The front bores or markings are located on the underside of the roof side members in the area of the door seal.

The rear bores or markings are located on the underside of the roof side members in the area of the door seal or, depending on the vehicle equipment, at the top of the rear side windows.

Once you have fitted the base carrier, you can then secure the respective load carrier to it ⚠.

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. The vehicle can be severely damaged if the clearance height is insufficient, e.g. in the case of underpasses and garage doors.

- Check and compare the height of the vehicle with clearance heights.

NOTICE

The vehicle may be damaged if the roof carrier and the load interfere with equipment-dependent components on the vehicle roof, e.g. roof aerial, and the movement path of the boot lid.

- Make sure that the roof carrier is positioned correctly on the roof and that there is no interference with any components.

⚠ WARNING

The luggage and the carrier structure can become detached from the vehicle roof if the roof carrier and carrier structure are not secured and used correctly. This can cause accidents and serious or fatal injuries.

- Always fit the roof carrier and carrier structure correctly and in accordance with the manufacturer's assembly instructions.
- Attach the roof carrier only at the specified mounting points.
- Always fit special carrier attachments for bicycles, skis, surfboards etc. correctly and in accordance with the manufacturer's assembly instructions.
- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance.
- During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to the roof carrier or the load carrier.

Fitting a roof carrier increases air resistance and may reduce the vehicle's range.

Loading a roof carrier

Maximum permissible roof load

The maximum permitted roof load is 75 kg (165 lb).

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof ⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum roof load if you are using a roof carrier with a lower weight rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly ⇒ ⚠.

Checking mounting

After fitting the roof carrier, drive a short distance and then check all mounting elements. Check again at regular intervals ⇒ ⚠.

⚠ WARNING

Accidents, vehicle damage and serious or fatal injuries can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

If loads or incorrectly secured loads fall off the roof carrier, this can cause accidents and serious or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

The vehicle can be damaged if the boot lid collides with the roof load.

- When opening the boot lid, make sure that it does not collide with the roof load.

Safety information on using fuel

⚠ WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Switch off the engine, ignition, your mobile phone and other radio equipment before refuelling.
- Before refuelling, switch off the auxiliary heater.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

⚠ WARNING

Incorrect refuelling can lead to fire, serious or fatal 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 fuel additives in the approved quantities.
- Immediately remove any fuel that is spilled from all vehicle components.

⚠ CAUTION

Fuel may leak out of the fuel canister and ignite. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuel standards

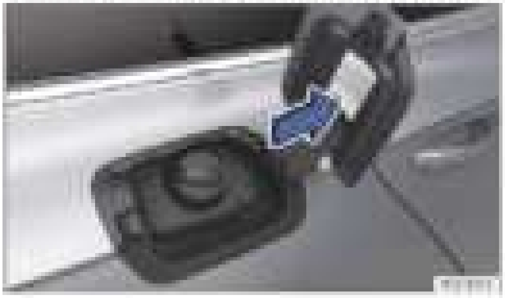

Fig. 1 On the inside of the tank flap: fuel information label (illustration).

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information sticker on the tank flap that indicates the fuel that must be used 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 lower-quality fuels or other fuel types → ⓘ.

Fuel standards

The fuel that is used for refuelling must comply with one of the following standards. The vehicle must not be refuelled with other fuels → ⓘ.

Where fuel complying with the specified standards is not available, a correspondingly qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using a Volkswagen dealership.

Petrol

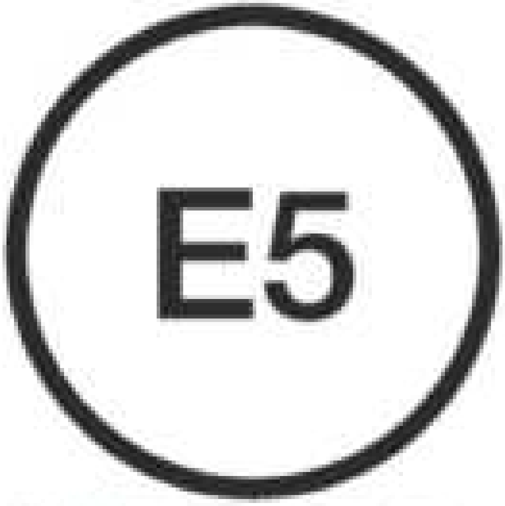

Fig. 2 Identification for petrol fuels with an ethanol content up to 5%.

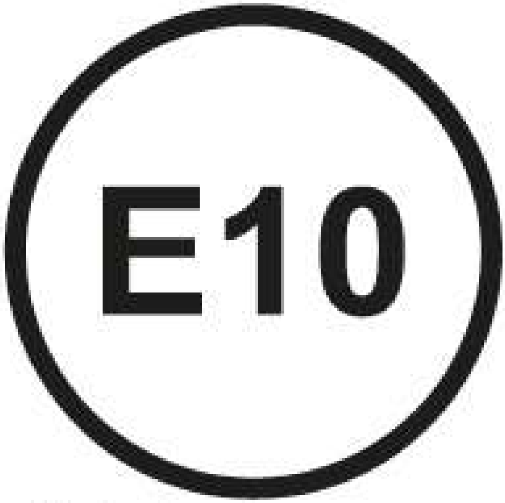

Fig. 3: Identification for petrol fuels with an ethanol content of 10%

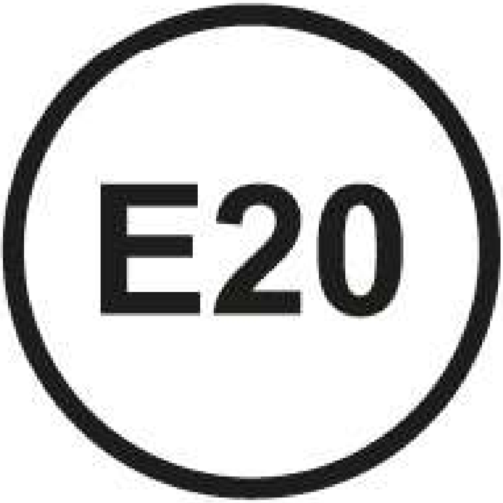

Fig. 4: Identification for petrol fuels with an ethanol content of 20%

E5 stands for petrol fuel with a maximum ethanol content of 5%

E10 stands for petrol fuel with a maximum ethanol content of 10%

E20 stands for petrol fuel with a maximum ethanol content of 20%

Fuel standard:

- EN 228 in the current version
- DIN EN 228 in the current version
- Resolução ANP N° 40 (Brazil) in the current version
- Resolution 5/e/2016 (Argentina) in the current version
- NOM-016-CRE-2016 (Mexico) in the current version

Diesel

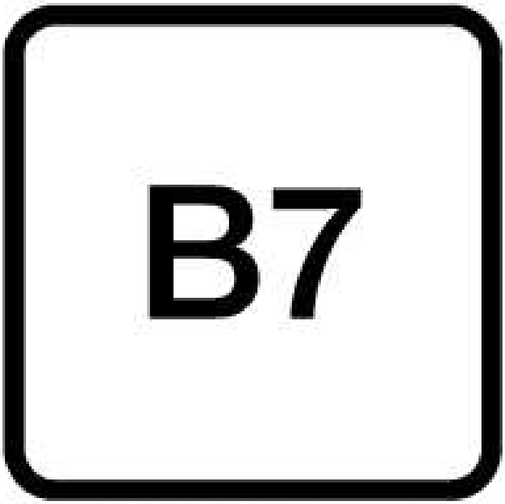

Fig. 5 Identification for diesel fuels with a biodiesel content of 7%

B7 stands for diesel fuel with a maximum biodiesel content of 7%

Fuel standard:

- EN 590 in the current version
- SS-EN 590 in the current version

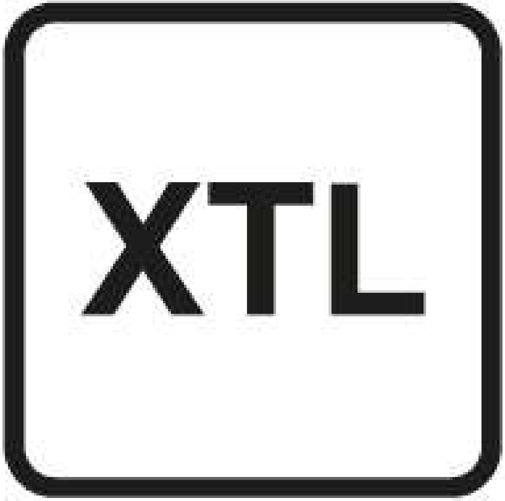

Fig. 6 Identification for synthetic diesel fuels

XTL stands for XtL (X to Liquid) and designates synthetic diesel fuels

Fuel standard:

- EN 15940 in the current version

- DIN EN 15940 in the current version

Natural gas (CNG)

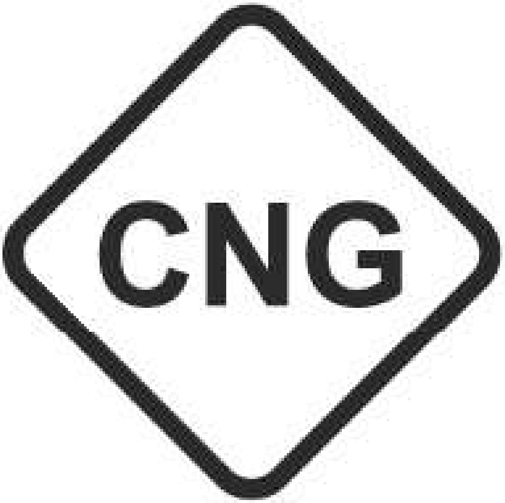

Fig. 7 Identification for CNG – compressed natural gas

CNG

stands for Compressed Natural Gas

Fuel standard

- EN 16723-2 (preferably CNG)

  with a maximum of 10 mg sulphur per kilo in the current version
- DIN EN 16723-2 (preferably CNG)

  with a maximum of 10 mg sulphur per kilo in the current version

NOTICE

Using fuels that do 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 to be filled corresponds to the specification on the pump.
- Refuel only with fuels that comply with the specified standard and identification.

Petrol

Petrol grades

Petrol grades differ with respect to their Research Octane Number (RON).

The vehicle may also be filled with petrol that has a higher RON than the engine requires. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several petrol grades (e.g. RON

95 and 91). The higher-grade octane number (RON 95 in the example above) is the preferred petrol grade for which the vehicle has been designed and optimised. The petrol grade stated as an alternative (RON 91 in the example above) can be used for refuelling only if the preferred grade (RON 95 in the example) is not available.

Only refuel petrol engine vehicles with metal-free petrol (without lead, manganese or iron) that does not have a higher ethanol content than stated on the fuel information label →

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives → ⓘ.

Volkswagen recommends using "TOP TIER Detergent Gasoline". This fuel is available in a number of regions, e.g. North America, Central America and South America. Further information on "TOP TIER detergent gasoline" is available on the official website:

https://www.toptiergas.com

ⓘ NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Before refuelling, check whether the fuel to be filled corresponds to the specification on the pump.
- Refuel only with petrol that has the specified Research Octane Number (RON)
) or a higher one.
  ■
- Use only Volkswagen approved service additives in the approved quantity if necessary.

ⓘ NOTICE

If petrol fuel with too low an octane number is filled in an emergency, vehicle damage can occur when driving for a longer period of time.

- Only run the engine at medium speeds and with a low engine load.
- Avoid high engine speeds and heavy engine loads.
- Refuel with petrol with the correct octane number as soon as possible.

Diesel

Fill vehicles with a diesel engine only with diesel or diesel with a maximum RME fuel content of 7 % → ⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Suitably qualified workshops can provide information on countries that use diesel with a high sulphur content. Volkswagen recommends using a Volkswagen dealership.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable service additives → ⚠.

Winter-grade diesel fuel and filter preheater system

Diesel fuel with improved cold flow properties (winter-grade diesel fuel) must be used during the winter months. Refuelling with winter-grade diesel fuel can prevent malfunctions in vehicle operation. Winter-grade diesel fuel is available at filling stations during the winter months.

Different climate- and time-dependent cold classes may be defined in country-specific fuel standards (→ Fuel types and refuelling)

Diesel vehicles are equipped with a filter preheater system. The filter preheater system guarantees the cold flow properties of the diesel fuel when driving. Information on the cold properties of diesel is available from filling stations in the respective country.

In order to ensure that the vehicle can also be started at low outside temperatures, Volkswagen recommends parking the vehicle in a location that is protected from the weather, e.g. in a garage.

Misfuelling prevention device

The tank filler neck in diesel vehicles may be fitted with a misfuelling prevention device. This is intended to help ensure that the vehicle is refuelled only using diesel filler nozzles.

If the nozzle cannot be inserted correctly into the tank filler neck, first check whether you are using a diesel filler nozzle. When you have made sure that you are using the correct filler nozzle, move the diesel filler nozzle to and fro slightly with light pressure. This can open the misfuelling prevention device and make it possible to refuel the vehicle. If the misfuelling prevention device still remains closed, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

If it is necessary to refuel the vehicle using a spare fuel canister in the event of an emergency, the misfuelling prevention device will not open.

In order to fill the fuel tank despite this, pour the diesel into the tank extremely slowly in very small quantities. Use a suitable adapter for the spare fuel canister in order to make refuelling easier. The relevant adapters are available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

Incorrect refuelling can lead to fire, serious or fatal injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified at the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel (biodiesel), fuel oil or other unsuitable fuels.
- Use only Volkswagen-approved service additives in the approved quantity.

ℹ At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

Refuelling

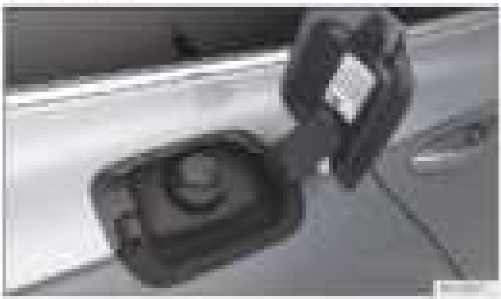

Fig. 2 Behind the tank flap: tank cap (illustration)

Refuelling process

1. To unlock the tank flap, unlock the vehicle with the 🔓 button in the vehicle key → Vehicle key.

   Or to unlock the tank flap, unlock the vehicle with the 🔓 button in the driver door → Central locking button.

   In vehicles with Keyless Access, the tank flap is unlocked automatically when the vehicle is unlocked.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided in the tank flap → Fig. 2.
4. Insert the nozzle in the tank filler neck and start refuelling.

   Hold the nozzle so that the handle is facing downwards in order to guarantee optimum refuelling.

   The fuel tank is full when the filler nozzle clicks off for the first time → ⚠.
5. Screw the tank cap onto the tank filler neck.
6. Close the tank flap.

Do not continue filling the tank after it switches off. The expansion space in the fuel tank can fill with fuel, for example if it heats up. This could cause fuel to overflow or automatic venting may not function.

⚠ WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This could cause explosions, fires and serious or fatal injuries.

- Do not continue refuelling when the fuel nozzle switches off for the first time.

NOTICE

If the fuel tank content is not consumed up to the reserve quantity at regular intervals, this may result in the fuel quality and system functions necessary for vehicle operation not being maintained.

- Refuel only when the ▮ indicator lamp lights up at least every six months.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

Natural gas

Natural gas and types of natural gas

Vehicles fitted with a natural gas engine may only be refuelled and driven with compressed natural gas (CNG

). Refuelling with other types of natural gas is not permissible.

The vehicle can run on bio-natural gas. Detailed information is available from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Do not make any design modifications to the gas filler neck ⚠.

Only use approved adapters ⇒ ⚠.

Natural gas quality and consumption

Natural gas is available in two grades: H gas and L gas. H gas has a higher calorific value and a lower nitrogen and carbon dioxide content. The higher the calorific value of the natural gas, the lower the levels of consumption.

The calorific value and the nitrogen and carbon dioxide values may vary within one quality group. For this reason, the vehicle consumption may vary when using natural gas of the same quality.

The vehicle engine management will automatically adapt to the different natural gas qualities. Both natural gas qualities can therefore be mixed in the natural gas fuel tank. You do not need to empty the natural gas fuel tank before refuelling with a different quality.

The natural gas quality is displayed on the instrument cluster.

⚠ WARNING

Improper handling of natural gas can cause vehicle damage, fire, explosion and serious or fatal injury.

- Always refill the natural gas fuel tank with compressed natural gas (CNG

)
  ●
- Never refill the natural gas fuel tank with other types of natural gas, such as LNG

  or biogas.
  ●
- Never make modifications to the gas filler neck.
- Use only approved adapters.

⚠ WARNING

The smell of gas in the vehicle may indicate a leak in the natural gas system. Escaping gas can lead to accidents and cause serious or fatal injuries.

- Stop immediately and switch off the ignition.
- Open all the doors to ventilate the vehicle adequately.
- Extinguish all cigarettes and remove any objects causing sparks or fire from the vehicle.
- With the odour of gas persisting, do not continue driving!
- Exit the danger zone and notify emergency services, if necessary.
- Make use of professional assistance and have faults rectified.

Safety notes on the natural gas system

Regular checks of the natural gas system

External influences can damage or corrode natural gas fuel tanks →⚠. The vehicle keeper must therefore ensure that the natural gas system is checked (visual inspection) at least every four years by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The date for the next legally prescribed inspection of the natural gas system can be shown on the instrument cluster display . Observe any text messages, warning and indicator lamps that light up.

The vehicle keeper must have the natural gas fuel tanks exchanged by a suitably qualified workshop before it reaches the end of its service life. Volkswagen recommends using a Volkswagen dealership. Please contact a suitably qualified workshop for information on the service life of your natural gas fuel tanks →⚠. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

Natural gas fuel tanks have a limited service life. Damaged or corroded natural gas fuel tanks could burst and cause serious or fatal injuries.

- Have the natural gas fuel tanks checked (visual inspection) every four years at the latest.
- Have the natural gas fuel tanks replaced in good time.
- Further information can be obtained from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

The natural gas tanks could be damaged if the underbody makes contact with the ground or in the event of a rear collision. If damaged natural gas tanks are fitted, they could burst, causing severe or even fatal injuries.

- Drive immediately to a suitably qualified workshop and have the gas system checked. Volkswagen recommends using a Volkswagen dealership.
- Do not refuel until the gas system has been checked.

Refuelling natural gas

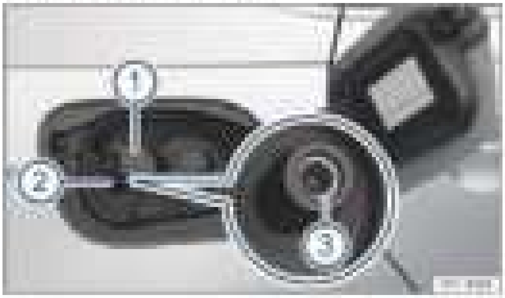

Fig. 1 Behind the tank flap: gas filler neck.

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① Closure cap

② Gas filler neck

③ Seal on the gas filler neck.

The fill couplings for natural gas systems have a variety of methods of operation. Contact trained filling station personnel ⇒ ⚠.

Refuelling process

Please refer to the relevant information in the operating manual for the natural gas system.

1. Open the tank flap.
2. Remove the closure cap from the gas filler neck ⇒ Fig. 1 ②.
3. Fit the filling coupling on the gas filler neck ⇒ Fig. 1 ②.
4. Start refuelling.

   The natural gas fuel tank is full when the compressor switches off automatically.
5. To stop filling, press the stop button of the natural gas system.
6. After removing the filling coupling, check whether the sealing ring of the gas filler neck is present. Place the seal back in the gas filler neck ⇒ Fig. 1 ③.
7. Press the closure cap ⇒ Fig. 1 ① onto the gas filler neck ⇒ Fig. 1 ② and close the tank flap.

⚠ **WARNING**

Improper handling of natural gas can cause vehicle damage, fire, explosion and serious or fatal injury.

- Always refill the natural gas fuel tank with compressed natural gas CNG.

  i

  ●
- Never make modifications to the gas filler neck.
- Use only approved adaptors.

ℹ The natural gas system in the vehicle is suitable for refuelling at small and large compressors.

Urgent gas system inspection

The warning lamp lights up red.

It is urgent that the natural gas system be checked!

Operation of the natural gas system may be restricted.

The CNG operation not available message is displayed.

1. Drive immediately to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Or: the CNG operation not available in X days/km message is displayed.

1. Drive to a suitably qualified workshop within the specified period. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Gas system inspection

The indicator lamp lights up white or yellow.

The natural gas system must be checked.

The CNG operation not available in XX days/km message is displayed.

1. Drive to a suitably qualified workshop within the specified period. Volkswagen recommends using a Volkswagen dealership.
2. Have the gas system checked.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— AdBlue® ⇒ AdBlue

— Catalytic converter ⇒ Catalytic converter

— Particulate filter (depending on equipment) ⇒ Particulate filter

WARNING

Toxic gases can enter the vehicle interior if the engine is run in closed spaces. This can cause serious injuries and lead to death by suffocation.

- Never start the engine in enclosed spaces.
- Do not allow the engine to run in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

AdBlue®

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications should be made to the emission control system that could influence emission control by AdBlue®.

Only operation with AdBlue® that conforms with ISO 22241-1 is approved by Volkswagen and corresponds to the Certificate of Conformity issued for this vehicle type.

Operating the vehicle without AdBlue® that conforms with ISO 22241-1 may be a criminal offence.

The emission values may be negatively affected if the emission control system is not operated as intended.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature. The remaining range and refill quantity can be checked on the instrument cluster display.

As AdBlue® freezes at -11 °C (+12 °F), refuelling may be restricted at very low temperatures. During vehicle operation, the system is heated to ensure emission control even at very low temperatures.

During prolonged spells of cold weather with temperatures below -11°C (+12°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system (⇒ AdBlue).

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty.

Warning and driver inducement system for low tank level

Always add AdBlue® when a request to add it appears in the instrument cluster display.

When the white indicator light lights up, AdBlue® is still in the normal operating range. It is possible to refill AdBlue®, but it is not necessary.

Starting at a remaining range of 2,400 km (1,500 miles), a request to refill AdBlue® will be shown on the instrument cluster display. The current remaining range is displayed along with this prompt (⇒ AdBlue).

If this warning is ignored, the yellow indicator lamp lights up in the instrument cluster display at remaining range of 1,000 km (600 miles). A message is displayed in the instrument cluster with the warning that it will no longer be possible to restart the engine in XXX km (XXX miles).

If the yellow indicator lamp is still ignored and the calculated remaining range is 0 km (0 miles), it is not possible to restart the engine. The red warning lamp lights up.

Warning and driver inducement system in the event of faults

The white or yellow indicator lamps light up if the emission control system is faulty or is not filled with standard compliant AdBlue® according to ISO 22241-1. There is a remaining range of 1,000 km (600 miles) from when the yellow indicator lamps light up.

If the yellow indicator lamps are still ignored, the red warning lamps light up. There is a remaining range of 0 km (0 miles) and it is not possible to restart the engine.

CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®.
- 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 or comes into contact with the skin, immediately rinse the eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® is swallowed, immediately rinse the mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill with AdBlue® in accordance with the quantity shown on the instrument cluster display at the latest when the remaining range is around 1,000 km (around 600 miles).
- Never allow the AdBlue® tank to run empty.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Use only AdBlue® that complies with the standard ISO 22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® in the diesel fuel tank.

NOTICE

The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

- Do not permanently carry the refill bottle in the vehicle.

Refilling AdBlue®

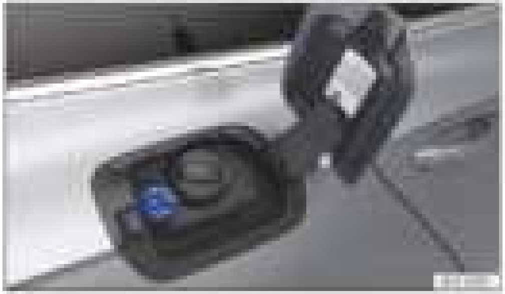

Fig. 1 Behind the tank flap: tank cap for AdBlue (illustration).

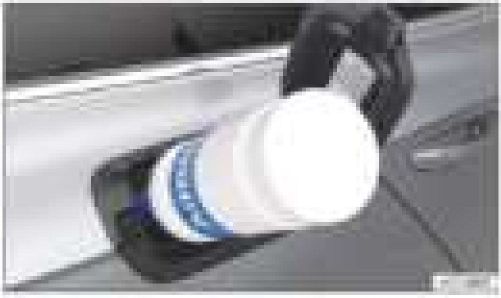

Fig. 2 Behind the tank flap: refilling AdBlue using the refill bottle (illustration).

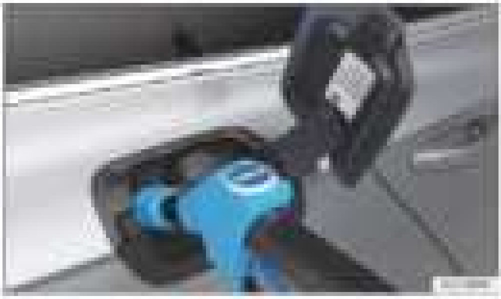

Fig. 3 Behind the tank flap: refilling AdBlue using the nozzle (illustration).

Preparing for refilling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel ⇒ Fig. 2.

1. Park the vehicle on a level surface and switch off the ignition.
2. Open the tank flap.
3. Unscrew the tank cap from the AdBlue® filler neck.

Only use AdBlue® that complies with the standard ISO 22241-1.

Refilling with the refill bottle

Observe the manufacturer's use-by specifications, instructions and information on the refill bottle.

1. Remove the screw cap of the refill bottle.
2. Place the refill bottle on the AdBlue® filler neck and tighten the refill bottle ⇒ Fig. 2.

   Do not squeeze the refill bottle to prevent it from being damaged.
3. Press the refill bottle towards the filler neck and hold it in this position.
4. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.

   To ensure that the tank is not overfilled, do not squeeze the refill bottle ⇒ ⓘ.
5. Unscrew the refill bottle.

Filling with a filler nozzle

The AdBlue® tank can be refilled at an AdBlue® pump.

Do not fill fuel and AdBlue® at the same time.

The AdBlue® filler nozzle works in the same way as a filler nozzle for fuel.

1. In order to guarantee continuous refuelling, hold the AdBlue® nozzle so that the handle is facing downwards → Fig. 3.
2. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.

   To avoid overfilling the AdBlue® tank, do not continue filling after adding the maximum refill quantity of AdBlue® → ⓘ.

The AdBlue® tank is full when the filler nozzle switches off for the first time → ⓘ.

Filling with a canister

1. Remove the cap from the canister.
2. Use the integrated spout to refill the AdBlue® tank.
3. Fill with at least the minimum and not more than the maximum refill quantity of AdBlue® shown in the instrument cluster display.

   To avoid overfilling the AdBlue® tank, do not continue filling after adding the maximum refill quantity of AdBlue® → ⓘ.

Preparing to continue your journey

1. Screw in the tank cap on the AdBlue® filler neck until it engages → Fig. 2.
2. Close the tank flap.
3. Switch on the ignition for at least 40 seconds so that AdBlue® refilling can be detected by the system.
4. Start the engine.

ⓘ NOTICE

Overfilling AdBlue® may damage the tank system and the vehicle.

- Do not fill with more than the maximum refill quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of cold water.
- Remove any crystallized AdBlue® with warm water and a sponge.

The refill bottle must be disposed of in accordance with regulations governing the protection of the environment.

Suitable AdBlue® refill bottles are available from a Volkswagen dealership.

Troubleshooting

Selective catalytic reduction system fault

The yellow indicator lamps light up.

There is a fault in the SCR
system or the system is not filled with standard-compliant AdBlue®.

1. Drive to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

If the fault is not rectified in the next around 50 km (30 miles), the ⚠ indicator lamps light up yellow and the remaining range is approximately 1,000 km (around 600 miles).

Selection catalytic reduction system fault

The yellow ⚠ indicator lamps light up.

The instrument cluster display shows a text message AdBlue® fault! No engine start in XXX km (XXX miles).

There is a fault in the SCR
system or the system is not filled with standard-compliant AdBlue®.
The remaining range is approximately 1,000 km (600 miles).

1. Drive immediately to a suitably qualified workshop and have the system checked. Volkswagen recommends using a Volkswagen dealership.

Or during prolonged spells of cold weather with temperatures below -11°C (-12°F) and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Drive the vehicle to a warmer environment with an ambient temperature higher than -11°C (-12°F) within the stated range, such as a garage.

The error message disappears if there is sufficient AdBlue® and it has defrosted.

Selective catalytic reduction system fault

The red ⚠ warning lamps light up.

The instrument cluster display shows a text message AdBlue® fault! Engine start disabled.

There is a fault in the SCR
system or the system is not filled with standard-compliant AdBlue®.
The yellow indicator lamps ⚠ and the alert in the instrument cluster were ignored. It is no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine and have the system checked. Volkswagen recommends using a Volkswagen dealership.

AdBlue® level low

The white ⛽ indicator lamp lights up.

AdBlue® is still in the normal operating range.

Depending on equipment, the remaining range is up to 2,000 km (around 1,200 miles) or 2,400 km (around 1,500 miles).

It is possible to refill AdBlue®, but it is not mandatory.

AdBlue® level low

The yellow ⛽ indicator lamp lights up.

The instrument cluster display shows a text message Refill AdBlue! No engine start in 300 km (200 miles).

The remaining range is approximately 1,000 km (600 miles).

1. Refill AdBlue® within the specified distance ↗ AdBlue.

AdBlue® level too low

The red warning lamp lights up.

The instrument cluster display shows a text message Refill AdBlue! Engine start disabled.

The AdBlue® level is too low.

The yellow indicator lamp and the message in the instrument cluster were ignored. It is no longer possible to restart the engine.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue® ↗ AdBlue.

Catalytic converter

Observe the following information to help ensure the long-term functionality of the exhaust system and the catalytic converter in the petrol engine:

— Only use fuel that has been approved for the vehicle.

— Do not run the fuel tank empty.

— Do not overfill engine oil ↗ Engine oil.

— Do not tow-start the vehicle. Use jump leads ↗ Jump starting.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership. Otherwise unburned fuel can enter the exhaust system and escape into the atmosphere. The catalytic converter can also be damaged by overheating.

The emissions warning lamp is to be taken into account more if the emissions purification system is not 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 stationary or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making frequent short journeys.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp ■ does not light up.

Troubleshooting

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality.

1. Reduce speed immediately.
2. Drive to the nearest corresponding qualified workshop at moderate engine speeds and low loads on the engine. Volkswagen recommends using a Volkswagen dealership.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. Do not drive on! Seek expert assistance.

Particulate filter clogged with soot

The indicator lamp lights up yellow.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration: the engine is at operating temperature.

For petrol engines

1.0 l to 1.8 l

1. Drive at a speed between around 50 km/h and 120 km/h (30 mph and 75 mph).

   The achieved temperature increase can burn the soot off the filter.
2. End the regeneration drive only when the indicator lamp goes out.
3. Go to a corresponding qualified workshop if the indicator lamp continues to light up after driving for approximately 60 minutes. Volkswagen recommends using a Volkswagen dealership.

2.0 l and 3.0 l

1. Drive at a speed of at least 80 km/h (50 mph).
2. To allow the vehicle to coast while a gear is engaged, take your foot off the accelerator completely for a few seconds.
3. Repeat this procedure (acceleration and coast) until the indicator lamp goes out.
4. If the indicator lamp does not go out after some time, go immediately to a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

For diesel engines

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1. Drive at a speed between around 50 km/h and 120 km/h (30 mph and 75 mph).

   The achieved temperature increase can burn the soot off the filter.
2. End the regeneration drive only when the indicator lamp goes out.
3. Go to a corresponding qualified workshop if the indicator lamp continues to light up after driving for approximately 60 minutes. Volkswagen recommends using a Volkswagen dealership.

If a message requesting you to refuel appears additionally during the regeneration drive, the regeneration process of the particulate filter could be interrupted.

– Refuel if necessary and then continue the regeneration drive.

Emissions-relevant fault

The indicator lamp lights up yellow.

Fault in an emissions-relevant component that can damage the vehicle.

1. Go to a corresponding qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

Misfiring

The indicator lamp flashes yellow.

Misfiring is occurring that can damage the vehicle.

1. Go to a corresponding qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using a Volkswagen dealership.

WARNING

Vehicle behaviour during driving may change, for instance when an indicator lamp lights up or due to irregular engine running, can lead to accidents. This can cause severe or fatal injuries.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Always observe the applicable country-specific traffic regulations.

There may be engine faults and fuel consumption may be higher if the indicator lamp lights up or flashing.

Introduction to the topic

Observe any country-specific regulations when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden braking or evasive manoeuvre or an accident, a loose breakdown set, spare wheel, temporary spare wheel or loose vehicle toolkit could be flung through the vehicle interior. This can result in serious or fatal injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

WARNING

Working with unsuitable tools or damaged tools from the vehicle toolkit can lead to accidents. This can result in serious or fatal injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.
- Seek expert assistance if no suitable vehicle tools are available.

Stowage

The vehicle tool kit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle tool kit. This enclosed vehicle tool kit is intended for a seasonal winter tyre change and does not need to be carried in the vehicle at all times.

Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following describes the maximum content.

