









We thank you for buying a Volkswagen vehicle

About this Owner's Manual

Explanation of symbols

-  Indicates a reference to a section within a chapter containing important information and safety warnings  that should always be heeded.
-  The arrow indicates the end of a section.
-  This symbol indicates situations where the vehicle must be stopped as quickly as possible.
-  This symbol indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.
-  Cross-reference to a red, orange, or yellow warning in the same section or on the specified page, pointing out possible risks that can cause serious personal injuries and how to help prevent them.
- 
- 
-  Cross reference to a warning of potential property damage, in the same section or on the specified page.

DANGER

Texts with this symbol contain information regarding hazardous situations which will cause death or severe injuries if ignored.

WARNING

Texts with this symbol contain information regarding hazardous situations which could cause death or severe injuries if ignored.


CAUTION

Texts with this symbol contain information regarding hazardous situations which could cause minor to moderate injuries if ignored.

! NOTICE

Texts with this symbol contain information regarding situations which could cause vehicle damage if ignored.

Texts with this symbol contain information about the environment and how you can help to protect it.

 Texts with this symbol contain supplementary information.

Vehicle overviews

Front view

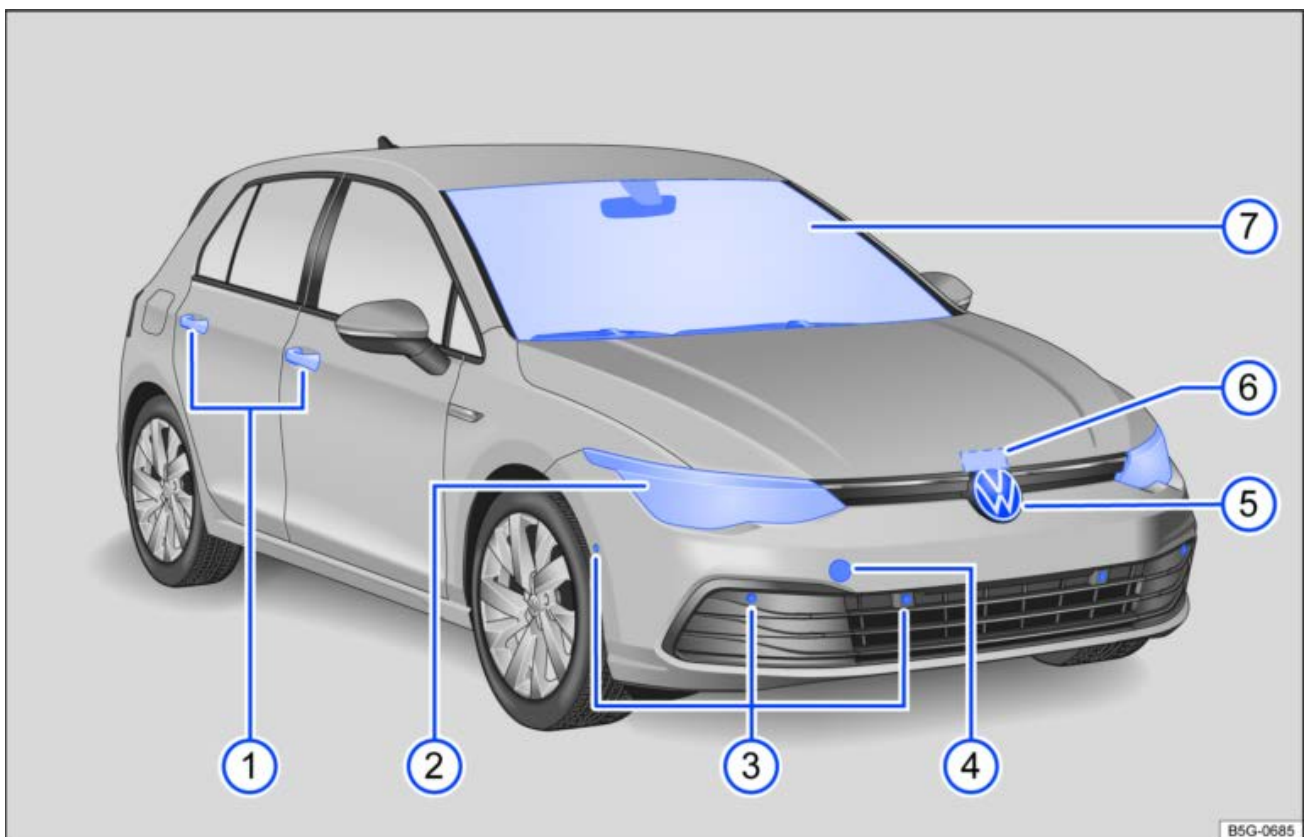


Fig. 1 Front vehicle overview.

Key for *fig. 1* :

- ① Door handle (→ *Doors, Description*)
- ② Headlights (→ *Exterior lighting, Description*)
- ③ Sensors for assistance systems (→ *Vehicle care exterior, Cleaning/care*)
- ④ Behind a cover: mount for towing eye (→ *Vehicle towing, Description*)
- ⑤ Behind the VW emblem: radar sensor for assistance systems (→ *Vehicle care exterior, Cleaning/care*)
- ⑥ Hood release (→ *In the engine compartment, Operation*)

- 7 Windshield:
- With VIN (→ *Technical data, Description*)
 - With windshield wipers (→ *Windshield wipers, Operation*)
 - With camera window for assistance systems (→ *Vehicle care exterior, Cleaning/care*)
 - With rain/light sensor in the rearview mirror area (→ *Rain/light sensor, Description*), (→ *Vehicle care exterior, Cleaning/care*)
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Rear view

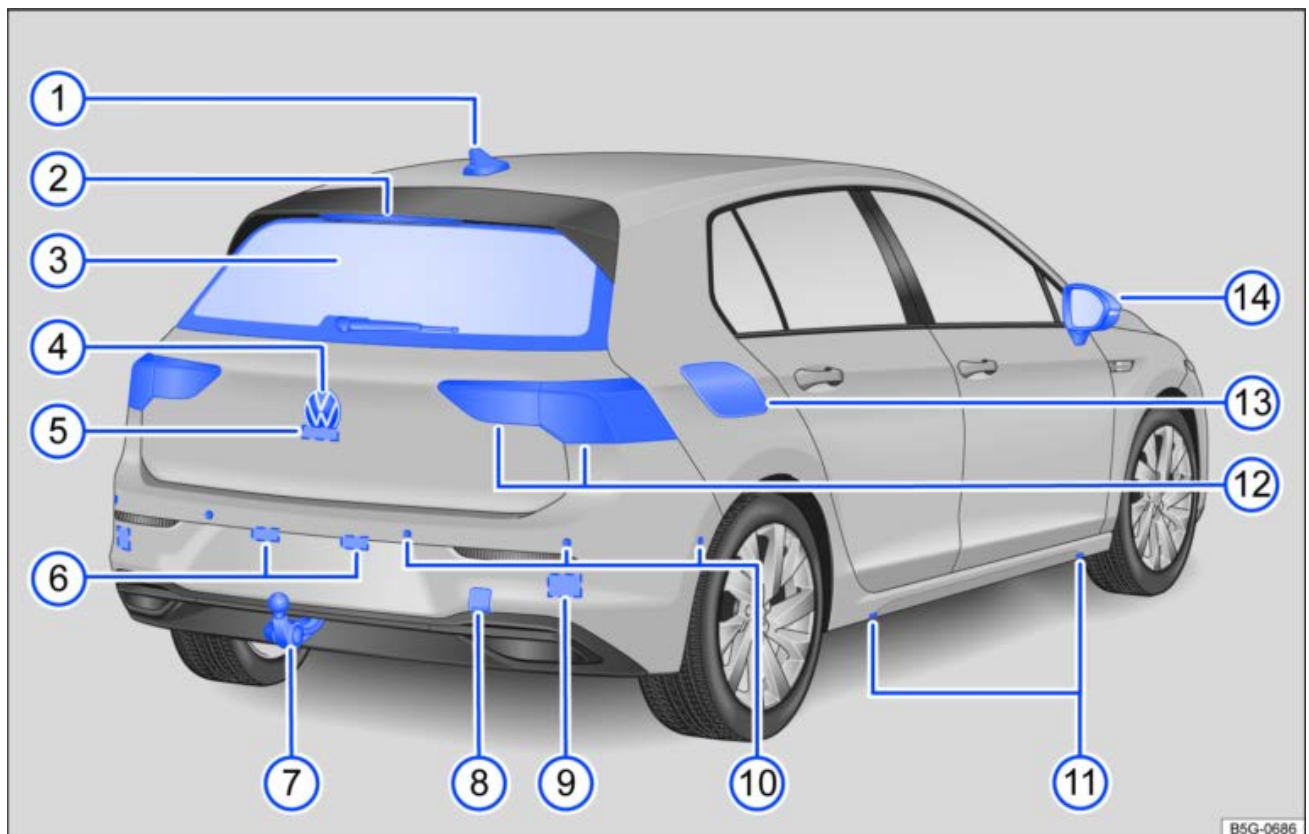


Fig. 1 Rear vehicle overview.

Key for *fig. 1* :

- 1 Roof antenna (→ *Radio reception and antenna, Description*)
- 2 High-mounted brake light
- 3 Rear window:
- With rear window defroster (→ *Heating, air conditioning, cooling, Description*)
 - With rear window wiper (→ *Windshield wipers, Operation*)
 - With window antenna (→ *Radio reception and antenna, Description*)
- 4 Volkswagen emblem for opening the trunk lid (→ *Trunk lid, Description*)
- 5 Parking systems camera area (→ *Rear View Camera system, Description*), (→ *Vehicle care exterior, Cleaning/care*)

- ⑥ Number plate light (→ *Exterior lighting, Description*)
- ⑦ Trailer hitch (→ *Trailer towing, Description*)
- ⑧ Behind a cover: mount for towing eye (→ *Vehicle towing, Description*)
- ⑨ Behind the bumper: radar sensor for assistance systems (→ *Vehicle care exterior, Cleaning/care*)
- ⑩ Sensors for assistance systems (→ *Vehicle care exterior, Cleaning/care*)
- ⑪ Mounting points for the vehicle jack (→ *Wheel change, Description*)
- ⑫ Taillights (→ *Exterior lighting, Description*)
- ⑬ Fuel filler flap (→ *Fuel types and refueling, Description*)
- ⑭ Exterior mirrors (→ *Exterior rearview mirrors, Settings*)
 - with Lane Change System (Side Assist) display (→ *Lane Change System (Side Assist), Description*)

Driver's door

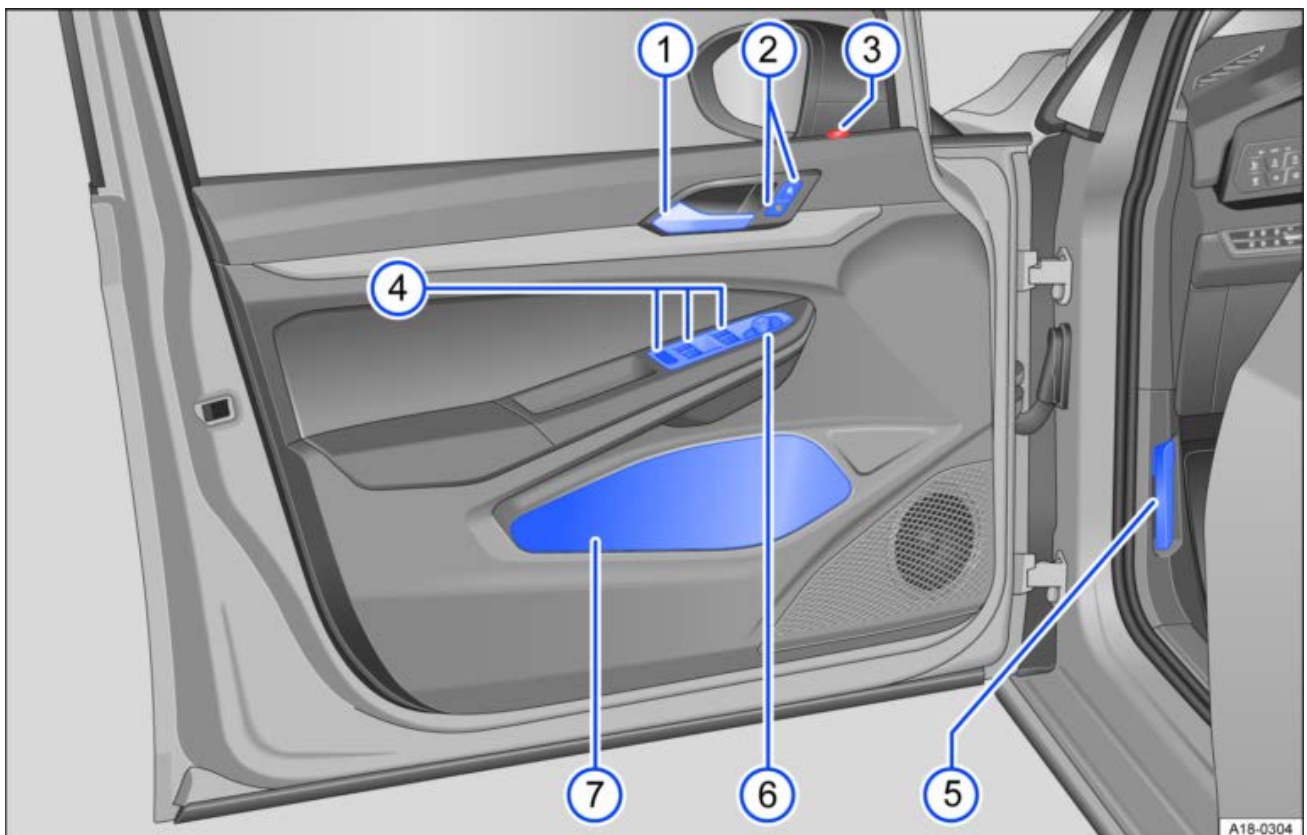


Fig. 1 Driver's door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image).

Key for *fig. 1* :

- ① Door handle
- ② Central locking button to lock and unlock the vehicle (→ *Indicator light in the driver's door, Description*)

- ③ Central locking indicator light (→ *Indicator light in the driver's door, Description*)
- ④ Buttons for operating the power windows (→ *Windows, Operation*)
- ⑤ Hood release lever (→ *In the engine compartment, Operation*)
- ⑥ Knob for exterior mirror position and functions (→ *Exterior rearview mirrors, Settings*)
- ⑦ Storage compartment:
 - With cup holder
 - With storage option for a reflective vest (→ *Emergency equipment, Description*)

Driver's side

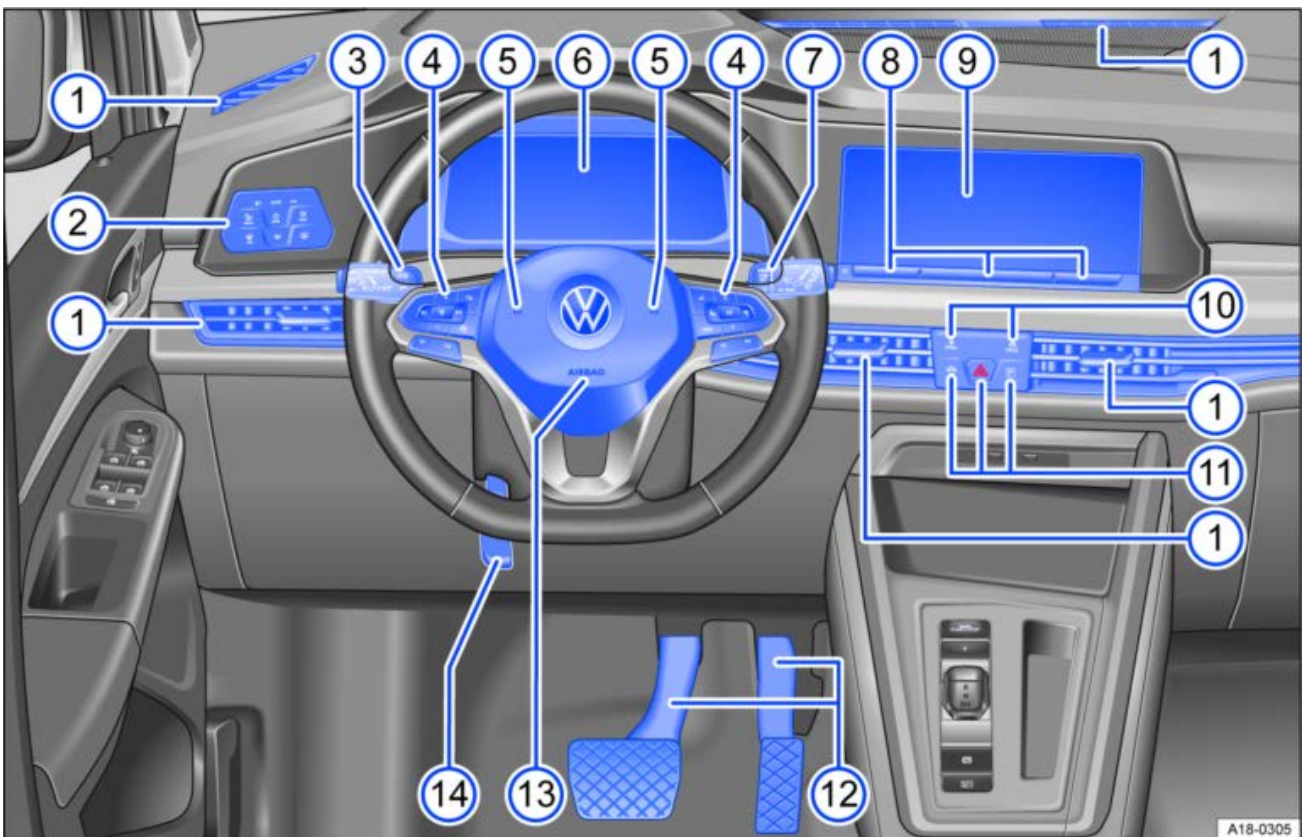


Fig. 1 Driver side overview (left-hand drive vehicle).

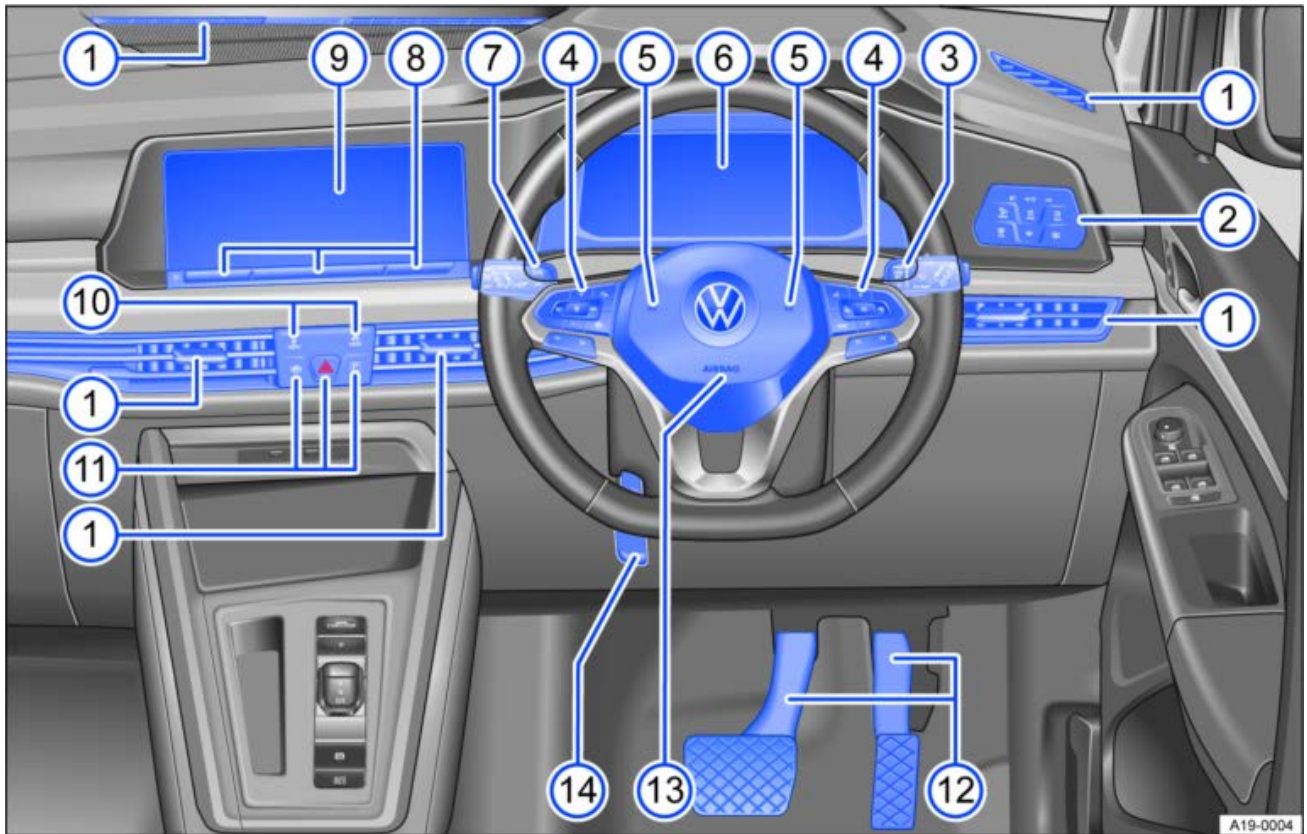



Fig. 2 Driver side overview (right-hand drive vehicle).

Key for *fig. 1* and *fig. 2*:

- ① Vent (→ *Heating, air conditioning, cooling, Description*)
- ② Control panel:
 - For light functions (→ *Exterior lighting, Description*)
 - For window heating and ventilation (→ *Heating, air conditioning, cooling, Description*)
- ③ Turn signal and high beam lever (→ *Turn signal, Operation*), (→ *High beam headlight, Operation*)
 - With switch and buttons for driver assistance systems (→ *Driver assistance systems, Description*)
- ④ Multifunction steering wheel controls:
 - For driver assistance systems (→ *Driver assistance systems, Description*)
 - For menu selection (→ *Menus and information displays, Overview*)
 - For accepting telephone calls **OK**
 - For audio, navigation ⏪ ⏩
 - For adjusting the volume 🔊 🔇
 - For voice operation activation  (may not function depending on the equipment)
 - In order to switch between the current and previous menus **VIEW** (→ *Digital instrument cluster (AID), Overview*)
- ⑤ Horn
- ⑥ Instrument cluster (→ *Instrument cluster, Description*)

—With warning and indicator lights (→ *Symbols in the instrument cluster, Overview*)

7 Windshield wiper/washer lever (→ *Windshield wipers, Description*)

—With buttons for menu operation (→ *Menus and information displays, Operation*)

8 Controls:

—For the temperature setting of the air conditioning system or the heating and fresh air system (→ *Heating, air conditioning, cooling, Description*)

—For adjusting the volume

9 Infotainment system (→ *Description, Infotainment system*)


10 Controls:

— For the air conditioning system, heating and fresh air system (→ *Heating, air conditioning, cooling, Description*)

—For Driving Mode Selection (→ *Description, Driving Mode Selection*)

11 Controls:

— For driver assistance systems (→ *Driver assistance systems, Description*)

—Button for switching the emergency flashers on or off  (→ *In case of an emergency, Description*)

—For parking and maneuvering assist systems  (→ *Parking and maneuvering, Description*)

12 Pedals (→ *Pedals, Overview*)

13 Location of driver's front airbag (→ *Airbag system, Description*)

14 Lever for adjusting the steering wheel position (→ *Steering wheel, Description*)

Bottom section of the center console

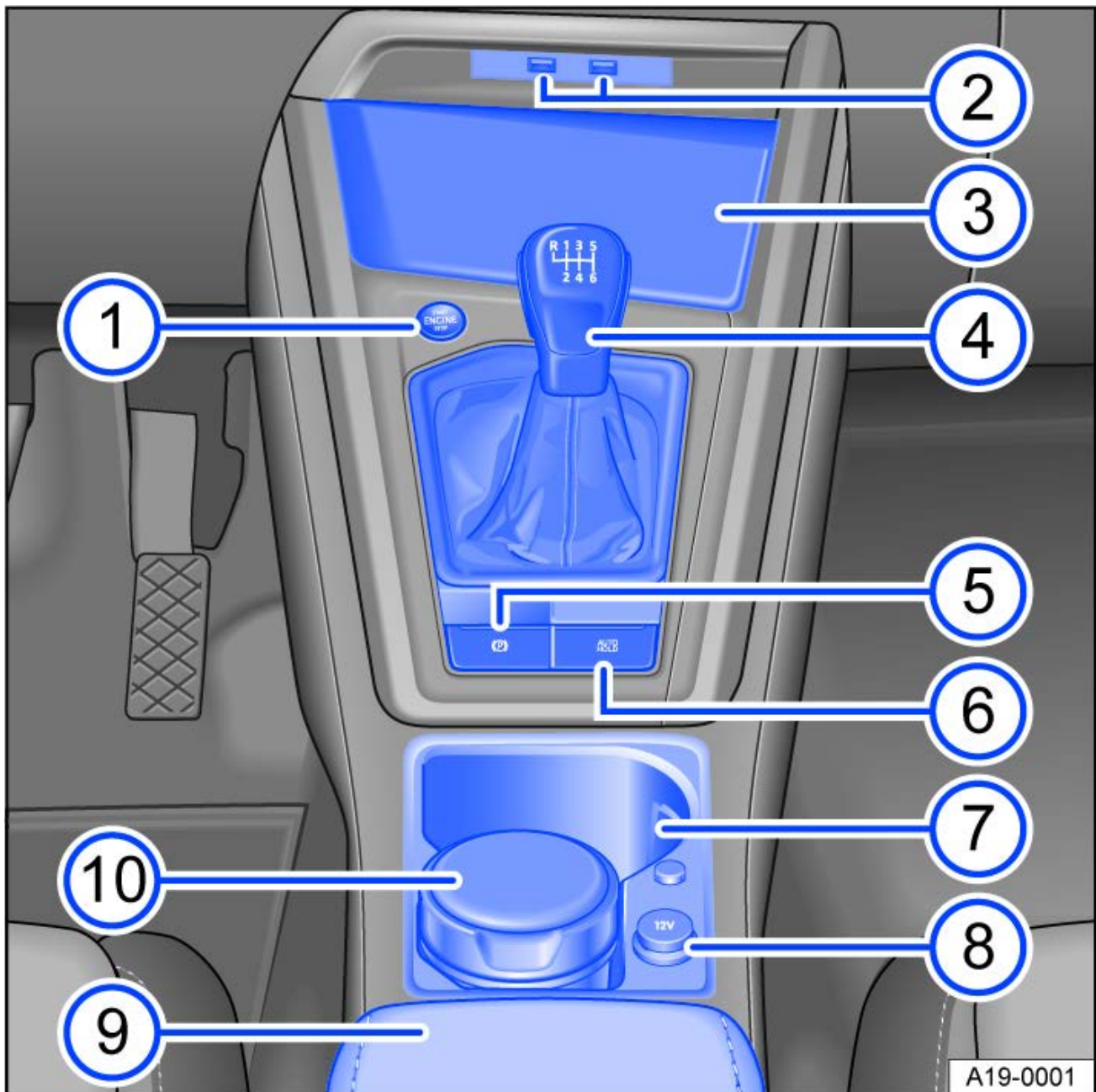


Fig. 1 Overview of the lower section of the center console for vehicles with manual transmission.

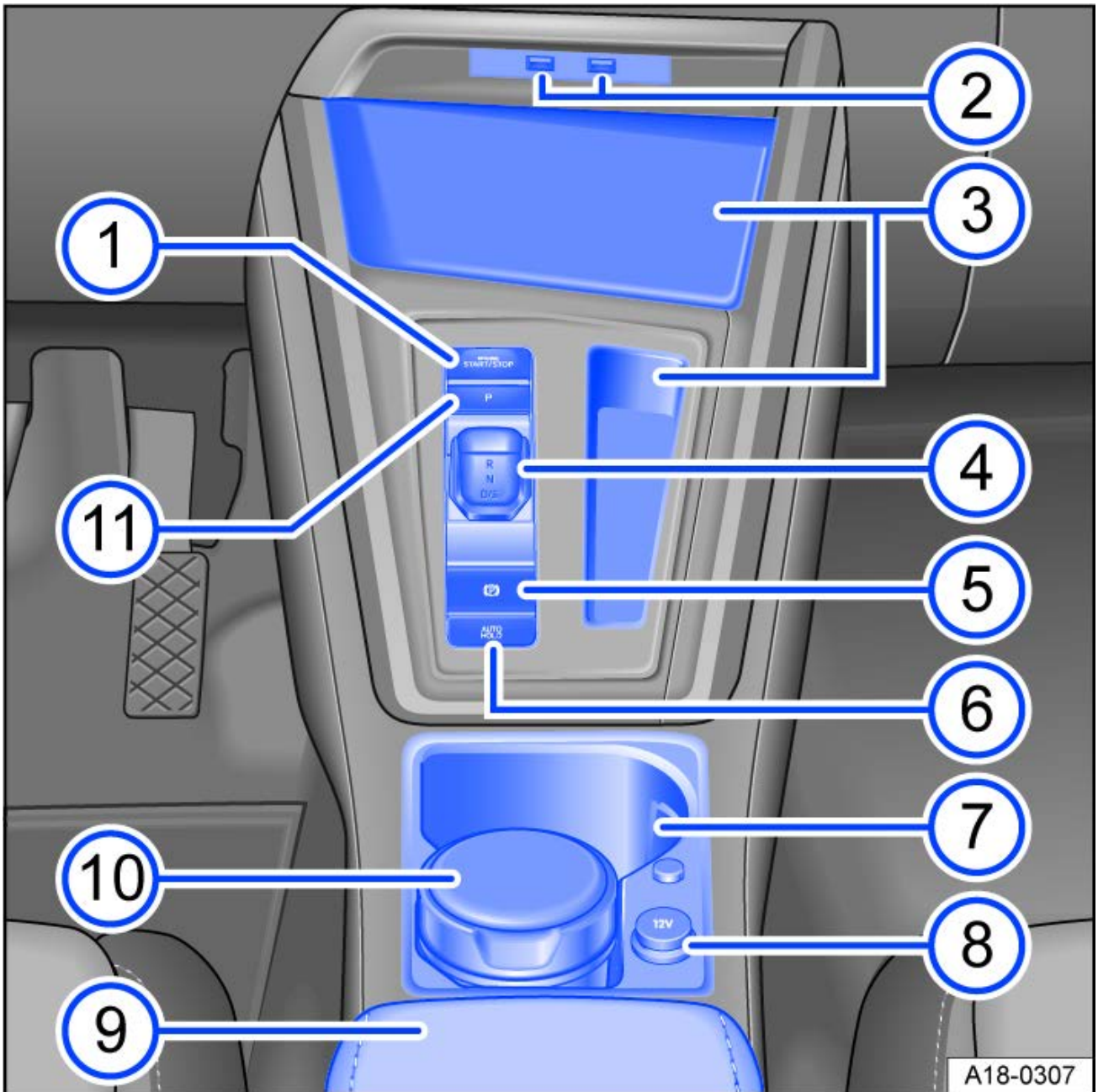


Fig. 2 Overview of the lower section of the center console for vehicles with DSG automated transmission (left-hand drive vehicles).

Key for *fig. 1* or *fig. 2* :

- ① Button to start and stop the engine (Keyless Access with push-button start) (*→ Engine start, Description*)
- ② USB sockets (*→ Media connection, Description*)
- ③ Storage compartment:
 - Large storage compartment with function for wireless charging according to Qi standard (*→ Requirements, Phone interface*)
 - Small storage compartment (vehicles with automatic transmission or DSG® automated transmission) (*→ Automatic transmission (combination), Description*)
- ④ Lever or knob:
 - for manual transmissions (*→ Manual transmission, Description*)

- Or DSG® automated transmission (→ *Automatic transmission (combination), Description*)
- Or automatic transmission (→ *Automatic transmission (combination), Description*)

- 5 Electronic parking brake (→ *Electronic parking brake, Description*)
- 6 Button for the Auto Hold function (→ *Auto Hold, Description*)
- 7 Storage compartment with cup holder
- 8 Cigarette lighter or 12 V socket (→ *Ashtray and cigarette lighter, Description*), (→ *Sockets, Description*)
- 9 Center armrest with storage compartment
- 10 Mobile ashtray (depending on the equipment)
- 11 Parking lock (vehicles with automatic transmission or DSG® automated transmission) (→ *Operation, Automatic transmission (combination)*)

Front passenger's side

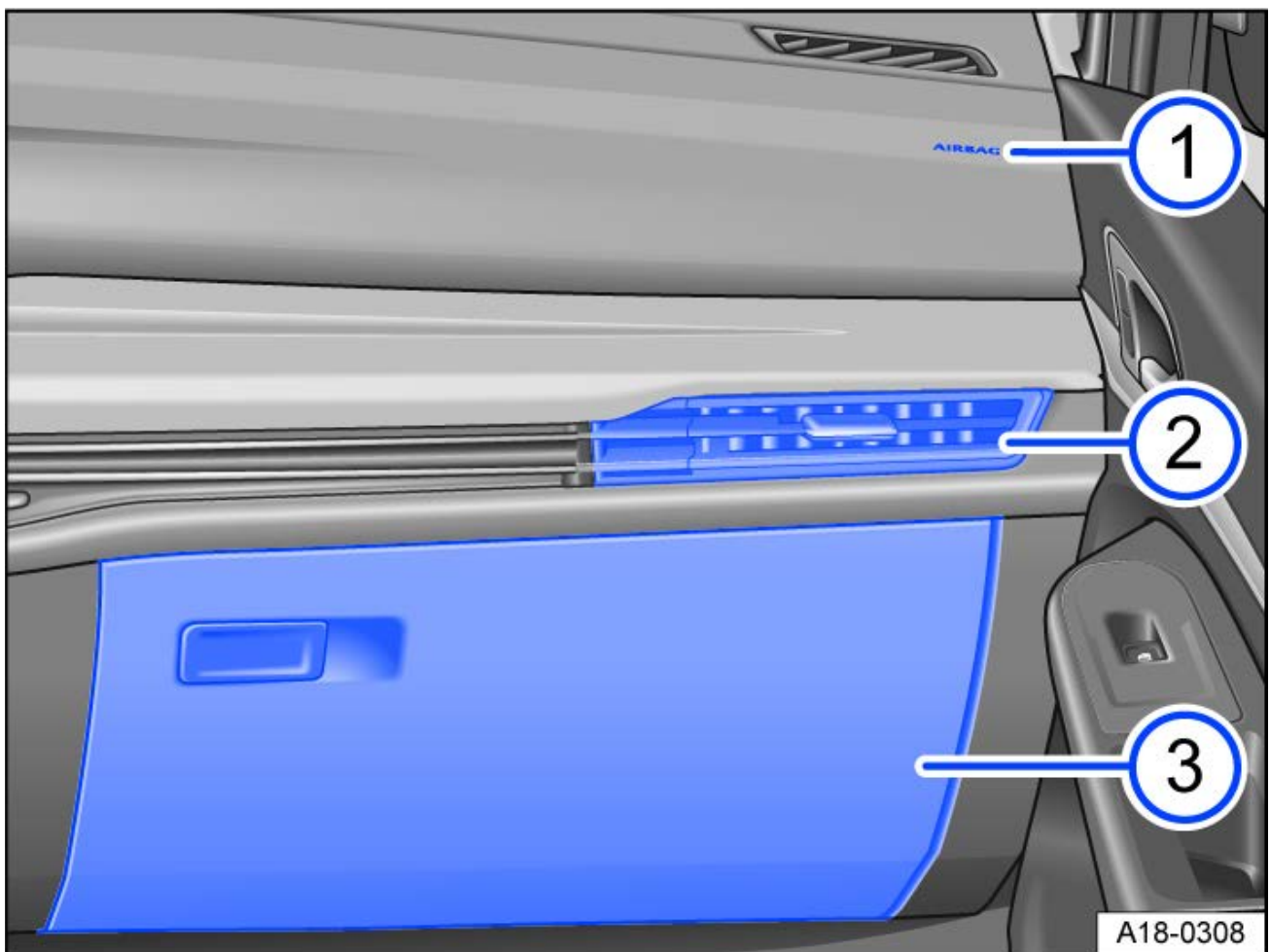


Fig. 1 Front passenger side (left-hand drive vehicle): overview of the instrument panel (the right-hand drive vehicle is a mirror image).

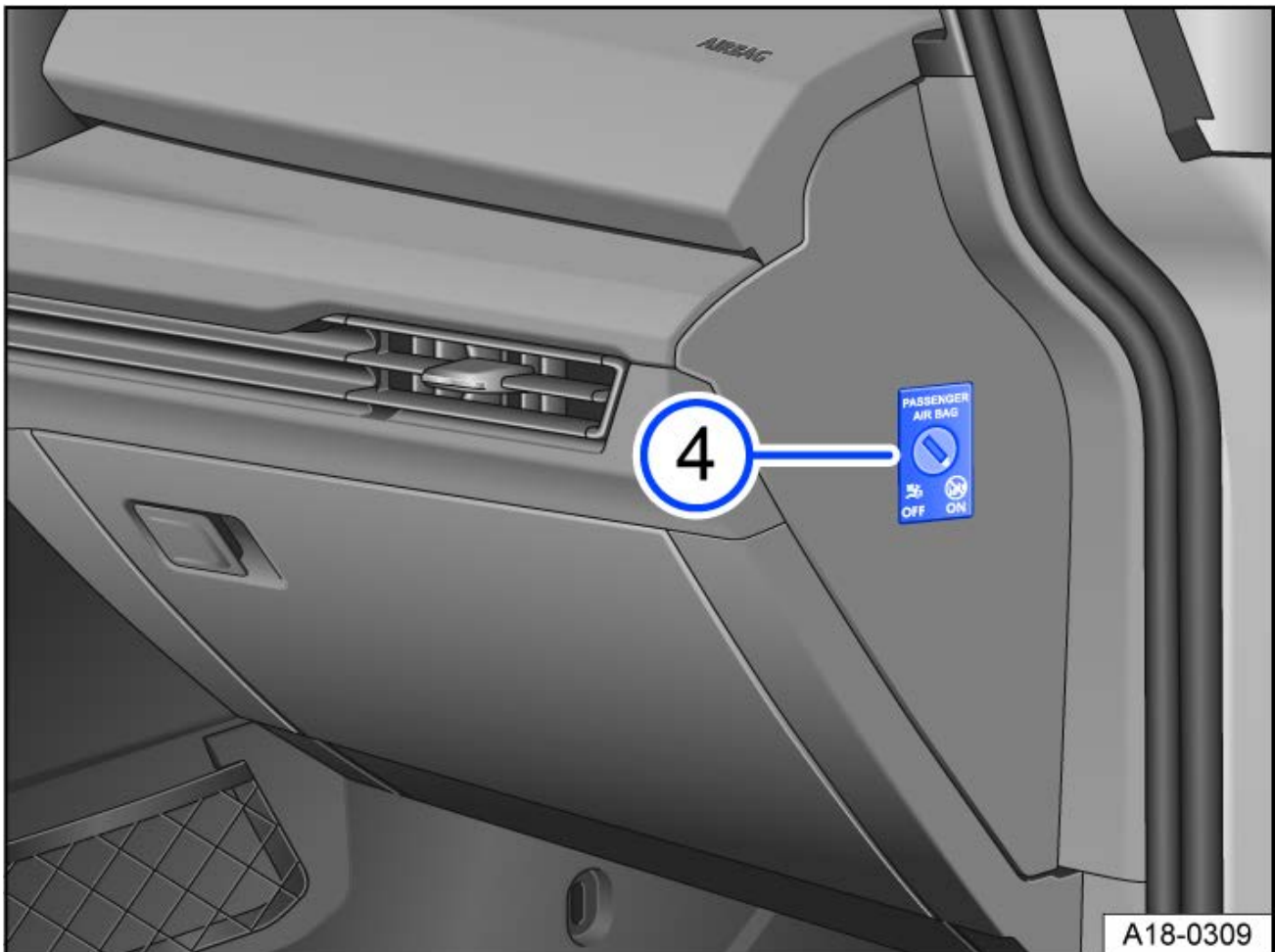


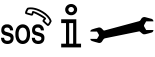



Fig. 2 With the front passenger door open (left-hand drive vehicle): key switch on the instrument panel (the right-hand drive vehicle is a mirror image).

Key for *fig. 1* and *fig. 2*:

- ① Location of the front passenger's airbag in the instrument panel (*→ Airbag system, Description*)
- ② Vent (*→ Heating, air conditioning, cooling, Description*)
- ③ Glove compartment:
 - With handle
- ④ Key switch for switching off the front passenger's front airbag (*→ Airbag system, Description*)

Controls and displays in the headliner

Symbol	Meaning
	Buttons for interior/reading lights (→ <i>Interior lighting, Operation</i>).
	Sunroof switch (→ <i>Sunroof, Description</i>).
	Buttons for Emergency Call Service, Information Call and Breakdown Call (→ <i>eCall Emergency System, Description</i>).
	Indicator lights for the front passenger front airbag deactivation (→ <i>Airbag system, Description</i>).

Driver information

Symbols in the instrument cluster

The warning and indicator lights indicate warnings, malfunctions, or certain functions. Some warning and indicator lights turn on when you switch the ignition on and must turn off when the engine is running.

Some warning lights turn on in the light switch are described in the "Lights" chapter (→ *Low beam*).

WARNING

Failure to respond to illuminated warning lights and messages may result in a vehicle breakdown, accidents and serious injuries.

- Never ignore warning lights and messages.
- Stop the vehicle as soon as it is safe to do so.



Do not continue driving!

Central warning light → *and engine coolant* , → *Priority 1 warning message*



Fasten safety belt → *Warning light*



Electronic parking brake → *Electronic parking brake is switched on*





Do not continue driving!

Brake system malfunction → *Brake system malfunction*



Do not continue to drive!

Electromechanical brake booster failed → *Electromechanical brake servo failure*



Do not continue driving!

Brake fluid level too low → *Brake fluid level*



Press the brake pedal. → *Braking prompt*



Do not continue to drive!

Engine oil pressure too low → *Engine oil pressure too low*



Do not continue to drive!

Engine coolant system malfunction → *and engine coolant*



Do not continue driving!

Steering malfunction → *Steering malfunction*



Do not continue driving!

Alternator malfunction → *Alternator malfunction*

48 V vehicle electrical system malfunction → *48 V vehicle electrical system.*
Safely stop the vehicle. Consult the Manual.



Collision warning → *Advance warning*



Take over the steering! → *or take over steering.*



SCR system malfunction → *SCR malfunction*



AdBlue® level too low → *AdBlue® level too low*



SCR system malfunction → *SCR malfunction*



Central warning light → *Priority 2 warning message*



Airbag system or safety belt pretensioner malfunction → *Airbag system or safety belt pretensioners malfunction*

Airbag system or safety belt pretensioner deactivated with diagnostic equipment → *Airbag system or safety belt pretensioners deactivated with diagnostic device*



Front passenger's airbag disabled → *Front passenger's airbag disabled*



Front passenger's airbag enabled → *Front passenger's airbag enabled*



Malfunction in the emergency call system → *Emergency Call Service faulty*

Limited function in the emergency call system → *Emergency Call Service limited*

Malfunction in the emergency call system → *Malfunction in the legally mandated eCall Emergency System*

Limited function in the emergency call system → *Limited function in the legally mandated eCall Emergency System*



Electronic parking brake malfunction → *Electronic parking brake malfunction*



Check brake system → *Brake pad wear indicator*



Flashes: Electronic Stability Control (ESC) or Anti-slip regulation (ASR) in operation → *ESC or ASR in operation*

Lights up: Electronic Stability Control (ESC) shut down due to system requirements → *ESC switched off due to system requirements*



Electronic Stabilization Control (ESC) switched off → *ESC switched off manually*

Anti-Slip Regulation (ASR) switched off → *ASR switched off manually*

ESC Sport switched on → *ESC Sport switched on*



Anti-Lock Braking System (ABS) malfunction → *ABS failure or malfunction*



Engine oil level too low → *Engine oil level too low*

Engine oil system malfunction → *Engine oil system malfunction*



Tank almost empty → *Fuel tank almost empty*



Travel Assist malfunction → *Travel Assist is not available or is not functioning as expected.*



Water in diesel fuel → *Water in diesel fuel*



Driving light failure → *Exterior lighting malfunction*



Rear fog lights switched on → *Switching on and off the rear fog light*



Rain/light sensor malfunction → *Rain/light sensor malfunction*, → *Rain/light sensor malfunction*



Windshield wiper malfunction → *Windshield wiper malfunction*



Washer fluid level too low → *Washer fluid level too low*



Steering malfunction → *Steering malfunction*



Do not continue to drive!

Tire pressure low → *Tire pressure low*



Do not continue to drive!

Tire Pressure Monitoring System faulty → *Tire Pressure Monitoring System malfunction*



Front Assist is not available → *Autonomous Emergency Braking (Front Assist) not available or has limited availability.*



Collision warning deactivated → *Switching on and off*



Speed limiter not available → *Speed limiter is not available.*



Cruise Control System malfunction → *Cruise Control System malfunction.*



Adaptive cruise control (ACC) not available → *ACC is not available.*



Emergency Assist not available → *Emergency Assist not available*



Lane Keeping System (Lane Assist) not available → *Lane Assist not available*



Lane Assist in control → *Displays*



Side Assist malfunction → *Lane change system malfunctioning*



Engine control malfunction → *Engine control malfunction*



Exhaust system malfunction → *Exhaust-related malfunction*



Diesel engine prewarming → *Preglow system or engine control*



Particulate filter clogged with soot → *Particulate filter clogged with soot*



Engine RPM limited → *Engine speed limited*



AdBlue® level too low → *or SCR malfunction*



SCR system malfunction → *or SCR malfunction*



48 V vehicle electrical system malfunction → *48 V vehicle electrical system.*
Please do not move off. Consult the Manual.



Transmission malfunction → *Clutch slips , → Transmission overheating*



Adaptive chassis control (DCC) malfunction → *Adaptive chassis control malfunction*



Trailer hitch ball head not secured → *Trailer hitch ball head not secured*



Press the brake pedal. → *The engine is not starting*

AUTO HOLD

Auto-Hold-Funktion aktiv → *Auto Hold*



Turn signals → *Turn signal indicator light*



Trailer turn signal → *Trailer turn signal indicator light*



Cruise control switched on, regulation active → *Introduction*



Speed limiter active → *Introduction*



Lane Assist active → *Displays*



Comfort drive Travel Assist active → *Displays*



Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected
→ *Starting Adaptive Cruise Control*



Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected
→ *Starting Adaptive Cruise Control*



High beams or headlight flasher → *Switching the high beam headlights on and off*



Outside temperature is below +39 °F (+4 °C) → *Main displays*



Start/Stop system active → *Start-stop system*



Start/Stop system not available → *Start-stop system*



Economical driving condition → *Main displays*



Service due → *Service interval display*



Comfort drive Travel Assist inactive → *Displays*



High beam control active → *Switching on Light Assist*, → *Switching on advanced high beam control (Dynamic Light Assist)*



Take over the steering! → *or take over steering.*



Autonomous Emergency Braking starts → *Autonomous Emergency Braking (Front Assist) starts.*



Distance warning → *Distance warning*



Cruise control switched on → *Introduction*



Speed limiter active → *Introduction*



AdBlue® level too low → *or AdBlue® level low*



SCR system malfunction → *or SCR malfunction*



SCR system malfunction → *or SCR malfunction*



Eco driving mode → *Driving mode properties*



Comfort driving mode → *Driving mode properties*



Individual driving mode → *Driving mode properties*



Sport driving mode → *Driving mode properties*



Switch Park Assist on and off → *Parking system screen displays*



Switching Park Assist on and off → *Parking system screen displays*



Mobile phone connected via Bluetooth® → *Auxiliary displays*



Mobile phone battery charge level → *Auxiliary displays*



Note about information in the owner's manual → *Note about information in the Owner's Manual*



Speed adjustment due to a route feature → *Driving with predictive cruise control*



Speed adjustment due to a speed restriction → *Driving with predictive cruise control*

Introduction

After starting the engine when the 12-volt vehicle battery is totally discharged or has been replaced, system settings (time, date, personal convenience settings, and programming) and user profiles may have been adjusted or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

WARNING

Driver distraction can cause accidents and injuries.

- Never operate the instrument cluster while driving.
- To reduce the risk of accidents and injury, only change settings on the instrument cluster display indicators and the screen indicators in the Infotainment system when the vehicle is stationary.

Digital instrument cluster (Digital Cockpit)

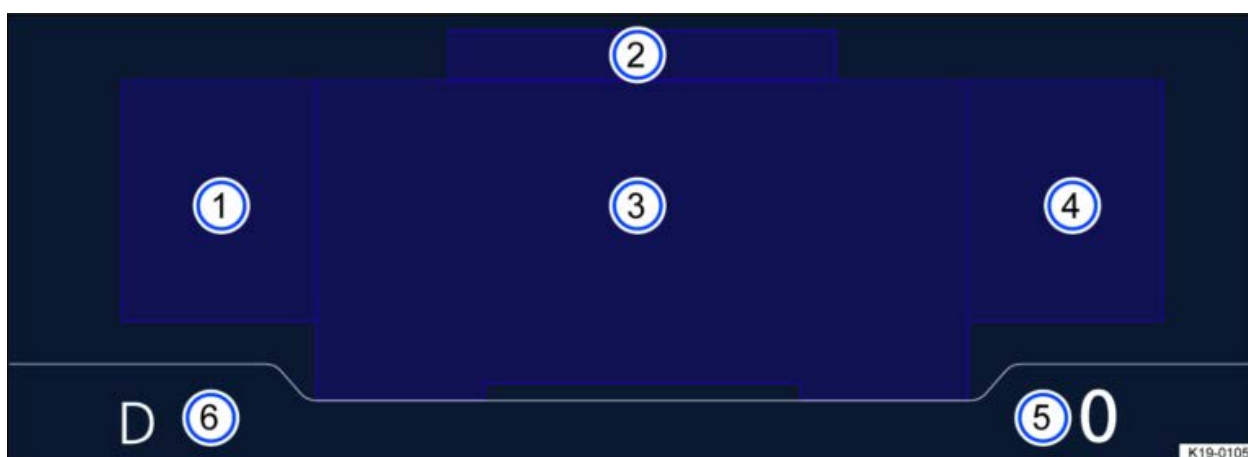


Fig. 1 Digital instrument cluster in the instrument panel (general example).

Explanations about the instruments:

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

The Digital Cockpit is a digital instrument cluster with a high-resolution TFT color display. By selecting different secondary displays, other displays can be shown in addition to the standard dials, such as the tachometer and speedometer. The term "digital instrument cluster" is used for the Digital Cockpit below.

Displays

The main display (3) can be changed by pressing the **VIEW** button. The following views can be shown in the display area:



- Summary After deactivating the vehicle's drive system: display with information on the vehicle status, e.g. mileage.
- Classic Classic display of dials.
- Navigation Navigation map and route guidance information.
- Driver assistance systems Display of the active driver assistance systems.
- Special Depending on vehicle equipment, it may be possible to display alternative displays here, e.g. sport displays.

Navigation information or situation related pop-ups are shown in the display area (2).

Navigation map in the digital instrument cluster





Depending on the vehicle equipment, the digital instrument cluster may display a detailed navigation map. To do so, select the **Navigation** display area in the digital instrument cluster by pressing the **VIEW** button.

The size of the navigation map can be adjusted continuously. To select the desired map size, proceed as follows:

- Press the  or  arrow buttons on the multi-function steering wheel to zoom in or out.
- Press and hold the **VIEW** button on the multi-function steering wheel to show or hide the secondary displays.

Secondary displays

The secondary displays (1) and (4) can be configured or hidden independently of each other. Various driving data, navigation information or information about audio playback or cell phone interfaces can be shown on the secondary displays. To select the secondary displays, proceed as follows:

- Select the right or left secondary display area using the  or  buttons.
- Select the required secondary display using the  or  arrow buttons.
- Confirm your selection using the **OK**.

Tachometer

Tachometer

The start of the red area on the tachometer indicates the maximum permissible engine speed for all gears when the engine is run in and at operating temperature.

Before reaching the red area, shift to the next highest gear, select the selector lever position **D/S** or take your foot off the accelerator pedal.

! NOTICE

- Avoid high engine speeds, full acceleration, and heavy engine loads when the engine is cold.
- To prevent engine damage, the tachometer indicator may only be in the red area of the scale briefly.

Shifting up early helps save fuel and reduce operating noises.

Fuel gauge




Fig. 1 Fuel gauge on digital instrument cluster.

Fuel tank almost empty

The yellow indicator light turns on. The reserve range (red marking) is being consumed → *Fuel gauge*.

— Refuel at the next opportunity.

When the indicator light  comes on, the auxiliary heater and the fuel-operated supplementary heater switch off automatically.

Water in diesel fuel

The yellow indicator light turns on.

— Switch off the engine and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

WARNING

Driving with low fuel level that is too low can lead to a vehicle breakdown in traffic, accidents, and serious injuries.

- If the fuel level is too low, this can result in irregular fuel supply to the engine, particularly when going uphill or downhill.
- The steering, all driver assistance systems and brake support systems will not work if the engine is "sputtering" or cuts out due to fuel shortage or irregular fuel supply.
- Always refuel when the tank is only 1/4 full to prevent a breakdown due to fuel shortage.

NOTICE

Never run the tank completely empty. Irregular fuel supply can result in misfiring and unburnt fuel entering the exhaust system.



The small arrow next to the fuel pump symbol on the fuel gauge indicates which side of the vehicle the fuel filler flap is on.

Engine coolant temperature gauge

The engine coolant temperature can be displayed in the auxiliary displays in the instrument cluster.

and engine coolant

The red central warning light turns on. A message also appears in the instrument cluster display.

The engine coolant level is incorrect or the engine coolant system is malfunctioning.

Do not continue driving.

- Stop the vehicle, stop the engine, and let it cool down.
- Check the engine coolant level (→ *Engine coolant, Refilling*).
- If the warning light does not turn off even if the engine coolant level is correct, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Head-up display



Fig. 1 In the visual range of drivers: sample displays on the head-up display

The head-up display projects selected information displays or warning messages from assist systems or from the Infotainment system in the visual range of drivers.

Switching the head-up display on and off

The head-up display → *fig. 1* can be switched on and off in the vehicle settings in the Infotainment system.

Height adjustment

To individually adapt the angle of view, the head-up display can be set in the corresponding menu on the instrument cluster or in the Infotainment system vehicle settings.

- Setting the optimal seat position.
- The desired position and inclination of the head-up display can be adjusted using the function keys or the buttons on the multi-function steering wheel.
- The rotation can also be adjusted in the vehicle settings of the Infotainment system.

Settings in the Infotainment system

Additional settings for the head-up display can be adjusted in the vehicle settings in the Infotainment system.

The following setting options are available:

In the **Display** submenu:

- Setting the display brightness and the color scheme of the head-up display. The brightness of the display reduces automatically as the ambient brightness decreases. The basic brightness is set together with the instrument illumination (→ *Instrument and switch illumination, Operation*).

In the **Contents** submenu:

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

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

NOTICE

To avoid scratching the glass cover, never place objects in the opening of the head-up display.

NOTICE

Clean the head-up display only using a mild cleaning agent and a soft, clean cloth.

NOTICE

If the head-up display is heated up by strong sunlight, the system could switch off automatically. The head-up display switches back on automatically as soon as it has cooled down enough.



Sunglasses with polarization filters can negatively influence the display.



Reflections are possible due to unfavorable sunlight.



The optimal readability of the head-up display depends on the position of the seat and the height adjustment of the head-up display.




Some settings can be saved in the personalization user profiles so that they change over automatically whenever the user profile is changed (→ *Driver personalization, Description*).

Main displays

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

Depending on the vehicle equipment, different information may be shown in the main display of the digital instrument cluster (→ *Description, Digital instrument cluster (AID)*):

- Open doors, hood, and trunk lid.
- Warning and information texts
- Range
- Time and date (→ *Clock, Settings*).
- Radio and navigation information.
- Outside temperature
- Selector lever position
- Gear recommendation (→ *Gear recommendation, Overview*).
- Service interval display (→ *Service interval display, Description*).
- Speed warning for winter tires

- Status display for the start-stop system (→ *Start-stop system, Description*).
- Detected road sign from the traffic sign recognition (→ *Dynamic Road Sign Display, Description*).
- Depending on the vehicle equipment: Active Cylinder Management (ACT®) status indicator (→ *Eco tips, Introduction/general information*).
- Fuel-efficient driving .
- Engine code
- Driver assistance systems display
- Driver personalization: greeting (→ *Driver personalization, Description*).


Open doors, hood, and trunk lid

If the doors and/or the engine compartment or trunk lid are open after unlocking the vehicle and while driving, this will be indicated and may also be indicated audibly.

Selector lever position

The selector lever position that is engaged and the gear that is engaged, depending on the selector lever position, is shown on the side of the selector lever and in the instrument cluster display.

Outside temperature display

If the outside temperature is colder than +4 °C (+39 °F), the symbol  also appears on the outside temperature display. This symbol remains on until the outside temperature rises above +43 °F (+6 °C).



In the following situations, the temperature displayed may be higher than the actual outside temperature due to heat radiating from the engine:

- When the vehicle is stationary
- When auxiliary heating is on
- When the driving speed is very low

The measurement range is from -49 °F (-45 °C) to +169 °F (+76 °C)

WARNING

Streets and bridges may be icy when outside temperatures are above the freezing point.

- The  symbol indicates a possible risk of black ice.
- Black ice may also be present when outside temperatures are above +39 °F (+4 °C) when the  symbol is not displayed.
- Never rely solely on the outside temperature display.

Gear recommendation


A recommendation to select a fuel-saving gear may be displayed while driving (→ *Gear recommendation, Overview*).

Speed warning for winter tires

If the set maximum speed is exceeded, this is indicated (→ Menus and information displays, Overview).

Settings for the speed warning system can be adjusted in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

Economical driving condition

If the vehicle is driving in a fuel-efficient manner, this will be indicated while driving .

Engine code

— Open the service menu (→ *Service menu, Operation*).

— Select the **Engine code** menu item.



There are different instrument clusters; therefore the versions and appearances of the displays may vary. Malfunctions will only be indicated by indicator lights if the display does not have warning or information texts.



Some indicators in the instrument cluster display can be hidden due to events that occur suddenly, for example if there is an incoming phone call.



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



If there are multiple warning messages, the symbols will appear consecutively for several seconds. The symbols will appear until the malfunction is corrected.



If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Auxiliary displays

Possible auxiliary displays in the digital Instrument cluster

In the auxiliary display area (→ *Description, Digital instrument cluster (AID)*), depending on the scope of the vehicle equipment, additional displays can be configured and displayed:

— Driving data menu, e.g. current fuel consumption, average fuel consumption, driving time/distance driven and average speed.

— Operating temperatures.

— Time and date (→ *Clock, Settings*).





— Telephone.

- Audio.
- Compass display
- Destination information.
- Navigation information.


Driving data menus


Multiple driving data displays are available in the auxiliary display area (→ *Description, Digital instrument cluster (AID)*).


Reset driving data menus

- Press the  or  button.
- Select the corresponding auxiliary display in the configuration menu using the  or  arrow buttons.

An arrow < or > behind the entry in the configuration menu indicates a submenu.

- In the submenu, select **Reset data** and confirm by pressing the  button.

 If the trip is interrupted for more than two hours, the "From start" memory is reset. The "From refueling" memory is reset after refueling. The "Long-term" memory is not automatically reset.


 The memory collects the driving data up to 19 hours and 59 minutes or 99 hours and 59 minutes driving time or 1999.9 km or 9999.9 km distance. If one of these maximum thresholds is met, the memory is erased. The maximum thresholds may vary depending on the version of the instrument cluster.


Operating temperatures

Depending on the vehicle equipment, the following operating temperatures are shown in the **Operating temperatures** auxiliary display:

- Engine oil
- Engine coolant.
- Transmission.

Phone

If the **Phone** auxiliary display is activate and a cell phone is connected via Bluetooth®, the Bluetooth® symbol  will be displayed in the digital instrument cluster display.

The  symbol also indicates the charge level of the mobile device.

An arrow < or > behind the entry in the configuration menu indicates a submenu.

In the submenu, a list of the most recent phone calls is shown and you have the option to call the displayed contacts back.

Compass display

If the **Compass** auxiliary display is activated, the direction in which you are currently driving is shown (blue arrow) using a depiction of your vehicle and a compass.

Destination information

When route guidance is activated, the **Destination information** auxiliary display shows the predicted journey time and distance from the destination in km.

Navigation information

When route guidance is activated, the **Navigation instruction** auxiliary display shows the direction of travel as an arrow.

An arrow ◀ or ▶ behind the entry in the configuration menu indicates a submenu.

The submenu lists your home address and a list of your most recent destinations. Route guidance can be started here by pressing the **OK** button.



Some settings can be saved in the driver personalization user profiles and can then be changed automatically when the user profile is switched (→ *Driver personalization, Description*).


Warning and information texts

The status of some functions inside the vehicle and vehicle components are checked when the ignition is switched on or while driving. Malfunctions are indicated by red and yellow warning symbols in the instrument cluster display and may also be signaled audibly in some cases. The appearance of texts and symbols may vary depending on the instrument cluster version.

Any malfunctions currently occurring can also be manually called up. To do this, open the **Vehicle status** or **Vehicle** menu (→ *Menus and information displays, Overview*).



Priority 1 warning message

The red central warning light flashes or comes on, in some cases together with warning tones or additional symbols.  **Do not continue driving!** There is a hazard. Check the malfunction and correct it. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.



Priority 2 warning message

The yellow central warning light flashes or comes on, in some cases together with warning tones or additional symbols. Malfunctions or insufficient operating fluids can cause vehicle damage and vehicle malfunctions. Check the malfunction as soon as possible. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.





Note about information in the Owner's Manual

You can find more information about the existing warning message in the Owner's Manual.
www.autooo.eu

Informational text

Information about various processes in the vehicle.

-  If there are multiple warning messages, the symbols will appear consecutively for several seconds. The symbols will appear until the malfunction is corrected.
-  If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driver Alert System (break recommendation)



Fig. 1 Driver Alert System symbol on the instrument cluster display.

The Driver Alert System tells you if your driving behavior suggests that you are tired.

How it works and how to use it

At the beginning of your journey, the Driver Alert System observes your driving behavior and uses this observation to assess how tired you are. It continually compares its initial assessment with your current driving behavior. If the system detects that you are tired, it issues an audible warning, as well as visually alerting you by displaying a symbol and accompanying message on the instrument cluster display → *fig. 1*. The message will remain on the instrument cluster display for approximately 5 seconds, and will be repeated once if necessary. The system saves the message that was most recently issued.

The message in the instrument cluster display can be shut down as follows:

- Press the **OK** button on the multi-function steering wheel.

When is it active?

Your driving behavior will only be evaluated when you are traveling at speeds of more than approximately 60 km/h (37 mph), up to approximately 200 km/h (125 mph).

Switching on and off

The Driver Alert System is always active when the vehicle's drive system is activated. You can deactivate the Driver Alert System in the **Drive assist** menu in the Infotainment system (→ *Vehicle settings menu, Operation*).

Functional limitations

The Driver Alert System has certain limitations. The following conditions may limit the effectiveness of the Driver Alert System or prevent it from working at all:

- Speeds of less than 60 km/h (37 mph).
- Speeds of more than 200 km/h (125 mph).
- Winding roads.
- Construction sites.
- Poor road surfaces.
- Inclement weather.
- Sporty driving.
- If you are very distracted.

The Driver Alert System will be reset in the following situations:

- When the ignition has been switched off.
- When you have taken off your safety belt and opened the driver door.
- When the vehicle is stationary for more than 15 minutes.

On long, slow journeys (traveling at less than 60 km/h (37 mph)), the system automatically resets its assessment of how tired you are. If you then start driving faster, it will start assessing your driving behavior once again.

WARNING

The Driver Alert System's intelligent technology cannot overcome the natural laws of physics and it can only operate within its own limits. Do not allow the increased convenience provided by the Driver Alert System to tempt you into taking risks. On longer journeys, take regular breaks and make sure that you feel adequately rested before setting off again.

- It is always your responsibility to make sure that you are fit to drive.
- Never drive when tired.
- The system is not guaranteed to detect tiredness every time without fail. Familiarize yourself with the information in the section entitled "Functional limitations".
- In certain situations, the system may incorrectly interpret a deliberate driving maneuver as driver tiredness.
- Please note that the system is not configured to issue an urgent warning in the event that you "doze off momentarily".
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly.



The Driver Alert System is designed exclusively for driving on highways and good road surfaces.



In the event of a system malfunction, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.

Dynamic Road Sign Display (Sign Assist)

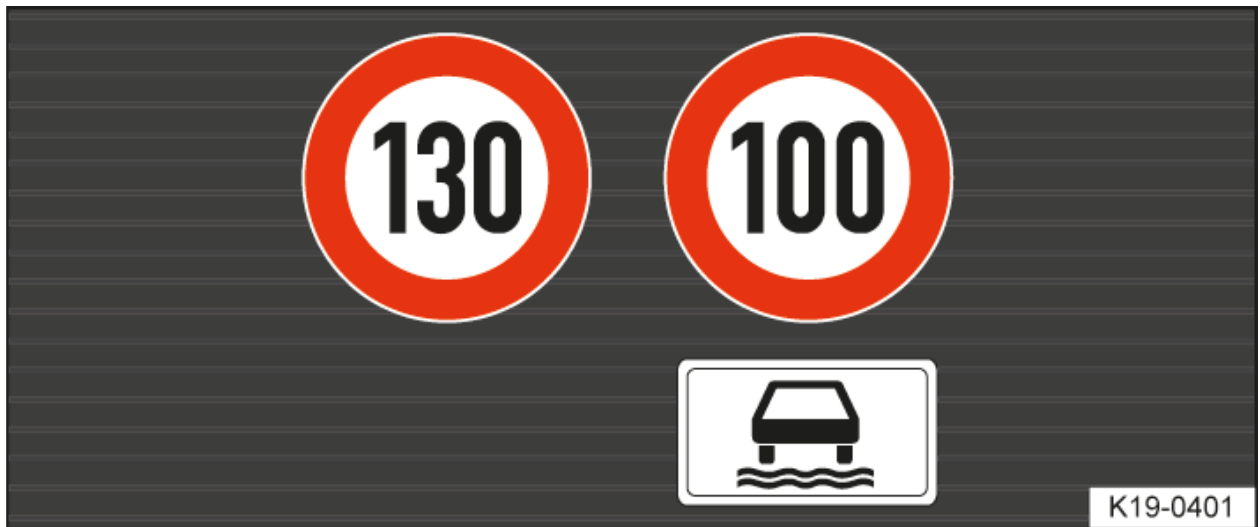


Fig. 1 In the instrument cluster display: Examples of the detected speed limits with the applicable additional signs.

Dynamic Road Sign Display is always active when the ignition is started. The system detects standard road signs using a camera at the base of the interior mirror and informs the driver of detected speed limits, passing restrictions and hazard signs. Within the limits of the system, the system also displays additional symbols, such as temporary restrictions or restrictions in wet or foggy conditions. The system may also continue to display the valid speed limit on roads without signs.

Displays

When driving on highways or two-lane expressways in Germany, the Dynamic Road Sign Display also displays the road sign for the lifting of all road restrictions, in addition to the speed limits and passing restrictions. In all other countries, the valid speed limit is displayed instead.

The road signs detected by the Dynamic Road Sign Display are displayed regardless of the selected information profile in the instrument cluster. Depending on the Infotainment system installed in the vehicle, the road signs may also be displayed there. Hazard signs are not displayed in the Infotainment system.

Depending on the equipment, a display may also appear in the head-up display.

No road signs available The speed alert is in its initialization phase. **OR:** the vehicle has not detected any road signs.

Error: Dynamic Road Sign Display System malfunction. Get professional assistance.

Speed Alert currently not available The speed alert from the Dynamic Road Sign Display is malfunctioning. Get professional assistance.

Dynamic Road Sign Display: Clean windshield!

The windshield is dirty in the area around the camera or weather conditions are interfering with the camera view. Clean the windshield.

Dynamic Road Sign Display is currently limited. The Dynamic Road Sign Display function is currently limited by the Infotainment system. Check if valid map data is loaded in the Infotainment system. **OR:** the vehicle is located in an area that is not detected on the map stored in the Infotainment system.

No data available. The Dynamic Road Sign Display function is not supported in the country where the vehicle is currently being operated.

Road sign display

If the Dynamic Road Sign Display function is switched on, it will check and evaluate the information from the camera, the Infotainment system and the current vehicle data, and then display up to three valid road signs with the applicable additional symbols → *fig. 1* :

1st position:

The road sign that is currently valid is shown on the left side of the display, for example a speed limit **80 mph (130 km/h)** → *fig. 1* .

2nd position:

An additional road sign can be displayed in the second position, such as a hazard sign, a passing restriction or an alternative speed limit.

Supplementary label:

For example, if the windshield wipers are on while driving the valid road sign with the supplementary label "when wet" will move to the left into the first position.

The hazard sign display is not available in all countries, and it is possible that the system is not able to detect every hazard sign.

Speed warning

If the Dynamic Road Sign Display function detects that a valid speed limit is being exceeded, it may warn the driver audibly or visually with a message in the instrument cluster display.

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

Trailer mode

On vehicles with a trailer hitch installed at the factory and a trailer that is connected to the vehicle electrical system, the display of road signs relevant to a trailer, such as the valid speed limit and passing restrictions for vehicles with a trailer, can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

For trailer mode, the display of valid speed limits can be adjusted to the model of the trailer and to the legal regulations. The setting can be set in increments of 5 mph (10 km/h) within a range of 35 mph (60 km/h) and 80 mph (130 km/h). If a speed is set that is higher than the permitted speed for driving with a trailer in the country or state where the vehicle is being operated, the Dynamic Road Sign Display function will automatically display the legal speed limit, for example 55 mph (88 km/h) in California.

Entry restriction warning

If the Dynamic Road Sign Display function detects that entry onto a one-way street or highway on-ramp is prohibited, it will provide an audio or visual warning message in the instrument cluster display.

Functional limitations

The Dynamic Road Sign Display is subject to system limitations. The following conditions may cause the Dynamic Road Sign Display function to be limited or to not operate at all:

- Poor visibility, such as in snow, rain, fog, or heavy spray
- Glare, for example from oncoming traffic or the sun
- High speeds
- If the camera is obstructed or dirty
- If road signs are outside of the camera's visual field
- If road signs are partially or completely covered, for example by trees, snow, dirt, or other vehicles.
- If road signs are not in the standard format
- If there are damaged or bent road signs
- If there are variable traffic signs on overhead signs (variable display of road signs by LEDs or other lighting)
- If there is outdated map material in the Infotainment system
- If there are stickers on vehicles that indicate road signs, such as speed limits on commercial vehicles

WARNING

The intelligent technology of the Dynamic Road Sign Display cannot overcome the natural laws of physics, and it can only operate within the limits of the system. Do not allow the increased convenience provided by the Dynamic Road Sign Display to tempt you into taking risks. The system cannot replace the driver's attention.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Poor visibility, darkness, snowfall, rain, and fog may prevent road signs from being displayed or may cause them to be displayed incorrectly by the system.
- If the camera lens is dirty, obstructed, or damaged, the Dynamic Road Sign Display function may be limited.

WARNING

Driving recommendations and road signs displayed in the Dynamic Road Sign Display may differ from the actual traffic situation.

- Not all road signs can be detected and displayed correctly by the system.
- Traffic signs on the roads and traffic regulations must always take precedence over driving recommendations and displays from the Dynamic Road Sign Display function.



Some settings can be saved in the driver personalization user profiles and can then be changed automatically when the user profile is switched (→ *Driver personalization, Description*).

Eco assist

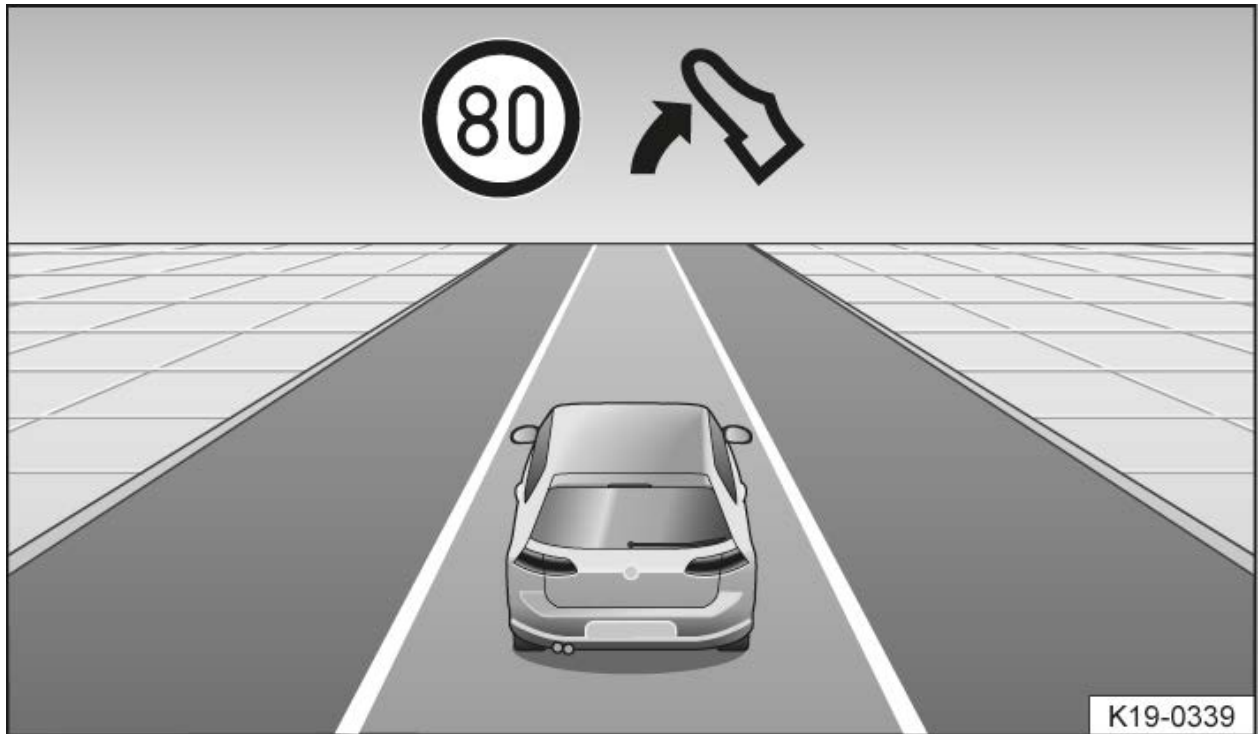













Fig. 1 Eco assist displays (General example).

Eco assist displays information in the digital instrument cluster, depending on the situation, which helps you to think ahead while driving and to drive in an energy-saving manner (→ *Eco tips, Introduction/general information*).

When approaching an intersection, roundabout or a section of road with a speed limitation, for example, the  symbol together with the  event appear in the digital instrument cluster (→ *Digital instrument cluster (AID), Overview*).

Overview of the symbols displayed

-  Lift your foot from the accelerator.
-  Left turn.
-  Right turn.
-  Highway entry and exit.
-  Caution: Steep gradient.
-  Roundabout ahead.
-  Left bend.
-  Right bend.
-  City limit.

○ Speed limit with dynamic speed display.

🚗 Vehicle ahead.



The symbols shown here may deviate slightly depending on the vehicle equipment and model. Symbols may also be modified or enhanced by a system update.

As soon as you follow the instruction and take your foot off the accelerator pedal, the vehicle adapts the energy recuperation and the vehicle speed depending on the driving mode selected and your distance from the incident (→ Energy recuperation, Operation).



When the system is active, Eco assist may increase energy recuperation without displaying this. This may, for example, occur if the accelerator pedal is released when there is a vehicle ahead. In this case, the energy recuperation is adapted to the vehicle ahead without displaying a notification.

Eco assist uses the route data from the Infotainment system and the sensors of its own assistance systems. If route guidance is not active, the most probable route is used.

By accelerating, you can override intervention by Eco assist at any time.

Eco assist can be activated and deactivated under the driver assistance settings in the Infotainment system (→ *Menu assist systems, Operation*).

Eco assist is automatically deactivated temporarily if the following are selected:

- Selector lever position B.
- Sport driving mode.
- Driving with Adaptive Cruise Control (ACC) or cruise control system.

If Eco assist is activated in the driver assistance settings, it is reactivated if any of these conditions change.

Eco assist depends on the equipment and is not available in all countries.

WARNING

The system cannot replace the driver's attention.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Road signs and traffic rules have priority over driving recommendations.



Time and date

Setting the time and date via the Infotainment system

- Tap the **Settings** function key (→ *Vehicle settings menu, Operation*).
- Select the **Time and date** menu item to set the time and date.
- Select time source:
 - Automatic.
 - Manual.

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

Setting the time using the digital instrument cluster

- Open the service menu (→ *Service menu, Operation*).
 - Select the **Time** menu.
 - Set the correct time using the  or  arrow buttons.
-

Lap timer



Depending on the equipment, the lap timer can be displayed in the instrument cluster (→ *Menus and information displays, Overview*).

The lap timer offers the option to measure and save the individual lap times on a racing course manually in the vehicle as well as compare these times to the best times previously recorded.

The following main menus can be displayed:

- **Lap timer**
- **Lap** (with current lap specification)
- **Statistics**

Switching between menus

- Press the  or  button on the multi-function steering wheel.

For example, the following list will show the layout of the menus in the instrument cluster display. The actual scope of the menus and the names of individual menu items depend on the instrument cluster version and the vehicle electronics.

Menu displays and functions

Lap timer menu

Start The time measurement of a lap is started.

Since start The time measurement begins when the vehicle begins to drive. If it is already moving, the time measurement starts when the vehicle comes to a stop in the meantime.

Statistics An overview of the laps previously recorded is displayed.

Lap menu

Stop The active time measurement is paused. The lap is not finished.

Resume The paused time measurement is resumed.

Split time A split time is displayed for approximately five seconds. The active time measurement continues to run simultaneously.

New lap

The time of the current lap is stopped and a new lap is started. The time for the finished lap is transferred to the statistics.

Cancel lap The time measurement is stopped and discarded. The current lap will not be recorded in the statistics.

End The time measurement is finished. The lap will be recorded in the statistics.

Statistics menu

Back The display switches back to the previous menu.

Reset All saved statistics data is reset.

The previously driven lap times are displayed in the statistics menu. If the maximum lap number of 99 laps or the maximum total duration of 99 hours, 59 minutes and 59 seconds is reached, a new time measurement can be started before the statistics are reset.


WARNING

Driver distraction can cause accidents and injuries.

- Only adjust lap timer presets and open the statistics when the vehicle is stationary.
- Only operate the lap timer while driving if the driving situation is easy to control and monitor.

Driver assistance systems button

The button for driver assistance systems is located on the multi-function steering wheel. Using this button, the driver assistance systems can be switched on or off in the **Assist systems** menu.



- Press the  button briefly to open the **Assist systems** menu.
- Select the driver assistance system and switch it on or off. A check mark indicates if a driver assistance system is switched on.
- Confirm the selection with the **OK** button on the multi-function steering wheel.

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

Service menu

Depending on the equipment, settings can be applied in the service menu.

Opening the service menu

To open the service menu, select the **Driving time/distance driven** information profile in the auxiliary displays and hold down the  or  button on the multi-function steering wheel, depending on the selected auxiliary display area, for approximately six seconds. You can now navigate in the menu as usual using the buttons on the multi-function steering wheel.

Resetting the service interval display

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

Resetting the oil change service

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

Engine code

Select the **Engine code** menu. The engine code will appear in the instrument cluster display.

Setting the time

Select the **Time** menu and set the correct time using the  or  arrow buttons.

Copyright

Select the **Copyright** menu to access the copyright information.

Service interval display

Displays about service events appear in the instrument cluster display and in the Infotainment system.

There are different versions of the instrument cluster and Infotainment system; therefore, the versions and appearances of the displays may vary.

Fixed service intervals are specified for vehicles with the **fixed oil change service**.


Intervals are determined individually on vehicles with the **flexible oil change service**. Technical advances have made it possible to significantly reduce the need for maintenance. Oil change services only need to be performed if the vehicle requires it. The specific operating conditions and the personal driving style are also taken into consideration. The service early warning message is first displayed 30 days prior to the calculated service due date. The displayed remaining distance to be traveled is always rounded to 60 miles (100 km) and the remaining time is rounded to whole days.

Service notification

If a service or an inspection is due in the near future, a service notification will be displayed when the ignition is switched on.

The specified mileage or time is the distance or time until the next service can be completed.

Service event

When a **service is due** or an **inspection is due**, a warning chime will sound and a wrench symbol  may appear on the instrument cluster display for a few seconds together with one of the following messages when you switch on the ignition:

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

Checking a service due date

When the ignition is on, the engine is off, and the vehicle is stationary, the current service due date can be viewed at any time:

- Tap the **Vehicle** function key.
- Select the **Status** menu item and tap the **Service** function key to display the service information.

The service due date can also be checked via the service menu (*→ Service menu, Operation*).

Resetting the service interval display

If the service or inspection was not performed by an authorized Volkswagen dealer or an authorized Volkswagen Service Facility, the service reminder can be reset as follows:

- The service interval display can only be reset through the service menu (*→ Service menu, Operation*).

Do **not** reset the service interval display between service intervals or incorrect information will be displayed.

If the oil change service was manually reset, the service interval display then also switches to a fixed service interval, even on vehicles with **flexible oil change service**.



The service message disappears after a few seconds when the engine is running or when the **OK** button on the multi-function steering wheel is pressed.



If the 12 V vehicle battery in a vehicle with flexible service was disconnected for an extended period, the time for the next service cannot be calculated. Therefore, the service interval displays may show incorrect calculations. If this is the case, follow the maximum permissible maintenance intervals.

Instrument cluster operation

Introduction

Some menu items can only be accessed when the vehicle is stationary.

! WARNING

Driver distraction can cause accidents and injuries.

- Never operate the menus in the instrument cluster display while driving.



After starting the engine when the 12-volt vehicle battery is severely drained or when it has been replaced, the system settings (*time, date, personal convenience settings, and programming*) may have changed or been erased. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.



If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operation using the multi-function steering wheel

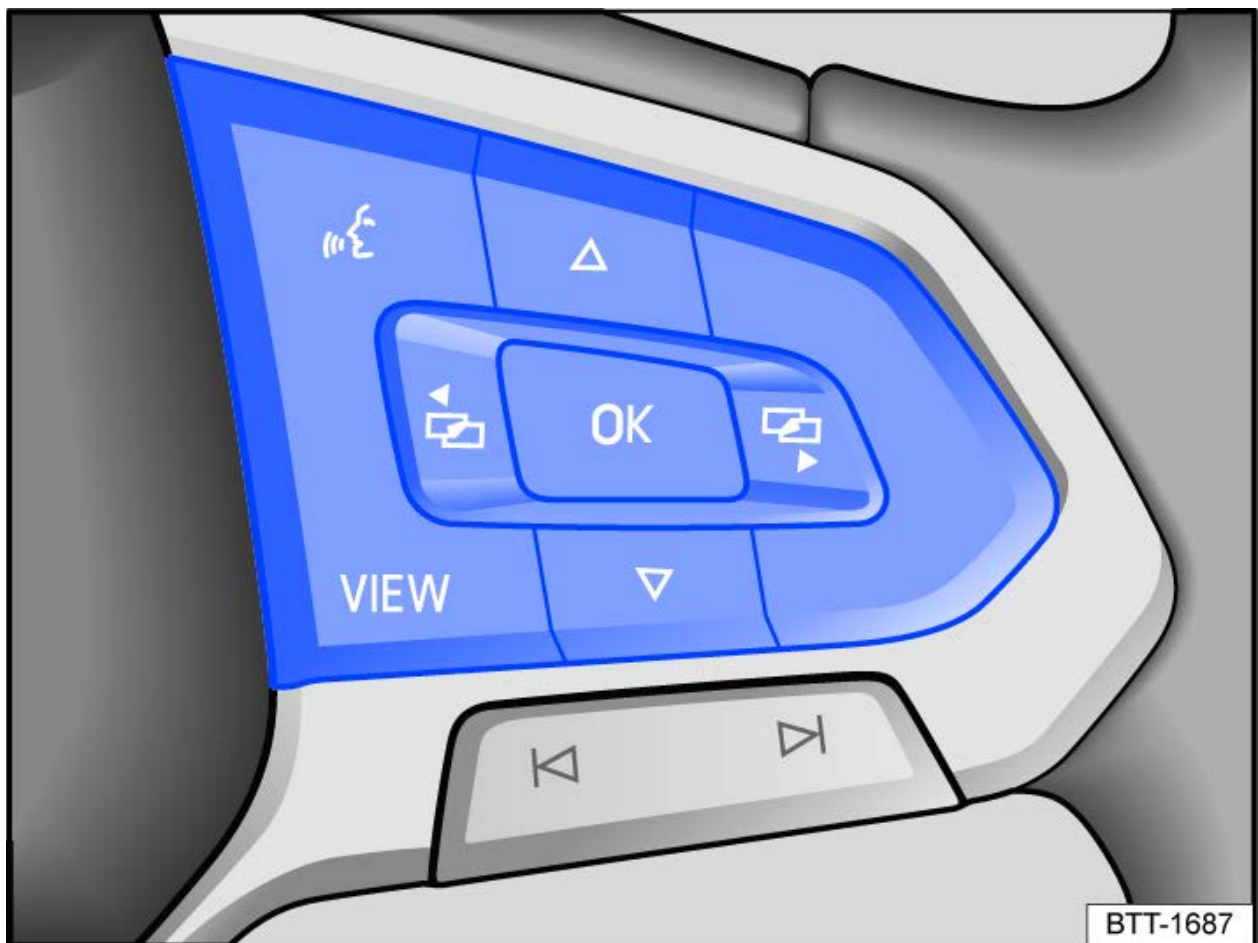


Fig. 1 Right side of the multi-function steering wheel: Buttons for operating the menus and information displays in the instrument cluster (version 1).

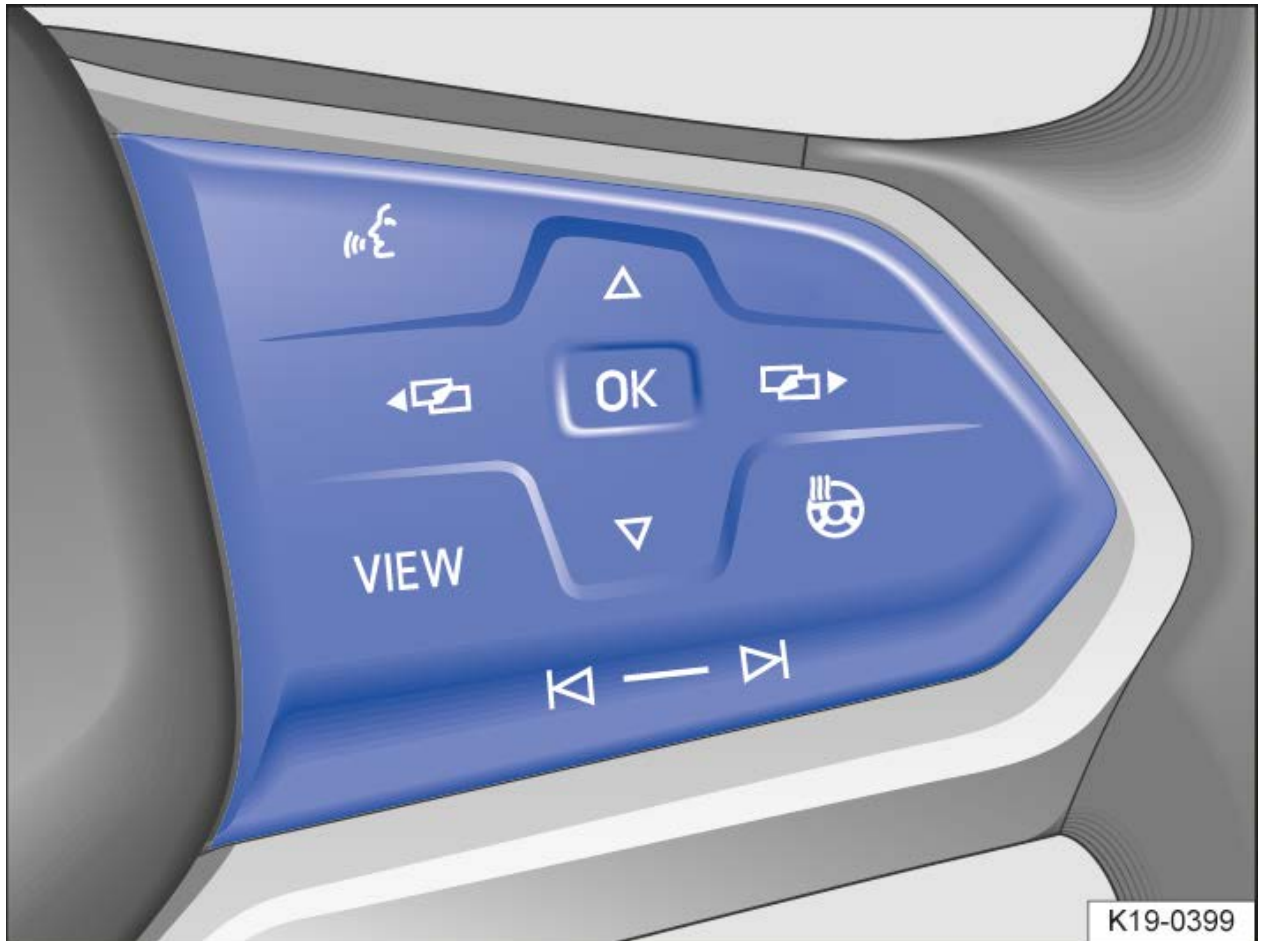






Fig. 2 Right side of the multi-function steering wheel: Buttons for operating the menus and information displays in the instrument cluster (version 2).

Menus cannot be accessed when a priority 1 warning message is displayed (→ *Warning and information texts, Description*). You can confirm and hide some warning messages using the **OK** button on the multi-function steering wheel.

Selecting a menu or information display

- Switch the ignition on.
- Driver personalization: select a user.
- If a message or vehicle icon is displayed, press the **OK** button, repeatedly if necessary.
- To display a menu and to scroll through the menu, press the  or  button.
- To open the displayed menu or information display, press the **OK** button or wait until the menu or the information display opens automatically after several seconds.

Applying settings in the menus

- Press the  or  arrow buttons in the displayed menu until the desired menu item is marked. The item is marked with a frame around it.
- Press the **OK** button to apply the desired changes. A “checkmark” indicates if the function or system is activated.

Returning to menu selection

— Press the  or  button.

VIEW button on the multi-function steering wheel

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

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



If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operation and displays in the Infotainment system

Introduction

This Infotainment system consolidates essential vehicle systems in a central control panel, such as menu settings, radio, or a navigation system.

General information for operation

The relevant information for the settings in the **Vehicle** menu is included in the following section.

System settings and vehicle information display

After tapping the function key **Vehicle**, you can tap the respective function keys to display information or to adjust the settings. You can tap the function key **Status** to view the current vehicle status, for example:

- Vehicle settings (→ *Vehicle settings menu, Operation*).
- Vehicle status
- Trip data
- E-displays.
- Depending on vehicle equipment: Performance monitor (→ *Performance monitor, Description*).
- Depending on vehicle equipment: Lap timer (→ *Lap timer Infotainment system, Description*).

WARNING

Driver distraction can cause accidents and injuries. Operating the Infotainment system can distract you from traffic.

- Always drive attentively and responsibly.




After starting the engine when the 12 V vehicle battery is severely drained or is a replacement, system settings (*time, date, personal convenience settings, and programming*) and user profiles may be adjusted or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

Vehicle settings menu

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

Opening the Vehicle settings menu

- Switch the ignition on.
- If necessary, switch the Infotainment system on.
- Personalization: Select user and confirm with the **OK** function key.
- Tap the **Vehicle** function key.
- To open other submenus in the **Vehicle** menu or to adjust settings in the menu items, tap the respective function keys.
- Open the required menu and adjust the settings as you wish. Functions highlighted in color are switched on.

Tap the **HOME** button  to return to the start screen.

Driver personalization

Using the personalization function, individual vehicle settings, such as the settings for the air conditioning system, instrument cluster, or lights, can be saved to a We Connect user profile. Logging into your We Connect user profile in the Infotainment system identifies the user.

Changes to the settings are assigned to the user profile active for the vehicle and if there is an internet connection, they are automatically saved online in your We Connect user profile.

Greeting and user profile selection

After switching on the ignition, the name of the detected user is shown in the Infotainment system. The user is detected via the remote control vehicle key when automatic assignment is activated. If automatic key assignment is not active, the last user logged into the vehicle is displayed.

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

- Select your own user profile from the user list if you were already logged into the vehicle.
- Use your access data to log into your We Connect user profile and add your user profile to the user list.
- Create a new user profile directly from the vehicle if you are not yet registered with We Connect.

If you do not want to log into or register with We Connect, a guest user profile is available in the Infotainment system. When changing to the guest user profile, the current vehicle settings are maintained.

After logging in, the vehicle settings stored online are loaded and activated in the vehicle. When you log into a vehicle for the first time with your user profile, you start with the factory settings.



If your vehicle has seats with memory function, you can manually cancel the adoption of the settings on the Infotainment system display.

User management and applying settings

Users can be managed and settings selected when the ignition is switched on through the User management menu in the Infotainment system. Here you can log in or register new users and remove saved user profiles from the Infotainment system memory. As the primary user of the vehicle, you can invite secondary users here and assign them mobile keys (→ *Description, Mobile key*).

Opening the user management menu:

— Tap **User** in the main menu.

Open the settings menu:

— Tap **Setup** in the user management menu.

Switching the user profile

You can select the user profile from the user management menu. Here you can activate another user profile available in the vehicle, log into an existing We Connect user profile or register with a new user profile in We Connect.

Assigning a vehicle key automatically to a user profile

When the automatic key assignment is selected, one of the following vehicle keys will be assigned to the user profile when the account is switched:

- *Vehicles without Keyless Access*: The remote control vehicle key that was used to unlock the vehicle key.
- *Vehicles with Keyless Access*: The vehicle key that is first detected by the personalization function when the driver's door is opened.

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

Synchronising vehicle settings

Vehicle settings that are changed in the vehicle are automatically assigned to the active user profile and also stored online. The vehicle settings are synchronized automatically with the data saved online in the following situations, when there is an internet connection:

- When switching on the ignition and the Infotainment system (synchronizes all recently used user profiles saved in the vehicle).

- When switching to another user profile (synchronizes the newly activated and the now deactivated user profile).
- At the end of the trip and when switching off the ignition (synchronizes the user profile that was active last).

You can start the manual synchronization at any time in the user management menu (e.g. if automatic synchronization does not take place when logging in). Synchronization cannot take place automatically if the vehicle's online status is impaired, e.g. in underground garages, or if you have activated the "Maximum privacy settings" mode.



If an inactive user profile is active in another vehicle and if settings are synchronized from there, these settings will also be loaded to your vehicle and assigned to the corresponding user profile.

Customizable vehicle settings

The vehicle functions that can be set depend on the equipment. Some functions that can be personalized are not stored online, rather only assigned locally to the user profile in the vehicle. The following functions can be personalized:

- Opening and closing (single door unlocking, convenience opening, window).
- Windshield wiper settings.
- Seat settings
- Light and view (daytime running light, low beam headlight turning on time, 3-blink turn signal).
- Climate control system settings
- Multi-Function Display and instrument cluster (selection of displays)
- Head-up display.
- Infotainment system (radio settings, navigation, voice control).

Safety first

General information

Preparing for driving and driving safety

You must observe the following points before and during every drive for your own safety and for the safety of your passengers and others on the road → :

- ✓ Make sure the vehicle lighting and turn signals are functioning correctly.
- ✓ Check the tire pressure and fuel level (→ *Tire pressure, Introduction/general information*), (→ *Fuel gauge, Description*).
- ✓ Check the washer fluid level (→ *Washer fluid, Refilling*).

- ✓ Make sure the windows are clear and provide good visibility (→ *Vehicle care exterior, Cleaning/care*).
 - ✓ The air intake for the engine must not be blocked. The engine must not be covered with covers or insulation (→ *In the engine compartment, General safety*).
 - ✓ Secure all objects and luggage in the storage compartments and the luggage compartment (→ *Transporting, Description*).
 - ✓ It must be possible to press the pedals with no obstructions.
 - ✓ Secure children with child restraint systems that are appropriate for their weight and height (→ *Child restraints, Description*).
 - ✓ Adjust the front seats, head restraints, and mirrors according to the size of the occupants (→ *Seating position, Description*), (→ *Mirrors, Description*).
 - ✓ Wear shoes that give your feet good traction for operating the pedals.
 - ✓ The floor mat in the driver's side footwell must be kept clear from the pedal area and be secured.
 - ✓ Assume the correct seating position before driving and remain that way while driving. This also applies to all passengers (→ *Seating position, Description*).
 - ✓ Fasten the safety belt correctly before you begin driving and keep it fastened while driving. This also applies to all passengers (→ *Safety belts, Description*).
 - ✓ The number of passengers must not exceed the number of seats and safety belts.
 - ✓ Never drive when impaired, for example by medication, alcohol, or drugs.
 - ✓ Never allow yourself to be distracted from traffic, for example by adjusting settings, by opening menus, by passengers, or by phone calls.
 - ✓ Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
 - ✓ Follow driving rules and posted speed limits.
 - ✓ Take regular breaks on long drives. You should take a break at least every two hours.
 - ✓ Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
-

Driving in other countries

In some countries, special safety standards and regulations that differ from the vehicle design apply. Volkswagen recommends obtaining information about legal regulations and about the following points from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries:

- ✓ Do technical modifications need to be made to the vehicle before driving in other countries, such as covering or adjusting the headlights?
- ✓ Are the tools, diagnostic equipment, and replacement parts that are needed for maintenance and repair work available?
- ✓ Is there an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the country where you will be driving?

- ✓ Are fluids that meet Volkswagen specifications available in the country where you will be driving (→ *Operating fluids and equipment, Introduction/general information*)?
 - ✓ Will the navigation function in the factory-installed Infotainment system work with the existing navigation data in the country where you will be driving?
 - ✓ Are special tires needed in the country where you will be driving?
 - ✓ Is a fire extinguisher required in the country where you will be driving?
 - ✓ What are the requirements for a reflective vest?
 - ✓ Is fuel with sufficient quality available (→ *Fuel and emissions control system, Description*)?
-

Checks when refueling

Only perform work on the engine and in the engine compartment if you are familiar with the necessary steps and the general safety precautions, and if the correct operating equipment, fluids, and suitable tools are available (→ *In the engine compartment, General safety*)! Have all work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Make sure that the following items are checked regularly:

- ✓ Washer fluid level (→ *Washer fluid, Refilling*).
 - ✓ Engine oil level (→ *Engine oil, Description*).
 - ✓ Engine coolant level (→ *Engine coolant, Description*).
 - ✓ Brake fluid level (→ *Brake fluid, Standards/directives*).
 - ✓ Tire pressure (→ *Tire pressure, Introduction/general information*).
 - ✓ Vehicle lighting (→ *Exterior lighting, Description*) that is necessary for driving safely:
 - Turn signals
 - Parking lights, low beam headlights, and high beam headlights
 - Taillights
 - Brake lights
 - Rear fog lights
 - License plate lights
-

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

DANGER

Note the important safety precautions for the front passenger's airbag (→ *Child restraints, General safety*).

WARNING

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

- Alcohol, drugs, medication, and prescription narcotics can considerably impair perception, reaction times, and driving safety, which can result in loss of vehicle control.
-

WARNING

Always follow the applicable driving regulations and speed limits and drive proactively. Evaluating driving situations correctly can be the difference between safely reaching your destination and being involved in a collision with serious injuries.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by substandard fuel, insufficient service, or not using Volkswagen Genuine parts.



Follow all warning and information for vehicles with an N1 certificate (*→ N1 certificate, Description*).



Having the vehicle serviced regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions. Under extreme operating conditions, some work may need to be performed before the next service is due. Extreme operating conditions can include frequent "stop-and-go driving" or driving in areas with a lot of dust in the air. You can obtain additional information from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Seating position

Introduction

Number of seats

The vehicle has a total of **five** seats: two seats in the front and three seats in the back.

Every seat is equipped with a safety belt.

WARNING

Sitting incorrectly in the vehicle can increase the risk of serious or fatal injuries during sudden driving or braking maneuvers, in the event of a collision or accident, and if the airbags are deployed.

- Before the vehicle starts to move, all vehicle occupants must always be in the correct seating position and maintain it while driving. Safety belts must also be fastened and remain fastened.
- The number of persons in the vehicle must not exceed the number of seats with safety belts.
- Always secure children in the vehicle with an approved and suitable child restraint according to the child's body size and weight (*→ Child restraints, Description*) and (*→ Airbag system, Description*) (*→ Advanced Airbag System, Description*).
- Always keep feet in the footwell while driving. For example, never rest feet on the seat or on the instrument panel and never stick feet out of the window. Otherwise, if the airbag and the safety belt deploy, they could increase the risk of injury in the event of an accident instead of providing protection.

Risk of injury due to an incorrect seating position

The risk of serious or fatal injuries will increase if safety belts are not worn or are incorrectly fastened. Safety belts can only achieve the optimum protection if they are routed correctly. An incorrect seating position significantly impairs the protective function of the safety belt. This could result in serious or fatal injuries. The risk of serious or fatal injuries increases even more if a deployed airbag strikes a passenger who is sitting in an incorrect seating position. The driver is responsible for all vehicle occupants and especially for children who are being transported in the vehicle.

The following list includes examples of seating positions that could be dangerous for all vehicle occupants.

The following points always apply when the vehicle is in motion:

- Never stand inside the vehicle.
- Never stand on the seats.
- Never kneel on the seats.
- Never tilt your seat backrest too far back.
- Never lean against the instrument panel.
- Never lay down in the passenger compartment or on the rear bench seat.
- Never sit only on the front section of the seat.
- Never sit sideways on the seat.
- Never lean against the window.
- Never place your feet out of the window.
- Never place your feet on the instrument panel.
- Never place your feet on the seat cushion or on the seat backrest.
- Never ride in the footwell.
- Never sit on the armrests.
- Never drive or ride in a seat without fastening your safety belt.
- Never ride in the trunk.

WARNING

Incorrect seating positions in the vehicle increase the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- All vehicle occupants must always sit in the correct seating position and have their own safety belts correctly fastened while driving.
- Incorrect seating positions, failure to wear a safety belt, or being too close to an airbag increases the risk of serious injury or death to vehicle occupants, especially if the airbags deploy and come into contact with occupants who are not seated correctly.

Correct seating position

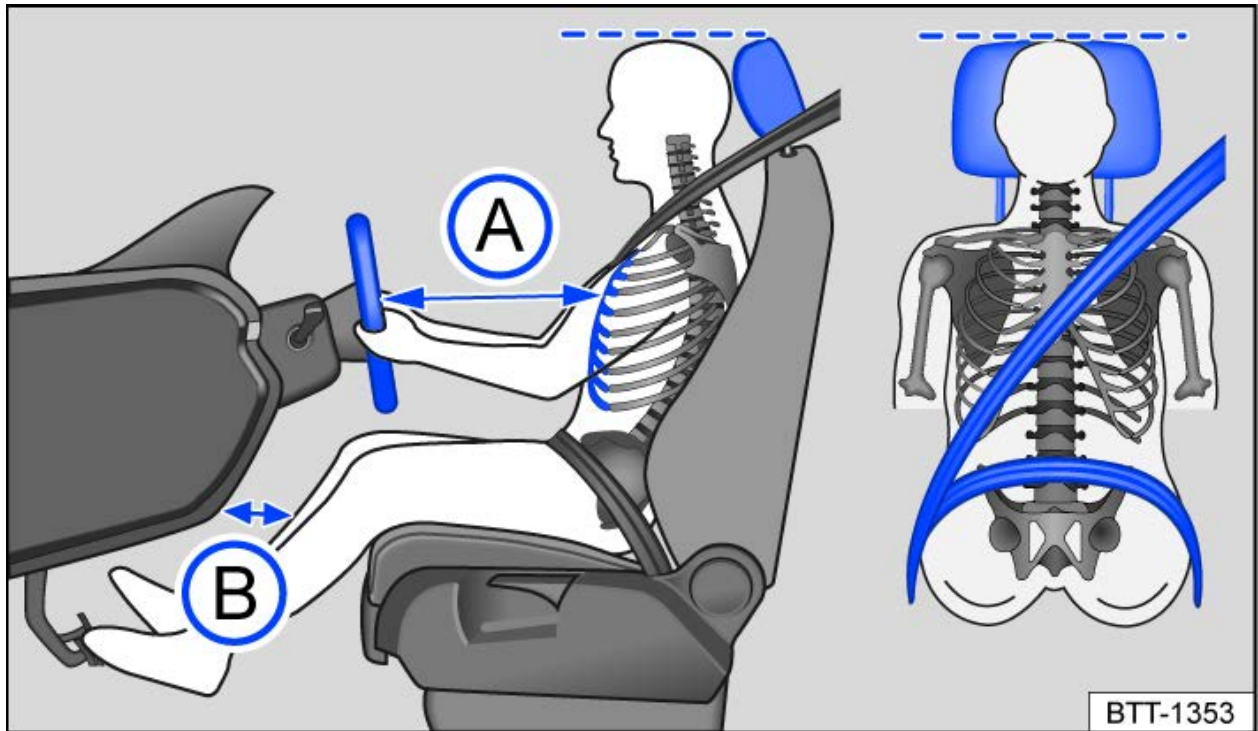


Fig. 1 General example: correct distance between the driver and steering wheel, correct safety belt routing, and correct head restraint adjustment.

The correct seating positions for the driver and passengers are specified in the information that follows.

If individuals cannot achieve the correct seating position due to physical conditions, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about possible special modifications. The safety belt and airbags only provide the optimum protection when vehicle occupants are seated in a correct seating position. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For your safety and to reduce the risk of injuries in the event of a sudden braking maneuver or accident, Volkswagen recommends the following seating positions:

The following applies to all vehicle occupants:

- Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint → *fig. 1*.
- For shorter individuals, slide the head restraint all the way downward, even if the head is then below the upper edge of the head restraint.
- For taller individuals, move the head restraint upward all the way.
- Keep both feet in the footwell while driving.
- Adjust and fasten the safety belts correctly (→ *Safety belts, Description*).

The following additional points apply to the driver:

- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.

- Adjust the seat so that the distance between the steering wheel and your chest is at least 25 cm (around 10 inches) → *fig. 1 (A)* and you can hold the steering wheel firmly at the sides with both hands and your elbows slightly bent.
- The steering wheel must always face the chest and not be directed toward the face.
- Adjust the forward/back position of the driver seat so that you can press the pedals while your legs are slightly bent and there is at least 10 cm (around 4 inches) of space between the instrument panel and your knees → *fig. 1 (B)*.
- Adjust the driver's seat so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell to keep control of the vehicle at all times.
- Adjust and fasten the safety belts correctly (→ *Safety belts, Description*).

The following additional points apply to the front passenger:

- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Move the front passenger's seat back as far as possible so that the airbag can provide optimum protection if it deploys.

Safety belts

Introduction

Check the condition of all of the safety belts regularly. If there is damage to the belt webbing, the belt connections, the retractor, or the buckle, have the affected safety belt replaced immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility → ⚠. The authorized Volkswagen dealer or authorized Volkswagen Service Facility must use the correct parts for the vehicle, trim level, and model year. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

The risk of serious and fatal injuries increases if the safety belts are not worn or are worn incorrectly. The optimum protection is only achieved if the safety belts are worn and used correctly.

- Safety belts are the most effective way to reduce the risk of serious and fatal injuries in a collision. To protect the driver and passengers, the safety belts must always be worn correctly when the vehicle is in motion.
- Before every trip, everyone in the vehicle must seat themselves correctly, fasten the safety belt that belongs to the seat they are using, and keep it fastened while the vehicle is in motion. This applies to all passengers and at all times, including during city driving.
- Secure children in the vehicle with a child restraint that is appropriate for their weight and height and with the safety belt used correctly (→ *Child restraints, Description*).
- Only begin driving once all passengers are wearing their own safety belts correctly.
- Insert and latch the buckle tongue in the safety belt buckle that belongs to that seat. Using a buckle from another seat reduces the protection provided by the safety belt and can cause serious injuries.
- Never allow foreign objects or fluid to enter the slots in the belt buckles. This could impair the function of the belt buckles and safety belts.
- Never unfasten the safety belt while the vehicle is in motion.
- Secure only one person with a safety belt.
- Never allow children or infants to ride on anyone's lap and to be secured together with anyone in the same safety belt.
- Do not wear extremely bulky, loose clothing in the vehicle, such as a coat over a sports jacket, because this could impair the function of the seat and the safety belt.

WARNING

Damaged safety belts create a serious risk and can cause serious or fatal injuries.

- Never allow safety belts to become caught in the door or the seat mechanisms because the belts could be damaged.
- If the belt webbing or other parts of the safety belt are damaged, the safety belts could tear during a collision or sudden braking maneuver.
- Have damaged safety belts replaced immediately with new safety belts that are approved for the vehicle by Volkswagen. Safety belts that are stretched during a collision must be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. It may be necessary to replace them even if there is no visible damage. The anchors for the safety belts must also be checked.
- Never try to repair, modify, or remove the safety belts yourself. Have all repairs to safety belts, safety belt retractors, and buckle components performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.


Warning light




Fig. 1 In the instrument cluster display: warning light.



Fig. 2 In the instrument cluster display: safety belt status indicator for the rear seats.

If the safety belts are not fastened when you begin driving and at a speed of over around 15 mph (25 km/h), or if the safety belts are unfastened during a journey, a warning chime sounds for several seconds if the driver or front passenger seat is occupied by an adult. The red → [fig. 1](#)  warning light will also blink.

When the ignition is switched on, the red  warning light only turns off after all vehicle occupants have fastened their safety belts.

Safety belt status indicator for the rear seats

When the ignition is switched on, the seat belt status indicator → [fig. 2](#) in the instrument cluster display, shows the driver whether potential adult passengers in the rear seats have their seat belts fastened.

The following symbols light up in different colors depending on which seats are occupied and what the seat belt status is:



When the symbol is red, this indicates that the passenger in this seat has not fastened "their" safety belt.





When the symbol is green, this indicates that the passenger in this seat has fastened "their" safety belt.



When the symbol is white, this indicates that this seat is not occupied.

Fasten seat belts reminder for the rear seats

If a rear seat seat belt is unfastened during the journey, the symbol for that seat  is permanently red. The red  warning light in the instrument cluster display will also blink → [fig. 1](#). If driving at speeds faster than approximately 15 mph (25 km/h), a warning chime will also sound.

WARNING

The risk of serious and fatal injuries increases if the safety belts are not worn or are worn incorrectly. The optimum protection is only achieved if the safety belts are worn and used correctly.

WARNING

The fasten seat belts reminder is designed to recognize adult vehicle occupants. A seat occupied by a light person, particularly by children, may not necessarily be recognized. The fasten seat belts reminder does not react, or has limited reactions when a child seat or seat cushion is in use.

- Always ensure that all vehicle occupants, especially children, have their seat belt correctly fastened.

Frontal collisions and the laws of physics

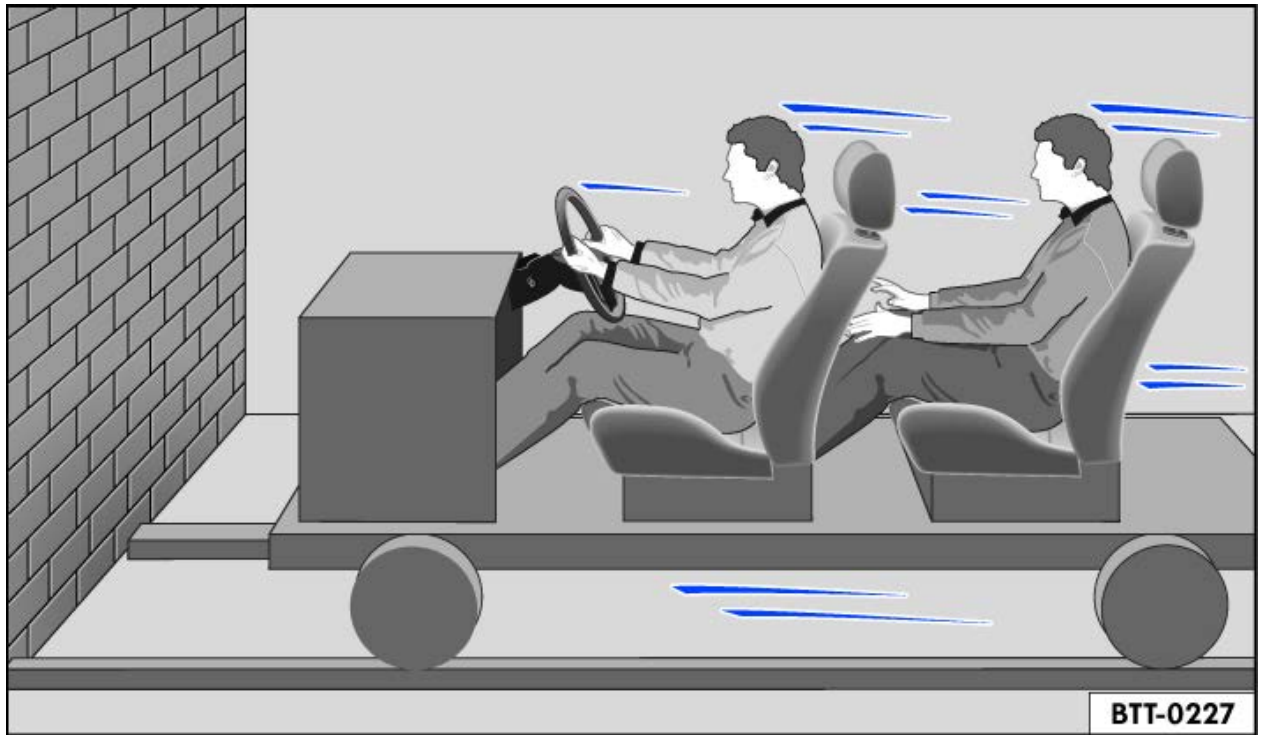


Fig. 1 A vehicle with passengers who are not wearing safety belts drives toward a wall.

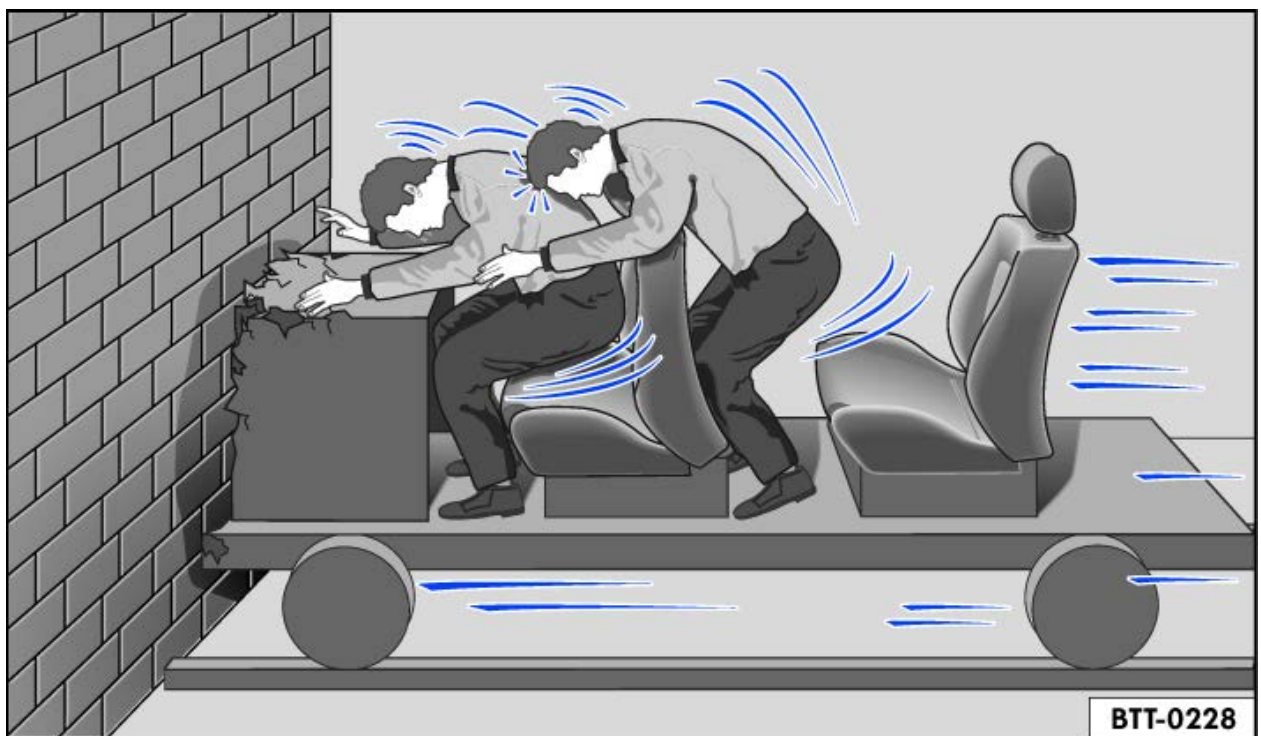


Fig. 2 A vehicle with passengers who are not wearing safety belts collides with a wall.

The physical principle of a frontal collision is a simple concept. Once the vehicle is in motion, the vehicle and its passengers possess energy called "kinetic energy" → *fig. 1* .

The higher the vehicle speed and the higher the weight, the more energy must be absorbed in the event of a collision.

However, the vehicle speed is the more significant factor. For example, if the speed doubles from approximately 15 mph (25 km/h) to 30 mph (50 km/h), then the kinetic energy quadruples.

The amount of "kinetic energy" depends greatly on the vehicle speed and on the weight of the vehicle and the passengers. If speed and weight increase, more energy must be absorbed in the event of an accident.

Passengers who are not wearing safety belts are also not "connected" to the vehicle. In a frontal collision, individuals who are not wearing safety belts will continue to move at the same speed the vehicle was moving before the collision, until something stops their movement. Since the vehicle occupants in the example are not wearing safety belts, the entire amount of kinetic energy possessed by the vehicle occupants would only be absorbed by the impact on the wall → *fig. 2*.

At speeds of approximately 19 mph (30 km/h) to approximately 31 mph (50 km/h), the force applied against the bodies of passengers can easily exceed 2000 lbs (1000 kg) in the event of a collision. The force applied against a person's body will increase even more at higher speeds.

This example applies not just to frontal collisions, but to all types of accidents and collisions.

What happens to vehicle occupants who do not wear safety belts?



Fig. 1 A driver not wearing a safety belt is propelled forward.

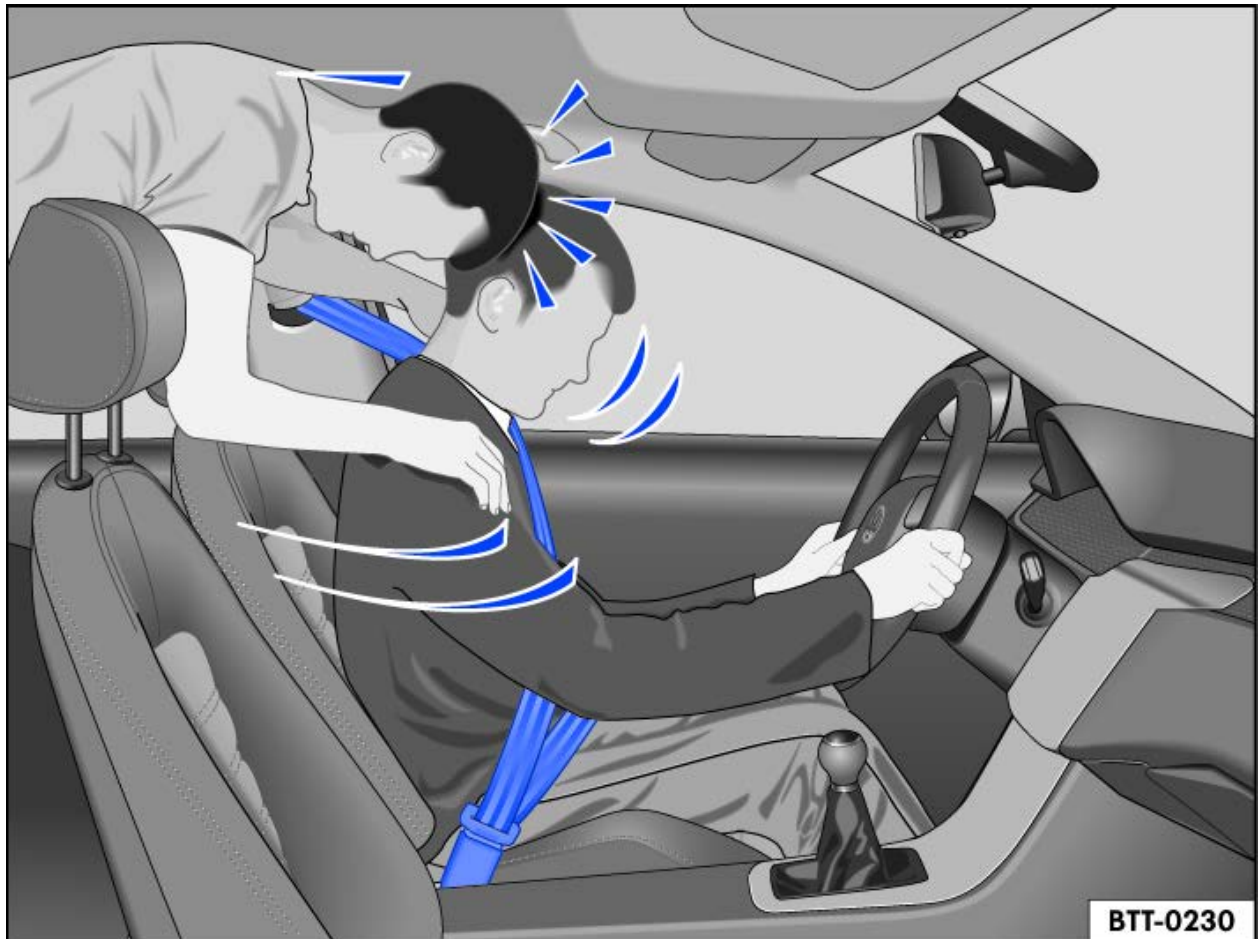


Fig. 2 A passenger in the rear seat who is not wearing a safety belt will be propelled forward toward the driver who has their own safety belt fastened.

Many believe that a person can support their body with their hands during a minor collision. That is incorrect.

Even at low impact speeds, enough force is applied to the body that it is not possible to support the body with arms and hands. In the event of a frontal collision, vehicle occupants who are not wearing safety belts could be propelled forward and collide with components in the vehicle interior, such as the steering wheel, instrument panel, or windshield → [fig. 1](#).

The airbag system is not a replacement for safety belts. Deployed airbags only offer supplemental protection. Airbags do not deploy during all types of collisions. Even if the vehicle is equipped with an airbag system, all vehicle occupants, including the driver, must fasten their own safety belts and keep them fastened correctly while the vehicle is in motion. This reduces the risk of severe or fatal injuries in the event of a collision, regardless of whether the seating position is equipped with an airbag.

An airbag only deploys one time. To achieve the optimum protective function, the safety belts must always be fastened correctly. This is also true during accidents where the airbags do not deploy. Vehicle occupants who are not wearing safety belts could be propelled out of the vehicle and this could result in even more severe or fatal injuries.

It is also important for passengers on the rear seats to have their own safety belts fastened correctly, since they could be propelled through the vehicle without control. A passenger on the rear seat without their own safety belt fastened is endangering themselves as well as the driver and the other passengers in the vehicle → [fig. 2](#).

Protection provided by safety belts

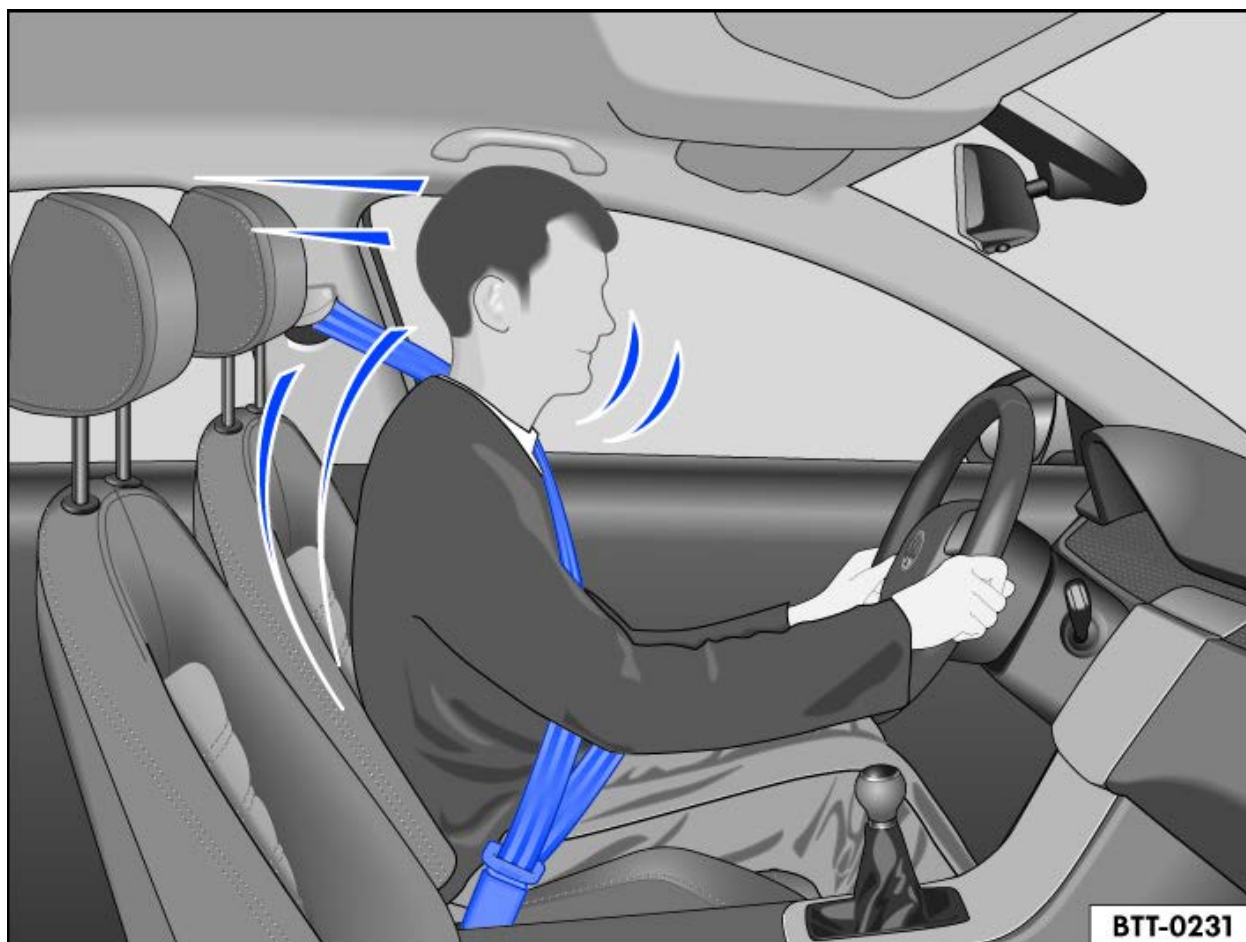


Fig. 1 Driver that is restrained during a braking maneuver by a safety belt that is fastened correctly.

Safety belts that are fastened correctly can make a significant difference. Safety belts that are fastened correctly hold vehicle occupants in the correct seating position and considerably reduce the kinetic energy in the event of a collision. The safety belts also help to reduce the risk of uncontrolled movements that could otherwise cause serious injuries. Safety belts that are fastened correctly also reduce the risk of being propelled out of the vehicle → *fig. 1*.

Vehicle occupants with safety belts that are fastened correctly benefit greatly from this, because the kinetic energy is absorbed by the safety belts. The structure in the front of the vehicle and other passive safety features in the vehicle such as the airbag system also ensure that the kinetic energy will be reduced. The accumulated energy reduces along with the risk of injury.

These examples describe frontal collisions. It should be understood that safety belts that are fastened correctly also substantially reduce the risk of injury in all other types of collisions. Therefore, safety belts must always be fastened before every trip, even if driving "just around the corner". Make sure that all passengers also have their own safety belts fastened correctly.

Accident statistics have indicated that safety belts that are fastened correctly considerably reduce the risk of injuries and increase the probability of survival in the event of a severe collision. Safety belts that are fastened correctly also increase the protective effect of deployed airbags in the event of an accident. For this reason, the use of safety belts is legally required in most countries.

Even though the vehicle is equipped with airbags, the safety belts must be fastened. For example, the front airbags only deploy in certain frontal collisions. The front airbags do not deploy in minor frontal collisions, minor side-impact collisions, rear collisions, rollovers, or in accidents where the airbag deployment value in the control module was not exceeded. The same also applies to other airbags in the vehicle.

Therefore, always wear the appropriate safety belt correctly, and make sure all passengers have their own safety belts fastened correctly.

Using safety belts

Checklist

Using safety belts → ⚠:

- ✓ Check the condition of all of the safety belts regularly.
 - ✓ Keep safety belts clean.
 - ✓ Always keep foreign objects and fluids far away from the safety belt, the safety belt buckle, and the slot in the safety belt buckle.
 - ✓ Do not pinch or damage the safety belt and/or belt buckle, for example closing it in a door.
 - ✓ Never remove, modify, or repair the safety belt and belt fastening elements.
 - ✓ Always fasten the safety belt correctly before you begin driving and keep it fastened while driving.
-

Twisted safety belt

If the safety belt is difficult to pull out of the belt guide, the safety belt may have been pulled out too quickly when positioning the belt and may have become twisted within the side trim panel:

- Slowly and carefully pull the safety belt out completely by the belt buckle.
- Untwist any twisted sections of the safety belt and guide the belt back slowly by hand.

If you cannot untwist the safety belt, fasten the safety belt anyway. The twist must not be in a section of the belt that rests directly on the body. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately to have the belt untwisted.

WARNING

Incorrect handling of the safety belts increases the risk of severe or fatal injuries.

- Check the safety belts and associated components regularly to ensure they function correctly.
- Always keep the safety belts clean.
- Do not pinch or damage the safety belt or allow it to rub against any objects with sharp edges.
- Always keep the belt buckle and insertion guide for the belt buckle free of foreign objects and fluids.