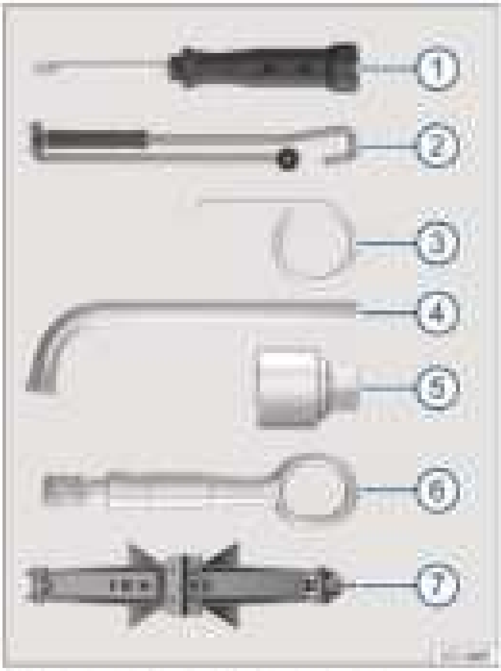

Fig. 1 Contents of the toolbox (illustration)

① Screwdriver with hexagon socket in the handle for loosening or tightening slackened wheel bolts. The screwdriver blade is reversible. The screwdriver may be stowed under the box spanner.

② Crank.

③ Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.

④ Wheel wrench for loosening and tightening the wheel bolts.

⑤ 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.

⑥ Screw-in towing eye.

⑦ Jack.

After using the jack, crank it back to its original position so that it can be stowed safely.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

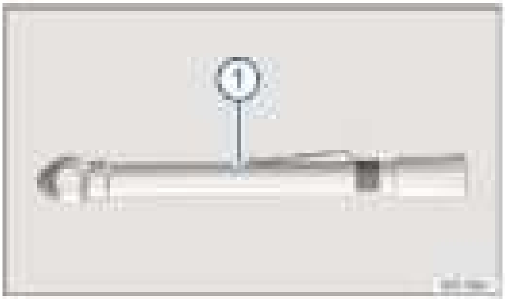

Fig. 2 Additional tool in the vehicle toolkit (illustration).

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① Tyre pressure gauge (country-dependent).

Servicing the jack

If a jack is included in the vehicle toolkit, it is not generally subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

Moving the windscreen wipers to service position

The wiper arms can be lifted off the windscreen when in the service position.

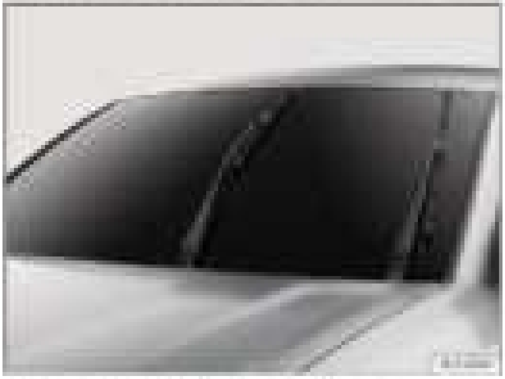

Fig. 3 Wipers in service position (illustration).

Activating the service position via the wiper lever

1. Close the bonnet and the driver and front passenger doors.
2. Switch the ignition on and then off again.
3. Operate the flick wipe function ⇒ [illegible].

Activating the service position via the exit menu

The service position of the wiper blades can also be activated for a limited period in the exit menu. The ignition must be switched off for this.

Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting → ⓘ.
2. Hold and lift the wiper arms only in the area of the wiper blade mounting.

Placing the wiper arms on the windscreen

1. Before starting your journey, take hold of the wiper arms carefully and only in the area of the wiper blade mounting and place them on the windscreen.
2. Press the wiper lever briefly in "flick wipe" direction with the ignition switched on.

   The wiper arms move back to their initial position.

ⓘ NOTICE

If due care is not taken when working on the wiper arms, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms have been lifted.
- Always place the wiper arms carefully back on the windscreen before starting a journey.

Cleaning and changing wiper blades

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

Check the condition of the wiper blades on a regular basis.

– Wiper blades that judder should be changed if damaged or cleaned if dirty → ⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Cleaning wiper blades

Windscreen wipers: Move the wiper arms to the service position before lifting.

1. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
2. Clean the wiper blades carefully using a damp sponge → ⓘ.
3. Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

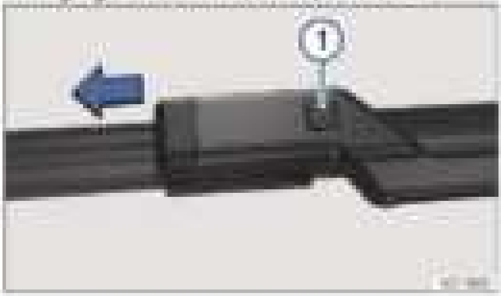

Fig. 2 Changing the windscreen wiper blades

① Release button for the wiper blade

1. Move the wiper arms to the service position before lifting.
2. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow → Fig. 2 ②.
4. Fit a new wiper blade of the same length and type on the respective wiper arm and push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

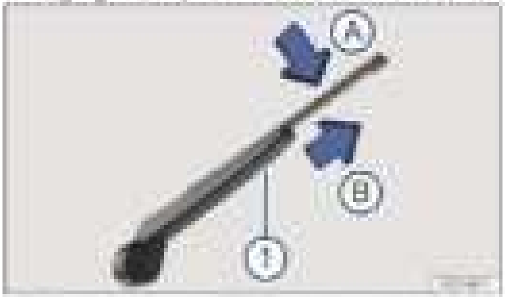

Fig. 3 Changing the wiper blade for the rear window

① Release button for the wiper blade

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → Fig. 3 ①.
4. Tilt the wiper blade in the direction of the wiper arm → Fig. 3 Ⓐ and pull it off in the direction of the arrow Ⓑ at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → Fig. 3 Ⓑ. The wiper blade must be in folded down position to do this → Fig. 3 Ⓐ.
6. Carefully place the wiper arm back onto the rear window.

WARNING

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

- Always clean dirty wiper blades.
- Always change the wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.

- Do not use fuel, nail varnish remover, paint thinner or similar liquids to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp objects.

If wax residue from car washes and other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Introduction to the topic

Before changing a bulb, check whether a bulb or LED light unit has failed. You can normally change bulbs yourself. If the exterior lighting uses 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 other LEDs are on the point of failure too. In this case, have the LED light units checked and replaced if necessary at a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

It may be illegal to drive with faulty exterior lights.

Additional bulb specifications

Some bulbs might have factory specifications that differ from standard bulbs. The designation is then marked on the bulb, either on the glass part or on the base.

WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Check the lighting system and turn signals of the vehicle regularly.
- Repair the lighting system and turn signals if necessary.

WARNING

When working in the engine compartment, accidents and serious injuries can be caused as a result of bulb changes that are not performed correctly.

- Always follow the described work steps and observe the general safety precautions.
- Never change a bulb unless you know exactly how to carry this out.
- If you are uncertain about how to change a bulb, have the work carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

When changing bulbs, sharp-edged parts on the bulb housing or hot or exploding bulbs can cause serious injuries.

- Change bulbs only when they have cooled down completely.
- Always protect your hands when changing bulbs.

NOTICE

If water enters the headlight housing, it can cause damage to the electrical system.

- Always fit the covers on the headlight housing after changing bulbs.
- Always check that the covers are secured correctly after fitting.

Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order ⇒ ⚠.

1. Park the vehicle safely on level and firm surface, where possible at a safe distance from flowing traffic ⇒ Parking.
2. Switch on the electronic parking brake.
3. Switch off the lights.
4. Move the turn signal and main beam lever to neutral position.
5. Vehicles with an automatic gearbox: Engage the parking lock **P**.
6. Switch off the ignition.
7. Vehicles with a manual gearbox: Select a gear.
8. Allow the orientation lighting to go out.
9. Leave the defective bulb to cool down.
10. Check to see if the fuse has visibly blown ⇒ Fuses.
11. Follow the instructions to change the affected bulb ⇒ ⚠.

    Always replace bulbs with identical bulbs of the same type. The designation is recorded on the bulb, either on the glass part or on the base.

    Do not touch the glass part of the bulb with unprotected fingers. The remaining fingerprints can impair the luminous power of the headlight.
12. After changing a bulb, check to ensure that the bulb is working properly.

    If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
13. Each time you change a bulb at the front of the vehicle, the headlight settings should be checked by a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

If the prescribed activities for changing bulbs are not observed, this can lead to accidents. This can result in serious injuries.

- Always follow the described work steps and observe the general safety precautions.

NOTICE

Improper removal and refitting of trim panels and headlights can cause damage the vehicle's paint and bodywork.

- Remove the headlights and trim carefully and fit them again carefully.

Changing bulbs in the LED headlights

Preparations

The steps should be carried out in the given order only.

1. Observe the information on changing bulbs and carry out the work steps.
2. Open the bonnet.

The headlight does not have to be removed when changing the bulb.

Changing bulbs in the turn signals

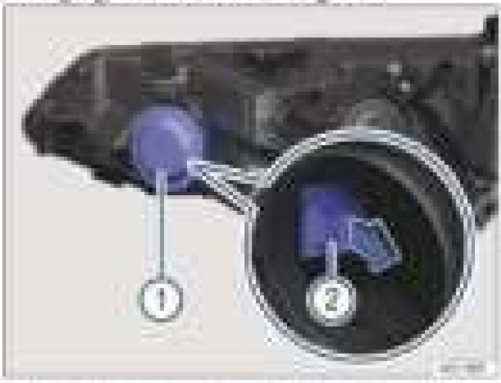

Fig. 1 In the engine compartment: on the right rear of the headlight.

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① Turn signal bulb holder cover.

② Turn signal bulb holder.

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1. Pull off rubber cover → Fig. 1 ①.
2. Pull out bulb holder by the handle in the direction of the arrow → Fig. 1 ②. When doing this, alternately press the handle up and down slightly to make it easier to pull out the bulb holder.
3. Replace the defective bulb with a new bulb of the same type.
4. Carefully insert the bulb holder into the headlight and push it towards the front until you feel it click into place → Fig. 1 ②.
5. Press on the rubber cover all round.
6. Close the bonnet.

ℹ The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Introduction to the topic

At the time of publication we are unable to provide a complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified.

1. If a new fuse blows again shortly after fitting, have the electrical system checked by a correspondingly qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership.

WARNING

The high voltage in the electrical system can cause electric shocks and serious burns. Contact with the electrical wiring of the ignition system can cause serious or fatal injuries.

- Never touch the electrical wiring of the ignition system.

WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and the markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

If a fuse is replaced when the ignition is switched on, the engine is running, lights are switched on or when other electrical consumers are switched on, this can damage the electrical system.

- Switch off the engine and switch off the lights and other electrical consumers.
- Make sure that the engine cannot be started when changing a fuse.

NOTICE

Damage can also be caused at other locations in the electrical system if a fuse is replaced with a fuse that has a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check that the covers of the fuse boxes are closed tight again and are not damaged.

There are other fuses in the vehicle in addition to those described in this chapter. These should be changed only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fuses in the engine compartment

Opening the fuse box in the engine compartment

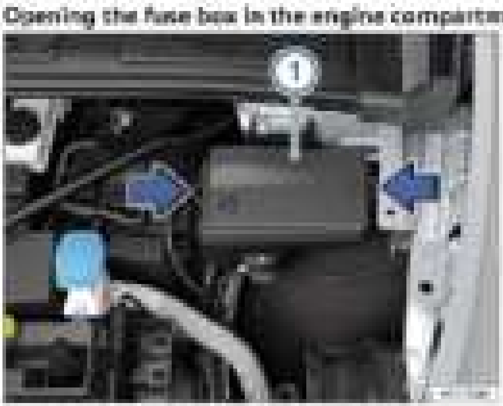

Fig. 1 In the engine compartment: Fuse box.

① Fuse box cover.

In some vehicles, a pair of plastic grippers for removing fuses is located on the inside of the cover of the fuse box or on the fuse carrier.

Removing the cover

1. Open the bonnet.
2. To unlock the fuse box cover, push the catches in the direction of the arrow ↗ Fig. 1 ①.
3. Lift off the cover.

Installing the cover

1. Place the cover on the fuse box.
2. Press the cover down until the cover audibly engages into position on both sides.

Fuse overview of the fuses in the engine compartment

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

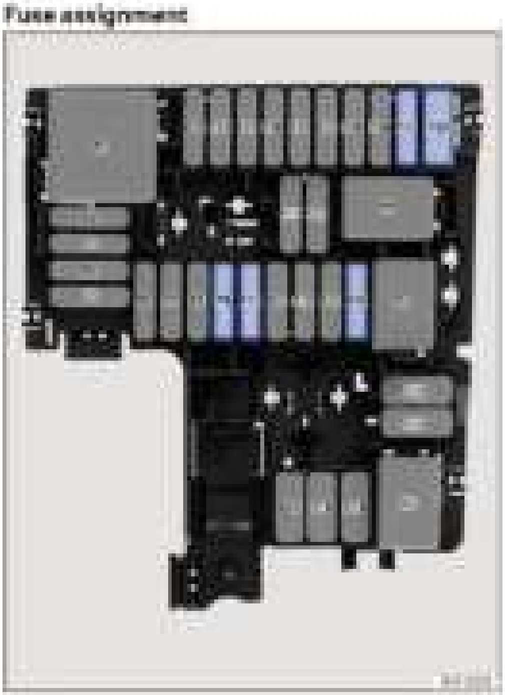

Fig. 2 In the engine compartment: fuse locations.

Fuse location ↗ Fig. 2:

F9

15 amps, ATO*, horn.

F10

30 amps, ATO*, front wipers.

F14

20 amps, ATO*, auxiliary heater.

F31

7.5 amps, ATP, Solar light sensor

Fuses in the dash panel

Opening the fuse box in the dash panel (left-hand drive vehicle)

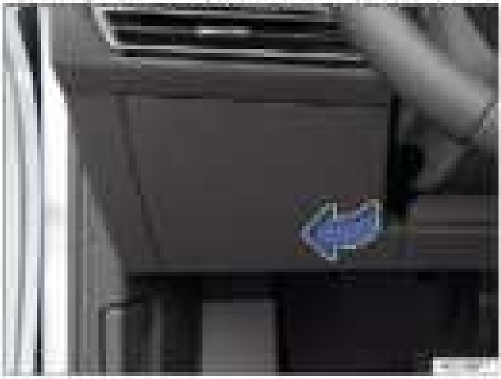

Fig. 1 On the driver side: fuse box cover in the dash panel (left-hand drive vehicle)

Removing the cover

1. Reach behind the cover and pull off in the direction of the arrow ⇒ Fig. 1.

Installing the cover

1. Align the cover on the opposite side and fold it inward in the opposite direction to the arrow until it audibly engages. ⇒ Fig. 1.

Opening the fuse box in the dash panel (right-hand drive vehicle)

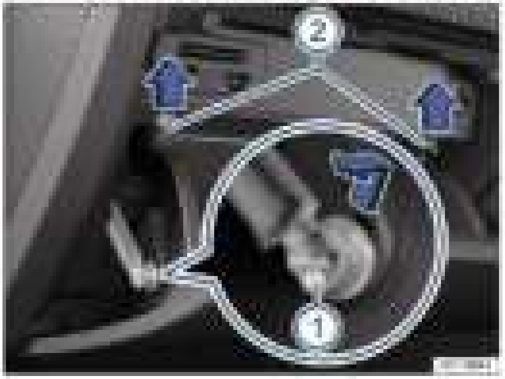

Fig. 2 In the dash panel on the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

① Restrictor.

② Catches.

Removing the cover

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1. Open the glove box and empty if necessary.
2. Push restrictor upwards into the opening of the holder and pull out to the side in the direction of the arrow → Fig. 2①.
3. Push catches upwards in the direction of the arrow at the same time open the glove box further → Fig. 2②.

Installing the cover

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1. Move glove box into position.
2. Insert the restrictor into the opening in the holder and slide upwards in the opposite direction to the arrow until it engages → Fig. 2①.
3. Carefully push the glove box forwards past the resistance of the catches → Fig. 2②.

Fuse overview of the fuses in the dash panel

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a corresponding qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

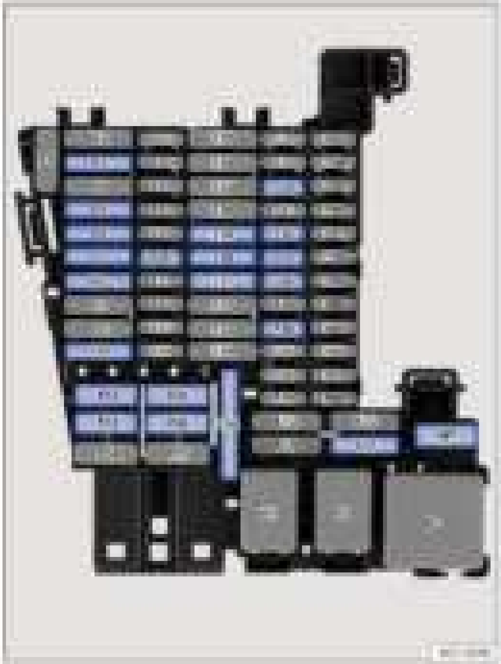

Fig. 2 In the dash panel: fuse assignment.

Fuse location ⇒ Fig. 2:

F6

10 amps, ATO*, interior lighting.

F7

30 amps, ATO*, seat heating.

F8

20 amps, ATO*, electric glass roof.

F12

10 amps, MINI*, right exterior lighting.

F13

10 amps, MINI*, central locking.

F23

7.5 amps, MINI*, telephone.

F38

20 amps, ATO*, parts for the infotainment system.

F42

25 amps, ATO*, rear seat heating.

F55

40 amps, MAXI-*, left exterior lighting.

F58

40 amps, MAXI-*, blower regulator.

F40

7.5 amps, MINI*, anti-theft alarm.

F43

7.5 amps, MINI*, selector mechanism for automatic gearbox.

F44

10 amps, MINI*, air conditioning block, rear window heating relay.

F64

7.5 amps, MINI*, light switch(dashboard), rain and light sensor, electronic parking brake.

F46

7.5 amps, MINI*, display, infotainment system control panel.

F52

20 amps, ATO*
, cigarette lighter, sockets.

F66

15 amps, ATO*, rear window wiper.

F67

30 amps, MAXI-*, rear window heating.

Fuse locations for vehicles with factory fitted towing bracket

F4

25 amps, ATO*, left trailer control unit.

F11

15 amps, ATO*, trailer control unit.

F29

15 amps, ATO*, trailer charging cable.

F31

25 amps, ATO*, right trailer control unit.

Electric windows and electrically adjustable seats may be protected by circuit breakers which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

Changing blown fuses

Preparations

1. Switch off the ignition, the lights and all electrical consumers.

Detecting a blown fuse

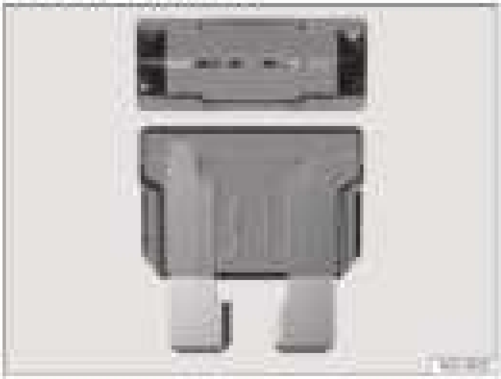

Fig. 1 Blown fuse (illustration)

1. Shine a torch onto the fuse box.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip ⇒ Fig. 1.

Fuse types

— Standard flat blade fuse (ATO*).

— Small flat blade fuse (MINI*).

— Large flat blade fuse (MAXI* or MAXI+*).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and [illegible])

Colour	Amp rating
Black	1 amps
Purple	3 amps
Orange	5 amps
Brown	7.5 amps
Red	10 amps
Blue	15 amps
Yellow	20 amps
White or clear	25 amps
Green	30 amps
Light green	40 amps

Changing fuses

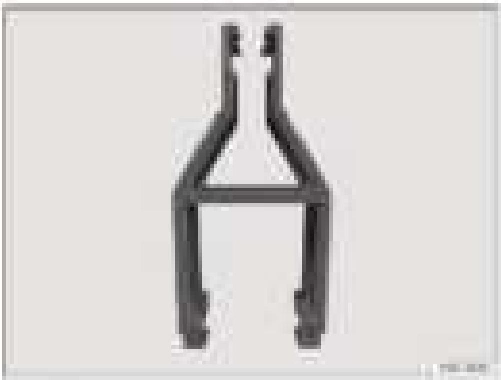

Fig. 2 Plastic grippers for pulling out and inserting a fuse (illustration).

1. If applicable, take the plastic grippers out of the fuse box or the cover of the fuse box → Fig. 2.
2. Push the plastic grippers clip suitable for the fuse type onto the fuse from the top or the side.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse with the same rating (same colour and same markings) and same size → ⓘ.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

- Never replace a fuse with a fuse that has a higher rating.

Introduction to the topic

For technical reasons, your vehicle may not be push-started → ⓘ. If the engine cannot be started because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the jump leads must always be connected to the jump-start connection points in the engine compartment.

WARNING

Using the jump leads incorrectly or performing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode. This can result in serious injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery → A 12-volt vehicle battery.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never perform jump-starting on a vehicle with a frozen or thawed 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. The explosive gas can ignite due to sparks when carrying out jump starting. This can result in serious injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

Tow-starting the vehicle can cause considerable damage to the vehicle.

- Perform jump starting to start the engine.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Jump-start connection point (earth)

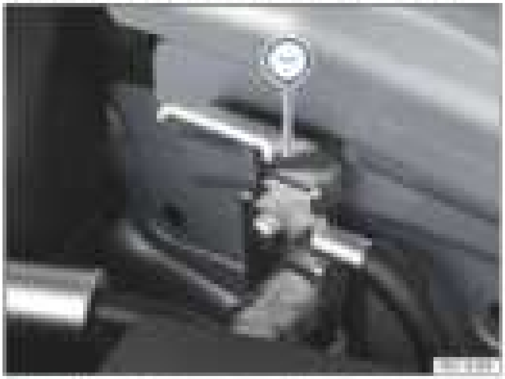

Fig. 1 In the engine compartment: jump-start connection point (earth).

The jump-start connection point (earth) is used for connecting the black jump lead.

The vehicle can be jump-started or be used to jump-start another vehicle via the jump-start connection point (earth).

Jump starting preparations and procedure

Preparations

Observe the following when performing jump starting:

- Wear eye protection and protective gloves → ⚠.
- Observe the jump lead manufacturer's operating instructions.
- Open the bonnet.
- When performing jump starting, always use jump leads with fully-insulated terminal clamps and defect-free insulation → ⚠.
- Make sure that there is a sufficient distance between the vehicle providing jump starting assistance and the vehicle being jump started. Otherwise, current could start to flow as soon as the positive terminals are connected.
- Ensure that the terminal clamps have good metal-to-metal contact with the terminals.

Jump leads

A suitable jump lead is needed in order to jump start another vehicle or have your vehicle jump started.

The jump leads of the vehicle that is doing the jump starting must have at least the following cross sections when performing jump starting:

- Vehicles with electric drive: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross section must be at least 25 mm² (0.039 in²).
- Vehicles with hybrid drive: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross section must be at least 25 mm² (0.039 in²).
- Vehicles with a petrol engine: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross section must be at least 25 mm² (0.039 in²).
- Vehicles with diesel engine: When jump starting the vehicle with a discharged 12-volt vehicle battery, the cable cross section must be at least 35 mm² (0.054 in²).

Vehicle receiving jump starting assistance

1. Make sure that the discharged 12-volt vehicle battery is properly connected to the 12-volt vehicle electrical system.
2. If a 12-volt vehicle battery with a battery window is installed, check the colour of the window. If the battery window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

Vehicle providing jump starting assistance

1. Observe the vehicle manufacturer's operating instructions.
2. Make sure that the vehicle battery providing assistance has the same voltage (12 volts) and approximately the same capacity as the flat 12-volt vehicle battery. Observe the information on the label of the vehicle battery in the vehicle providing jump starting assistance.

Jump starting procedure

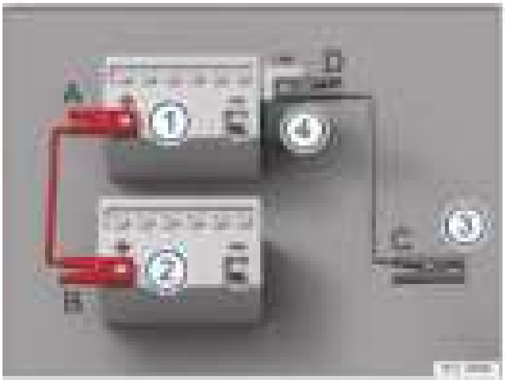

Fig. 1 Schematic diagram of how to connect the jump leads.

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① Positive battery terminal on the vehicle that is being jump started.

② Positive battery terminal on the vehicle that is providing jump starting assistance.

③ Suitable earth connection in the vehicle that is providing jump starting assistance: preferably the jump-start connection point (earth), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

④ Jump-start connection point (earth) on the vehicle being jump started.

Connect the jump leads only in the order A – B – C – D ⇒ Fig. 1.

1. Switch off the ignition in both vehicles.
2. If present, fold open the cover on the positive battery terminals on the 12-volt vehicle battery in the engine compartment.
3. Connect one end of the red jump lead to the positive terminals of the 12-volt vehicle battery with the discharged 12-volt vehicle battery ⇒ Fig. 1 ① ⇒ ⚠.
4. Connect the other end of the red jump lead to the positive battery terminals of the vehicle providing assistance ⇒ Fig. 1 ②.
5. Connect one end of the black jump lead to an earth jump-start connection point on the vehicle with the 12-volt vehicle battery providing assistance ⇒ Fig. 1 ③.

   Or: If no earth jump-start connection point is present, connect the end of the black jump lead to a solid metal part that is securely bolted onto the cylinder block or to the cylinder block itself on the vehicle with the 12-volt vehicle battery providing assistance ⇒ Fig. 1 ③.
6. Connect the other end of the black jump lead to the earth jump-start connection point on the vehicle with the discharged 12-volt vehicle battery ⇒ Fig. 1 ④ ⇒ ⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

1. Start the engine of the vehicle which is providing assistance and let it run at idle.

3. Wait a few minutes and then start the engine in the vehicle with the discharged 12-volt vehicle battery. If the engine does not start immediately, switch off the starter after about 10 seconds and try again after about 1 minute.

Please contact an expert if the vehicle's engine still will not start.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights, if switched on.
2. Turn on the air conditioning blower and rear window heater in the vehicle with the discharged 12-volt vehicle battery. This helps minimise the voltage peaks generated when the leads are disconnected.
3. After jump starting, the jump leads should be removed only in the order D – C – B – A ⇒ Fig. 1.
4. If present, close the cover of the positive terminals.

After jump starting, have the 12-volt vehicle battery checked by a specialised workshop/qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and protective gloves.
- Never bend over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the uninsulated parts of the terminal clamps.
- Make sure that the insulation of the leads is in perfect condition.
- Do not allow the lead attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Introduction to the topic

Towing requires experience, especially when using a tow rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Observe any legal requirements when towing.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing off road, there is always a risk of overloading the anchorage points.

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Please note that greater force is needed for steering and braking during towing.

NOTICE

When pushing the vehicle by hand, the tail light clusters, rear spoilers on the rear window and large panels can be damaged. The rear washer can become detached.

- When pushing the vehicle by hand, do not press on the tail light clusters, rear spoilers on the rear window, large

Towing

Towing is when a vehicle that cannot be driven is pulled with the aid of another vehicle. ⇒ Tow starting or towing.

The vehicle can be towed with a tow bar or a tow rope:

— The maximum permitted towing speed is 50 km/h (30 mph).

— The maximum permitted distance is 50 km (30 miles).

It is easier and safer to tow a vehicle with a tow bar. Use a tow rope only if you do not have a tow bar. The tow rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

In the case of R models, the vehicle must not be towed with a raised axle and must be transported standing on all four wheels on a breakdown truck in case of damage ⇒ ⓘ.

If the vehicle is to be raised at one axle for towing, the vehicle must be raised only at the following axle:

— Front axle

WARNING

Vehicle components can be severely damaged by tow ropes or unsuitable tow bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow rope or tow bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

NOTICE

Towing vehicles with 4MOTION all-wheel drive and sport differential with a raised axle can cause considerable damage to the vehicle.

- Have the broken-down vehicle transported only standing with all four wheels on a breakdown truck.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

If one of the following situations applies, do not tow the vehicle with a tow bar or tow rope:

— The 12-volt vehicle battery is discharged.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (30 miles).

— In vehicles with a manual gearbox, the clutch cannot be [illegible]

— The selector lever of the automatic gearbox cannot be moved to neutral N position.

— The electronic parking brake cannot be released.

— The steering lock cannot be released.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

1. If the vehicle cannot be towed on its own wheels, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Towing

Attach the tow rope or the tow bar only to the points provided:

— Towing eye.

— Ball coupling.

⚠ WARNING

Vehicle components can be severely damaged by incorrectly secured tow ropes or tow bars. The risk of accidents is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow rope or tow bar to vehicle running gear components.
- Seek expert assistance and have the vehicle transported, if necessary, in difficult towing conditions on a breakdown truck.

Preparations

— Ensure that the tow rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Observe the legal regulations and notes on towing in the owner's manual of the other vehicle.

Pulling vehicle (front)

1. The tow rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.
5. In vehicles with a manual gearbox: engage the clutch particularly gently when moving off.

Pulled vehicle (rear)

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and you can operate the turn signals and wipers if necessary. The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
2. Make sure that the vehicle key is always in the vehicle during towing ⇒ Vehicle key.
3. In vehicles with an automatic gearbox: Select position **N**.

   In vehicles with a manual gearbox: Disengage the gear.
4. Release the electronic parking brake.
5. Ensure that the tow rope is always taut.

NOTICE

The electronic parking brake and steering lock cannot be released if the charge level of the 12-volt vehicle battery is not sufficient. The vehicle can be damaged during towing.

- In the event of power failure or malfunctions, start the engine, if necessary by jump starting, in order to release the electronic parking brake and steering lock.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that the mounting with screw thread is available for the towing eye.
2. Comply with the notes on towing 1.1 Tow-starting or towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the towing eye at front

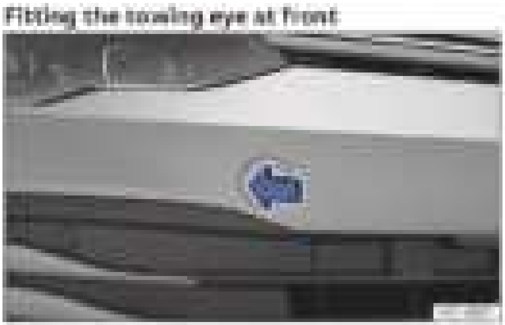

Fig. 1 In the front bumper on the right: removing the cover, variant 1.

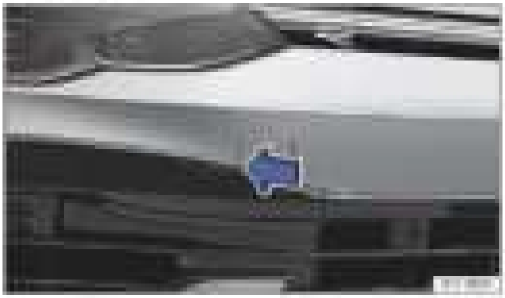

Fig. 2 In the front bumper on the right: removing the cover, variant 2.

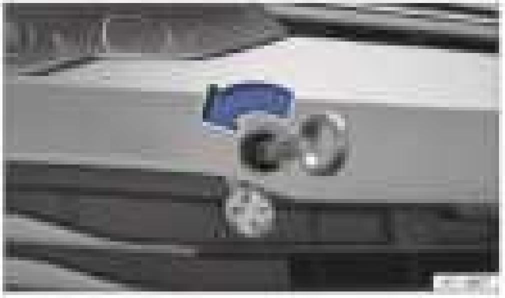

Fig. 3 In the front bumper on the right: screwing in the towing eye, version 1.

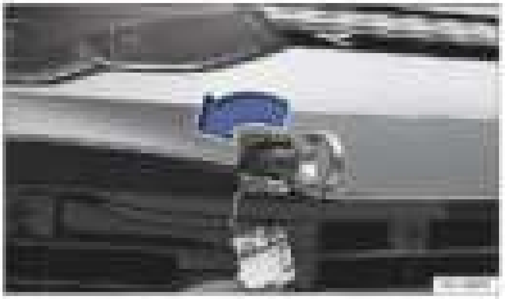

Fig. 4 In the front bumper on the right: screwing in the towing eye, version 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch ⇒ Fig. 2.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary ⇒ ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible ⇒ Fig. 3 , ⇒ ⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

⚠ **WARNING**

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before towing, check whether the towing eye is screwed in fully.

ⓘ **NOTICE**

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that the [illegible] for the towing eye.

1. [illegible]
2. Comply with the notes on towing.
3. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle ⇒ ⓘ.

ⓘ NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the rear towing eye

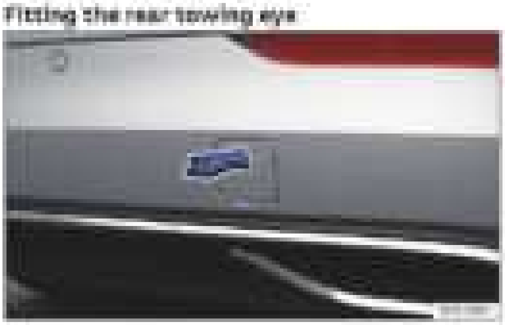

Fig. 1 In the rear bumper on the right: removing the cover, variant 1.

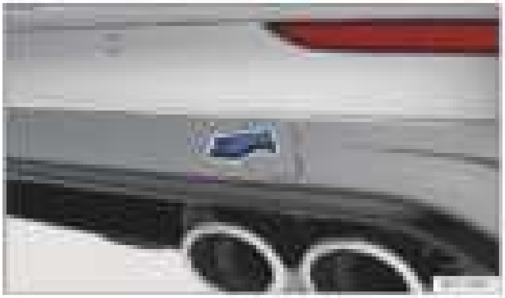

Fig. 2 In the rear bumper on the right: removing the cover, variant 2.