Fastening and unfastening the safety belts

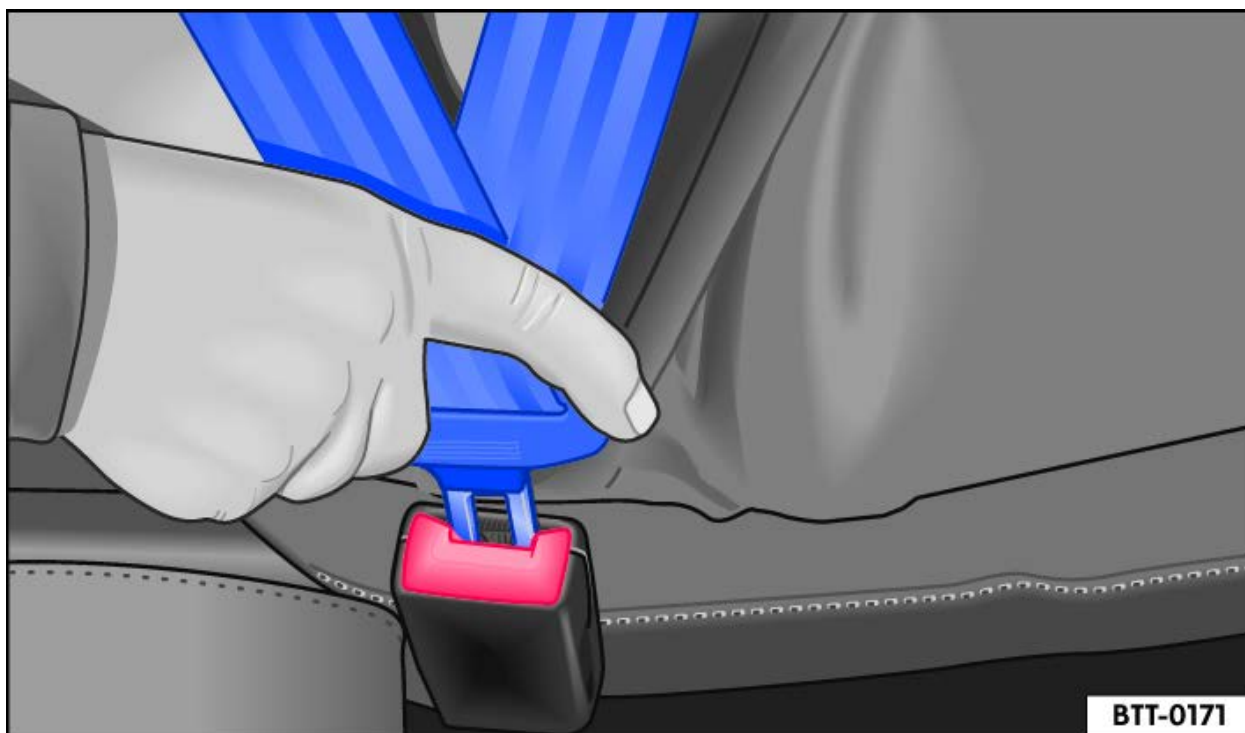


Fig. 1 Inserting the buckle tongue into the safety belt buckle.

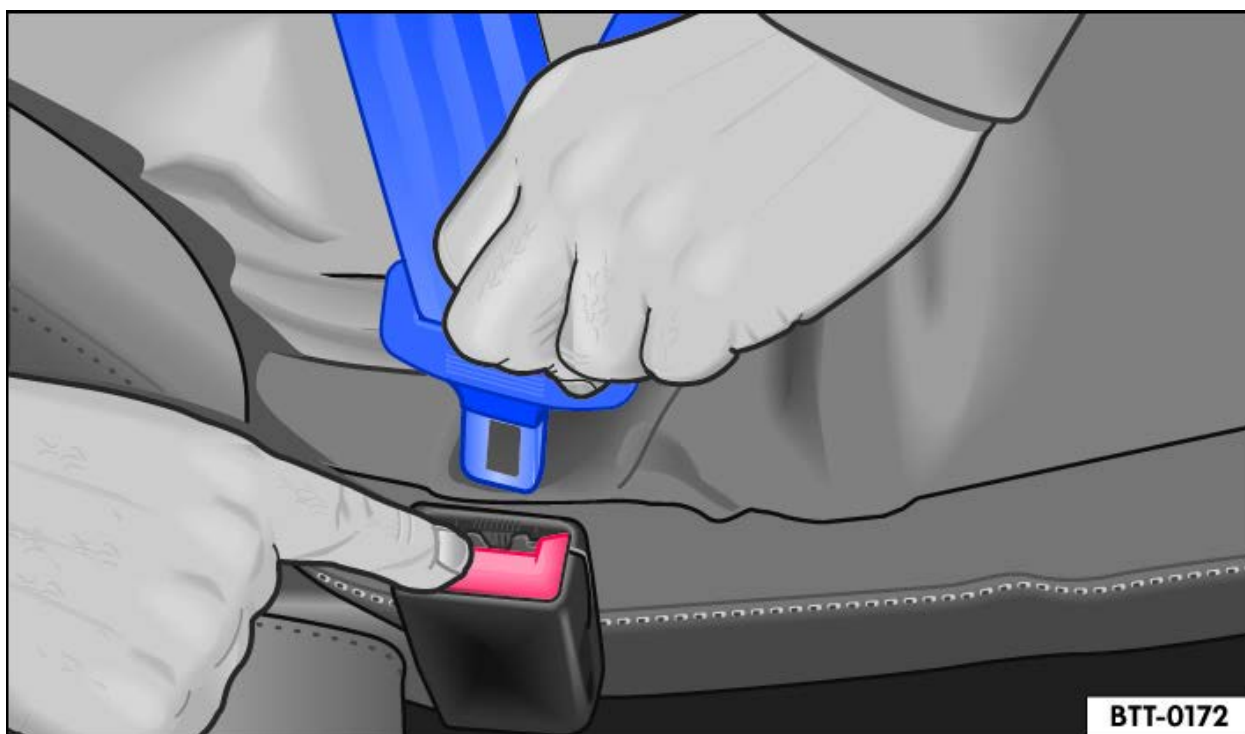


Fig. 2 Releasing the buckle tongue from the safety belt buckle.

Safety belts that are fastened correctly hold vehicle occupants in the correct position during braking maneuvers or in a collision, in order to provide the maximum protection → ⚠.

In vehicles with the proactive passenger protection system, fastened driver and front passenger safety belts are tensioned automatically in some driving situations (→ *Proactive passenger protection system, Description*).

Fastening the safety belt

Always fasten the safety belts before driving.

- Adjust the front seat and head restraint correctly (→ *Seating position, Description*).
- Have the rear seat backrest locked into place in an upright position → ⚠.
- Grab the belt and pull it evenly over the chest and pelvis. Do **not** twist the belt while doing this → ⚠.
- Insert the buckle tongue securely in the safety belt buckle for that seat → *fig. 1*.
- Pull on the safety belt to make sure the buckle tongue is latched correctly in the safety belt buckle.

Unfastening the safety belt

Only unfasten the safety belt while the vehicle is stationary → ⚠.

- Press the red button in the safety belt buckle → *fig. 2*. The buckle tongue will pop out.
- Guide the belt back by hand so that the belt rolls up easily, the belt does not twist, and the trim panel is not damaged.

WARNING

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

- Optimum protection from the safety belts is only possible when the backrest is in an upright position and the safety belts are worn correctly according to the body size of the passenger.
- Unfastening the safety belt while driving can lead to serious or fatal injuries in the event of an accident or braking maneuver.

Safety belt positioning

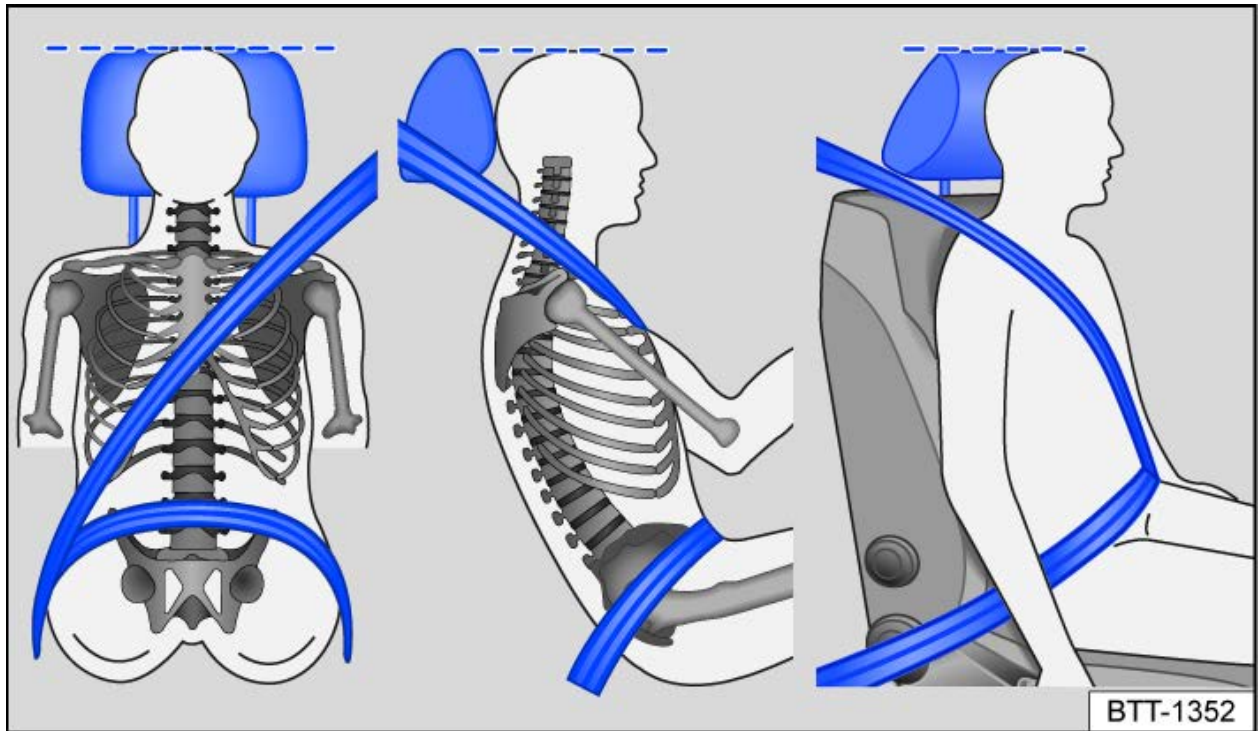


Fig. 1 Correct safety belt positioning and correct head restraint adjustment.

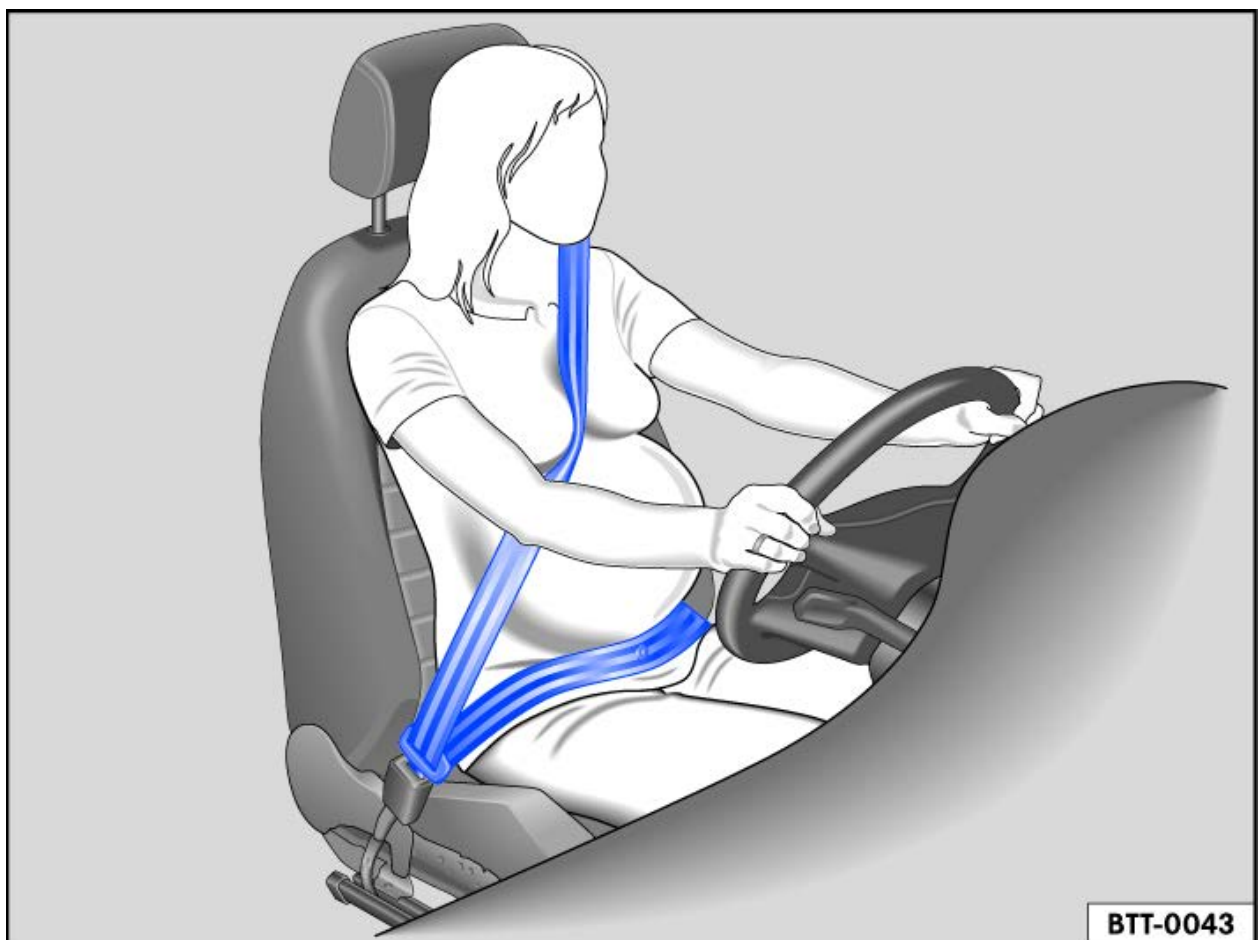


Fig. 2 Correct safety belt positioning for pregnant women.

Safety belts only offer the optimum protection during a collision and reduce the risk of serious injury or death if they are fastened and positioned correctly. The correct safety belt position also holds the vehicle occupant in place so that the airbags can provide their maximum protection if

they deploy. Therefore, all vehicle occupants should always fasten their own safety belts and make sure they are positioned correctly → *fig. 1*.

An incorrect seating position can cause severe or fatal injuries (→ *Seating position, Description*).

Correct safety belt positioning

- The shoulder belt section of the safety belt must always be positioned over the center of the shoulder and never across the neck, above the arm, under the arm, or behind the back.
- The lap section of the safety belt must always lie across the lap and never over the stomach.
- The safety belt must always rest flat and securely on the body. Retighten the belt if necessary.

For **pregnant women**, the safety belt must rest evenly across the chest and as low and flat as possible on the lap, so that no pressure is applied to the lower abdomen. This should be done throughout the entire pregnancy → *fig. 2*.

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

- Belt height adjusters for the front seats (→ *Safety belt height adjuster, Operation*).
- Height-adjustable front seats (→ *Seating position, Description*).

WARNING

Incorrect safety belt positioning can cause serious injuries in the event of an accident or during sudden braking or driving maneuvers.

- Optimum protection from the safety belts is only possible when the backrest is in an upright position and the safety belts are worn correctly.
- The safety belt itself or a loose safety belt can cause serious injuries if it shifts onto soft areas of the body, such as the stomach.
- The shoulder portion of the safety belt must lie over the center of the shoulder, and never under the arm or across the neck.
- The safety belt must lie flat and securely on the upper part of the body.
- The lap section of the safety belt must lie across the lap and never over the stomach. The safety belt must lie flat and securely on the lap. Retighten the belt if necessary.
- The lap belt section of the safety belt must sit as low as possible on the lap of pregnant women and lie flat under the “rounding” of the abdomen.
- Do not twist the safety belt while wearing it.
- Never hold the safety belt away from the body with your hand.
- Do not guide the belt over hard or breakable objects, such as eyeglasses, pens, or keys.
- Do not modify how the belt is routed using belt clips, retaining loops, or similar objects.



Individuals who cannot achieve the optimum belt routing due to physical conditions should contact a qualified professional about possible special modifications that can be used to attain the optimum protective function from the safety belt and airbags. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt height adjuster

Automatic safety belt retractors, safety belt pretensioners, and safety belt load limiters

The vehicle seat belts are part of the vehicle safety concept (*→ Airbag system, Description*) (*→ Advanced Airbag System, Description*). The vehicle safety concept has the following key functions:

Automatic safety belt retractor

Every safety belt is equipped with a safety belt retractor on the shoulder belt section. If the safety belt is pulled slowly or while driving normally, the shoulder belt will be able to move freely. The safety belt retractor blocks the safety belt from moving if the safety belt is pulled out quickly, for example during sudden braking maneuvers, when driving on hills, when driving around curves, and when accelerating.

In critical driving situations, fastened front safety belts can be automatically tensioned by the proactive passenger protection system, e.g. in the case of an emergency braking maneuver or if the driver oversteers or understeers. If an accident does not happen or the critical driving situation is no longer applicable, both safety belts are loosened again. The proactive passenger protection system is ready to be triggered again (*→ Proactive passenger protection system, Description*).

Safety belt pretensioners

The safety belts for the vehicle occupants on the front seats, and possibly also the outer rear seats, are equipped with safety belt pretensioners.

Safety belt pretensioners are activated by sensors in the event of severe front, side, or rear collisions. They tighten the safety belts so that they do not extend any farther. If the safety belt is loose, it retracts to reduce the forward movement of the vehicle occupants or movement in the direction of the collision. The safety belt pretensioner works together with the airbag system. The safety belt pretensioner is not activated during a rollover accident if the side airbags are not deployed.

Fine dust may appear if airbags deploy. This is completely normal and does not indicate a fire in the vehicle.

Reversible belt tensioning (proactive passenger protection system)

In certain driving situations, the safety belts may be subject to reversible belt tensioning (*→ Proactive passenger protection system, Description*). Examples are:

— Heavy braking.

- Oversteer or understeer.
- Light collisions.

Safety belt load limiter

Safety belt load limiters reduce the force placed on the body by the safety belts during a collision.



When disposing of the vehicle or of individual system components, all safety precautions must be observed. An authorized Volkswagen dealer or authorized Volkswagen Service Facility will be familiar with these precautions (→ *Proactive passenger protection system, Description*).

Safety belt pretensioner servicing and disposal

When working on safety belt pretensioners as well as when removing and installing other vehicle components as part of repair procedures, the safety belt can become damaged without you noticing. This may cause the safety belt pretensioner to function incorrectly or prevent it from functioning in the event of an accident.

The instructions must be followed so that the effectiveness of the safety belt pretensioner is not impaired and removed components do not cause injuries and environmental pollution. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.



WARNING

Repairs that you perform yourself or that are performed incorrectly on the safety belts, automatic safety belt retractors, and safety belt pretensioners can increase the risk of severe or fatal injuries. The safety belt pretensioner may not deploy when it should, or it may deploy unexpectedly.

- Never perform repairs, adjustments, or removal and installation of components of the safety belt pretensioners or safety belts yourself. Only have these procedures performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility (→ *Accessories, replacement parts, repairs, and modifications, Description*).
- Safety belts, safety belt pretensioners and automatic safety belt retractors cannot be repaired. These components must be replaced.

The airbag module and safety belt pretensioners may contain perchlorate. Observe all legal regulations applicable to disposal.

Proactive passenger protection system

The proactive passenger protection system is a support system which initiates measures for protecting the vehicle occupants in hazardous situations. However it cannot prevent a collision.

The full scope of functions of the proactive passenger protection system is only provided when there are no malfunctions.

Basic functions

Depending on the country-specific legal requirements and the vehicle equipment, the following functions may be initiated either individually or jointly in critical driving situations, such as during emergency braking or when understeering or oversteering, as of a speed of approximately 30 km/h (19 mph):

- Reversible belt tensioning of the fastened safety belts for the driver and front passenger.
- Depending on the vehicle's equipment, automatic closure of the power sunroof and the side windows to just a gap.
- Activating the emergency flashers.

Depending on the critical driving situation, the safety belts may be tightened individually or together.

If the proactive passenger protection system becomes active, the message **Intervention by proactive passenger protection system** appears in the instrument cluster display.

In addition for vehicles with Autonomous Emergency Braking (Front Assist)

On vehicles with Autonomous Emergency Braking (Front Assist), the probability of a collision with the vehicle in front is also calculated within the limits of the system. If the system detects that a rear-end collision is likely or initiates heavy braking, this can trigger the proactive passenger protection system.

Additionally for vehicles with Lane Change System (Side Assist)

On vehicles with Lane Change System (Side Assist), the probability of a rear-end collision caused by the vehicle behind is calculated within the system boundaries. If the system has recognized that a rear-end collision is probable, it can trigger the proactive occupant protection system. When there is a recognized risk of collision, alongside its basic function, the proactive occupant protection system can trigger the hazard warning lights with a faster flashing frequency.

Additional information for vehicles with Emergency Assist

On vehicles with Emergency Assist, the proactive passenger protection system can be triggered if driver inactivity is detected.

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

- Brief or permanent reversible belt tensioning of the engaged driver's safety belt.
- Depending on the vehicle's equipment, automatic closure of the power sunroof and the side windows to just a gap.

Setting in the Driving Mode Selection

On vehicles with Driving Mode Selection, the proactive passenger protection system is adapted to the special vehicle setup of the driving mode.

Functional limitations

The proactive passenger protection system is not available or only available to a limited extent in the following situations:

- If the ESC, the safety belt pretensioner (→ *Safety belts, Description*) or the airbag control unit malfunctions (→ *Airbag system, Description*) (→ *Advanced Airbag System, Description*).
- If the ASR is switched off or the ESC is switched off and during reversing (→ *Braking assistance systems, Description*).
- If there is a system fault or restriction of Autonomous Emergency Braking (Front Assist).
- If there is a system fault or restriction of the Lane Change System (Side Assist).

Troubleshooting

If there is a malfunction on the proactive passenger protection system, the message **Proactive occupant protection not available.** or **Proactive passenger protection system: Function limited.** appears permanently in the instrument cluster display.

Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.

WARNING

The intelligent technology of the proactive passenger protection system cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the proactive passenger protection system to tempt you into taking risks. The system cannot prevent a collision. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.
- The system cannot always detect objects.
- The proactive passenger protection system does not react to animals or unrecognizable objects.
- Reflective objects, such as guard rails, tunnel entrances, heavy rain or ice, can impair the function of the proactive passenger protection system and thus the identification of a collision risk.
- It may result in the system being falsely activated.

Airbag system

Introduction

The vehicle is equipped with a front airbag for the driver and one for the front passenger. The front airbags can offer additional protection for the chest and head of the driver and front passenger as long as the seat, the safety belt, the head restraint, and the steering wheel are adjust-

ed and used correctly. Airbags are only designed to offer supplementary protection. The airbags do not replace the safety belts, which must always be worn, even if the front seats are equipped with front airbags.

 **WARNING**

Never rely only on the airbag system for protection.

- Even when an airbag deploys, it only offers supplementary assistance.
- The airbag system provides optimum protection when the safety belt is worn correctly and it reduces the risk of injury (→ *Safety belts, Description*).
- Before every trip, everyone in the vehicle must seat themselves correctly, fasten the safety belt that belongs to the seat they are using, and keep it fastened while the vehicle is in motion. This applies to all passengers and at all times, including during city driving.

 **WARNING**

The risk of injury if the airbag deploys increases if there are objects located between vehicle occupants and the airbag deployment zone. The objects could change the deployment path of the airbag or could strike the vehicle occupants.

- Never hold objects in your hands or on your lap while driving.
- Never transport objects on the front passenger's seat. During sudden braking or driving maneuvers, the objects could move into the airbag deployment zone and then be thrown through the vehicle interior if the airbag deploys.
- There should be no people, animals, or objects between the occupants of the front seats or outer rear seats and the airbag deployment zone. Make sure that children and passengers also follow this guideline.

 **WARNING**

The airbag system only provides protection for one deployment. If the airbags deploy, the system must be replaced.

- Have deployed airbags and affected system components replaced immediately by new parts that are approved by Volkswagen for the vehicle.
- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel.
- Never install airbag components that were removed from old vehicles or that were recycled.
- Never modify any components of the airbag system.

 **WARNING**

Fine dust and water vapor can be released if the airbags deploy. This is normal and does not indicate a fire in the vehicle.

- The fine dust can irritate the skin and mucous membranes in the eyes and can cause difficulty breathing, particularly for individuals who have asthma or other health issues that affect breathing. To reduce the risk of difficulty breathing, exit the vehicle or open the windows or doors for fresh air.
- If you come into contact with the dust, wash your hands and face with mild soap and water before eating anything.
- Do not allow the dust to come into contact with your eyes or any open wounds.
- Flush your eyes with water if dust enters them.

WARNING

Cleaners that contain solvents can make the surface of the airbag module porous. Plastic pieces that come loose could cause serious injuries in the event of a collision with airbag deployment.

- Never treat the instrument panel and the surface of the airbag modules with cleaners that contain solvents.

Front passenger's front airbag system type


There are two different front passenger's front airbag systems available from Volkswagen.

Depending on the vehicle equipment, an **airbag system** or an **airbag system with front passenger's front airbag deactivation** will be installed in the vehicle.

Airbag system

The front passenger's front airbag can only be switched off by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.




Features of the airbag system:

- Passenger's front airbag in the instrument panel
- Yellow indicator light  in the instrument cluster display.

Airbag system with front passenger's front airbag deactivation

The front passenger's front airbag can be switched off manually using a key switch (*→ Airbag system, Operation*).

Features of the airbag system with front passenger's front airbag deactivation:

- Passenger's front airbag in the instrument panel
- Yellow indicator light  in the instrument cluster display.
- Yellow PASSENGER AIR BAG indicator light **OFF**  in the center console.
- Yellow PASSENGER AIR BAG indicator light **ON**  in the center console.
- Key switch on the front passenger side on the side of the instrument panel (only visible with the front passenger door open).

Indicator light

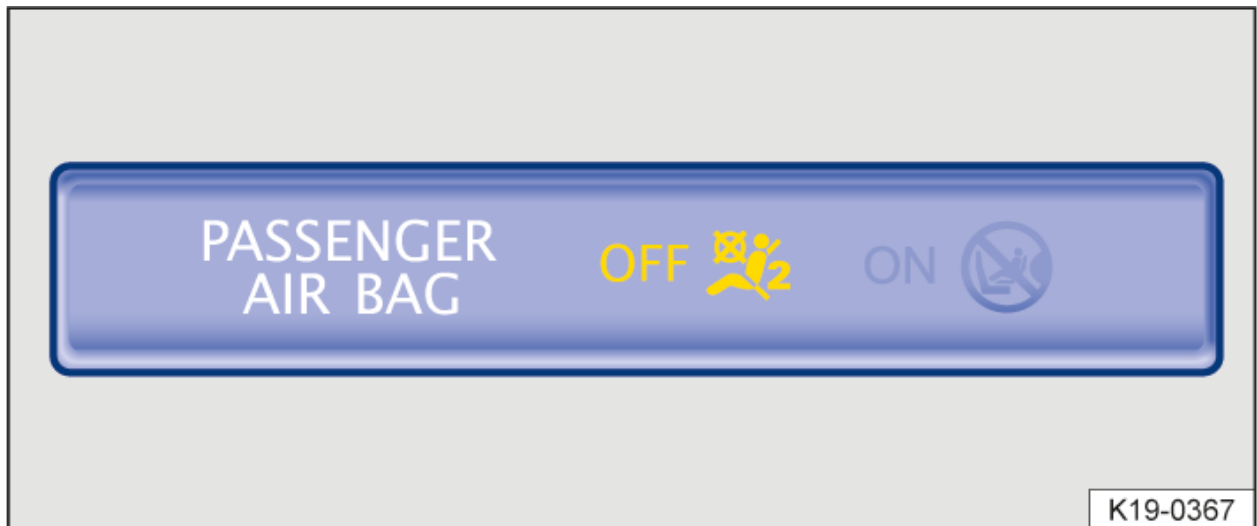


Fig. 1 In the roof console: Indicator light (general example) for the deactivated front passenger's front airbag.

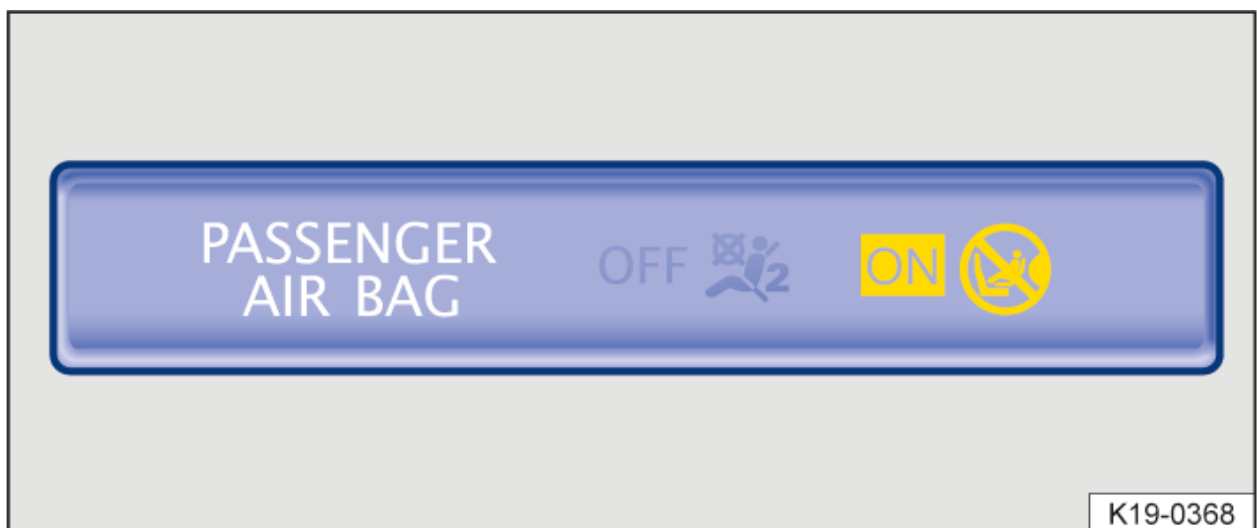


Fig. 2 In the roof console: Indicator light (general example) for the activated front passenger's front airbag.



After the ignition is switched on, the yellow indicator light in the instrument cluster display turns on for a brief function check and turns off after several seconds.



Front passenger's airbag disabled. The yellow indicator light in the roof console lights up continuously → [fig. 1](#).



Front passenger's airbag enabled. The yellow indicator light in the roof console goes out around 60 seconds after switching on the ignition or enabling the front passenger's front airbag with the key switch → [fig. 2](#).

If the front passenger's front airbag is **deactivated** and the yellow PASSENGER AIR BAG **OFF** indicator light in the roof console **does not stay on permanently** or comes on together with the yellow indicator light in the instrument cluster display, there may be a malfunction in the Advanced Airbag System → .

WARNING

If there is a malfunction in the airbag system, the airbag may not deploy correctly or at all, or it may deploy unexpectedly. This could cause severe or fatal injuries.

- Have the airbag system inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never secure a child restraint on the front passenger's seat. Remove the child restraint, if present. The front passenger's airbag could still deploy in the event of a collision, despite the malfunction.

Troubleshooting

Airbag system or safety belt pretensioners malfunction

The yellow indicator light stays on. There may also be a message in the instrument cluster display.

A malfunction has been detected in at least one of the airbags or safety belt pretensioners.

—Get professional assistance.

—Have the airbag system and safety belt pretensioners checked.

Airbag system or safety belt pretensioners deactivated with diagnostic device

After the ignition is switched on, the yellow indicator light turns on for approximately four seconds and then blinks for approximately twelve seconds. There may also be a message in the instrument cluster display.

At least one airbag or safety belt pretensioner has been deactivated by a diagnostic device.

—Get professional assistance.

—Check if the airbag system or safety belt pretensioners must remain deactivated.

OFF **Front passenger's airbag disabled**

The yellow indicator light for the deactivated front passenger's airbag stays on.

The passenger's front airbag has been deactivated.

—Check whether the front passenger front airbag should remain deactivated, for example if using a child seat in the front passenger seat.

ON **Front passenger's airbag enabled**

The yellow indicator light for the switched on front passenger's front airbag comes on for about 60 seconds after switching on the ignition or after switching on the front passenger's front airbag with the key switch.

The front passenger's front airbag is switched on.

—Check if the front passenger's front airbag must remain switched on.

Airbag description and function

The airbag can protect vehicle occupants in a collision by reducing the movement of vehicle occupants in the direction of the impact during frontal and side collisions.


The airbag is filled by a gas generator when it deploys. When this occurs, the airbag covers open and the airbags unfold with great force into the deployment zone within milliseconds. When vehicle occupants who are wearing safety belts sink into the airbags, the gas contained in the airbags is released in order to cushion the individuals and slow their movement. This can reduce the risk of serious and fatal injuries. The airbag cannot always prevent other injuries, such as swelling, bruises, burns, and abrasions. Heat from friction can develop when the airbag deploys.

Airbags do not provide any protection for arms and the lower part of the body.

The most important factors for triggering airbag deployment are the type of collision, the angle of impact, the vehicle speed, and the characteristics of the object with which the vehicle is colliding. Therefore, the airbags will not deploy in all situations where there is visible vehicle damage.





The deployment of the airbag system depends on the vehicle deceleration rate resulting from the impact, which is detected by an electronic control module. If the deceleration rate is below the minimum value programmed into the control module, then the airbags will not be deployed even though there may be significant vehicle damage. The extent of vehicle damage, the repair costs, or even the absence of vehicle damage in a collision are not indicators of whether the airbag should have deployed or not. Because situations can vary greatly among different collisions, it is not possible to define a range of vehicle speeds and reference values. Therefore, it is not possible to cover every conceivable type of impact and impact angle that could trigger airbag deployment. Among other things, important factors for airbag deployment include the characteristics of the object with which the vehicle collides (hard or soft), the angle of impact, and the vehicle speed.

Airbags are only a supplement to the three-point automatic safety belts in some collisions when the deceleration of the vehicle is great enough to trigger airbag deployment. Airbags can only deploy once, and only under certain conditions. The safety belts are always there to provide protection in situations where the airbags do not deploy or if they have already deployed — for example, this may be the case if the vehicle collides with another vehicle or is hit by another vehicle after the initial impact.

The airbag system is part of the entire passive vehicle safety concept. The airbag system can only provide the best possible protection when it works in conjunction with safety belts that are fastened correctly and a correct seating position  (*→ Seating position, Description*).

Components of the vehicle safety concept

The vehicle safety concept is comprised of the following safety equipment in the vehicle that reduces the risk of serious and fatal injuries. Depending on vehicle equipment, some equipment may not be installed in the vehicle or may not be available in some markets.

- Optimized safety belts in all seating positions.
- Safety belt pretensioners for the driver and front passenger, and possibly also for occupants of the outer seats in the rear of the vehicle, in conjunction with side airbags.
- Safety belt load limiters for driver and front passenger and, where applicable, the outer rear seats.
- Belt height adjusters for the front seats.
- Red warning light  and where applicable safety belt status indicator.
- Front airbags for the driver and front passenger.
- Side airbags for driver, front passenger and where applicable for the outer rear seats.
- Left and right Side Curtain Protection[®] airbags.
- Yellow airbag indicator light .
- Yellow PASSENGER AIR BAG indicator light **OFF**  in the center console.
- Yellow PASSENGER AIR BAG indicator light **ON**  in the center console.
- Control modules and sensors.
- Safety-optimized and height-adjustable head restraints.
- Adjustable steering column.
- Where applicable, anchorage points for child restraints on the outer rear seats and the front passenger seat.
- Attachment points for the Top Tether strap for child restraints.

Situations where front airbags, side airbags or Side Curtain Protection[®] airbag do not deploy:

- If the ignition is switched off during a collision.
- If the deceleration measured by the control module is too low during collisions at the vehicle front end.
- In non-serious side-on collisions.
- In rear-end collisions.
- When the vehicle rolls over.
- If the collision speed is lower than the required reference value in the control module.

Front airbags

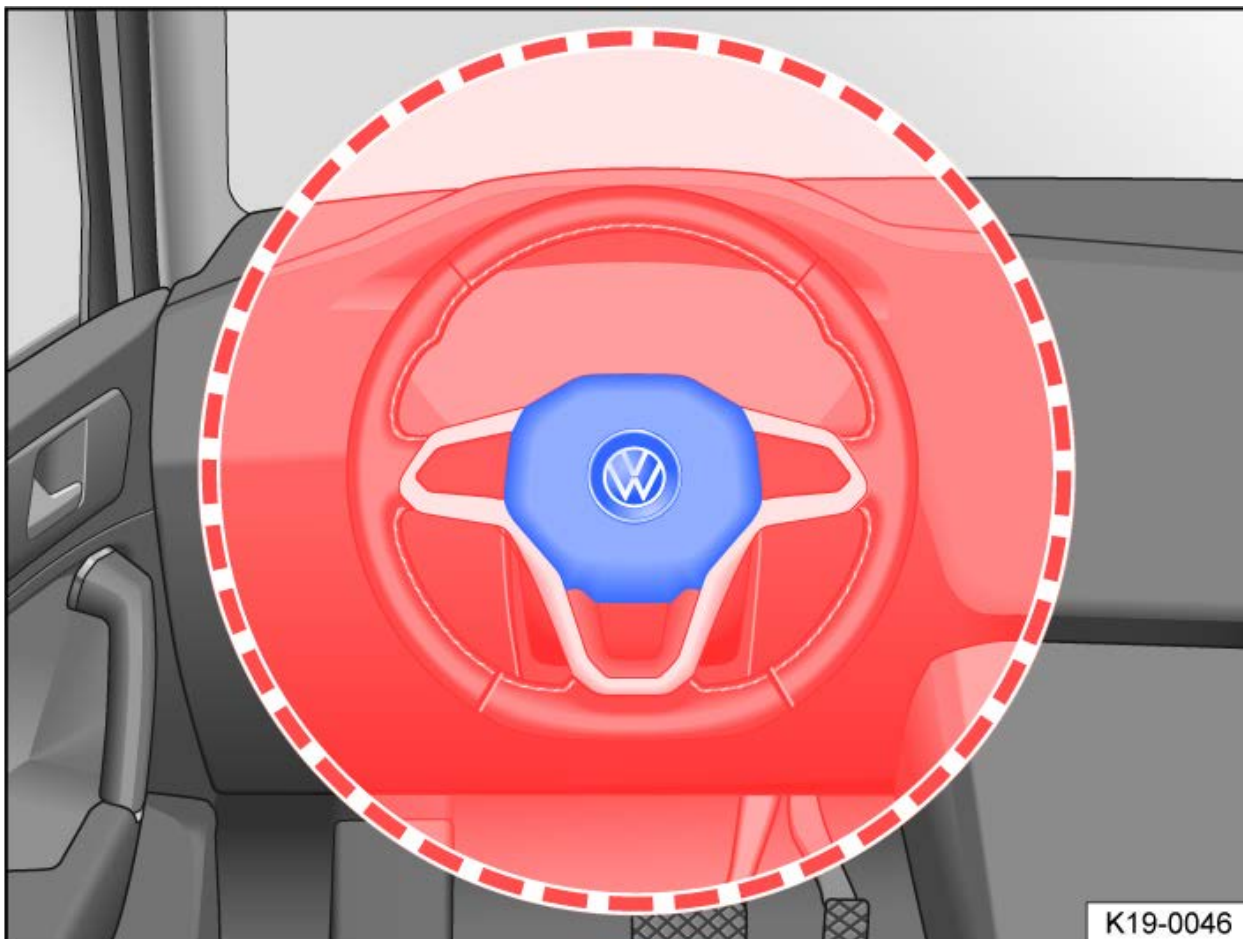


Fig. 1 Location and deployment zone of the driver's front airbag.

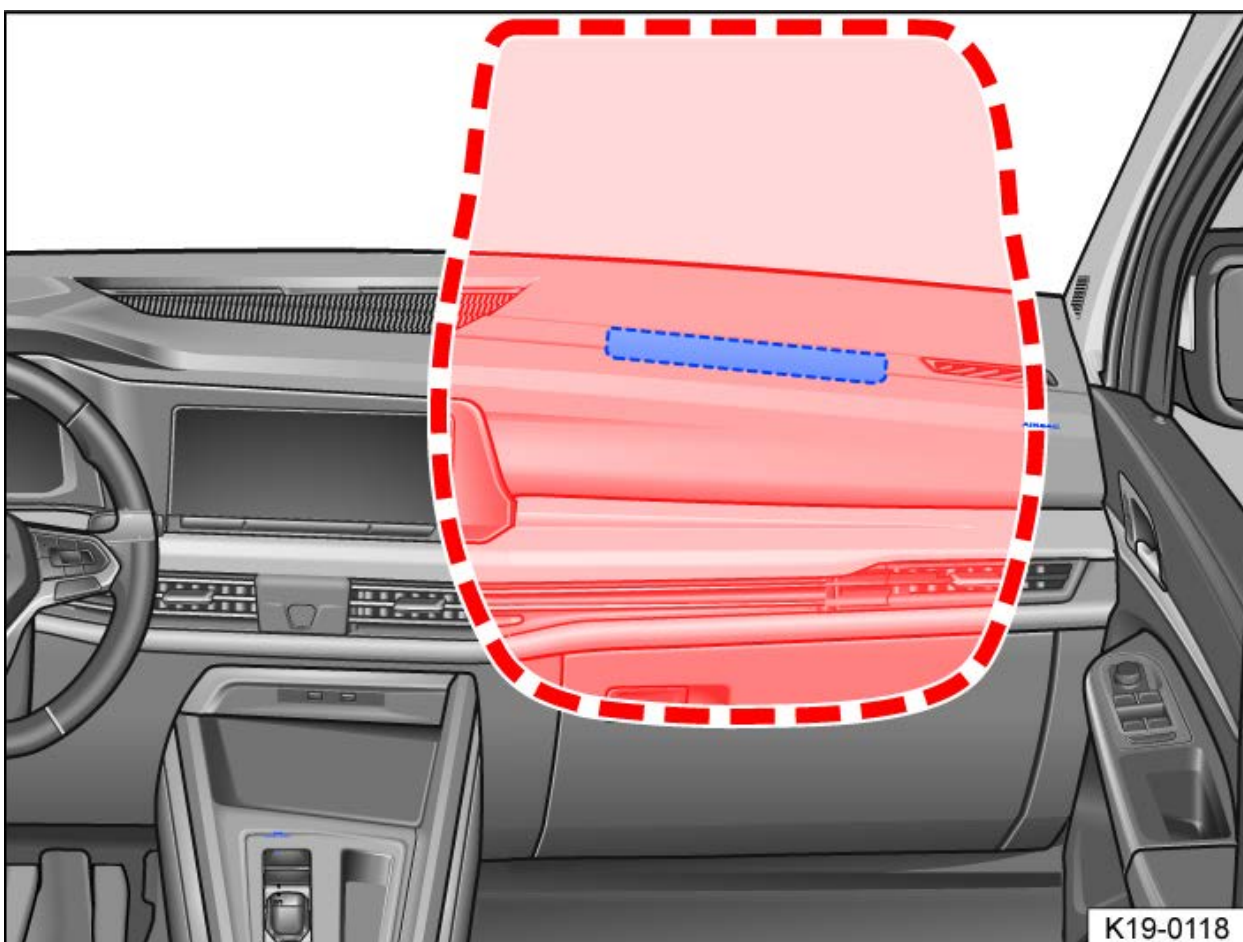


Fig. 2 Location and deployment zone of the front passenger's front airbag.

As a supplement to the safety belts, the front airbag system offers additional protection for the head and chest regions of the driver and front passenger during frontal collisions with higher impact severity. Always maintain as much distance as possible to the front airbag (→ *Seating position, Description*). This allows the front airbags to expand completely during collisions and thus provide maximum protection.

The front airbag for the driver is located in the steering wheel → *fig. 1* and the front airbag for the front passenger is located in the instrument panel → *fig. 2*. The airbag locations are indicated by the word "AIRBAG".

The area outlined in red defines where the front airbags will deploy (deployment zone). Therefore, never place or attach objects in these areas → ⚠. The attachments mounted at the factory will not be affected by the deployed driver's and front passenger's front airbag.

DANGER

An airbag deploys within a fraction of a second and at a very high speed.

- Always keep the deployment zones of front airbags clear.
- Never attach objects on the covers or in the deployment zone of the airbag module, such as cup holders or phone holders.
- There should be no people, animals, or objects between the occupants of the front seats and the airbag deployment zone. Make sure that children and passengers also follow this guideline.
- Do not attach any objects to the windshield above the front airbag on the passenger's side, such as mobile navigation devices.
- Do not tape over or cover the steering wheel material and the foam surface of the front airbag module in the instrument panel on the passenger's side, or modify them in another way.

WARNING

The front airbags expand in front of the steering wheel → *fig. 1* and the instrument panel → *fig. 2*.

- Always hold the steering wheel with both hands on the sides of the outer edge: nine o'clock and three o'clock position.
- Adjust the driver's seat so that there is at least 10 inches (approximately 25 cm) between your chest and the center of the steering wheel. If you are not physically able to do this, you must contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Adjust the front passenger's seat so that there is the most possible distance between the front passenger and the instrument panel.


Switching on and off the front passenger airbag




Fig. 1 In the instrument panel on the front passenger side: Key-operated switch to turn on and off the front passenger airbags.

The front passenger airbag must be switched off, when installing a backwards facing child seat in the front passenger seat.

Switching on the front passenger airbag




- Switch the ignition off.
- Open the front passenger door.
- Fully fold out the key bit of the vehicle key.
- Insert the key bit into the key switch in the instrument panel until you feel resistance for a second time → *fig. 1* . At this point, the key bit will be inserted approximately 3/4 of the way into the key switch → ⚠.
- Turn the vehicle key to the  **ON** position without applying significant force.
- Pull the vehicle key out of the key switch and fold in the key bit → ⚠.


The yellow PASSENGER AIR BAG indicator light **ON**  in the center console will light up and turn off after approximately 60 seconds (→ *Indicator light standard airbag system, Description*).

- Close the front passenger door.
- Check that the yellow PASSENGER AIR BAG **OFF**  indicator light in the center console *does not* light up when the ignition is switched on (→ *Indicator light standard airbag system, Description*).



Switching off the front passenger airbag



- Switch the ignition off.
- Open the front passenger door.
- Fully fold out the key bit of the vehicle key.

- Insert the key bit into the key switch in the instrument panel until you feel resistance for a second time → *fig. 1* . At this point, the key bit will be inserted approximately 3/4 of the way into the key switch →  .
- Turn the vehicle key to the  OFF position without applying significant force.
- Pull the vehicle key out of the key switch and fold in the key bit →  .
- Close the front passenger door.

The yellow PASSENGER AIR BAG OFF  indicator light in the center console lights up and stays on when the ignition is switched on (→ *Indicator light standard airbag system, Description*).

How to recognize that the front passenger airbag is switched off

The **only** indication that the front passenger airbag is switched off is the constantly illuminated PASSENGER AIR BAG OFF  indicator light (OFF  which is permanently yellow) (→ *Indicator light standard airbag system, Description*).

If the yellow PASSENGER AIR BAG indicator light OFF  **does not light up continuously** or together with the yellow indicator light  on the display of the instrument cluster, a child restraint system must not be fitted onto the front passenger seat for safety reasons. The front passenger airbag could trigger if there is an accident.

WARNING

The front passenger airbag may only be switched off in special circumstances.

- Only switch the front passenger airbag on and off with the ignition switched off, to avoid damage to the airbag system.
- It is the driver's responsibility to set the key-operated switch to the correct position.
- Only switch off the front passenger airbag in exceptional circumstances, when the child seat is fitted in the front passenger seat.
- Switch the front passenger airbag back on again as soon as the child seat in the front passenger seat is not in use.

WARNING

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

- Vibrations can cause the vehicle key to unintentionally turn in the key switch and potentially activate the front passenger's front airbag.
- The front passenger airbag could trigger unintentionally, which could cause severe or fatal injuries.

NOTICE

If the key bit is not properly inserted, it could damage the key-operated switch when it turns.

NOTICE

Do not leave the vehicle key inserted in the key switch, as this may cause damage to the door trim panel, instrument panel, key switch and vehicle key when the front passenger door is closed.

Side airbags

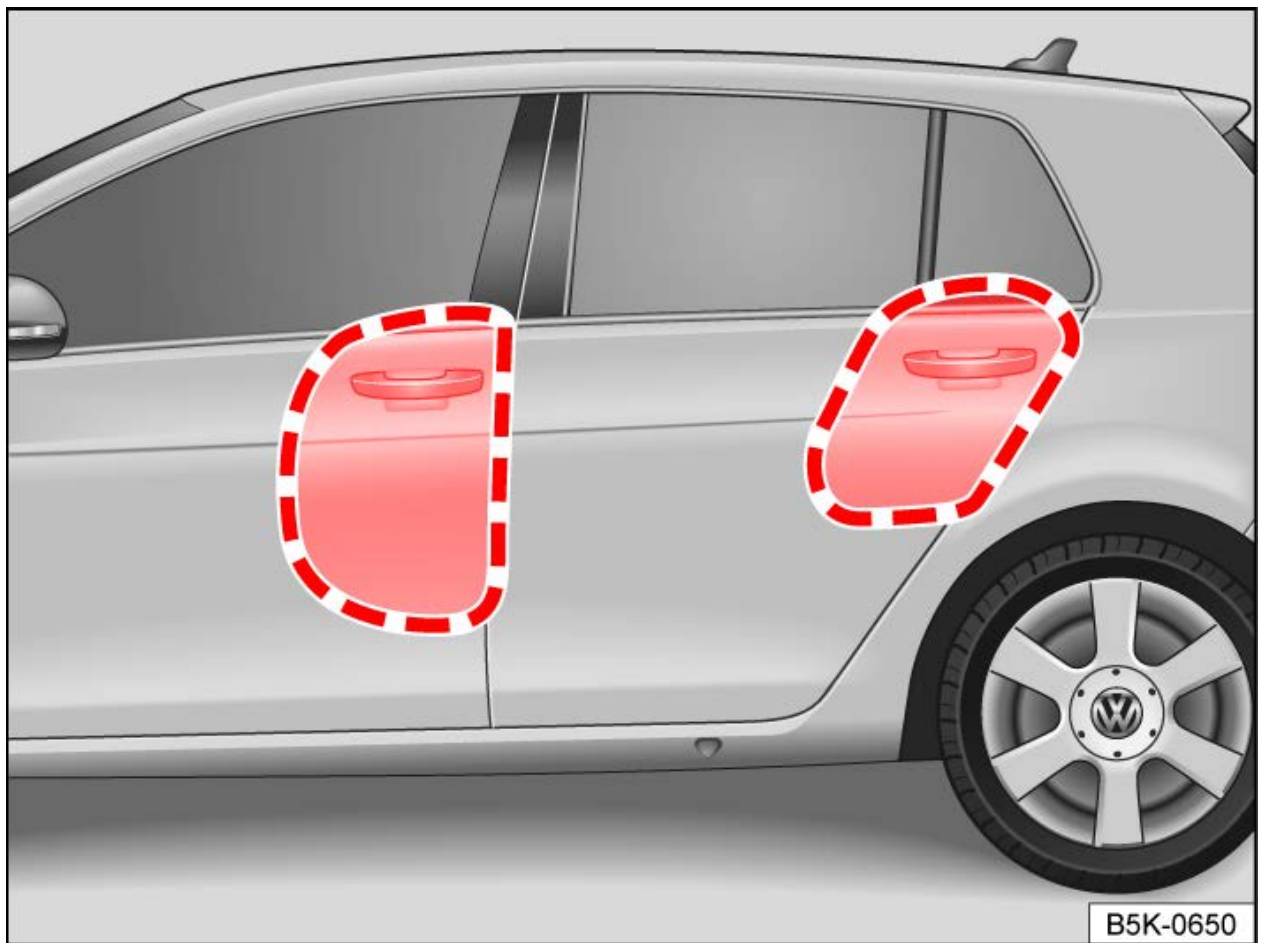


Fig. 1 On the left side of the vehicle: Side airbag deployment zone.

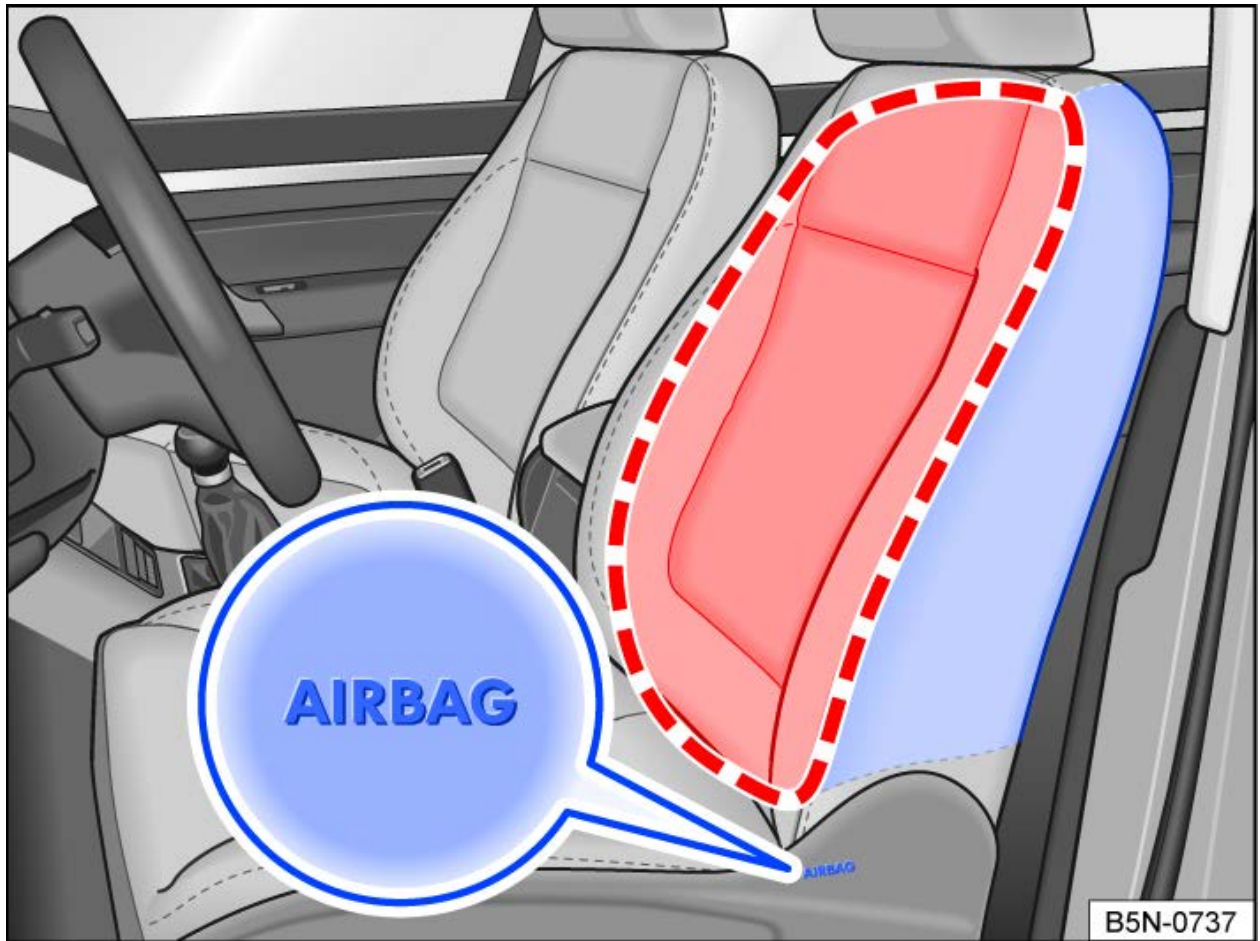


Fig. 2 In the side of the front seat: Side airbag installation location and deployment zone.

Depending on the vehicle equipment, side airbags are installed for the front, and for rear outer seats → [fig. 1](#).

The side airbags for the front seats are in the outer backrest padding of both the driver and front passenger seats → [fig. 2](#).

The side airbags for the outer rear seats, if installed, are located between the door and each rear seat backrest.

The locations of the side airbags are marked with the word "AIRBAG".

The area outlined in red defines the area where the side airbags deploy (deployment zone) → [fig. 1](#) and → [fig. 2](#). Therefore, never place or attach objects in these areas → ⚠.

In the event of a side impact collision, the side airbags reduce the risk of injury to the passengers on the side of impact.

⚠ WARNING

An airbag deploys within a fraction of a second and at a very high speed.

- Always keep the deployment zones of side airbags clear.
- There should be no people, animals, or objects between the occupants of the front seats or outer rear seats and the airbag deployment zone. Make sure that children and passengers also follow this guideline.
- Only hang lightweight clothing from the garment hooks in the vehicle. Never store heavy or sharp-edged objects in pockets.
- Do not attach any accessories to the doors.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle. Otherwise, the side airbag may not expand when deployed.

⚠ WARNING

Incorrect handling and use of the driver's and front passenger's seat can inhibit the side airbags from functioning correctly and cause serious injuries.

- Never remove the front seats from the vehicle or modify parts of them.
- If too much force is applied to the seat backrest bolsters, the side airbags may not deploy correctly, deploy unexpectedly, or not deploy at all.
- Have any damage to the original seat covers or the seam in the side airbag module areas repaired immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Side Curtain Protection®



Fig. 1 On the left side of the vehicle: location and deployment zone of the Side Curtain Protection®.

Depending on vehicle equipment, Side Curtain Protection® may be installed on the driver's and passenger's side inside the vehicle above the doors → *fig. 1*.

The locations of the Side Curtain Protection® are marked with the word "AIRBAG".

The area outlined in red defines where the Side Curtain Protection® will deploy (deployment zone) → *fig. 1*. Therefore, never place or attach objects in this area → ⚠.

If the vehicle is struck from the side, the Side Curtain Protection® will deploy on the side of vehicle impact.

In the event of a side impact collision, the Side Curtain Protection® reduces the risk of injury to the passengers in the front and outer rear seats on the side of impact.

WARNING

An airbag deploys within a fraction of a second and at a very high speed.

- Always keep the Side Curtain Protection® deployment zones clear.
- Never attach objects to the cover or to the Side Curtain Protection® deployment zone.
- There should be no people, animals, or objects between the occupants of the front seats or outer rear seats and the airbag deployment zone. Make sure that children and passengers also follow this guideline.
- Only hang lightweight clothing from the garment hooks in the vehicle. Never store heavy or sharp-edged objects in pockets.
- Do not attach any accessories to the doors.
- Do not attach any sunshades to the side windows that are not specifically approved for use in the vehicle.
- Only pivot sunshades toward the side windows if no objects such as pens or garage door openers are attached to the visor.

Transporting children safely

Introduction

Types of child restraints



Fig. 1 Example of child restraints.

Only use child restraints that are legally approved and suitable for the child using them.

Child restraint standards

Regulations ECE-R 44 or ECE-R 129 apply to child restraints in member countries → *Child restraint standards*. Both regulations apply in parallel. Child seats that have been inspected in accordance with this standard have an orange ECE seal of approval. The ECE seal of approval may contain the following information about the child restraint:

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

For child seats that are approved in accordance with regulation ECE-R 44, the eight-digit approval number on the ECE seal of approval must begin with 03 or 04. This indicates that the seat is permitted. Older child restraints whose number begins with 01 or 02 are not permitted.

Child restraints according to weight classes

Class	Weight of the child
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+**: rear-facing infant safety seats → *fig. 1* from group 0/0+ or 0/1 are best suited from birth to approximately 18 months.
- **Weight class 1**: after reaching the weight limit, child restraints from group 1 (up to approximately four years) and group 1/2 (up to approximately seven years) with an integrated safety belt system are the most suitable.
- **Weight classes 2/3**: groups 2 and 3 contain child restraints with backrest and booster seats without backrests. Because of their integrated safety belts and side bolsters, child restraints with a backrest provide better protection than booster seats without a backrest. Therefore, Volkswagen recommends using child restraints with a backrest. Child restraints in group 2 are suitable for children up to approximately 7 years old. Child restraints in group 3 are suited for children older than approximately 7 years old.

Not all children across the board fit into the child restraints in their weight group. Also, not all seats fit in every vehicle. Therefore, always check if the child fits into the seat correctly and if the child seat can be secured in your vehicle.

Child restraints according to approval categories

Child restraints can be in the "universal", "semi-universal", "vehicle-specific" (all in accordance with regulation ECE-R 44) or "i-Size" (in accordance with regulation ECE-R 129) approval category.

- **Universal**: Child restraints with "universal" approval are approved for installation in all vehicles. A list of models is not needed. With universal approval for ISOFIX, the child restraint is also secured using a Top Tether upper strap.
- **Semi-universal**: In addition to the standard requirements for universal approval, "semi-universal" approval requires safety equipment for securing the child restraint that requires additional tests. Child restraints with "semi-universal" approval have a model list that must contain the vehicle in which the seat will be used.
- **Vehicle-specific**: vehicle-specific approval requires a separate dynamic test of the child restraint in the vehicle for each vehicle model. Child restraints with vehicle-specific approval also have a model list.
- **i-Size**: Child restraints with "i-Size" approval must conform to the requirements for installation and safety that are contained in the ECE-R 129 regulation. You can obtain information about which child restraints have i-Size approval for this vehicle from the child restraint manufacturers.

Installing and using child restraints



Fig. 1 General example: airbag label on the sun visor.




Fig. 2 General example: airbag on the B-pillar.

Country-specific specifications

There are different standards and requirements in different countries for using child restraints and their attachment options. Transporting children on the front passenger's seat is not permitted in all countries. Laws and regulations take precedence over the descriptions in this Owner's Manual.

Notes on installing a child restraint

Note the following information when installing a child restraint. They are applicable to child restraints with every securing system.

- Read and follow the guide from the child restraint manufacturer → .
- It is best to install the child restraints on the rear seat behind the front passenger seat so that children can exit the vehicle on the side that is away from traffic.
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, use the lowest position of the seat belt height adjuster.
- Switch off the front passenger front airbag before installing a backward-facing child seat in the front passenger seat.
- If installing on the front passenger's seat, move the seat all the way back and move it into the highest position possible. Bring the backrest into the upright position (→ *Seating position, Description*).
- Always leave sufficient free space around the child restraint. Adjust the position of the seat in front of it if possible. Always make sure the driver and front passengers are using a correct seating position (→ *Seating position, Description*).
- The backrest of the child seat should be positioned as close as possible to the backrest on the vehicle seat. Adjust the angle of the vehicle seat so that the child restraint contacts it fully. If the child restraint comes into contact with the vehicle head restraint when installed and prevents it from fitting correctly, move the vehicle head restraint all the way up or remove it and store it securely in the vehicle (→ *Seating position, Description*).


Airbag label


Labels with important information about the passenger's front airbag are located in the vehicle. The content depends on the country and may vary. The labels may be located in the following places:


- On the driver's and front passenger's sun visors → *fig. 1*.
- On the B-pillar on the passenger's side → *fig. 2*.

Always following the warnings before installing a rear-facing child restraint → .

Dangers when transporting children on the front passenger's seat

If using a **rear-facing child restraint**, the front passenger's front airbag can cause life-threatening or fatal injuries if it deploys → .

Rear-facing child restraints may only be used on the front passenger seat if the front passenger's front airbag is switched off (→ *Airbag system, Description*) (→ *Advanced Airbag System, Description*). The PASSENGER AIR BAG OFF  indicator light is permanently lit up yellow in the driver's line of sight to indicate that the front passenger's front airbag is switched off (→ *Indicator light standard airbag system, Description*).

Do not deactivate the front passenger front airbag when using a **forward-facing child seat**. When installing a child restraint, make sure it is as far from the front passenger's airbag as possible. If the front passenger's airbag deploys, it can cause serious injuries → .

Not all child seats are allowed to be used in the front passenger seat. The child restraint must be specially authorized by the manufacturer for use on the front passenger seat in vehicles with front and side airbags. Your Volkswagen dealership has a list of permitted child seats.

DANGER

When using a rear-facing child restraint on the front passenger's seat, the risk of life-threatening or fatal injuries in the event of a collision increases for the child.

- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated, backward-facing child seats may not be used.
- Position the front passenger's seat as far back as possible to create the greatest possible distance to the front passenger's front airbag.
- Move the seat backrest into the upright position.
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, use the lowest position of the seat belt height adjuster.
- Only use child restraints that are approved by the child restraint manufacturer for use on the front passenger seat with front and side airbags.

WARNING

There is a risk of injury if the child restraint is installed incorrectly.

- Always refer to and follow the installation instructions and warnings from the child restraint manufacturer.

WARNING

There is a risk of injury if a front-facing child restraint is used on the front passenger's seat.

- Position the front passenger's seat as far back as possible to create the greatest possible distance to the front passenger's front airbag.
- Move the seat backrest into the upright position.
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing.
- Only use child restraints that are approved by the child restraint manufacturer for use on the front passenger seat with front and side airbags.

WARNING

To reduce the risk of injury if the Side Curtain Protection® or side airbag deploys:

- Make sure that children are not within the deployment zone of the airbag (→ *Airbag system, Description*) (→ *Advanced Airbag System, Description*).
- Do not place any objects within the deployment zone of the Side Curtain Protection®.

Securing systems

Different securing systems are used for safe installation of child restraints depending on the country.

Overview of securing systems

— **ISOFIX**: ISOFIX is a standardized securing system to quickly and securely install child restraints in a vehicle. The ISOFIX fastener creates a fixed connection between the child restraint and the vehicle body.

The child restraint has two fixed fastening brackets or arms. The attachment arms snap into the LATCH/UAS eyelets that are located between the seat and the rear seat backrest (→ Child restraint with LATCH/UAS, Description) (→ *Child restraint with LATCH/UAS or i-Size, Description*). The ISOFIX fastener may be supplemented by an upper belt (Top Tether) or a support base.

— **Three-point automatic safety belt**. If available, it is better to secure child restraints to the ISOFIX fastener using a three-point automatic safety belt (→ *Child restraint with a safety belt, Description*).

Additional fasteners:

— **Top Tether**: the upper belt is guided over the rear seat backrest and secured to the anchorage point on the rear side of the rear seats using a hook (→ *Child restraint with the upper strap (top tether), Description*). Top Tether fastening eyelets are labeled with an anchor symbol.

— **Support base**: some child restraints are supported with a support base on the vehicle floor. The support base reduces the risk of the child restraint tipping forward in the event of a collision. Only use child restraints with a support base on the front passenger's seat and the outer rear positions of the bench seat → ⚠.

Recommended securing systems for child restraints

Volkswagen recommends securing child restraints as follows:

— **Infant restraints or rear-facing child restraints**: ISOFIX *and* support base.

— **Forward facing child restraints**: ISOFIX *and* Top Tether and possible additional support base.

WARNING

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

- Make sure the support base is installed correctly and securely.

Attaching a child restraint with ISOFIX or i-Size

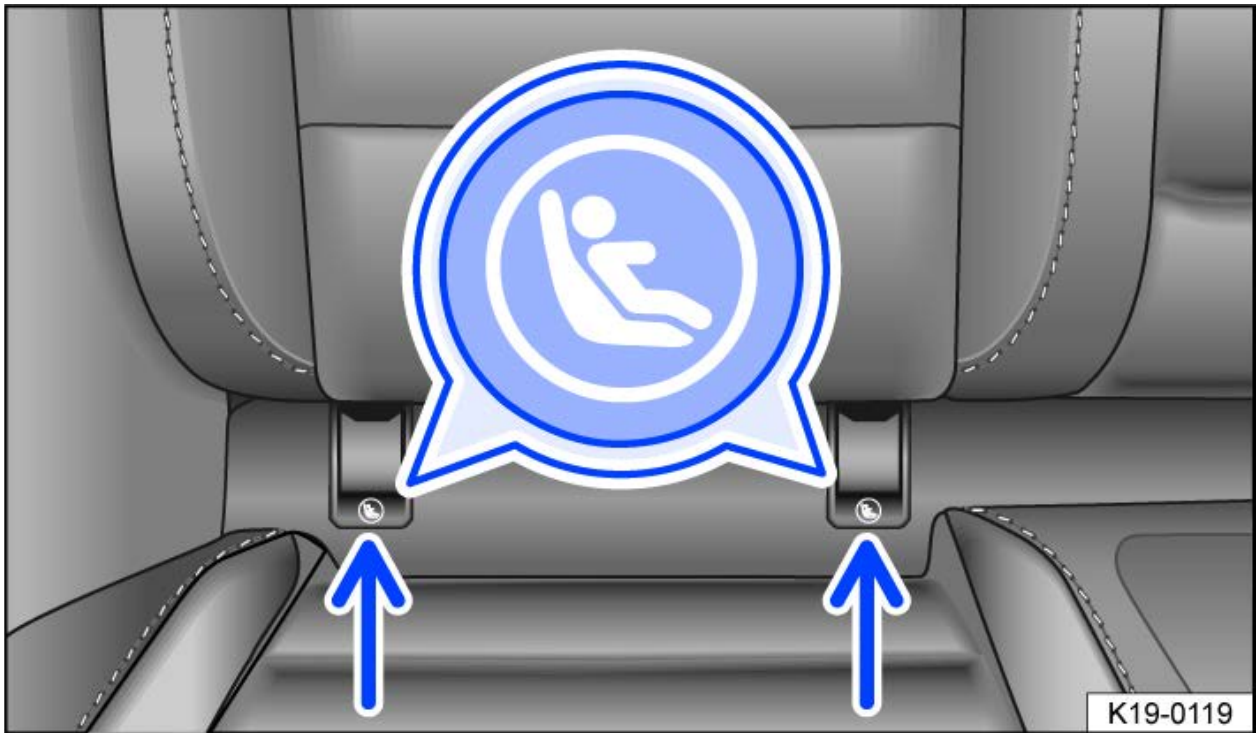


Fig. 1 Label for LATCH/UAS anchor points for child restraints.



Fig. 2 Designation of the i-Size anchor points for child restraints.

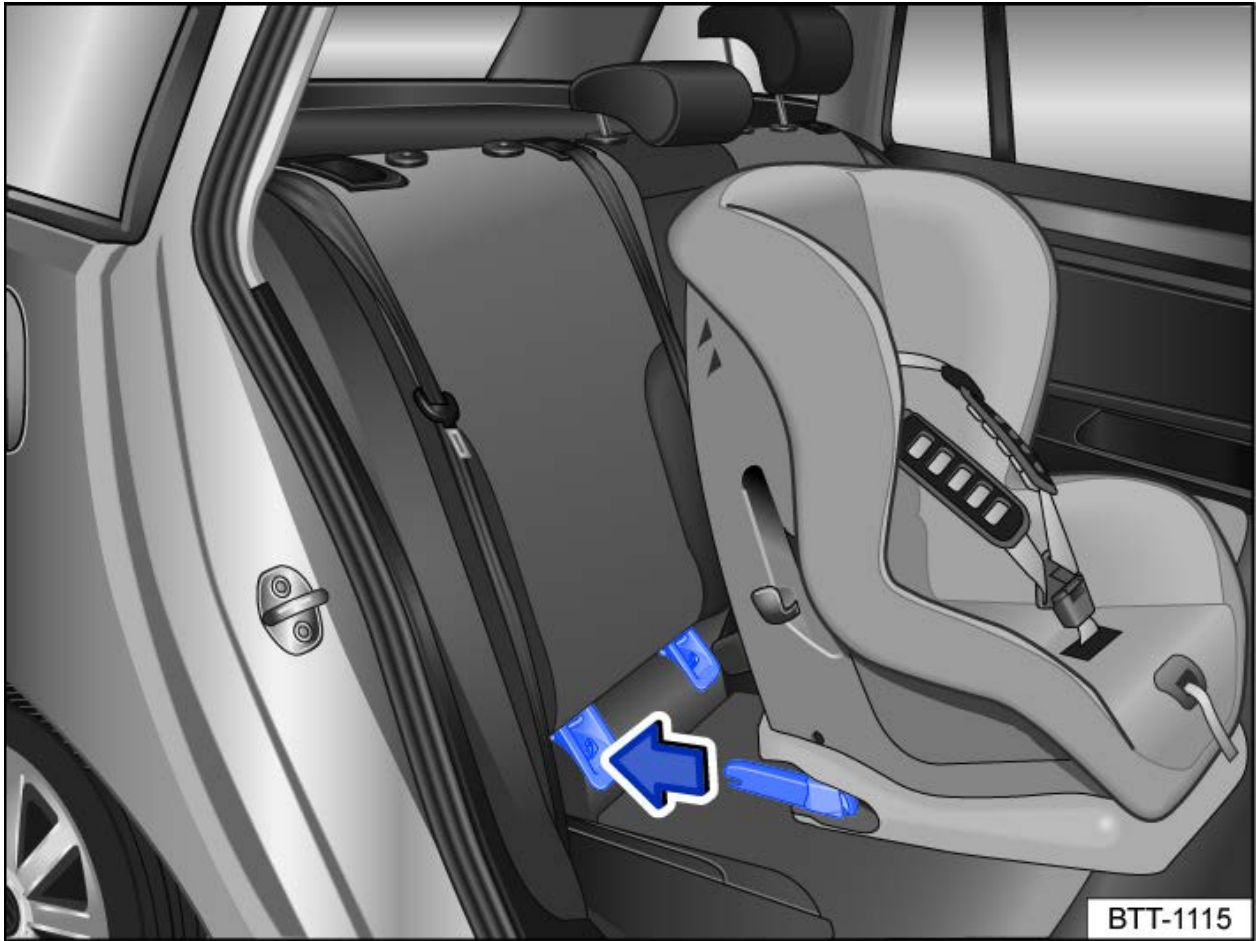


Fig. 3 General example: fitting a child restraint with attachment arms.

Overview of ISOFIX or i-Size child restraint installation

The designation of the ISOFIX or i-Size anchor points depends on the equipment installed and the country.

The following table shows the installation options of ISOFIX or i-Size child restraints at the ISOFIX anchor points at separate locations in the vehicle.

Group	Child restraint orientation	Size class/LATCH/UAS class	Front passenger's seat		Outer seats of the rear bench seat	Center seat of the rear bench seat
			Front passenger's front airbag activated	Front passenger's front airbag deactivated		
Group 0: up to 22 lbs (10 kg)	Rear-facing	E/R1	X	IL-SU	IL-SU	X
Group 0+: up to 29 lbs (13 kg)	Rear-facing	E/R1	X	IL-SU	IL-SU	X
		D/R2				
		C/R3				
Group 1: 19 to 40 lbs (9 to 18 kg)	Rear-facing	D/R2	X	IL-SU	IL-SU	X
		C/R3				
	Forward-facing	B/F2X	IL-SU, IUF	X	IL-SU, IUF	X
Group 2: 19 to 40 lbs (15 to 25 kg)	Forward-facing	B1/F2X	IL-SU	X	IL-SU	X
		A/F3				
		-				
Group 3: 19 to 40 lbs (22 to 36 kg)	Forward-facing	-	IL-SU	X	IL-SU	X
i-Size child safety system	Rear-facing	-/R2	X	i-U	i-U	X
	Forward-facing	-/B2, F2X	i-U	X	i-U	X
Booster seat	Forward-facing	-/B2, B3	i-B	X	i-B	X

— **Size class:** the size class specification corresponds to the body weight permitted for the child restraint. For child restraints certified as "universal" or "semi-universal", the size class is specified on the ECE certification label. The size class specification is listed on the child restraint.

— **X:** seat is not suitable for fastening an ISOFIX or i-Size child restraint classified in this group.

- **IL-SU**: suitable seat for installing an ISOFIX child restraint with this “semi-universal” certification. Note the vehicle list provided by the child restraint manufacturer.
- **IUF**: suitable seat for installing an ISOFIX child restraint with this “universal” certification.
- **i-U**: Suitable seat for fitting a forward-facing or backward-facing i-Size child restraint with “universal” approval.
- **i-U**: Suitable seat for fitting a forward-facing i-Size child restraint with “universal” approval.
- **i-B**: suitable seat for the installation of a forward-facing LATCH/UAS booster seat in Group 2/3 and also for a forward-facing i-Size child restraint for children 100–150 cm (approx. 39–59 inches) tall.

Attaching child restraints with ISOFIX or i-Size

The installation location of LATCH/UAS or i-Size anchor points is indicated by a symbol → *fig. 1* or → *fig. 2*.

- Pay attention to and follow the information (→ *Child restraints, General safety*).
- If necessary, fold down the protective caps for the LATCH/UAS or i-Size anchor points.
- Push the child restraint attachment arms in the direction of the arrow onto the anchors → *fig. 3*. The child restraint must engage securely and audibly.
- Pull on both sides of the child restraint to check whether the child restraint is securely locked in place.
- If the child seat is equipped with a support base, this base must be positioned securely on the vehicle floor.

Securing the child restraint with the upper strap (top tether)

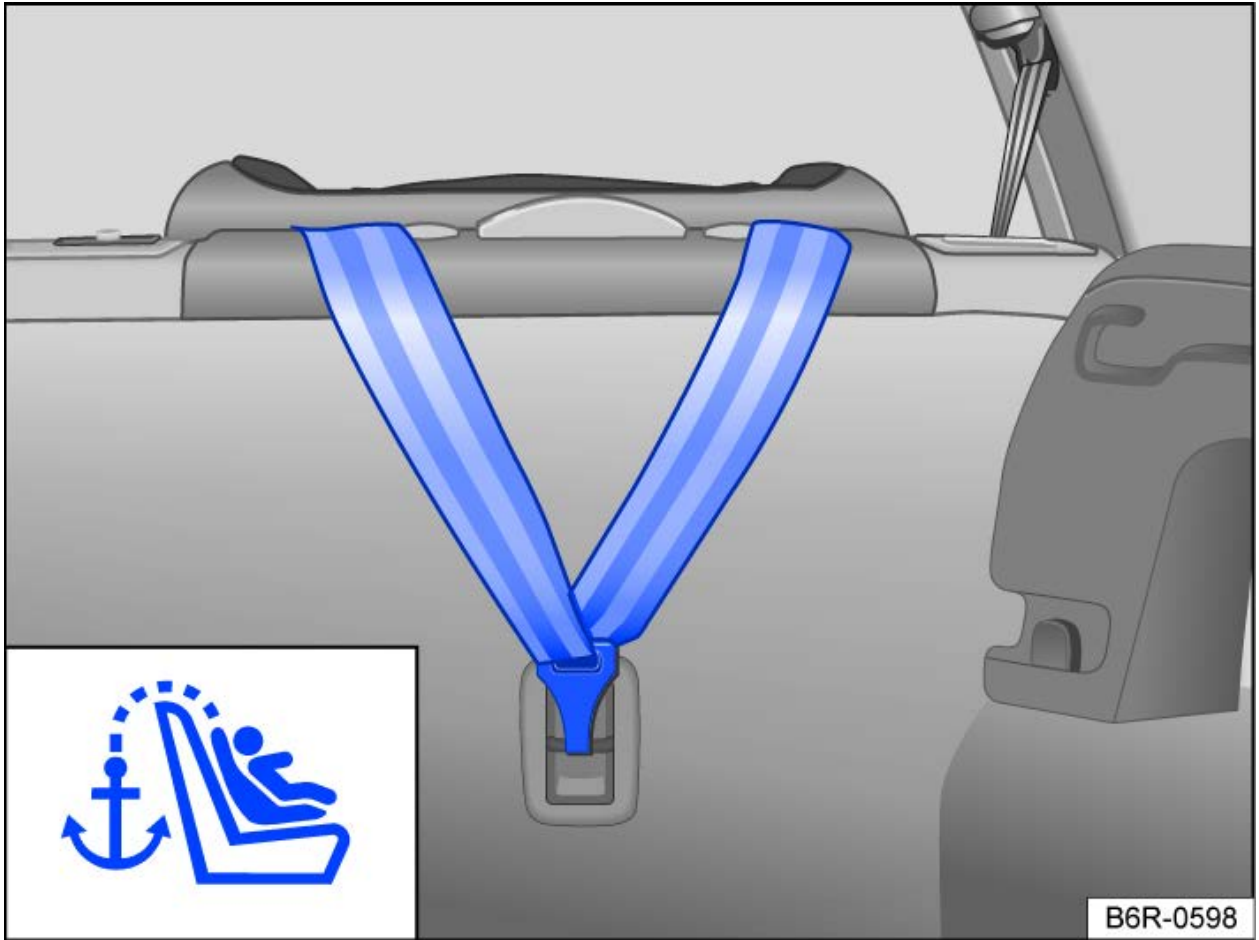


Fig. 1 In the luggage compartment: Attached top tether.

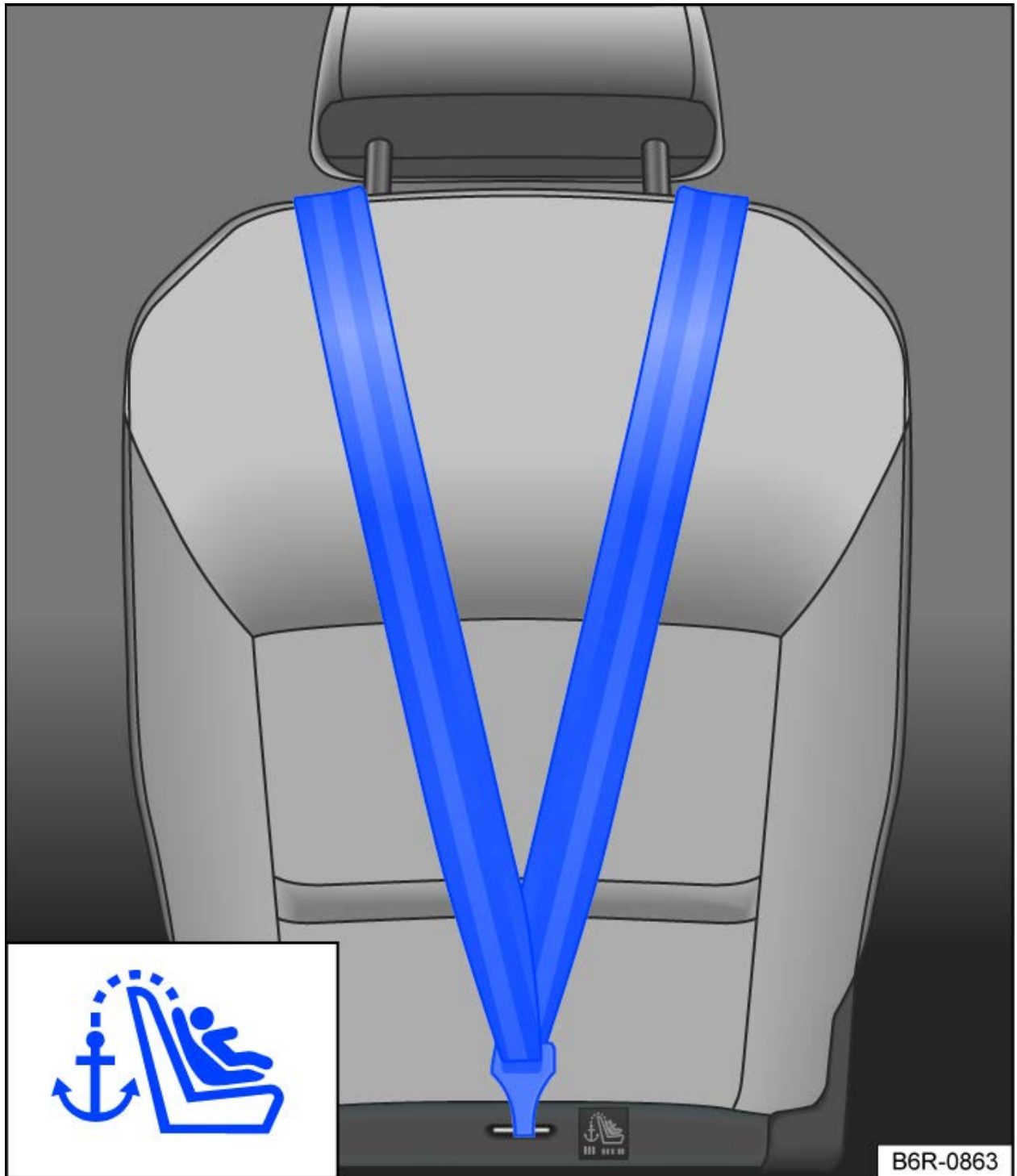


Fig. 2 On the back of the front passenger seat: attached top tether.

ISOFIX child restraints with "universal" approval must also be fastened to the ISOFIX anchor points using an upper strap (Top Tether).

Only secure the strap on the anchorages designed for it. Anchorages suitable for Top Tether are labeled with a symbol and may have the label "TOP TETHER".

- Pay attention to and follow the information (→ *Child restraints, General safety*).
- Push the head restraint on the vehicle seat all the way upward or remove it.
- Place the child restraint in the center of the vehicle seat surface.
- Push the child restraint arm in the direction of the arrow onto the ISOFIX anchors (→ *Child restraint with LATCH/UAS, Description*) (→ *Child restraint with LATCH/UAS or i-Size, Description*). The child restraint must engage securely and audibly.

- Remove the luggage compartment cover if necessary.
- Pull the child seat top tether backwards over the seat and hook it into the corresponding securing eye which is marked as top tether → *fig. 1* or → *fig. 2*.
- Tighten the upper strap so that the child restraint is upright on the rear seat backrest.

WARNING

Only secure the strap on the anchorages designed for it. Otherwise, serious injuries could result.

- Always only fasten *one* strap on a child restraint to one retaining eye.
- Never secure a child restraint strap to a tie-down.



Depending on the brand and model, there may be two or three securing eyes in the luggage compartment.

Securing a child restraint with a safety belt

If you would like to use a child restraint in your vehicle from the “universal” approval category (u), make sure that it is permitted for the seating position where you would like to use it. You can find the necessary information on the orange ECE approval seal on the child restraint. Refer to the installation options in the following table.

Group	Weight of the child	Front passenger's seat		Seating positions on the rear bench seat
		Front passenger's front airbag activated	Front passenger's 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 is not suitable for installing a child restraint classified in this group.

Securing a child restraint with a safety belt


- Pay attention to and follow the information (→ *Child restraints, General safety*).
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, the lowest position of the belt height adjuster must be used.
- Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.
- Make sure the safety belt is not twisted.
- Insert the buckle tongue into the safety belt buckle belonging to the corresponding seat, until the safety belt buckle latches into place.


In case of an emergency

Securing yourself and the vehicle

Follow all legal regulations regarding securing a vehicle during a breakdown. For example, in many countries you must switch on the emergency flashers and wear a reflective vest (→ *Emergency equipment, Description*).

Checklist

For your own safety and the safety of your passengers, follow the points below in the order they are given → :

- Park your vehicle a safe distance from traffic and on suitable ground → .
- Switch on the emergency flashers (→ *Center console, Overview*).
- Set the electronic parking brake.
- Move the gear lever into the neutral position or move the selector lever into the **P** position.
- Stop the engine and remove the vehicle key from the ignition lock (→ *Stopping the engine, Operation*).
- Have all passengers exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
- Take all vehicle keys with you if you are leaving the vehicle.
- Set up the warning triangle to notify others on the road about the vehicle.
- Allow the engine to cool and see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary.

When the emergency flashers are switched on, for example while towing the vehicle, you can indicate any turns or lane changes using the turn signal lever. The emergency flashers will stop temporarily.

Switch on the emergency flashers in the following situations, for example:

- To warn traffic behind your vehicle if the traffic ahead slows suddenly or you reach the end of a traffic jam.
- If there has been an accident.
- If the vehicle malfunctions.
- When towing the vehicle.

Always follow the applicable local requirements for use of the emergency flashers.

If the emergency flashers do not work, others on the road must be informed about the stalled vehicle in some other way that meets the applicable legal regulations.

WARNING

A stalled vehicle increases the risk of a crash that could cause injury to you, your passengers, or others on the road.

- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic.
- Switch on the emergency flashers.
- Never leave people behind in the vehicle, especially children or those who need assistance. This is especially true when the doors are locked. Individuals locked in the vehicle could be exposed to very high or very low temperatures.

WARNING

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.

- Always follow the instructions in the checklist as well as the general safety precautions.

WARNING

Exhaust system components will become very hot. This can result in fires and serious injuries.

- Never park the vehicle in such a way that parts of the exhaust system could come into contact with flammable materials under the vehicle, such as dry grass or fuel.

NOTICE

When pushing the vehicle by hand, do not press on the taillights, the rear spoiler, or large pieces of sheet metal. Doing so could cause vehicle damage and detach the rear spoiler.



The 12 V vehicle battery will drain if the emergency flashers remain on for a long period of time, even if the ignition is switched off.



Depending on vehicle equipment, the brake lights may blink quickly if you brake heavily while driving at speeds above 50 mph (80 km/h) or brake the vehicle to a complete stop. This is done to warn traffic behind your vehicle. If the braking continues, then the emergency flashers will switch on automatically when the vehicle speed is below 6 mph (10 km/h). The emergency flashers will switch off automatically when you accelerate.

Emergency equipment

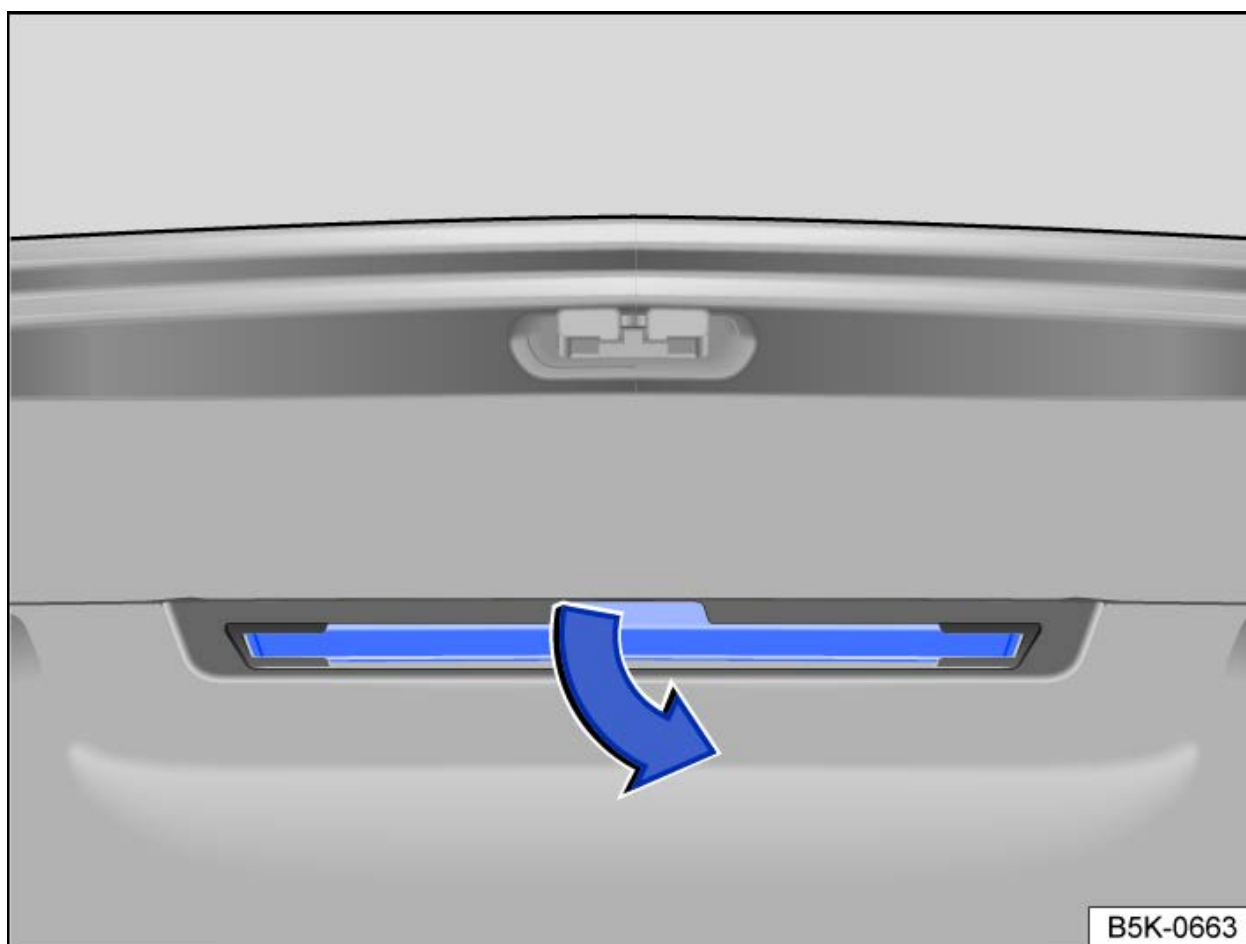


Fig. 1 In the trunk lid: Holder for the warning triangle.

First aid kit

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

The first aid kit must meet the legal regulations. Note the expiration date of the contents.

Replace contents after use, if necessary, and put the first aid kit securely back into place.

Warning triangle

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

The warning triangle must meet the legal regulations.

After use, insert the warning triangle back into the holder.

Reflective vest

Depending on vehicle equipment, the high-visibility waistcoat may be in a storage compartment in the front door trim panel or in the glove box (→ *Driver door, Overview*), (→ *Passenger's side, Overview*).

The reflective vest must meet the legal regulations.

Fire extinguisher

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

The fire extinguisher must meet the legal regulations, always be ready to operate, and be checked regularly (see inspection seal on the fire extinguisher).

WARNING

Objects that are loose or secured incorrectly can be thrown around the vehicle interior during sudden driving or braking maneuvers or in a collision and cause serious injuries.

- Always position the first aid kit, warning triangle, and fire extinguisher securely in the holders in the vehicle.
- Store the reflective vest in a storage compartment so that it is easy to access.




Information Call, Roadside Assistance Call and Emergency Call Service



Fig. 1 In the overhead console: controls for the information call and breakdown call.



Fig. 2 In the overhead console: control for the Emergency Call Service (behind the cover over the button).

-  Information call.
-  Breakdown Call.
-  Emergency Call Service.

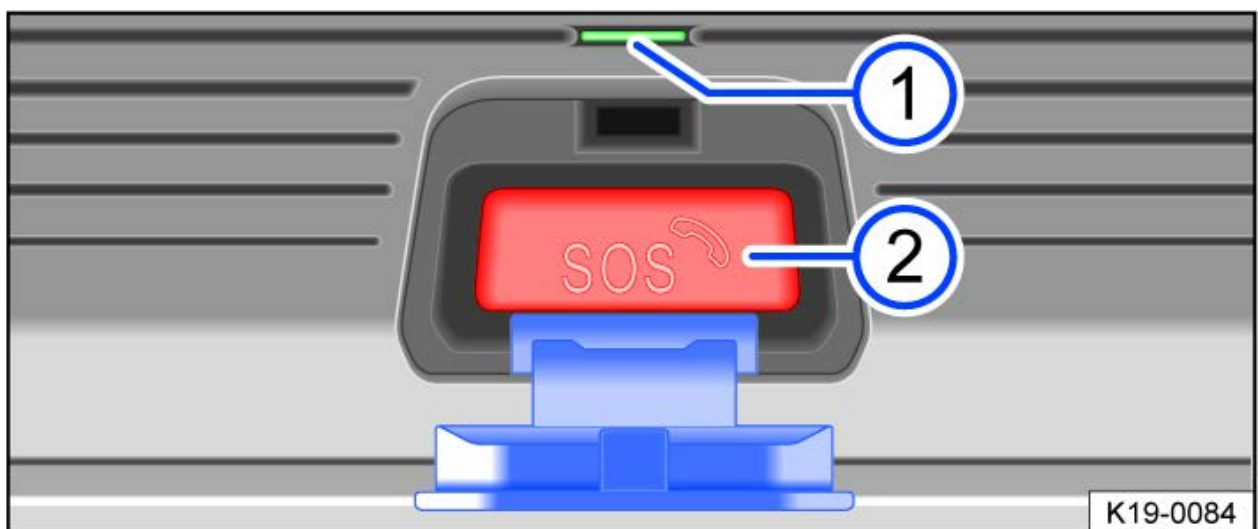





Fig. 3 Emergency call control: Indicator light and button.

-  1 Indicator light.
-  2 Emergency Call Service button.

Controls are installed in the overhead console depending on the equipment and country → [fig. 1](#) and → [fig. 2](#). Voice services can be used by pressing the buttons. The required connection is produced by a control module installed by the manufacturer.

 Please observe the additional information about Volkswagen Car-Net (→ [Car-Net, Description](#)) or We Connect (→ [Description, WeConnect](#)).

Indicator lights for the Emergency Call Service

There is an indicator light → *fig. 3* ① in the control. The indicator light turns on in different colors and light patterns depending on the operating status:

- The indicator light does not come on: the Emergency Call Service is deactivated or not available.
- The indicator light flashes red for approximately 20 seconds after the ignition switches on: the Emergency Call Service is deactivated.
- The red indicator light turns on and remains on: system malfunction. The Emergency Call Service is limited or not available.
- The green indicator light comes on: The Emergency Call Service is available and the system is ready for use.
- The indicator light flashes green: there is a call in progress.

Information call

- With an information call, a call is made to the Volkswagen AG hotline.
- The information call is only available in certain sales regions.
- The call-center agent communicates in the language used to register the vehicle via Car-Net or We Connect.

Roadside assistance call

- If you break down, you can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance with the roadside assistance call.
- Some vehicle data, e.g. its current location, is transferred in parallel to the voice call.
- The call-center agent communicates in the language used to register the vehicle via Car-Net or We Connect.

Emergency Call Service


- When the Emergency Call Service is initiated, a connection will be established with the Volkswagen emergency call center.
- If an emergency call is triggered manually or by a collision with airbag deployment, data that is relevant to the emergency call, such as the vehicle's current location, is automatically transmitted (→ *Consumer information, Description*).
- The contact partner will communicate in the language that is set in the vehicle's Infotainment system. If this language is not available at the current emergency call location, English will be used.
- The Emergency Call Service can be deactivated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.


WARNING

The following conditions may restrict or prevent a manual or automatic emergency call:

- If the emergency call location is in an area with no mobile phone and GPS reception, or insufficient reception.
- If you are in a location where there is sufficient mobile phone and GPS reception, but the telecommunications provider's mobile communications network is unavailable.
- The Emergency Call Service is not permitted by law in some countries.
- There is no valid license for the use of the Emergency Call Service.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The Emergency Call Service has been deactivated. In this case, the emergency call is routed to the statutory eCall Emergency System.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

— Press on the button cover  briefly and fold the cover downward.


— Press the → *fig. 3*  emergency call button until the green indicator light starts to flash. The emergency call will be triggered and a voice call will be made to the Volkswagen emergency call center.

If you pressed the emergency call button by mistake, cancel the emergency call immediately:

— Press the emergency call button again until the indicator light remains green.

Automatic emergency call

The automatic emergency call is only triggered when the ignition is on.

A call will automatically be made to the Volkswagen emergency call center immediately after the airbags or safety belt pretensioners deploy. The automatic emergency call **cannot** be stopped by pressing the emergency call button → *fig. 3* .

If questions from the Volkswagen emergency call center are not answered, rescue operations will be initiated automatically.

Integrated battery

The integrated battery ensures that the Emergency Call Service will still be available for some time if the 12-volt vehicle battery is disconnected or malfunctioning.

If the integrated battery is drained or malfunctioning, a message indicating this will be displayed in the instrument cluster. When the relevant message is shown, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the integrated battery replaced.



Have the integrated battery checked, and if necessary, replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility after approximately 3 years.

Data transmission

The available data will be sent to the Volkswagen emergency call center during an emergency call to determine what rescue measures are needed.

Among other things, the following data will be sent:

- Vehicle location
- Vehicle Identification number.
- Type of vehicle drive.
- Vehicle model



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





The Emergency Call Service function may be limited by any after-market Infotainment systems that are installed.

Routing to the statutory eCall Emergency System

In some situations, the Emergency Call Service is limited or not carried out. If possible, a voice connection will be established with a local emergency service center. In this case, available data will be sent to the local emergency center during an emergency call to determine what rescue measures are needed (→ *Description, eCall Emergency System*).

Troubleshooting



Emergency Call Service faulty

The red indicator light in the emergency call button turns on and remains on . The message  **Error: Emergency call function. Service vehicle** may also be displayed in the instrument cluster.

There is a system error with the Emergency Call Service. You cannot make an emergency call.

- Drive immediately to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the malfunction corrected.

Emergency Call Service limited

The red indicator light in the emergency call button turns on and remains on . The message  **Emergency call function limited. Service vehicle** may also be displayed in the instrument cluster.

The Emergency Call Service function has restricted availability. For example, you cannot make a voice call to the Volkswagen emergency call center.

- Drive immediately to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

—Have the malfunction corrected.

Legally required eCall Emergency System

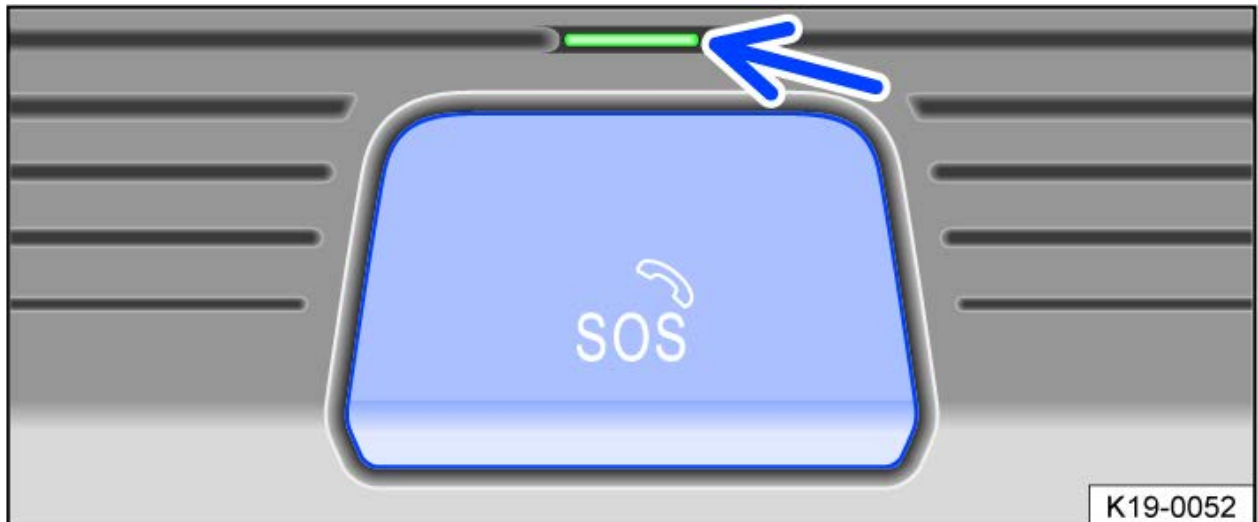


Fig. 1 In the roof console: Control for the legally required eCall Emergency System (behind the button cover).

 Legally required eCall Emergency System.

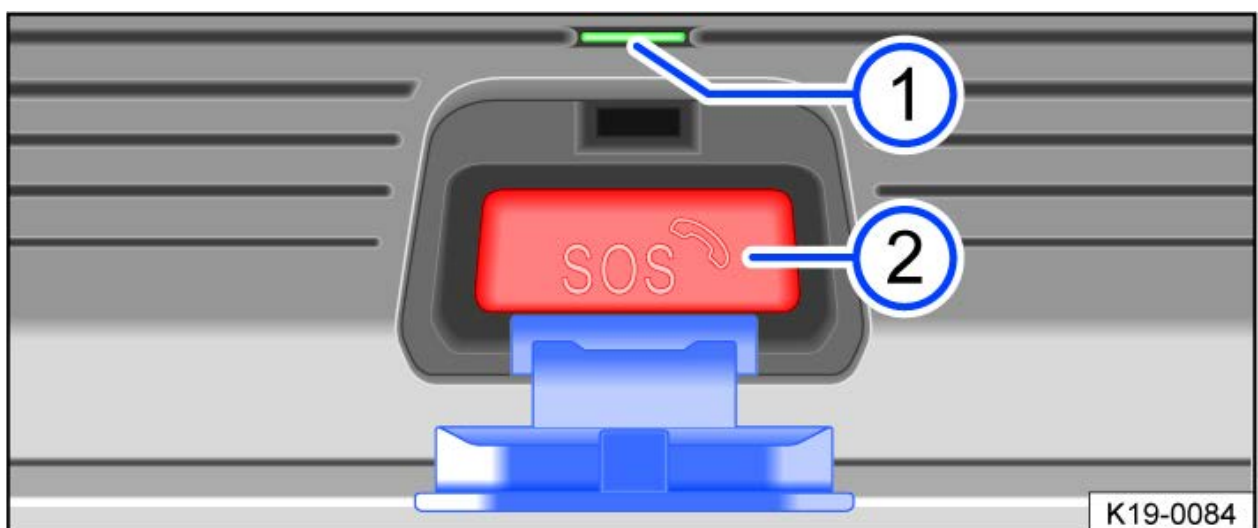


Fig. 2 Emergency call control: Indicator light and button.

- ① Indicator light.
- ② Button for legally required eCall Emergency System.

Depending on the country and vehicle equipment, the vehicle may be fitted with an emergency call system. In some countries, the free, legally required eCall emergency call system is activated by default. The controls are located in the roof console.

Using the emergency call system, assistance can be organized as quickly as possible in dangerous situations. A call will be made to a local emergency service center. The call center agent will communicate in the language of the country where the vehicle is located. In addition, legally mandated data relevant to the emergency call, such as the current vehicle location, will be automatically transmitted to the local emergency service center.

The legal basis for data processing for the legally required eCall emergency call system meets applicable laws and regulations, such as EU regulation 2015/758. In addition, please note the information regarding data storage and services (→ *Data processing in the vehicle, Standards/directives*).

The required connection is produced by a control module installed by the manufacturer. To ensure the system functions correctly after a severe accident, additional components are needed, such as an emergency call microphone, emergency call speaker, and an integrated battery that is separate from the vehicle electrical system.

Indicator lights for the Emergency Call Service

There is an indicator light → *fig. 2* (1) in the control. The indicator light turns on in different colors and light patterns depending on the system status:


- The indicator light does not light up: The emergency call function is not available.
- The red indicator light flashes for approximately 20 seconds after the ignition switches on: The emergency call function is deactivated.
- The red indicator light turns on and remains on: system malfunction. The emergency call function has limited availability or is not available.
- The green indicator light comes on: The emergency call function is available and the system is ready for use.
- The green indicator light is flashing: There is an emergency call in progress.

WARNING

The following conditions may restrict or prevent a manual or automatic emergency call:

- If the emergency call location is in an area with no mobile phone reception, or insufficient reception.
- The emergency call function is not available in certain countries.
- The local emergency dispatch center lacks the technical capacity to receive emergency data.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

— Press briefly on the button cover  and pull it open.

— Press and hold the emergency call button → *fig. 2* (2) for a few seconds. The emergency call will be triggered and a call will be made to a local emergency dispatch center.

If you pressed the emergency call button by mistake, cancel the emergency call immediately:

—Press the emergency call button again until the indicator light remains green.

Automatic emergency call

The automatic emergency call is only triggered when the ignition is on.

A call will automatically be made to a local emergency dispatch center if the airbags or belt tensioners deploy. The automatic emergency call **cannot** be stopped by pressing the emergency call button → *fig. 2* (2).

If questions from the local emergency call center are not answered, rescue operations will automatically start.

Integrated battery

The integrated battery ensures that the legally required eCall emergency call system will still be available for some time if the 12 Volt vehicle battery is disconnected or faulty.

If the integrated battery is drained or malfunctioning, a message indicating this will be displayed in the instrument cluster. When the relevant message is shown, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the integrated battery replaced.



Have the integrated battery checked, and if necessary, replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility after approximately 3 years.

Data transmission

The legally required data will be sent to the local emergency dispatch center during an emergency call to determine the necessary rescue measures.

The data regarding the location of the vehicle is continuously overwritten, so that only the most recent three saved locations as required for the legally required eCall Emergency System to function are available. The vehicle cannot be tracked on a continuous basis.

The emergency call data is only processed to ensure the proper function of the legally required eCall Emergency System. The emergency call data is automatically deleted by the system 13 hours after the emergency call is triggered.

Among other things, the following data will be sent:

- The current vehicle position at the time the emergency call was triggered
- Two other vehicle positions shortly before the emergency call was triggered (from the route driven, 100 m or around 328 ft).
- Vehicle Identification Number (VIN)
- Type of vehicle drive.
- Vehicle class
- Trigger type (automatic or manual)
- Call type.
- Direction in which the vehicle was moving at the time the emergency call was triggered.
- Time of impact



- Reliability of the positioning data
- Data set version.
- Counter of the data sets transmitted per call
- Estimated number of passengers.



Installed after-market Infotainment devices may limit the function of the legally required eCall Emergency System.

Troubleshooting



Malfunction in the legally mandated eCall Emergency System

The red indicator light in the emergency call button turns on and remains on . The message  **Error: Emergency call function. Service vehicle** may also be displayed in the instrument cluster.

There is a system error with the legally mandated eCall Emergency System. An emergency call cannot be made.

- Drive immediately to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the malfunction corrected.

Limited function in the legally mandated eCall Emergency System

The red indicator light in the emergency call button turns on and remains on . The message  **Emergency call function limited. Service vehicle** may also be displayed in the instrument cluster.

The legally mandated eCall Emergency System function is only available to a limited extent. An emergency call cannot be made.

- Drive immediately to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
 - Have the malfunction corrected.
-

Opening and Closing

Vehicle key

Vehicle key functions

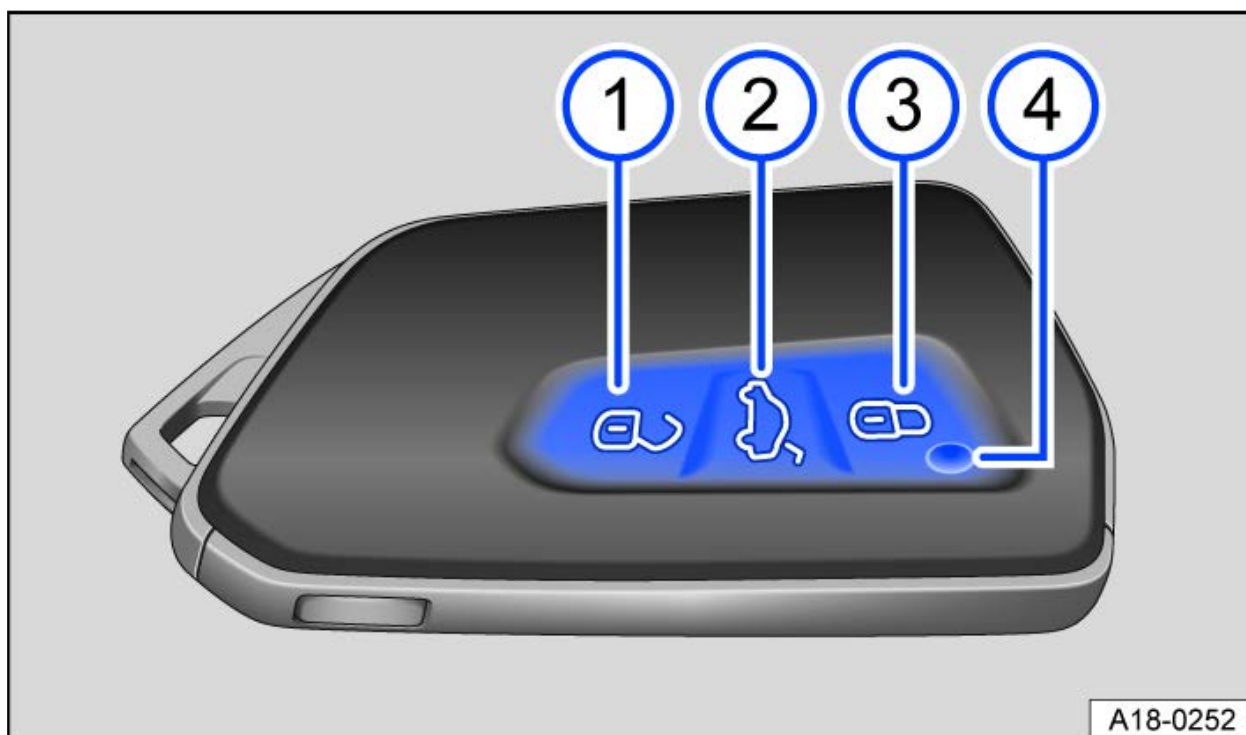


Fig. 1 Vehicle key.

Key for *fig. 1* :

- ① Unlock the vehicle. All turn signals will flash *twice*.
- ② Unlock the trunk lid separately. All turn signals will flash *twice*. To do this, briefly press and hold the button.
- ③ Lock the vehicle. All turn signals will flash *once*.
- ④ Indicator light: flashes when a button is pressed.

⚠ WARNING

Careless or unintended use of the vehicle key can cause crashes and serious injuries.

- Take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the doors and/or the trunk lid, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows.
- Never leave children or people requiring assistance unattended in the vehicle. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

ⓘ NOTICE

Protect the vehicle key from moisture and strong impacts.

Mechanical key

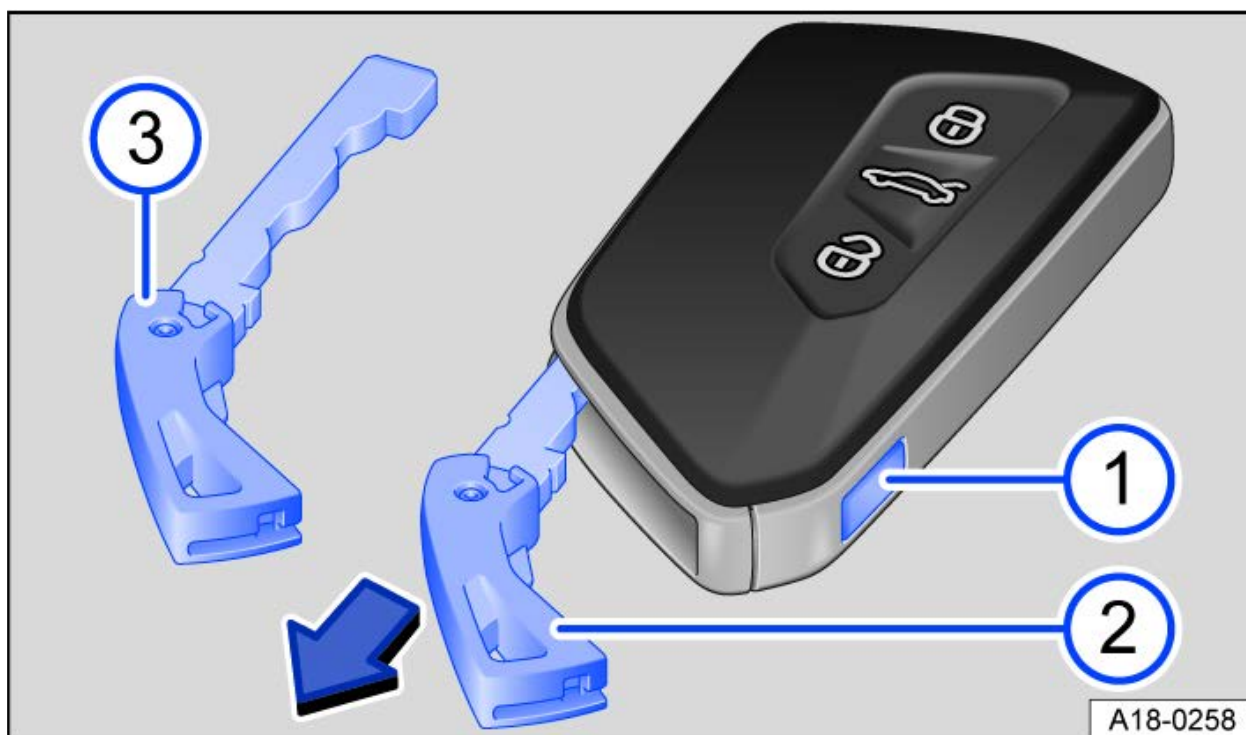


Fig. 1 Vehicle key: releasing the mechanical key.

- 1 Briefly press the release button. The key ring will fold open.
- 2 Press the release button and pull out the emergency key in the direction of the arrow.
- 3 Mechanical key.

There is a spare key → *fig. 1* 3 located in the vehicle key that can be used to manually unlock and lock the vehicle.

Possible functions:

- Unlock and lock the vehicle manually (→ *Vehicle key, Overview*).
- Switching the child safety lock on and off (→ *Description, Mechanical child safety lock*).

Replacing the button cell battery

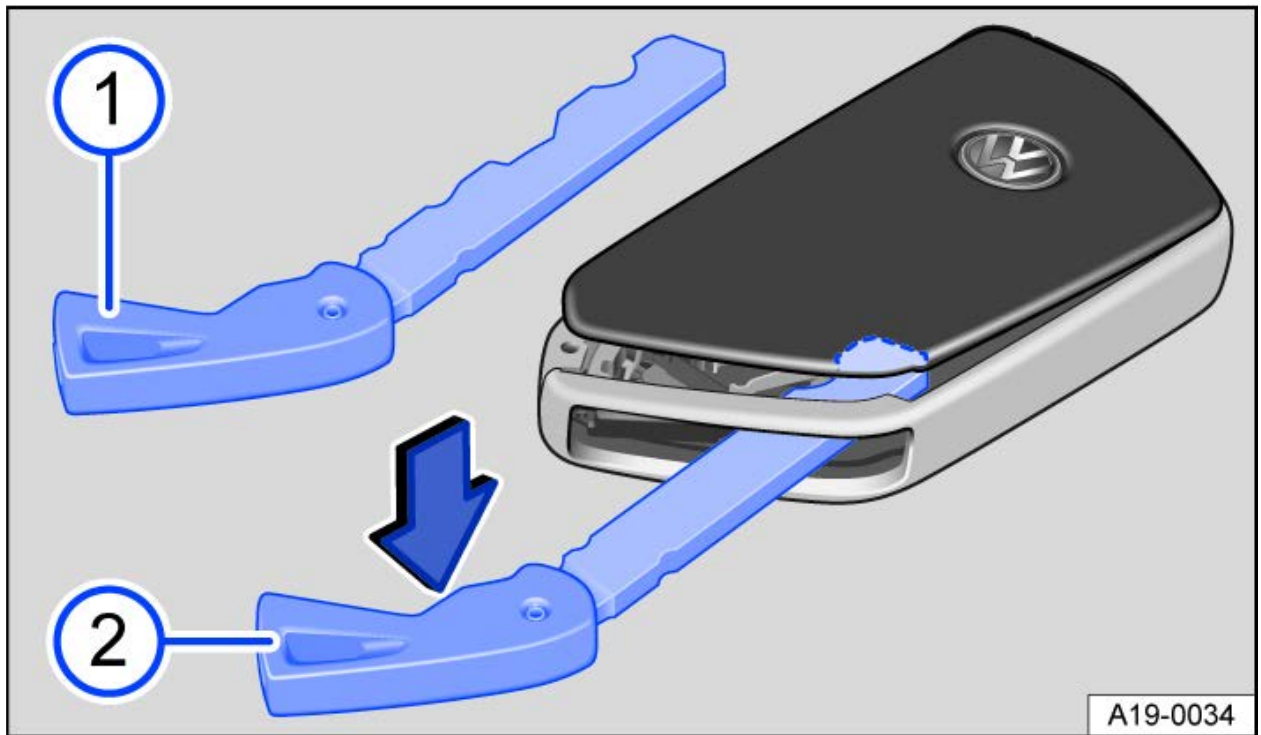


Fig. 1 Vehicle key: opening the battery compartment cover.

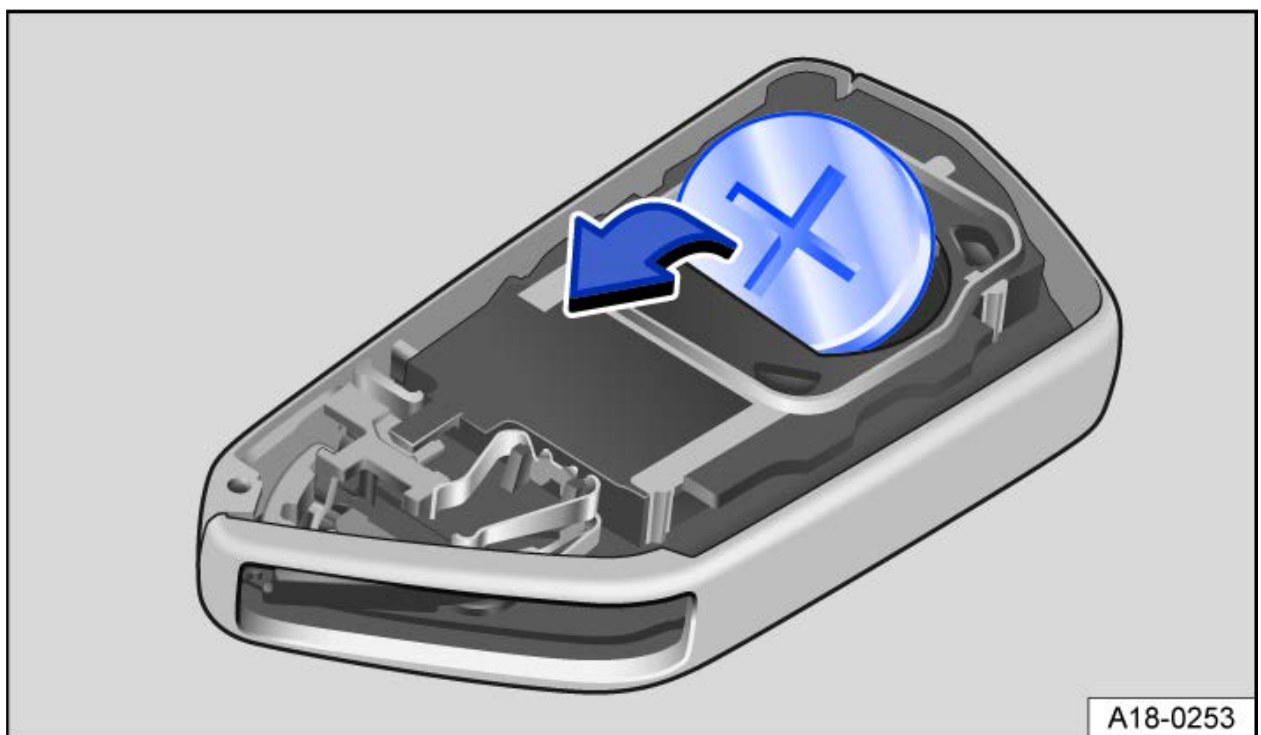


Fig. 2 Vehicle key: replacing the button cell battery

Volkswagen recommends having the button cell battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility → ⚠.

- Remove the mechanical key → *fig. 1* (1) (→ *Vehicle key, Emergency operation*).
- Insert the spare key in the slot → *fig. 1* (2), push it in the direction of the arrow and lever out the cover.
- Lift the button cell battery out of the battery compartment → *fig. 2*.
- Press the new button cell battery into the battery compartment → ⚠.

- Press the cover out of the housing → *fig. 1*.
- Store the mechanical key (→ *Vehicle key, Emergency operation*).
- Dispose of drained battery in a way that will not harm the environment.

DANGER

If batteries with a diameter larger than 20 mm or other button cell batteries are swallowed, serious or fatal injuries could occur within a very short time.

- Always keep the vehicle key and the key fob with batteries out of the reach of children.
- Seek medical attention immediately if you suspect that a battery has been swallowed.

NOTICE


- If the button cell battery is replaced incorrectly, it can damage the vehicle key.
- Using incorrect batteries can damage the vehicle key. Only replace drained batteries with a new battery in the same voltage, size, and specification.
- Make sure the battery is facing in the right direction when inserting it.

The type of batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these batteries. We recommend to have this service performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.


Synchronizing a vehicle key

If the vehicle cannot be unlocked or locked using the vehicle key, synchronize the vehicle key or replace the button cell battery (→ *Vehicle key, Refilling*).

Synchronizing a vehicle key:

- Stand next to the vehicle.
- Press the  button on the vehicle key twice, quickly.

OR:

- Remove the mechanical key (→ *Vehicle key, Emergency operation*).
- If necessary, remove the cap from the driver's door handle (→ *Doors, Emergency operation*).
- Press the  button on the vehicle key.
- Unlock the vehicle using the spare key.
- Open the driver door. If the vehicle is equipped with an anti-theft alarm system, the alarm will be triggered immediately (→ *Anti-theft alarm system, Description*).
- Switch the ignition on.
This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

Remote control is disrupted by objects, poor weather conditions or transmitters on the same frequency band close to the vehicle (e.g. mobile devices), as well as by the button cell being discharged.

OR: the central locking system switches off briefly to protect it from overloading.

— Close the driver's door.

— **OR:** synchronize the vehicle key (→ *Vehicle key, Settings*).

— **OR:** Change the battery cell in the vehicle key (→ *Refilling, Vehicle key*).

The indicator light is not blinking

If the indicator light in the vehicle key does not blink when you press one of the buttons, then the button cell battery in the vehicle key must be replaced (→ *Vehicle key, Refilling*).



You can get an additional or replacement vehicle key at a Volkswagen dealership.

Keyless Access

Introduction

Keyless Access makes it possible to unlock and lock the vehicle without actively using the key. A valid vehicle key must be located near the vehicle to use this function.

Unlocking or locking using Keyless Access

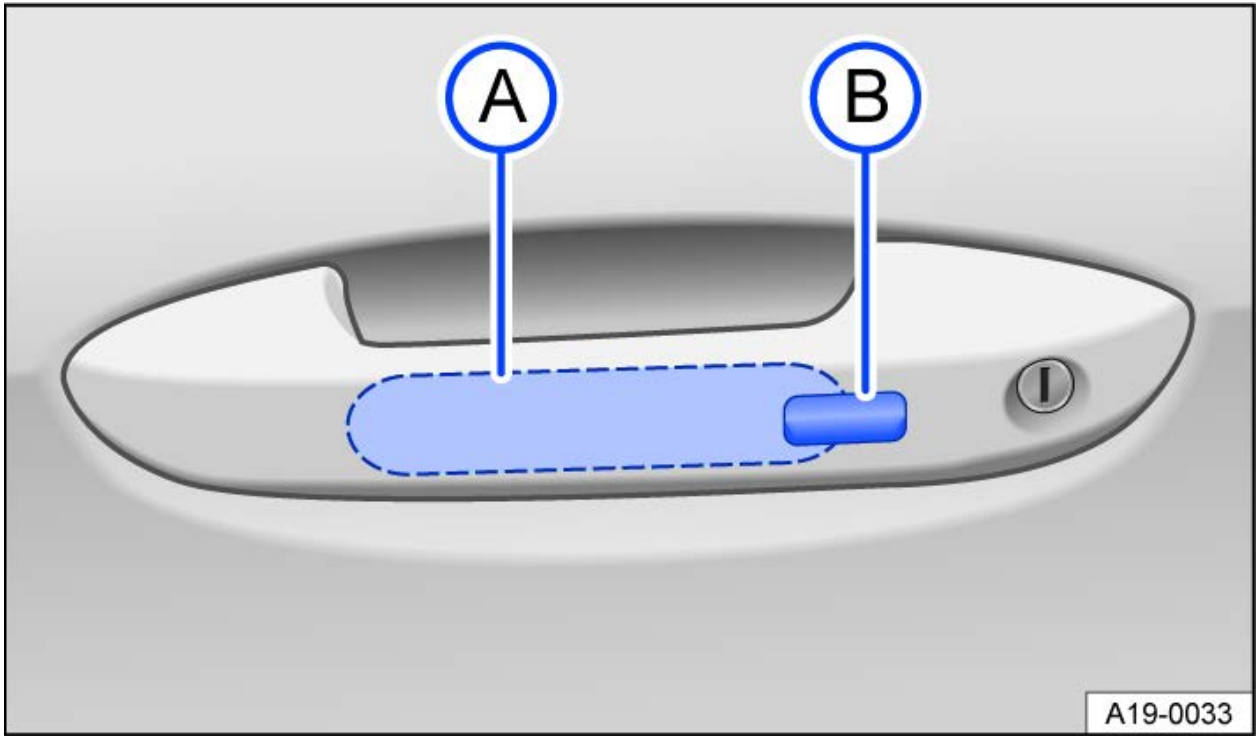


Fig. 1 In door handle: sensors.

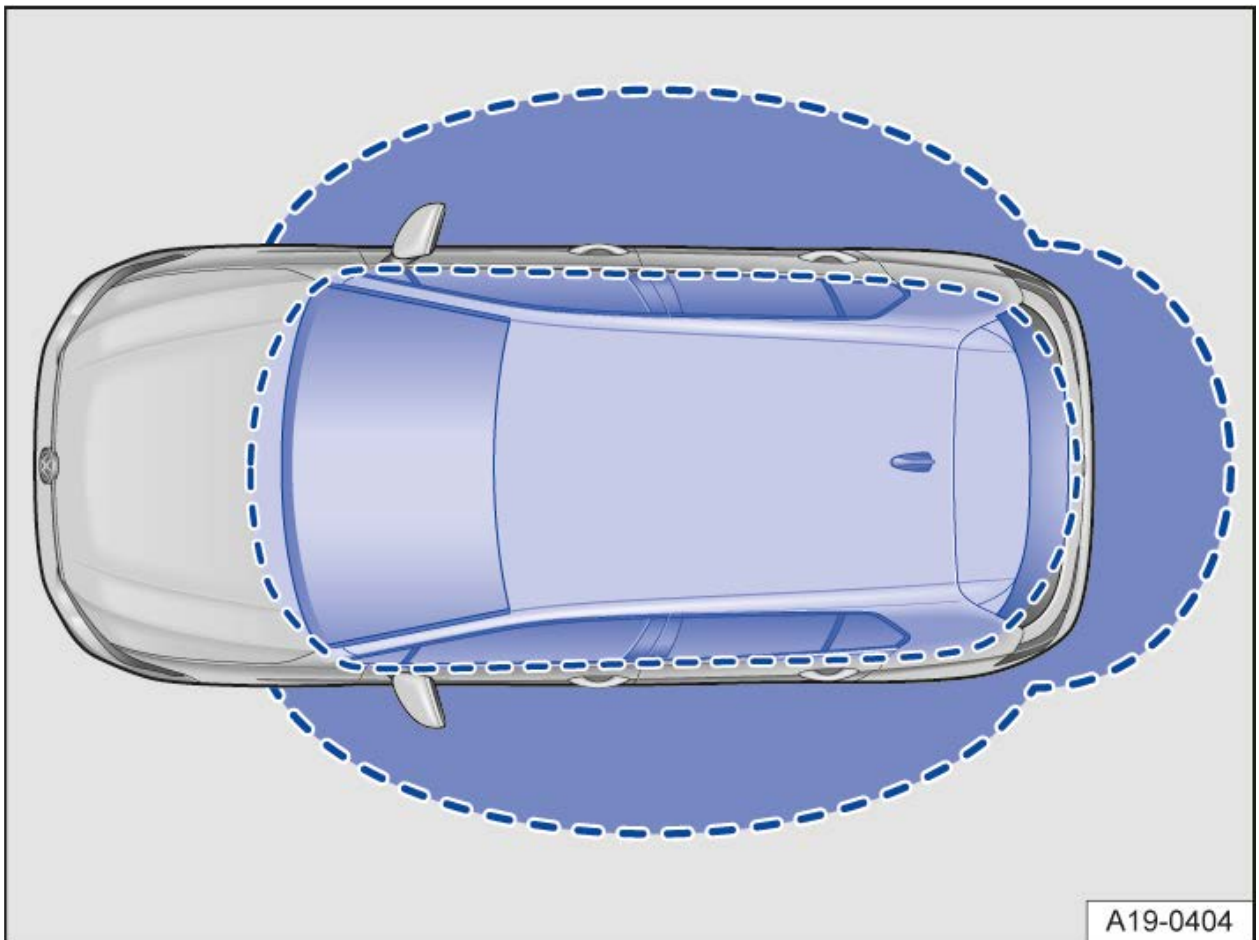


Fig. 2 Keyless Access: sensor range.

Configuring Keyless Access

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

If the Keyless Access function is deactivated, this function may be subject to functional limitations.

Unlocking the vehicle

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

If the sensor is touched twice, the entire vehicle will be unlocked.

Automatically unlocking the vehicle

The vehicle can be unlocked automatically. To do so, the function must be activated in the Infotainment system and the vehicle key must be within the sensor range of the vehicle.

—If the remote control vehicle key is detected nearby → *fig. 2*, the vehicle is unlocked. All turn signals will flash *twice*.

If the vehicle is not unlocked for a long period of time, the function is automatically deactivated. The function is reactivated the next time the vehicle is locked.