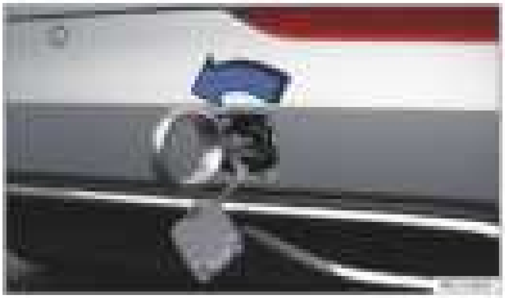

Fig. 3 In the rear bumper on the right: screwing in the towing eye, variant 1.

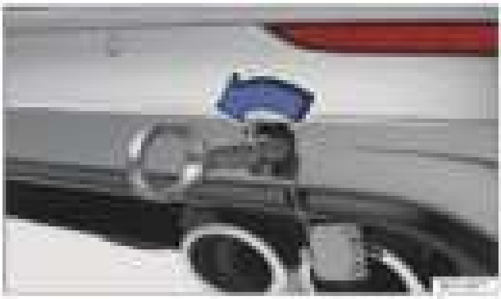

Fig. [illegible] In the rear bumper on the right: screwing in the towing eye, version 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → Fig. [illegible].
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary → ⓘ.
4. Turn the towing eye as shown by the arrow into the threaded hole and tighten as far as possible → Fig. [illegible], → ⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

⚠ WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before towing, check whether the towing eye is screwed in fully.

ⓘ NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Vehicles with towing bracket

In vehicles with a factory-fitted towing bracket there is no mounting for the screw-in towing eye behind the cover.

1. Swivel out or fit the ball coupling and use this for towing.

ⓘ NOTICE

If you use an unsuitable tow bar, the ball coupling and the vehicle could be damaged.

- For towing, always use only a tow-bar that is specifically intended for fitting on a ball coupling.
- Use a tow rope for towing if you do not have access to a suitable tow-bar.

Safety notes for working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should carry out work in the engine compartment only if you know exactly how to perform the required tasks, are aware of the general safety precautions and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries → ⚠. Have all work carried out by a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

WARNING

The engine compartment is a hazardous area. Accidents and serious or fatal injuries can occur whenever work is performed in the engine compartment.

- Always be extremely careful and cautious during all work.
- Perform work in the engine compartment only if you are familiar with the necessary tasks.
- Have the necessary work carried out by a suitably qualified workshop if you are uncertain about how to carry out work in the engine compartment. Volkswagen recommends using a Volkswagen dealership.
- Switch on the electronic parking brake and move the selector lever to P position or move the gear lever to neutral position before carrying out any work in the engine compartment.
- Switch off the ignition and take the vehicle key to a safe place far enough away from the vehicle so that the engine cannot be started accidentally.
- Never touch hot components of the engine.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment.
- Always keep children away from the engine compartment and never leave children unsupervised.

WARNING

There are rotating parts in the engine compartment. When working in the engine compartment, particularly if the engine is started or running, contact with rotating parts, e.g. rotor blades of the radiator fan, can cause serious or fatal injuries.

- Never reach into the radiator fan or into the area of the radiator fan even if the engine or ignition are switched off. The fan is temperature-controlled and could start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly to avoid them getting caught in the engine.
- Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.

WARNING

Escaping hot steam or hot engine coolant and hot vehicle parts can cause severe burns.

- Never open or close the bonnet if steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.

WARNING

The cooling system is under pressure when the engine is hot. If the cap is opened suddenly, engine coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- If you have to open the coolant expansion tank, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

WARNING

Additional insulating materials, e.g. blankets in the engine compartment, or objects left in the engine compartment, e.g. cleaning cloths or tools, can cause malfunctions, damage to the engine and fire. This can result in serious or fatal injuries.

- Never cover the engine with blankets or other insulating materials.
- Never leave objects in the engine compartment.

Always park the vehicle on a horizontal and firm surface before carrying out any work in the engine compartment →
⚠ in Parking

WARNING

If the vehicle is not secured against rolling away during maintenance work, unintended vehicle movement may occur. This can result in accidents and severe or fatal injuries.

- Deactivate the start-stop system manually.
- Never work underneath a vehicle if it is not adequately secured against rolling away.
- Make sure that the vehicle is on a horizontal and firm surface and that the wheels are blocked when working under the vehicle while the wheels are touching the ground.
- In addition, support the vehicle securely with suitable trestles when working under the vehicle. The jack is not sufficient for this task and can fail.

WARNING

High voltage of the electrical system can cause electric shocks and burns. This can result in serious or fatal injuries.

- Never short-circuit the electrical system. The 12 volt vehicle battery can explode.
- Never touch the electrical wiring and connections of gas discharge bulbs.

Preparing the vehicle for working in the engine compartment

The following actions should always be carried out in the given order before working in the engine compartment:

1. Park the vehicle safely on a horizontal and firm surface ⇒ Parking.
2. 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.
3. Allow the engine to cool sufficiently.
4. Always keep other persons away from the engine compartment.
5. Secure the vehicle against rolling away.

Opening and closing the bonnet

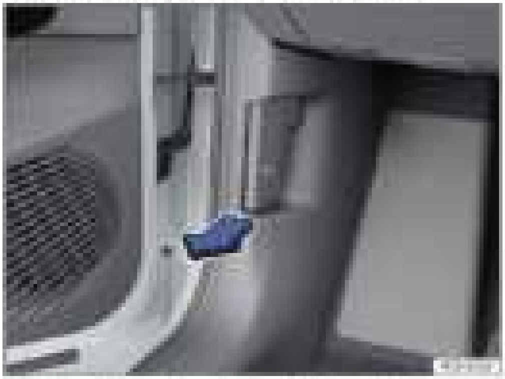

Fig. 1 In the footwell on the driver side: bonnet release lever (schematic diagram).

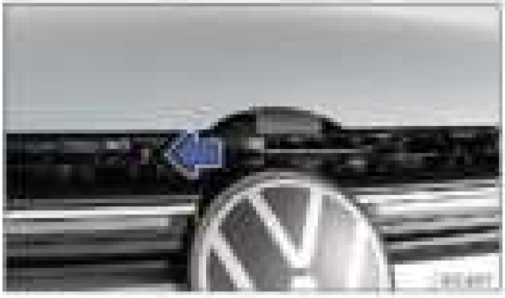

Fig. 2 Above the radiator grille: bonnet release lever.

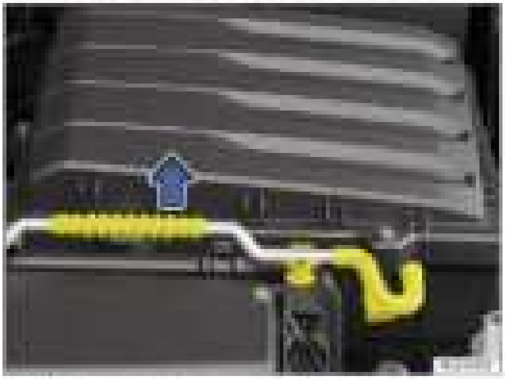

Fig. 3 In the engine compartment: bonnet stay in the holder.

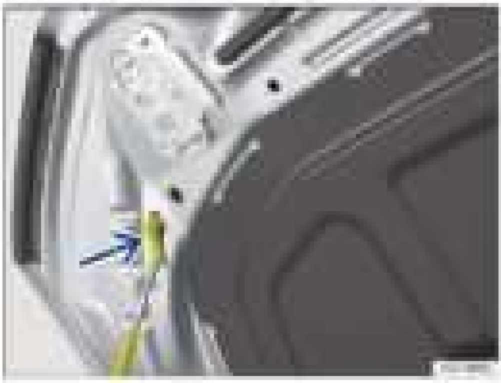

Fig. 3 On the bonnet: holder for bonnet stay (yellow colour).

Opening the bonnet

1. Open the driver door and pull the release lever in the direction of the arrow → Fig. 1.

   The bonnet is released from the lock carrier catch by spring force → ⓘ.
2. To open the bonnet fully, lift the bonnet slightly while simultaneously pressing the opening lever in the direction of the arrow → Fig. 2.
3. Take the bonnet stay out of its holder → Fig. 3 in the direction of the arrow and insert it into the retainer for the bonnet stay → Fig. 4.

Closing the bonnet

1. Lift the bonnet slightly and hold → ⚠.
2. Unhook the bonnet stay from the retainer for the bonnet stay → Fig. 4 and push it into its holder → Fig. 3.
3. Let the bonnet drop into the catch of the lock carrier from a height of about 20 cm (around 8 inches) – do not press it down.

   The bonnet is flush with the body parts around it when it is closed properly → ⚠.

If the bonnet has not closed properly, lift it and then close it again.

If the bonnet is not closed properly, a corresponding display appears in the instrument cluster display. The display goes out when the bonnet is closed properly.

⚠ **WARNING**

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can result in accidents and serious or fatal injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice while driving that the bonnet is not closed properly, park the vehicle safely and close the bonnet.

⚠ **WARNING**

Careless opening and closing of the bonnet can lead to serious injuries.

- Open or close the bonnet only when there is no one in its movement path.

ⓘ **NOTICE**

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly ⚠.

● Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. If necessary, lift the bonnet and then close it again.

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

⚠ WARNING

Failure to observe displayed warnings can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.
- Do not drive on and seek expert assistance if the warning lamp does not go out.

Service fluids and consumables

All service fluids and consumables (e.g. coolant, engine oil and additives) are being constantly further developed. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

When work is performed on the fuel system, electrical discharge and flying sparks can cause fires and serious or fatal injuries.

- Always disconnect the 12-volt vehicle battery.
- Always have a fully functional and tested fire extinguisher to hand.
- Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.

WARNING

Service fluids can be toxic. Improper use and storage can cause serious or fatal injuries.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

WARNING

Service fluids and other materials in the engine compartment are highly flammable and can ignite upon contact with hot surfaces, sparks and naked flames. This can lead to a fire and cause serious or fatal injuries.

- Never smoke in the vicinity of the engine compartment.
- Never work in the direct proximity of sparks or naked flames.
- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Never spill service fluids onto the engine.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

Use of service fluids that do not correspond to the specification can cause serious malfunctions and damage the engine.

- When refilling or replacing service fluids, ensure that the service fluids correspond to the respective specification.
- Fill service fluids only into the filler openings intended for them.

Any service fluids leaking from the vehicle are harmful to the environment.

1. Regularly check the ground underneath the vehicle.
2. If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
3. Any spilt service fluids must be disposed of properly.

Washer fluid

Basic information

The washer fluid reservoir is located in the engine compartment.

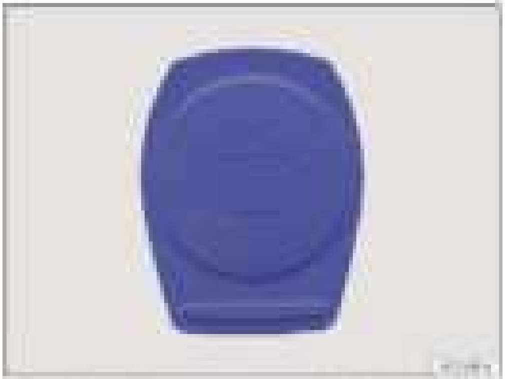

Fig. 1 In the engine compartment: washer fluid reservoir cap (illustration).

The washer fluid reservoir is identified by the ⊞ symbol on the cap → Fig. 1.

1. The washer fluid level should be checked regularly and refilled as necessary.

Preparations

1. Prepare the vehicle for working in the engine compartment.
2. Open the bonnet.

Checking and refilling

1. Check whether there is enough washer fluid in the reservoir.
2. Use only clean water with a suitable alcohol-based windscreen washer fluid for refilling. Observe the mixture instructions on the packaging of the windscreen washer fluid → ⚠, → ⓘ.
3. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze. Observe the mixture instructions on the packaging of the anti-freeze agent.

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 → ⓘ.

Do not use distilled water to refill the washer fluid reservoir.

⚠ WARNING

Unsuitable additives in the washer fluid can leave an oily film on the vehicle windows. This can reduce visibility and increase the risk of accidents and can cause serious or fatal injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

ⓘ NOTICE

Use of an acidic cleaning agent can lead to damage and to failure of the washer jets.

- Never fill an acidic cleaning agent, e.g. a vinegar-based cleaner, into the washer fluid reservoir.

NOTICE

Mixing different windscreen washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable alcohol-based windscreen washer fluids.
- Never mix different windscreen washer fluids with each other.

NOTICE

When refilling windscreen washer fluid, dirt particles can enter the washer fluid reservoir if the strainer is damaged or not present. The washer jets could become clogged.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

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-viscosity oil has been filled at the factory and this can normally be used as an all-season oil.

The vehicle can consume engine oil. Engine oil consumption can vary and can change during the service life of the vehicle. Depending on driving style and operating conditions, engine oil consumption can be up to 1 l (1 qt) per 2,000 km (1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 km (3,100 miles). The engine oil level must therefore be checked at regular intervals, preferably before long journeys.

WARNING

Engine oil becomes extremely hot when the engine is running. If engine oil is handled without due care, this can cause serious burns to the body. This can result in serious or fatal injuries.

- Always allow the engine to cool down before performing any work with engine oil.

WARNING

Engine oil is toxic. Contact with engine oil, and especially ingestion of engine oil, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing engine oil.
- Seek medical attention if you have health problems after working with engine oil.
- Always keep engine oil out of the reach of children and only in the original closed container. This also applies to used oil until it is disposed of.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the engine oil.
- Avoid regular contact with engine oil to avoid damaging the skin.
- Protect skin, face and especially eyes while working with engine oil.
- Do not eat, drink or smoke while working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Leaking or spilt engine oil can pollute the environment. Such service fluids must be collected and disposed of properly and with respect for the environment.

Engine oil standards

Vehicles with an engine oil sticker

There is a sticker on the lock carrier in the front of the engine compartment that indicates which engine oil is to be used for filling → Fig. 1.

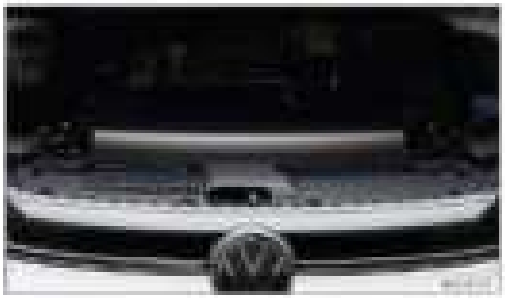

Fig. 1 In the engine compartment: location of the sticker for the engine oil standard and engine oil viscosity (illustration).

If you need to add engine oil, use an oil that complies with the specified engine oil standard and engine oil viscosity → Fig. 2.

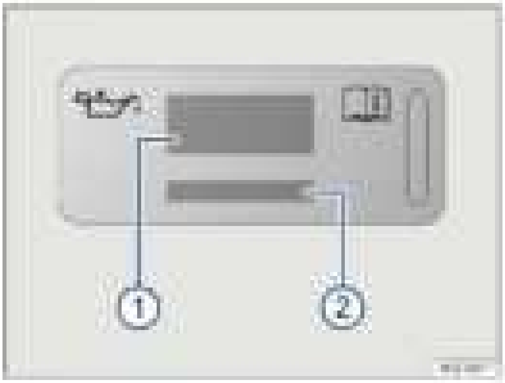

Fig. 2 Sticker showing the engine oil standard and engine oil viscosity (illustration).

① Information about the engine oil standard.
② Information about the engine oil viscosity.

If the specified engine oil → Fig. 2 is used, the engine oil level can be corrected as often as necessary ⚠ Engine oil.

If you do not have access to engine oil that complies with the prescribed standard, in an emergency you may top up with a maximum of 0.5 l (0.5 qt) of the following oils once before the next regular oil change:

- Petrol engines: standards VW 504 00 and ACEA C3, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes of these standards are permitted.
- Natural gas engines: standards VW 504 00 and ACEA C3, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes of these standards are permitted.
- Diesel engines: standards VW 507 00 and ACEA C3, ACEA C4 or API CK-4. All viscosity classes of these standards are permitted.

It is recommended to have the oil change carried out by a suitably qualified workshop.

Vehicles without an engine oil sticker

You can obtain information about the specified engine oil standard and engine oil viscosity from a suitably qualified workshop. If it is necessary to add engine oil, use an oil with the specified engine oil standard and viscosity. If the specified engine oil is used, the level can be corrected as often as necessary ⇒ Engine oil.

NOTICE

The use of engine oils that are not approved in accordance with the corresponding VW standard can cause engine damage.

- Use only engine oils that meet the quality requirements of the corresponding VW standard for refilling.
- Only in an emergency, top up with a maximum of 0.5 l (0.5 qt) engine oil of the engine oil standards mentioned differently.

Volkswagen recommends Volkswagen genuine oil.

Changing engine oil

The engine oil must be changed regularly and in accordance with the service interval ⇒ Service.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

Engine oil can cause environmental damage, severe burns or a fire if the engine oil is changed incorrectly. This can result in serious or fatal injuries.

- Always allow the engine to cool down completely before changing the engine oil.
- Always wear eye protection when changing engine oil.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arms.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.

NOTICE

Oil and filter changes require special tools and expert knowledge. Vehicle damage can result if the work is not carried out correctly.

- You should always have engine oil and filter changes performed by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Dispose of the engine oil in an environmentally responsible manner and only at a collection point for used oil, e.g. a recycling centre or specialist company.

Checking the engine oil level and adding engine oil

Preparations

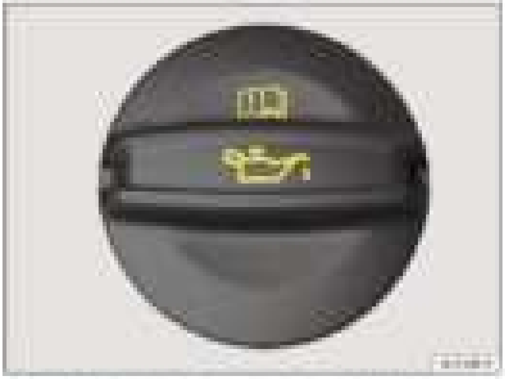

Fig. 1 In the engine compartment: engine oil filler opening cap (illustration).

To avoid an incorrect reading of the engine oil level, observe the following steps:

1. Park the vehicle safely on a horizontal and firm surface with the engine at operating temperature ⇒ Warning.
2. Wait for at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet.
4. Identify the engine oil filler opening and oil dipstick.

The engine oil filler opening can be recognised by the symbol on the cap ⇒ Fig. 1 and the oil dipstick has a coloured handle.

Or: the engine oil level is displayed on the instrument cluster display when the bonnet is opened.

Checking the engine oil level on vehicles with an oil dipstick

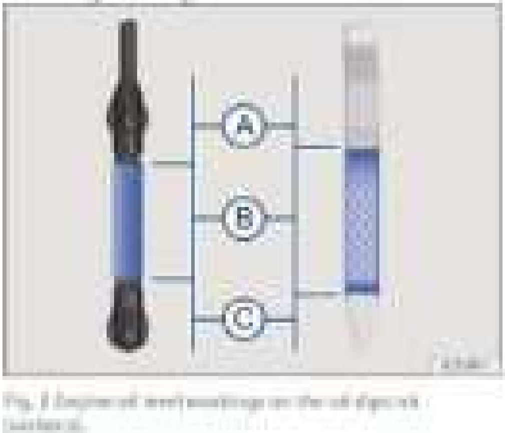

Fig. 2 Engine oil level markings on the oil dipstick (variants).

Ⓐ Engine oil level is too high.

Ⓑ Engine oil level in the normal range.

Ⓒ Engine oil level too low.

The steps should be carried out in the given order only:

1. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
2. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
3. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows » Fig. 2:

   Ⓐ Engine oil level is too high. Observe any messages on the instrument cluster display or seek expert assistance if necessary.

   Ⓑ Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, e.g. if the engine is operated at high loads » ⚠.

   Ⓒ Engine oil level too low. It is essential to refill engine oil. If necessary, observe the messages in the instrument cluster display.
4. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go.

When the vehicle is working particularly hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes.

Checking the engine oil level on vehicles with a digital display

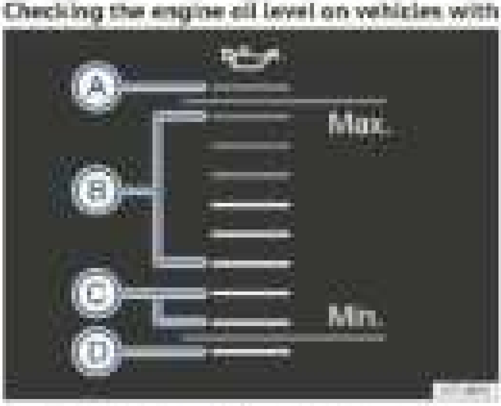

Fig. 3 On the infotainment system: engine oil level indicator (illustration).

Ⓐ Do not add engine oil.

Ⓑ Engine oil level in the normal range.

Ⓒ Engine oil level low – engine oil should be added.

Ⓓ Engine oil level low – engine oil needs to be added.

To check the engine oil level on the Infotainment system, perform the following steps:

1. Switch on the ignition.
2. Tap the Menu function button.

3. Select and tap the Vehicle function button.
4. Tap the Settings function button.
5. Select vehicle status.
6. Tap the function button ▯ to select the menu point(s) down.

Possible measures after reading off the engine oil level on the Infotainment system ⇒ Fig. 3:

– Ⓐ Do not add engine oil, do not start the engine again and seek expert assistance.

– Ⓑ Engine oil level in the normal range.

– Ⓒ Engine oil level is low. Engine oil should be added ⇒ ⚠.

– Ⓓ Engine oil level below minimum. Engine oil must be added.

If the engine oil level is in the lower area Ⓑ or in area Ⓒ, the engine oil can be added up to the middle of area Ⓑ, e.g. in case of high engine load.

Adding engine oil

⚠ WARNING

When refilling, engine oil can spill or overflow and ignite if it gets onto hot engine parts. This can cause fires or burns. This can result in serious or fatal injuries.

- Always ensure that the engine oil filler opening cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube.
- Always ensure that no engine oil is spilled on hot engine components.

These steps should be followed in the given order only ⇒ ⚠ ⇒ ⓘ.

1. Unscrew the engine oil filler opening cap ⇒ Fig. 2.
2. Fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the recommendation on the Instrument cluster display. Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.
3. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the oil sump to the marking on the engine oil dipstick.
4. Read the engine oil level on the engine oil level display on the Infotainment system screen again before refilling with a further small quantity of engine oil.

   Or: read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil.

   Never overfill with engine oil. After filling, the engine oil level should be in the middle of the area ⇒ Fig. 2 or ⇒ Fig. 3 Ⓑ. It should not be above ⇒ Fig. 2 or ⇒ Fig. 3 Ⓑ, i.e. in area Ⓐ and must not be in the area above ⇒ Fig. 2 or ⇒ Fig. 3 Ⓐ.
5. Do not start the engine if you have added an excessive amount of engine oil by accident and the engine oil level is in the above area ⇒ Fig. 2 or ⇒ Fig. 3 Ⓐ ⇒ ⓘ. Seek expert assistance.
6. After refilling, close the engine oil filler opening with the cap ⇒ Fig. 2.
7. Close the bonnet.

Displaying service information on the Infotainment system

1. Switch on the ignition.

2. Select and tap the [Car] function button.
3. Tap the [Settings] function button.
4. Tap the [Service] function button.

After a service event, the service message will be updated after around five days or after you have driven around 500 km (311 miles). Until then, the Infotainment system screen displays Inspection: In --- km / --- days. Oil change: In --- km / --- days.

NOTICE

If the engine oil level is too high after topping up and the engine is started, this can damage the engine.

- Do not start the engine and seek qualified professional assistance.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.

Volkswagen recommends the use of approved engine oils in accordance with the respective relevant VW standard.

If you cannot find the required oil standard, please contact a corresponding appropriately qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Troubleshooting

Engine oil pressure too low

The warning lamp flashes red. A message is shown on the instrument cluster display.

● Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ⇒ Parking.
2. Switch off the engine.
3. Check the engine oil level ⇒ Engine oil.
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

● Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ⇒ Parking.
2. Switch off the engine.
3. Check the engine oil level ⇒ Engine oil.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 quarts) in total, or observe the filling recommendations on the instrument cluster display.
5. Do not drive on or leave the engine running if the warning lamp is flashing even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too low

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

1. Stop the vehicle as soon as possible and when safe to do so ⇒ Parking.
2. Switch off the engine.
3. Check the engine oil level ⇒ Engine oil.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or leave the engine running if the indicator lamp is lit up, even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too high

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

1. Stop the vehicle as soon as possible and when safe to do so ⇒ Parking.
2. Switch off the engine.
3. Check the engine oil level ⇒ Engine oil.
4. If the engine oil level is too high, do not drive on or leave the engine running. The engine could otherwise be damaged. Seek expert assistance.

or Fault in engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

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

Introduction to the topic

Do not work on the cooling system unless you are familiar with the task, aware of the general safety precautions and have the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries ⇒ ⚠. Have all work carried out by a corresponding qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter ⇒ Coolant.

⚠ WARNING

Coolant is toxic. Contact with coolant, particularly if coolant is swallowed, can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed coolant.
- Consult a doctor if you experience health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the closed original container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

WARNING

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This can lead to the heating no longer working in the vehicle. Vehicle occupants with inadequate winter clothing could freeze to death.

- Make sure that the coolant additive is always adjusted corresponding to the ambient temperature.
- Use only coolant additives that have been approved by the manufacturer.

Coolant and coolant additives can pollute the environment. Spilt service fluids must be collected and disposed of properly and in an environmentally responsible way.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 60 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed a violet colour. The mixture of water and a coolant additive offers anti-freeze protection down to around -25°C (around -13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% of the coolant additive G12evo must be used in order to obtain the optimum corrosion protection ⇒ ⓘ.

NOTICE

The colour of the coolant results from mixing the genuine coolant additive with distilled water. If the liquid in the coolant expansion tank is not violet but brown, for example, the suitable coolant has been mixed with another unsuitable coolant. This can result in serious malfunctions or damage to the drive and cooling systems.

- Use only coolant additives that have been approved by the manufacturer.
- Have the coolant replaced immediately by a qualified workshop if it has a brown colour. Volkswagen recommends using a Volkswagen dealership.
- When adding coolant additives, never mix genuine coolant additives with other coolant additives that have not been approved by Volkswagen.

Coolant and coolant additives can pollute the environment.

1. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Checking the coolant level and refilling coolant

Preparations

1. Park the vehicle safely on a horizontal and firm surface → Parking.
2. Allow the engine to cool down → ⚠.
3. Open the bonnet.

The coolant expansion tank is identified by the ⚠ symbol on the cap → Fig. 1.

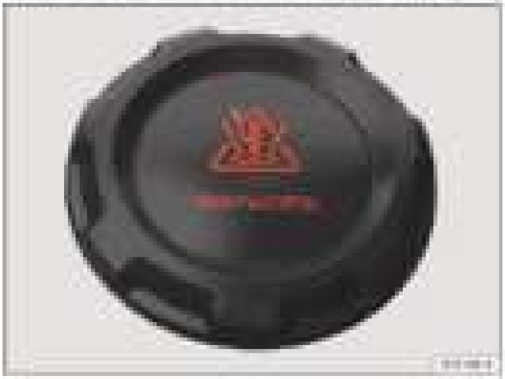

Fig. 1 In the engine compartment: coolant expansion tank cap (illustration).

⚠ WARNING

Escaping hot steam or hot engine coolant and hot vehicle parts can cause severe burns.

- Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment.
- Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.

⚠ WARNING

The cooling system is under pressure when the engine is hot. If the cap is opened carelessly, engine coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking the coolant level

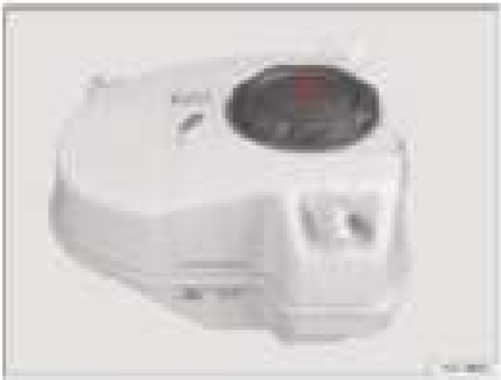

Fig. 2 In the engine compartment: markings on the coolant expansion tank (illustration).

The coolant may be above the marked area upon delivery of new vehicles or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as visibility of the fluid level in the coolant expansion tank may be obstructed. If the coolant level cannot be read exactly, contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

1. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank ⇗ Fig. 2. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking "min". When the engine is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank ⇒ⓘ.

Adding coolant

1. Unscrew the lid carefully ⇒⚠.
2. Fill only with new coolant according to Volkswagen's specification ⇗⇒ Coolant.

   If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using a Volkswagen dealership ⇒ⓘ.
3. Add coolant up to the upper level marking. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank ⇗ Fig. 2.
4. Close the cap tightly.
5. Check the coolant level after one day. If the level of the coolant tank drops below the "min" marking again, visit a correspondingly qualified workshop and have the cooling system checked. Volkswagen recommends using a Volkswagen dealership.

ⓘ NOTICE

Coolant expands when it is heated. If coolant is added so that the level is above the marked area, excess coolant could escape and damage the vehicle.

- Do not fill coolant above the top edge of the marked area on the coolant tank.

ⓘ NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This could cause damage to the engine.

- Do not drive on.
- Do not add coolant.
- Seek expert assistance.

NOTICE

Use of water other than distilled water can cause considerable corrosion damage in the engine due to the chemical substances contained in the water. This can lead to failure of the engine.

- Refill only with distilled water!
- Have the fluid in the cooling system completely replaced by a qualified workshop if you have not refilled with distilled water. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the engine.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the corresponding openings.

Troubleshooting

Coolant

The warning lamp flashes red. The engine coolant temperature is too high or the coolant level is too low.

■ Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so ⟶ Parking.
2. Switch off the engine.
3. Allow the engine to cool down.
4. Check the coolant level in the coolant expansion tank ⟶ Coolant.
5. Do not drive on or leave the engine running if the warning lamp does not go out even though the coolant level is correct.
6. Seek expert assistance.

Coolant

The indicator lamp lights up blue.

Engine coolant temperature is low, and the engine has not warmed up.

1. Avoid high engine speeds and high engine loads as long as the indicator lamp is lit.

Introduction to the topic

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times.

WARNING

Brake fluid is toxic. Contact with brake fluid can be fatal. If not treated, it can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed brake fluid.
- Consult a doctor if you experience health problems after working with brake fluid.
- Always keep brake fluid out of the reach of children and only in the closed original container.
- Never store brake fluid in empty food containers, bottles or any other non-original containers as people finding these containers could drink the brake fluid in them.
- Avoid regular contact with brake fluid in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with brake fluid.
- Do not eat, drink or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Brake fluid that has leaked or been spilled will attack vehicle surfaces. The vehicle paintwork, plastic parts and tyres could be damaged as a result.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.
- Then rinse all components with sufficient amounts of water.

Brake fluid can pollute the environment. Any escaping service fluids must be cleaned up and disposed of properly.

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 CLASS 6.

Checking the brake fluid

Preparations

1. Park the vehicle safely on a horizontal and firm surface ⇒ Parking.
2. Open the bonnet.

Checking the brake fluid level

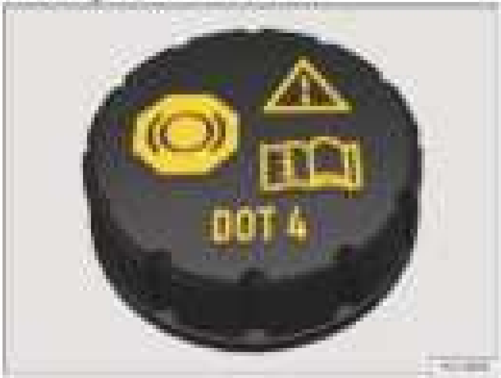

Fig. 1 In the engine compartment: cap of the brake fluid reservoir.

The brake fluid reservoir can be recognised by its cap ⇒ Fig. 1.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container.

→ If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

→ If the brake fluid is not between the min. and max. markings of the brake fluid reservoir, seek assistance from a suitably qualified workshop ⇒ ⚠. Volkswagen recommends using a Volkswagen dealership.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

⚠ WARNING

An overly-low brake fluid level or unsuitable brake fluid can cause brake failure or reduced braking efficiency. This can result in accidents and serious or fatal injuries.

- Have the brake system and brake fluid level checked regularly.
- Make sure that the correct brake fluid is used.
- Use only brake fluid that is explicitly compliant with VW standard 501 14.
- Use a high-quality brake fluid according to DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 only in exceptional cases if a brake fluid according to VW standard 501 14 is not available.

■

Changing the brake fluid

The brake fluid should be changed regularly. Appropriately qualified workshops can provide information on the intervals for changing the vehicle's brake fluid. Volkswagen recommends using a Volkswagen dealership.

1. Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Old brake fluid can be exposed to vaporisation due to absorbed moisture when the brakes are subjected to heavy use and reduce the braking effect to the point of total failure. This can result in accidents and personal or fatal injuries.

- Have the brake fluid changed regularly.
- Have the brake system filled only with new brake fluid.

Troubleshooting

Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

● Do not drive on! This can result in brake failure.

1. Stop the vehicle immediately as soon as it is possible and safe to do so (parking).
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and serves to supply power in the vehicle. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Performing any such work incorrectly can cause serious injuries → ⚠. All work should be carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Information on warning and indicator lamps that light up can be found in the Troubleshooting sections at the end of the chapter ⇒ *12-volt vehicle battery*.