If single door unlocking is activated in the settings for the central locking in the Infotainment system, this may restrict automatic unlocking.

Locking the vehicle

—Parking the vehicle.

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

The unlock function is deactivated for several seconds so that you can check if the vehicle locked correctly.


Unlocking the trunk lid

If the vehicle is locked and a vehicle key is within the trunk lid sensor range, the trunk lid will unlock automatically when opened. After closing, the trunk lid will lock again.

If the vehicle is automatically unlocked, the trunk lid is also automatically unlocked and can be opened manually (→ *Operation, Mechanical trunk lid*).

Deactivating Keyless Access temporarily

You can temporarily deactivate the Keyless Access with push-button start unlocking function to prevent the vehicle from being unlocked and started by unauthorized people:

- Lock the vehicle with the  button on the vehicle key.
- Touch the sensor on the outside of the door handle one time within five seconds after locking the vehicle → *fig. 1* (B). Do not grasp the door handle during this process. Keyless Access is now temporarily deactivated.

- Check if it is deactivated by waiting at least ten seconds and then pulling on the door handle. The door should not open.

The next time the vehicle is unlocked, you must use the vehicle key. Keyless Access will be reactivated the next time the vehicle is unlocked.

Deactivating Keyless Access permanently

You can also permanently deactivate Keyless Access in the Infotainment system to prevent the vehicle from being unlocked and started by unauthorized people.

Troubleshooting

If Keyless Access is not working

The sensor function may be impaired if the sensor is dirty.

- Clean the sensors.

If all turn signals flash four times

The vehicle key that was last used is still in the vehicle.

- Remove the key and lock the vehicle.

Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

- If the vehicle is not unlocked or locked for a long period of time
- If a sensor is triggered too frequently

Reactivating the sensor pads:

- Unlock the vehicle using the  button on the vehicle key.

NOTICE

Strong streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located near the vehicle. If at least one window is open and the sensors in one door handle are permanently activated, then all windows will close. If the stream of water or vapor is removed briefly from the sensor in a door handle and then redirected at the sensor, all of the windows may open (→ *Keyless Access, Introduction/general information*).



If the message **Keyless faulty.** appears in the instrument cluster display, there may be a malfunction in the *Keyless Access* system. Get professional assistance.



If there is no vehicle key in the vehicle or the key is not detected, a message will appear in the instrument cluster display. This can occur if another signal interferes with the vehicle key or if the vehicle key is covered by an object, such as an aluminum case.


Doors and central locking button

Introduction

The doors can be manually locked and separately unlocked, for example if the vehicle key or the central locking system is malfunctioning.

The central locking system allows you to unlock and lock all doors, the trunk lid, and the fuel filler flap from one location.

The vehicle can only be locked when the ignition is switched off or if the driver has exited the vehicle when the engine is stopped.

An image in the instrument cluster display indicates if one or more doors have not opened or closed correctly.  **Do not continue driving!** Open the affected door and close it again.

The image is also displayed when the ignition is switched off, and it turns off several seconds after the doors are closed and the vehicle has been locked.

WARNING

If a door is not closed correctly, it can open suddenly while driving and cause serious injuries.

- Stop immediately and close the door(s).
- When closing the door, make sure it is securely and completely latched. When closed, the door must be flush with the areas of the vehicle body that are around the door.
- Do not open or close the doors if anyone is in the way.

WARNING

When the door is being held open by the door arrester, it may close by itself in high winds or on inclines, which increases the risk of injury.

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

WARNING

The area within the range of motion for the doors and trunk lid can be dangerous and there is the potential for injuries.

- Do not open or close the doors and trunk lid if anyone is in the way.

WARNING

Locking the doors carelessly increases the risk of serious injuries.

- When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside.
- The central locking system locks all the doors. When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle. In case of an emergency or an accident, locked doors can make it more difficult for first responders to access the vehicle interior to help the passengers.
- Never leave children or people requiring assistance unattended in the vehicle. All doors can be locked from the inside using the central locking button. This can result in people locking themselves inside the vehicle. Individuals locked in the vehicle could be exposed to very high or very low temperatures.
- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never leave anyone in a locked vehicle. In an emergency, these people may not be able to exit the vehicle without assistance or care for themselves.

NOTICE

When using the emergency opening or closing function, remove and reinstall the affected components carefully and correctly to reduce the risk of vehicle damage.



Some settings can be saved in the driver personalization user profiles.

Indicator light in the driver's door


The indicator light for the central locking system is located in the driver's door.

Vehicle is locked: the red LED flashes quickly for approximately two seconds, and then flashes more slowly after that. The indicator light does *not* flash if the vehicle was locked using the central locking button in the driver's door (→ *Central locking button, Description*).

Automatic locking and unlocking

Settings for the central locking can be applied in the Infotainment system.

Automatic locking (Auto Lock)

The vehicle locks automatically at speeds of approximately 15 km/h (9 mph) or higher. If the vehicle is locked, the  indicator light will turn yellow in the central locking button.

Automatic unlocking (Auto Unlock)

If one of the following conditions apply, all doors and the trunk lid will unlock automatically:


— If the vehicle is stationary and the vehicle key has been removed

- *In vehicles with an automatic gearbox:* If the parking lock **P** is engaged and the ignition is switched off.
- **OR:** if the door handle has been pulled.
- **OR:** if airbags have deployed during a collision (*→ Doors, FAQ*).



The Auto Unlock function makes it possible for first responders to access the interior of the vehicle.



Depending on the central locking system setting in the Infotainment system, it may only be possible to unlock all of the doors and the trunk lid after the  button is pressed twice.

Central locking button

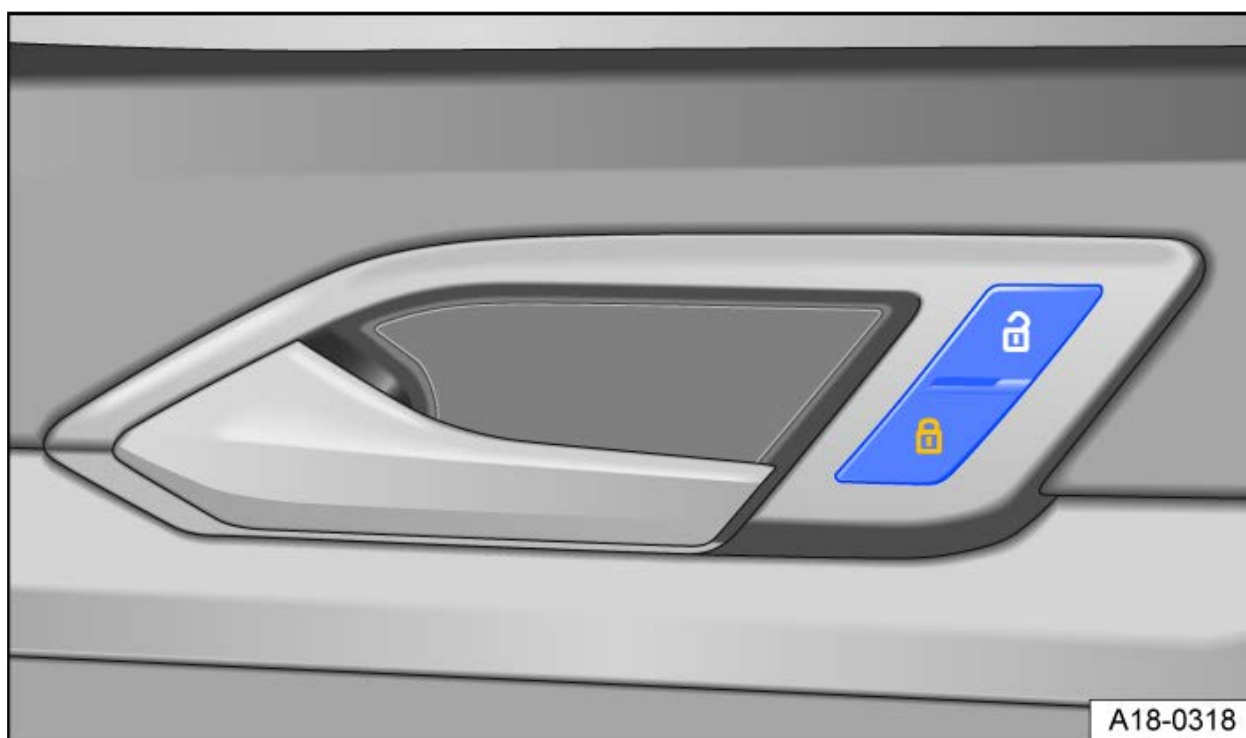




Fig. 1 In the driver's door: central locking button.

Key:


 - Unlock the vehicle.


 - Lock the vehicle.

The central locking button functions both when the ignition is on or off, but only when all the doors are closed.

If the vehicle is locked from the outside using the vehicle key, the central locking buttons will be disabled.

If the vehicle is locked from the inside using the central locking button, then:

- The  indicator light in the button will turn yellow if all doors are closed and locked.
- The anti-theft alarm system will **not** be activated (*→ Anti-theft alarm system, Description*).

The doors can be opened from the inside by pulling the door handle. The  indicator light in the button will turn off. The unopened doors and the trunk lid will remain locked and cannot be opened from the outside.


The driver's door will not lock if it is open.

Locking the front passenger's door and rear doors in an emergency




Fig. 1 In the front edge of the rear right-hand door: Vehicle emergency unlock for using the spare (mechanical) key.

The front passenger's door and the rear doors can each be locked manually. The anti-theft alarm system is **not** activated when this happens (*→ Anti-theft alarm system, Description*).

- Open the door.
- Remove the rubber seal  in the front of the door.
- Insert the spare key in the vertical slot and turn *→ fig. 1*.
- Reattach the rubber seal.
- Check if the door is locked.
- Have the vehicle inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If a door is locked manually, it will unlock again when the vehicle is unlocked or if that door is opened from the inside.

 Doors can be unlocked and opened from the inside by pulling the door handle.

Child safety lock

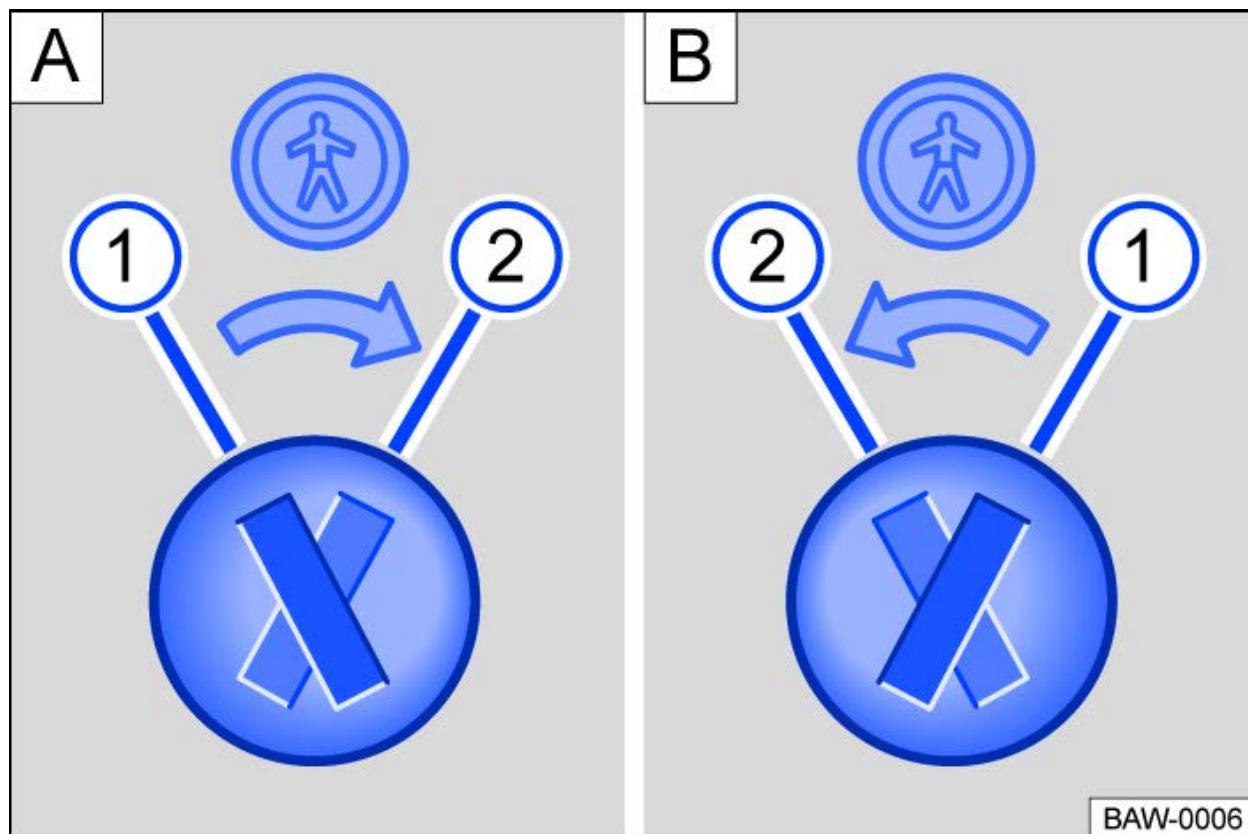


Fig. 1 Child safety lock:

left rear door,

right rear door.

- ① Child safety lock is switched off.
- ② Child safety lock is switched on.

The child safety lock reduces the risk of the rear doors being opened from the inside.

When the child safety lock is switched on, the door can only be opened from the outside.

Switching the child safety lock on or off

- Unlock the vehicle the open the respective rear door.
- Bring the slot into the corresponding position.


WARNING

When the child safety lock is switched on, that door cannot be opened from the inside.

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked. Otherwise, they could become locked inside the vehicle. In case of an emergency, these individuals would not be able to leave the vehicle without assistance or care for themselves. Individuals locked in the vehicle could be exposed to very high or very low temperatures.
- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.


SAFE lock

Your vehicle may be equipped with a SAFE lock.

The SAFE lock deactivates the door handles when the vehicle is locked to reduce the risk of someone breaking into the vehicle. The doors can no longer be opened from the inside → .

Deactivating SAFE lock

The SAFE lock can be deactivated through one of the following methods:

- Press the  button on the vehicle key again **within two seconds**.
- *On vehicles with Keyless Access with push-button start:* touch the sensor on the outside of the door handle again **within two seconds** (→ *Keyless Access, Description*).
- Switch the ignition on.
- **OR:** deactivate the interior monitoring and towing protection functions (→ *Interior monitoring and towing protection, Description*).

Depending on vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the **Vehicle settings** menu in the Infotainment system before locking the vehicle (→ *Interior monitoring and towing protection, Description*).

The instrument cluster display may indicate an active SAFELOCK.

If the SAFE lock is deactivated, then:

- The vehicle can be unlocked and opened from the inside using the door handle.
- The anti-theft alarm system is active (→ *Anti-theft alarm system, Description*).
- The interior monitoring and towing protection functions are deactivated (→ *Interior monitoring and towing protection, Description*).

WARNING

Careless or unintended use of the SAFE lock can cause serious injuries.

- Never leave any individuals in the vehicle when the vehicle is locked using the vehicle key. The doors can no longer be opened from the inside when SAFE lock is activated.



Unlocking the driver's door mechanically using the vehicle key will only unlock that door, and not the entire vehicle. Once the ignition is switched on, all doors will be released but not unlocked, and the central locking button will be activated.

Troubleshooting

If the indicator light does not turn off

The red LED in the vehicle door flashes briefly and then stays on.

There is a malfunction in the locking system.

—Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

If the turn signals are *not* flashing as confirmation when locking the vehicle:


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

If the vehicle is locking automatically

The vehicle will lock again automatically after approximately 45 seconds if one of the following conditions apply:

- The vehicle was unlocked, but not opened
- The ignition was not switched on
- The trunk lid was not opened.
- The vehicle was unlocked using the lock cylinder
- The vehicle was locked using the central locking button in the vehicle interior

Locking with a second vehicle key

Keyless Access: the key inside the vehicle will be blocked from starting the engine if the vehicle is locked from the outside with a different vehicle key. Press the  button on the vehicle key that is inside the vehicle to enable it so that it can be used to start the engine (*→ Starting the engine, Operation*).

Locking the vehicle after an airbag deploys

The entire vehicle unlocks when an airbag deploys in a collision. Depending on the severity of the damage, it may be possible to lock the vehicle as follows after the collision:

- Switch the ignition off.
- Open the driver door and shut it again.
- Lock the vehicle.



It may not be possible to unlock or lock the vehicle using *Keyless Access* if the 12 V vehicle battery or button cell battery in the vehicle is weak or drained. The vehicle can be manually unlocked or locked (→ *Doors, Introduction/general information*).



If there is no valid vehicle key in the vehicle or one is not detected, a message will appear in the instrument cluster display. This can occur if another signal interferes with the vehicle key or if the vehicle key is covered by an object, such as an aluminum case (→ *Engine start, Description*).

Anti-theft alarm system

The vehicle may be equipped with an anti-theft alarm system.

The anti-theft alarm system monitors the doors, the hood and the trunk lid.

The anti-theft alarm system is automatically activated when you lock the vehicle using the vehicle key.

If an attempt is made to access the vehicle without using the appropriate vehicle key, this sets off the anti-theft alarm system, which emits audible and visual warning signals for up to 5 minutes.

When is the alarm triggered?

- If a door that was unlocked manually using the vehicle key is opened.
- If the hood is opened.
- If the trunk lid is opened.
- If the ignition is switched on using an invalid vehicle key.
- If the vehicle is equipped with an interior monitoring system and movement is detected inside the vehicle (→ *Interior monitoring and towing protection, Description*).
- If the vehicle is equipped with towing protection and it is raised or towed (→ *Interior monitoring and towing protection, Description*).
- If the vehicle is equipped with towing protection or an interior monitoring system, and it is transported on a car ferry or railway (→ *Interior monitoring and towing protection, Description*).

Switching off the alarm

- Unlock the vehicle using the  unlock button on the vehicle key.
- Grasp the door handle (→ *Keyless Access, Description*).



The anti-theft alarm system will not function correctly if the 12 V vehicle battery is weak or drained.



Disconnecting the 12-volt vehicle battery may set off the anti-theft alarm system.



If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may set off the anti-theft alarm system (→ *Trailer towing, Description*).

Interior monitoring and towing protection

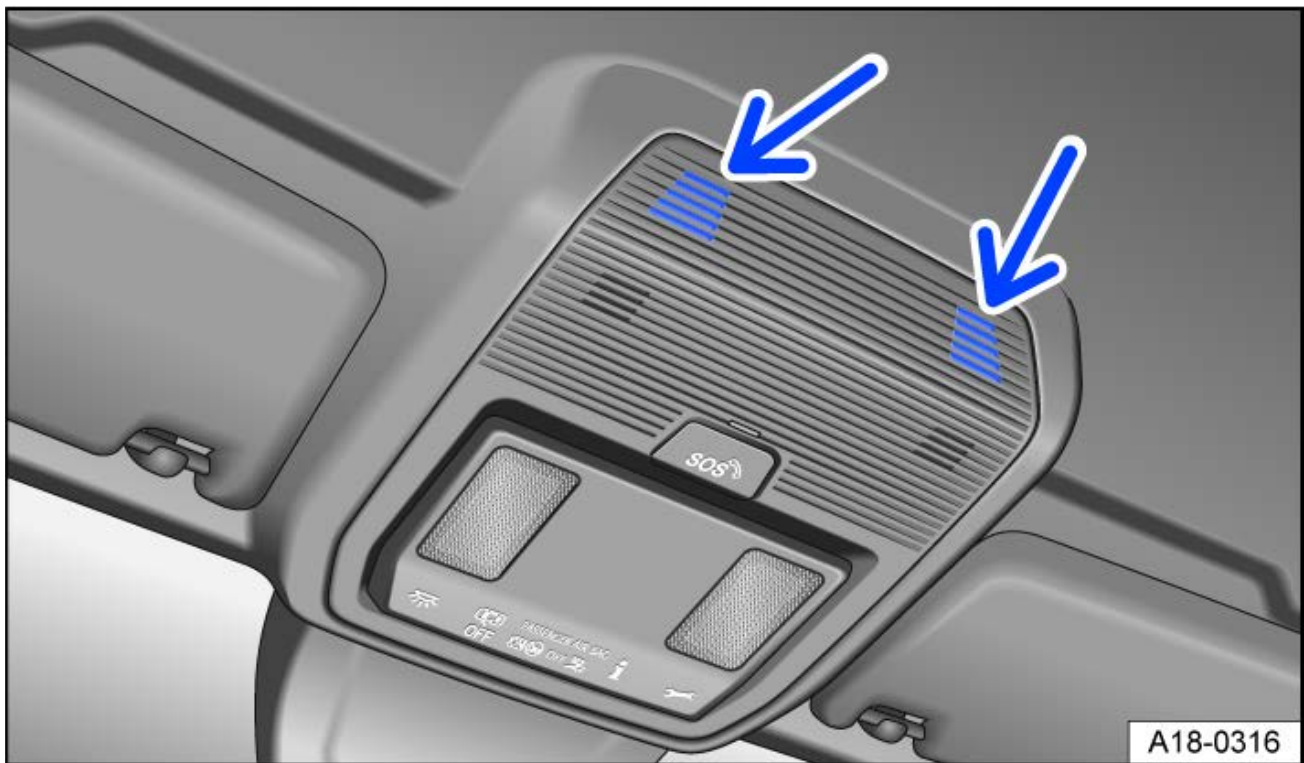


Fig. 1 In the roof console: interior monitoring sensors (arrows).

If movement is detected within the vehicle interior while the vehicle is locked, the interior monitoring alarm will be triggered → [fig. 1](#).

If the system detects that the vehicle is being raised, the towing protection alarm will be triggered.

Activating interior monitoring and towing protection

Lock the vehicle. The interior monitoring and towing protection are activated when the anti-theft alarm system is activated.

Depending on your vehicle's equipment, using a screen separator may have an adverse effect on the function of the interior monitoring.

Deactivating interior monitoring and towing protection temporarily

The interior monitoring and towing protection functions can be temporarily deactivated in the Infotainment system in the **Open and close** submenu (→ *Vehicle settings menu, Operation*). The interior monitoring and towing protection functions remain deactivated until the next time the vehicle is locked.

To reduce the risk of false alarms, deactivate the interior monitoring and towing protection functions in the following situations:

- If people or animals are staying in the vehicle.
- If the vehicle is being shipped, transported, or towed.
- If the vehicle is in a car wash or parked in a double platform garage.

Risks for false alarms from the interior monitoring function

The interior monitoring function will only function correctly when the vehicle is completely closed. Observe legal regulations. A false alarm can occur in the following situations:

- If one or more windows are completely or partially open.
- If the tilting and sliding panoramic sunroof is completely or partially open.
- If objects that move easily remain in the vehicle, such as pieces of paper or mirror tags.
- If the vibration alarm on a cell phone is switched on.



It is not possible to deactivate the interior monitoring and the towing protection functions permanently.



If the doors or trunk lid are still open when activating the anti-theft alarm system, only the anti-theft alarm system will be activated. The interior monitoring and towing protection functions will only be activated after the doors and trunk lid are closed.



If the interior monitoring and towing protection functions are switched off, the SAFE lock will also be deactivated (→ *SAFELOCK, Description*).

Trunk lid

Introduction

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

On vehicles with Keyless Access, the trunk lid is automatically unlocked when opening (→ *Keyless Access, Description*).

WARNING

Uncontrolled or unintentional release: opening and closing the trunk lid can cause accidents and serious injuries.

- Do not open or close the trunk lid if anyone is in the way.
- After closing the trunk lid, check if it has closed correctly. When closed, the trunk lid must be flush with the areas of the vehicle body that are around the door.
- Always keep the trunk lid closed while driving.
- Never open the trunk lid when cargo is secured on it, such as bicycles. Additional weight can cause the trunk lid to begin closing by itself. If necessary, support the trunk lid or remove the weight beforehand.
- Close and lock the trunk lid and all doors when the vehicle is not in use. Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the trunk, close the lid, and then lock themselves in. Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

⚠ WARNING

Unlocking or opening the trunk lid incorrectly or carelessly may lead to serious injuries.

- The vehicle may not always detect when the trunk lid is not latched if a cargo rack that is carrying cargo is mounted on the trunk lid. If the trunk lid is not latched, it may open suddenly while driving.

⚠ WARNING

If there is a heavy load of snow or cargo on the trunk lid, the additional weight may cause the lid to lower, which can result in serious injuries.

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.

⚠ WARNING

Do not press on the rear window of the trunk lid with your hand. The rear window could crack, which can result in injuries.

ⓘ NOTICE

Never attach or secure cargo on the opening mechanisms. This could cause damage that could prevent the trunk lid from closing.

ⓘ NOTICE

Never use the rear window wiper or rear spoiler to attach or secure cargo. This could cause damage that may result in the rear window wiper or rear spoiler detaching from the vehicle.

Opening and closing the trunk lid

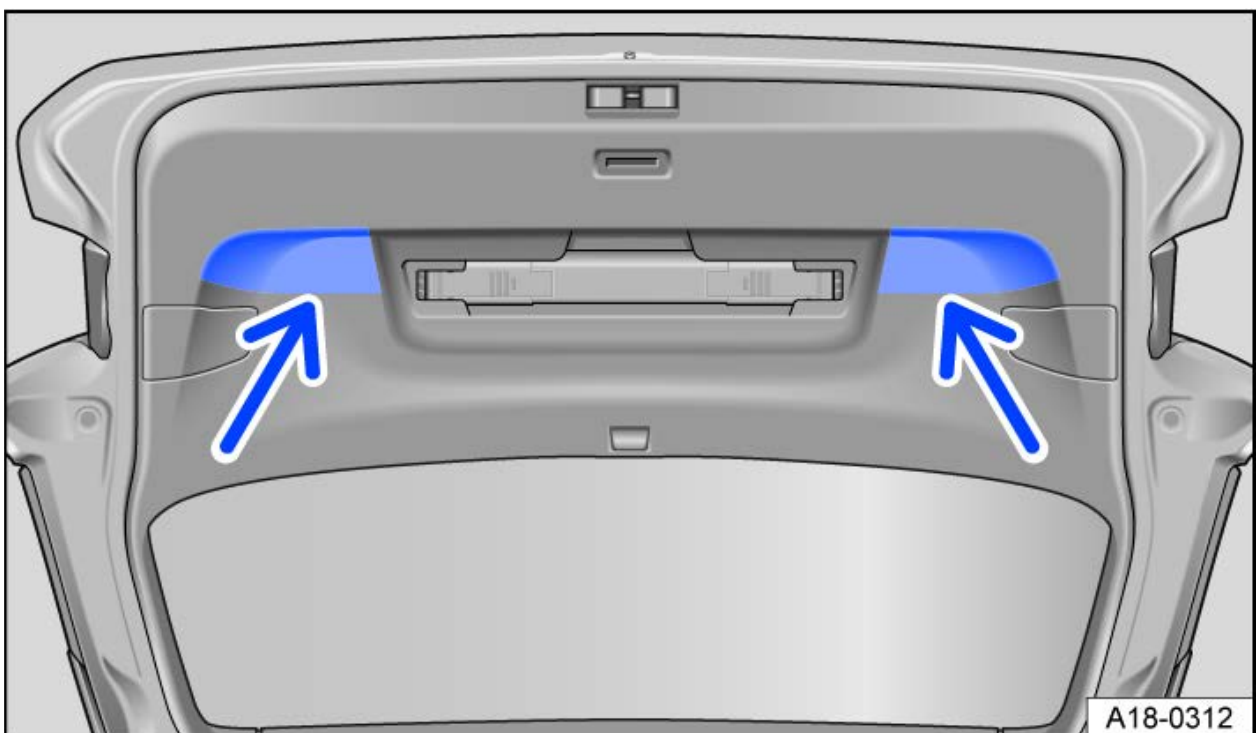





Fig. 1 Opened trunk lid: Recessed grips for pulling the lid shut.

Opening the trunk lid

- To unlock the trunk lid, press the  or  button on the vehicle key.
- Press on the top of the Volkswagen emblem and raise the trunk lid.

Closing the trunk lid

- Pull the trunk lid downward firmly using the recessed grip in the interior trim → [fig. 1](#) until it latches shut → .

The trunk lid will also lock when the doors are locked.

An image in the instrument cluster display indicates if the trunk lid has not opened or closed correctly.

The trunk lid locks automatically while driving.

WARNING

Closing the trunk lid incorrectly or carelessly may lead to serious injuries.

- When closing the trunk lid, make sure your hands are not within the closing range of the lid.



If the trunk lid is not opened within several minutes after unlocking, it will lock again automatically.

Mechanically unlocking the trunk lid using the emergency release

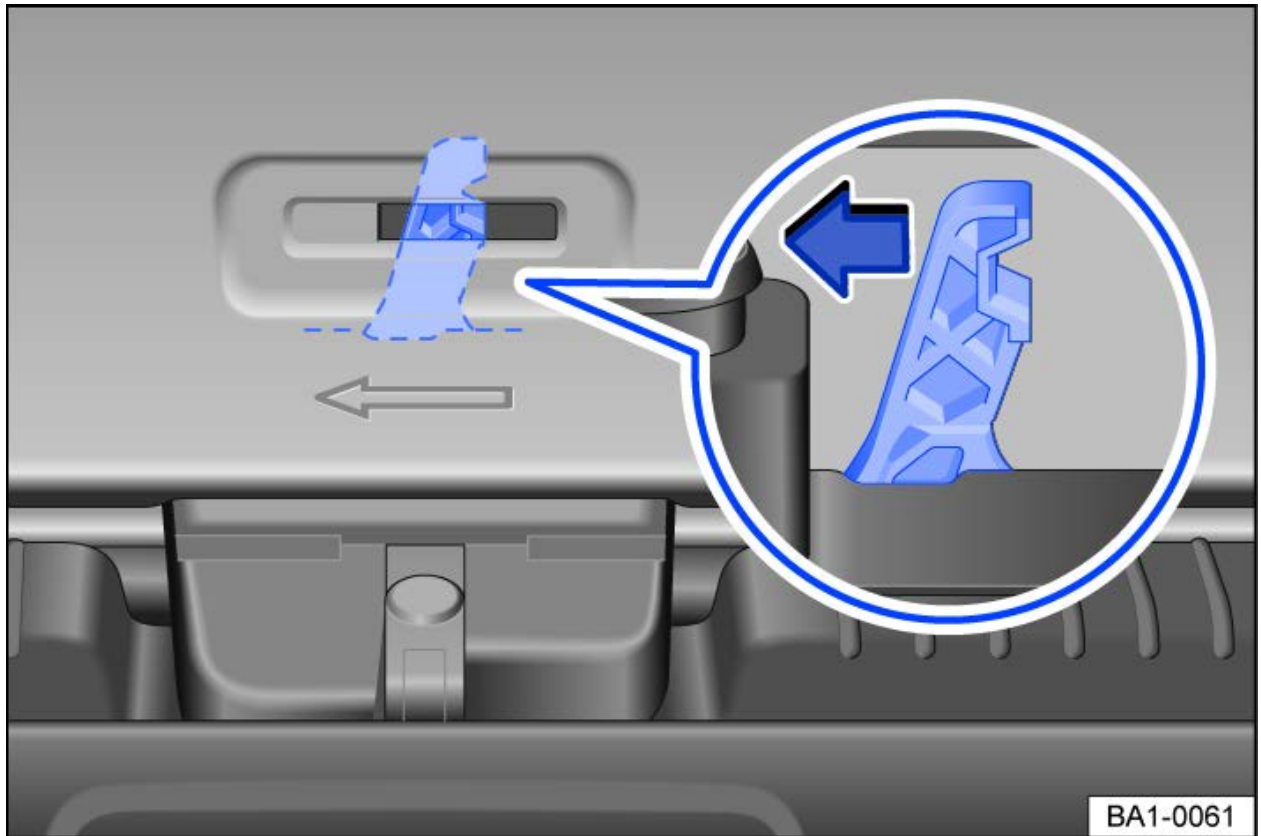


Fig. 1 In the luggage compartment: Service opening in the trunk lid.

Mechanically unlocking the trunk lid using the emergency release

—Insert a suitable object into the service opening in the trunk lid → *fig. 1* and push the release lever in the direction of the arrow.

Troubleshooting

If the trunk lid will not open or close

—Check if the trunk lid is being blocked by an object. The trunk lid can be moved by hand. It is necessary to use more force when doing this.

If all turn signals flash four times

The vehicle key that was last used is still in the vehicle.

—Remove the key and lock the vehicle.

If the trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

—Guide the trunk lid farther upward by hand.

Windows

Opening and closing the windows

The switches are located in the doors.



Opening the window: press the switch. Closing the window: pull the switch.



Press to disable the power window switches in the rear doors.

The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door is not opened.

One-touch up/down feature

The one-touch up/down feature allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

Automatic closing: pull the window switch upward briefly to the second level.

Automatic opening: press the window switch downward briefly to the second level.

Stopping the automatic closing/opening: pull or press the switch for that window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off.

— Press and hold the unlock or lock button on the vehicle key.

— *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed (→ *Keyless Access, Description*). The vehicle key must be nearby to use this feature.

— To stop the function, release the unlock or lock button, **OR** remove your finger from the sensor.

Saloon: A valid vehicle key must be located nearby to use this feature. When all of the windows and the power sunroof are closed, the turn signals will flash *once* as a confirmation.

Variant: A valid vehicle key must be located nearby to use this feature. When all of the windows are closed, the turn signals will flash *once* as a confirmation.

You can select the convenience opening settings in the **Vehicle settings** menu in the Infotainment system.




WARNING

Careless or unintended use of the power windows can cause serious injuries.

- Do not open or close the power windows if anyone is in the way.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. The windows cannot open in an emergency situation.
- Always take all vehicle keys with you when leaving the vehicle. The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door is not opened.
- When driving with children seated on the rear bench seat, always disable the rear power windows by pressing the child safety lock button so that the windows cannot be opened or closed.


NOTICE

If the windows are open, rain could enter the vehicle and soak the interior, causing vehicle damage.

-  If the power windows are malfunctioning, the one-touch up/down feature and the pinch protection may not function correctly. Get professional assistance.
-  Convenience opening and closing only functions if the one-touch up/down function is activated for all the power windows.
-  Some settings can be saved in the driver personalization user profiles and therefore change automatically when the user profile is switched.

Power window pinch protection


The power window pinch protection can reduce the risk of being pinched and injured when the windows are closing.

If the window cannot close due to resistance or an obstacle, then the window will reopen immediately → .

— Check why the window did not close.

— Try again to close the window.

— If the window will not close again, then the pinch protection will be disabled for several seconds.

— If the window still cannot close, then the window will stop at the place where it meets resistance. If you press the switch again within several seconds, the window will close without **pinch protection** → .

Closing windows without pinch protection

— Try to close the windows again within a few seconds by holding the switch. **This will disable the pinch protection.**

- If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.
- If the window still cannot close, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.
- Never allow anyone to be in the window operating area, especially if a window is closing when pinch protection is disabled.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the window frame.



Pinch protection also occurs when using the convenience closing function with the vehicle key.

Troubleshooting

One-touch up/down feature

If the 12 V vehicle battery is disconnected or drained when the windows are not completely closed, then the one-touch up/down feature will not work. It must be reprogrammed using the following steps:

- Switch the ignition on.
- Close all windows and doors.
- Pull the switch for the desired window and hold it in that position for several seconds.
- Release the switch, then pull it upward again and hold it. The one-touch up and down features will then be fully functional.

The automatic power windows can be reprogrammed individually, or multiple windows can be reprogrammed at the same time.

Sunroof

Opening or closing the sunroof

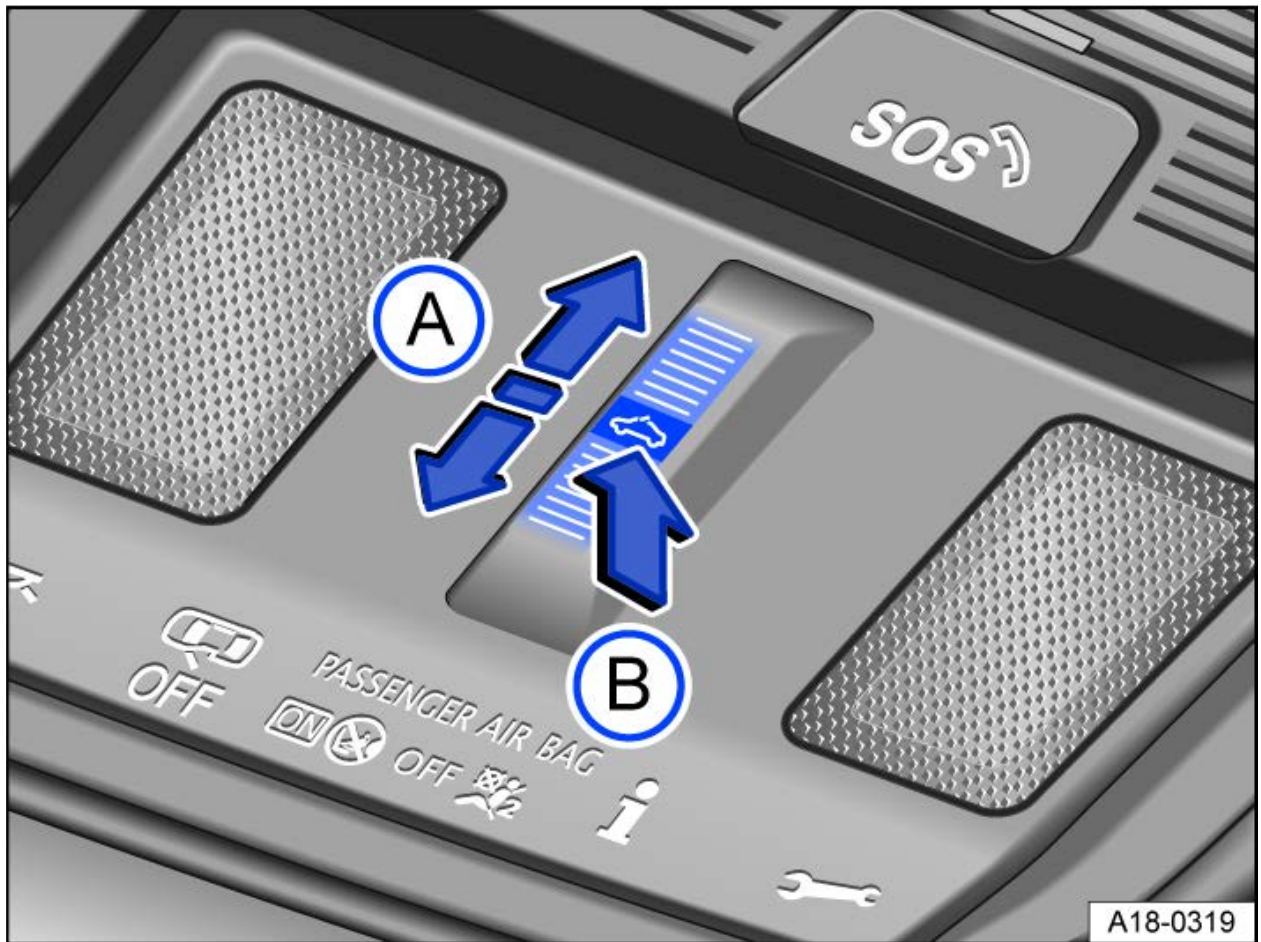


Fig. 1 In the headliner: Function key for the tilting and sliding panoramic sunroof.

The term "sunroof" is used as a synonym for the panoramic sliding/tilting sunroof.


The  function key can be operated in two ways: Swiping and pressing.


Swipe: Fully or partially open and close the roof.

Press: Fully or partially tilt, open or close the roof. You can stop the automatic process by pressing the function key again.


Tilting, opening, and closing the sunroof


To open the tilting and sliding panoramic sunroof:

— Automatic process: Swipe back on the function key  → *fig. 1* (A).

Manual process: Swipe back on the function key  and hold.


To close the tilting and sliding panoramic sunroof:

— Automatic process: Swipe forwards on the function key  → *fig. 1* (A).


Manual process: Swipe forwards on the function key  and hold.


To tilt the tilting and sliding panoramic sunroof:

— Tilting the tilting and sliding panoramic sunroof is only possible when the roof is closed. If necessary, close the roof beforehand.


Automatic process: Briefly press the center of the key  → *fig. 1* (B).

To close the tilting and sliding panoramic sunroof when tilted:

— Automatic process: Swipe forwards on the function key  → *fig. 1* **(A)** or

Briefly press the center of the key  → *fig. 1* **(B)**.

To stop the automatic opening or closing process:

— Press the key again  → *fig. 1* **(B)**.

WARNING

Careless or inattentive use of the sunroof can cause serious injuries.

- Do not open or close the sunroof if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Never leave children or people requiring assistance unattended in the vehicle, especially if they have access to the vehicle key. Inattentive use of the vehicle key can lock the vehicle, start the engine, switch the ignition on, or operate the sunroof.
- The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.

CAUTION

Depending on your vehicle equipment, the position of the tilting and sliding panoramic sunroof may change automatically above a certain speed when it is tilted. This is an intended feature and is designed to reduce wind noise. The tilting and sliding panoramic sunroof can cause injury to persons and material damage when moving.

— Always ensure that no body parts or objects are within the opening range of the tilting and sliding panoramic sunroof.

NOTICE

- To reduce the risk of damage, remove ice and snow from the vehicle roof before opening or tilting it in winter weather.
- Always close the sunroof before leaving the vehicle and when there is precipitation. If the sunroof is open or tilted, rain or snow could enter the vehicle interior and cause extensive damage to the electrical system. This could also result in further vehicle damage.
- Keep the tilting and sliding panoramic sunroof closed when using the roof rack.



Remove leaves and other loose objects from the sunroof guide rails regularly, either by hand or with a vacuum cleaner.



The pinch protection will not function correctly if the sunroof is malfunctioning. Get professional assistance.



Some settings can be saved in the personalization user profiles.

Convenience opening or closing the sunroof

Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

- *Does not apply to the US or Canada:* Press and hold the unlock or lock button on the vehicle key. The sunroof will be tilted or closed.
- *On vehicles with Keyless Access with push-button start:* hold your finger for several seconds on the locking sensor in the door handle until the sunroof is closed.
- Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the sunroof are closed, the turn signals will flash *once* as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system.



Some settings can be saved in the driver personalization user profiles and will adjust when user profiles are switched.

Sunroof pinch protection

The pinch protection reduces the risk of pinching injuries → . If the sunroof is obstructed while it is closing, it will open again automatically.

- Check why the sunroof is not closing.
- Try again to close the sunroof.
- If the sunroof is still not able to close, close the sunroof without pinch protection.

Closing the sunroof without pinch protection

- Try again to close the sunroof.
- If the power sunroof still cannot be closed, swipe forward over the function key within 5 seconds → *fig. 1* and hold until the power sunroof is completely closed (→ *Sunroof, Operation*).

This will close the sunroof without pinch protection.

- If the sunroof is still not able to close, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If you release the button during the closing process, the power sunroof will open again automatically.

WARNING

Closing the sunroof without pinch protection may result in serious injuries.

- Always be careful when closing the sunroof.
- Never allow anyone to be within the sunroof range of operation, especially if it is closing without pinch protection.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the roof frame.



Pinch protection also occurs when convenience closing the windows and sunroof with the vehicle key.

Troubleshooting

If the sunroof is not closing

- The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.
- If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Get professional assistance.

Steering wheel

Adjusting the steering wheel position

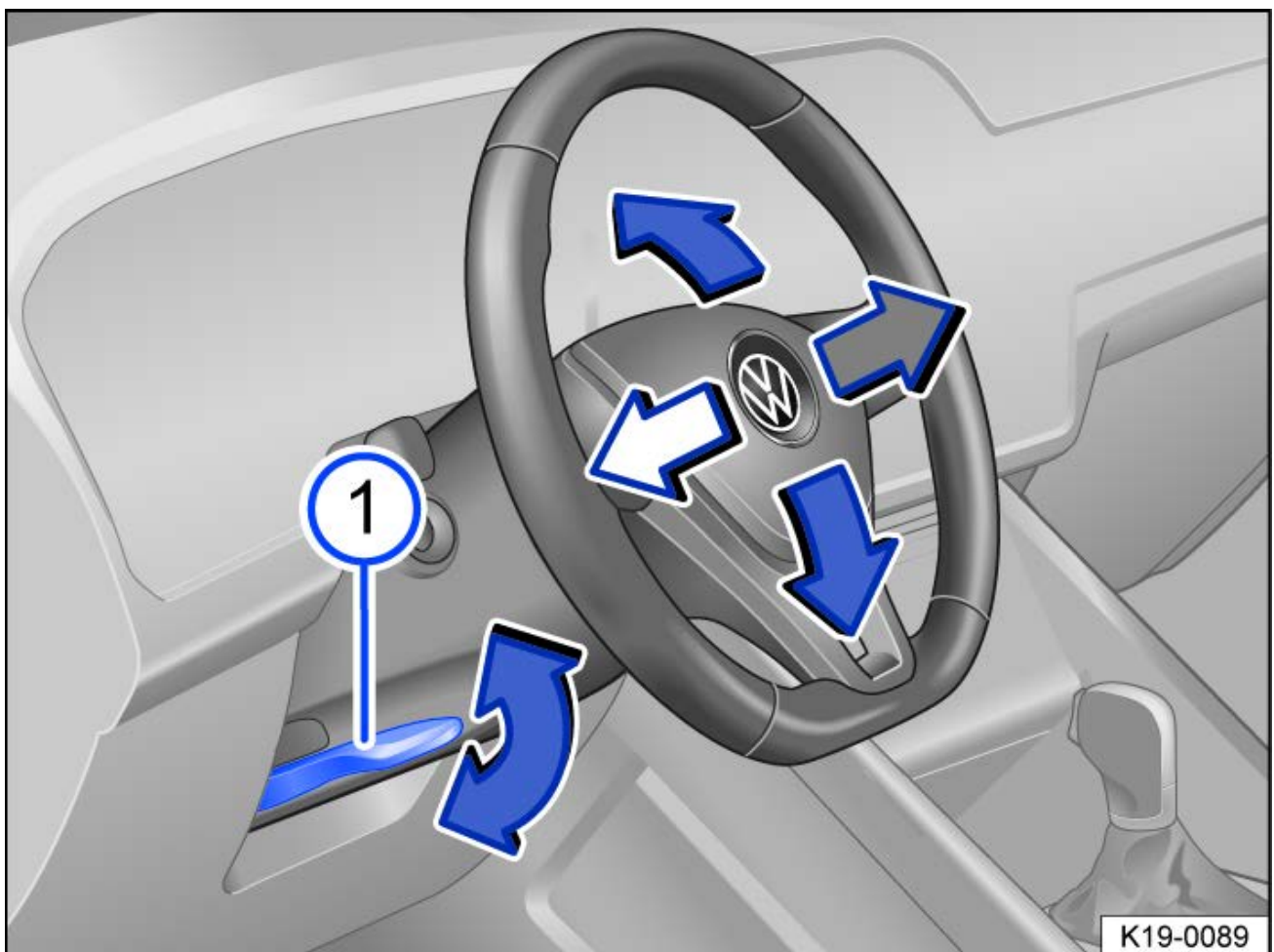


Fig. 1 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually.

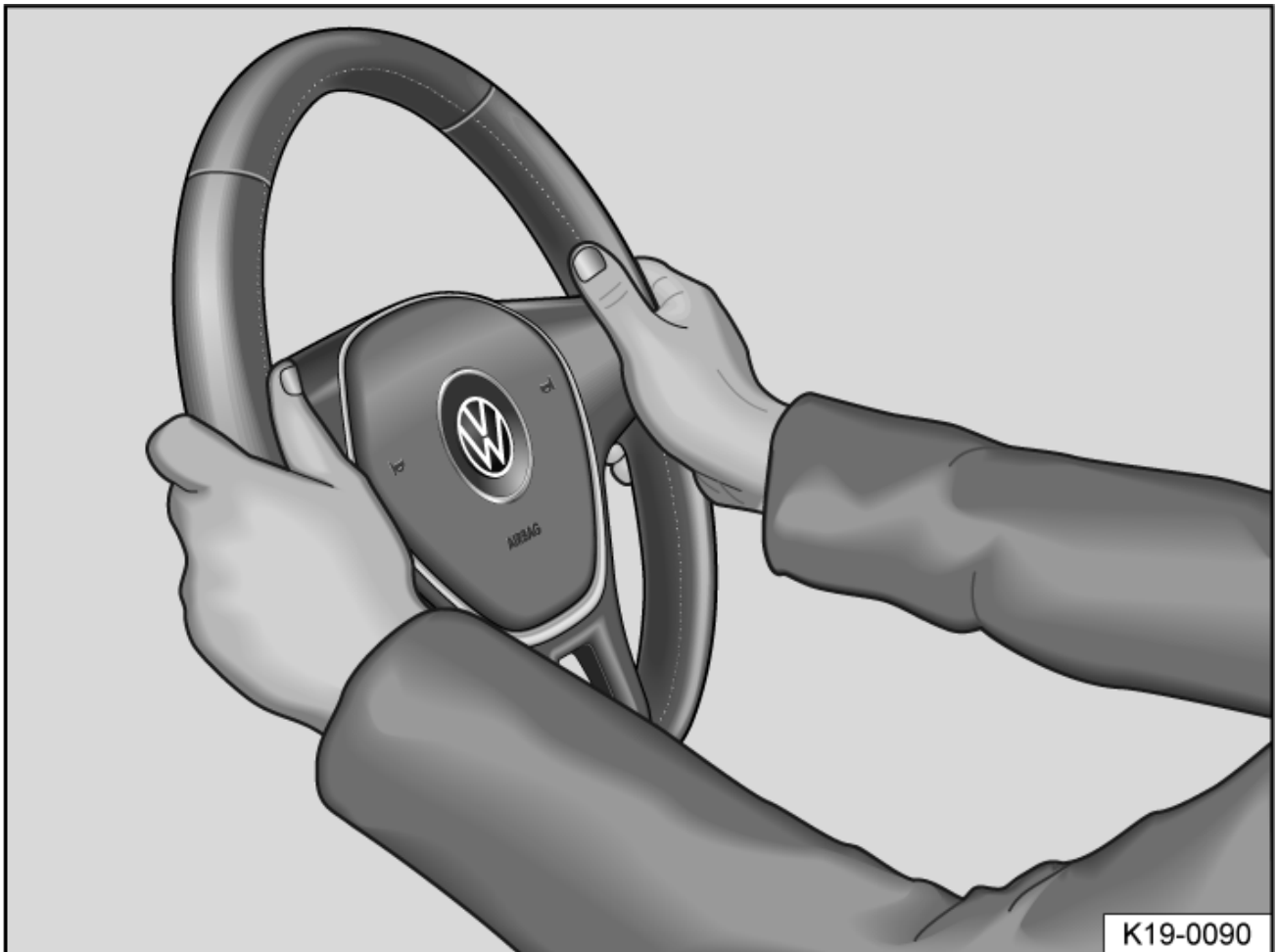


Fig. 2 On the steering wheel: nine o'clock and three o'clock position.

Only adjust the steering wheel **before** driving or while the vehicle is stationary → ⚠.

—Tilt the lever → [fig. 1](#) (1) downward.

—Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the *nine o'clock and three o'clock position* → [fig. 2](#).

—Press the lever all the way up until it locks flush with the steering column trim panel → ⚠.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever → [fig. 1](#) upward in its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, then stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the *nine o'clock and three o'clock position* → [fig. 2](#).
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Seats and head restraints

Front seats

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position (→ *Seating position, Introduction/general information*).

WARNING

Adjust the front seats correctly before each drive and make sure all passengers have their own safety belts fastened correctly.

- Move the front passenger's seat all the way back.
- Adjust the driver's seat so that there is at least 10 inches (25 cm) of space between your chest and the center of the steering wheel. Adjust the forward/back position of the driver's seat so that you can press the pedals with your legs slightly bent, and there is at least 4 inches (10 cm) of space between the instrument panel and your knees. If your physical characteristics will not allow you to do this, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have modifications made.
- Never drive with the backrest angled back far. The farther back the backrest is angled, the greater the risk of injury due to incorrect routing of the safety belt and an incorrect seating position.
- Never drive with the backrest angled sharply forward. If the front airbag deploys, it could push the backrest back and injure passengers in the rear seat.
- Always sit upright, with your back against the backrest and the front seats adjusted correctly. Never position any part of your body close to or directly on the location where the airbag is installed.

WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seat could change unexpectedly while driving and you could lose control of the vehicle. Also, the seat could be adjusted to a position that is incorrect.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- Only adjust the height and angle of the rear seats when there is no one within the seat's range of movement.
- The adjusting and locking areas of the seats must not be dirty.

WARNING

Using seat covers or protective covers incorrectly can result in unintentionally operating the seat adjusters, and the front seats could move unexpectedly while driving. This could cause you to lose control of the vehicle. This can cause accidents and injuries. The electrical components in the front seats could also be damaged.

- Never install or secure seat covers and protective covers on the electrical seat controls.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting seats, always make sure that there are no cigarette lighters near the moving parts of the seat.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Adjusting manual front seats

The information that follows describes all possible controls. Depending on the seat version, the number of controls may vary.

The controls on the right front seat are a mirror image of the left.

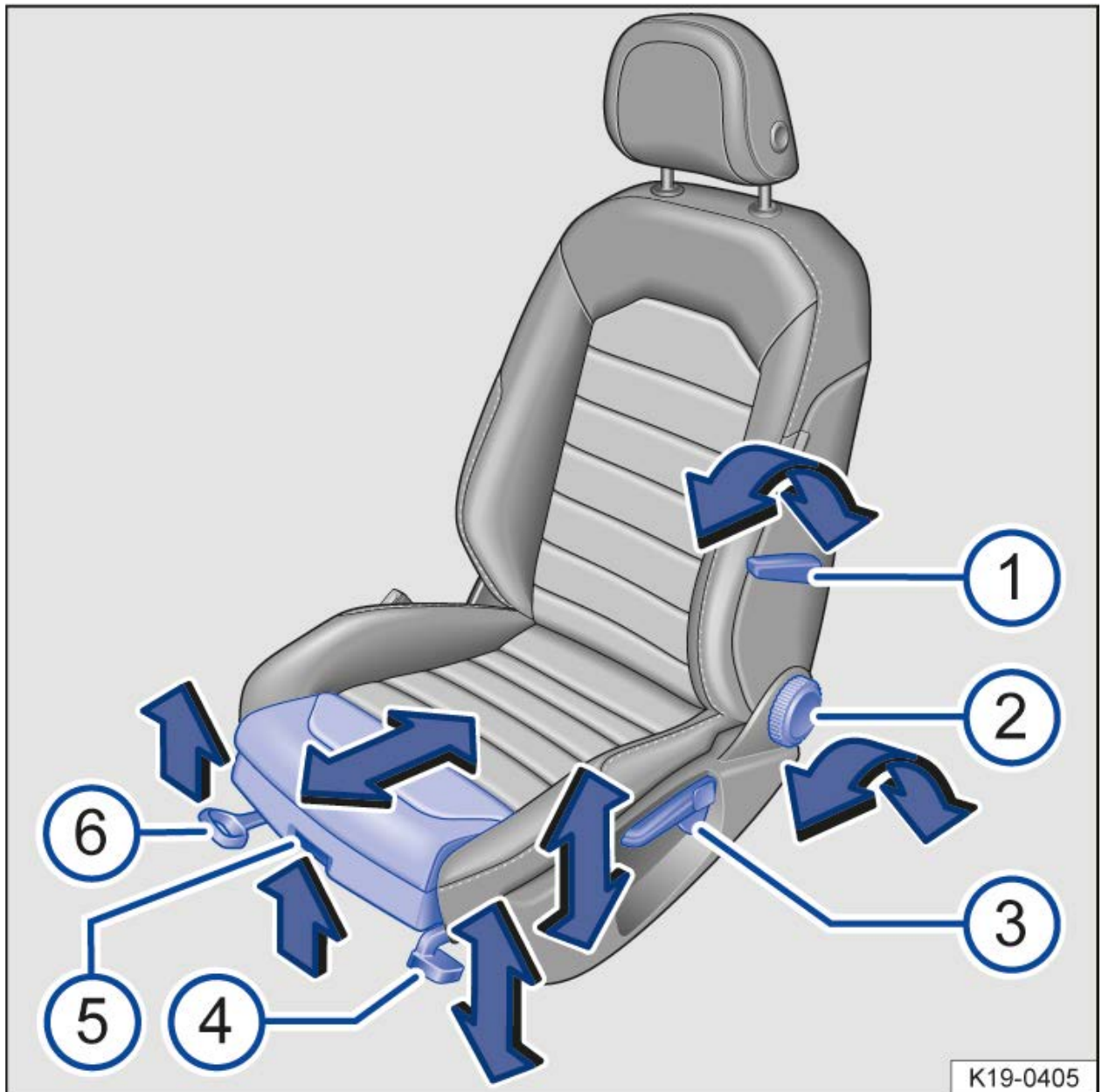


Fig. 1 On the left front seat: controls.

- ① Operate lever to adjust lumbar support.
- ② To adjust the backrest, turn the handwheel with nothing resting on the backrest.
- ③ If necessary, move the lever multiple times upward or downward to adjust the height of the seat.
- ④ Pull or push the lever several times if necessary to adjust the seat cushion angle.
- ⑤ Lift the grip to move the seat cushion forward or backwards.
- ⑥ Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.

Adjusting power front seats

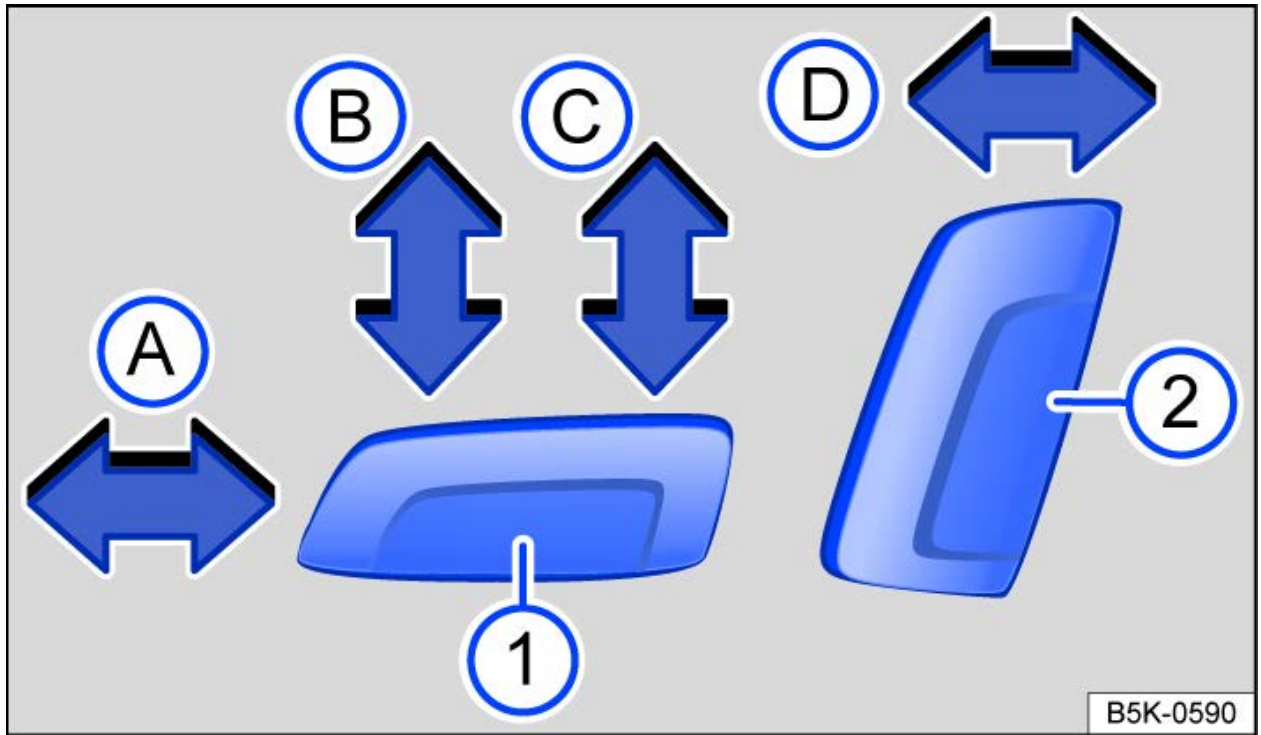


Fig. 1 Switch on the left front seat: adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

The controls on the right front seat are a mirror image of the left.

A seat may have both manual and power controls.

Press the switch in the direction of the arrow → *fig. 1* :

- Ⓐ Slide the seat forward or backward.
- Ⓑ Adjust the angle of the seat surface.
- Ⓒ Adjust the height of the seat.
- Ⓓ Adjust the angle of the backrest.

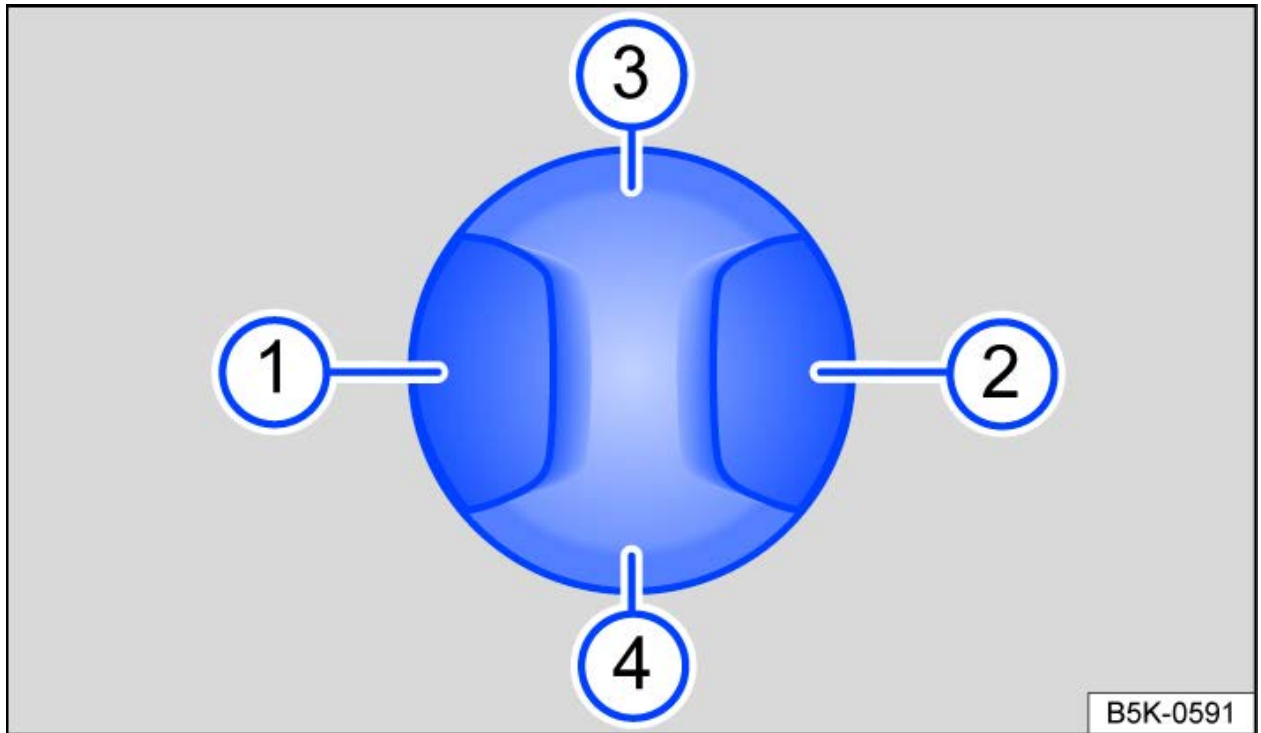


Fig. 2 Switch on the left front seat: adjusting the lumbar support.

Press the switch in the direction you would like the lumbar support to move → *fig. 2*.

- ① Move the curvature of the lumbar support forward.
- ② Move the curvature of the lumbar support backward.
- ③ Raise the curvature of the lumbar support.
- ④ Move the curvature of the lumbar support down.



The controls on the right front seat are a mirror image of the left.
A seat may have both manual and power controls.

Folding the front passenger backrest forwards

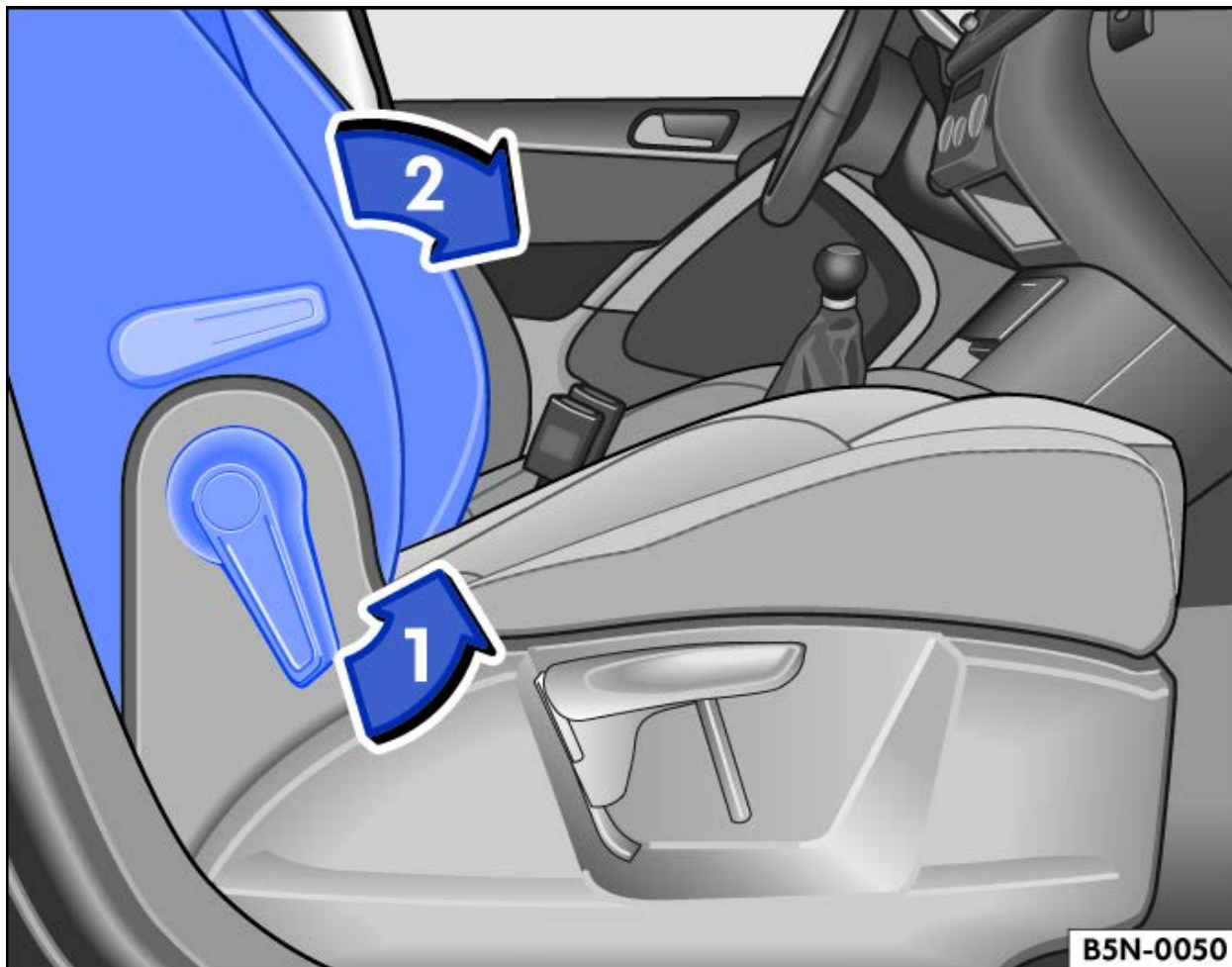


Fig. 1 Front passenger seat: Fold backrest forwards.