Battery switch-off in an accident in which the airbag is triggered

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the electrical connection to the 12-volt vehicle battery is automatically disconnected pyrotechnically in the event of an accident in which the airbags are triggered. This prevents a short circuit. You can find further information on the location of the vehicle battery in the section ⇒ *12-volt vehicle battery*.

Explanation of the warnings on the 12-volt vehicle battery

- Always wear eye protection!
- ⚠ Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!
- No fire, sparks, naked lights or smoking!
- ⚠ A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charged!
- 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 chemical burns, fires or electric shocks. This can cause serious injuries.

- Read and always observe the warnings on the 12-volt vehicle battery.
- 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.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid splashes.
- Always wear eye protection and protective gloves.
- Never short circuit battery terminals.

⚠ **WARNING**

A highly explosive and flammable gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas released from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

WARNING

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (32°F). Acid can leak from a 12-volt vehicle battery that has frozen and then thawed again and can cause damage to the vehicle in the long term.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has ever frozen.

NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

NOTICE

The 12-volt battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

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

Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is maintenance-free.

Check the electrolyte level of the 12-volt vehicle battery regularly:

– On vehicles with high mileages.

– In countries with a warm climate.

– On vehicles with an old 12-volt vehicle battery.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

Preparations

1. Prepare the vehicle for working in the engine compartment.
2. Wear eye protection and protective gloves.
3. Open the bonnet.

Checking the electrolyte level

WARNING

Battery acid is caustic. Contact with battery acid – especially if swallowed – can cause severe burns.

- Never open a 12-volt vehicle battery.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the gas vents.
- Protect the skin, face and particularly the eyes while working with the 12-volt vehicle battery.
- Do not eat, drink or smoke when working on the 12-volt vehicle battery.
- Wash your skin with soap and water after working on the 12-volt vehicle battery.

- In case of acid contact on skin and hair, remove all soiled or soaked clothing and wash skin and hair with water. Consult a doctor.
- If acid comes into contact with the eyes, rinse the affected area gently with water for a few minutes. Then consult a doctor immediately.
- Drink plenty of water immediately and swallow activated charcoal if you have swallowed acid. Consult a doctor immediately.
- Leave the danger area and breathe fresh air if you have inhaled acid mist. Consult a doctor immediately.

WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose. Always have the electrolyte level of the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

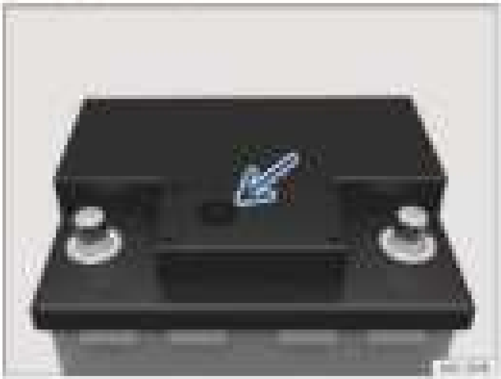

Fig. 1 On the top of the 12-volt vehicle battery: battery window (illustration).

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery → Fig. 1.

Light yellow or without colour

— The electrolyte level of the 12-volt vehicle battery is too low. Have the 12-volt vehicle battery replaced by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Black

— The electrolyte level of the 12-volt vehicle battery is correct.

For technical reasons, it is not possible to check the electrolyte level of 12-volt vehicle batteries that are marked as AGM

. The battery can be checked by a appropriately qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using a Volkswagen dealership.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging ⇒ ⚠. Volkswagen recommends using a Volkswagen dealership.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. Volkswagen recommends using a Volkswagen dealership. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using a Volkswagen dealership. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side; the ventilation opening on the positive terminal side must always be sealed ⇒ ⚠.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only workshops qualified to do this have the technology required to carry out this adjustment and use the correct replacement batteries. The use of unsuitable batteries can render the type approval invalid.

Disconnecting the 12-volt vehicle battery

Please note the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable ⇒ ⚠.

Connecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be connected to the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. First reconnect the positive cable and then the negative cable ⇒ ⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of approximately 15 km/h to 20 km/h (around 10 mph to 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the 12-volt vehicle battery was disconnected for a prolonged period, the system may not able to calculate or correctly display the time when the next service is due ⇒ Service interval display. Observe the maximum permissible service intervals.

Vehicles with starter button: Perform the following actions if the ignition cannot be switched on after connecting the 12-volt vehicle battery:

1. Lock and unlock the vehicle from the outside.
2. Try to switch on the ignition again.

1. Please seek expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

If the ignition is switched on for an extended period when the engine is switched off or the side or parking lights are switched on for a long time when the vehicle is parked, the intelligent onboard supply management system cannot always prevent discharge of the 12-volt vehicle battery.

If the 12-volt vehicle battery is subject to high loads, the intelligent onboard supply management system automatically performs various measures to prevent discharge of the 12-volt vehicle battery:

— The idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket may be interrupted briefly while the engine is being started.

Discharge of 12-volt vehicle battery

It may not be possible to start the engine if the battery is discharged. The 12-volt vehicle battery is discharged in the following situations:

— By long standing periods without running the engine, especially if the ignition is switched on.

— Excessive use of electrical consumers when the ignition is switched off.

— By operating the auxiliary heater.

⚠ **WARNING**

Using a 12-volt vehicle battery that does not have the same specifications and dimensions as the factory-fitted 12-volt vehicle battery may cause short circuits or fire. This can result in serious or fatal injuries.

- Always use only a maintenance-free and leak-proof 12-volt vehicle battery that has the same specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ **WARNING**

Improper attachment of 12-volt vehicle batteries can lead to short circuits or cause fire. This can result in serious or fatal injuries.

- Always attach the 12-volt vehicle battery to the intended attachment points in the vehicle.
- Refit all the covers necessary for the vehicle and the battery.

⚠ **WARNING**

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged. Sparks or open flames can ignite the oxyhydrogen mixture. This can result in severe burns.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Keep sparks and open flames away from the 12-volt vehicle battery.

⚠ **WARNING**

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (+32°F). Acid can leak from a frozen and thawed 12-volt vehicle battery and cause long-term damage to the vehicle.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has been frozen.

⚠ **WARNING**

If the degassing hose on the 12-volt vehicle battery is not properly secured, the highly explosive oxyhydrogen mixture could leak out when the vehicle is moving and enter the vehicle interior. The oxyhydrogen can ignite and cause serious or fatal injuries.

- In vehicles with the 12-volt vehicle battery in the vehicle interior or luggage compartment, make sure that the vent hose for the central gas venting system is connected securely to the 12-volt vehicle battery. The vent hose must always be attached to the negative terminal side of the 12-volt vehicle battery.
- Always make sure that the covering on the positive terminal side of the 12-volt vehicle battery is closed.

CAUTION

Incorrectly connected cables can cause a short circuit. This can damage the on-board electronics and result in injuries.

- First connect the positive cable and then the negative cable.

NOTICE

If the 12-volt vehicle battery is disconnected and/or connected while the ignition is switched on or the engine is running, the electrical system or electronic components may be damaged and electrical malfunctions may occur.

- Never disconnect or connect the 12-volt vehicle battery with the ignition on or with the engine running.

NOTICE

If current-drawing accessories for charging the 12-volt vehicle battery are connected to the 12-volt socket, the electrical system or electronic components may be damaged and electrical malfunctions may occur.

- Never connect equipment that supplies electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in accordance with the relevant regulations.

Electrolyte can pollute the environment. Clean up any service fluid leakages and dispose of them properly.

Troubleshooting

12-volt power supply

The warning lamp lights up red. A message is shown in the instrument cluster display.

● Do not drive on! Possible failure of the electrical system.

1. Stop the vehicle immediately in a safe place.
2. Switch off any electrical consumers that are not required.
3. Switch off the ignition.
4. Seek expert assistance.

When the red warning lamp is lit up, the start/stop system is switched off. The start/stop system will be switched on again automatically when the engine is restarted.

12-volt power supply

The indicator lamp lights up yellow. A message is shown in the instrument cluster display.

Messages about the charge level of the 12-volt vehicle battery.

1. Allow the engine to run so that the 12-volt vehicle battery can be recharged.
2. Seek expert assistance if the message about the charge level of the 12-volt vehicle battery does not disappear after a few minutes in spite of the measures performed.

Messages about the 12-volt power supply

1. Seek expert assistance.

When the yellow indicator lamp is lit up, the start/stop system cannot start the engine. When the yellow indicator lamp has gone out, the charge level of the 12-volt vehicle battery is sufficient for an automatic engine restart.

Troubleshooting

48V vehicle electrical system. Stop vehicle safely! Consult vehicle wallet.

During the journey, the warning lamp lights up red. The charge level of the 48-volt vehicle battery is too low.

● Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the ignition.
3. Wait for a few seconds.
4. Switch on the ignition again.
5. If the red warning lamp does not go out, seek expert assistance.

48V vehicle electrical system. Please do not move off. Consult vehicle wallet.

When the vehicle is stationary, the indicator lamp lights up yellow. The charge level of the 48-volt battery is too low.

1. Do not move off.
2. Let the engine run for a few minutes while the vehicle is stationary until the indicator lamp goes out.
3. Move off only when the indicator lamp is no longer lit up.
4. If the yellow indicator lamp does not go out, seek expert assistance.

Introduction to the topic

Wheels are the most heavily loaded and most underestimated parts of a vehicle. Wheels are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The wheels and tyres approved by Volkswagen have been carefully selected.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Wheel rims, tyres and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the correct wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the wheels work properly and that the vehicle drives quietly and safely. For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type. Always contact a suitably qualified workshop. If you wish to change to other tyre and wheel rim combinations, Volkswagen recommends using a Volkswagen dealership.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque ⇒ Wheel bolts.

⚠ WARNING

Incorrect handling of wheels can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure ⇒ Tyre pressure. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never exceed the top speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. Therefore, drive with appropriate caution during the first 600 km (370 mi).
- Never drive with worn tyres or tyres that show signs of damage such as holes, cuts, cracks or blisters.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Do not use tyres or wheel rims if you do not know their history. Used tyres and wheel rims could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Replace worn or damaged tyres immediately.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rim and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hub are clean, smooth running and free of oil and grease.
- Never loosen the bolts of wheel rims with bolted-on rim rings.

⚠ WARNING

Improper mounting of the tyre on the rim can cause the rim to be damaged and the tyre to suddenly lose air or burst when driving.

This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Handling tyres

Avoiding damage to tyres

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

— Check the tyre pressure regularly.

— Check the tyres for damage such as cuts at regular intervals.

— Never exceed the maximum speed and load permitted for the tyres that are fitted ⇒ Tyre marking and tyre types.

— Damaged or worn tyres must be replaced immediately.

— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid ⚠.

— Replace missing dust caps on the valves immediately.

— Remove foreign bodies that have not yet penetrated to the inside of the tyre.

— Observe all warnings of the tyre monitoring system ⇒ Tyre Pressure Loss Indicator.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

This can cause serious accidents and fatal injuries.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place.

— Do not store tyres mounted on rims vertically.

— Any tyres not fitted on rims should be kept in suitable covers to protect against dirt and should be stored vertically (standing on the tread).

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation → ⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date ⇒ Tyre labelling and tyre types.

⚠ **WARNING**

Old tyres can suddenly lose air or burst, especially at high speeds.

This can cause serious accidents and fatal injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

New tyres

– Drive particularly carefully for the first 600 km (373 mi) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency → ⚠.

– Use tyres of the same type, size (rolling circumference) and the same tread pattern on all four wheels.

– The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ **WARNING**

New tyres will have to be run in as they will initially have reduced grip and braking effect.

This can lead to loss of vehicle control, serious accidents and fatal injuries.

- Run in new tyres. Drive with appropriate caution during the first 600 km (373 mi).

ℹ New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

– The vehicle may be fitted with optimised rolling resistance tyres at the factory. Only with these tyres can the indicated fuel consumption values be achieved. Make sure that any new tyres purchased have optimised rolling resistance ⇒ Driving economically.

– Seek advice from a suitably qualified workshop before purchasing new reduced rolling resistance tyres. Volkswagen recommends using a Volkswagen dealership.

– Always replace tyres at least on an axle-by-axle basis.

– Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

– Never use tyres with an effective size that is larger than the Volkswagen approved tyres → ⚠.

Volkswagen Genuine tyres

The vehicle may be fitted with Volkswagen Genuine tyres at the factory. These tyres are marked with the ⊕ symbol and have been specifically matched to this vehicle. When used correctly, Volkswagen Genuine tyres meet the highest standards with respect to safety and vehicle handling.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear ⇒ Tyre Pressure Loss Indicator.

⚠ **WARNING**

Wheels must have the necessary clearance. If there is no clearance, the tyres may come into frictional contact with parts of the running gear, bodywork and brake lines.

This can lead to failure of the braking system, detachment of the tread surface, tyre bursting and thus serious accidents and fatal injuries.

- Only use tyres whose dimensions are not larger than the dimensions of the tyres already approved by Volkswagen and which do not rub against parts of the vehicle.

WARNING

Dirt can damage the valves and cause them to leak so that the tyre loses air.

If the tyre pressure is too low, it is possible that the tyre will heat up to such an extent when driving that this can result in tread separation and the tyre bursting, which can cause serious accidents and fatal injuries.

- Never drive without valve caps.

NOTICE

Driving over potholes and sharp edges can deform the tyres.

This can cause damage to the tyres and wheel rims.

- Avoid strong impacts and drive around obstacles if possible.

NOTICE

Dirt can damage the valves.

- Never drive without valve caps.

NOTICE

When swapping to other wheels, the valves can be damaged.

- Do not drop dismounted wheels on the rim.

Old tyres should be disposed of properly and as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car – for example in the case of winter tyres or a temporary spare wheel – only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Volkswagen approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and carry it in the vehicle.

Handling wheel rims

Avoid damaging wheel rims

– Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

– Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.

– Replace missing dust caps on the valves immediately.

– Check the tyre pressure regularly.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rim rings or trim elements consist of several components. These components are joined together using special bolts. Damaged wheel rims must be replaced and must always be repaired only by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Wheel rim identification

In some countries, new wheel rims must contain information about certain properties. The following information may be provided on the wheel rims:

— Size of centre hole.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

- Never loosen the bolts on wheel rims with bolted-on rim rings.
- Have all work on wheel rims with bolted-on rim rings carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Checking the tyre pressure

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre → ⚠. The correct tyre pressure is particularly important at high speeds.

— Check the tyre pressure at least once a month.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → Fig. 2.

— After adjusting the tyre pressure, 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.

— 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.

Location of the tyre pressure sticker

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → Fig. 2 or inside the tank flap.

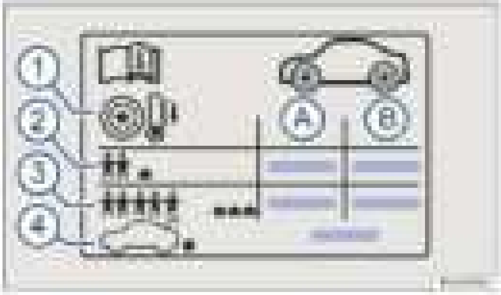

Fig. 1 Symbols on the tyre pressure sticker

Ⓐ Tyre pressure for the tyres on the front axle.

Ⓑ Tyre pressure for the tyres on the rear axle.

① Note: check the tyre pressure when the tyres are cold.

② Tyre pressure for partial load.

③ Tyre pressure for full load.

④ Vehicle-dependent: tyre pressure for the spare wheel, collapsible spare wheel or temporary spare wheel.

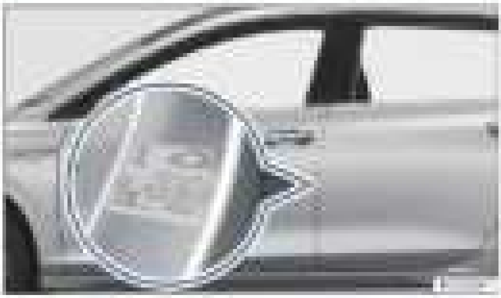

Fig. 2 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the tank flap)

The appearance of the sticker may differ between vehicles. It may contain additional tyre sizes that are not approved for your specific vehicle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask a Volkswagen dealership.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure ⇒ Fig. 1. The comfort tyre pressure allows increased driving comfort. Fuel consumption may increase when driving with comfort tyre pressure.

⚠ WARNING

Underinflation can cause the tyre to suddenly lose pressure while the vehicle is in motion, the tread to peel off or the tyre to burst. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

Incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month, and before every long journey.
- Always adjust the tyre pressure to the corresponding load condition.
- Never reduce the increased tyre pressure of warm tyres.

WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres ⇒ Tyre lettering and tyre types.
- Never exceed the permitted maximum speed of the fitted tyres ⇒ Tyre lettering and tyre types.

NOTICE

Careless handling of the tyre pressure gauge can damage the valve.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Underinflated tyres will result in increased fuel consumption.

Tyre pressure for the spare or temporary spare wheel

Depending on equipment, the vehicle is delivered from the factory with different variants of a spare wheel or temporary spare wheel.

Full spare wheel

The full spare wheel is a wheel whose size and tread correspond to that of the normal tyres. The tyre pressure for the full spare wheel corresponds to the tyre pressure of the normal tyres and is specified on the tyre pressure sticker ⇒ Tyre pressures.

Space-saver spare wheel

Fig. 1 Space-saver spare wheel.

The space-saver spare wheel can be recognised by a sticker and the inscription "80 km/h" or "50 mph" ⇒ Fig. 1. This is the maximum speed at which you are permitted to drive with this tyre. Do not cover the sticker during use of the wheel. Even if the space-saver spare wheel is a normal wheel, it must be used only in the event of a breakdown and for a short time.

The tyre pressure for the space-saver spare wheel is 3.5 bar/50 psi / 350 kPa.

Temporary spare wheel

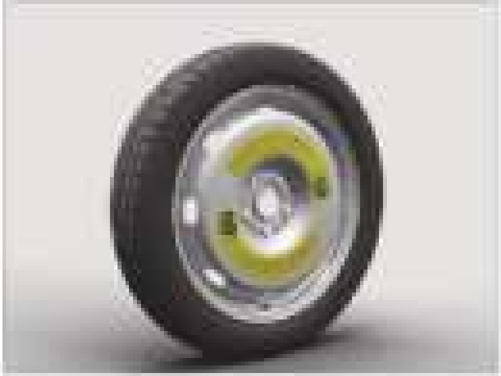

Fig. 2 Temporary spare wheel.

The temporary spare wheel consists of a special wheel rim that has a significantly narrower tyre than the normal tyres.

The temporary spare wheel can be recognised by a sticker and the inscription "80 km/h" or "50 mph" → Fig. 2. This is the maximum speed at which you are permitted to drive with this tyre. Do not cover the sticker during use of the wheel.

The tyre pressure for the temporary spare wheel is 4.2 bar/60 psi/420 kPa.

Checking the tightening torque

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked immediately after every wheel change with a properly functioning torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked. Never grease or oil the wheel bolts or the threads of the wheel hubs.

Tightening torque for wheel bolts

The tightening torque for wheel bolts is specified in the chapter Changing a wheel ⇒ Wheels and tyres.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high. Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

Rotating wheels

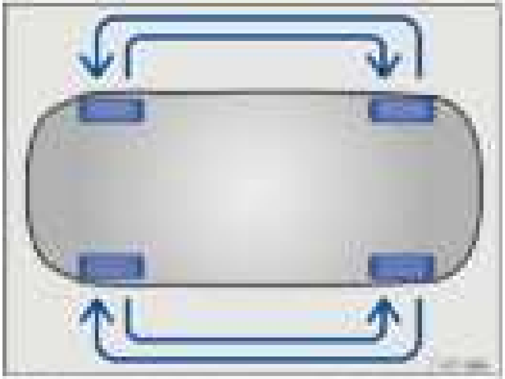

Fig. 1 Diagram showing how to swap wheels (illustration).

Regularly rotating the wheels as shown in the illustration ⇒ Fig. 2 is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Checking the tread depth

Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle ›››⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm (1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

Tyre wear due to sporty driving

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

If you drive with a sporty driving style, check the tread depth every 5,000 to 10,000 km (around 3,107 to 6,214 mi).

Tread wear indicators in tyres

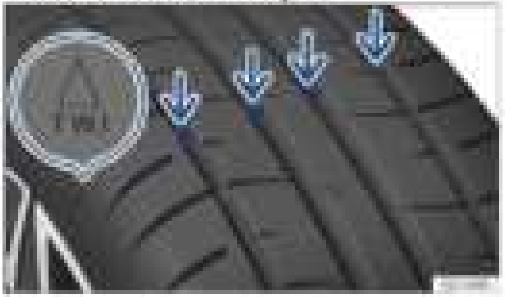

Fig. 1 In the tread grooves: tread wear indicators

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.

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.

The tread wear indicators of all tread grooves must be checked when the tread depth is checked.

⚠ WARNING

Worn tyres are a safety risk and make it difficult to control the vehicle well. They also increase the braking distance and the risk of skidding.

Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle will be more at risk of aquaplaning.

Worn tyres can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Winter tyres

Summer tyres have less grip on ice or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to vehicles with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (5/32 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 tyre 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 types.

You can set a speed warning using the Vehicle settings and the Tyres menu in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressures are determined by the engine size. You must ask a Volkswagen dealership or qualified workshop about the maximum permitted speed and required tyre pressures. Volkswagen recommends using a Volkswagen dealership.

WARNING

The improved vehicle handling as a result of winter tyres on wintry roads does not constitute a reason to take safety risks, as this may result in loss of vehicle control and serious injuries.

- Adapt your speed and driving style to the current visibility, weather, road and traffic conditions.

The vehicle's handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after changing to winter tyres ⇒ Tyre Pressure Loss Indicator.

The speed limit and load capacity of winter tyres may differ from those of summer tyres.

Ask a Volkswagen dealership or a qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using a Volkswagen dealership.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel rim combinations.

Golf		
Tyre size	Wheel rim	Type of snow chains to use
195/65 R 15	6 J x 15 ET 43	Only fine-linked snow chains that add no more than around13 mm (around 33/64 in).
205/55 R 16	6 1/2 J x 16 ET 46	Only fine-linked snow chains that add no more than around12 mm (around 15/32 in).
205/50 R 17	6 1/2 J x 17 ET 46	Only fine-linked snow chains that add no more than around9 mm (around 23/64 in).

Golf GTD, Golf GTI		
Tyre size	Wheel rim	Type of snow chains to use
205/50 R 17	6 1/2 J x 17 ET 46	Only fine-linked snow chains that add no more than around9 mm (around 23/64 in).
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than around7 mm (around 9/32 in).

Golf GTI Clubsport		
Tyre size	Wheel rim	Type of snow chains to use
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than around7 mm (around 9/32 in).

Golf R		
Tyre size	Wheel rim	Type of snow chains to use
225/40 R 18	7 1/2 J x 18 ET 51	Only fine-linked snow chains that add no more than around7 mm (around 9/32 in).

Volkswagen recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using a Volkswagen dealership.

Snow chains may only be used on tyre and wheel rim combinations that are approved for driving with snow chains.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel.

1. In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.

2. Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions of the snow chain manufacturer.
- When snow chains are fitted, never exceed the maximum speed specified by the snow chain manufacturer or the legally prescribed speed, as required.

NOTICE

If snow chains are used on road sections where there is no snow, they will adversely affect the vehicle handling and damage the tyres and will also be quickly destroyed.

- Always remove the snow chains on road sections where there is no snow.

NOTICE

Snow chains that are in direct contact with the wheel rim can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted ⇒ Tyre Pressure Loss Indicator.

Troubleshooting

Damage to tyres and wheel rims is often hidden ⇒ ⚠.

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right when driving or there are unusual vibrations. This can be a sign of tyre damage or inadequate tyre pressure.

■ Check the tyres.

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and wheel rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel ⇒ Changing a wheel. Seek expert assistance if necessary.

   Or: seal damaged wheels with the breakdown set and inflate ⇒ Breakdown set.
4. If there is no visible damage, drive slowly and cautiously to the next specialist workshop or a qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Foreign body embedded in the tyre

A foreign body is embedded in the tyre or between the tread blocks.

Vehicles with mobility tyres: leave the foreign body in the tyre and go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre

1. [illegible] can be removed.
2. Changing a damaged wheel ⇒ Changing a wheel. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate ⇒ Breakdown set.
3. Check and adjust the tyre pressure.
4. Go to a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Tyres lose grip

The vehicle suffers from loss of grip when cornering and pulls away. The braking distance is longer and the traction control system (TCS)

] and anti-lock brake system (ABS) intervene earlier.

The tyres may be worn so much that they can no longer guarantee sufficient grip ⇒ Tread depth and tread wear indicators.

1. Drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Wheel bolts are difficult to undo

The wheel bolts can corrode over the course of time. This makes it difficult to undo the wheel bolts.

1. Seek expert assistance or drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

Tyre damage can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using a Volkswagen dealership.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver when the tyre pressure of a tyre is too low.

The Tyre Pressure Loss Indicator is a tyre monitoring system and uses data from the ESC

sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels when the vehicle is in motion.

If a tyre loses air or the tyre pressure is too low, the rolling circumference decreases and the speed of rotation increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the ⚠ indicator lamp in the instrument cluster.

The following situations can also lead to a change in the speed of rotation:

— If the tyre pressure has been changed.

— 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 does not work if there is a fault in the ESC.

» ABS (⇒ Brake support systems)

Reference pressure

The reference pressure for the tyre monitoring system is the recommended tyre pressure for cold factory-fitted tyres at maximum load. The reference pressure corresponds to the information on the tyre pressure sticker (⇒ Tyre pressure).

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised (⇒ Tyre Pressure Loss Indicator). This adjusts the reference pressure to the current tyre pressure.

The tyre monitoring system may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar (⇒ Tyre pressure).

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and compared to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capacity of the vehicle.

The tyre monitoring system does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not give any warning that the tyre pressure is too low.

The tyre monitoring system additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the indicator lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the tyre monitoring system indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the warning lamp is indicating a system malfunction to ensure that the tyre monitoring system is functioning correctly (⇒ Tyre Pressure Loss Indicator).

⚠ WARNING

The tyre monitoring system cannot replace the driver's attention and operates only within the limits of the system. The tyre monitoring system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the tyre monitoring system. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits (⇒ Tyre Pressure Loss Indicator).
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure.

corresponding to the tyre pressure sticker for the tyres fitted on the vehicle ⇒ Tyre pressures.

- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.

WARNING

If the vehicle is driven with a tyre pressure that is too low, the tyre could heat up to such an extent that the tread becomes detached and the tyre bursts. This could cause the driver 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.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, reduce vehicle stability, increase the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the tyre monitoring system. If the ⓘ indicator lamp lights up, stop immediately in a place that is safe from traffic and check all tyres ⇒ Tyre pressures.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle ⇒ Tyre pressures. The tyre monitoring system cannot function correctly unless all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest commercially qualified workshop and have the tyre pressure checked and corrected ⇒ Tyre pressures. Volkswagen recommends using a Volkswagen dealership.
- Always adjust the Tyre Pressure Loss Indicator correctly ⇒ Tyre Pressure Loss Indicator.

WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres ⇒ Tyre lettering and tyre types.
- Never exceed the permitted maximum speed of the fitted tyres ⇒ Tyre lettering and tyre types.

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 low tyre pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the tyre monitoring system. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

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 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.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker ⇒ Tyre pressures.

Malfunction not remedied

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly ⇒ Tyre Pressure Loss Indicator.

Sporty driving style

The Tyre Pressure Loss Indicator may react with a delay or not display a warning 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.

Adapting the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be adapted again 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 adapted again if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

After a warning about the tyre pressure being too low, switch the ignition off and then back on again. This is necessary before you can adapt the Tyre Pressure Loss Indicator again.

1. Switch on the ignition.
2. Switch on Infotainment system.
3. Tap Vehicle in the Infotainment system.
4. Tap Vehicle (left).
5. Tap Tyres.
6. Tap SET.
7. When all four tyre pressures correspond to the required values, tap OK.

   After an extended driving time of at least 20 minutes and driving at different speeds, the system will automatically learn the new values and monitor them.

WARNING

If the Tyre Pressure Loss Indicator is adapted when the tyre pressure is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or not issue a warning even though the tyre pressure is dangerously low. This can result in accidents and serious or even fatal injuries.

- Make sure that the tyre pressure of all tyres is correct before adapting the Tyre Pressure Loss Indicator.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. ■ Stop the vehicle immediately in a place that is safe from traffic.
2. Check the tyres for visible damage.
3. If the tyres are not visibly damaged, drive slowly to the nearest filling station and check the tyre pressures. Adjust the tyre pressure if necessary.
4. If a tyre is damaged, replace the damaged wheel. Seek expert assistance if necessary.

   Or seal damaged wheel with the breakdown set and inflate.
5. Re-synchronise the Tyre Pressure Loss Indicator ⇒ Tyre Pressure Loss Indicator.
6. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1. ■ Stop the vehicle immediately in a place that is safe from traffic.
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator ⇒ Tyre Pressure Loss Indicator.
4. If the fault persists, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the vehicle is delivered from the factory with a jack, this is designed only for changing a wheel when one wheel is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, go to a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

The following steps must be carried out in order to change a wheel:

1. Prepare vehicle for the wheel change (⇒ *Changing a wheel*).
2. Vehicle- and equipment-dependent: remove subwoofer ⇒ *Subwoofer*.
3. Remove spare wheel (⇒ *Spare wheel and temporary spare wheel*).
4. Remove wheel cover or wheel bolt caps (⇒ *Wheel covers*), (⇒ *Chrome wheel trim*) (⇒ *Wheel bolt caps*).
5. Loosen the wheel bolts ⇒ *Wheel bolts*.
6. Jack up the vehicle (⇒ *Jack*).
7. Remove the damaged wheel and fit the spare wheel or temporary spare wheel (⇒ *Wheels and tyres*).

⚠ WARNING

Changing a wheel at the side of the road can be dangerous.

If the vehicle and wheel change are not adequately secured, this can result in serious accidents and fatal injuries.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Stop the vehicle as soon as possible, and when safe to do so.
- Park the car at a safe distance from moving traffic.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - To reduce the risk of an unintended vehicle movement, engage a gear on vehicles with a manual gearbox.
- Apply the electronic parking brake.
- Move all vehicle occupants and particularly children so that they are at a safe distance from the work area and away from moving traffic.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- Jack up the vehicle only on a flat and firm surface. 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.
- Use an anti-slip surface covering, such as a rubber mat, to prevent the jack from slipping on a slippery surface (e.g. a tiled floor).
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adjust the system again after a wheel change (⇒ *Tyre Pressure Loss Indicator*).

Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel ⚠.

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking ⇒ Parking. 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.
2. Switch on the hazard warning lights ⇒ Control elements.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chock or another suitable object.
7. When towing a trailer: unhitch the trailer from the vehicle and park it properly.
8. Remove any items of luggage from the luggage compartment.
9. Vehicle-level equipment-dependent: remove subwoofer ⇒ Subwoofer.
10. Remove the collapsible spare wheel, spare wheel or temporary spare wheel and the vehicle toolkit from the luggage compartment.

⚠ WARNING

Ignoring any of the items on the essential safety checklist can lead to accidents and serious injuries.

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Removing and installing the subwoofer

The subwoofer must be removed before the spare wheel can be taken out.

Removing the subwoofer (type 1)

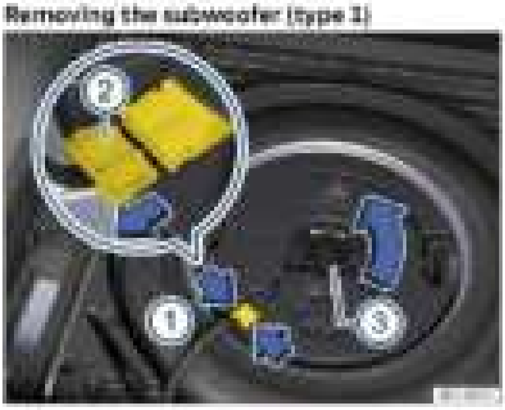

Fig. 1 In the luggage compartment: removing subwoofer (variant 1).

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor.
3. To release the connector → Fig. 1 ②, press the lugs together (arrows) ①.
4. Pull off the connector → Fig. 1 ② as shown by the arrow, and place the disconnected electrical cable to one side.
5. Unscrew handwheel → Fig. 1 ③ in the direction of the arrow.
6. Lift out the subwoofer carefully.

Installing the subwoofer (type 1)

1. Place the subwoofer carefully in the rim base. The tip of the arrow symbol "FRONT" on the subwoofer must face forwards.
2. Plug in connector → Fig. 1 ② until it audibly engages.
3. Screw the handwheel → Fig. 1 ③ onto the threaded pin in the opposite direction to the arrow until the subwoofer is secured in place.
4. Fold the luggage compartment floor back down or insert in position.
5. Close the boot lid.

Removing the subwoofer (type 2)

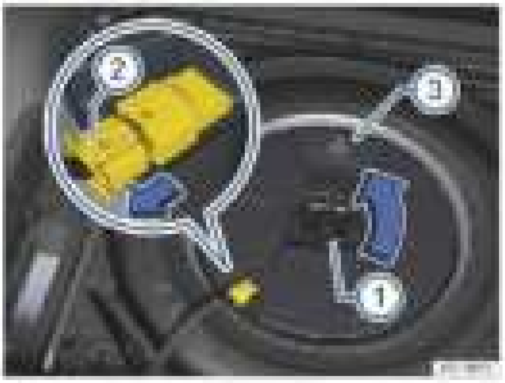

Fig. 2 In the luggage compartment: removing subwoofer (version 2)

1. Open the boot lid.
2. Lift up the variable luggage compartment floor until it is held in position by the side recesses.
3. Unscrew handwheel → Fig. 2 ① in the direction of the arrow.
4. To unlock the connector, press the catch on the end of the plug → Fig. 2 ②.
5. Pull off the connector as shown by the arrow, and place the disconnected electrical cable to one side.
6. Lift out the subwoofer carefully.