The front passenger seat backrest can be folded down and locked in a horizontal position.

If objects are transported on the folded front passenger seat, the front passenger airbag must be deactivated (→ *Airbag system, Operation*).

Folding the front passenger backrest forwards

- Remove objects from the front passenger seat → ⚠.
- Set the front passenger seat height as low as possible.
- Move the front passenger seat as far back as possible.
- Move the head restraints all the way down.
- Unlock the front passenger backrest in the direction of the arrows → *fig. 1* (1).
- Fold the front passenger backrest forwards in the direction of the arrows → *fig. 1* (2) into the horizontal position. The front passenger backrest must engage securely in the folded down position.

Unfolding the front passenger backrest


Do not have any objects or body parts near the hinge when unfolding.

- To unfold the front passenger backrest unlock it again → *fig. 1* (1).

—Fold the front passenger backrest backwards into the upright position. The front passenger backrest must engage securely in the folded out, upright position.

WARNING

Folding and unfolding the front passenger backrest in an uncontrolled or careless manner can cause severe injury.

- Only fold or unfold the front passenger backrest when the vehicle is stationary.
- Always take care that no people or animals are in the way of the backrest when folding down the front passenger backrest.
- As long as the front passenger backrest is folded down, the front airbag must be switched off and the PASSENGER AIR BAG **OFF**  indicator light must be illuminated.
- Keep hands, fingers, feet, and other parts of the body out of the area where the seat hinges and seat locking mechanism are moving when folding the backrest forward and back.
- Floor mats or other objects can get caught in the front passenger backrest hinges. This can lead to the front passenger backrest not being securely locked when unfolded to the upright position.
- The front passenger backrest must be securely locked when being unfolded to the upright position. A front passenger backrest which is not securely locked can move unexpectedly and cause severe injury.

WARNING

The uncovered seat mountings or hinges can lead to severe injury during a braking maneuver or accident when the front passenger backrest is folded down.

- Never transport people or children on the front passenger seat when the front passenger backrest is folded down.
- Only the seat behind the driver seat on the rear bench seat may be used when the front passenger backrest is folded down. This also applies to child seats.

Rear seats

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position (→ *Seating position, Settings*).

WARNING

Adjusting the rear seats incorrectly can cause accidents and serious injuries.

- Only adjust the rear seats when the vehicle is stationary. Otherwise, the rear seats could otherwise move unexpectedly while the vehicle is in motion. Also, the seat could be adjusted to a position that is incorrect.
- Only adjust the rear seat when there is no one within the seat's range of movement.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting seats, always make sure that there are no cigarette lighters near the moving parts of the seat.

WARNING

To reduce the risk of injury while driving, the center armrest must always be folded upward.

- If the center armrest is folded down, the center rear seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.
- Never allow an adult or child to ride on the center armrest.

NOTICE

- Objects in the trunk can cause damage when adjusting the rear seat forward or backward.
- If the rear seat is positioned forward, objects can become caught between the seat and the luggage compartment floor. Remove any objects from this area before sliding the rear seat back.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Folding the rear bench seat backrest forward or backward

The seat backrest is divided. Each part of the rear seat backrest can be folded forward individually to enlarge the luggage compartment.

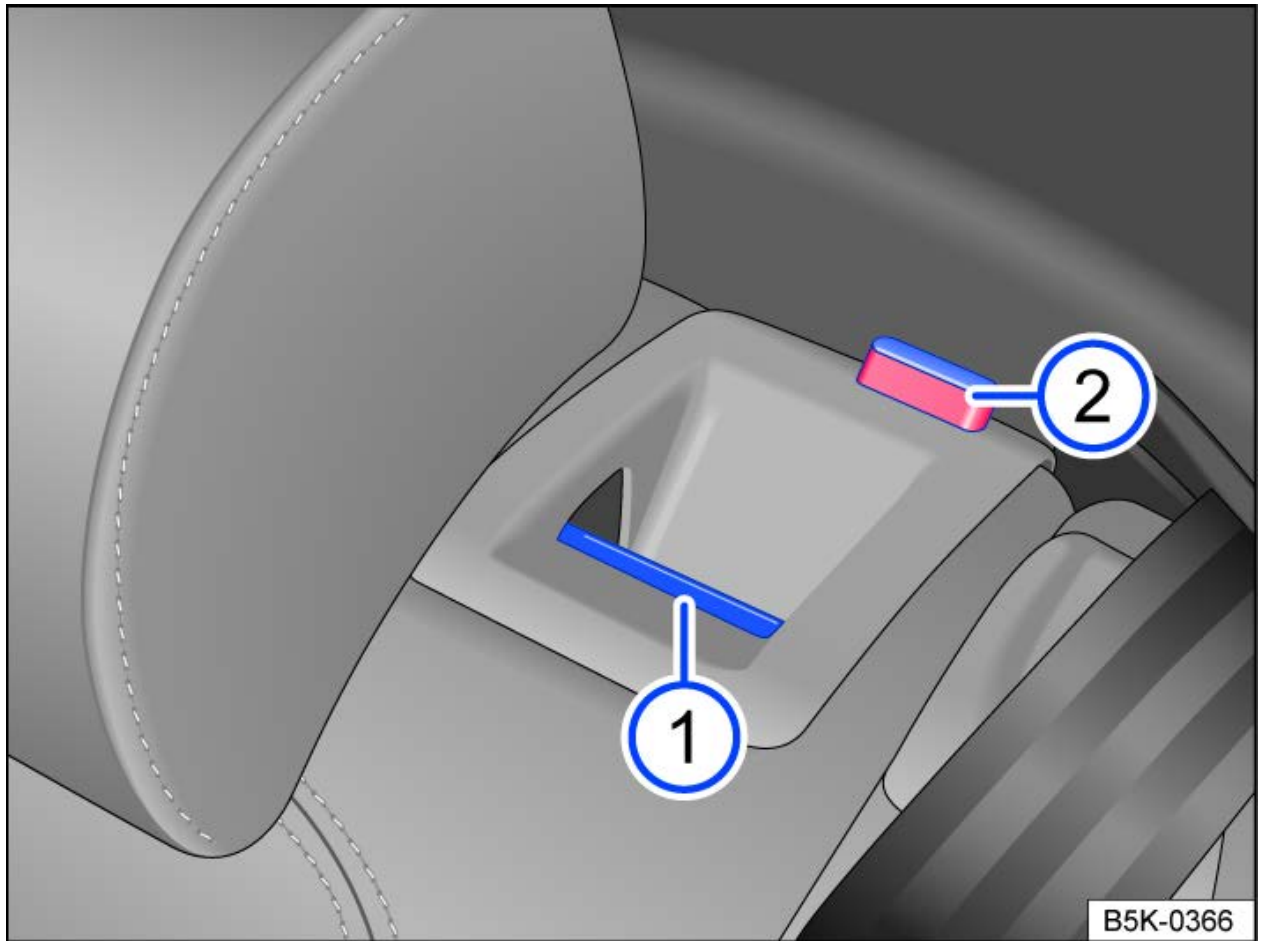


Fig. 1 In the rear seat backrest: release button.

Folding the rear seat backrest forward and down

- Move the head restraints all the way down.
- Pull the release button → *fig. 1* (1) forward while folding the rear seat backrest forward and down.

The respective backrest part of the rear seat backrest is released when the red marking → *fig. 1* (2) can be seen.

Folding the rear seat backrest up and back

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

The red marking → *fig. 1* (2) may no longer be visible.

WARNING

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding up and down.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- A red marking → *fig. 1* (2) indicates that the rear seat backrest is not engaged. Always check that the red marker is not visible when the rear seat backrest is in the upright position.
- Never allow adults or children to sit in a rear seat if that seat backrest is folded forward or is not engaged.

NOTICE

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause damage to the vehicle or other objects.

- Before folding the rear seat backrest forward, always adjust the front seats so that the head restraint or padding on the rear seat backrest does not press against the front seat.
- Before folding the rear seat backrest forward, always take care that there are no objects in its path.

Head restraints

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position (→ *Seating position, Settings*).

All seats are equipped with head restraints. The center rear head restraint (depending on the vehicle equipment) is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked into different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

Correct head restraint adjustment

Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint.

Head restraint adjustment for shorter people

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller people

Move the head restraint up all the way.

WARNING

Driving with head restraints that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, only drive with the head restraints correctly installed and adjusted on that seat.
- To reduce the risk of neck injuries in an accident, every occupant in the vehicle, including the driver, must have the head restraint adjusted correctly according to their body size. To do this, the upper edge of the head restraint must be in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible and centered to the head restraint.
- Never adjust the head restraint while driving.

NOTICE

When removing and installing the head restraints, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components. Otherwise, damage could result.

Adjusting the head restraints

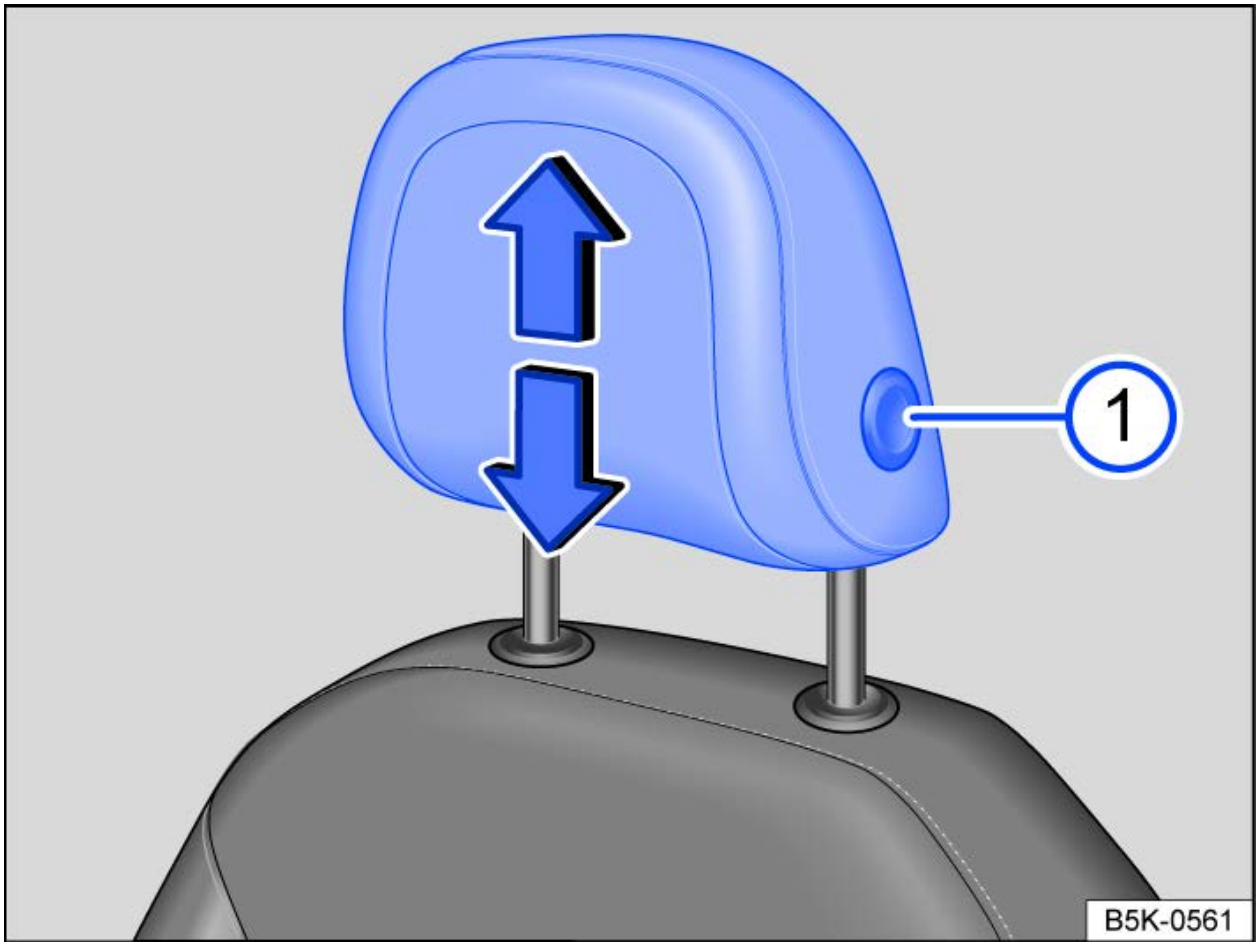


Fig. 1 Front head restraint: adjusting.

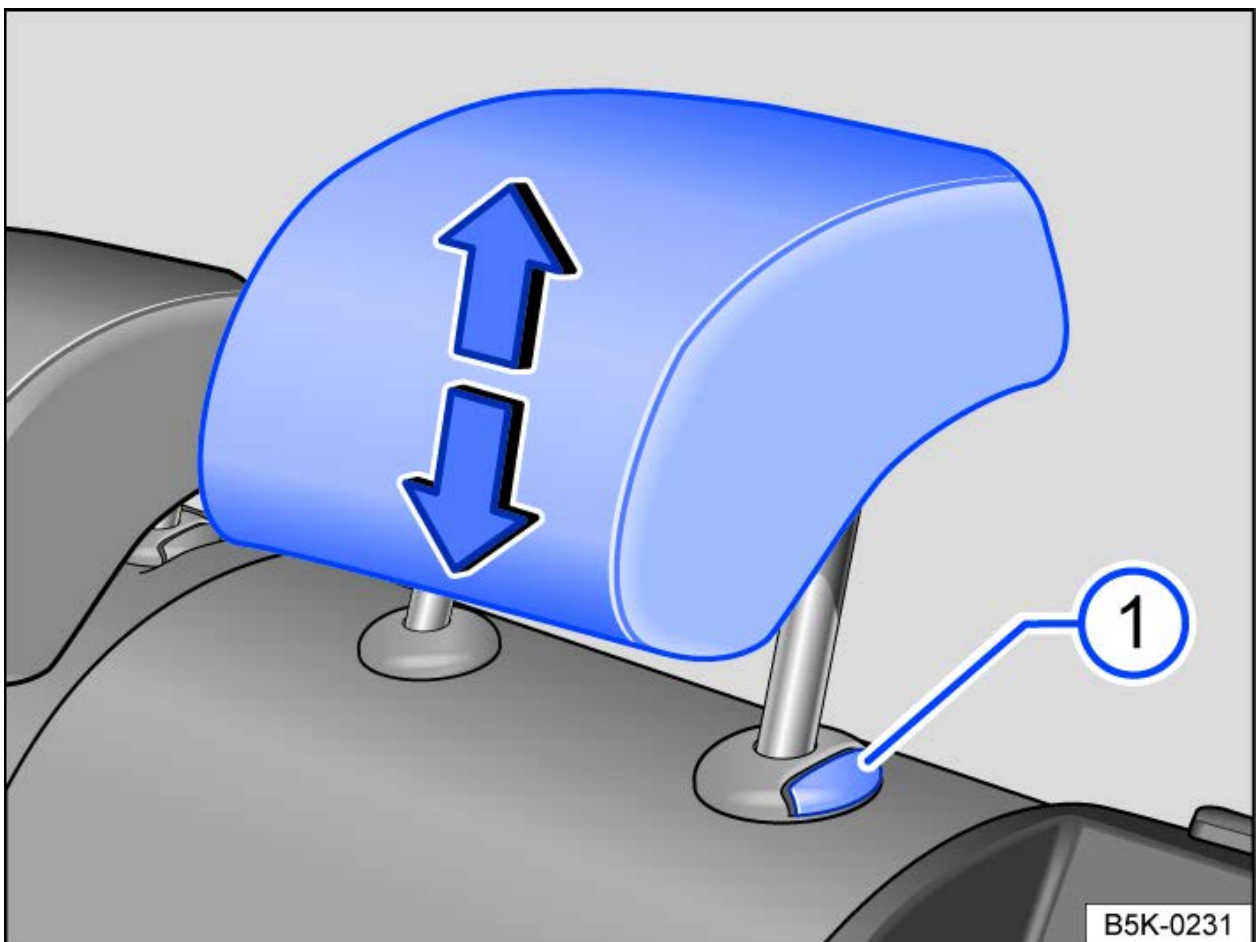


Fig. 2 Rear head restraint: adjusting.

Adjusting the height of the head restraints

—If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → [fig. 1](#) (1) or → [fig. 2](#) (1) button (→ [Head restraints, Introduction/general information](#)). The head restraint must lock securely into place.

Removing and installing the head restraints

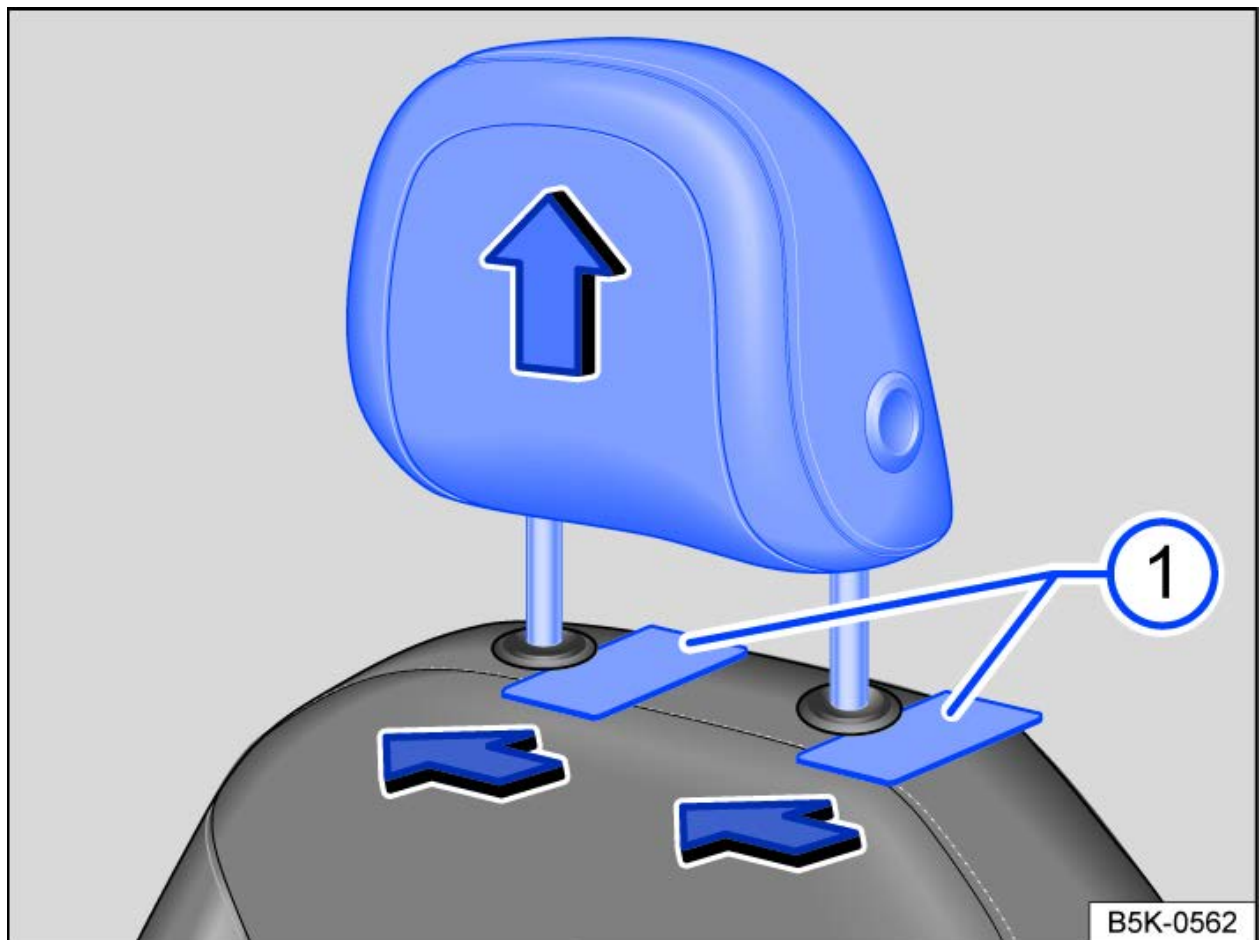


Fig. 1 Front head restraints: removing.

Removing the front head restraints

- Lower the head restraint if necessary (→ [Head restraints, Settings](#)).
- To unlock, insert flat objects, e.g. plastic cards, between the backrest cover and the head restraint guide pin caps → [fig. 1](#) while a second person pulls the head restraint all the way out.

Installing the front head restraints

- Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
- Slide the head restraint downward until it engages into the guide rods.
- Adjust the head restraint to the correct position.

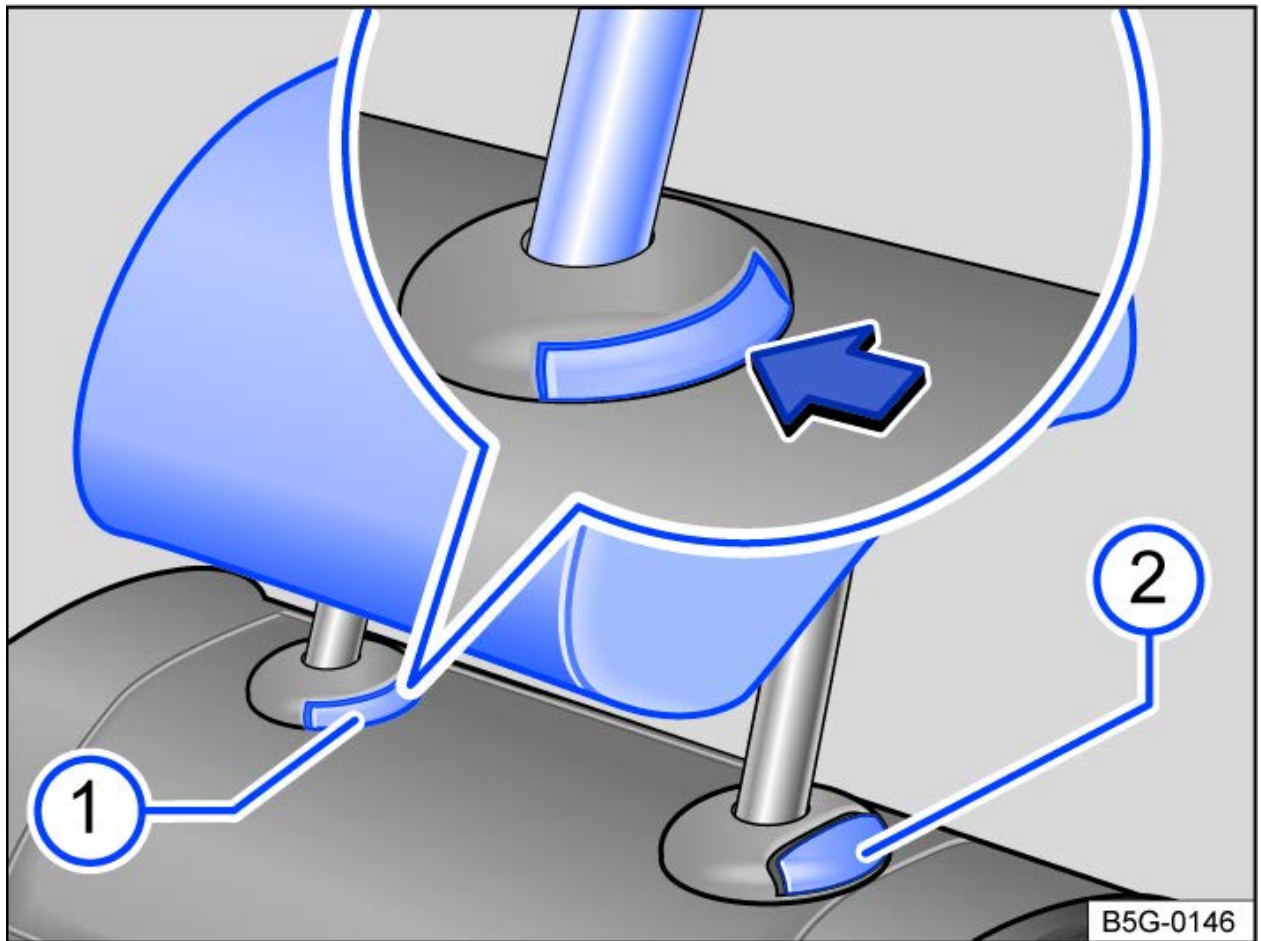


Fig. 2 Rear head restraint: removing.

Removing the rear head restraint

- Release the backrest of the rear bench seat and fold forwards.
- Slide the head restraint all the way upward (→ *Head restraints, Settings*).
- Press the button → *fig. 2* (1) on the head restraint guide.
- At the same time, press button (2) while a second person pulls the head restraint all the way out.
- Fold the rear bench seat backrest toward the rear and lock it securely into place.

Installing the rear head restraint

- Release the backrest of the rear bench seat and fold forwards.
- Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
- Push the head restraint downward while pressing the → *fig. 2* (2) button.
- Fold the rear bench seat backrest toward the rear and lock it securely into place.
- Adjust the head restraint to the correct position.

Seat functions

Memory function

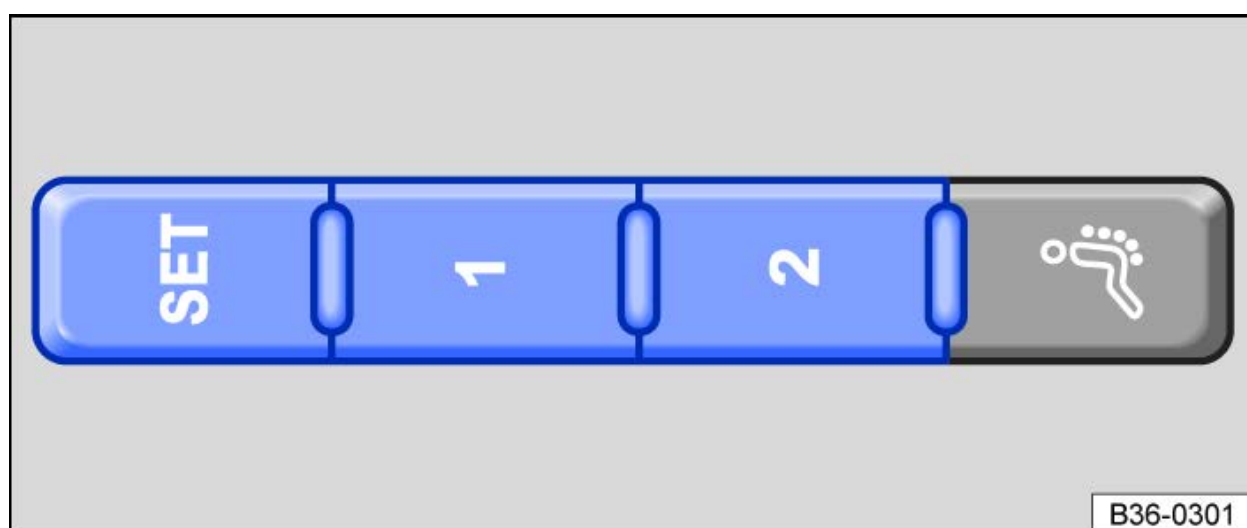


Fig. 1 On the outer side of the driver's seat: memory buttons.

Memory buttons

Driver seat and exterior mirror settings can be saved and called up using the memory buttons.

Storing the driver's seat and exterior mirror settings for driving forward

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Adjust the driver's seat and exterior mirror.
- Press and hold the **SET** button for longer than one second → *fig. 1*.
- Press the desired memory button within approximately ten seconds. A chime will confirm that the settings were saved.

Storing the front passenger's mirror settings for driving in reverse

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Press the desired memory button.
- Select the reverse gear.
- Adjust the front passenger's exterior mirror so that the edge of the curb can be seen clearly, for example.

The selected mirror position will be stored automatically and assigned to the vehicle key that was used to unlock the vehicle.

Recalling driver's seat and exterior mirror settings

- When the vehicle is stationary, the ignition is switched off, and a door is open, press the respective memory button briefly. After approximately ten minutes, the stored positions can *no* longer be adjusted automatically. The adjustment process will be canceled if one of the memory buttons is pressed again.
- OR:** when the ignition is switched on or the door is closed, press and hold the respective memory button until the stored position is reached.

The front passenger's exterior mirror automatically leaves the position stored for driving in reverse once you begin driving forward at speeds of at least 10 mph (15 km/h) or when you turn the knob for the exterior mirrors from the **R** position to another position.



If the driver's door is opened more than approximately ten minutes after the vehicle is unlocked, then the driver's seat and the exterior mirrors will not be adjusted automatically.

Convenient entry function

When you open the driver door, the driver seat automatically moves to a position that enables you to enter and exit the vehicle with ease.

The driver seat automatically returns to its original position once you have closed the driver door and switched on the ignition.

The front seat convenience entry function can be enabled and disabled in the Infotainment system.

Driver personalization

Using the personalization function, you can save and recall your personal seat settings in an account (→ *Driver personalization, Description*).

After the ignition is switched off and the vehicle is locked, the driver's seat and exterior mirror settings will be saved in an account.

The driver's seat and exterior mirror settings will be recalled after the vehicle is unlocked and the driver's door is opened.

The seat will react as follows when an account is selected or switched:

- *Vehicle is stationary or traveling at no more than 5 km/h (3 mph):* The seat will be moved. You can cancel the seat movement before it completes by tapping the respective function key in the Infotainment system or by pressing a button on the driver's seat.
- *Vehicle is traveling at more than 5 km/h (3 mph):* The seat will not be moved. All other settings will be applied.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).

Center armrest

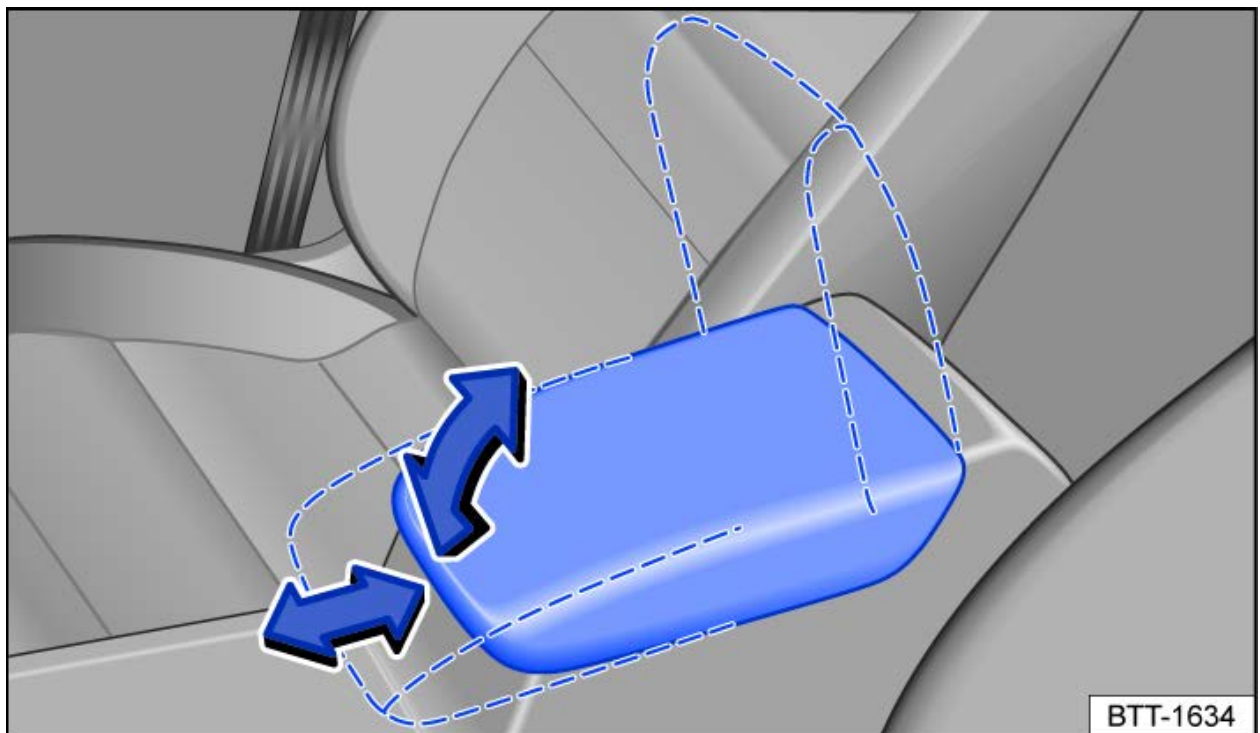


Fig. 1 Front center armrest.

- To *lift*: Pull the center armrest up to the detents in the direction of the arrow → *fig. 1*.
- To *lower*: Pull the center armrest up fully. Then press the center armrest down.
- Fore-and-aft adjustment*: slide the center armrest in the direction of the arrow all the way forwards → *fig. 1* or rearwards.

⚠ WARNING

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

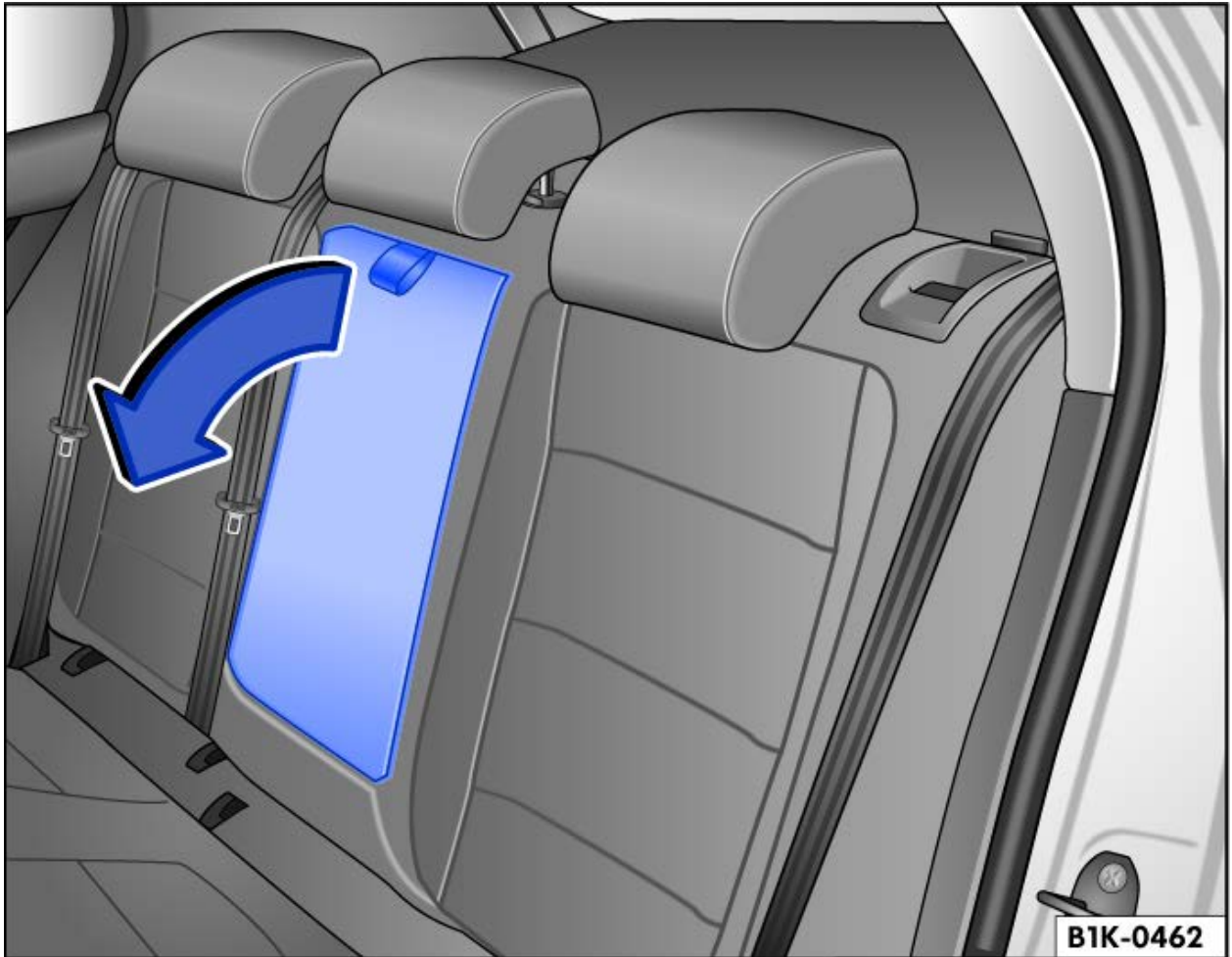


Fig. 2 Folding center armrest in the rear.

There may be a folding armrest in the backrest of the rear center seat.

—To *fold out*: pull the loop in the direction of the arrow → *fig. 1*.

—To *fold back*: fold the center armrest upward in the opposite direction of the arrow → *fig. 1* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

⚠ WARNING

To reduce the risk of injuries while driving, the rear center armrest must always be folded up.

- If the center armrest is folded down, the center rear seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.

Massage function





Fig. 1 In the lower part of the driver seat: Massage function button.

For the massage function, the lumbar support moves and massages the lumbar area of your back.

The lumbar support cushioning can be individually adjusted during operation by pressing repeatedly on the corresponding switch (→ *Settings, Electric front seat*).

Switching the massage function on or off

To switch on, push the  button in the seat control panel. Press the  button again to switch off.

After around ten minutes the massage function switches off automatically.

⚠ WARNING

Improper use of seat functions can cause injuries.

- Assume the correct seating position before pulling away and remain that way while driving. This also applies to all passengers.
- Only switch the massage function on and off when the vehicle is stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the area in which the seats operate and move during adjustment.

Lights

Turn signals

Switching the turn signals on and off

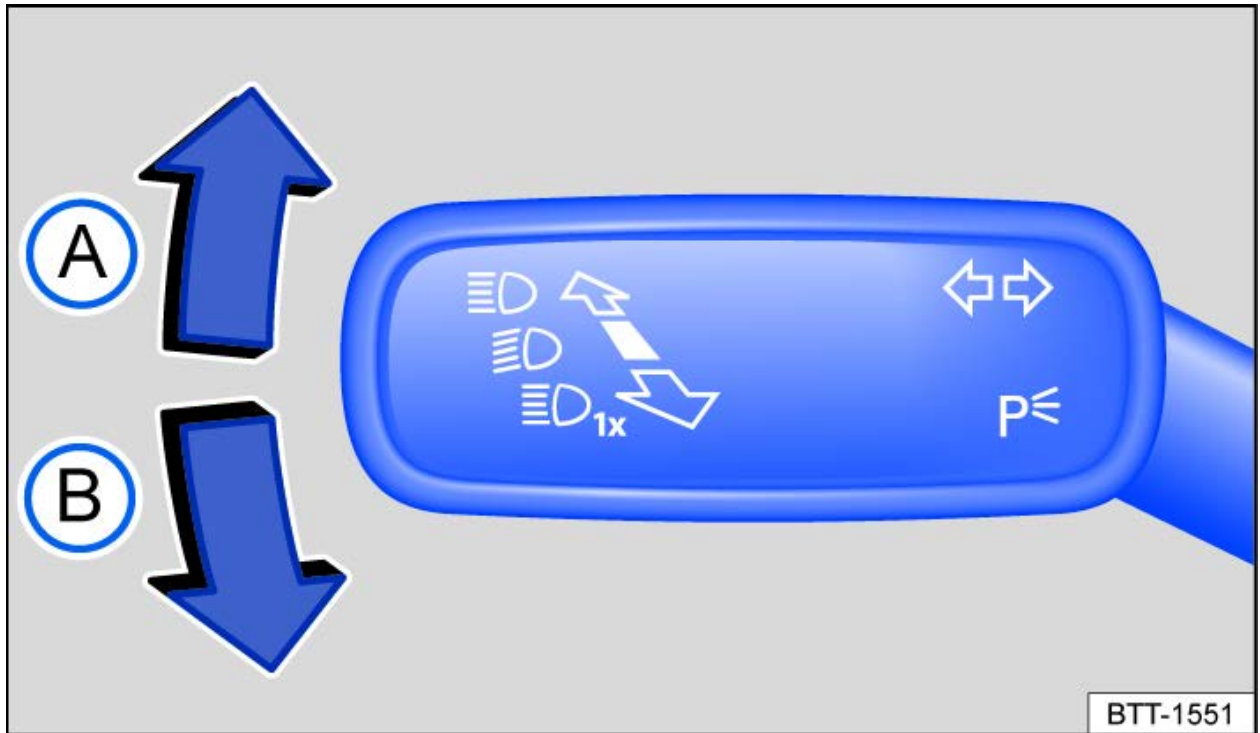


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

—Switch the ignition on.

—Move the turn signal and high beam lever from the center position to the following position
→ *fig. 1* :

— (A) Right turn signal ➔.

— (B) Left turn signal ➜.

—Move the turn signal and high beam lever back to the original position to turn off the turn signal.

If there is no sound when the turn signal is on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle inspected.

3-blink turn signal (convenience indicating)

To use the 3-blink turn signal (convenience indicating), press the turn signal and high beam lever upward or downward to the pressure point and then release the lever. The turn signal will blink three times.


To stop the 3-blink turn signal (convenience indicating) before it ends, press the turn signal and high beam lever immediately to the pressure point in the opposite direction and release.


The 3-blink turn signal (convenience indicating) can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

⚠ WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious injuries.

- Always use the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again once you have finished changing lanes, passing, or turning.

 The emergency flashers also work when the ignition is switched off (→ *In case of an emergency, Description*).

 Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched (→ *Driver personalization, Description*).

Headlights


Switching the lights on and off




Fig. 1 Next to the steering wheel: Button to switch on the exterior lighting.

Switching the lights on

— Switch the ignition on.

— Tap the  button repeatedly until the corresponding indicator lights come on:

AUTO Automatic headlights: The low beam headlights are switched on or off depending on the ambient brightness → *Switching the lights on and off*, (→ *Exterior lighting, Function*).

 Parking light switched on, the green indicator light turns on. From a speed of around 10 km/h (6 mph) the automatic headlights **AUTO** are activated automatically.


 The low beam headlights are switched on. The green indicator light turns on.

OFF Display only in instrument cluster: Light switched off. From a speed of around 10 km/h (6 mph) or after driving around 100 m (110 yd) the automatic headlights **AUTO** are activated.

Switching the lights off

—Switch the ignition off.

AUTO The “Leaving home” function (orientation lighting) can be switched on (→ *Exit lighting and entry lighting (orientation lighting), Description*).

 The parking lights or continuous parking light on both sides of the vehicle are switched on. The green indicator light turns on.

OFF Display only in instrument cluster: Light switched off.

Daytime running lights

The daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

The daytime running lights switch on every time the ignition is switched on (when daylight is detected).

At a speed of around 10 km/h (6 mph) or more the daytime running lights cannot be manually switched on or off.

WARNING

Accidents and serious injuries may occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see.

- The light assistance systems are only aids. The driver is always responsible for turning on the correct vehicle lighting.
- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.

WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users.

- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.
- The taillights do not switch on with the daytime running lights. A vehicle without its taillights turned on may not be seen by other road users in the dark, in the fog, and when visibility is poor.

WARNING

Automatic headlight control **AUTO** only turns the low beam headlights on and off when there are changes in brightness.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.



When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.


Switching on and off the rear fog light

The rear fog lights can be switched on when the ignition is on (→ *Low beam headlight, Operation*):

—**Switching on the rear fog light:** Press the  button. The indicator light in the button turns on. The yellow indicator light  in the instrument cluster also comes on.

—To switch off the rear fog light, press the button again.



If the rear fog light is switched on when the light is off **OFF**, *the parking light is on*  or *the automatic headlights AUTO* are on, the low beam headlights will also be switched on, regardless of the ambient brightness.



In vehicles with a factory-installed **trailer hitch**: the rear fog lights on the vehicle will not turn on if a trailer with rear fog lights is connected to the vehicle.

Switching the poor weather lights on and off

Poor weather lights help you to illuminate the carriageway more effectively when visibility is poor.


The poor weather lights can be switched on when the ignition is switched on:

—**Switching on the poor weather lights** : Press the  button (→ *Low beam headlight, Operation*). The green indicator light in the button turns on. The  indicator light will also light up on the instrument cluster for a few seconds.

—Press the button again to switch them off.

Light functions

Parking lights

If the  parking light function is switched on, both headlights will turn on along with the parking lights, sections of the taillights, the license plate lighting, and the buttons in the center console and in the instrument panel. The automatic headlights are activated from a speed of approximately 10 km/h (6 mph).

Automatic headlight control AUTO

If automatic headlights are switched on, the vehicle lighting switches on and off automatically along with the instrument illumination under the following conditions:

- The light sensor has detected darkness.
- The windshield wipers are switched on for a long time.

When the lights are turned on, the yellow indicator light turns on.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

If the vehicle is equipped accordingly, the activation time of the automatic headlights can be adjusted in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

Cornering lights

If the low beam headlights are switched on, a cornering light will also switch on during slow turns or in very tight corners.

Dynamic cornering lights (AFS)

The dynamic cornering lights provide optimum illumination of the roadway. The dynamic cornering light only works when the automatic headlights **AUTO** are switched on and at speeds of more than approximately 10 km/h (6 mph).

Warning tones when lights are not turned off

If the ignition has been switched off and the driver door is opened, warning tones will sound under the following conditions:

- With the parking lights switched on.
- With the side lights switched on \Rightarrow .

If the "Coming home" function is switched on, the warning tone to indicate that the lights are still turned on will not sound when leaving the vehicle.



Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched (\rightarrow *Driver personalization, Description*).

Switching the high beam headlights on and off

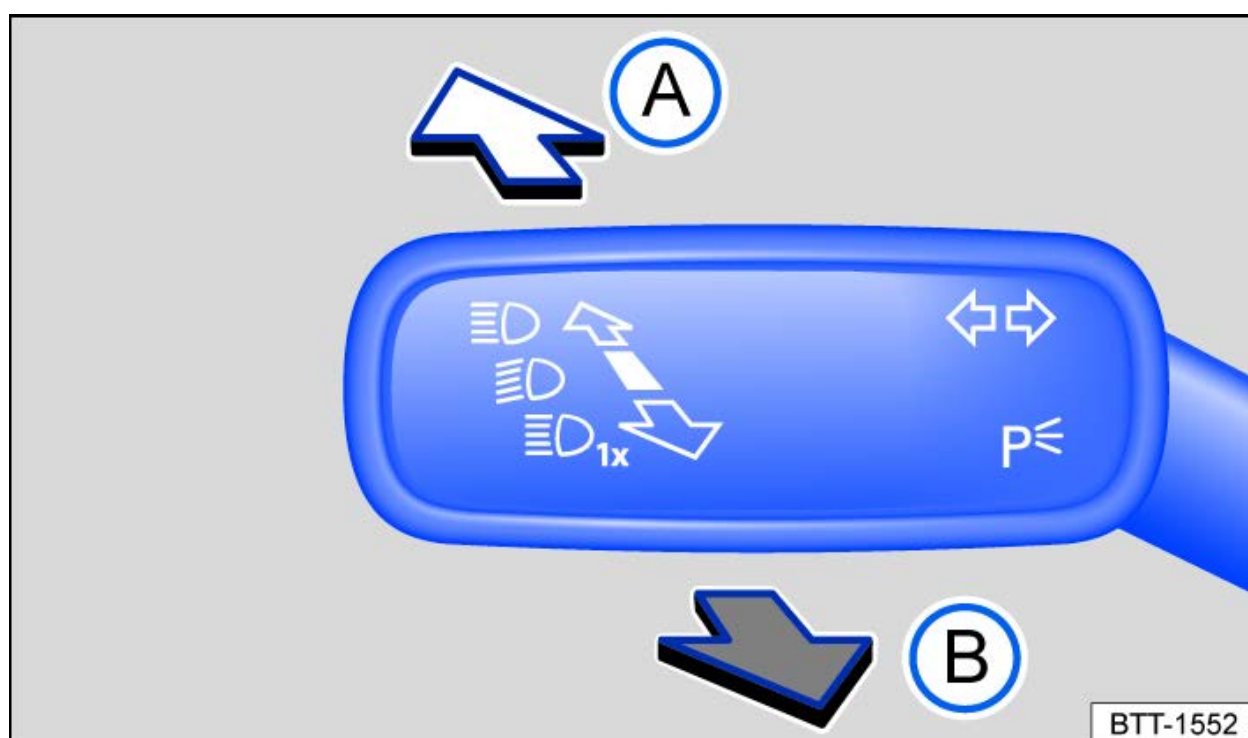




Fig. 1 On the left side of the steering column: turn signal and high beam lever.

- Switch the ignition and the low beam headlights on.

- Move the turn signal and high beam lever from the center position to the following position
→ *fig. 1* :
- **(A)**  High beam headlights switched on.
- **(B)** Activate the headlight flashers or turn off the high beam headlights. The *headlight flashers* will stay on as long as the lever is pulled.

If the high beam headlights or headlight flashers are turned on, the blue  indicator light will be on in the instrument cluster.

Light Assist

Depending on the equipment, high beam control (Light Assist) may be available (→ *High beam control (Light Assist) (static), Description*) (→ *High beam control (Light Assist) (dynamic), Description*).

WARNING

Using the high beam headlights incorrectly can cause accidents and serious injuries, because the high beams can distract and create glare for other drivers.

Light Assist



Light Assist switches off automatically if the system detects oncoming vehicles or vehicles driving ahead. Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed → *Light Assist* .

Depending on vehicle equipment, it may be possible to activate and deactivate Light Assist in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).


Switching on Light Assist


- Switch on the ignition and the automatic headlight control **AUTO**.
- Tap the turn signal and high beam lever forward out of the base position.

When Light Assist is switched on, the  indicator light in the instrument cluster display will turn on. When high beam control (Light Assist) is active, the blue  indicator light for the high beam in the instrument cluster comes on.

Setting the main-beam control sensitivity

Depending on the country, the main-beam control sensitivity can be set in two stages:

- *Increasing the sensitivity*: Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The  indicator light in the instrument cluster flashes three times to confirm.

— *Set sensitivity back to its standard setting:* Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The  indicator light in the instrument cluster flashes three times (briefly) to confirm. **OR:** Switch the ignition off and on again.

Switching off Light Assist

- Switch off automatic headlight control **AUTO**.
- **OR:** when Light Assist is switched on and active: pull the turn signal and high beam lever backward.
- **OR:** when Light Assist is switched on and **not** active: tap the turn signal and high beam lever forward to switch the high beams on manually. Pull the turn signal and high beam lever backward to switch the high beams off manually if necessary.
- **OR:** switch the ignition off.

System limitations

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

- On poorly lit roads with strongly reflective signs.
- If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.
- On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.
- When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.
- In fog, snow, and heavy rain.
- When there are dust and sand in the air.
- If the windshield is damaged in the camera's field of vision.
- If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.
- If the camera is malfunctioning and the power supply is interrupted.

WARNING

Do not allow the increased convenience provided by the Light Assist to tempt you into taking risks. The system cannot replace the driver's attention.

- Always be prepared to control the headlights yourself and to adapt to the lighting, visual, and traffic conditions.
- Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations.
- If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding additional headlights.

NOTICE

To avoid impairing the function of the system, note the following points:

- The camera view area should be cleaned regularly and kept free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.



Objects that give off light, such as mobile navigation units, can impair the Light Assist function if they are placed in the area monitored by the camera.

Advanced high beam control (Dynamic Light Assist)



Advanced high beam control (Dynamic Light Assist) lights up the road and its edge area as much as possible. At the same time, it avoids dazzling traffic ahead or oncoming traffic. The system uses a camera to detect other road users and their distance from your vehicle and specifically masks part of the headlight. If it is no longer possible to prevent another road user from being dazzled, the high beam is automatically switched off.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed → *Advanced high beam control (Dynamic Light Assist)*.

Depending on vehicle equipment, it may be possible to activate and deactivate Light Assist in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

Switching on advanced high beam control (Dynamic Light Assist)

- Switch on the ignition and the automatic headlight control **AUTO**.
- Tap the turn signal and high beam lever forward out of the base position.

When Light Assist is switched on, the  indicator light in the instrument cluster display will turn on. When high beam control (Light Assist) is active, the blue  indicator light for the high beam in the instrument cluster comes on.

Switching off advanced high beam control (Dynamic Light Assist)

- Switch off automatic headlight control **AUTO**.
- **OR:** when Light Assist is switched on and active: pull the turn signal and high beam lever backward.
- **OR:** when Light Assist is switched on and **not** active: tap the turn signal and high beam lever forward to switch the high beams on manually. Pull the turn signal and high beam lever backward to switch the high beams off manually if necessary.
- **OR:** switch the ignition off.

System limitations

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

- On poorly lit roads with strongly reflective signs.
- If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.
- On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.
- When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.
- In fog, snow, and heavy rain.
- When there are dust and sand in the air.
- If the windshield is damaged in the camera's field of vision.
- If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.
- If the camera is malfunctioning and the power supply is interrupted.

WARNING

Do not allow the increased convenience provided by the Light Assist to tempt you into taking risks. The system cannot replace the driver's attention.

- Always be prepared to control the headlights yourself and to adapt to the lighting, visual, and traffic conditions.
- Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations.
- If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding additional headlights.

NOTICE

To avoid impairing the function of the system, note the following points:

- The camera view area should be cleaned regularly and kept free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.



Objects that give off light, such as mobile navigation units, can impair the Light Assist function if they are placed in the area monitored by the camera.

Switching the parking light on and off

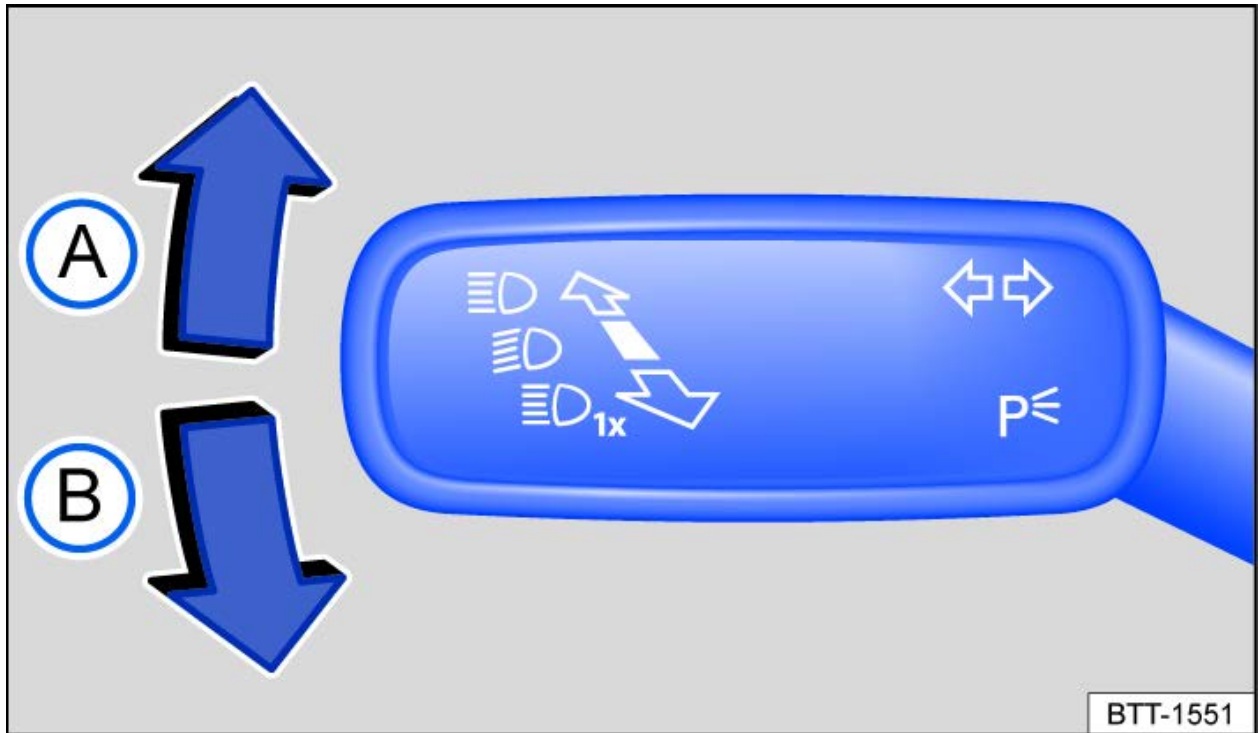


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

Switching on a parking light on one side of the vehicle

When the parking light is switched on, the headlight on that side of the vehicle will turn on as well as the side light and sections of the taillight:

- Switch the ignition off.
- Move the turn signal and high beam lever from the center position to the following position → *fig. 1* :

- Ⓐ Right-hand parking light switched on.
- Ⓑ Left-hand parking light switched on.

Switching on the continuous parking lights on both sides of the vehicle

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the side lights and sections of the taillights:

- Switch on the side lights \Rightarrow \Leftarrow .
- Switch the ignition off.
- Lock the vehicle from the outside.

Automatic side or parking light deactivation

The vehicle can detect when the 12-volt vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than 2 hours) to leave enough power to restart the engine.

If the battery does not have enough capacity for the side or parking lights to run for 2 hours, the 12-volt vehicle battery may drain to such an extent that the engine may not be able to start
→ *Switching the parking light on and off.*

WARNING

If the vehicle is stopped without enough lighting so that the vehicle cannot be seen or is difficult for others on the road to see, this can cause accidents and serious injuries.

- Always stop the vehicle safely and with enough lighting. Follow the applicable legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible. As a rule, a parking light lit on one side of the vehicle only can remain lit for twice as long as continuous parking lights on both sides of the vehicle.

“Coming home” and “Leaving home” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Coming home” and “Leaving home” function illuminates the immediate area around the vehicle.

The “Coming home” and “Leaving home” function is automatically controlled by a light sensor.

Switching the “Coming home” function on

— Switch the ignition off.

The “Coming home” lighting switches on if the automatic headlights **AUTO** are switched on and the light sensor detects *darkness*.

The *lighting time* begins when the last vehicle door or trunk lid is closed.

Switching the “Coming home” function off

— Turns off automatically after the set lighting time has elapsed.

— **OR:** automatically if a vehicle door or the trunk lid is opened approximately 30 seconds after switching on.

— **OR:** Press the light switch repeatedly until the **OFF** setting is displayed in the instrument cluster.

— **OR:** switch on the ignition.

Switching the “Leaving home” function on

— Unlock the vehicle while the automatic headlights **AUTO** are switched on and the light sensor detects *darkness*.

Switching the “Leaving home” function off

— Turns off automatically after the lighting time has elapsed.

- **OR:** lock the vehicle.
- **OR:** Press the light switch repeatedly until the **OFF** setting is displayed in the instrument cluster.
- **OR:** switch on the ignition.

Setting the “Coming home” and “Leaving home” function

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated (→ *Vehicle settings menu, Operation*).

Depending on the vehicle equipment, you can adjust the behavior of the exterior lighting in the vehicle settings in the Infotainment system.

You can choose between two display strategies in the **Convenience lighting settings** menu:

- Classic “Coming home” and “Leaving home” function.

The periphery lighting, headlights and taillights are switched on and off at the same time.

- Dynamic “Coming home” and “Leaving home” function.

The ambient lighting, headlights and taillights are switched on and off dynamically and, if necessary, in an animated pattern.



Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched (→ *Driver personalization, Description*).

Headlight range control

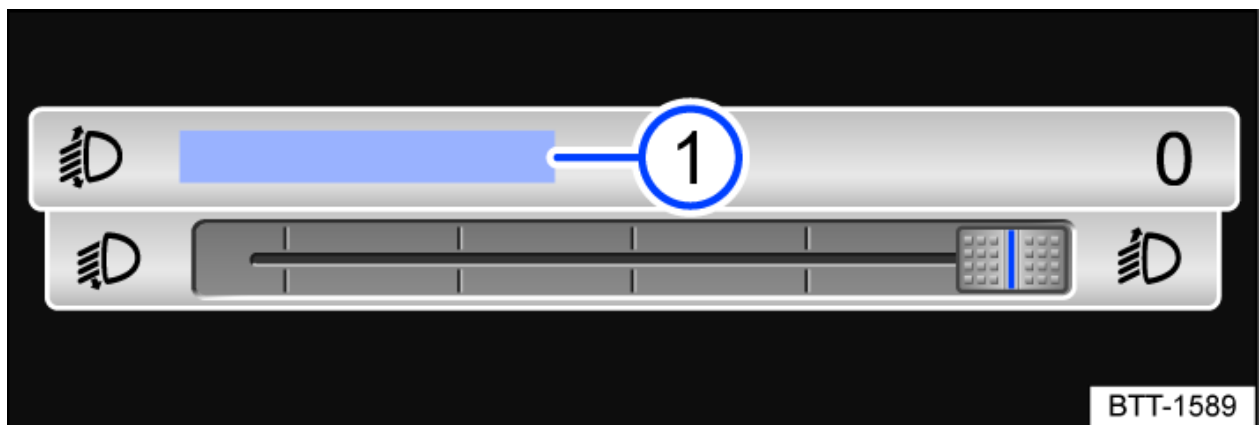



Fig. 1 In the Infotainment system: Touch control for headlight range control.

Headlight range control is used to adjust the beam of the dipped beam headlight to the load level of the vehicle. This provides the driver with the best possible visibility and oncoming traffic is not dazzled → ⚠.

Depending on the vehicle equipment, the headlight range can be adjusted using the slider in the Infotainment system → *fig. 1*.

Manual headlight range control


Adjustment with the touch control in the Infotainment system:

- Press the **MENU** button or function key.
- Tap the **Vehicle**,  function buttons to open the **Vehicle settings** menu.
- Tap the **Light** function button to open the **Light settings** menu.
- Tap the **Headlight range control** → *fig. 1* **1** function button.
- Turn the touch control to the required position (example vehicle load).

Setting in the Infotainment system

0	Front seat occupied and luggage compartment empty.
2	All seats occupied and luggage compartment empty.
4	All seats occupied and luggage compartment fully loaded. Trailer mode with low drawbar load.
6	Only driver seat occupied and luggage compartment fully loaded. Trailer mode with maximum drawbar load.

Dynamic headlight range control

Manual adjustment does not apply to vehicles with dynamic headlight range control. The headlight range automatically adjusts to the vehicle load when the headlights are switched on → .

WARNING

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

- Always adapt the light cone to the vehicle load level so that other road users are not dazzled.

WARNING

If the dynamic headlight range control fails or malfunctions, the headlights may create glare and distract other road users. This can cause accidents and serious injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the low beam headlight on vehicles with Dynamic Light Assist or dynamic cornering light can dazzle oncoming traffic (→ *High beam control (Light Assist) (dynamic), Description*), (→ *Exterior lighting, Function*). Therefore, the headlight alignment on vehicles equipped with these func-

tions can be adjusted in the Infotainment system via the **Vehicle settings** menu (travel mode) (→ *Vehicle settings menu, Operation*). On vehicles without Dynamic Light Assist and dynamic cornering light, it is not necessary to adjust the headlights.



Travel mode may be used only for a short period of time. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

— Check the lights and replace any bulbs as necessary (→ *Exterior lighting, Introduction/general information*).

— If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer turn signal indicator light

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

— Check the lights and replace any bulbs as necessary (→ *Exterior lighting, Introduction/general information*).

— If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exterior lighting malfunction

The yellow indicator light turns on.

The headlights have completely or partially failed.

— Check the lights and replace any bulbs as necessary (→ *Exterior lighting, Introduction/general information*).

— If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

In the **AUTO** light switch position, the vehicle lighting will not turn on or off automatically.

—Switch the ignition off and on.

—If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic cornering light

The swinging behavior of the bulbs can be influenced by the selected driving mode in vehicles with driving mode selection.

If the dynamic cornering light malfunctions, this is indicated on the instrument cluster display. Get professional assistance.

Interior lighting

Instrument and switch lighting

You can adjust the instrument and switch lighting brightness and the basic brightness of the head-up display in the vehicle settings in the Infotainment system (*→ Vehicle settings menu, Operation*).

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlight control **AUTO** is switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.



The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.


Interior/reading lights, ambient lighting



Fig. 1 On the overhead console: touch-sensitive reading lights.

Tap the corresponding symbol:

 Switch the interior lights on or off or dim them.

 Function switched off: the interior lights turn on automatically when unlocking the vehicle, opening a door or switching off the ignition.