Installing the subwoofer (type 2)

1. Place the subwoofer carefully in the rim base. The tip of the arrow symbol "FRONT" → Fig. 2 ③ on the subwoofer must face forwards.
2. Plug in connector → Fig. 2 ② until the catch audibly engages.
3. Screw the handwheel → Fig. 2 ① onto the threaded pin in the opposite direction to the arrow until the subwoofer is secured in place.
4. Place the variable luggage compartment floor on the floor covering.
5. Close the boot lid.

NOTICE

The subwoofer could be damaged if any liquids get into the luggage compartment.

- Remove any liquid that has leaked out immediately, for example using a dry cleaning cloth.

Removing the spare wheel or temporary spare wheel

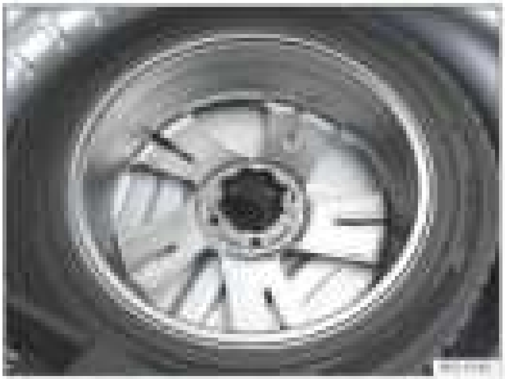

Fig. 2 Under the luggage compartment floor: handwheel for securing the spare wheel or temporary spare wheel.

Removing the spare wheel or temporary spare wheel

1. Open the boot lid.
2. Fold up or remove the luggage compartment floor.
3. Lift up the floor covering, if present, and remove.
4. Remove the vehicle toolkit with the container.
5. Depending on equipment, remove subwoofer ↗ ↑ Subwoofer.
6. Fully unscrew the handwheel (anticlockwise) in the middle of the spare wheel or temporary spare wheel → Fig. 2.
7. Remove the spare wheel or temporary spare wheel.

Stowing the removed wheel

1. If the removed wheel fits into the spare wheel well, place the removed wheel into the spare wheel well with the front side of the wheel rim facing downwards so that the central hole in the rim is positioned exactly above the hole or threaded pin.

   If the replaced wheel does not fit into the spare wheel well, stow the wheel securely on the luggage compartment floor in the luggage compartment.
2. Screw the handwheel clockwise onto the threaded pin until the removed wheel is firmly secured.
3. Return the vehicle toolkit to the container and stow safely.
4. If present, place the floor covering in the luggage compartment.
5. Replace the luggage compartment floor.
6. 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.

The tyre pressure of the spare wheel or temporary spare wheel must be checked each time the tyre pressure of the tyres in use is checked, at least once a month. The tyre pressure of the cold tyre on the spare wheel and temporary spare wheel must correspond to the information on the tyre pressure sticker ⇒ Tyre pressure.

Fitting the temporary spare wheel on R models

For technical reasons, the temporary spare wheel must not be fitted on the front axle. In the event of tyre failure on a front wheel:

1. Remove the rear wheel on the side of the damaged front wheel.
2. Fit the temporary spare wheel on the rear axle.
3. Replace the damaged front wheel with the removed rear wheel.

WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control over the vehicle, serious accidents and cause fatal injuries.

- Do not use the spare wheel or temporary spare wheel under any circumstances if it is damaged or worn down to the tread wear indicators.
- If the spare wheel tyre is not the same as the tyres on the vehicle or you are using a temporary spare wheel, never drive faster than 80 km/h (50 mph).
- 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 the tyre. Do not cover the sticker during use of the wheel.
- Never drive further than 200 km (125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Replace the temporary spare wheel with a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.
- Always secure the temporary spare wheel with the wheel bolts supplied from the factory.
- Never use more than one temporary spare wheel at a time.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the spare wheel or temporary spare wheel, check the tyre pressure as quickly as possible ⇒ Tyre pressure.
- Do not use snow chains on the temporary spare wheel.
- Do not fit a temporary spare wheel to the rear axle when towing a trailer.

Removing and fitting the centre wheel trim

Removing the centre wheel trim

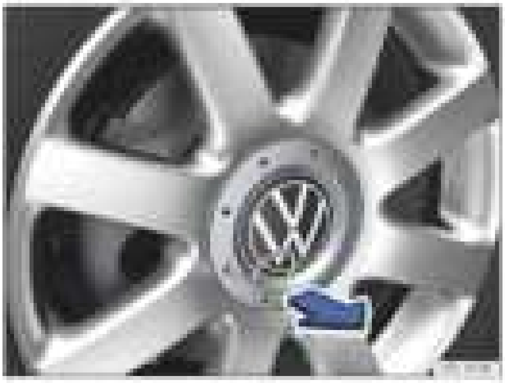

Fig. 2 Removing the centre wheel trim by pulling off

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the hook from the vehicle toolkit ⇒ Vehicle toolkit and insert it into a hole/gap in the wheel or fit it on the edge (steel wheel) of the trim ⇒ Fig. 2.
2. Pull off the trim in the direction of the arrow ⇒ Fig. 2.

Fitting the centre wheel trim

1. Place the centre wheel trim correctly on the wheel rim and press against the wheel rim until you feel the trim engage in position.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check that the wheel trim has engaged securely around the entire circumference.

⚠ WARNING

Incorrectly fitted hubcaps can break up or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

This can cause serious accidents and fatal injuries.

- Check that the wheel trim has engaged securely around the entire circumference.

Removing and fitting wheel covers

Removing wheel covers

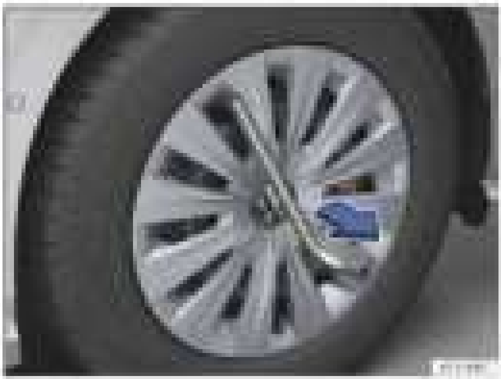

Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the hook from the vehicle toolkit ⮕ Vehicle toolkit.
2. Insert the puller into one of the holes in the wheel cover.
3. Use the puller to pull off the wheel cover in the direction of the arrow. If necessary, use a box spanner to do this ⮕ Fig. 1.

Fitting wheel covers

1. Check the correct position of the anti-theft wheel bolt ⮕ Wheels and tyres.
2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check that the wheel cover has engaged securely around the entire circumference.

⚠ WARNING

Incorrectly fitted hubcaps can interrupt or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.
This can cause serious accidents and fatal injuries.

- Check that the cutout for the tyre valve in the wheel cover is located in the correct position.
- Check that the wheel cover has engaged securely around the entire circumference.

NOTICE

The wheel cover may be bolted on and can be damaged if it is pulled off.

- Do not use force to pull off wheel covers that are bolted on.

Removing and fitting the wheel bolt caps

Removing the caps

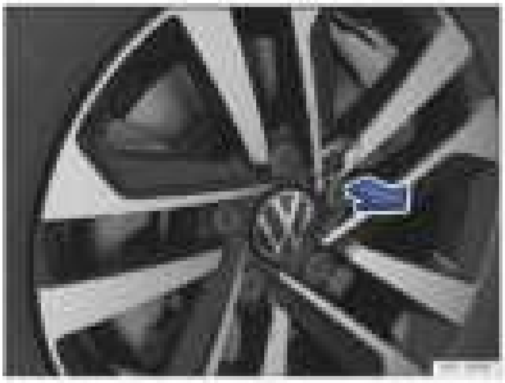

Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

1. Take the hook from the vehicle toolkit → Vehicle toolkit.
2. Insert the hook through the opening in the cap.
3. Use the hook to pull off the cap in the direction of the arrow → Fig. 1.

Fitting the caps

1. 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.

Loosening wheel bolts

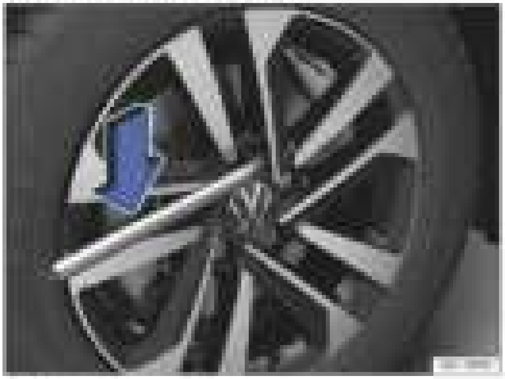

Fig. 2 Loosening wheel bolts.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

1. Fit the box spanner over the wheel bolt as far as it will go.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise → ⚠.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise ⚠.

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.

⚠ WARNING

If the wheel bolts are removed or undone by more than one turn before the vehicle is raised with the jack, the wheel can fall off and the vehicle could tip as a result.
This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body, e.g. your arm, underneath the vehicle while you are loosening the wheel bolts.

Lifting the vehicle with the jack

Jacking points

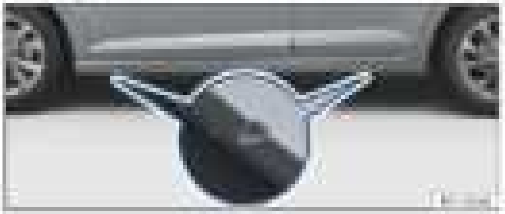

Fig. 2 On the sill: markings for the jacking points

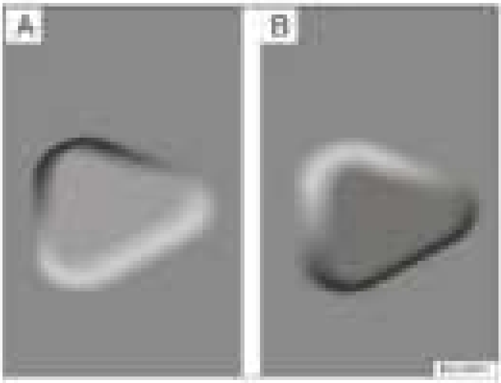

Fig. 3 On the side member: stamped and raised markings

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → Fig. 2. The marking can be stamped → Fig. 3 A or raised B. Do not confuse the jacking points for the jack with other components, e.g. retaining clips. Always use the jacking point closest to the wheel that is being changed ⇒ ⚠.

Applying the jack

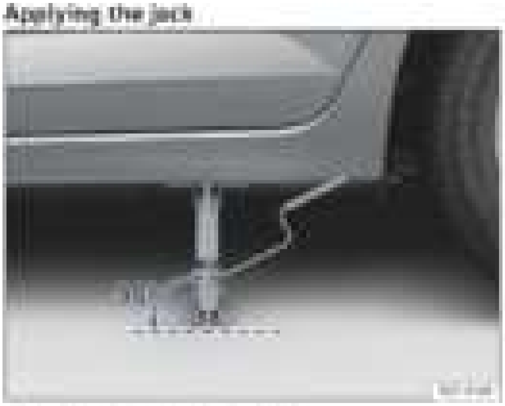

Fig. 3 Correct alignment of the jack.

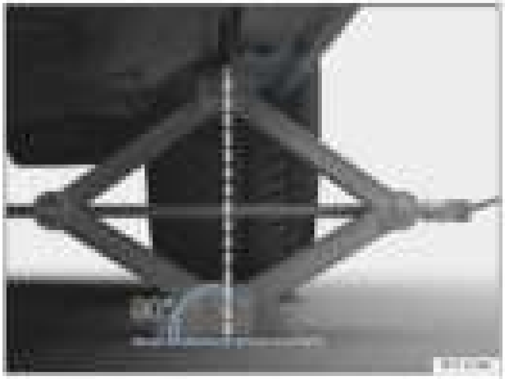

Fig. 4 At the rear left-hand side of the vehicle: jack applied.

Checklist

For your own safety, carry out the following points in the specified order ⇒ ⚠:

1. Insert the hand crank into the opening on the jack.
2. Find the jacking point under the vehicle ⇒ Fig. 3 which is closest to the wheel that is being changed.
3. Crank up the jack until it just fits under the jacking point of the vehicle.
4. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the jacking point ⇒ Fig. 3 and ⇒ Fig. 4.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle ⇒ Fig. 4.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ **WARNING**

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

- Always observe the notes on the checklist.
- Observe the generally valid safety precautions.

WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to serious or fatal injury.

- Never jack up the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when the engine is running.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the jack.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the side member securely → Fig. 4.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- Jack up the vehicle only on a flat and firm surface. 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.
- Use a non-slip base such as a rubber mat to prevent the jack from slipping on a smooth surface, such as a tiled floor.
- Never place any part of your body, e.g. your arm, underneath the vehicle if the latter is only supported by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel

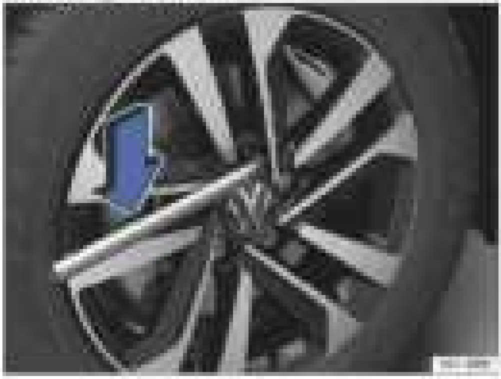

Fig. 1 Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist → Changing a wheel.
2. Loosen the wheel bolts → Wheel bolts.
3. Jack up the vehicle → Jack.
4. Using the wheel wrench → Fig. 1, completely unscrew loosened wheel bolts and place them on a clean surface.
5. Remove the wheel.

Fitting the spare wheel or temporary spare wheel

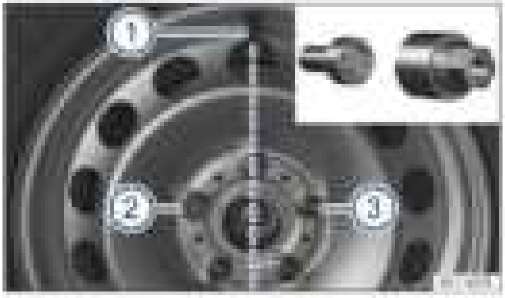

Fig. 2 Correct position of the anti-theft wheel bolt.

1. Note the tyre direction of rotation ⇒ Tyre lettering and tyre types.
2. If possible, fit the temporary spare wheel to the rear axle only ⇒ Spare wheel and temporary spare wheel.
3. Put the wheel in place.
4. Use the adapter to screw the anti-theft wheel bolt clockwise to the correct position and tighten it slightly.

   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.
5. Screw in wheel bolts in a clockwise direction, and tighten them slightly.
6. Lower the vehicle with the jack.
7. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction ⇒ ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
8. Fit caps or hubcaps ⇒ Wheel cover ⇒ Centre wheel trim ⇒ Wheel bolt caps.

After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked as soon as possible at the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.
4. The damaged tyre should be replaced as soon as possible.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— 140 Nm (103 ft-lbs)

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

WARNING

If the wrong wheel bolts are used, the wheel bolts can come loose while driving and lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.

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

You can use the breakdown set to temporarily seal a tyre securely if it has been damaged by a foreign body or a puncture up to around 4 mm (about 5/32 in) 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. Otherwise seek expert assistance.

The tyre sealant must not be used:

— If the wheel rim is damaged.

— If the outside temperature is below -20°C (-4°F).

— If there are cuts or punctures in the tyre that are larger than 4 mm (about 5/32 in).

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word "Seal" is visible on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

WARNING

The use of breakdown sets at the edge of the road can be dangerous.

If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the vehicle at a safe distance from moving traffic ⇒ *In an emergency*, ⇒ *Parking*.

- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

WARNING

Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.

Blowouts on the sealed tyre can cause serious accidents and fatal injuries.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using a Volkswagen dealership.

CAUTION

The sealant can be harmful if it comes into contact with the skin.

- If the sealant comes into contact with your skin, remove it from your skin immediately with a cloth or other suitable object.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Preparing the vehicle

Checklist

Always carry out the following actions in the given order ⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a flat and firm surface. Observe all the important information on parking (⇒ Parking).
2. Switch on the hazard warning lights (⇒ Centre console).
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set (⇒ Breakdown set).
6. When towing a trailer: unhitch the trailer from the vehicle and park it properly.
7. Remove any items of luggage from the luggage compartment.
8. Take the breakdown set out of the luggage compartment.
9. Do not remove the foreign object, e.g. a screw, from the tyre.

WARNING

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

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Sealing and inflating tyres

The breakdown set is located underneath the floor covering in the luggage compartment.

Sealing a tyre

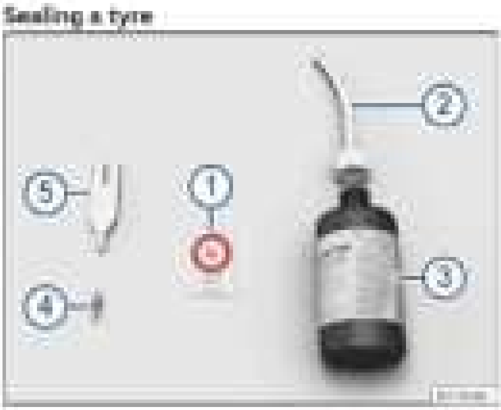

Fig. 1 Contents of the breakdown set (illustration).

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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 for the valve core on the lower end of the valve core extractor → Fig. 1 ⑤. This is required for unscrewing 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.

1. Take the sticker from the breakdown set → Fig. 1 ① and stick it on the dash panel within the driver's field of vision.
2. Unscrew the cap from the tyre valve.
3. Use the valve core extractor → Fig. 1 ⑤ to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → Fig. 1 ③ vigorously up and down several times.
5. Screw the tyre sealant tube → 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.
6. Remove the plug from the filler hose → Fig. 1 ② and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → Fig. 1 ⑤ to screw the valve core back into the tyre valve.

Inflating the tyre (variant 1)

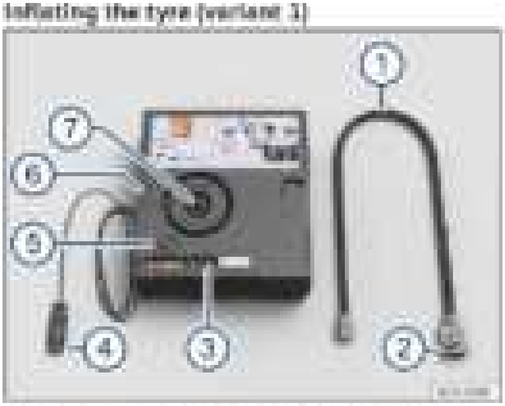

Fig. 2 Compressor in the breakdown set (illustration).

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① Tyre filler hose.
② Wing nut.
③ Tyre pressure display.
④ 12-volt plug.
⑤ Air bleed button.
⑥ ON/OFF switch.
⑦ Mount for tyre filler hose.

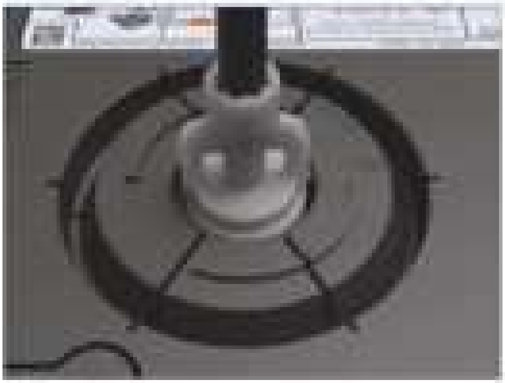

Fig. 3 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power shown on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Remove the tyre filler hose → Fig. 2 ① from the rear of the compressor.
2. Insert the tyre filler hose → Fig. 2 ① with the wing nut ② into the mount for the tyre filler hose ⑦ so that the wing nut is pointing to 🔓.
3. Turn the wing nut → Fig. 2 ② in clockwise direction until the wing nut is pointing to 🔒 → Fig. 3.

4. Screw the tyre filler hose ⇒ Fig. 3 ② of the compressor tightly onto the tyre valve.
5. Start the engine and let it run.
6. Insert the 12-volt plug ⇒ Fig. 3 ⑥ into one of the vehicle's 12-volt sockets ⇒ Sockets.
7. Switch on the compressor with the ON/OFF switch ⇒ Fig. 3 ⑤.
8. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar(29 – 36 psi/200 – 250 kPa).
9. Switch off the compressor.

If a tyre pressure of 2.0 – 2.5 bar(29 – 36 psi / 200 – 250 kPa) cannot be achieved

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle approximately 10 metres (approximately 33 ft) so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. 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.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on at a speed of no more than 80 km/h(50 mph) once a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Inflating the tyre (variant 2)

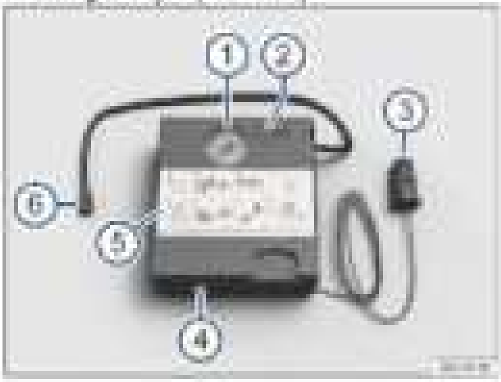

Fig. 4 Compressor in the breakdown set (illustration).

① Tyre pressure display.
② Air bleed button.
③ 12-volt plug.
④ ON/OFF switch.
⑤ Compressor.

⑥ Tyre filler hose.

The compressor from the breakdown set may be operated from the 12 volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Screw the tyre filler hose → Fig. 4 ⑥ of the compressor tightly onto the tyre valve.
2. Start the engine and let it run.
3. Insert the 12 volt plug → Fig. 4 ⑦ into one of the vehicle's 12 volt sockets (→ Sockets).
4. Switch on the compressor with the ON/OFF switch → Fig. 4 ⑧.
5. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa). Maximum running time: 10 minutes → ⓘ.
6. Switch off the compressor.

If a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) cannot be achieved:

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle approximately 10 metres (approximately 33 ft) so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. 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.

NOTICE

The compressor can overheat and be damaged if it is operated for an extended period.

- Switch off the compressor after a running time of 10 minutes at the latest.
- Let the compressor cool down for a few minutes before switching it on again.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.
2. Immediately drive on at a speed of no more than 80 km/h (50 mph) once a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → Fig. 3 ③ or → Fig. 4 ⑥ and read the tyre pressure on the tyre pressure display → Fig. 3 ② or → Fig. 4 ②.

1.3 bar (19 psi / 130 kPa) and lower:

1. Do not drive on! The tyre cannot be sealed adequately with the breakdown set → ⚠. Seek expert assistance.

1.4 bar (20 psi / 140 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.

2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using a Volkswagen dealership.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

The tyre filler hose and compressor can become hot when inflating the tyre and cause burns if touched.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot compressor on any inflammable materials.
- Allow the tyre filler hose and compressor to cool down before you stow them.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.0 bar(29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on and seek expert assistance instead.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or less after driving for 10 minutes. Seek expert assistance instead.

Tyre lettering and tyre type

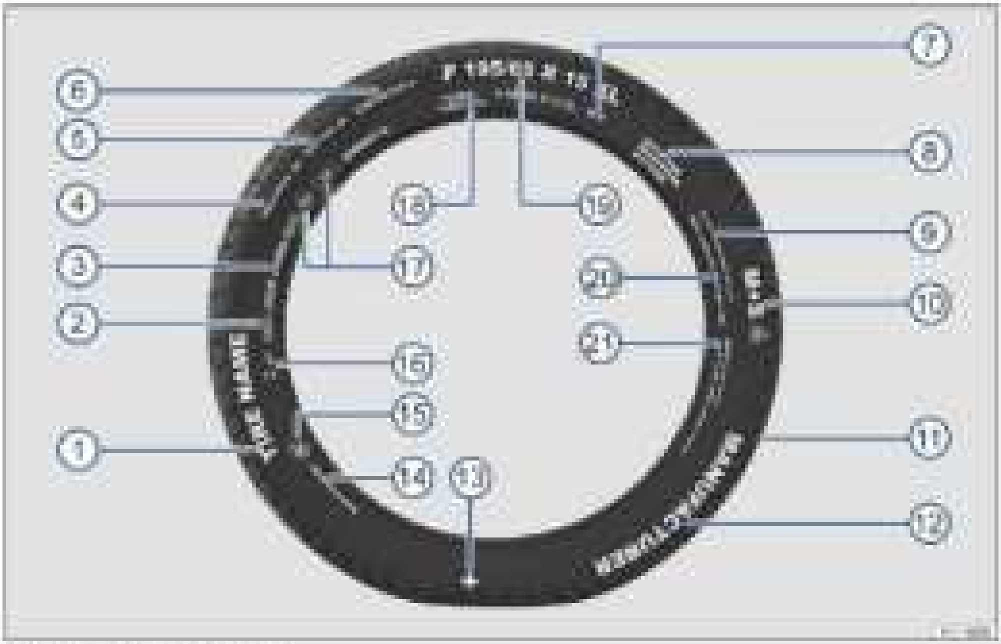

Fig. 1 International tyre lettering

→ 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.
		Tyre identification number (TIN)

→ Fig. 2 Tyre lettering (example)			
③	JKCO CHWS 2213	…and, if applicable, the date of manufacture.	
		JKCO 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 tyres (fixed scale by US-standardised test procedures)			
④	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	
⑤	TRACTION AA	Wet braking performance of the tyre (*AA*, *A*, *B* or *C*). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked *C* have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.	
⑥	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bench (*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	98 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/3.5 bar)	US indication for the maximum air pressure.	
⑩	M+S or M/S or ❄	Denotes winter tyres (mud and snow tyres) → Winter tyres. Studded winter tyres are labelled with an *E* after the *S*.	
⑪	TWI	Indicates the position of the tread wear indicator → Tread depth and tread wear indicators.	
⑫	*Brand name, logo*	Manufacturer.	
⑬		Marking for Volkswagen's Genuine tyres.	
⑭	Made in Germany	Country of manufacture.	
⑮		Country-specific identification for China (China Compulsory Certification).	
⑯	024	Country-specific identification for Brazil.	
⑰	E4 e4 0234567-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*, tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.	
⑱	RADIAL TUBELESS	Tubeless radial tyre.	

→ Fig. 2 Tyre lettering (continuation)			
⑭	P 195 / 65 R 15 XL	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).
⑮	MAX LOAD 615 KG (1 355 LBS)	US load data for the maximum load per wheel.	
⑯	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 this example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply.	

The tyre lettering is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations. Low-profile tyres can improve the vehicle's handling and traction. 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 demands 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).

Example:

79

625 sq[946 (m)

81

662 sq[1,018 (m)

83

687 sq[1,071 (m)

85

723 sq[1,131 (m)

87

765 sq[1,201 (m)

89

583 sq[1,254 (m)

91

623 sq[1,332 (m)

93

681 sq[1,380 (m)

95

650 sq[1,432 (m)

96

690 sq[1,524 (m)

97

740 sq[1,609 (m)

99

775 sq[1,700 (m)

100

803 sq[1,763 (m)

101

825 sq[1,818 (m)

102

850 kg (1,874 lbs)

103

875 kg (1,929 lbs)

104

900 kg (1,984 lbs)

Speed index

The speed index indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (124 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), also ZR depending on manufacturer.

Maximum load and speed range for tyres

Vehicles in the EU and the so-called EU user states are issued an EC Certificate of Conformity. This details the sizes, 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.

Service work and digital service schedule

Recording the service work performed ("digital service schedule")

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

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.

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 countries. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using a Volkswagen dealership.

Service work

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

— When which service was carried out.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Fixed service interval or flexible service interval

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Either the fixed service interval or flexible service interval will be used for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

The engine code can be accessed via the Service menu ⇒ Driving data display (multifunction display).

How do I know which type of service applies to my vehicle?

Information on the type of service that the vehicle requires can be obtained from a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Point to note for the flexible service interval

With the flexible service interval, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service interval is the use of LongLife engine oil instead of the conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service interval, you can opt for the fixed service interval instead. However, a fixed service interval can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Depending on the vehicle equipment, scheduled services for your vehicle may be displayed in the service interval display in the instrument cluster display (⇒ Service interval display) and in the vehicle settings in the infotainment system (⇒ Vehicle settings menu). The service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The specified service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

— Fuels containing sulphur.

— Regular short trips.

— Long periods of engine idling, e.g. taxis.

— Use in areas with high levels of dust.

— Regular trailer towing.

— Mainly stop-and-go operation, e.g. in the city.

— Driving mainly in winter conditions.

This applies particularly to the following components (depending on the vehicle equipment):

— Enhanced air filter with activated carbon.

— Air Care enhanced air filter with activated carbon.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

The service advisor at your qualified workshop will be pleased to advise you whether your vehicle requires more frequent work due to the conditions under which it is used.

⚠ WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all inspection work and maintenance work that is required to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or tyres) ⇒ ⚠. A suitably qualified workshop can provide details of the work that is required for your vehicle. Volkswagen recommends using a Volkswagen dealership. Or you can find this out using the electronic repair and workshop information system erWin ⇒ Repairs and technical modifications.

Inspection work

For example, the systems listed below can be tested.

Electrics

— 12-volt vehicle battery: replace if necessary.

— Lighting.

— Horn.

— Headlight setting.

— Reset service interval display.

Engine and gearbox

— Exhaust system.

— Gearbox and final drive.

— Natural gas system.

— Poly V-belt.

— Cooling system.

— Engine and components in the engine compartment.

— Engine oil level.

Running gear

— Swivel joints and track rods.

— Tyres.

— Brake system.

— Drive shaft boots.

— Coupling rod and stabiliser mountings.

— Breakdown set.

— Steering.

— Shock absorbers and coil springs.

Body

— Roof systems.

— Windscreen.

— Body corrosion.

— Windscreen wiper system and window washer system.

— Door arrester.

— Underbody.

— Water drains.

1. Perform a road test.

Servicing work

Depending on the operating conditions and vehicle equipment such as engine type, gearbox or fuel used, some maintenance work must be performed on your vehicle in addition to the inspection work. This work is dependent on time and mileage or only time or mileage.

For example, the following items or fluids and consumables can be changed:

— AdBlue.

— Dust and pollen filter with activated carbon.

— Brake fluid.

— Diesel filter.

— Natural gas tank and lines.

— Natural gas system filter.

— Gearbox oil filter and, if necessary, gearbox oil filter.

— Air filter.

— Engine oil and, if necessary, engine oil filter.

— Oil in the final drive and differentials.

— Particulate filter.

— Ribbed belt and tensioning roller.

— Spark plugs.

It is also possible to have servicing work carried out in between the displayed or indicated service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your corresponding qualified workshop always has the latest information about any changes. Volkswagen recommends using a Volkswagen dealership.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed. Volkswagen recommends using a Volkswagen dealership.

Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. Follow the application instructions on the packaging.

WARNING

Improper care and cleaning of components can impair or damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Vehicle parts must only be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents.

WARNING

Improper cleaning of the vehicle can cause serious injuries.

- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the inside of the wheel housings.
- Use cleaning agents only in accordance with the manufacturer's instructions.

WARNING

Dirty, iced or snow-covered windows reduce visibility and can prevent the safety features of the vehicle from functioning properly. This can result in accidents and serious or even fatal injuries.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent windscreen washing agents. In unfavourable conditions, they can cause increased dazzle.

WARNING

Care products may be toxic, highly flammable and caustic. Improper use of care products or the use of unsuitable care products can cause burns and poisoning and can lead to accidents and serious or fatal injuries.

- Observe the instructions supplied with the product.
- Store care products only in the closed original container.
- Keep children away from all care products.
- Use care products only outdoors or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, fuel, nail varnish remover or other volatile fluids for vehicle care.

NOTICE

Contamination with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, e.g. even if left for only a short time on seat covers or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information ⇒ ⓘ, ⇒ ⚠.

WARNING

After you've washed the vehicle, the braking action may be delayed as the brake discs and brake pads are wet, or iced up in winter. The braking distance will increase as a result. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carry out a few careful braking operations to dry the brakes and remove any coating of ice when visibility, weather, road and traffic conditions permit.

NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always observe the described topics for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

NOTICE

Wet components can freeze in cold weather and this may prevent them from functioning properly.

- Never aim a water jet at the locks or the seals in cold weather.

Removing stubborn dirt on matt paint

- Soften adhering insects or bird droppings immediately with water if possible and clean with a special cleaner for matt paints.
- Remove fat stains on the paint surface with standard commercially available fat removers. Residue must not be removed by intensive rubbing.

- Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.
- Spray grease and fingerprints with matt paint finish spray and rub off with a soft microfibre cloth.
- Rinse off petrol residue immediately with plenty of water.

Automatic car washes

- For vehicles with matt paint, never select a wash program with wax or use a drying agent.
- For vehicles with matt paint, use only textile car washes and never car washes that use brushes.
- Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.
- Preferably use car washes without brushes.
- Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.
- Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned ⇒ ⓘ.

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ The electronic parking brake must be switched off.

✓ Vehicles with steering lock: If the vehicle is mechanically pulled through the car wash, the steering must not lock ↗ Steering.

✓ The windscreen wipers and the rain and light sensor ↗ Rain and light sensor are switched off.

✓ The Auto Hold function is switched off.

✓ If present: the roof aerial was unscrewed and removed.

ⓘ NOTICE

Car washes that scan the contours mechanically can damage the vehicle and add-on parts, e.g. spoilers.

- Observe the information of the car wash operator, particularly if there are add-on parts on the vehicle.

High-pressure cleaner

Fig. 1 Warning sign: Do not use a high-pressure cleaner in the marked area.

- Never use rotary nozzles. Observe the manufacturer's instructions.
- Use water up to a maximum temperature of +60°C (+140°F) only.
- Move the jet of water uniformly so that the nozzle is at least 50 cm (20 inches) away from all the vehicle components.
- Do not point the water jet at the same location for too long.
- Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, plas

strips, tyres, sensors, camera lenses, decoratives and protective films.

—Never use a high-pressure cleaner to clean windows that are iced up or covered in snow.

Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to loosen dirt and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.

   In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibre cloth at short intervals.
4. Clean wheels and sill members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

NOTICE

Washing the vehicle incorrectly can damage the paint surface and destroy the matt paint effect.

- Never use wash programs with wax preservation.
- For cleaning, use only cleaning agents that do not contain solid matter or abrasives, e.g. cleaning shampoos or insect removers.
- Do not use insect sponges or coarse sponges.

NOTICE

The drainage channels for the pressure chamber may become blocked by leaves and dirt. Water that does not drain off can get into the vehicle interior and cause damage.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned at regular intervals by a qualified workshop.
- Make sure that large quantities of water do not enter the pressure chamber, e.g. due to use of a high-pressure cleaner.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

Caring for and cleaning the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard or abrasive cleaning tools.

Windows, glass surfaces

—Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.

—Remove snow with a hand brush.

- Remove ice with a plastic scraper. Move the scraper in one direction only.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.
- Clean the wiper blades or replace them as required.

Paint

Always treat surfaces with care so as not to damage the paint.

- Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.
- Remove overflowing fuel or service fluids immediately.
- Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.
- Have corrosion removed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- In the event of paint damage, go to a correspondingly qualified workshop and have the paint damage repaired. Volkswagen recommends using a Volkswagen dealership.

Waxing protects the paintwork. The vehicle should be protected again using a preservative wax at the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is clean.

- In the case of matt paint, use a soft sponge to apply a special wax for matt paints to the cleaned vehicle. Remove excess wax with a microfibre cloth.

Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

NOTICE

The surface of matt paintwork will be irreparably damaged by polishing the paint.

- Never polish matt-painted surfaces.

Even if a preservative wax is used regularly at the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.

Plenum chamber, engine compartment

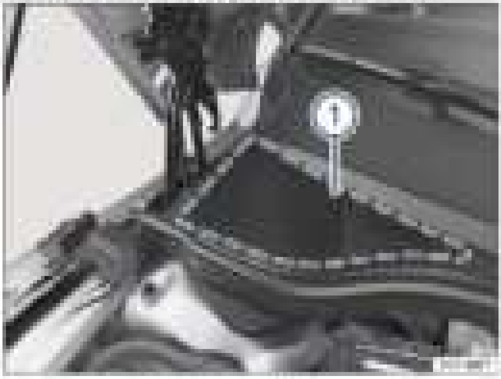

Fig. 1 Between the engine compartment and the windscreen: plenum chamber [Illustration].

① Perforated cover on plenum chamber.

WARNING

There is a risk of accidents and fire when working on the engine or in the engine compartment. Serious injuries may occur.

- Read the operations required and the necessary safety precautions before performing any work in the engine compartment ⇒ 2.3 In the engine compartment.
- If you are not familiar with the work, have the work carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that does not drain off can get into the vehicle interior and cause damage.

- Have the area under the perforated cover cleaned regularly by a suitably qualified workshop ⇒ Fig. 1 ①. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Water that has entered the plenum chamber via a manual precleaning from a high-pressure cleaner can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand ⇒ Fig. 1.
- Always have cleaning of the engine compartment performed by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Sensors, camera lenses

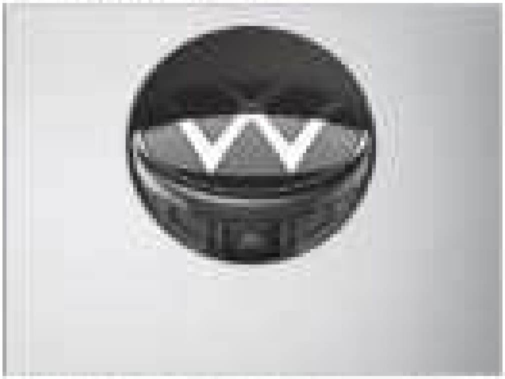

Fig. 2 At the rear of the vehicle: rear view camera system in the Volkswagen badge (illustration).

– Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

– Use the same method to clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen as used for glass surfaces (depending on vehicle equipment).

– Remove snow with a hand brush.

– Never use warm or hot water.

– Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

Cleaning the rear view camera system

1. Switch on the ignition.

3. Engage selector lever position P.

4. Switch on the electronic parking brake.

5. Clean the camera lens.

Decorative films, protective films

- Remove soiling in the same way as for paint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner for matt decorative films.
- Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax – also not in car washes!
- Stubborn dirt: remove carefully using white spirits, and then rinse with warm water.

ℹ The durability and colour of decorative and protective films may be affected by environmental influences such as sunlight. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Trim parts made of chrome-plated plastic, aluminium or stainless steel

- Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.
- Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, tail light clusters

- Remove soiling using a soft sponge soaked in a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.
- Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Wheels

- Remove dirt and gritting salt deposits with plenty of water.
- Clean all the alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.
- Repair any damage to the protective paint coating immediately with a touch-up pen. Go to a correspondingly qualified workshop if necessary. Volkswagen recommends using a Volkswagen dealership.
- Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

Door lock cylinders

1. Thaw door lock cylinders with a suitable door lock de-icer or with Volkswagen Genuine de-icer.

   Do not use door lock de-icer containing degreasing substances.

Cleaning and care of the vehicle interior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Improper cleaning and care may damage the vehicle.

- Always observe the described basis for vehicle care and cleaning.
- Do not use a steam cleaner, brushes or hard sponges etc.
- Have stubborn stains removed by a qualified workshop.

Windows

— Clean windows with a glass cleaner.

— Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail varnish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, clean subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh contamination using a cotton cloth with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail varnish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— For grease-based soiling such as oil, remove fresh stains with an absorbent cloth.

— Apply leather care agent for sealing function regularly and each time after the leather is cleaned. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water in a dust-free environment.

— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Control elements

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls.

Displays and screens

Do not clean the instrument cluster display and Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth or the Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

NOTICE

The head-up display can be dislodged from the guide rail or damaged by cleaning agents during cleaning.
- Do not apply excessive pressure when cleaning the head-up display.
- Clean the head-up display only with mild detergents and a soft, clean cloth.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to retract.

WARNING

Improper cleaning of the seat belts, the belt webbing and the belt retractors can cause damage and prevent them from functioning securely. This may result in serious or fatal injuries in the event of an accident.
- Never carry out any modifications on 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 buckle against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing, e.g. denim, leaves stains on the seat covers, this is not a defect of the cover fabric. If you want to clean the seat covers yourself, please always note that parts of the airbag system and electrical connections are installed in the seat covers. Improper cleaning or treating can damage these components or interfere with correct functioning of the components. This can in turn then also lead to damage to other parts of the vehicle's electrical system ⇒ ⚠.

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

– Never use high-pressure cleaners, steam cleaners and coolant spray.

– Never soak seat covers.

– Never switch on the seat heating to dry the seats.

– Do not use washing paste or fine detergent solution.

– If in doubt, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

Improper care and cleaning of components can impair or damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Accessories and replacement parts

Seek advice from a suitably qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be replaced. Qualified workshops can provide information on legal requirements and also recommend accessories, replacement parts and service fluids. Volkswagen recommends using a Volkswagen dealership.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from a Volkswagen dealership. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A suitably qualified workshop also has the special tools for correct installation. Volkswagen recommends using a Volkswagen dealership.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Always contact a suitably qualified workshop if you wish to change to different tyre and rim combinations. Volkswagen recommends using a Volkswagen dealership.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the e mark (European 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's declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ **WARNING**

Use of unsuitable replacement parts and accessories can lead to vehicle malfunctions. This also applies to work, modifications and repairs that are not carried out properly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type.

⚠ WARNING

Objects in the deployment zone of the airbags can be flung through the vehicle interior if the airbags are triggered. This can cause severe or fatal injuries.

- Never secure or position objects in the deployment zones of the airbags.

NOTICE

With some engines, retrofitting an engine preheating system can lead to malfunctions and vehicle damage.

- Consult a suitably qualified workshop about retrofitting an engine preheating system. Volkswagen recommends using a Volkswagen dealership.

Sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trims can lead to sensors and cameras being displaced or damaged. This can interfere with important functions of driver assist systems ⇒ ⚠.

– Observe the positions of sensors and cameras in the vehicle overview when performing repairs or modifications.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered – such as by number plates, number plate holders with trim frames, additionally applied films or paintwork on the sensors and similar – this may prevent correct functioning of the driver assist systems. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Do not apply any additional films in front of or around sensors.
- Install the number plate or the number plate holder with trim frame only in the intended position. Always consult a suitable qualified workshop if you want to fit a number plate or number plate holder with trim frame. Volkswagen recommends using a Volkswagen dealership.

NOTICE

Incorrect installation of number plates and number plate holders with trim frames can damage components, such as cameras or sensors.

- Install the number plate or the number plate holder with trim frame only in the intended position.
- Always consult a suitably qualified workshop if you want to fit a number plate or number plate holder with trim frame. Volkswagen recommends using a Volkswagen dealership.

The number plate holder with trim frame is used for mounting the official number plate.

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.

Damage in the area of sensors and cameras

⚠ WARNING

If the area around sensors and cameras is damaged, e.g. by stone chips or impacts when parking, this can prevent the driver assist systems from functioning correctly. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors and cameras. Volkswagen recommends using a Volkswagen dealership.

After replacement of components, the sensors and cameras may have to be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

If the windscreen has been damaged in the viewing field of the sensors and camera, e.g. by stone chips, the windscreen must be replaced. Repair of the stone chip damage can lead to malfunctions or functional faults in the driver assist systems. After replacing the windscreen, the cameras and sensors must be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications →⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The Volkswagen dealership cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Have all repairs and technical modifications carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership that supplies Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. Or register on the internet portal erWin (electronic repair and workshop information):

https://erwin.volkswagen.de

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center:

[illegible]

You can also register online in the erWin internet portal:

https://erwin.vw.com

Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories OBD.

1. Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units →⚠.

The diagnostic interface OBD

1 is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release lever¹.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from a fully qualified workshop. Volkswagen recommends using a Volkswagen dealership.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten as an ongoing task.

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and parts (conversions) adhere to the applicable 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 modified vehicles.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a professionally qualified workshop. Volkswagen recommends using a Volkswagen dealership.

An engine and transmission guard may not be available in all countries.

⚠ **WARNING**

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions and lead to accidents and serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a professionally qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ **WARNING**

Incorrectly performed repairs and modifications on the vehicle, e.g. through use of unsuitable parts, can damage the vehicle and cause accidents and serious or fatal injuries.

- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel-tyre combinations that have been approved by Volkswagen for your vehicle type.
- Have repairs and modifications to your vehicle carried out only by a professionally qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Volkswagen recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.

⚠ **WARNING**

Use of the diagnostic connection for other than its intended purpose can cause malfunctions and lead to accidents and serious or fatal injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic connection.
- The event memory should be read only by a suitably qualified workshop using the diagnostic connection. Volkswagen recommends using a Volkswagen dealership.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications ⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the roof or the bodywork may only be carried out by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

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

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel-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**

Use of unsuitable replacement parts and accessories can cause malfunctions and damage to the vehicle and reduce the effectiveness of the airbag system. This also applies to work, modifications and repairs that are not carried out properly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using a Volkswagen dealership.
- Please note that the airbag unit cannot be repaired, but must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.

⚠ **WARNING**

Modifications of the vehicle suspension, including the use of non-approved wheel and tyre combinations, can change how the airbag functions. This can result in 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-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 authorization.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using a Volkswagen dealership.

WARNING

Mobile telephones that are not secured or not secured properly can be thrown through the vehicle interior in the event of a sudden driving or braking manoeuvre or an accident and cause serious injuries.

- Secure or stow a mobile telephone and accessories safely and outside the deployment zone of the airbags.

WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values. This also applies to external aerials which have not been correctly installed. This can endanger the health of the driver and the vehicle occupants.

- Keep a distance of around 20 cm (around 8 inches) between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

Warranty for the paintwork and body

Volkswagen dealerships provide a warranty on the paintwork and body of all vehicles purchased from them.

In addition to the warranty conditions for factory-new Volkswagen vehicles (as detailed in the purchase contract), the Volkswagen dealer guarantees that the body of any vehicle it sells will not be affected by paint imperfections or corrosion perforation for a specified period:

- A three-year warranty on paint defects.
- A twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (inside) 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.

Warranty exclusions

The warranty does not cover the following:

- Damage caused by external influences 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 countries, 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, Volkswagen 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 mobility guarantee package.

Please ask your Volkswagen dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

Components

- 12-volt socket.
- Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts ⇒ Sockets.

Placing of manufactured goods on the GB market (England, Wales and Scotland):

The UKCA (UK Conformity Assessed) marking is a new UK product marking that is used for goods being placed on the market in Great Britain (England, Wales and Scotland).

UK Product Safety and Metrology Regulations

This vehicle has various devices installed that are subject to UKCA product regulations. The following acts as the importer of these devices for the United Kingdom market within the meaning of the Product Safety and Metrology Regulations:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK14 5AN

United Kingdom

Data storage and data protection information

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. Other control units support you when driving (driver assist systems), while others enable convenience features or additional functions of the Infotainment system.

Personal reference

Each vehicle is given a unique vehicle identification number ⇒ Vehicle identification number. This vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the relevant authorities. 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, 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 qualified 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.

Data that is only stored locally in the vehicle can be read out with expert assistance, for example at a suitably qualified workshop. This service may be subject to a fee. Volkswagen recommends using a Volkswagen dealership.

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.

You can find detailed information on data processing in the Privacy Policy in your Infotainment system: Menu ▶ Legal information or Home ▶ Legal information.

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 for a specific purpose for vehicle operation.

These include, for example:

- Vehicle status information, e.g. deceleration, deactivation times of the speed warning function and display of fastened 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 status 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. qualified 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 in cases where this is expedient. Furthermore, the manufacturer is liable for the product. Here too, Volkswagen uses operating data from vehicles for product recalls, for example. This data can also be used to check the customer's warranty and guarantee claims.

Fault memories in the vehicle can be reset by an authorised workshop or at your request as part of repair or service work.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions 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. The reprogramming can be entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

A suitably qualified workshop can provide information about any potential reprogramming. Volkswagen recommends using a Volkswagen dealership.

Convenience functions

You can store and change convenience settings/personalisations in the vehicle, extract data from the vehicle when using online services, or reset or delete them.

Depending on the equipment in the vehicle, this includes, for example:

- Settings of the seat and steering wheel positions.
- Running gear and air conditioning settings.
- Personalised settings such as mirror adjustment or interior ambient lighting.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations entered.

— Data on the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephones, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Integration of mobile telephones

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the infotainment system.

This enables you to use selected mobile telephone apps in the vehicle, e.g. navigation or music players. The mobile telephone and vehicle do not interact in any other ways than those described here; in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can adjust here depend on the app you are using and the operating system on your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile end devices, e.g. mobile telephones. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence on the data processing that takes place here and the content.

exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

Event data recorder

This vehicle is equipped with an event data recorder. The event data recorder's main job is to record data in accidents or situations similar to an accident, e.g. when an airbag is triggered or when the vehicle collides with an obstacle on the road, which then supports analysis of how a vehicle's system behaved. The event data recorder is intended to record data relating to driving dynamics and the restraint systems for a short period of 30 seconds or less. The event data recorder of this vehicle is intended to record the following data, amongst other things:

— How various systems in your vehicle have functioned.

— Whether the driver and front passenger seat belts were fastened/buckled.

— The extent to which the driver pressed the brake or accelerator pedal (if at all).

— How fast the vehicle was travelling.

This data helps to obtain a better understanding of the circumstances in the situations where accidents and injuries have occurred.

Data from driver assist systems is 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 (ACC).

[illegible]

— Lane keeping system (Lane Assist).

— Park Assist Plus.

— Park Distance Control.

— Emergency braking functions (Front Assist).

The data of the event data recorder is recorded by your vehicle only if an unusual situation similar to an accident occurs. No data is recorded by the event data recorder under normal driving conditions. In addition, no personal data, e.g. name, gender, age or accident location, is recorded. However, third parties such as law enforcement agencies can use appropriate means to link the content of the event data recorder with other sources of data and thus establish a reference to persons as part of an accident investigation.

Special equipment and access to the vehicle or event data recorder are necessary in order to read data from the event data recorder. In addition to the vehicle manufacturer, third parties such as law enforcement agencies that have the corresponding equipment can read out the information if they have access to the vehicle or event data recorder.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle keeper 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 anonymised form, in other words without any reference to the individual vehicle or vehicle keeper.

Infotainment system and aerials

The aerials for the infotainment system are installed at different points in the vehicle:

— On the inside of the rear window.

— On the inside of the rear side windows.

— On the inside of the windscreen.

— On the roof of the vehicle.

Aerials on the inside of the windows can be identified as fine wires.

NOTICE

Aerials installed 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 that is not compatible with the standard aerial amplifier can damage the aerial amplifier.

- Before retrofitting an infotainment system, consult a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a correspondingly qualified workshop to legitimately install or replace components and control units. Volkswagen recommends using a Volkswagen dealership.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Third-party copyright information

[illegible]

Some of the products installed in the vehicle contain software components for which Open Source licenses are required.

A list of the Open Source software components used including information on copyright as well as the respective Open Source license conditions and the corresponding license text is available via the above-mentioned website. The source code of certain Open Source software components can be requested from the manufacturer of the vehicle. The manufacturer will make the source code available to you in accordance with the relevant license conditions. You will be charged only for the actual costs of provision, e.g. shipping costs. You can find the required information on the aforementioned website.

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

- Never remove stickers and plates or render them illegible.
- If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the new parts by a corresponding qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed there. Observe the information in the owner's manual ⇒ Safety certificate.

High-voltage warning sticker

There are stickers on the high-voltage components of the 48-volt system which contain warning information relating to the high voltage of the vehicle electrical system ⇒ ⚠.

⚠ WARNING

Removal of stickers and signs reduces the amount of information about sources of danger and can result in less attention being paid when working on the vehicle. This can lead to serious accidents and fatal injuries.

- Never remove stickers or signs or make them illegible.
- Observe legal requirements.
- Observe the owner's manual.

NOTICE

Removal of stickers and signs increases the risk of incorrect operation and can result in damage to the vehicle.

- Never remove stickers or signs or make them illegible.
- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

NOTICE

If the ventilation openings on the covers of the high-voltage components of the 48-volt vehicle electrical system are covered, this can lead to vehicle damage.

- Make sure that the ventilation openings on the covers of the high-voltage components of the 48-volt vehicle electrical system are not covered.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the bonnet space contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the bonnet space, close to the refrigerant filler neck ⇒ ⚠.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. Consult a suitably qualified workshop for information about the type and quantity of the refrigerant oil used. Volkswagen recommends using a Volkswagen dealership ⇒ Accessories and technical modifications.

- ⚠ Warning: the air conditioning system must always be serviced by trained specialists.
- Type of refrigerant.
- Type of refrigerant oil.
- See workshop information (available only for Volkswagen dealerships).
- ⚠ The air conditioning system must always be serviced by trained specialists.
- Flammable refrigerant.
- Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

⚠ DANGER

Maintenance of the air conditioning system by unqualified personnel may impair the operating provisions and cause serious and fatal injuries.

- Have the air conditioning system serviced only by qualified persons who are trained according to the statutorily required standards, such as SAE standard J2845.
- Observe the service intervals specified by Volkswagen. Please contact a suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.

⚠ DANGER

The refrigerant is flammable and can lead to serious and fatal injuries if maintenance is not performed correctly.

- Only have the air conditioning system serviced by a correspondingly qualified workshop.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant is pressurised and can explode if heated. This can lead to serious accidents and fatal injuries.

- Only have the air conditioning system serviced by a correspondingly qualified workshop.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant can form toxic vapours if it comes into contact with hot surfaces. If these are inhaled in, this can result in poisoning or even death.

- Only have the air conditioning system serviced by a correspondingly qualified workshop.

NOTICE

Repairing or replacing the evaporator with used parts from end-of-life vehicles or recycling may damage the air conditioning system.

- Never have repairs on the evaporator carried out with replacement parts from end-of-life vehicles or from recycling.

Information in accordance with the EU Chemicals Regulation REACH

In keeping with the European regulation on chemicals REACH

Volkswagen would like to inform you about substances that may be contained in your vehicle.

You can access this information online using your vehicle identification number:

https://reachVIN.volkswagen.com

Product recycling

Disposal of used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries! ⚠

– In EU member states and other states, device batteries and vehicle batteries can be returned to your Volkswagen dealership or approved return systems.

– Further information on return and recycling can be obtained from your Volkswagen dealership.

Disposal of old electrical and electronic devices

Your vehicle contains electrical and electronic devices, e.g. remote controls. These devices are marked with a symbol showing a crossed-through waste bin.

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local collection points or any nationally authorised return systems.

In Germany, retailers with a sales area of at least 400 m² for electrical devices and food retailers with a total sales area of at least 800 m² who offer new electrical devices are obliged to take back these devices free of charge. When purchasing a new device, the end user is entitled to return an equivalent old device. The same also applies for delivery to private households and sale via the Internet. Small old devices can be returned to retailers even if no new device is purchased. Your Volkswagen dealership is also obliged to take back up to three old devices with an edge length of less than 25 cm free of charge.

– Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

– You must delete all stored personal data before disposing of the old device.

Further information on return and recycling can be obtained from your Volkswagen dealership.

⚠ WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion. This can result in serious or fatal injuries.

- Handle batteries containing lithium with special care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short circuit the battery terminals.

Batteries that contain heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Recycling information for France

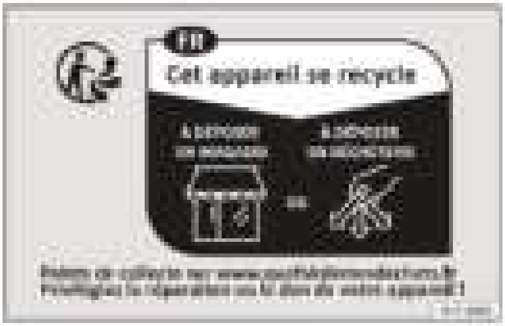
FR
Cet appareil se recycle
À DÉPOSER EN MAGASIN
OU
À DÉPOSER EN DÉCHÈTERIE
Points de collecte sur www.quefairedemesdechets.fr
Privilégiez la réparation ou le don de votre appareil !

Fig. 1 Recycling information for France.

Observe the recycling information ⇒ Fig. 2, which includes the following items:

— Vehicle key

— Remote control for the auxiliary heater and auxiliary ventilation

— Valet keycard

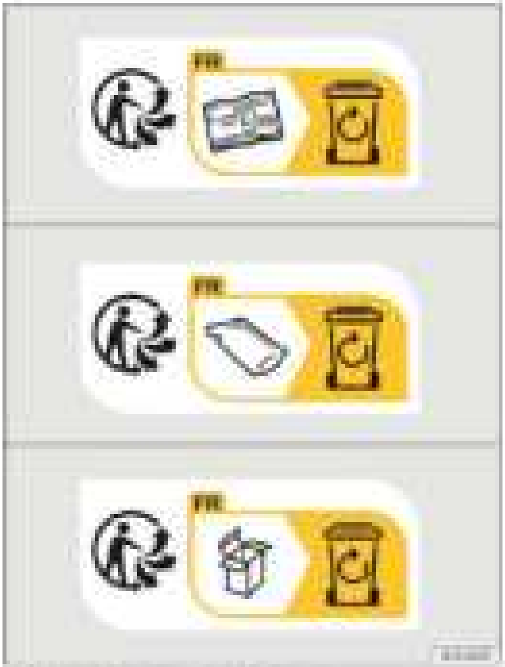

Fig. 2 Recycling information for France.

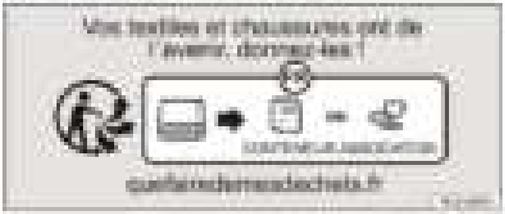

Fig. 3 Recycling information for France.

Observe the recycling information → Fig. 2, → Fig. 3 for accompanying documentation and packaging or bags. This recycling information includes the following items:

— Vehicle wallet

The Triman logo and Info-tri symbol contain important sorting information for the end user.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your Volkswagen dealership.

Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. These requirements are known to the corresponding qualified workshops. Volkswagen recommends using a Volkswagen dealership.

Simplified EU Declaration of Conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following Internet address:

www.volkswagen.com/generalinfo

CE

The corresponding legal regulations stipulate that radio equipment with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems ⇒ Product recycling.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS

Directive.

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with the manufacturer's address, the respective manufacturers' addresses as required by law are listed here:

Door handle with NFC radio technology

HELLA GmbH & Co. KGaA
Rixbecker Straße 75
59552 Lippstadt
GERMANY

WITTE VELBERT GmbH & Co. KG
Höferstraße 3-15
42551 Velbert
GERMANY

Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)

digades GmbH
Äußere Weberstraße 20
02763 Zittau
GERMANY

Webasto Thermo & Comfort SE
Friedrichshafener Straße 9
82205 Gilching
GERMANY

Bury GmbH & Co. KG
Robert-Koch-Straße 1-7
32584 Löhne
GERMANY

Tyre pressure sensors

HUF Baolong Electronics Bremen GmbH

[illegible]
75015 Bretten
GERMANY

Wireless charging function

Molex Technologies GmbH
[illegible] 3
[illegible]
GERMANY

Bury Sp. z o.o.
Wojska Polskiego 4
39-300 Mielec
POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.
No. 2852 Taidong Road Xiangcheng Economic Development District
215143 Suzhou
CHINA

Mapping tables

What the two letters in the tables mean: AB (→ Radio Equipment Directive (RED))

Safety

This section contains the certificate numbers of the following components:

— *Garage door opener, Keyless Access, vehicle key, instrument cluster, ID. Cockpit, electronic immobiliser*

Garage door opener

4EH1.3D, EH6.2	AS
4EH1.3E, EH6.2	AB

Keyless Access

Frequency band, maximum transmission power

[illegible]	AD
Kessy MQB37W	AF
Kessy MQB-A, 5ZA 013 176, MQB-B 8, MQB-B H,	AC
[illegible]	AD
VWTOUA PRETOGH	[illegible]

Remote control key (vehicle)

VK2, FS19	AF
[illegible]	[illegible]
VWTOUA BKKTOUA	[illegible]

Instrument cluster, electronic immobiliser

[illegible]	AB
[illegible]	AC
[illegible] instrument cluster 1, instrument cluster 2, instrument cluster 3, [illegible]	AD
[illegible]	BB
[illegible]	AF
[illegible]	

Air Conditioning

This section contains the certificate numbers of the following components:

– Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)

Remote control (auxiliary heater)

EasyStart R, Funkfernbedienung, STH VW-[illegible], STH VW D [illegible], *Telestart*	AK

Auxiliary heater transmitter and receiver unit

Funkempfänger STH, 5Q0[illegible], VW, 5Q0[illegible], VW	AK

Tyres

This section contains the certificate numbers of the following components:

— *Tyre pressure sensors*

Tyre pressure sensors

HQ2W4, TS[illegible], TS[illegible], TS[illegible], TS[illegible]	AC

Control unit

This section contains the certificate numbers of the following components:

— *Central control unit, door control unit, user keycard, wireless charging function, wireless seat belt warning system*

Central control unit

5WK50254	AH
BCM MQB37W, BB21, MQB37W	AF
KPE Max	BC
BCM2, BCM2R, BCMlow, BCMmid, BCMhigh	BH
BCM MQB27, BCM PQ21, BCM PQ26 ROW ([illegible]), BCM PQ35, BCM PQ37N, BB11, 5WK50266,	[illegible]
BE Medium, 5WK50474	

Door control unit

HUF71110, HUF71294, BHA25, NPCT03, Mazda Key [illegible], [illegible], [illegible]	AD
LTPN 2.1	BD

Wireless charging function

WCH-185, WCH-186, WPC113-1	AA
3G0.980.611	BX

Wireless seat belt warning system

wSBR P 5G, wSBR S 5G	BL

Driver assist systems

This section contains the certificate numbers of the following components:

- *Radar sensors for assist systems*

Radar sensors for assist systems

LCA 2.0A, ESD 1.0	AP
RSA	AQ
ARS4-B, ARS5-B, FRSCP67, LRR3, MRR1Plus, LRR4, MRR1Rear, LRR4A, MRREvo14FCR, MRRevo14F, R3TR, FSCP42	AR

Infotainment system and online communication

This section contains the certificate numbers of the following components:

- *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, [illegible], Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote"*

Infotainment system

New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SRT, 7C0.035.153.A, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB	AL
A67A0A6TeHP58, A67LLLP58, LA0VW2, LA1VW2, LA2VW2, LT0VW2, LT6VW2, LA3VW2, LA8VW2, LT3VW2, LT7VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ Mid, MIB2STD, MIB Standard 2 – PQ +Nav with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, CA-FF-KTRT	AL
MIB2TOP	AV
MIB ICAS3	AW
MIB3 OI(glob)	AX
MIB3 OI	AY
MIB Standard 2 – ZR – Nav with BT and WLAN, MIB Standard 2 – PQ – NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio	AZ
MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI	BA
ASSO/LITE	BB
MIB HQ	BC
MMB3G	BF
COMBOX High	BH
MMB3G RU	XX
RRVWAG28, RRVWAG1*, RRVWAG2*	XX

Bluetooth:

HT-5	BB

Wi-Fi hotspot:

HT-5	BI
[illegible]	BJ

Mobile phone interface:

HT-5	BB

Online connectivity unit (OCU)¹

DataPlug	AL
HT-6a, HT-6s, [illegible]	AE
[illegible]	AH

Aerials

This section contains the certificate numbers of the following components:

- Aerials, aerial amplifier, connection to the external aerial

Connection to the external aerial¹

LTE-HBC-011, LTE-HBC-012	BC
[illegible]	AK
UMTS/GSM-HWC, UMTS/GSM-HWC-A12, UMTS/GSM-HWC-A14	AS

Aerial amplifier:

General information on the data

[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]

DSRC CAN Module / BPAS-A [illegible], DSRC CAN Module / BPAS-A [illegible]	[illegible]
Koppelantenne Gen.3	[illegible]
AM/FM1/DAB1/TV1 ECE (Impedance Converter)	
AM/FM Antenna Basis [illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]
[illegible]	[illegible]

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system.

In certain countries, the activation of, or permission to use, radio technology may be restricted, not possible, or only possible when additional requirements have been fulfilled.

● Referenced radio systems (e.g. AA) (→ *Radio Equipment Directive (RED)*).

▭ Frequency band.

▮ Maximum transmission power.

µW = Microwatt, mW = Milliwatt, W = Watt.