Touch-sensitive reading lights with manual dimming function

On the roof console and above the rear door, there can be touch-sensitive reading lights depending on the equipment → [fig. 1](#). By tapping the illuminated area, the respective reading light can be switched on or off.

To activate the manual dimming function, touch the illuminated area until the desired brightness level is reached.



Glove compartment and luggage compartment lights

When opening and closing the glove compartment or trunk lid, a light will turn on or off.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

The brightness and, depending on the equipment, the color of the ambient lighting, can be adjusted in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*). If you select the setting **Auto**, the color of the ambient lighting changes depending on the driving mode setting.

-  The lights turn off when the vehicle is locked or a few minutes after the ignition has been switched off. This reduces the risk of the 12 V vehicle battery being drained.
-  Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched (→ *Driver personalization, Description*).

Visibility

Window wipers

Operating the windshield wiper lever

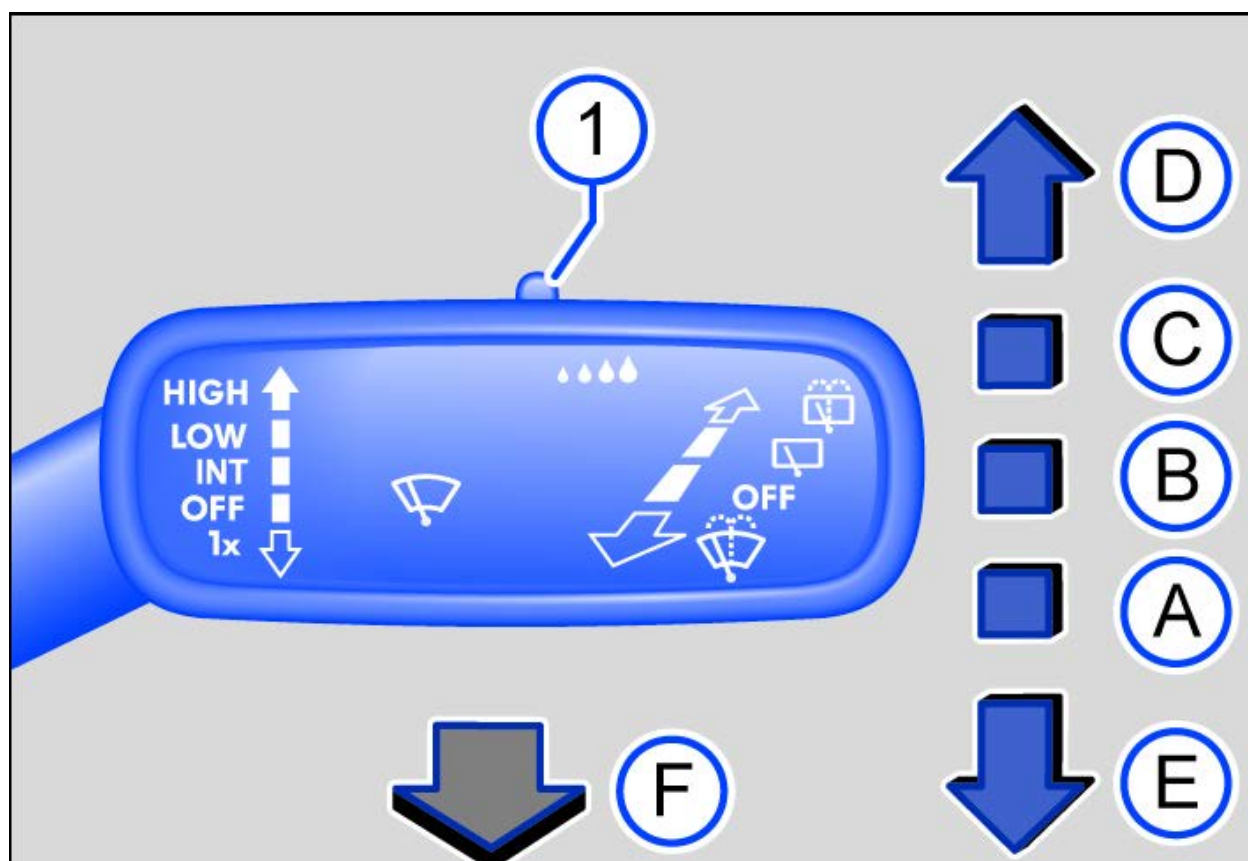


Fig. 1 On the right side of the steering column: operating the windshield wipers.

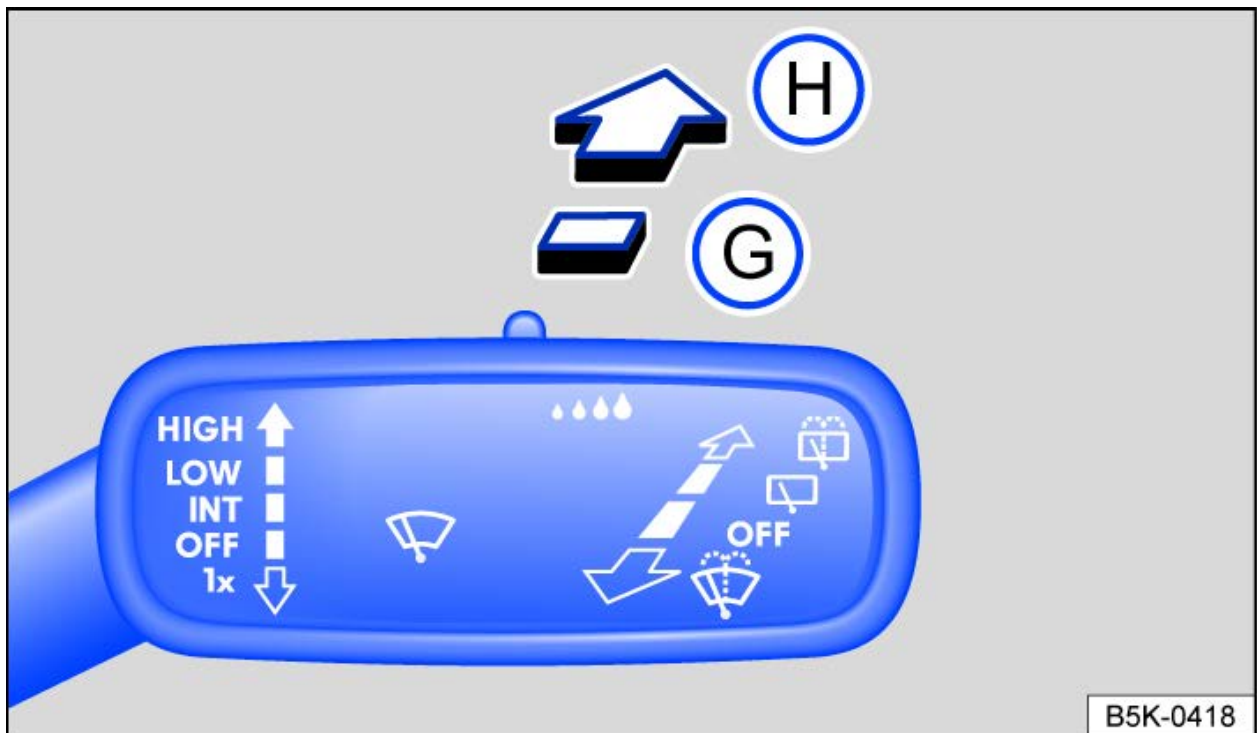


Fig. 2 On the right side of the steering column: operating the rear window wiper.

The windshield wipers only work when the ignition is switched on and the hood or trunk lid is closed.

Move the wiper lever into the desired position → *Operating the windshield wiper lever* :

- (A) Wipers are switched off.
- (B) Interval wiping for the windshield or rain/light sensor mode. Interval wiping for the windshield depends on the driving speed. The higher the speed, the faster the wipers will move.
- (C) Slow wiper speed.
- (D) Fast wiping.
- (E) One-tap wiping – brief wiping. Press and hold the lever down longer to wipe faster.
- (F) Pull the lever to activate the automatic wiper/washer system to clean the windshield. While the wiper/washer system is active, the Climatronic system switches to recirculation mode for approximately 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.
- (1) Switch for interval levels (vehicles without rain/light sensor) or to adjust the sensitivity of the rain/light sensor.
- (G) Interval wiping for the rear window. The wiper moves approximately every six seconds.
- (H) Press the lever to activate the automatic wiper/washer system to clean the rear window.

WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the washer system in winter temperatures if the windshield has not been warmed up with the windshield defroster or ventilation system. Otherwise, the freeze protection mixture can freeze on the windshield and limit visibility.

WARNING

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

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently (→ *Wiper blades, Replacement*).

NOTICE

To reduce the risk of damage to the windshield, wiper blades, and the windshield wiper motor, make sure of the following before driving and **before switching on the ignition**:

- The windshield wiper lever is in the off position.
- Snow and ice have been removed from the windshield wipers and the windshield.
- Wiper blades that have frozen onto the windshield have been carefully loosened from the windshield. Volkswagen recommends using a deicing spray for this.

NOTICE

Do not turn on the windshield wipers when the window glass is dry. The window glass can be damaged if wiper blades wipe a dry window.



The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).



When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield (→ *Wiper blades, Operation*).

Wiper function

Automatic rear window wiping

The rear window wiper switches on automatically when the windshield wipers are switched on and reverse gear is engaged. The automatic activation in reverse gear function can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

Heated washer nozzles

The heat thaws frozen washer fluid nozzles. The heat output is automatically regulated when the ignition is switched on and is dependent on the outside temperature. Only the window washer nozzles are heated and not the washer fluid hoses.

Headlight washer system

The headlight washer system washes the headlight lenses and operates only when the dipped beam or main beam headlights are switched on. If the low windshield washer fluid indicator light 🚰 is lit, the headlight washer system will not come on (→ FAQ, Windshield wipers).

When you switch on the ignition, the first time you activate the wash and wipe system for the windshield, and thereafter every tenth time you activate it, the headlights will also be washed. Dirt stuck to the headlight lenses, e.g. insect remnants, should be removed at regular intervals.

To ensure that the headlight washer system works properly even in winter, clear any snow from the covers on the headlight washer system in the bumper before using it. If necessary, remove any ice using de-icer spray.

Rain/light sensor

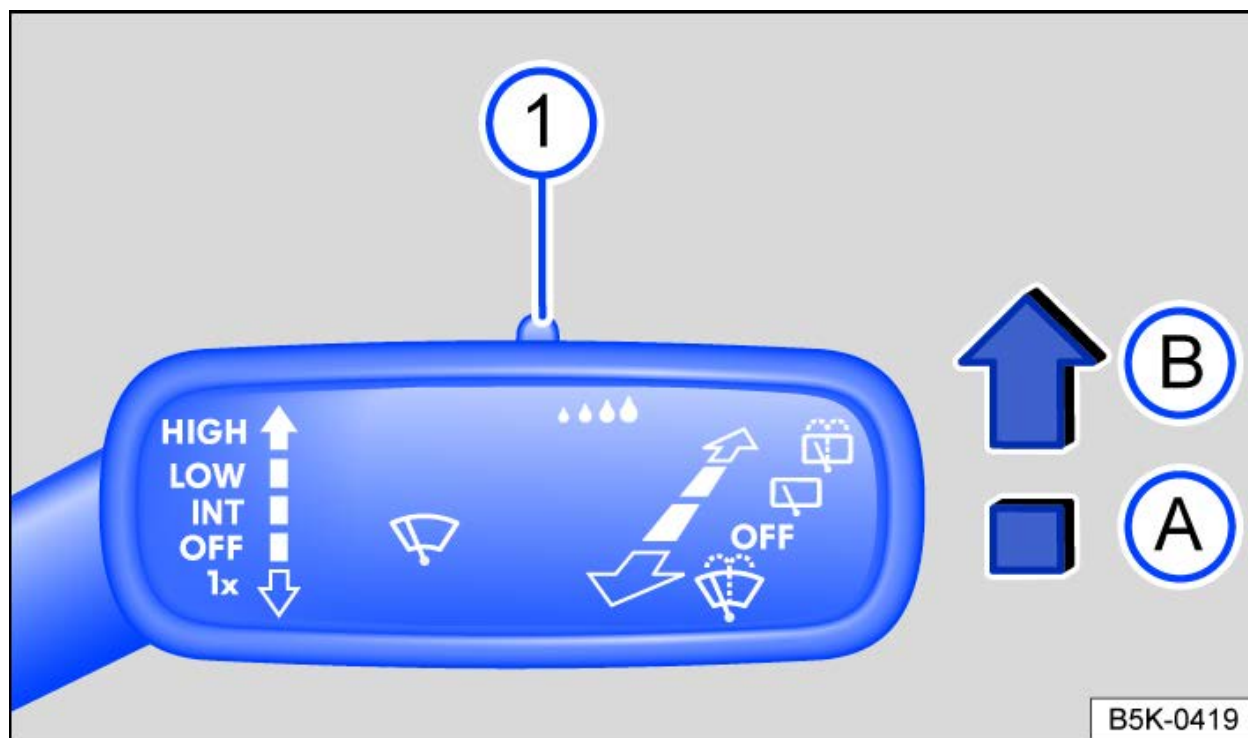


Fig. 1 On the right side of the steering column: windshield wiper lever.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

Press the lever into the desired position → *fig. 1* :


—Position **A** - rain/light sensor deactivated.

—Position **B** - rain/light sensor activated, automatic wiping as necessary.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*).

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever → *fig. 1*  → *Rain/light sensor*.

— Move the switch to the right – high sensitivity.

— Move the switch to the left – low sensitivity.

WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).

Troubleshooting



Washer fluid level too low

The yellow indicator light turns on.

Fill the washer fluid reservoir (→ *Washer fluid, Refilling*).



Rain/light sensor malfunction

The yellow indicator light turns on.

The windshield wipers will not be automatically activated in rain/light sensor mode when it is raining.

— Switch the ignition off and on.

— If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.



Windshield wiper malfunction

The yellow indicator light turns on.

The windshield wipers are not working.

— Switch the ignition off and on.

—If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations *in the sensor area* of the rain/light sensor (→ *Front view, Overview*) could be:

- **Damaged wiper blades:** damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten the wiper intervals, or cause fast wiping time.
- **Insects:** insects hitting the windshield may trigger the wipers.
- **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.
- **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage (→ *Vehicle care exterior, Cleaning/care*).
- **Crack in the windshield:** if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.



If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving. Remove the obstacle and switch the wipers on again.

Mirrors

General safety precautions

Using the exterior mirrors and the rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the exterior mirrors and the rearview mirror correctly before starting to drive.

The entire side and rear area surrounding the vehicle cannot be seen in the exterior mirrors and rearview mirror. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

WARNING

Adjusting the exterior mirrors and rearview mirror while driving can distract the driver. This can cause accidents and serious injuries.

- Adjust the exterior mirrors and rearview mirror only when the vehicle is stationary.
- When parking, changing lanes, passing, and turning, always pay attention to the surroundings, because other road users and objects could also be in the blind spot.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

WARNING

Inaccurate prediction of distance to vehicles behind you can cause accidents and serious injuries.

- Curved mirror surfaces (convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away.
- Using the curved mirrors to estimate the distance from vehicles behind you when changing lanes is not precise and may cause accidents and serious injuries.
- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks.

- The leaking electrolyte can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. Immediately try to exit the vehicle to get fresh air. If this is not possible, open all the windows and doors.
- If the electrolyte comes into contact with the eyes and/or skin, rinse the affected area immediately for at least 15 minutes with a lot of water and contact a doctor.
- If the electrolyte comes into contact with shoes and/or clothing, rinse the affected area immediately for at least 15 minutes with a lot of water. Clean the shoes and clothing thoroughly before wearing again.
- If electrolyte is swallowed, rinse out the mouth with a lot of water for at least 15 minutes. Do not induce vomiting unless it is ordered by a doctor. Call for medical assistance immediately.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte can leak out. This fluid damages plastic surfaces. Remove the fluid as soon as possible, for example using a wet sponge.

Rearview mirror

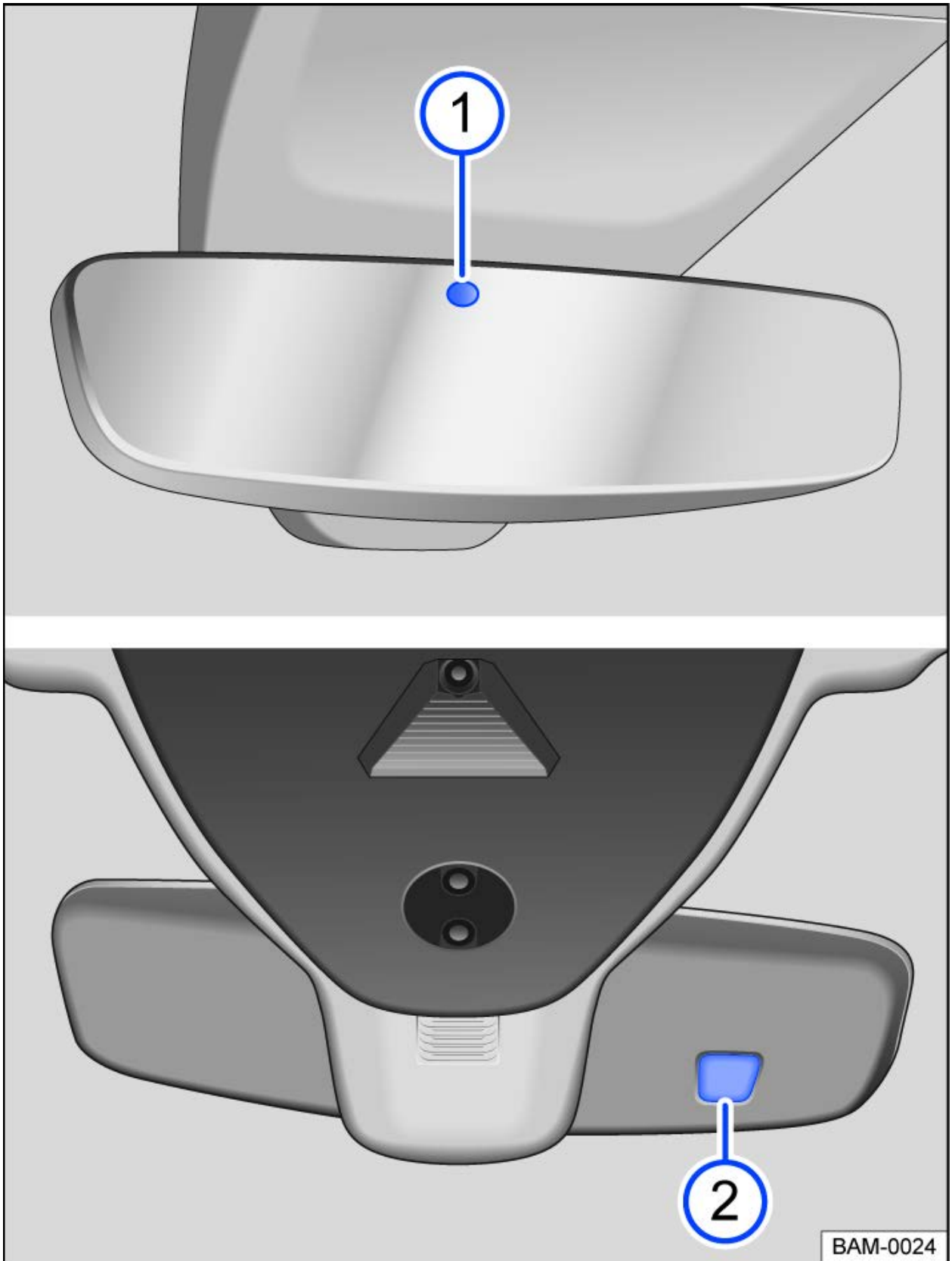


Fig. 1 On the windshield: automatic dimming rearview mirror.

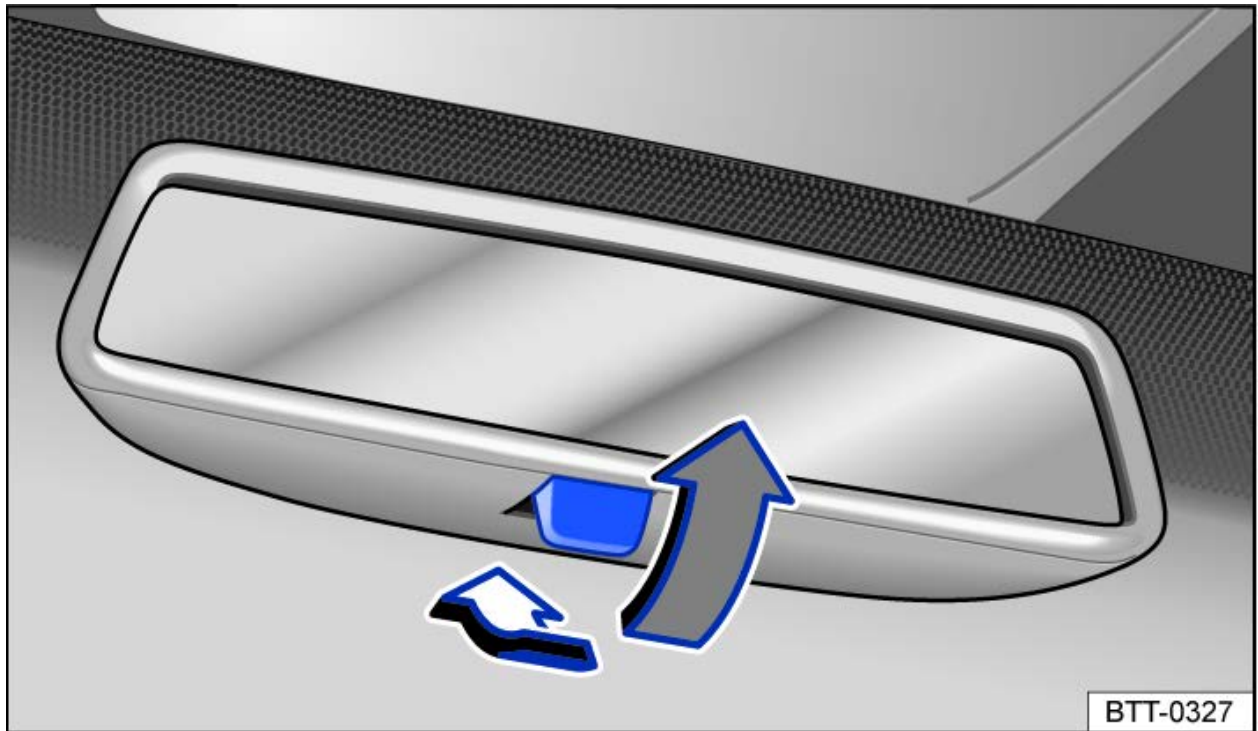


Fig. 2 On the windshield: manual dimming rearview mirror.

Automatic dimming rearview mirror

When the ignition is on, the sensors measure the amount of light entering from the rear → *fig. 1* (1) and from the front (2).

Depending on the measured values, the rearview mirror will dim *automatically*.

If the amount of light entering the sensors is limited or interrupted, for example by a sunshade or attachment, the automatic dimming rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming rearview mirror can also affect the sensors → *Rearview mirror*.

Automatic dimming will be deactivated in some situations, for example when reverse gear is engaged.

Manual dimming rearview mirror

— Base position: lever on the lower edge of the mirror points forward toward the windshield.

— To dim, pull the lever back → *fig. 2*.

⚠ WARNING

The illuminated display on a mobile navigation device can cause the automatic dimming rearview mirror to malfunction, which can result in accidents and serious injuries.

- If the automatic dimming function malfunctions, it may not be possible to use the rearview mirror to evaluate the exact distance to vehicles or other objects behind the vehicle.

Exterior mirrors

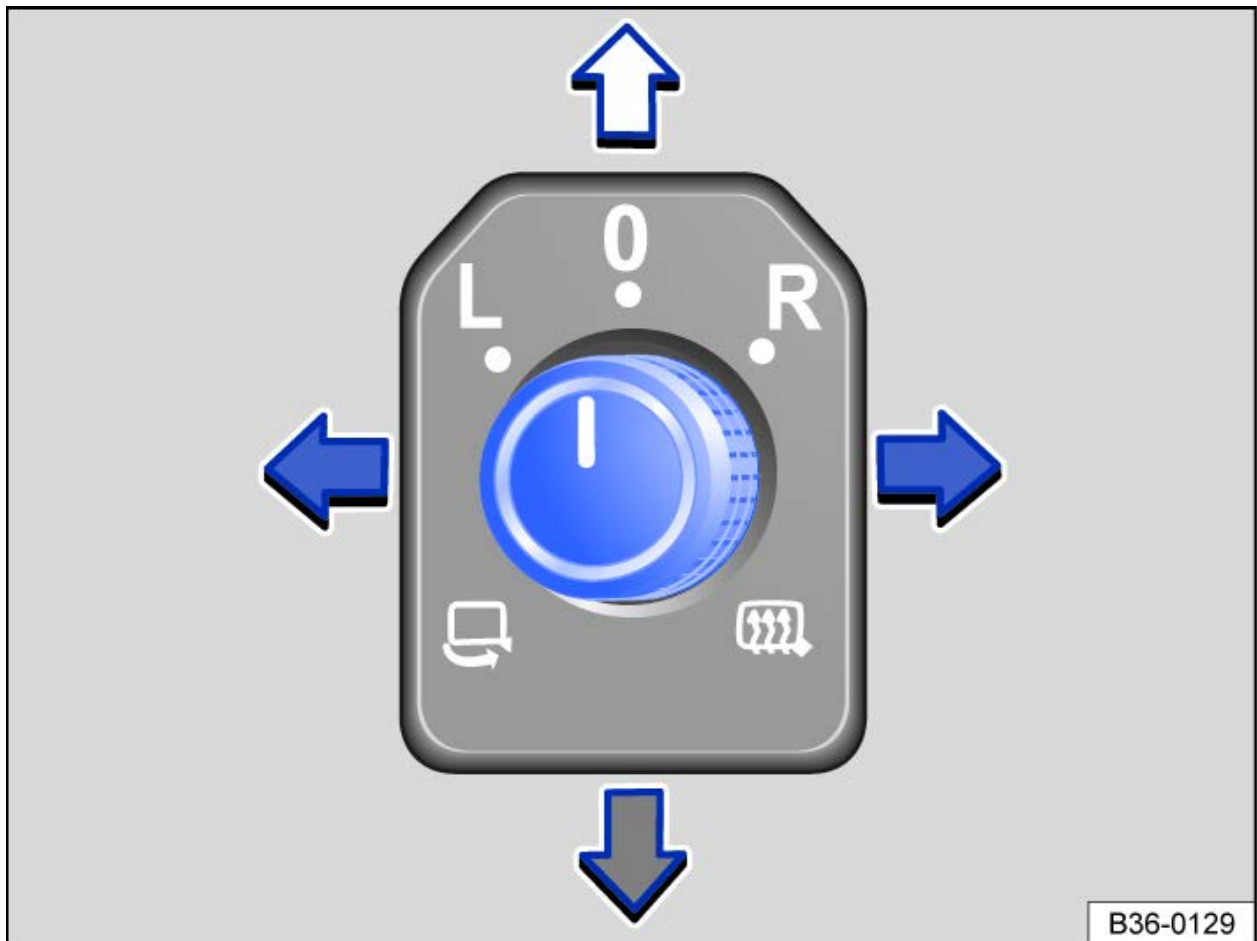


Fig. 1 In the driver door: knob for the exterior mirrors.

The following information describes the exterior mirror functions for left-hand drive vehicles. Position **L** corresponds to the exterior mirror on the driver's side, and position **R** corresponds to the exterior mirror on the passenger's side. The opposite is true in vehicles with right-hand drive.

—Switch the ignition on.

—Turn the knob in the driver's door to the desired symbol → *fig. 1*.

—Press the knob forward, back, right, or left in the direction of the arrow to adjust the exterior mirror.

Uses the power folding function to fold the exterior mirror in on the vehicle → *Exterior mirrors*.

Switches on the exterior mirror heating. The exterior mirror heating only works when the outside temperature is below 68 °F (20 °C) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated based on the outside temperature.

L Adjusts the left exterior mirror.

R Adjusts the right exterior mirror.

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

Activating exterior mirror functions


The following exterior mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time (→ *Vehicle settings menu, Operation*).

Synchronized mirror adjustment

The synchronized mirror adjustment feature simultaneously adjusts the right-side exterior mirror to match adjustments to the left-side exterior mirror.

- Turn the knob to the **L** position.
- Adjust the left exterior mirror. The right exterior mirror will be adjusted the same way (synchronized).
- Correct the adjustment of the right exterior mirror if necessary: turn the knob to the **R** position and adjust the right exterior mirror.

Folding the exterior mirrors in while parking

If the vehicle is locked or unlocked from the outside, the exterior mirrors will automatically fold in or out. For this to happen, the knob must be in the , **L**, **R** or **0** position.

If the knob for power exterior mirrors is in the  position, the exterior mirrors will remain folded in.

Storing and recalling the front passenger's exterior mirror position when driving in reverse

- Unlock the vehicle using the vehicle key where the setting should be assigned.
- Set the electronic parking brake.
- Switch the ignition on.
- Bring the transmission into the neutral position.
- Select the reverse gear.
- Adjust the front passenger's exterior mirror so that the area of the curb is visible.
- Bring the transmission into the neutral position.
- Switch the ignition off.
- The selected mirror position will be stored and assigned to the vehicle key.

Recalling the front passenger's mirror settings for driving in reverse

- Turn the knob for the exterior mirror to the **R** position.
- With the ignition switched on, shift into reverse gear. The right exterior mirror will adjust to the stored position.

The mirror will exit the position stored for driving in reverse when you begin driving forward faster than approximately 9 mph (15 km/h) or when the knob is turned out of position **R** to any other position.

⚠ WARNING

Inattentively folding the exterior mirrors out and in can cause injuries.

- Do not fold the exterior mirrors out or in if there are any obstacles in the way.
- Always make sure your fingers do not get pinched between the outside mirror and the mirror base when moving the mirror.

ⓘ NOTICE

- Always fold the exterior mirrors in when going through an automatic car wash.
- Do not fold power exterior mirrors in or out by hand because the mirror motor could be damaged.

Leave the exterior mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.



If there is a malfunction in the power exterior mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).

Sunshade

Sun visors

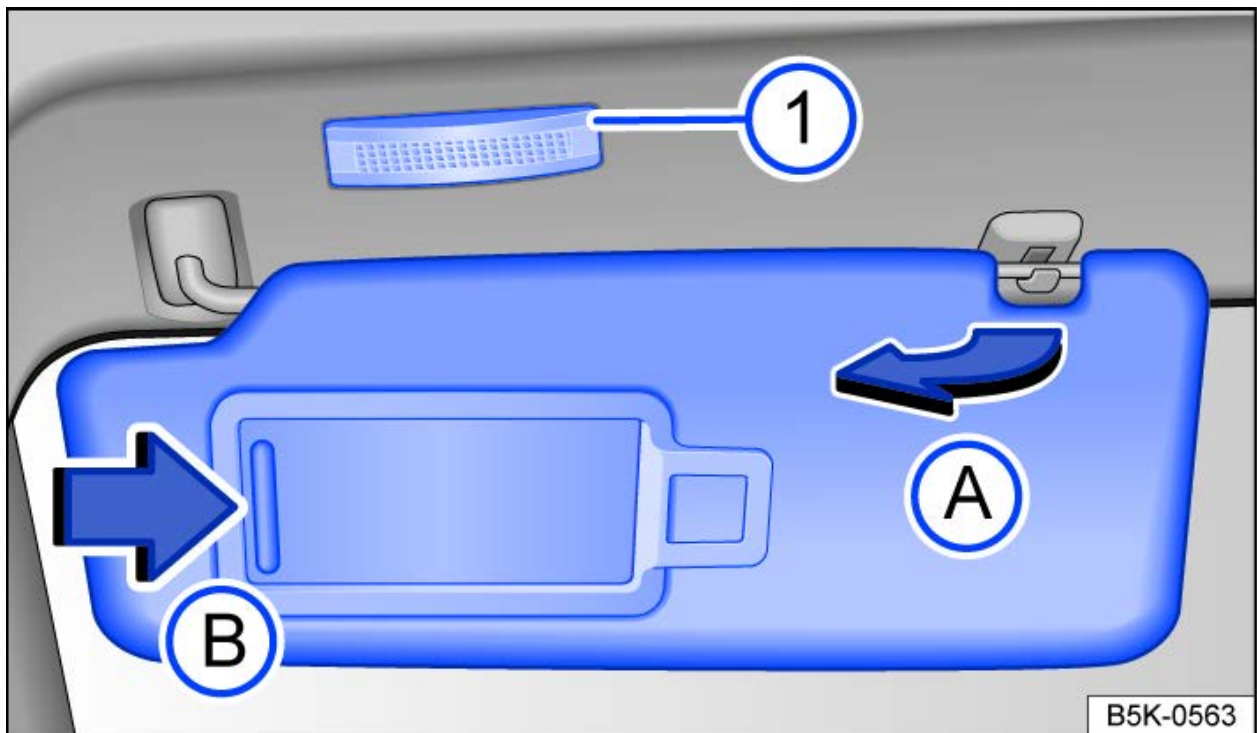


Fig. 1 In the front of the headliner: sun visor.

Adjustment options for driver's and front passenger's sun visors:

—Fold toward the windshield.

—Remove from the holder and tilt toward the door → *fig. 1* (A).

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights → *fig. 1* (1) turn on when the cover → *fig. 1* (B) slides open.

WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.



Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Heating and A/C system

Heating, ventilation, and air conditioning

Introduction

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The air conditioner is most effective when the vehicle interior is kept closed. If there is a build-up of heat inside the vehicle, ventilation can help to speed up the cooling process.

Display of activated functions

Illuminated symbols on the buttons indicate that the function is activated.

In the air conditioning settings in the Infotainment system, function keys highlighted with colors indicate that a function is switched on.

Air conditioner with voice command operation

Some of the air conditioner functions can be operated with voice control, depending on the vehicle equipment (→ *Description, Voice control*).

WARNING

Poor visibility through the windows increases the risk of collisions and accidents that can cause serious injury.

- Keep all windows free of ice, snow, and fog to have good visibility.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

NOTICE

If the climate control system is not working, switch it off immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This can reduce the risk of further damage.



Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched (→ *Driver personalization, Description*).

Overview of the functions

Certain functions of the air conditioner and menu tabs in the Infotainment system as well as an air conditioning block for the rear seat depend on the vehicle equipment.

In the upper center console





Open the climate control settings in the Infotainment system.

in the Infotainment system: Top of the screen



Switch the air conditioning system on and off.

in the Infotainment system: Bottom of the screen

 |  Adjust the temperature. Depending on the vehicle equipment, you can adjust the temperature directly in the Infotainment system or via a touch control under the Infotainment system.

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

SYNC Apply temperature settings for the driver side to all seats.



Switch seat heating on and off (→ *Operation, Seat heating*).

REAR Open the settings for the rear seats.

In the Infotainment system: Classic Climate menu tab

Auto The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually. The blower power in automatic mode can be controlled via the air conditioning profiles. A preference for automatic mode can be selected for a limited period of time in the **Smart Climate** menu tab.



Adjust the blower speed.



Switch air recirculation on and off (→ *Operation, Air recirculation*).

A/C The air is cooled and dehumidified in cooling mode.



Direct air to the upper body.



Direct air into the footwell.



Direct air to the upper body and into the footwell.



Direct air onto the windshield and into the footwell.



Direct air onto the windshield.

In the Infotainment system: Smart Climate menu tab

If a **Smart Climate** function is switched on, automatic mode is also switched on. The **Smart Climate** functions remain switched on for a short time and automatic mode also remains switched on once this time has elapsed.



Clear fog and ice from the windshield.



Direct warm air into the footwell.



Direct warm air onto the steering wheel.



Direct cool air into the footwell.



Direct fresh air from outside into the vehicle interior.

In the Infotainment system: Air Care menu tab

Air Care The Air Care Climatronic allergen filter can limit the entrance of hazardous substances as well as allergens (→ *Operation, Air recirculation*).

In the Infotainment system: Settings

Climatronic settings

— Switch on automatic air recirculation (→ *Air recirculation, Operation*).

Settings for vehicle start

— To automatically switch on seat heating or steering wheel heating depending on the temperature in the vehicle interior when starting the engine, tap the relevant function key.

In the Infotainment system: Auxiliary heater menu



Open the **Auxiliary heater** menu in the Infotainment system (→ *Description, Auxiliary heater and ventilation*).

On the multi-function steering wheel



Switch steering wheel heating on and off (→ *Operation, Steering wheel heating*).

Control to the left of the multi-function steering wheel



Switch the rear window defroster on and off while the engine is running.

The rear window defroster switches off automatically after maximum 10 minutes.



The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

NOTICE

To reduce the risk of damage to the rear window defroster, do not apply any stickers on the heating wires on the inside of the window.

Settings for the rear seats



Adjust the temperature.

The set temperatures are shown on the displays.



Switch seat heating on and off (→ *Operation, Seat heating*).





If **REAR LOCK** is activated in the Infotainment system, the rear air conditioning block cannot be used.

Recirculation mode



No fresh air will enter the vehicle interior when recirculation mode is switched on.

Switching manual air recirculation on and off

- Tap  in the upper center console.
- Tap  in the Infotainment system.

Automatic recirculation mode on the Climatronic system


When automatic air recirculation is switched on, fresh air enters the vehicle interior initially. If the system detects elevated pollution levels in the outside air, it switches on recirculation mode automatically. Recirculation mode switches off automatically once the pollution level returns to the normal range. The system cannot detect unpleasant odors.

- Tap  in the upper center console.
- Switch automatic air recirculation on or off with  ► **Automatic air recirculation.**


Air Care – Climatronic with allergen filter

The Air Care Climatronic allergen filter can limit the entrance of hazardous substances as well as allergens.

If Air Care Climatronic is switched on, the air recirculation of the air conditioning system is maximized as far as permitted by the risk of fogging up the windows depending on the humidity in the vehicle interior and the outside temperature. Air recirculation is controlled automatically and adapts itself continuously to prevent vehicle occupant fatigue.

- Tap  in the upper center console.
- Switch the Air Care function on or off with **Air Care ► Active.**

When does recirculation mode switch off?

Recirculation mode will switch off in the following situations → :

- If the defrost function is switched on.
- If a sensor detects that the windows could fog up.

WARNING

Lack of air circulation can lead to sudden driver fatigue and lack of concentration, which can cause collisions, accidents, and serious injuries.

- Never use recirculation mode for long periods of time, because this prevents fresh air from entering the passenger compartment.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Do not smoke in the vehicle when recirculation mode is switched on. The smoke can settle on the air conditioning system evaporator as well as the dust and pollen filter with activated charcoal insert and cause permanent odors.



When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.





When there are very high outside temperatures, manual recirculation mode helps briefly to cool down the vehicle interior faster.

Seat heating








When the engine is running, the front seats and outer rear seats may be electrically heated in three stages.

Seat heating levels

The operation status of the seat heating is represented by colors in the Infotainment system:

—At the highest heating level, all three indicators under  or  in the Infotainment system are red.

Using the seat heating function


- Tap  in the upper center console.
- To switch on the seat heating at the highest heating level, tap  or  at the bottom edge of the screen.
- To set the heating level, tap  or  repeatedly.
- To switch the seat heating off, tap  or  repeatedly until the symbol is gray.

—**OR:** To switch the seat heating on or off, tap with two fingers on the touch control under the Infotainment system on the driver's or passenger's side (depending on the vehicle equipment).

If the ignition is switched back on within approximately 10 minutes, the last heating level set for the driver's seat is automatically activated.

When should the seat heating function not be turned on?

Do not turn on the seat heating function under any of the following conditions:

- The seat is occupied by a person with a limited perception of pain or temperature → .
- The seat is not occupied
- The seat is covered with a seat cover
- A child restraint is installed on the seat
- The seat surface is damp or wet

—The interior or exterior temperature is higher than +77 °F (+25 °C).

WARNING

People who cannot perceive pain or temperature or who have a limited perception of these due to medication, paralysis, or chronic illnesses such as diabetes could develop burns or hypothermia on the back, buttocks, and legs when using seat heating. Such injuries could take a very long time to heal or may never heal completely. Contact a medical doctor for questions about personal health conditions.

- People with a limited perception of pain and/or temperature must never use the seat heating function.

WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat surface is dry before using the seat heating function.
- Never sit on the seat while wearing damp or wet clothing.
- Do not place any damp or wet objects and clothing on the seat.
- Do not pour any fluids on the seat.

NOTICE

- To prevent damage to the seat heating elements, never kneel on the seats or exert pressure on the seating surface and backrest with sharp or pointed objects.
- Fluids, sharp objects, and insulating materials, for example a protective cover or child restraint, can damage the seat heating function.
- If any odor starts to develop, turn off the seat heating immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the original seat cover is replaced with a different material, the seat heating may overheat or the operation of the seat heating may be restricted.

In order to save fuel, switch off the seat heating as soon as possible.



Steering wheel heating

The steering wheel heating only works when the engine is running.

Heating levels for the steering wheel heating



When you switch on the steering wheel heating, the current heating level is constantly displayed in the instrument cluster as a bar display. At the highest heating level, all three bars are filled.

Switching steering wheel heating on and off via the multi-function steering wheel

- To switch on steering wheel heating at the highest heating level, press .
- To adjust the heating level, press  repeatedly.

- To switch off steering wheel heating, press  repeatedly until the bar display in the instrument cluster display goes out.

Saving the heating level

- Switch on the steering wheel heating and set the desired heating level.
- To save the current heating level, press and hold  for approximately one second. The heating level is saved and the steering wheel heating is switched off.
- To switch the steering wheel heating back on at the most recently saved heating level, press and hold  for approximately one second.

When does the steering wheel heating switch off?

When one of the following conditions is met, the steering wheel heating will turn off automatically:

- If the energy use is too high.
- If the steering wheel heating system is malfunctioning.

Troubleshooting

Cooling mode A/C cannot be switched on or the function is limited

Cooling mode **A/C** only operates when the engine is running and the ambient temperature is above +3 °C (+38 °F).

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

- Switch on the fan.
- Check the safeguard on the air conditioning system (*→ Fuses, Description*).
- Replace the dust and pollen filter (*→ Service, Description*).
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The heat cannot be switched on or the function is limited

- The heating and defrost function operates better when the engine is warm.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The windows fog up when they are colder than the ambient temperature and the air is very humid. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

- Keep the air intake in front of the windshield free of ice, snow, or leaves to improve the heat and cooling output (→ *Vehicle care, Description*).
- Leave the air duct in the rear section of the trunk uncovered so that air can flow through the vehicle from front to back.
- Switch on the defrost function (→ *Heating, air conditioning, cooling, Overview*).

The temperature unit has changed

- Changing the temperature units for all temperature displays in the vehicle using the Infotainment system (→ *Operation and display in the Infotainment system, Description*).

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is normal and does not mean there is a leak in the system.

When outside humidity is high and ambient temperatures are low, condensation can evaporate when the auxiliary heating is running. If this is the case, water vapor may escape under the vehicle. This does not indicate vehicle damage.

Auxiliary heating and ventilation

Introduction

You can use the auxiliary heating and ventilation system to heat the vehicle interior in the winter and to ventilate it in the summer. The windshield can be cleared of ice, fog, and a thin layer of snow. The auxiliary heating system is powered by fuel from the vehicle fuel tank and can be operated when the vehicle is stationary and the ignition is switched off. The auxiliary ventilation system is powered by the 12 V vehicle battery.

Modes for the auxiliary heater

When the auxiliary heater is switched on, the vehicle is automatically set to either **Heat** or **Ventilate** operating mode, depending on the outside temperature.

When outside temperatures are high, the auxiliary ventilation directs fresh air into the vehicle interior and works to minimize heat build-up.

Auxiliary heating exhaust system

The exhaust produced by the auxiliary heating system escapes through an exhaust pipe on the vehicle underbody. The exhaust pipe must never be blocked by snow, mud, or debris.

WARNING

Among other substances, the auxiliary heating system exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

- Never turn on the auxiliary heating or leave it running when the vehicle is in an unventilated or closed space.
- Never program the auxiliary heating system so that it could switch on or run in unventilated or closed spaces.

WARNING

Components of the auxiliary heating exhaust system become very hot. This can cause fires.

- Never park the vehicle a way so that parts of the exhaust system come into contact with flammable materials under the vehicle, such as dry grass.

NOTICE


Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

Switching the auxiliary heater and ventilation on or off


The auxiliary heater can be used when the ignition is switched on or off.


Opening the Auxiliary heating menu

- Tap the **HOME** button .
- To open the **Auxiliary heater** menu, tap .

Switching auxiliary heating on

Auxiliary heating can be switched on in the following ways:


- With the immediate heating  function in the **Auxiliary heater** menu in the Infotainment system.
- **OR:** press the button on the remote control (*→ Remote control operation, Description*).
- **OR:** program a departure time (*→ Auxiliary heater and ventilation, Settings*).

When the auxiliary heater is switched on, the yellow auxiliary heater LED  for the auxiliary heater comes on in the instrument cluster.


The auxiliary heating system cannot be switched if the charge level of the 12 V vehicle battery is too low or the fuel tank is empty.

Switching auxiliary heating off manually

Auxiliary heating can be switched off in the following ways:

- With the immediate heating  function in the **Auxiliary heater** menu in the Infotainment system.
- **OR:** press the button on the remote control (*→ Remote control operation, Description*).

Auxiliary heating switches off automatically

- If the programmed departure time is reached or if the set operation time limit has elapsed (*→ Auxiliary heater and ventilation, Settings*).
- If the  yellow indicator light (fuel gauge) turns on (*→ Fuel gauge, Description*).
- If the charge level of the 12 V vehicle battery is too low.

To burn the remaining fuel in the auxiliary heating system, auxiliary heating will continue to run for a short period of time after it is switched off manually or automatically.

Using auxiliary heating as a supplementary heater

If the engine was started, auxiliary heating can continue to run as a supplementary heating measure. The following conditions must be fulfilled:

- The outside temperature must be lower than +41 °F (+5 °C).

The supplementary heating measure will switch off automatically after a while.



When the vehicle is stationary, auxiliary heating can be activated a maximum of three consecutive times with the maximum operating time limit.



Operating noises can be heard when auxiliary heating is switched off.



If the auxiliary heating or ventilation runs for a long time, the 12 V vehicle battery will drain. Drive the vehicle long enough to recharge the 12 V vehicle battery.




When parking on a hill, the fuel gauge (*slightly above the reserve quantity*) may be inaccurate and may cause the auxiliary heating function to be limited.

Programming auxiliary heating and ventilation

Auxiliary heating is programmed in the Infotainment system.

Auxiliary heating operating time

- Open the **Auxiliary heating** menu.
- Tap the **Settings** function key.
- To specify the operating time, tap the **Operating time** function key.

The set operating time applies if auxiliary heating is switched on using the  immediate heating function or using the remote control.

The maximum operating duration of the auxiliary heating system is 60 minutes.

Setting your desired temperature

- Open the **Auxiliary heating** menu.
- Tap the **Temperature** function key and set the desired temperature.

The auxiliary heater will heat the vehicle interior in accordance with the desired temperature. The vehicle interior will be heated evenly.

Programming the departure time

This activation only applies to a heating or ventilation process. The departure time must be reactivated each time the vehicle will be started.

- Check if the date and time is set correctly in the vehicle **before** programming (*→ Clock, Settings*).
- Open the **Auxiliary heating** menu.
- Tap the **Settings** function key.
- Select one of the presets for a **Departure time**.
- Tap the **Activate** function key.

Using the programmed departure time and based on the outside temperature, the vehicle automatically calculates the start time for a heating or ventilation process to bring the vehicle to the temperature that is set.

Checking the programming

If a departure time is activated, the yellow LED in the instrument cluster will light up for approximately 10 seconds after the ignition is switched off.

WARNING

Never program the system so that auxiliary heating switches on or runs in unventilated or closed spaces. Among other substances, the auxiliary heating system exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

Remote control operation

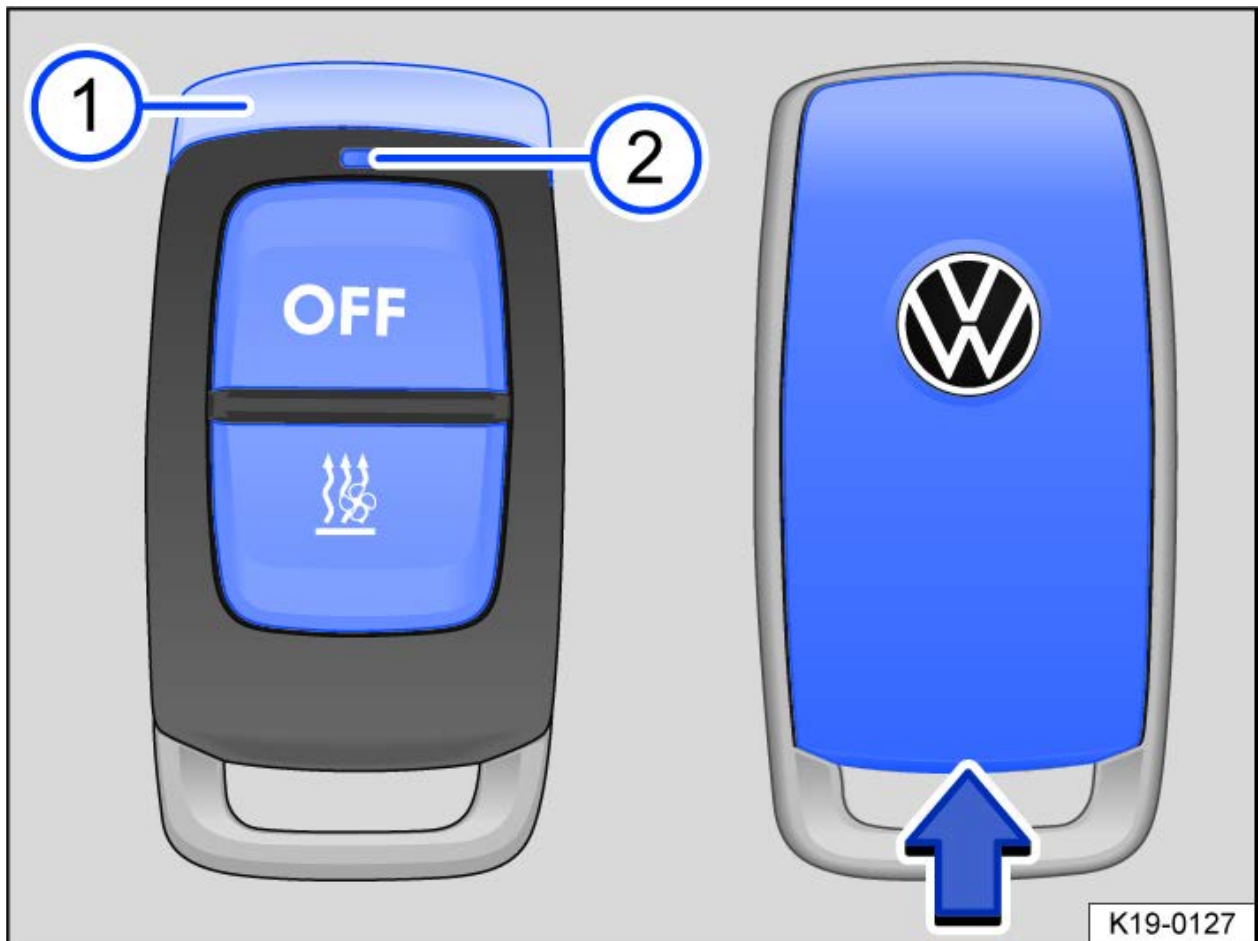


Fig. 1 Auxiliary heating: remote control (left) with battery compartment (right)

Switching auxiliary heating on and off using the remote control

— *Switching on:* Press and hold the  button for approximately one second → *fig. 1*.

— *Switching off:* Press and hold the **OFF** button for approximately one second → *fig. 1*.

LED in the remote control

After a button is pressed, the LED indicates various statuses → *fig. 1* (2).

Turns on:

— **Green:** auxiliary heating is switched on.

— **Red:** auxiliary heating is switched off.

Flashes irregularly:

— **Green:** auxiliary heating is locked. The fuel tank is almost empty, the 12 V vehicle battery voltage is too low, or there is a malfunction. Refuel and drive long enough to recharge the 12 V vehicle battery, or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Flashes at regular intervals:

— **Red or green:** one or more deactivation signal(s) are not being received. Reduce the distance to the vehicle.

Turns on or flashes:

— **Orange:** the button cell battery charge in the remote control is low. Replace the button cell battery.

Range

The range of remote control operation is several hundred meters when the button cell battery is fully charged and under optimum conditions.

- Maintain a distance of at least 2 m (7 ft) between the remote control and the vehicle.
- Avoid obstacles between the remote control and the vehicle.
- Hold the remote control with the antenna → *fig. 1* (1) facing vertically upward.
- Do not cover the antenna.

Poor weather conditions, buildings in the surrounding area, or a weak button cell battery can reduce the range considerably.

Replacing the button cell battery in the remote control

If the indicator light does not turn on, the button cell battery in the remote control must be replaced.

- Insert a suitable tool such as a screwdriver into the opening on the remote control housing in the direction of the arrow → *fig. 1*.
- Lift the battery cover upward with the object until the housing catches are released.
- Slide the battery cover gently in the direction of the arrow.
- Remove the battery cover.
- To remove the button cell battery, insert a tool such as a screwdriver carefully into the opening on the button cell battery.
- Lift up the button cell battery with the screwdriver until the battery can be loosened from the fastener.
- Remove the button cell battery.
- Insert the same version of a new button cell battery so that it engages in the fastener. Make sure the polarity is correct.
- Insert the battery cover into the remote control housing.
- Slide the battery cover in the opposite direction of the arrow until it engages → *fig. 1*.

DANGER

If batteries with a diameter larger than 20 mm or other button cell batteries are swallowed, serious or fatal injuries could occur within a very short time.

- Always keep the remote control and key fobs with batteries, replacement batteries, button cell batteries, and other batteries that are larger than 20 mm in diameter out of the reach of children.
- Seek medical attention immediately if you suspect that a battery has been swallowed.

! NOTICE

- There are electronic components in the remote control. Therefore, protect the remote control from moisture, strong shocks, and direct sunlight.
- Unsuitable batteries can damage remote operation. Only replace a drained battery with a new battery of the same voltage, size, and specification.
- Make sure the battery is facing in the right direction when inserting it.

Dispose of drained batteries in a way that will not harm the environment.

The remote control battery may contain perchlorate. Observe all legal regulations applicable to disposal.

Driving

Messages about driving

Pedals

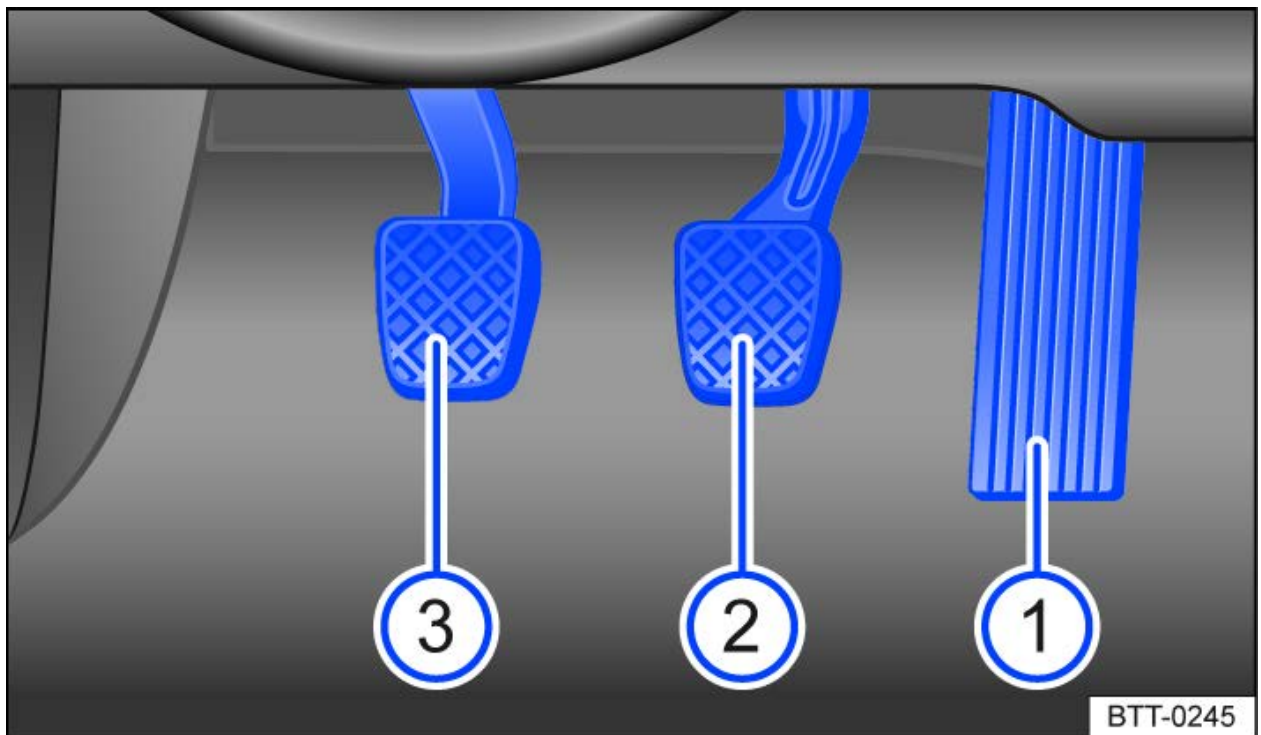


Fig. 1 In the footwell: Pedals in vehicles with a manual gearbox.

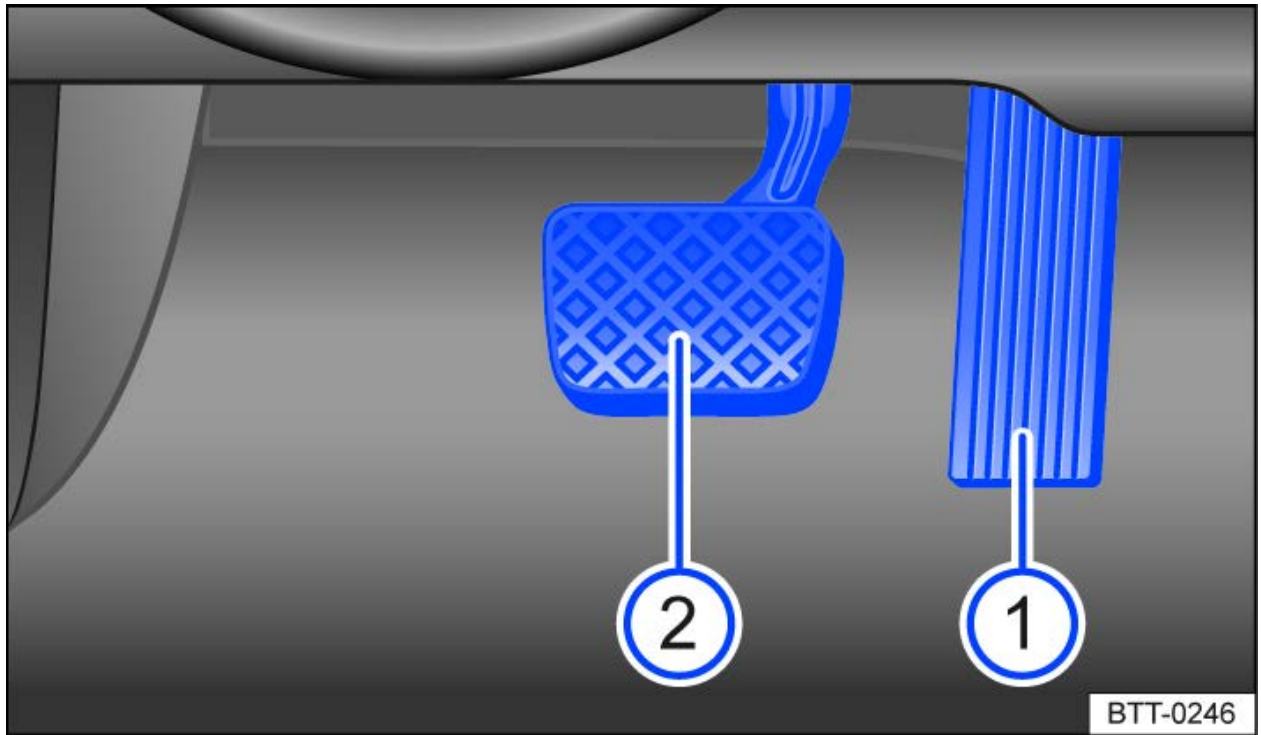


Fig. 2 In the footwell: Pedals in vehicles with an automatic gearbox.

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

The operation and the ability of the pedals to move freely must never be restricted by objects or floor mats.

Only use floor mats that keep the pedal area open and can be secured from sliding around the footwell.

⚠ WARNING

Objects in the driver footwell can prevent the pedals from moving freely. This can cause the driver to lose control of the vehicle and increases the risk of serious injuries.

- Make sure all pedals can always be pressed without obstructions.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.

Gear recommendation

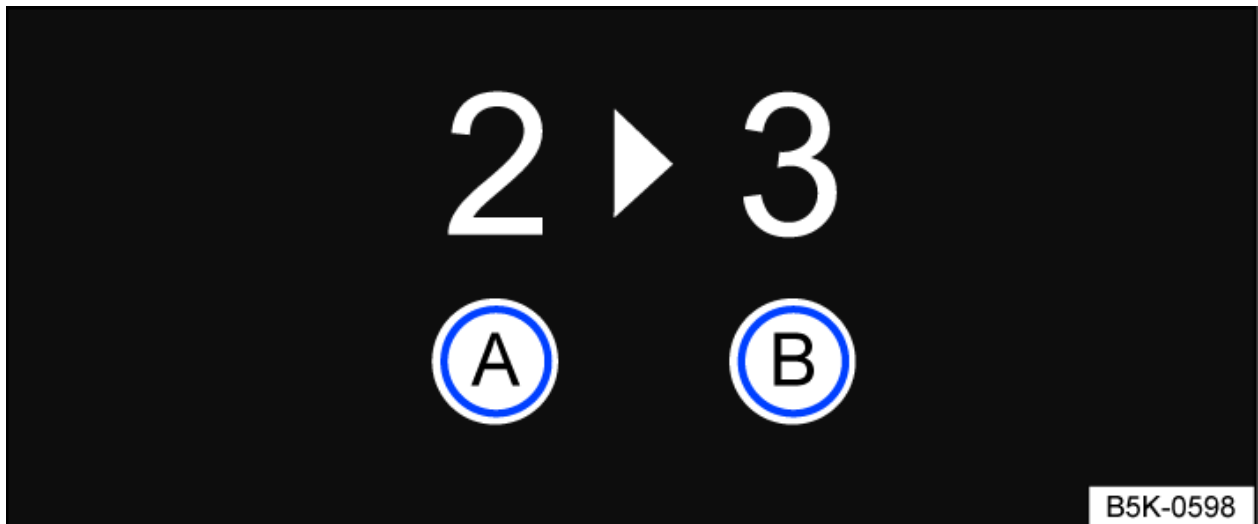


Fig. 1 Gear recommendation on the instrument cluster display.

Key for *fig. 1* :

- A** Gear that is currently engaged.
- B** Recommended gear that you should shift to.

Depending on your vehicle equipment, a fuel-saving gear may be recommended as a number on the instrument cluster display when you are driving.

In vehicles with an *automatic gearbox*, the selector lever must be in the tiptronic position in order to receive these recommendations (*→ tiptronic, Operation*).

If you have already selected the most suitable gear, you will not receive any gear recommendations. Only the gear that is currently engaged will be displayed.

Information on “cleaning” the diesel particulate filter

If the engine management system detects that your diesel particulate filter is becoming blocked, it recommends the most suitable gear for particulate filter regeneration. Occasionally, it may be necessary to drive at an elevated engine speed (*→ Particulate filter, Description*).

⚠ CAUTION

The gear recommendation is intended merely to assist you and is no substitute for driving with due care and attention.

— It is your responsibility as the driver to select the correct gear for the situation, e.g. overtaking or driving uphill.

Choosing the most suitable gear helps you save fuel.



The gear recommendation will go out on the display when you press the clutch pedal (*in vehicles with a manual gearbox*) or when the selector lever is moved out of the tiptronic position (*in vehicles with an automatic gearbox*).