●	▭	▮
AA	100 kHz – 111 kHz	6 W
AB	116 kHz – 134 kHz	146.72 dBµV/m
AC	125 kHz +/- 10 kHz	5.4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13.56 MHz	14.2 mW

AF	433,05 MHz – 434,79 MHz	10 dBm ERP
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm ERP
AI	434,79 MHz	25 mW
AJ	433,67 MHz – 434,17 MHz 868,00 MHz – 868,60 MHz	-17 dBm -17 dBm
AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	1615 MHz – 1925 MHz	2 W ERP
AO	6,0 GHz – 8,5 GHz (6,52 GHz; 7,04 GHz; 7,56 GHz)	0 dBm EIRP
AP	24,05 GHz – 24,25 GHz	0,03 W
AQ	24,075 GHz – 24,250 GHz	15,3 dBm EIRP
AR	76,0 GHz – 77,0 GHz	17,79 dBm EIRP
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDD I (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDD VIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W 1 W 0,25 W 0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1559 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz; WCDMA Band 3: 1712,4 MHz – 1782,6 MHz; WCDMA Band 8: 882,4 MHz – 912,6 MHz	23,35 dBm
AV	LTE Band 1: 1920 MHz – 1980 MHz; LTE Band 3: 1710 MHz – 1785 MHz; LTE Band 7: 2500 MHz – 2570 MHz; LTE Band 8: 880 MHz – 915 MHz; LTE Band 20: 832 MHz – 862 MHz; LTE Band 28A: 703 MHz – 718 MHz; LTE Band 32: 1452 MHz – 1496 MHz	22,67 dBm
AW	GSM 900: 880,2 MHz – 914,8 MHz DCS 1800: 1710,2 MHz – 1784,8 MHz GNSS: 1559 MHz -1610 MHz	32,99 dBm 29,98 dBm —
AX	Bluetooth: 2402 MHz – 2480 MHz WLAN 2,4 GHz: 2412 MHz – 2480 MHz WLAN 5 GHz: 5745 MHz – 5830 MHz	20 mW 63 mW 25 mW
AY	Bluetooth: 2402 MHz – 2480 MHz WLAN 2,4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5180 MHz – 5240 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	1,2 dBm EIRP 14,6 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz GNSS: 1559 MHz – 1610 MHz WLAN 2,4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	2,40 dBm EIRP - 16,80 dBm EIRP
BA	Bluetooth: 2402 MHz – 2480 MHz WLAN 2,4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	0,94 dBm EIRP 16,60 dBm EIRP

[illegible]	Bluetooth: 2402 MHz – 2480 MHz WLAN 2,4 GHz: 2412 MHz – 2472 MHz	4,50 dBm EIRP 17,75 dBm EIRP
8A	Bluetooth: 2400 MHz – 2483,5 MHz WLAN 2,4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	4,9 dBm EIRP 13,6 dBm EIRP
8B	Bluetooth: 2402 MHz – 2480 MHz WLAN 2400 MHz – 2483,5 MHz GSM 900/1800 MHz UMTS FDD I/VIII LTE FDD 3, 7, 8, 20	0,7 dBm EIRP 8 dBm EIRP 27 dBm EIRP 24 dBm EIRP 23 dBm EIRP
8C	Bluetooth: 2402 MHz – 2480 MHz WLAN 2400 MHz – 2483,5 MHz	10 dBm EIRP 20 dBm EIRP
8E	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	33 dBm EIRP 30 dBm EIRP
8E	WCDMA FDD I (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDD VIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP 24 dBm EIRP
8E	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) LTE FDD3 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP 23 dBm EIRP 23 dBm EIRP 23 dBm EIRP 23 dBm EIRP
8D	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
8D	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
8U	GSM 850 MHz, E-GSM 900 MHz DCS 1800 MHz, PCS 1900 MHz BLE: 2400 MHz – 2483,5 MHz WCDMA FDD I (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	33 dBm 30 dBm 5,5 dBm
8B	125 kHz	0,56 W
DF	Bluetooth: 2400 MHz – 2483,5 MHz GSM/GPRS: 880,2 MHz – 914,8 MHz GSM/GPRS: 1710,2 MHz – 1784,8 MHz WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	20 dBm 33 dBm 30 dBm 24 dBm
DG	Bluetooth: 2400 MHz – 2483,5 MHz WLAN 2400 MHz – 2483,5 MHz	4 dBm EIRP 19 dBm EIRP
DH	21,13 kHz – 22,75 kHz	42 dBµA/m
8I	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz) WCDMA FDD I (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDD V (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz) [illegible]	2 W 2 W 1 W 1 W 0,25 W 0,25 W [illegible]

[illegible]	[illegible] WLAN: 2412 MHz – 2462 MHz	[illegible] [illegible] W
EJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz UMTS FDD1: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	14,4 dBm EIRP 37,66 dBm EIRP 34,66 dBm EIRP 27,06 dBm EIRP
EK	100 kHz – 115 kHz 13,56 MHz	1 W 100 mW
EL	5805 MHz – 5925 MHz	14 dBm EIRP
EM	Bluetooth: 2402 MHz – 2480 MHz Bluetooth LE: 2402 MHz – 2480 MHz WLAN: 2412 MHz – 2472 MHz WLAN: 5745 MHz – 5825 MHz GSM 900: 880 MHz – 960 MHz GSM 1800: 1710 MHz – 1880 MHz LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40 WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	9,7 dBm EIRP -1,5 dBm EIRP 13,5 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
EX	Keine Sendeleistung, nur Empfang	

Algeria

Agréé par l' ARPT:

[illegible]/DT/DG/ARPT/2017, [illegible]/DT/DG/ARPT/18, [illegible]/DT/DG/ARPT/18

Agréé par l' ARPCE:

[illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18,
[illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18,
[illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/19, [illegible]
[illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/19
[illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/19,
[illegible]/DT/DG/ARPCE/19, [illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18,
[illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/18, [illegible]
[illegible]/DT/DG/ARPCE/18, [illegible]/DT/DG/ARPCE/14

Homologué par l'ARPCE:

N° [illegible]/PC/ARPCE/2021, N° [illegible]/PC/ARPCE/2020, N° [illegible]/PC/ARPCE/2020,
N° [illegible]/PC/ARPCE/2019, N° [illegible]/PC/ARPCE/2018, N° [illegible]/PC/ARPCE/2021,
N° [illegible]/DG/ARPCE/2024

[illegible]

Vehicle identification number

Argentina

[illegible]

[illegible]

[illegible]

Benin

AGREE PAR L'ARCEP BENIN

Numéro d'agrément_Date d'agrément

[illegible]

[illegible]

[illegible]

015/ARCEP/PT/DA/RC/UJ, 2022-286/ARCEP/PT/DA/RC/UJ, 2022-287/ARCEP/PT/DA/RC/UJ

Botswana

BTA REGISTERED No:

[illegible]

Brazil

Para maiores informações, consulte o site da ANATEL – www.anatel.gov.br

Type plate

[illegible]

06353, 05531-16-02149, 05674-16-06830, 05676-16-01605, 05801-21-03760, 06029-16-01364, 06213-16-05440, 06764-16-06455, 06950-18-10457, 06962-18-06353, 07006-16-01765, 07117-16-06157, 07184-16-06353, 07186-16-06353, 07185-16-06353, 07186-16-06353, 07188-16-06353, 07189-16-06353, 07192-16-06353, 07830-17-08001, 08157-19-05179, 08166-19-03505, 09067-19-07978, 09275-19-06353, 10313-20-06353, 12001-20-10944, 15906-20-09213, 17186-20-10599, 00553-22-03765, 15910-19-12386, 11718-22-05364, 11302-22-05364, 05307-16-06353, 11718-22-05364, 11302-22-05364

00082026_14/01/2022, 00085600_01/07/2021, 00086092_21/10/2020, 00089179_01/07/2021, 00092867_16/03/2021, 00099955_21/08/2018, 00099212_26/04/2017, 00109956_25/01/2022, 00111671_11/02/2020, 00111675_10/02/2020, 00116286_01/12/2021, 00126318_16/07/2020, 00124917_25/07/2018, 00125904_21/07/2020, 00126551_21/01/2021, 00128936_12/05/2021, 00129984_22/06/2021, 00132750_09/04/2021, 00133577_02/08/2021, 00082026_30/03/2024, 00109956_25/02/2024, 00125906_11/08/2024, 00131951_15/07/2024, 00132029_15/07/2024, 00133686_11/10/2023, 00134839_21/12/2023, 00082026_20/03/2024, 00137672_05/06/2024, 00137471_16/04/2024, 00137662_16/04/2024, 00138092_29/05/2024, 00126518_31/07/2024, 00124471_25/03/2024, 00109956_25/02/2024, 00131951_15/07/2024, 00132029_15/07/2024

Vernys2295_25/06/2021, Vernys2301_25/02/2021, Vernys2444_08/11/2019, Vernys2506_06/12/2019, Vernys3094_13/10/2021, Vernys3085_19/02/2024, Vernys3086_13/02/2024, Vernys3081_10/02/2024, Vernys2294_17/07/2024, Vernys2481_25/05/2024, Vernys2181_01/10/2024, Vernys3167_07/07/2024, Vernys2259_21/01/2021, Vernys2227_19/01/2021, Vernys2576_26/09/2024, Vernys4267_09/10/2024, Vernys3258_09/10/2024, Vernys3259_09/10/2024, Vernys3262_09/10/2024, Vernys3261_17/10/2024, Vernys3260_09/10/2024, Vernys3266_09/10/2024, Vernys3267_09/10/2024, Vernys3266_09/10/2024, Vernys3264_09/10/2024, Vernys3263_09/10/2024, Vernys3270_09/10/2024, Vernys3271_10/10/2024, Vernys3272_10/10/2024, Vernys3278_17/10/2024, Vernys4273_09/10/2024, Vernys4274_09/10/2024, Vernys3274_09/10/2024, Vernys3276_09/10/2024, Vernys3241_09/11/2024, Vernys3277_09/10/2024, Vernys3257_09/10/2024, Vernys4260_09/10/2024,

Versys2434_19/07/2023, Versys0889_13/08/2024, Versys2256_21/05/2025,

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

01648-15-7978, 1261-16-9966, 1278-16-7978, 0456-15-9966, 0846-13-5452, 0716-15-3745, 0850-14-3745, 0918-14-5366, 1140-14-2976, 1202-16-6815, 1497-16-9966, 1498-16-9966, 1546-15-2866, 1690-15-5366, 1711-12-5366, 2115-15-6815, 2220-14-3745, 2230-14-3745, 2294-15-6616, 2483-14-6526, 8002-09-3745, 3080-14-6828, 3327-15-5366, 4037-14-8068,

02128-16-08068, 02590-16-09966, 03428-18-02930, 05332-16-02148, 05674-15-06830, 05674-16-06830, 07886-18-04765, 17184-20-14599

UL-BR 17.0950, MT-4401/2020_29/04/2024, MT-4015/2022_06/08/2024, MT-4112/2022_24/10/2024, MT-4105/2022_04/02/2025, MT-5060/2020_17/09/2024, MT-4123/2022_09/10/2024, MT-4294/2022_17/02/2025, NCC 18994/16, NCC 20009/16, DEKRA 00025-21

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.

Brunei

AITI TA No:

AA-000081, DTA-001795, DTA-002802, DTA-002304, DTA-003421, DTA-004928, DTA-004929, DTA-005012, DTA-005532, LPD-25089, LPD-37258, LPD-39126, DTA-026411, DTA-008519

// DRQ-D-GMOD-12-2011-111657: DTA-003461, DTA-003525

// DRQ-D-MAJU-02-2013-113364: DTA-000712, DTA-000713, DTA-000719, DTA-001090, DTA-001121, DTA-001793, DTA-001794, DTA-001977, DTA-001978, DTA-001980, DTA-001981, DTA-001982, DTA-001983, DTA-001984, DTA-001986, DTA-002080, DTA-002362, DTA-002407, DTA-002408, DTA-002401, DTA-002402, DTA-002403, DTA-002404, DTA-002405, DTA-002411, DTA-002966, DTA-002967, DTA-003220, DTA-003468, DTA-003621, DTA-003622, DTA-003623, DTA-003624, DTA-003646, DTA-003621, DTA-003652, DTA-004690, DTA-006051, DTA-006427, DTA-006428, DTA-006801, DTA-005012, DTA-005274, DTA-005400, DTA-005542, DTA-005824, DTA-005975, DTA-002519, LPD-31504, LPD-31505, LPD-31506, LPD-31818, LPD-31820, LPD-34244, LPD-37258, LPD-37259, LPD-39126, LPD-39514, LPD-39515, LPD-39527

// DRQ-D-QELRO-03-2025-114400: DTA-006840, DTA-034241, DTA-011803

// DTL-D-TCY-09-2011-112320: DTA-008534, DTA-008840, DTA-010858, DTA-010837, DTA-010673, DTA-012811, DTA-012869 // DRQ-D-TCY-09-2011-113320: DTA-004046, DTA-014231, DTA-014463, DTA-014464, DTA-014407

// DTL-D-MAJU-02-2013-111083: DTA-008519, DTA-008520, DTA-010036, DTA-012822 // DTL-D-QELRO-03-2025-114400: DTA-13481, DTA-018012, DTA-018257, DTA-018899, DTA-018907, DTA-019076, DTA-026411, DTA-

[illegible]

[illegible]

England, Wales and Scotland

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems.

European Union (EU) and countries where radio systems are approved according to EU Directives:

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems.

Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

[illegible]

Ghana

NCA Approved: XXX-XX-XXX-XXX

[illegible]

India

ETA Certificate No.:

ETA-0166/2018/RLO(WR), ETA-0073/2019/RLO(NR), ETA-0082/2018/RLO(NR), ETA-0096/2019/RLO(NR), ETA-1431/2017-RLO(SR), ETA-1132/2017-RLO(SR), ETA-1137/2017/RLO(SR), ETA-140/2013/ERLO, ETA-141/2013/ERLO, ETA-142/2013/ERLO, ETA-143/2013/ERLO, ETA-144/2013/ERLO, ETA-145/2013/ERLO, ETA-146/2013/ERLO, ETA-2049/2016, ETA-554/2013/WRLO, ETA-747/2017-RLO(SR), ETA-749/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-862/2017-RLO(SR), ETA-863/2017-RLO(SR), ETA-866/2017-RLO(SR), ETA-874/2017-RLO(SR), ETA-875/2017-RLO(SR), ETA-920/2016/ERLO, ETA-952/2017-RLO(SR), ETA-953/2017-RLO(SR), ETA-1269/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-1340/2017-RLO(SR), ETA-1604/17-RLO(NR), ETA-2013-RLO(WR)/1752, ETA-2941/15-RLO(WR), ETA-3006/16-RLO(WR), ETA-3015/16-RLO(WR), ETA-3017/16-RLO(WR), ETA-3217/16-RLO(WR), ETA-3410/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR)

ETA-SD-20190400941, ETA-SD-20190500947, ETA-SD-20190500710, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20190702049, ETA-SD-20190702097, ETA-SD-20190702602, ETA-SD-20190702752, ETA-SD-20190905668, ETA-SD-20190905670, ETA-SD-20191001506, ETA-SD-20200103480, ETA-SD-20200201296, ETA-SD-20200300418, ETA-SD-20200201298, ETA-SD-20200500135

NR-ETA/1215, NR-ETA/1422, NR-ETA/1421, NR-ETA/2015, NR-ETA/1221, NR-ETA-1173, NR-ETA/1564, NR-ETA/6717, NR-ETA/7216-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/9168-RLO(NR), NR-ETA/2019/4419,ETA-SD-20210200419,ETA-SD-20210203425,ETA-SD-20210700517,ETA-SD-20210704875,ETA-SD-20220800474,ETA-SD-20220207711,ETA-SD-20220100173,ETA-SD-20220302207,ETA-SD-20220500444,ETA-SD-20220600909, R-61171277, ETA-SD-20190500661, ETA-SD-20200201606

Indonesia

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

■ 57027/SDPPI/2018, PLG ID: 7699

■ 57034/SDPPI/2018, PLG ID: 7699

■ 60926/SDPPI/2019, PLG ID: 4334

■ 61642/SDPPI/2019, PLG ID: 4334

■ 61655/SDPPI/2019, PLG ID: 4334

■ 62061/SDPPI/2019, PLG ID: 4334

■ 62062/SDPPI/2020, PLG ID: 6827

■ 62444/SDPPI/2019, PLG ID: 4334

■ 64125/SDPPI/2019, PLG ID: 4444

■ 67144/SDPPI/2020, PLG ID: 4334

■ 67559/SDPPI/2020, PLG ID: 4554

■ 67649/SDPPI/2020, PLG ID: 4444

- 67112/SDPP/2020, PLC ID: 4334
- 69516/SDPP/2020, PLC ID: 4334
- 72116/SDPP/2021, PLC ID: 4334
- 72117/SDPP/2021, PLC ID: 4334
- 72277/SDPP/2021, PLC ID: 4334
- 72586/SDPP/2021, PLC ID: 4334
- 72644/SDPP/2021, PLC ID: 4334
- 72823/SDPP/2021, PLC ID: 4334
- 73006/SDPP/2021, PLC ID: 4334
- 73069/SDPP/2021, PLC ID: 4334
- 73186/SDPP/2021, PLC ID: 4334
- 73580/SDPP/2021, PLC ID: 4334
- 74113/SDPP/2021, PLC ID: 4334
- 74303/SDPP/2021, PLC ID: 4334
- 74416/SDPP/2021, PLC ID: 4334
- 74499/SDPP/2021, PLC ID: 4334
- 74778/SDPP/2021, PLC ID: 4334
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- 77921/SDPP/2022, PLC ID: 4334
- 78452/SDPP/2022, PLC ID: 4334
- 80116/SDPP/2022, PLC ID: 4334
- 83616/SDPP/2022, PLC ID: 4334

- 82116/SDPP/2022, PLG ID: 4394
- 82926/SDPP/2022, PLG ID: 4494
- 82606/SDPP/2022, PLG ID: 4394
- 81976/SDPP/2022, PLG ID: 4394
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83618/SDPP/2022, PLG ID: 4494
84957/SDPP/2022, PLG ID: 4394
84672/SDPP/2022, PLG ID: 4494
83926/SDPP/2022, PLG ID: 4494
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83477/SDPP/2022, PLG ID: 4394
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86620/SDPP/2022, PLG ID: 4334

88082/SDPP/2022, PLG ID: 4334

▪ 82953/SDPP/2022, PLG ID: 4334

▪ 86178/SDPP/2022, PLG ID: 4334

12469/SDPP/2013, PLG ID: 1056, 23686/SDPP/2015, 42564/SDPP/2019, PLG ID: 4974, 42566/SDPP/2019, PLG ID: 3071, 32221/SDPP/2013, PLG ID: 3073, 35652/SDPP/2016, PLG ID: 2181, 35652/SDPP/2017, PLG ID: 2181, 34460/SDPP/2017, PLG ID: 2079, 34539/SDPP/2017, PLG ID: 4211, 34694/SDPP/2016, PLG ID: 4604, 36661/SDPP/2016, PLG ID: 4792, 38162/SDPP/2017, PLG ID: 2140, 38766/SDPP/2017, PLG ID: 4478, 40059/SPDDI/2018, PLG ID: 3895, 40405/SDPP/2015, PLG ID: 4792, 44350/SDPP/2016, PLG ID: 4211, 47766/SDPP/2016, PLG ID: 4011, 47817/SDPP/2016, PLG ID: 4095, 48712/SDPP/2016, PLG ID: 3991, 48868/SDPP/2016, PLG ID: 2181, 50625/SDPP/2017, PLG ID: 4057, 50699/SDPP/2017, PLG ID: 4051, 51856/SDPP/2017, PLG ID: 4211, 55466/SDPP/2018, PLG ID: 4051, 55774/SDPP/2018, PLG ID: 7205, 56625/SDPP/2018, PLG ID: 7706, 57606/SDPP/2018, PLG ID: 7708, 57647/SDPP/2018, PLG ID: 7708, 57687/SDPP/2018, PLG ID: 7708, 58256/SDPP/2018, PLG ID: 3846, 62561/SDPP/2019, PLG ID: 8867, 62745/SDPP/2015, PLG ID: 3023, 64730/SDPP/2019, PLG ID: 8837, 67468/SDPP/2020, PLG ID: 3813, 67633/SDPP/2020, PLG ID: 3813, 67791/SDPP/2020, PLG ID: 3813, 75164/SDPP/2021, PLG ID: 3813, 76669/SDPP/2021, PLG ID: 12425

PLG ID: 4334: 39689/SDPP/2015, 58869/SDPP/2018, 60544/SDPP/2019, 62463/SDPP/2019, 62481/SDPP/2019, 62617/SDPP/2019, 62636/SDPP/2019, 62825/SDPP/2019, 62826/SDPP/2019, 62827/SDPP/2019, 62828/SDPP/2019, 62957/SDPP/2019, 62958/SDPP/2019, 63076/SDPP/2019, 63077/SDPP/2019, 63078/SDPP/2019, 63079/SDPP/2019, 63080/SDPP/2019, 63081/SDPP/2019, 63082/SDPP/2019, 63128/SDPP/2019, 63129/SDPP/2019, 63130/SDPP/2019, 63131/SDPP/2019, 63132/SDPP/2019, 63133/SDPP/2019, 63134/SDPP/2019, 63135/SDPP/2019, 63136/SDPP/2019, 63137/SDPP/2019, 63138/SDPP/2019, 63139/SDPP/2019, 63140/SDPP/2019, 63141/SDPP/2019, 63142/SDPP/2019,

[illegible]

Israel

MoC:

[illegible]

[illegible]

[illegible]

Jamaica

This product contains a Type Approved Module by Jamaica.

SMA Approval Identifier:

[illegible]

Jordan

TRC no.:

[illegible]

TRC/LPD/2018/272, TRC/LPD/2018/274, TRC/LPD/2018/382, TRC/LPD/2018/399, TRC/LPD/2018/489, TRC/LPD/2018/528, TRC/LPD/2018/529, TRC/LPD/2019/47, TRC/LPD/2019/152, TRC/LPD/2019/153, TRC/LPD/2019/155, TRC/LPD/2019/227, TRC/LPD/2019/244, TRC/LPD/2019/256, TRC/LPD/2021/216

TRC/SS/2013/66, TRC/SS/2014/127, TRC/SS/2015/221, TRC/SS/2015/222, TRC/SS/2016/476, TRC/SS/2019/212, TRC/[illegible]/2020, TRC/[illegible]/2022, TRC/[illegible]/2023, TRC/[illegible]/2023, TRC/[illegible]/2023, TRC/24[illegible]/2023, TRC/[illegible]/2023.

TRC No.: TA/[illegible] 190, 1156, 1203, 2399, 2748, 2926, 2931, 3338, 3339, 3475, 3312, 3536, 3512, 3641, 3680, 3681, 3703, 4215, 4250, 4452, 4487, 4549, 4554, 4555, 5616, 5621, 5649, 5653, 5894, 5898, 5974, 5976, 5977, 6062, 6435, 7232, 7246, 7318, 7716, 7777, 8007, 8143, 8184, 8200, 8225, 8226, 8227, 8230, 8278, 8281, 8640, 8677, 8680, 8768, 8910, 9166, 9229, 9246, 9313, 9452, 9585, 9851, 11126, 10954, 10888, 10751, 10754, 11026, 11078, [illegible]

Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNGEA/SHH/CA, 125/ART/DG/DT/SDNGEA/SHH/CA, 137/ART/DG/DT/SDNA/SHH/CA1, 139/ART/DG/DT/SDNA/SHH/CA1, 152/ART/DG/DT/SDNA/SHH/CA1, 167/ART/DG/DT/SDNA/SHH/CA1, 170/ART/DG/DT/SDNA/SHH/CA2, 172/ART/DG/DT/SDNA/SHH/CA2, 271/ART/DG/DT/SDNA/SHH/CA2, 274/ART/DG/DT/SDNA/SHH/CA2, 287/ART/DG/DT/SDNA/SHH/CA2, 294/ART/DG/DT/SDNA/SHH, 301/ART/DG/DT/SDNGEA/SHH/CA, 305/ART/DG/DT/SDNA/SHH/CA1, 309/ART/DG/DT/SDNA/SHH/CA1, 318/ART/DG/DT/SDNA/SHH/CA2, 428/ART/DG/DT/SDNA/SHH/CA1, 438/ART/DG/DT/SDNGEA/SHH, 444/ART/DG/DT/SDNGEA/SHH, 464/ART/DG/DT/SDNA/SHH, 469/ART/DG/DT/SDNA/SHH/CA2, 475/ART/DG/DT/SDNA/SHH/CA2, 582/ART/DG/DT/SDNA/SHH/CA2, 614/ART/DG/DT/SDNA/SHH/CA2, 628/ART/DG/DT/SDNA/SHH/CA1, 632/ART/DG/DT/SDNA/SHH/CA1, 720/ART/DG/DT/SDNA/SHH/CA2, 722/ART/DG/DT/SDNA/SHH/CA2, 726/ART/DG/DT/SDNA/SHH/CA2, 734/ART/DG/DT/SDNA/SHH/CA2, 776/ART/DG/DT/SDNA/SHH/CA1, 788/ART/DG/DT/SDNGEA/SHH/CA, 891/ART/DG/DT/SDNA/SHH/CA2, 906/ART/DG/DT/SDNA/SHH/CA2, 972/ART/DG/DT/SDNA/SHH/CA1, 1129/ART/DG/DT/SDNGEA/SHH/CA, 1151/ART/DG/DT/SDNGEA/SHH, 1789/ART/DG/DT/SDNGEA/SHH, 1150/ART/DG/DT/SDNGEA/SHH, 1152/ART/DG/DT/SDNGEA/SHH, 135/ART/DG/DT/SDNGEA/SHH, 209/ART/DG/DT/SDNGEA/SHH, 295/ART/DG/DT/SDNGEA/SHH, 442/ART/DG/DT/SDNGEA/SHH, 655/ART/DG/DT/SDNGEA/SHH, 656/ART/DG/DT/SDNGEA/SHH, 664/ART/DG/DT/SDNGEA/SHH, 2784/ART/DG/DT/SDNGEA/SHH, 834/ART/DG/DT/SDNGEA/SHH, 837/ART/DG/DT/SDNGEA/SHH, 942/ART/DG/DT/SDNGEA/SHH, 36/ART/DG/DT/SDNGEA/SHH, 79/ART/DG/DT/SDNGEA/SHH

Malaysia

CIDF[illegible], CIDF[illegible], CIDF[illegible], [illegible], [illegible]

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[illegible]

Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

[illegible]

MR 19764ANRT2019_15.03.2019, MR 20839ANRT2019_11.09.2019, MR 20901ANRT2019_11.09.2019, MR 20902ANRT2019_11.09.2019, MR 20944ANRT2019_19.09.2019, MR 21573ANRT2019_26.11.2019, MR 21674ANRT2019_18.11.2019, MR 21807ANRT2019_25.12.2019, MR 22493ANRT2020_26.02.2020, MR 23231ANRT2020_26.05.2020, MR 23902ANRT2020_16.03.2020, MR 24001ANRT2020_11.03.2020, MR 24186ANRT2020_20.07.2020, MR 25402ANRT2020_14.10.2020, MR 26081ANRT2020_23.10.2020, MR 26443ANRT2020_12.11.2020, MR 27808ANRT2021_19.04.2021, MR 30477ANRT2021_16.11.2021, MR 31226ANRT2022_06.01.2022, MR 29626ANRT2021_02.08.2021, MR 30406ANRT2021_26.10.2021, MR 30454ANRT_ MR 30477ANRT2021_16.11.2021, MR 30377ANRT2021_26.10.2022, MR 8106ANRT2013_26.10.2022, MR 9186ANRT2014_26.10.2022, MR 9668ANRT2014_26.10.2022, MR 11264ANRT2016_27.10.2022, MR 17520ANRT2018_27.10.2022, MR 9126ANRT2014_27.10.2022, MR 35364ANRT2022_23.11.2022, MR 35482ANRT2022_23.11.2022, MR 35507ANRT2022_23.11.2022, MR 35595ANRT2022_23.11.2022, MR 26711ANRT2023_30.03.2023, MR 25402ANRT2020_14.10.2020, MR 31775ANRT2022_17.02.2022.

Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément:

0575/ARE/2016_29.11.2016, 610/ARE/2017_03.05.2017, 0611/ARE/2017_03.05.2017, 0483/ARE/2018_05.04.2018, 0491/ARE/2018_15.05.2018, 0495/ARE/2018_16.05.2018, 0514/ARE/2018_19.06.2018, 0519/ARE/2018_19.06.2018, 0520/ARE/2018_19.06.2018, 0523/ARE/2018_19.07.2018, 0524/ARE/2018_19.07.2018, 0525/ARE/2018_19.07.2018, 0537/ARE/2018_30.07.2018, 0538/ARE/2018_30.07.2018, 0542/ARE/2018_06.08.2018, 0587/ARE/2018_04.12.2018, 0588/ARE/2018_04.12.2018, 0591/ARE/2018_05.12.2018, 0597/ARE/2018_13.12.2018, 0598/ARE/2018_13.12.2018, 0646/ARE/2019_25.02.2019, 0663/ARE/2019_30.04.2019, 0664/ARE/2019_30.04.2019, 0656/ARE/2019_30.04.2019, 0666/ARE/2019_27.05.2019, 0665/ARE/2019_27.05.2019, 0667/ARE/2019_27.05.2019, 0712/ARE/2019_06.11.2019, 0713/ARE/2019_06.11.2019, 0762/ARE/2020_20.01.2020, 0796/ARE/2020_11.05.2020, 0859/ARE/2020_21.09.2020, 0860/ARE/2020_21.09.2020, 0869/ARE/2020_17.11.2020, 0685/ARE/2019_16.11.2022, 0874/ARE/2020_26.11.2020, 0971/ARE/2021_20.07.2021, 0979/ARE/2021_09.08.2021, 1126/ARE/2022_27.06.2022, 1127/ARE/2022_27.06.2022, 1173/ARE/2022_17.10.2022, 242/ARE/2024_14.02.2024

Mexico

NYCE: NYC-2202CE15067, NYC-2102CE19765, NYC-2202CE21985, NYC-2202CE14311, NYC-2202CE16336, NYC-2202CE16305, NYC-1807144A-21, NYC-2202CE22126, NYC-2202CE22129, NYC-2202CE22446, NYC-2202CE22232, NYC-2102CE19765, NYC-2202CE21270

ANCE: ANC2102C00017699, ANC2201C00034631, ANC2201C00034571

UL: ULM-NOM-10528, ULM-NOM-10528, ULM-NOM-10531

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015, IFT/223/UCS/DG-AUSE/10009/2021, IFT/223/UCS/DG-AUSE/9787/2021, IFT/223/UCS/DG-AUSE/9788/2021, IFT/223/UCS/DG-AUSE/9791/2021, IFT/223/UCS/DG-AUSE/9792/2021, IFT/223/UCS/DG-AUSE/9786/2021, IFT/223/UCS/DG-AUSE/9788/2021, IFT/223/UCS/DG-AUSE/0029/2021, IFT/223/UCS/DG-AUSE/7077/2020, IFT/223/UCS/DG-AUSE/4918/2022, IFT/223/UCS/DG-AUSE/4417/2022, IFT/223/UCS/DG-AUSE/1951/2022, IFT/223/UCS/DG-AUSE/2256/2022, IFT/223/UCS/DG-AUSE/2536/2022, IFT/223/UCS/DG-AUSE/1766/2022, IFT/223/UCS/DG-AUSE/3459/2022, IFT/223/UCS/DG-AUSE/3672/2022, IFT/223/UCS/DG-AUSE/4769/2022, IFT/223/UCS/DG-AUSE/1540/2022, IFT/223/UCS/DG-AUSE/3124/2022, IFT/223/UCS/DG-AUSE/4888/2022, IFT/223/UCS/DG-AUSE/4887/2022, IFT/223/UCS/DG-AUSE/4651/2022, IFT/223/UCS/DG-AUSE/[illegible]/2022, IFT/223/UCS/DG-AUSE/4410/2022

RCPAPAW21-4222, RCPAPRI18-2065, RCPMORI21-0911, RCPMOPR18-1883, RCPEGLR19-3208, RCPMOLR16-4120

[illegible]

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.

Mongolia

[illegible]

ID: [illegible]

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSB/WW/TA/CERT/: [illegible]

NCC/TSB/TA/VOL: [illegible]

Oman

[illegible]

Pakistan

Pakistan Telecom Authority (TAC No.)

Approved by PTA (2015), Approved by PTA (2016), Approved by PTA (2018), Approved by PTA (2020), Approved by PTA,...

[illegible]

Paraguay

CONATEL PY

[illegible]

1257/2019, 1258/2019

Este vehículo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay: Llave inalámbrica Marca HELLA, Modelo FS24. Fabricado por HELLA Germany

Philippines

NTC Type Approved No.:

[illegible]

[illegible]

Qatar

[illegible]

[illegible]

CRA/SA/2018/R-7213, CRA/SA/2018/R-7214, CRA/SA/2018/R-7262, CRA/SA/2018/R-7263, CRA/SA/2019/R-7728

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Rwanda

RURA/ICT/SHD/2019/LL26_24.10.2019, RURA/ICT/SHD/2019/LL28_21.11.2019, RURA/ICT/SHD/2020/LL1069, RURA/ICT/SHD/2020/LL759_20.05.2020, RURA/ICT/SHD/2020/LL997_24.09.2020,

RURA/ICT/AUT/20214895_17.11.2020, RURA/ICT/AUT/20214922_17.11.2020, RURA/ICT/AUT/21016696_20.06.2021, RURA/ICT/AUT/22017215_21.07.2021, RURA/ICT/AUT/22017264_30.07.2021, RURA/ICT/AUT/22017685_30.08.2021, RURA/ICT/AUT/22019662_22.11.2021, RURA/ICT/AUT/21146281_15.01.2022, RURA/ICT/AUT/21149791_18.02.2022, RURA/ICT/AUT/22026765_25.10.2022, RURA/ICT/AUT/22027016_28.10.2022, RURA/ICT/AUT/22027461_14.11.2022, RURA/ICT/AUT/22027457_15.11.2022,

024HD/ICT/RURA/018_13.03.2018, 059HD/ICT/RURA/018_19.03.2018, 161HD/ICT/RURA/019_17.04.2019, 192HD/ICT/RURA/018_13.04.2018, 265HD/ICT/RURA/018_22.05.2018, 266HD/ICT/RURA/018_22.05.2018, 277HD/ICT/RURA/019_13.06.2019, 276HD/ICT/RURA/017_25.07.2017, 279HD/ICT/RURA/019_13.06.2019, 319HD/ICT/RURA/018_09.06.2018, 334HD/ICT/RURA/018_14.06.2018, 339HD/ICT/RURA/018_16.06.2018, 340HD/ICT/RURA/017_22.08.2017, 348HD/ICT/RURA/019_10.05.2019, 349HD/ICT/RURA/018_22.06.2018, 355HD/ICT/RURA/018_22.06.2018, 356HD/ICT/RURA/018_22.06.2018, 357HD/ICT/RURA/018_22.06.2018, 366HD/ICT/RURA/018_29.06.2018, 399HD/ICT/RURA/019_24.06.2019, 411HD/ICT/RURA/018_03.07.2018, 433HD/ICT/RURA/019_19.06.2019, 444HD/ICT/RURA/019_19.06.2019, 448HD/ICT/RURA/018_27.07.2018, 449HD/ICT/RURA/018_27.07.2018, 559HD/ICT/RURA/018_14.09.2018, 657HD/ICT/RURA/018_11.10.2018, 664HD/ICT/RURA/019_11.09.2019, 666HD/ICT/RURA/019_11.09.2019, 712HD/ICT/RURA/018_04.12.2018, 742HD/ICT/RURA/018_14.12.2018, 1350HD/ICT/RURA/019_06.12.2019.

Zambia

Type Approval Ref:

ZMB/ZICTA/TA/2015/1/20, ZMB/ZICTA/TA/2015/3/21, ZMB/ZICTA/TA/2015/10/19, ZMB/ZICTA/TA/2015/12/3, ZMB/ZICTA/TA/2015/12/9, ZMB/ZICTA/TA/2016/1/2, ZMB/ZICTA/TA/2016/11/1, ZMB/ZICTA/TA/2016/9/21, ZMB/ZICTA/TA/2017/4/7, ZMB/ZICTA/TA/2017/6/17, ZMB/ZICTA/TA/2017/9/21, ZMB/ZICTA/TA/2018/6/24, ZMB/ZICTA/TA/2018/6/20, ZMB/ZICTA/TA/2018/3/18, ZMB/ZICTA/TA/2018/6/29, ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41, ZMB/ZICTA/TA/2018/9/18, ZMB/ZICTA/TA/2018/10/12, ZMB/ZICTA/TA/2018/10/13, ZMB/ZICTA/TA/2018/10/16, 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/2018/10/22, 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/2018/12/1A, ZMB/ZICTA/TA/2019/2/46, ZMB/ZICTA/TA/2019/2/45, ZMB/ZICTA/TA/2019/3/23, ZMB/ZICTA/TA/2019/3/37, ZMB/ZICTA/TA/2019/4/8, ZMB/ZICTA/TA/2019/5/11, ZMB/ZICTA/TA/2019/6/11, ZMB/ZICTA/TA/2019/7/7, ZMB/ZICTA/TA/2019/11/47, ZMB/ZICTA/TA/2019/11/48, ZMB/ZICTA/TA/2020/2/15, ZMB/ZICTA/TA/2020/7/123, ZMB/ZICTA/TA/2020/10/51, ZMB/ZICTA/TA/2020/10/57, ZMB/ZICTA/TA/2020/11/18, ZMB/ZICTA/TA/2021/1/45, ZMB/ZICTA/TA/2021/7/48, ZMB/ZICTA/TA/2021/8/104, ZMB/ZICTA/TA/2021/9/17.

[illegible]

Senegal

[illegible]

[illegible]

[illegible]

Serbia

[illegible]

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Singapore

Complies with
IMDA Standards
BD104682

[illegible]

[illegible]

[illegible]

[illegible]

South Africa

ICASA APPROVED:

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Thailand

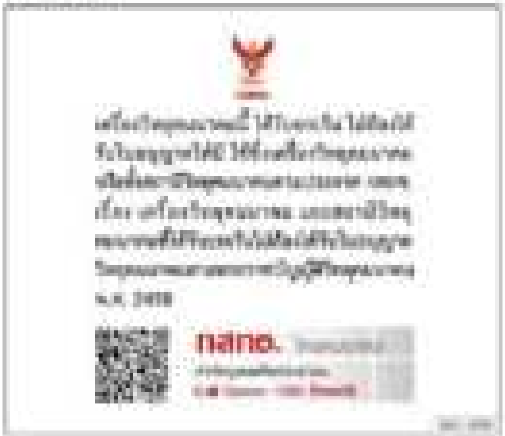

Fig. 83 Identification in accordance with Radiocommunications Act

1. [illegible]
2. [illegible]

NBTC ID: A57003-17, A57004-16, A57004-17, A57005-16, A57006-[illegible], A57006-[illegible], A57006-[illegible], A57008-16, A57009-16, A57012-16, [illegible]

Türkiye

For declarations of conformity, see [illegible].

Further information on radio systems:

Countries outside the US that approve and permit radio systems in accordance with US FCC guidelines:

FCC ID: [illegible], FCC ID: [illegible], FCC ID: [illegible], FCC ID: [illegible], FCC ID: [illegible],
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FCC ID: 2AOMZ17101031, FCC ID: 2AOMZ17100032, FCC ID: 2AOMZ17101033, FCC ID: 2AOMZ17101034,
FCC ID: 2AOMZ17101041, FCC ID: 2AOMZ17100042, FCC ID: 2AOMZ17101044, FCC ID: 2AOMZ17101051,
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Interference statement

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.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

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.

FCC Class B digital device notice

NOTE: This equipment 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 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.

Ukraine

For declarations of conformity, see [illegible]

Further information on radio systems

United Arab Emirates

TRA REGISTERED No.: DEALER No.

[illegible]
[illegible]
[illegible]
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[illegible]
[illegible]
[illegible]

[illegible]

Vietnam

ICT

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and country-dependent equipment. All data in the official vehicle documents always takes precedence.

The official vehicle documents show which drive and which power output your vehicle has.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver 75 kg (approx. 165 lbs), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

– Passengers.

– All luggage inside and outside of the vehicle.

– Add-on parts.

– 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 on the B-pillar on the driver side ⇒ Safety certificate, ⇒ Type plate.

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle ⇒ Type plate or on the safety certificate ⇒ Safety certificate always have priority.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to around 1,000 m (approx. 3,300 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,300 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 increase of meters in height gained over a distance of 100 (approx. 330 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 following sample vehicle identification numbers are used to demonstrate the structure.

Group	①			②			③		④	⑤	⑥	⑦					
Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	E	1	Z	M	E	4	0	0	9	5	1
	W	V	W	A	[illegible]	2	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	0	0	0	0	1

①Vehicle manufacturer identifier

WVW

Volkswagen Passenger Cars

WVG

Volkswagen Passenger Cars

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

XW8

LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MME

Garuda Mataram Motor (Indonesia)

②Filler characters; the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

③Vehicle class and model:

E1

ID.3

3H

Arteon

5T	Touran
AW	Polo
AC	T-Roc Cabriolet
BV	Golf
CB	Passat
CA	Atlas
CR	Touareg

Depending on manufacturer, the digits 7 to 9 can also contain information on the fuel type(7) and vehicle class (8 and 9).

④ Filler characters or check digit: the filler characters or check digits may differ depending on the manufacturer.

⑤ VIN index per model year

P	2023
R	2024
S	2025
T	2026
V	2027

⑥ Production location, manufacturing plant

C

Volkswagen Chattanooga Plant

B

Volkswagen Brussels Plant

E

Volkswagen Emden Plant

K

Volkswagen Osnabrück Plant
Or: Volkswagen Kaluga Plant

H

Volkswagen Hanover Plant

P

Volkswagen Dresden Plant

S

Volkswagen Pune Plant

U

Volkswagen Uitenhage Plant

V

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

The letters assigned to the production locations may differ on a vehicle-specific basis or may have a double assignment.

⑦ Sequential production number in a model year.

Position of the vehicle identification number

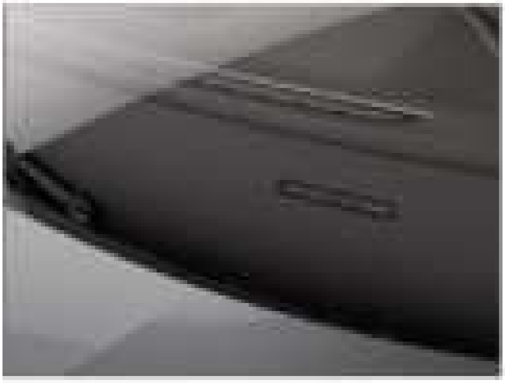

Fig. 1 In the windscreen: vehicle identification number.

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.

For some models, depending on the Infotainment system version, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number can also be found on the type plate.

Depending on model, country and engine, the vehicle identification number may also be stamped at one of the following locations:

– In the engine compartment in the right water drainage channel.

– In the engine compartment on the right suspension turret.

– In the engine compartment close to the bonnet hinge on the right side of the vehicle.

– Behind the right front seat under the floor covering.

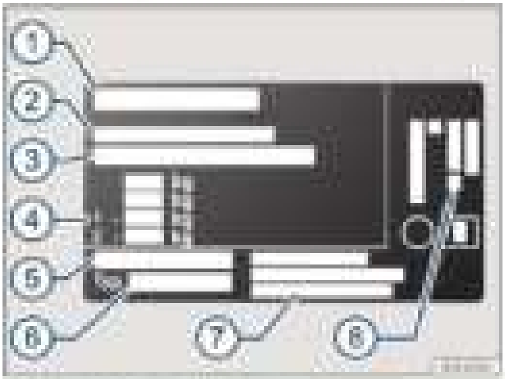

Fig. 2 Type plate (illustration): content 1.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

① Manufacturer code.

② Type approval.

③ Vehicle identification number.

④ Gross vehicle weight rating.

Gross combination weight rating (vehicle plus trailer).

Gross front axle weight rating.

Gross rear axle weight rating.

⑤ Type approval number, country-specific.

⑥ Vehicle type.

⑦ Manufacturer's address.

⑧ Engine code.

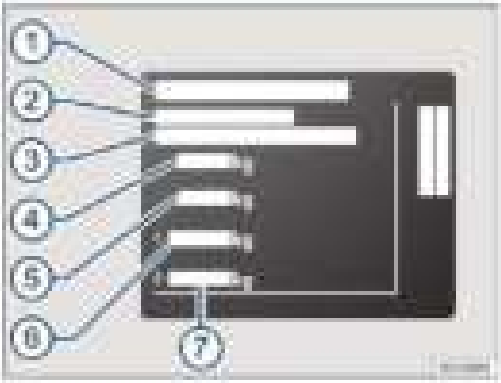

Fig. 3 Type plate (illustration): version 1.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

① Manufacturer code.

② Type approval.

③ Vehicle identification number.

④ Gross vehicle weight rating.

⑤ Gross combination weight rating (vehicle plus trailer).

⑥ Gross front axle weight rating.

⑦ 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

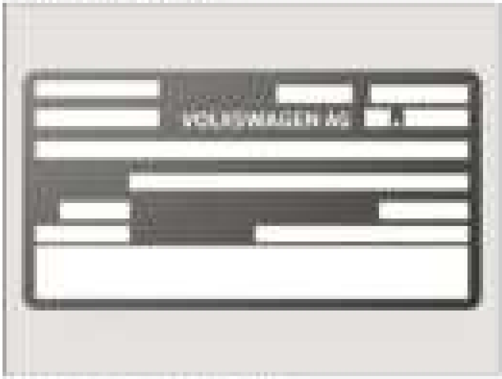

Fig. 1 Safety certificate (illustration)

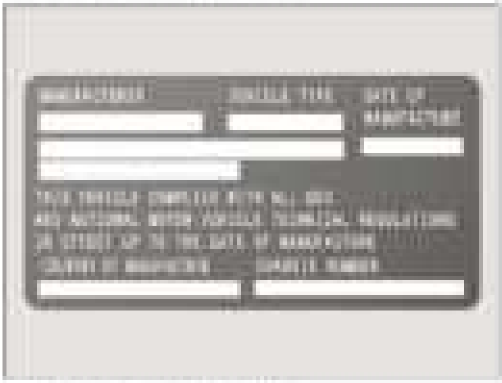
MANUFACTURER
VEHICLE TYPE
DATE OF MANUFACTURE
THIS VEHICLE COMPLIES WITH ALL GCC
AND NATIONAL MOTOR VEHICLE TECHNICAL REGULATIONS
IN EFFECT UP TO THE DATE OF MANUFACTURE
COUNTRY OF MANUFACTURE
CHASSIS NUMBER

Fig. 2 Safety certificate (illustration)

A safety certificate on the door pillar in the driver door shows the following information:

– Vehicle type.

– Manufacturer.

– Date of manufacture.

– Country of manufacture.

– Vehicle identification number.

Dimensions

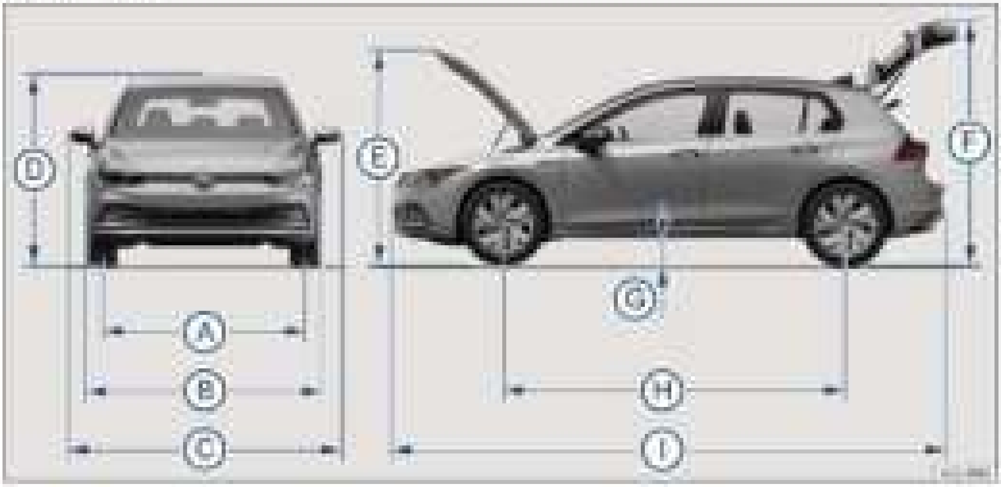

Fig. 2 Vehicle dimensions.

The data in the table applies to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Information on the composition of the weights can be found in section → Technical data.

Golf

Key to Fig. 2:			
A	Front track	mm	1533 – 1549
	Rear track	mm	1513 – 1519
B	Width	mm	1789
C	Width from exterior mirror to exterior mirror	mm	2073
D	Height to the upper edge of the roof at kerb weight	mm	1456
	Height at kerb weight with GPS aerial	mm	1476
E	Height with open bonnet at kerb weight	mm	1742
F	Height with open boot lid at kerb weight	mm	2011
G	Ground clearance between the axles at kerb weight	mm	136
H	Wheelbase with full load	mm	2627
	Maximum turning circle diameter	m	10.9
I	Length from bumper to bumper	mm	4284 – 4287

I	Length with a factory-fitted towing bracket	max.	4408

Golf TGI

Key to *Fig. 1*			
Ⓐ	Front track	mm	1546 - 1538
	Rear track	mm	1520 - 1518
Ⓑ	Width	mm	1799
Ⓒ	Width from exterior mirror to exterior mirror	mm	2073
Ⓓ	Height to the upper edge of the roof at kerb weight	mm	1446
	Height at kerb weight with GPS aerial	mm	1465
Ⓔ	Height with open bonnet at kerb weight	mm	1746
Ⓕ	Height with open boot lid at kerb weight	mm	2000
Ⓖ	Ground clearance between the axles at kerb weight	mm	136
Ⓗ	Wheelbase with full load	mm	2620
	Minimum turning circle diameter	m	10.9
Ⓘ	Length from bumper to bumper	mm	4286
Ⓘ	Length with a factory-fitted towing bracket	mm	4408

Golf GTI

Key to *Fig. 1*			
Ⓐ	Front track	mm	1535 - 1544
	Rear track	mm	1516 - 1526
Ⓑ	Width	mm	1799
Ⓒ	Width from exterior mirror to exterior mirror	mm	2073
Ⓓ	Height to the upper edge of the roof at kerb weight	mm	1436 - 1437
	Height at kerb weight with GPS aerial	mm	1455 - 1456
Ⓔ	Height with open bonnet at kerb weight	mm	1734 - 1732
Ⓕ	Height with open boot lid at kerb weight	mm	1999 - 2001
Ⓖ	Ground clearance between the axles at kerb weight	mm	135 - 136
Ⓗ	Wheelbase with full load	mm	2627 - 2628
	Minimum turning circle diameter	m	10.9
Ⓘ	Length from bumper to bumper	mm	4287 - 4293
Ⓘ	Length with a factory-fitted towing bracket	mm	4408

Tank capacities

Golf GTD

Key to Fig. 2			
Ⓐ	Front track	mm	1535 - 1549
	Rear track	mm	1516 - 1520
Ⓑ	Width	mm	1799
Ⓒ	Width from exterior mirror to exterior mirror	mm	2074
Ⓓ	Height to the upper edge of the roof at kerb weight	mm	1442
	Height at kerb weight with GPS aerial	mm	1453
Ⓔ	Height with open bonnet at kerb weight	mm	1733
Ⓕ	Height with open boot lid at kerb weight	mm	1998
Ⓖ	Ground clearance between the axles at kerb weight	mm	131
Ⓗ	Wheelbase with full load	mm	2626
	Minimum turning circle diameter	m	10.9
Ⓘ	Length from bumper to bumper	mm	4287

Ⓙ	Length with a factory-fitted towing bracket	mm	4403

Golf R

Key to Fig. 2			
Ⓐ	Front track	mm	1539 - 1541
	Rear track	mm	1516 - 1518
Ⓑ	Width	mm	1799
Ⓒ	Width from exterior mirror to exterior mirror	mm	2074
Ⓓ	Height to the upper edge of the roof at kerb weight	mm	1452
	Height at kerb weight with GPS aerial	mm	1451
Ⓔ	Height with open bonnet at kerb weight	mm	1729
Ⓕ	Height with open boot lid at kerb weight	mm	1999
Ⓖ	Ground clearance between the axles at kerb weight	mm	131
Ⓗ	Wheelbase with full load	mm	2628
	Minimum turning circle diameter	m	10.9
Ⓘ	Length from bumper to bumper	mm	4295

The fuel tank has the following capacity:

— approx. 45 l (12 gal) for engines up to 140 kW and R model

— approx. 50 l (13.2 gal) for engines from 140 kW

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the tank gauge indicates that the tank is empty. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

2.0 l, 4-cylinder TFSI®, 245 kW, petrol engine

Engine overview

Power output	kW	245 at 5600 – 6500 rpm
Engine code		DNFF
Maximum torque	Nm	420 at 2100 – 5500 rpm
Gearbox		DSG®7 4MOTION
Maximum speed	km/h	270

Weights and axle loads

Kerb weight with driver (⇒ Technical data)	kg	[illegible]
Gross vehicle weight rating	kg	2030
Gross front axle weight rating	kg	1110
Gross rear axle weight rating	kg	970

NOTICE

Trailer towing is not permitted for this engine version.

1.0 l, 3-cylinder TSI®, 66 kW, petrol engine

Engine overview

Power output	kW	66 at 5000 rpm
Engine code		DLAB
Maximum torque	Nm	175 at 1500 – 4000 rpm
Gearbox		MG5
Maximum speed	km/h	180

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1264
Gross vehicle weight rating	kg	1730
Gross front axle weight rating	kg	920
Gross rear axle weight rating	kg	860

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1100
Maximum trailer weight braked, gradients up to 8 %	kg	1300
Maximum trailer weight unbraked	kg	620
Maximum permitted gross combination weight	kg	2830
Maximum permissible drawbar load	kg	80

Load for rear carrier systems ⇒ Bicycle carrier

1.0 l, 3-cylinder TSI®, 81 kW, petrol engine

Engine overview

Power output	kW	81 at 5500 rpm	
Engine code		DLAA	
Maximum torque	Nm	200 at 2000 – 3000 rpm	
Gearbox		MQ6	DSG®7, mild hybrid
Maximum speed	km/h	202	202

Weights and axle loads

Gearbox		MQ6	DSG®7, mild hybrid
Kerb weight with driver ⇒ Technical data	kg	1261	1305
Gross vehicle weight rating	kg	1770	1810
Gross front axle weight rating	kg	960	980
Gross rear axle weight rating	kg	880	880

Maximum trailer weights

Gearbox		MQ6	DSG®7, mild hybrid
Maximum trailer weight braked, gradients up to 12 %	kg	1400	1400
Maximum trailer weight braked, gradients up to 8 %	kg	1500	1500
Maximum trailer weight unbraked	kg	630	650
Maximum permitted gross combination weight, gradients up to 12 %	kg	3170	3210
Maximum permitted gross combination weight, gradients up to 8 %	kg	3270	3310
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems ↗ Bicycle carrier)

1.6 l, 4-cylinder, 81 kW, petrol engine

Engine overview

Power output	kW	81 at 5800 rpm
Engine code		DWYA
Maximum torque	Nm	152 at 3800 – 4000 rpm
Gearbox		AG6
Maximum speed	km/h	–

Weights and axle loads

Kerb weight (without driver ↗ Technical data)	kg	1283
Gross vehicle weight rating	kg	1750
Gross front axle weight rating	kg	990
Gross rear axle weight rating	kg	860

NOTICE

Trailer towing is not permitted for this engine version.

1.5 l, 4-cylinder TSI®, 96 kW, petrol engine

Engine overview

Power output	kW	96 at 5000 – 6000 rpm	
Engine code		DPBA	
Maximum torque	Nm	200 at 1400 – 4000 rpm	
Gearbox		MQ6	DSG®, mild hybrid
Maximum speed	km/h	214	213

Weights and axle loads

Gearbox		MQ6	DSG®, mild hybrid
Kerb weight with driver ⇒ Technical data	kg	1307	1350
Gross vehicle weight rating	kg	1860	1840
Gross front axle weight rating	kg	980	1000
Gross rear axle weight rating	kg	890	890

Maximum trailer weights

Gearbox		MQ6	DSG®, mild hybrid
Maximum trailer weight braked, gradients up to 12 %	kg	1400	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	650	670
Maximum permitted gross combination weight, gradients up to 12 %	kg	3200	3240
Maximum permitted gross combination weight, gradients up to 8 %	kg	3500	3240
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems (⇒ Bicycle carrier)

1.4 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 - 6000 rpm	
Engine code		DJKA	
Maximum torque	Nm	250 at 1500 - 3500 rpm	
Gearbox		AQ8	MQ6
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		AQ8	MQ6
Kerb weight with driver (⇒ Technical data)	kg	1354	1326
Gross vehicle weight rating	kg	1820	1790
Gross front axle weight rating	kg	980	950
Gross rear axle weight rating	kg	890	900

Maximum trailer weights

Gearbox		AGA	MGA
Maximum trailer weight braked, gradients up to 12 %	kg	1500	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	670	660
In Australia: maximum trailer weight unbraked	kg	600	660
Maximum permitted gross combination weight, gradients up to 12%	kg	3420	3290
Maximum permitted gross combination weight, gradients up to 8 %	kg	3520	3490
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems ⇒ Rack carriers

1.5 l, 4-cylinder TSI®, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DPCA
Maximum torque	Nm	250 at 1500 – 3500 rpm
Gearbox		MGA
Maximum speed	km/h	226

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1364
Gross vehicle weight rating	kg	1840
Gross front axle weight rating	kg	970
Gross rear axle weight rating	kg	920

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1700
Maximum trailer weight unbraked	kg	670
Maximum permitted gross combination weight, gradients up to 12%	kg	3560
Maximum permitted gross combination weight, gradients up to 8 %	kg	3760
Maximum permitted drawbar load	kg	80

Load for rear carrier systems ⇒ Bicycle carrier

1.5 l, 4-cylinder TSI®, mild hybrid, 110 kW, petrol engine

Engine overview

Power output	kW	110 at 5000 – 6000 rpm
Engine code		DFYA
Maximum torque	Nm	250 at 1500 – 3500 rpm
Gearbox		DSG®
Maximum speed	km/h	224

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1457
Gross vehicle weight rating	kg	1870
Gross front axle weight rating	kg	980
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1700
Maximum trailer weight unbraked	kg	680
Maximum permitted gross combination weight, gradients up to 12%	kg	3370
Maximum permitted gross combination weight, gradients up to 8 %	kg	3570
Maximum permissible drawbar load	kg	80

Load for rear carrier systems ⇒ Bicycle carrier

2.0 l, 4-cylinder TFSI®, 140 kW, petrol engine

Engine overview

Power output	kW	140 at 4200 - 6000 rpm	
Engine code		DNNA	
Maximum torque	Nm	320 at 1500 - 4100 rpm	
Gearbox		DSG®7	DSG®7 4MOTION
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		DSG®7	DSG®7 4MOTION
Kerb weight with driver ⇒ Technical data	kg	1448	1515
Gross vehicle weight rating	kg	1930	1990
Gross front axle weight rating	kg	1050	1100
Gross rear axle weight rating	kg	930	950

Maximum trailer weights

Gearbox		DSG7	DSG7 quattro
Maximum trailer weight braked, gradients up to 12 %	kg	1500	1700
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1900
Maximum trailer weight unbraked	kg	730	750
Maximum permitted gross combination weight, gradients up to 12%	kg	3460	3660
Maximum permitted gross combination weight, gradients up to 8 %	kg	3760	3860
Maximum permissible drawbar load	kg	80	80

Load for roof carrier systems ⇒ Roof carrier

2.0 l, 4-cylinder TFSI®, 180 kW, petrol engine

Engine overview

Power output	kW	180 at 5000 – 6700 rpm
Engine code		DLB*
Maximum torque	Nm	370 at 1600 – 4500 rpm
Gearbox		DSG7
Maximum speed	km/h	250

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1445
Gross vehicle weight rating	kg	1960
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradient up to 12 %	kg	1600
Maximum trailer weight braked, gradient up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	720
In Australia: maximum trailer weight unbraked	kg	740
Maximum permitted gross combination weight, gradient up to 12%	kg	3940
Maximum permitted gross combination weight, gradient up to 8 %	kg	4140
Maximum permissible drawbar load	kg	80

Load for rear carrier systems (→ Bicycle carrier)

2.0 l, 4-cylinder TFSI®, 180 kW, petrol engine

Engine overview

Power output	kW	180 at 5250 - 6500 rpm	
Engine code		DNPA	
Maximum torque	Nm	370 at 1600 - 4300 rpm	
Gearbox		MQA	0D977
Maximum speed	km/h	250	250

Weights and axle loads

Gearbox		MQ6	DSG7
Kerb weight with driver ⇒ Technical data)	kg	1423	1451
Gross vehicle weight rating	kg	1920	1950
Gross front axle weight rating	kg	1040	1070
Gross rear axle weight rating	kg	930	930

Maximum trailer weights

Gearbox		MQ6	DSG7
Maximum trailer weight braked, gradients up to 12 %	kg	1600	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1800
Maximum trailer weight unbraked	kg	710	720
Maximum permitted gross combination weight, gradients up to 12%	kg	3520	3550
Maximum permitted gross combination weight, gradients up to 8 %	kg	3720	3750
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems ⇒ Rear carrier

2.0 l, 4-cylinder TFSI®, 221 kW, petrol engine

Engine overview

Power output	kW	221 at 5000 – 6500 rpm
Engine code		DNFC
Maximum torque	Nm	400 at 2000 – 5200 rpm
Gearbox		DSG7
Maximum speed	km/h	250

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1440
Gross vehicle weight rating	kg	1950
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	930

Notice

Trailer towing is not permitted for this engine version.

2.0 l, 4-cylinder TFSI®, 235 kW, petrol engine

Engine overview

Power output	kW	235 at 5400 - 6500 rpm
Engine code		DNFF
Maximum torque	Nm	420 at 2100 - 5350 rpm
Gearbox		DSG7 4MOTION
Maximum speed	km/h	250

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1575
Gross vehicle weight rating	kg	2050
Gross front axle weight rating	kg	1140
Gross rear axle weight rating	kg	950

Notice

Trailer towing is not permitted for this engine version.

2.0 l, 4-cylinder TFSI®, 235 kW, petrol engine

Engine overview

Power output	kW	235 at 5600 – 6500 rpm
Engine code		DNFE
Maximum torque	Nm	420 at 2100 – 5400 rpm
Gearbox		DSG® 7 4MOTION
Maximum speed	km/h	250

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1552
Gross vehicle weight rating	kg	2030
Gross front axle weight rating	kg	1120
Gross rear axle weight rating	kg	970

Note

Trailer towing is not permitted for this engine version.

2.0 l, 4-cylinder, TDI®, 85 kW, diesel engine

Engine overview

Power output	kW	85 at 2750 - 4250 rpm
Engine code		DTRD
Maximum torque	Nm	300 at 1600 - 2500 rpm
Gearbox		M6
Maximum speed	km/h	202

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1479
Gross vehicle weight rating	kg	1880
Gross front axle weight rating	kg	1040
Gross rear axle weight rating	kg	890

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	680
Maximum permitted gross combination weight, gradients up to 12%	kg	3380
Maximum permitted gross combination weight, gradients up to 8 %	kg	3680
Maximum permitted drawbar load	kg	80

Load for rear carrier systems ⇒ Bicycle carrier

2.0 l, 4-cylinder, TDI®, 85 kW, diesel engine

Engine overview

Power output	kW	85 at 3250 – 4250 rpm
Engine code		DTRB
Maximum torque	Nm	290 at 1500 – 3250 rpm
Gearbox		DSG7
Maximum speed	km/h	–

Weights and axle loads

Kerb weight with driver ⇒ Technical details	kg	1587
Gross vehicle weight rating	kg	1955
Gross front axle weight rating	kg	1010
Gross rear axle weight rating	kg	990

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1500
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	690
Maximum permitted gross combination weight, gradients up to 12%	kg	3455
Maximum permitted gross combination weight, gradients up to 8 %	kg	3700
Maximum permitted drawbar load	kg	80

Load for rear carrier systems ⇒ [illegible]

2.0 l, 4-cylinder, TDI®, 105 kW, diesel engine

Engine overview

Power output	kW	105 at 3500 - 4000 rpm	
Engine code		CRVC	
Maximum torque	Nm	320 at 1750 - 3000 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight with driver ⇒ Technical data	kg	1460	1480
Gross vehicle weight rating	kg	1990	1950
Gross front axle weight rating	kg	1030	1050
Gross rear axle weight rating	kg	990	990

Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight braked, gradient up to 12 %	kg	1600	1600
Maximum trailer weight braked, gradient up to 8 %	kg	1800	1800
Maximum trailer weight unbraked	kg	690	700
Maximum permitted gross combination weight, gradient up to 12%	kg	3460	3460
Maximum permitted gross combination weight, gradient up to 8 %	kg	3660	3660
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems (→ [illegible])

2.0 l, 4-cylinder, TDI®, 110 kW, diesel engine

Engine overview

Power output	kW	110 at 3250 – 4200 rpm
Engine code		DTTA
Maximum torque	Nm	340 at 1600 – 3000 rpm
Gearbox		MQ6
Maximum speed	mph	–

Weights and axle loads

Kerb weight with driver (→ Technical data)	kg	1415
Gross vehicle weight rating	kg	1910
Gross front axle weight rating	kg	1000
Gross rear axle weight rating	kg	950

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12 %	kg	1600
Maximum trailer weight braked, gradients up to 8 %	kg	1800
Maximum trailer weight unbraked	kg	750
Maximum permitted gross combination weight, gradients up to 12%	kg	3510
Maximum permitted gross combination weight, gradients up to 8 %	kg	3710
Maximum permissible drawbar load	kg	80

Load for rear carrier systems (⇒ Bicycle carrier)

2.0 l, 4-cylinder, TDI®, 110 kW, diesel engine

Engine overview

Power output	kW	110 at 3500 - 4200 rpm	
Engine code		DTTC	
Maximum torque	Nm	360 at 1600 - 2750 rpm	
Gearbox		DSG® 7	DSG® 7 4MOTION
Maximum speed	km/h	–	–

Weights and axle loads

Gearbox		DSG® 7	DSG® 7 4MOTION
Kerb weight with driver ⇒ Technical data	kg	1445	1529
Gross vehicle weight rating	kg	1950	2000
Gross front axle weight rating	kg	1080	1100
Gross rear axle weight rating	kg	920	950

Maximum trailer weights

Gearbox		DSG7	DSG7 4MOTION
Maximum trailer weight braked, gradients up to 12 %	kg	1600	1700
Maximum trailer weight braked, gradients up to 8 %	kg	1800	1900
Maximum trailer weight unbraked	kg	720	750
Maximum permitted gross combination weight, gradients up to 12 %	kg	3550	3700
Maximum permitted gross combination weight, gradients up to 8 %	kg	3750	3900
Maximum permissible drawbar load	kg	80	80

Load for roof carrier systems ⇒ Roof carrier system

2.0 l, 4-cylinder, TDI®, 147 kW, diesel engine

Engine overview

Power output	kW	147 at 3600 – 4200 rpm
Engine code		DTUA
Maximum torque	Nm	400 at 1750 – 3500 rpm
Gearbox		DSG7
Maximum speed	km/h	245

Weights and axle loads

Kerb weight with driver ⇒ Technical data	kg	1464
Gross vehicle weight rating	kg	1950
Gross front axle weight rating	kg	1070
Gross rear axle weight rating	kg	930

Maximum trailer weights

Maximum trailer weight braked, gradient up to 12 %	kg	1400
Maximum trailer weight braked, gradient up to 8 %	kg	1600
Maximum trailer weight unbraked	kg	730
Maximum permitted gross combination weight, gradient up to 12%	kg	3230
Maximum permitted gross combination weight, gradient up to 8 %	kg	3430
Maximum permissible drawbar load	kg	80

Load for rear carrier systems ⇒ *Bicycle carrier*

1.5 l, 4-cylinder, TGI, 96 kW, natural gas engine

Engine overview

Power output	kW	96 at 5000 - 6000 rpm	
Engine code		DHFA	
Maximum torque	Nm	200 at 1400 - 4000 rpm	
Gearbox		MQ6	DQ200
Maximum speed	km/h	–	211

Weights and axle loads

Gearbox		MQ6	DQ200
Kerb weight with driver ⇒ Technical data	kg	1472	1497
Gross vehicle weight rating	kg	1830	1860
Gross front axle weight rating	kg	910	940
Gross rear axle weight rating	kg	930	950

Maximum trailer weights

Gearbox		MQ6	DSG 7
Maximum trailer weight braked, gradients up to 12 %	kg	1400	1400
Maximum trailer weight braked, gradients up to 8 %	kg	1700	1700
Maximum trailer weight unbraked	kg	660	690
Maximum permitted gross combination weight, gradients up to 12%	kg	3210	3240
Maximum permitted gross combination weight, gradients up to 8%	kg	–	3540
Maximum permissible drawbar load	kg	80	80

Load for rear carrier systems ››› [illegible]