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

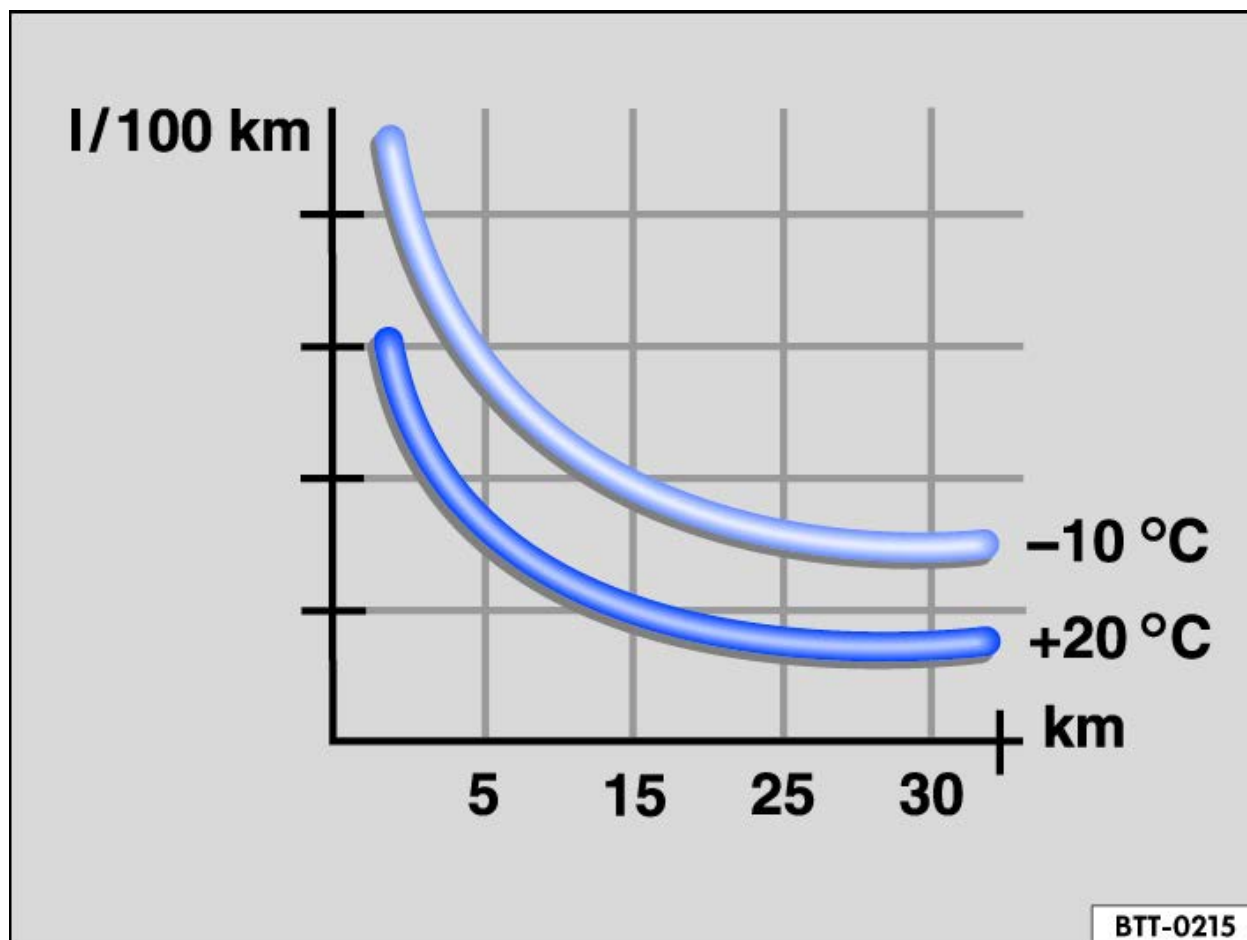


Fig. 1 Fuel consumption in mpg (l/100 km) for two different environmental temperatures.

Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

Let the vehicle roll with a gear engaged to use the engine braking effect, for example when approaching a traffic light.

Using the freewheel function

Vehicles with an automatic transmission: If neither the accelerator nor the brake pedal is pressed in the **D** selector lever position, the vehicle will roll ("coast") without using energy.

With the Eco coasting function, the engine will not only disengage but will also stop.

How to save energy when shifting gears

Early upshifting saves energy at an engine RPM of 2,000. Do not wait as long as possible to up-shift gears and avoid high engine speeds.

Vehicles with manual transmission: Shift from first to second gear immediately after starting to drive.

Vehicles with an automatic transmission: Accelerate slowly and avoid using the kick-down function.

Pay attention to the gear recommendation (*→ Gear recommendation, Overview*).

If possible, use the eco driving mode (*→ Driving Mode Selection, Operation*).

Avoiding full acceleration

Never drive at the maximum vehicle speed. Excessively high speeds increase the air resistance and with that, the power needed to move the vehicle.

Reducing to idle speed

Start driving immediately at low speeds. When stationary for a long time, do not shift to idle, but rather stop the engine, for example when in a traffic jam or at a railroad crossing.

On vehicles with an activated start-stop system, the engine can turn off automatically when the vehicle is stopped and when stationary (*→ Start-stop system, Function*).

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures are very low, for example in winter, the consumption is much higher than average *→ fig. 1*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

- Follow the specifications on the tire pressure label (*→ Tire pressure, Introduction/general information*).
- Tire pressure monitoring indicator (*→ Tire Pressure Monitoring System, Function*)

Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine.

Removing unnecessary weight

Clearing out the trunk, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the climate control system, window heating, or ventilation. Saving energy is simple, for example:

- When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.
- Turn off electrical equipment when it is no longer needed.

WARNING

Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.

NOTICE

Never let the vehicle roll down mountains or hills in the **N** neutral setting. The transmission is not lubricated when this happens and this can damage it.


Learn about other ways to protect the environment. Think Blue. is the worldwide Volkswagen brand for sustainability and environmental impact.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacement parts that are particularly energy efficient, such as new tires.



In driving situations when less power is required, the engine cylinders can deactivate automatically on vehicles that are equipped with Active Cylinder Management (ACT[®]). While deactivated, no fuel will be injected into the respective cylinders, which reduces fuel consumption overall.

Brake information

New brake pads do not achieve their full braking effect during the first 200 to 300 km (100 to 200 miles). They must be "broken in" first → . However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. **During the break-in period, the**

braking distance during full braking or automatic braking is longer than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

When driving with **wet brakes**, for example after driving through water, in heavy rain, or after washing your vehicle, the braking effect can be reduced by moisture or ice on the brake rotors. You must "dry" the brakes as soon as possible by braking carefully at high speeds. Make sure there is no vehicle behind you and that you do not endanger anyone else on the road → ⚠.

A **coating of salt on the brake rotors and brake pads** reduces the braking effect and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt → ⚠.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to **corrosion** on the brake rotors and **dirty** brake pads. If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Make sure there is no vehicle behind you and that you do not endanger anyone else on the road → ⚠.


Braking support

The braking support only functions when the engine is running and it enhances the pressure applied to the brake pedal by the driver.

If the braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance → ⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can result in accidents and serious injuries.

- If the  warning lights turn on separately or together with a message in the instrument cluster display, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately to have your brake pads inspected and any worn brake pads replaced.

⚠ WARNING

New brake pads have not achieved the optimum braking effect yet.

- New brake pads do not achieve their full braking effect during the first 187 miles (300 km). They must be "broken in" first. You can make up for the reduced braking effect by pressing the brake pedal harder.
- To reduce the risk of collisions, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

WARNING

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

- When driving downhill, a lot of force is placed on the brakes and they become hot quickly.
- Before driving long distances on steep hills, reduce the speed and shift to a lower gear (on manual transmissions or in tiptronic mode on an automatic transmission). This utilizes the engine braking effect and reduces the load on the brakes.
- Aftermarket or damaged front spoilers can affect the air supply to the brakes and cause them to overheat.

WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance.

- Test the brakes carefully.
- Always press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

WARNING

Driving without the brake booster or with restricted function of the brake booster can increase braking distance significantly and could result in accidents and serious injuries.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.
- Always keep the footwell below the pedal cluster clear so that the brake pedal can move freely.



If you are having the front brake pads checked, the rear brake pads should be checked at the same time. Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving a loaded vehicle

Note the following for good vehicle handling when the vehicle is loaded:

- Stow all cargo securely (→ *Transporting, Description*).
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Brake earlier than usual.
- If necessary, see the information about roof racks (→ *Roof rack, Description*).
- If necessary, note the information about driving with a trailer (→ *Trailer towing, Description*).

WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, increase the braking distance when you brake hard or perform an emergency stop, and thus increase the risk of accidents and serious injury.

- Correctly secure the load from sliding.
- Use suitable tie-downs or tensioning straps on heavy objects.
- Securely engage the rear seat backrest.

Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly and take sufficient precautions to reduce the amount of poisonous exhaust that enters the vehicle.

WARNING

Driving with the trunk lid unlocked or open may cause serious injuries.

- Always drive with the trunk lid closed.
- Store all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive with caution and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- Mark objects that project out of the luggage compartment so they will be visible to others on the road. Observe legal regulations.
- If objects must project out of the luggage compartment, never use the trunk lid to “clamp” or “secure” objects.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

WARNING

Poisonous exhaust may enter the vehicle interior when the trunk lid is open. This can lead to a loss of consciousness, carbon monoxide poisoning, accidents, and serious injuries.


- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.
- If you absolutely must drive with the trunk lid open, take the following precautions to reduce the risk of poisonous exhaust fumes entering the vehicle interior:
 - Close all windows and the sunroof.
 - Switch off the recirculation mode for the climate control system.
 - Open all the air vents in the instrument panel.
 - Set the fan for the climate control system to the highest setting.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle.

Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

- The water must not be **any higher** than the bottom of the vehicle body → .
- Do not drive faster than walking speeds.
- Never stop the vehicle, drive in reverse, or stop the engine in water.
- Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.
- Always manually deactivate the start-stop system when driving through water (→ *Start-stop system, Description*).

WARNING

When driving through water, mud, slush, etc., the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can extend the braking distance.

- Press the brake pedal carefully to “dry and clear ice” from the brakes. Do not endanger road users or disregard legal regulations when doing this.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

- Vehicle components such as the engine, transmission, suspension, or electrical system can be severely damaged by driving through water.
 - Never drive through salt water, because salt can cause corrosion. Immediately clean any vehicle components that come into contact with salt water using fresh water.
-

Breaking in the engine

A new engine needs to be broken in during the first 1500 km (1000 miles). All moving parts should be able to work together. During the first several hours of operation, the engine has a higher internal friction than it will later.

Up to 1000 km (600 miles):

- Do not accelerate fully.
- Do not use more than 2/3 of the maximum engine RPM.
- Do not drive with a trailer (→ *Trailer towing, Description*).

Between 1000 and 1500 km (600 to 1000 miles):

- Increase the speed and engine RPM *gradually*.

The driving style during the first 1500 km (1000 miles) also affects the engine quality. Even after that, the vehicle should be driven with moderate engine speeds (especially when the engine is cold) to reduce the risk of engine wear and help the engine to have the longest service life

possible.

Do not drive at too low of an engine speed (RPM). Always downshift if the engine stops running "smoothly".

New tires (*→ Important information on wheels and tires, Description*) and brake pads (*→ Information on the brakes, General safety*) must be carefully broken in.

When a new engine is broken in gently, it increases the service life while also consuming less engine oil.

Operating the vehicle in different countries and continents

The vehicle was manufactured by the factory for a specific country and meets those approval regulations that were valid at the time of vehicle manufacture.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information (*→ Safety, Introduction/general information*).

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

NOTICE

- Volkswagen is not responsible for damage to the vehicle caused by substandard fuel, insufficient service, or not using Volkswagen Genuine parts.
- Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

Troubleshooting

Brake system malfunction

The red warning light turns on.

A message may also be displayed.

Do not continue driving!

—Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the brake system inspected.

Brake pad wear indicator

The yellow indicator light turns on.

The front brake pads are worn.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.
- Have **all** brake pads inspected and replaced, if necessary.

Starting and stopping the engine

Starter button

The starter button replaces the ignition lock (Press & Drive).



Fig. 1 Located in the lower area of the center console: Starter button for starting the engine (in vehicles with a manual gearbox).



Fig. 2 Located in the lower area of the center console: Starter button for starting the engine (in vehicles with a DSG® automated transmission).

The engine is started by the starter button (Press & Drive).

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

The electronic steering column lock is activated **when you leave the vehicle** by opening the driver's door when the ignition is switched off (→ *Steering, Function*).

Switching the ignition on or off

Press the starter button once without pressing the brake or clutch pedal → ⚠.

Automatic ignition switch off

If the vehicle recognizes that the driver is absent when the engine is actively stopped, the ignition is automatically switched off after a certain amount of time. If the low beam headlights were switched on at this time, the parking light remains on for around 30 minutes. The parking light can be switched off, either by locking the vehicle (→ *Central locking button, Description*) or manually (→ *Parking light, Operation*).

Engine restart function

If no valid vehicle key is detected inside the vehicle after stopping the engine, it can be started again within approximately five seconds. A message about this will be shown in the instrument cluster display.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

WARNING

Unintentional vehicle movements can cause serious injuries.

- Do *not* press the brake or clutch pedal when switching on the ignition or the engine will start immediately.

WARNING

Careless or unintended use of the vehicle key can cause crashes and serious injuries.

- Always take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows.




Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.



The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Starting the engine

- Press the starter button once. The ignition must be switched on.
- Press and hold the brake pedal until the electronic parking brake is switched off.
- *Vehicles with manual transmission:* Fully press and hold the clutch pedal until the engine has started. Bring the gearshift lever to the neutral position.
- Press the starter button (*→ Starter button, Function*) and do not press the accelerator pedal. A valid vehicle key must be inside the vehicle for the engine to start. Release the starter button once the engine starts.
- *Vehicle with diesel engine:* When the diesel engine is in the pre-glow phase, the  indicator light in the instrument cluster is lit.
- If the engine does not start, stop the starting procedure and try again after several minutes.
- If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, unlock the vehicle first or perform an emergency start (*→ Engine start, FAQ*).
- Switch off the electronic parking brake to start driving.

WARNING

The risk of serious injuries can be reduced when the engine is running or when starting the engine.

- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never start the engine or let it run if oil, fuel, or other highly-flammable operating materials are under the vehicle, near the vehicle, or dripping from the vehicle, for example as a result of damage.
- Never leave the vehicle unattended when the engine is running, especially if a driving gear is engaged. The vehicle could move suddenly or perform an unusual action, increasing the risk of damage, fires, and serious injuries.
- Never use a start booster. A start booster can explode and cause sudden engine revving.

NOTICE

- The starter or engine can be damaged if you try to start the engine while driving or if you restart the engine immediately after switching it off.
- Avoid high engine speeds, full acceleration, and heavy engine loads when the engine is cold.
- Do not push start or tow start the vehicle. Uncombusted fuel can damage the catalytic converter.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.



Major electrical equipment switches off temporarily when starting the engine.



For example, if the vehicle key button cell battery is weak or drained, the engine cannot be started with the starter button. If this is the case, use the emergency start function (*→ Engine start, FAQ*).



After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.



Activation of the fuel-powered supplementary heater at outside temperatures of below +41 °F (+5 °C) on vehicles with a diesel engine may lead to a slight amount of smoke being emitted from underneath.

Stopping the engine

—Bringing the vehicle to a stop *→* .

—Parking the vehicle (*→ Parking, Action*).

—Press the starter button briefly. If the engine cannot be turned off, perform an emergency shut-off (*→ Engine start, FAQ*).

—Pay attention to the messages in the instrument cluster (*→ Instrument cluster, Description*).

Car wash function

Vehicles with a DSG® automated transmission: The vehicle remains able to roll in the **N** gear for 30 minutes after the ignition is switched off, after which time the parking lock will be engaged automatically. Warning notifications are shown in the instrument cluster display one minute before the parking lock is automatically engaged.

Exit warning

When the driver door is opened, a warning chime sounds and warning notifications appear in the instrument cluster display to warn you that you are exiting a vehicle that can roll.

WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- When the ignition is switched off, the steering column lock could engage and you would not be able to steer the vehicle.

WARNING

Exhaust system components will become very hot. This can result in fires and serious injuries.

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, for example shrubs, leaves, dry grass, spilled fuel, etc.
- Never use additional underbody protection or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time. To reduce the risk of engine damage, let the engine run in neutral for approximately two minutes before turning it off.



The radiator fan in the engine compartment may continue running for several minutes after turning the engine off, even if the ignition is switched off or the vehicle key is removed. The radiator fan will turn off automatically.


Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

There is a chip in the vehicle key. It is used to automatically deactivate the electronic immobilizer when there is a valid remote control vehicle key in the vehicle interior.

The electronic immobilizer is automatically activated as soon as there is no valid vehicle key in the vehicle.

The engine can only be started with a Volkswagen Genuine vehicle key that is coded correctly. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

 Only using Volkswagen Genuine vehicle keys will ensure that your vehicle operates correctly.

Troubleshooting

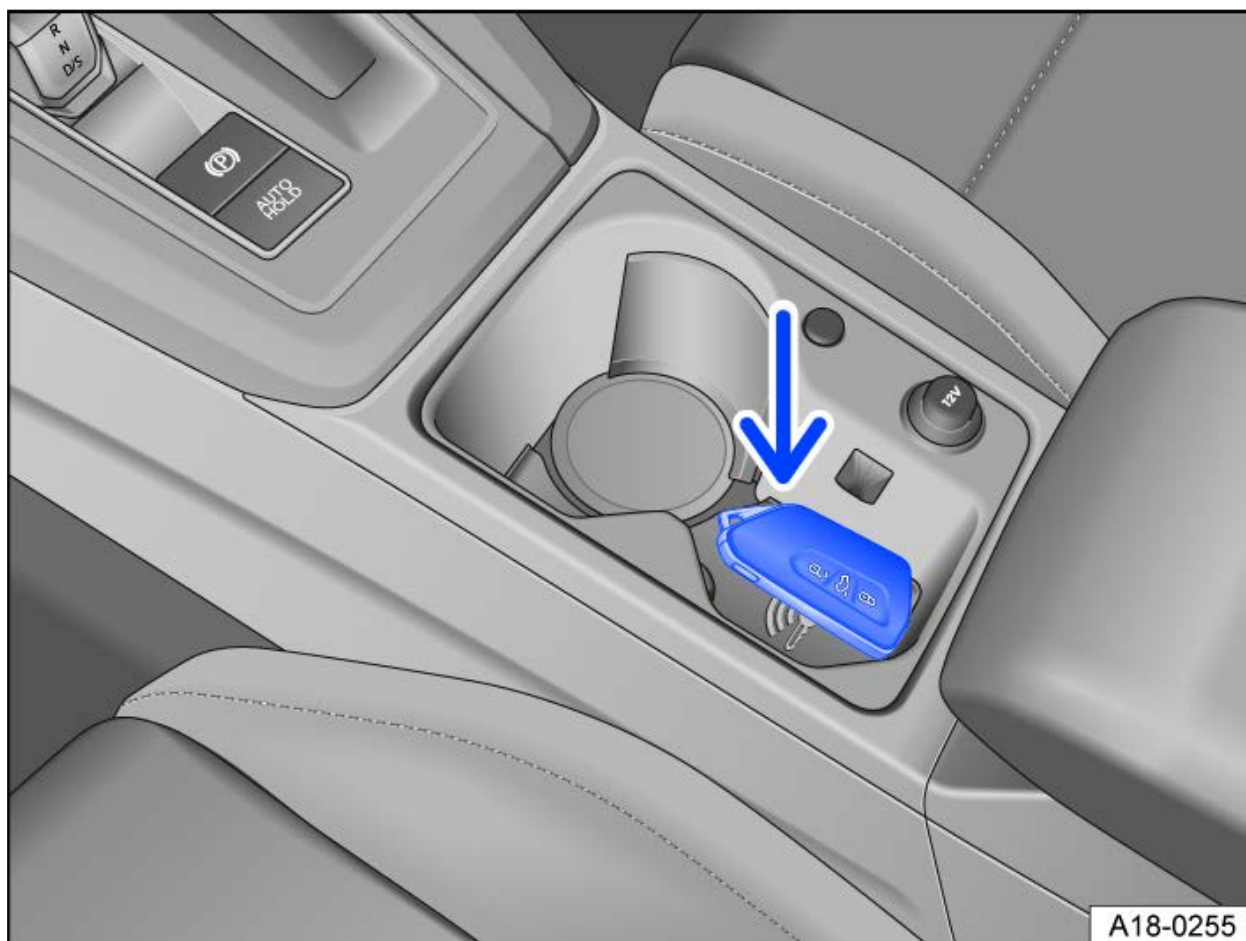


Fig. 1 In the center armrest: Emergency start function.

EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

—Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

! Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating.

The instrument cluster display shows the engine speed.

The engine speed limitation is removed in the following scenarios:

- The engine is no longer within a critical temperature range.
- The driver's foot is removed from the accelerator pedal.

Together with EPC engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

- Make sure the displayed RPM is not exceeded.
- Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preglow system or engine control

Vehicle with diesel engine:

The yellow indicator light **turns on**.

When the engine is preheating, the indicator lights turn on in the instrument cluster for several seconds.

The indicator light **flashes** yellow.

Engine control is malfunctioning.

- Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Valid vehicle key cannot be detected

A corresponding indicator appears in the instrument cluster display.

If the vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

- Press and hold the brake pedal.
- Place the vehicle key in the rear cup holder in the center armrest and press the starter button → *fig. 1*.
- The ignition will switch on automatically and the engine may start.

The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

- Press the starter button twice within several seconds or press and hold one time.

The engine will stop automatically (→ *Starter button, Function*).

The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

- Use an authorized vehicle key.
- If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Start/Stop system

Start-stop system

The start/stop system switches the engine off automatically when the vehicle has stopped or is stationary for a while. The engine automatically restarts when required.

Switching on the start/stop system


The function is automatically activated every time the ignition is switched on.


Always manually deactivate the start/stop system when driving through water.

To stop, press and hold the brake pedal. The engine switches off shortly before coming to a complete stop.

To restart the engine, take your foot off the brake pedal or engage the accelerator.

Indicator lights

If the  indicator light lights up, the start/stop system is available and the automatic engine stop is active.

If the  indicator light lights up, the start/stop system is not available or has already automatically started the engine → *Important conditions for automatic engine shut down* .

Important conditions for automatic engine shut down

- The driver has their seat belt on.
- The driver door is closed.
- The engine hood is closed.
- The engine is at its minimum temperature.
- The temperature in the vehicle interior is within the range of preset temperature values and the humidity is not too high.
- The air conditioning system defrost function is not switched on.
- The 12-volt vehicle battery has a sufficient charge level.

- The temperature of the 12-volt vehicle battery is not too low or too high.
- The vehicle is not on a steep upward or downward gradient.
- The steering wheel is not turned too aggressively.
- The windscreen heating is not switched on.
- Reverse gear is not engaged.
- Park Assist is not activated.

If the conditions for automatic engine switch off are only met when the vehicle is stationary, the engine can switch off later if necessary, for example, by switching off the defrost function.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

- When the vehicle interior dramatically heats up or cools down.
- If the vehicle starts moving.
- If the electrical voltage of the 12-volt vehicle battery drops.
- If the steering wheel is moved.

As a general rule: The engine always restarts automatically when the detected situation and the vehicle require it to.

Conditions which make a manual restart necessary

Under the following conditions the engine must be manually started:

- The driver door is opened.
- The engine hood is opened.

Manually deactivating and activating the start/stop system

The start/stop system can be manually deactivated and activated in the Infotainment system. To do this tap on the **[Vehicle]** selection key in the selection menu, then on **[Status]**, and then **[OFF StartStop]**, to activate or deactivate the start/stop system. If the start/stop system is deactivated, the **[OFF StartStop]** function key has a blue background.

If the start/stop system has switched off the engine, it will start again as soon as the system is deactivated with the **[OFF StartStop]** function key.

Always manually deactivate the start-stop system when driving through water.

Start/stop mode with Adaptive Cruise Control (ACC)

After active braking intervention by the Adaptive Cruise Control (ACC) which brings the vehicle to a stop (*→ ACC, Description*) the engine is switched off.

In the following cases, when the Adaptive Cruise Control (ACC) is active, the engine restarts:

- If the accelerator is pressed.
- Adaptive Cruise Control (ACC) has taken over the speed and distance regulation.

—If the vehicle in front moves further away.

The engine also restarts if the Adaptive Cruise Control (ACC) is deactivated and the vehicle in front gets further away.

WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- If the ignition is switched off, the steering column lock may engage and the vehicle can no longer be steered.
- The start/stop system must be deactivated when working in the engine compartment.

NOTICE

If the start/stop system is used for a very long period of time at a very high outside temperature, the 12-volt vehicle battery may become damaged.



In some cases it may be necessary to restart the engine manually. Pay attention to the relevant message in the instrument cluster display.



Always manually deactivate the start-stop system when driving through water.

Troubleshooting

The engine does not start automatically

Vehicles with eco-coasting function: If the engine no longer starts automatically, the warning **Malfunction: Vehicle power system. Please contact workshop** may appear in the instrument cluster display.

—Start the engine manually (→ *Starting the engine, Operation*).

—Manually deactivate the start/stop system.

—Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

Manual transmission

Manual transmission: Engaging a gear

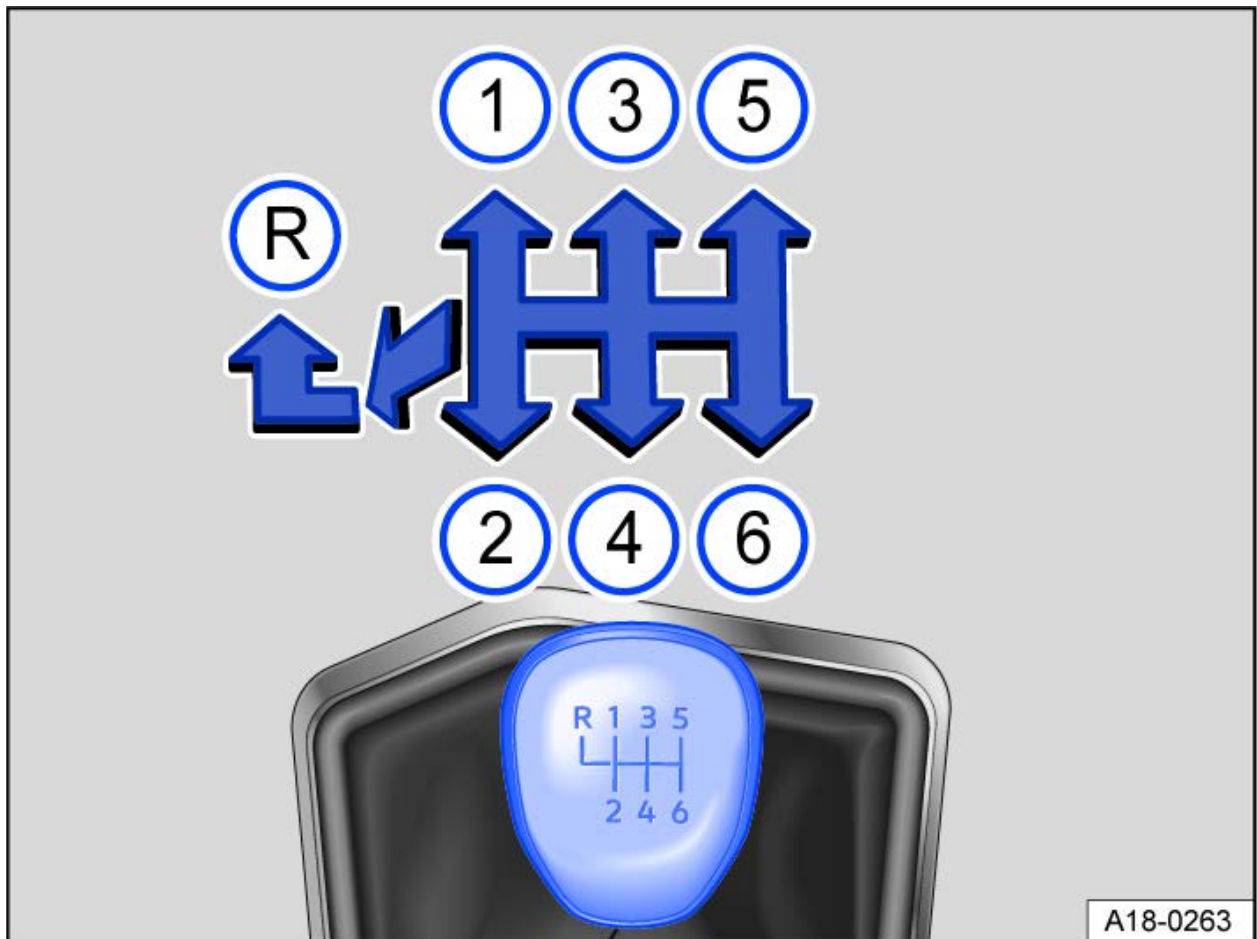


Fig. 1 Gear shift pattern for 6-speed manual transmission.

Your vehicle may be equipped with a 5-speed manual transmission.

Engaging forward gear

The positions of the individual gears are shown on the gearshift lever → *fig. 1*.

- Fully depress the clutch pedal and hold.
- Move the gearshift lever into the desired position → ⚠.
- Release the clutch pedal to engage the clutch.
- In some countries the clutch pedal must be fully depressed to start the engine.

Engaging reverse gear

- Only select reverse gear when the vehicle is stationary.
- Fully depress the clutch pedal and hold → ⚠.
- Move the gearshift lever to the neutral position and push it down.
- Push the gearshift lever all the way to the left and then forward into the reverse gear position → *fig. 1* (R).
- Release the clutch pedal to engage the clutch.

Downshifting

You should always downshift gear-by-gear when driving, i.e. into the next gear down, and at engine speeds that are not too high → ⚠️. At high speeds or engine speeds, skipping a gear or several gears when downshifting can result in damage to the clutch or transmission, even if the clutch is not engaged when doing so → ⚠️.

⚠️ WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Only utilize fast acceleration when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by this acceleration and driving style.
- Always adapt your driving style to the flow of traffic.
- If the traction control system is switched off, the drive gear may spin, especially on wet, icy or dirty roads. This can cause the vehicle to become out of control or difficult to steer.

⚠️ WARNING

When the engine is running, the vehicle immediately begins to move as soon as a gear is engaged and the clutch pedal has been released. This applies even if the electronic parking brake is switched on.

- Never engage reverse gear when the vehicle is in motion.

⚠️ WARNING

Incorrectly downshifting into gears that are too low can result in loss of vehicle control as well as accidents and serious injuries.

ⓘ NOTICE

If the gearshift lever is shifted to a gear that is too low at high speeds or high engine speeds, it can result in significant damage to the clutch and transmission. This also applies when the clutch pedal remains pressed and the clutch is not engaged.

ⓘ NOTICE

Follow the points below to avoid damage and premature wear:

- Do not rest your hand on the gearshift lever while driving. The pressure from your hand is transmitted to the selector forks in the transmission.
- Ensure that the vehicle is completely stationary before engaging reverse gear.
- Always fully depress the clutch pedal when shifting gears.
- Do not hold your vehicle stationary on inclines by "slipping" the clutch while the engine is running.

Early upshifting helps to save fuel and reduces operating noise.

Troubleshooting

⚠️ Clutch "slips"

The yellow indicator light turns on.

The clutch does not transmit the full engine torque.

—Take foot from clutch pedal if required.

Clutch overheats

The yellow indicator light turns on.

An audible warning may also sound (→ *Description, Manual transmission*).

The clutch can become overheated, for example due to frequent start-ups, allowing the vehicle to “creep” forward for long distances, or in stop-and-go traffic.

You are notified of overheating by a warning light, or possibly several warning lights, as well as a text notification in the instrument cluster display.

—It is possible to continue driving.

Faulty clutch

The yellow indicator light turns on.

The clutch is faulty.

—**Drive on carefully.**

—Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise the clutch may become severely damaged.

Automatic transmission

DSG[®] automated transmission system function

Description

The vehicle is equipped with a DSG[®] automated transmission.

The DSG[®] automated transmission is a **transmission with dual-clutch technology that switches automatically**. A dual clutch and two mutually independent gear train halves permit very fast shifting without loss of traction force. The DSG[®] automated transmission combines the performance and economic efficiency of a manual transmission with the comfort and convenience of a conventional automatic gearbox.

System function

When driving, engine force is transmitted through the transmission to the drive axles. The power transmission between the engine and transmission must be interrupted to change a gear. The clutch is needed for this.

In the case of the DSG[®] automated transmission with its two gear train halves, the engine force is always on a gear train half when driving. When changing a gear, the next highest or next lowest gear is already engaged in the second gear train half without a load. Then the clutch of the

load-free gear is closed and the other gear is opened at the same time. This permits very fast shifting.

Thanks to its design, the DSG® automated transmission is more efficient than an automatic gearbox. While the torque converter of an automatic gearbox is in use the entire time, the DSG® automated transmission can open when idling and therefore save fuel. Due to its efficiency, its low weight and intelligent control, the DSG® automated transmission normally permits the same or improved fuel consumption in comparison to a manual transmission.

As is the case for the manual transmission, also the clutch in the DSG® automated transmission is subject to wear. Depending on the type of DSG® automated transmission, regular maintenance is required, further information is available at (→ *Scope of service, Overview*). In the case of an error in the gear train half, the DSG® automated transmission also offers the option to switch off a gear train half and continue driving with the other gear train half (→ *Automatic transmission (combination), FAQ*). The transmission must then be checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic transmission: selecting the selector lever position

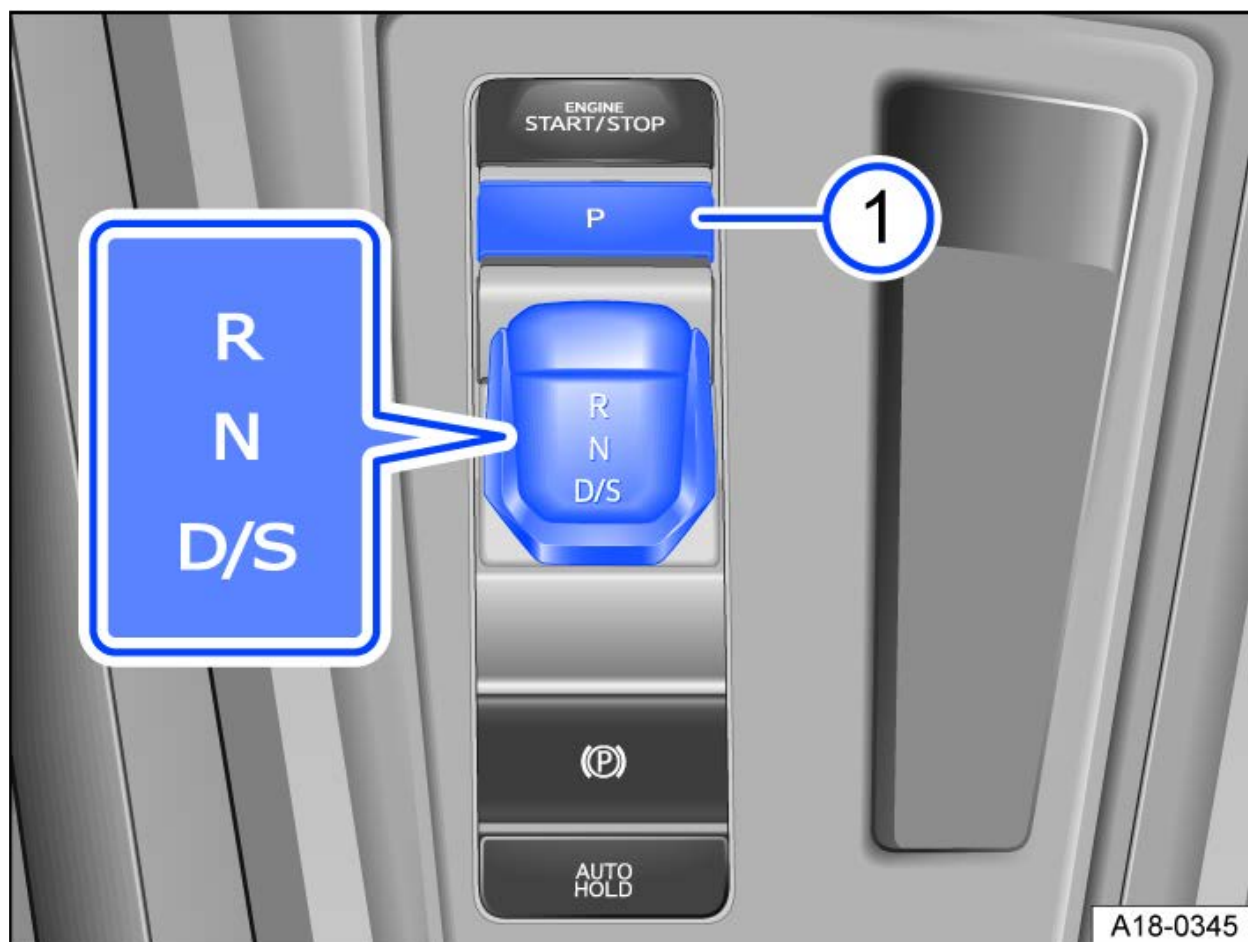


Fig. 1 Automatic gearbox selector lever and parking lock button.

When the ignition is switched on, the selector lever position that is currently selected is shown on the instrument cluster display and on the selector lever itself.

P – Parking lock

The drive gears are locked. Only select this gear when the vehicle is *stationary*.

To engage the parking lock, press the **P** button → *fig. 1* (1).

If you switch off the engine when the selector lever is in the **D/S** or **R** selector lever position, the gearbox will automatically engage the **P** position, which prevents the vehicle from rolling away.

If you switch off the engine when the selector lever is in the neutral position, **N**, the gearbox will remain in the **N** position for approximately 30 mins, after which it will engage the parking lock, **P**.

R – Reverse gear

Reverse gear is selected. Only select this gear when the vehicle is *stationary*.

N – Neutral

The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

D/S – Drive

D gear: normal program.

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

S gear: sport program.

The driving gears automatically upshift *later* and downshift *earlier* than in **D** gear in order to fully utilize the engine power reserves. The shifting time depends on the engine load, the personal driving style, and the driving speed.

To switch between **D** and **S** gears, tap the selector lever toward the rear.

The selector lever will always spring back to the center position.

Changing gear

To select the nearest selector lever position, move the selector lever backward or forward to the first point of resistance. The selector lever will then return to its starting position.

To skip a selector lever position, move the selector lever beyond the point of resistance and into the selector lever position you require. The selector lever will then return to its starting position. This allows you to move the selector lever from the **D** position directly to the **R** selector lever position, for example, skipping the **N** position.

WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal when engaging a gear.
- When the engine is running and a gear is engaged, the vehicle will start moving once the brake pedal is released.
- Never shift to **R** reverse gear or engage the **P** parking lock while driving.

WARNING

Unintentional vehicle movements can cause serious injuries.

- As the driver, never leave the driver's seat when the engine is running and a gear is engaged. If you have to leave the vehicle while the engine is running, always set the electronic parking brake and move the selector lever to the **P** position.
- When the engine is running and the **D/S** or **R** gear is engaged, you have to hold the vehicle with the brake pedal. Even at idle speed, power is still being transmitted and the vehicle will "creep".
- Never shift into **R** or **P** while the vehicle is moving.
- Never leave the vehicle in **N**. The vehicle can roll downhill regardless of whether the engine is running or not.

NOTICE

If you accidentally shift into N when driving in Eco mode E, take your foot off the accelerator pedal and wait for the engine to reach idle speed before shifting back to D or S.

NOTICE

If the electronic parking brake is **not** switched on when the vehicle is stationary and the brake pedal is released when **P** is engaged, the vehicle may move forward or backward a few inches.



If **N** is engaged by mistake while driving, remove your foot from the accelerator pedal. Wait until the engine is at idle speed in neutral before shifting into a drive gear.

Shifting using tiptronic

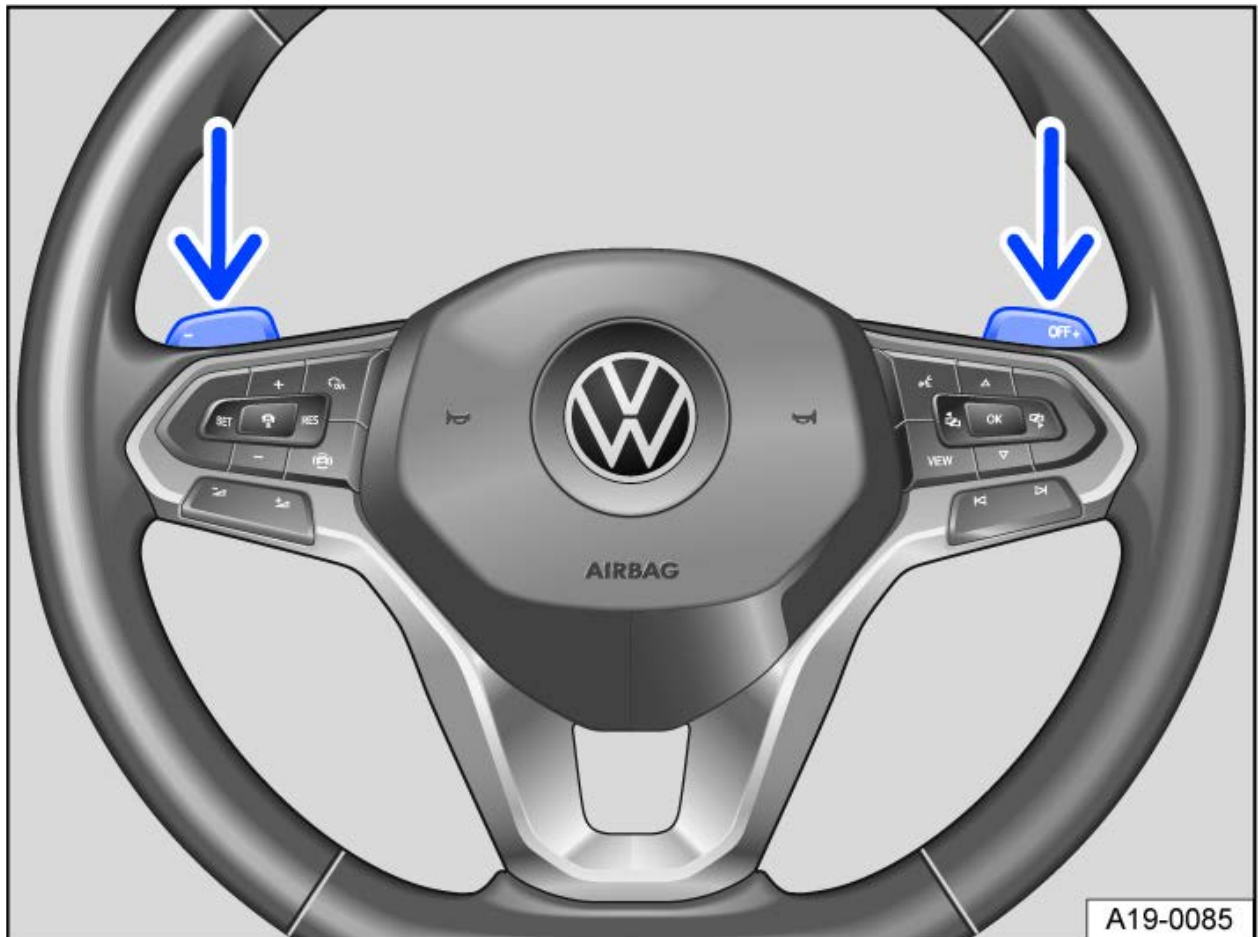


Fig. 1 Steering wheel with paddle for the Tiptronic.

The tiptronic mode allows you to shift gears manually on an automatic transmission.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

As soon as the gearbox has switched to the Tiptronic program, this is indicated in the instrument cluster display with **M**.

If the engine is switched off while the gearbox is in Tiptronic mode, the gearbox engages the electronic parking brake **P**. The vehicle is secured from rolling away.

Operating Tiptronic using the paddle

Tiptronic can be operated with the paddle, with the selector lever in the positions **D/S**.

- Pull the right-hand paddle towards the steering wheel to upshift → *fig. 1*.
- Pull the left-hand paddle towards the steering wheel to downshift.
- Pull and hold the left-hand shift paddle towards the steering wheel to engage the lowest gear. The gear selector display then changes to **D**.
- To exit the Tiptronic program, pull the right-hand shift paddle towards the steering wheel for around one second or push the selector lever back and release it again.

You automatically exit the Tiptronic program if the shift paddles are not operated for some time.

! NOTICE

- When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.
 - When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.
-

Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the **N** neutral setting.

- Reduce your speed.
- Switch the transmission to Tiptronic mode (*→ tiptronic, Operation*).
- Downshift using the shift paddles on the steering wheel (*→ tiptronic, Operation*).


Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Auto Hold should be used when stopping or starting uphill when the engine is running (*→ Auto Hold, Description*).

Kick-down

The kick-down function makes maximum acceleration possible in the **D**, **S** selector lever position or in Tiptronic mode.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine RPM. This utilizes the full acceleration power of the vehicle → .


With kick-down, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

When the **Eco** driving mode is selected (*→ Driving Mode Selection, Operation*) and the accelerator pedal has been depressed beyond the pressure point, engine performance is controlled to provide the vehicle with maximum acceleration.

Launch Control Program

The Launch Control Program provide maximum acceleration from a standstill.

- Switch off the ASR (*→ Braking assistance systems, Operation*).
- Use your left foot to press down on the brake pedal and hold it.
- Move the selector lever to gear **S** or to Tiptronic mode.

- Use your right foot to press down on the accelerator pedal until an engine speed of approx. 3200 rpm is reached.
- Take your left foot off the brake → . The vehicle starts with maximum acceleration.
- Switch ASR back on after acceleration!

WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Always adapt your driving style to the flow of traffic.
- Only utilize kick-down or fast acceleration when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by this acceleration and driving style.
- Please note that the drive wheels can continue to spin and the vehicle can slide if ASR is switched off, especially if the road is slippery.
- Reactivate ASR after the acceleration.
- Only use the Launch Control Program when road and traffic conditions permit it.

WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

NOTICE

Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary. This increases wear.

Troubleshooting

The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

- Press the brake pedal to select a gear.
- See also electronic parking brake (→ *Electronic parking brake, Operation*).


Transmission overheating

The yellow indicator light turns on.

An audible warning may also sound. A message may also appear in the instrument cluster display.

The DSG® automated transmission can become heated, for example to frequent start-ups, allowing the vehicle to “creep” forward for long distances, or in stop-and-go traffic.

-  **Do not continue driving!**

- Let the transmission cool down with **P** engaged → .
- If the indicator light does not turn off, do not continue driving.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

Selector lever lock emergency release

If there is a loss of power, for example, the 12 V vehicle battery is drained and the vehicle should be towed, then the selector lever lock must be released manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Emergency program

If all of the selector lever position displays have a gray background on the instrument cluster display, this means there is a system malfunction. The DSG[®] automated transmission runs in emergency mode. The vehicle can still be driven in emergency mode, but only at a reduced speed and not in all gears.

With the DSG[®] automated transmission, it may **no longer be possible to drive in reverse gear** in some cases.

In all cases, have the DSG[®] automated transmission checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle is not moving even when a drive gear is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

- Press the brake pedal and select the drive position again.
- If the vehicle still does not move in the desired direction, there is a system malfunction. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

WARNING

Never release the parking lock once the electronic parking brake is switched off. Otherwise, the vehicle may start to move unexpectedly on inclines or hills, which could then lead to accidents and serious injuries.

NOTICE

If the vehicle rolls for a long period of time with the engine off and the selector lever in the **N** position, the DSG[®] automated transmission will be damaged, e.g. in the case of towing.

! NOTICE

- The first time the vehicle indicates that the transmission is overheating, the vehicle must either be stopped safely or driven faster than 12 mph (20 km/h).
- If the message and audible warning are repeating approximately every 10 seconds, the vehicle must be stopped safely and the engine switched off as soon as possible. Let the transmission cool down.
- To reduce the risk of damaging the transmission, only continue driving when the audible warning stops. As long as the transmission is overheated, avoid starting the vehicle and driving slowly, like at walking speeds.

Driving on inclines

Downhill speed control

Downhill speed control helps when braking when traveling downhill on vehicles with DSG® automated transmission → ⚠. Downhill speed control does this by using the braking power of the engine.

The DSG® automated transmission selects the optimum gear itself, depending on the present gradient and current speed. The selector lever must be in the **D/S** selector lever position. Downhill speed control is **not** active in Tiptronic mode.

As the downhill speed control can only downshift as far as third gear, you may need to switch to Tiptronic mode on very steep downhill stretches. In Tiptronic mode, manually shift into second or first gear to use the engine's braking power and reduce the load on the brakes.

While downhill speed control is active, the start-stop system is automatically deactivated.

Downhill speed control activates automatically:

- If the gradient is greater than approximately 6%.
- **AND:** If the selector lever is in the **D/S** selector lever position.
- **Also, for switched-off cruise control system or Adaptive Cruise Control (ACC):** If the speed is slower than approximately 80 km/h (50 mph) **or** the brake is pressed.
- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed is exceeded.

Downhill speed control deactivates automatically:

- When the gradient decreases.
- **OR:** If the transmission upshifts because the engine speed is greater than approximately 4500 rpm.
- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed can be maintained.

WARNING

The intelligent technology of downhill speed control cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the driver assistance systems to tempt you into taking risks.

- Unintentional vehicle movements can cause serious injuries.
- Downhill speed control is not a replacement for the driver's attention.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Downhill speed control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.

WARNING

Always be ready to brake. If this is not the case, accidents and injuries may result.

- Downhill speed control is merely a tool and cannot sufficiently brake the vehicle going downhill under every circumstance.
- The vehicle can go faster despite the downhill speed control.

Steering


Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

Power steering on an electromechanical steering system adjusts automatically based on the driving speed, the steering torque, and the steering angle of the wheels. Electromechanical power steering works only when the engine is running. The steering also works if the start-stop system engages and the engine switches off.

If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

Vehicles with eco-coasting function: The power steering also works when the engine is switched off while driving → .

On vehicles with Driving Mode Selection, power steering handling can be influenced by the selected driving mode.

Electronic steering column lock on vehicles with a starter button

On vehicles with a starter button, the steering column is electronically locked:

- Stop the vehicle and, where applicable, move the selector lever into the **P** position.
- Switch the ignition off and then open the driver's door. The steering column will be locked.

If the steering column does **not** lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

Mechanical steering column lock (steering lock)

On vehicles with an ignition switch, the steering column is mechanically locked:

- Stop the vehicle and, where applicable, move the selector lever into the **P** position.
- Remove the vehicle key.
- Turn the steering wheel slightly until you hear the steering lock engage.

To unlock the steering column:

- To release the steering lock, turn the steering wheel slightly.
- Insert the vehicle key into the ignition switch.
- Keep the steering wheel in position and switch on the ignition.

Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. Progressive steering only works when the engine is running.

In *city traffic*, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On *highways* or on *expressways*, progressive steering gives a sportier, direct steering experience and noticeable dynamics, when driving along curved stretches, for instance.

WARNING

If power steering is not working, the steering wheel is very difficult to turn and so steering the vehicle can be more difficult.

- Depending on the equipment, power steering may only work when the engine is running.
- Never let the vehicle roll when the engine is stopped.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock could engage and you would not be able to steer the vehicle.

NOTICE


When the vehicle is being towed, the ignition must be switched on so the steering wheel is not blocked, and so that the turn signals, horn, windshield wipers, and the windshield washer system can be activated.

Troubleshooting

Steering malfunction

The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering column lock malfunction.

-  **Do not continue driving!** Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If the red warning light **turns on**, it may be difficult to move the steering wheel because the electromechanical steering system is malfunctioning.
- If the red warning light **flashes**, the steering column cannot unlock.

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light **comes on and remains on**:

- Restart the engine and drive the vehicle slowly for a short distance.
- If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light **flashes**:

- Turn the steering wheel back and forth slightly.
- Switch the ignition off and back on.
- Pay attention to the messages in the instrument cluster display.
- If the indicator light continues to flash after switching the ignition back on, do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Driving Mode Selection

Introduction

Via the driving modes, the driver can adapt various properties of vehicle systems to the current driving situation, the desired driving comfort, and for an economic driving style. The suspension, steering, drive, and the air conditioner are some of the vehicle systems that can be adjusted.

Different driving modes are available depending on the vehicle equipment. The influence of vehicle systems on the individual driving modes depends on the vehicle equipment.

Vehicles with adaptive chassis control (DCC)

During the drive, the adaptive chassis control (DCC) adapts the suspension damping to the current ground and driving situation. The adaptive chassis control (DCC) also incorporates the suspension tuning of the driving mode in use.

Driving mode and ambient lighting

Depending on the vehicle equipment, the color of the ambient lighting can change with the driving mode selected (→ *Operation, Interior lighting*).



Selecting the driving mode

You can select the driving mode with the ignition switched on and the vehicle stationary or while driving → ⚠.


If you select a driving mode while driving, the vehicle systems, except for **Drive**, will be switched over to the new driving mode immediately.

— When the traffic situation allows it, briefly take your foot off the accelerator pedal to enable the newly selected driving mode to be applied to the **Drive** vehicle system as well.

Selecting the driving mode via the control in the upper center console


- Tap .
- To select driving modes, tap  again or tap the desired driving mode in the Infotainment system.

Displaying information about the driving mode

— To display additional information about the selected driving mode, tap  in the Infotainment system.

Selecting the Custom driving mode

— Tap  until the **Individual** driving mode is selected.

— Tap  to open the **Individual** menu.

WARNING


Selecting the driving mode while driving can distract you from traffic and increase the risk of accidents.


- Always drive attentively and responsibly.


Driving mode properties



Eco: The vehicle switches to fuel-efficient operation and supports the driver with an energy-saving driving style.

 **Comfort:** this driving mode shows the basic setting for the vehicle system, provides a comfort-oriented vehicle setup and is suited for daily use or for poor road conditions or long trips on highways, for example.

 **Sport:** this gives the driver a sporty feel. If the **Sport** driving mode is selected, vehicles with an automatic transmission switch to **S**.

 **Individual:** you can adapt individual vehicle systems according to your preferences.

Standard behavior of the driving mode and the vehicle systems

The **Comfort** driving mode shows the basic settings of the vehicle systems when the ignition is switched on.

Behavior of the driving mode when switching the ignition off and on

If you switch the ignition off and then on again, the previously selected driving mode remains selected.

Behavior of the Drive vehicle system when the ignition is switched off and on

The **Drive** vehicle system settings are reset to the **Comfort** driving mode settings when you switch the ignition off and on again.

You can change the **Drive** vehicle system back to the settings for your desired driving mode:

- Select your desired driving mode again.
- **OR:** In order to reactivate the settings in the **Sport** driving mode, move the automatic gearbox selector lever backwards into driving mode **S**.

The other vehicle systems will retain their settings if you switch the ignition off and on again.

Troubleshooting

Adaptive chassis control malfunction

The yellow indicator light turns on.

The message **Fault: Damper control** may appear in the instrument cluster display.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected.

The driving profile or the vehicle systems do not behave as expected

—Pay attention to the standard behavior of the driving profile and the vehicle systems (→ *Use, Driving Mode Selection*).

Driver assistance systems

Cruise control system

Introduction

The cruise control system helps to maintain a set speed.

Speed range

The cruise control system is available at speeds above 15 mph (20 km/h).

Driving with cruise control system

You can override the stored speed at any time, for example, to pass another vehicle. Cruise control is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the cruise control system is switched on, the instrument cluster display indicates the stored speed and the status of the cruise control system:



Cruise control system switched on, regulation not active.



Cruise control system switched on, regulation active.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Changing gear

Pressing the clutch pedal pauses the cruise control system. It resumes automatically after changing gear.

Driving downhill

Shift to a lower gear before driving downhill for a long period of time. This will enable you to utilize the engine braking effect and reduce the load on the brakes.

⚠ WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the cruise control system may cause accidents and serious injuries.

- Never use the cruise control system when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the cruise control system when driving off-road or on unpaved roads.
- Always adapt your speed and remain a safe distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- To reduce the risk of activating the cruise control system unintentionally, always turn off the cruise control system after using it.
- It is dangerous to resume the stored speed if that speed is too fast for the current road, traffic, or weather conditions.

Operating the cruise control system using the multi-function steering wheel

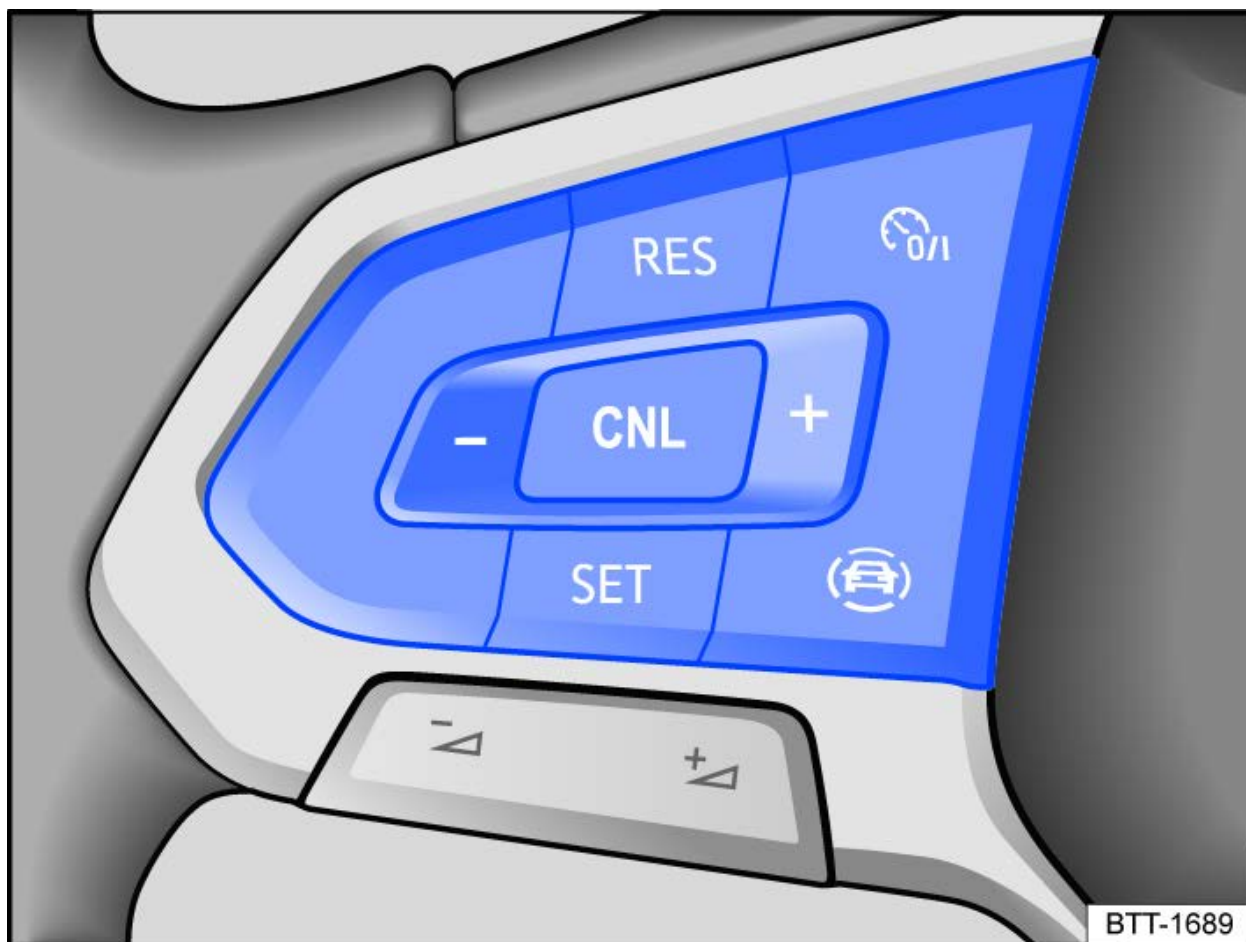


Fig. 1 Left side of the multi-function steering wheel: buttons for cruise control system operation (option 1).



Fig. 2 Left side of the multi-function steering wheel: buttons for cruise control system operation (option 2).

Switching on

— Press the  button.

The cruise control system is not controlling the vehicle speed because a speed is not stored.

Starting Adaptive Cruise Control


— Press the  button while driving.

The cruise control system stores and controls the current speed.


Setting the speed


You can adjust the stored speed while the cruise control system is regulating the speed:

Steering wheel variant 1:





 + 1 mph (1 km/h)

 - 1 mph (1 km/h)

 + 5 mph (10 km/h)

 - 5 mph (10 km/h)



Steering wheel variant 2:

-  Press lightly: + 1 mph (1 km/h)
-  Press firmly: + 5 mph (10 km/h)
-  Press lightly: - 1 mph (1 km/h)
-  Press firmly: - 5 mph (10 km/h)

To change the stored speed at a continuous rate, press and hold the respective button.

Your vehicle will adjust its current speed by accelerating or braking.

Interrupting Adaptive Cruise Control

— Press the  or  button briefly. You can also press the brake pedal.


The vehicle speed remains stored in the system.

Resuming Adaptive Cruise Control

— Press the  button.


The cruise control system resumes and maintains the stored speed.

Switching off

— Press and hold the  button.

The cruise control button is switched off and the stored speed is deleted.


Switching to the speed limiter

— Press the  button.

— Select the speed limiter in the instrument cluster display.

The cruise control system is switched off.



Depending on the vehicle equipment, the  button is located either on the multi-function steering wheel or the turn signal and high beam lever.

Troubleshooting

Cruise Control System malfunction.

The yellow indicator light turns on.

— Malfunction. Turn off the cruise control system and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cruise control is automatically interrupted.

- You have been pressing the clutch pedal for a long time.
- The vehicle has exceeded the stored speed for an extended period.
- No gear is engaged for driving forward.
- Brake assistance systems, for example ASR or ESC, are active.
- The vehicle has been braked by Front Assist.
- If the problem persists, turn off the cruise control system and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Speed limiter

Introduction

The speed limiter helps you to ensure that you do not exceed a speed that you have previously saved.

Speed range

The speed limiter is available at speeds above approximately 30 km/h (20 mph) when driving forwards.

Driving with the speed limiter

You can interrupt the limit set by the speed limiter at any time by fully depressing the accelerator pedal beyond the point of resistance. When you exceed the saved speed, the green indicator light will come on and a warning chime may sound. The vehicle speed remains stored in the system.

Once your driving speed falls below the saved speed, the speed limiter will automatically begin regulating your speed again.

Displays

If the speed limiter is switched on, the instrument cluster display indicates the stored speed and the status of the speed limiter:



Speed limiter switched on, regulation not active.



Speed limiter switched on, regulation active.

Driving downhill

Shift to a lower gear before driving downhill for a long period of time. This will enable you to utilize the engine braking effect and reduce the load on the brakes.

⚠ WARNING

To prevent unintended speed regulation, always switch off the speed limiter after use.

- Using the speed limiter does not release drivers from responsibility for their vehicle's speed. Do not drive at top speed unless necessary.
- Using the speed limiter in adverse weather conditions is dangerous and could result in serious accidents, e.g. due to aquaplaning, snow, ice or leaves. Only use the speed limiter where permitted by the road and weather conditions.

Operating the speed limiter using the multi-function steering wheel

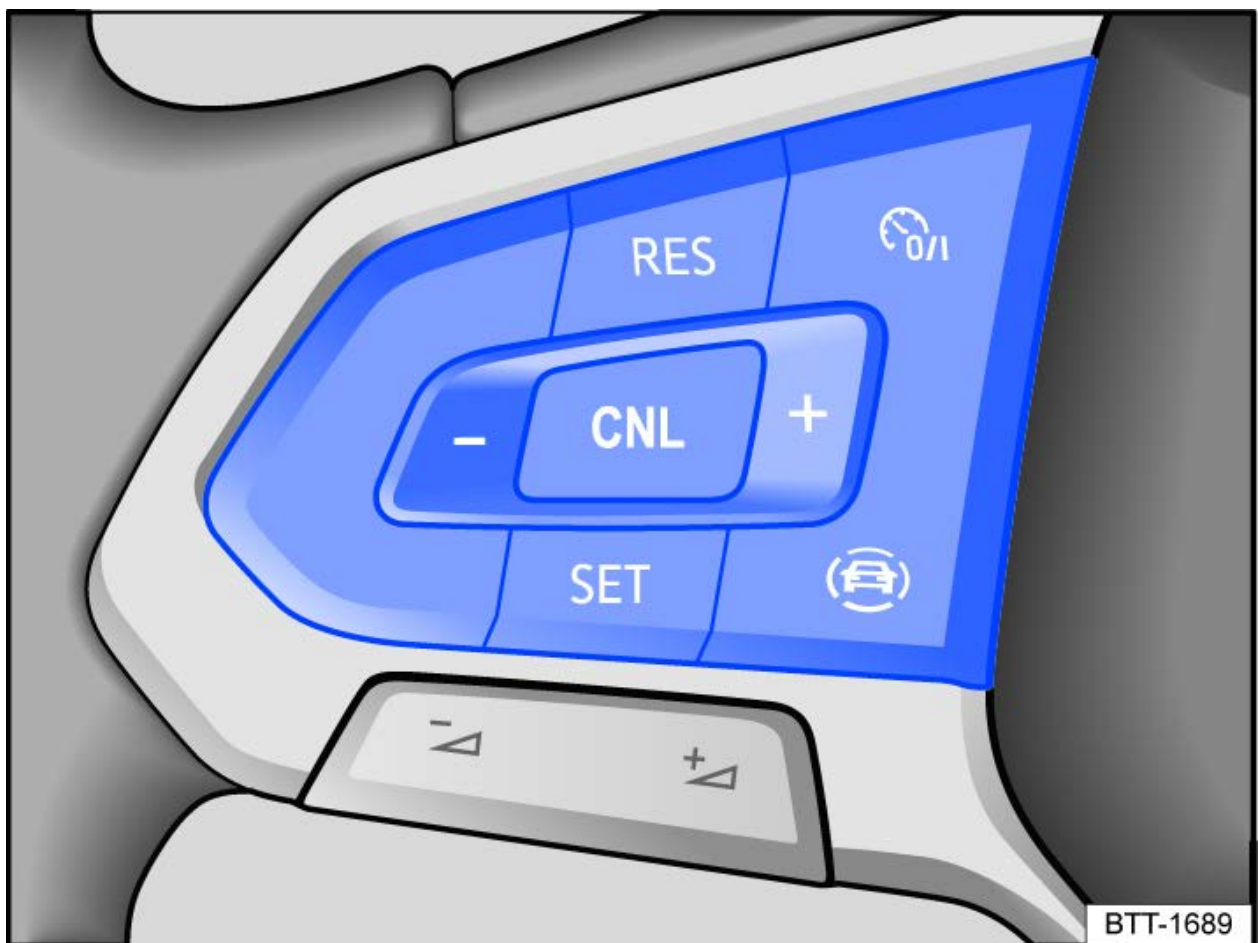



Fig. 1 Left side of the multi-function steering wheel: Buttons for operating the speed limiter (variant 1).



Fig. 2 Left side of the multi-function steering wheel: Buttons for operating the speed limiter (variant 2).

Switching on

— Press the  button.

At this stage, the limiter will not yet start adjusting your speed.

Starting Adaptive Cruise Control

— Press the **SET** button while driving.

Your current speed will be saved as the top speed.

Setting the speed

You can adjust the saved speed as follows:

Steering wheel variant 1:





RES + 1 mph (1 km/h)

SET - 1 mph (1 km/h)

+ + 5 mph (10 km/h)

- - 5 mph (10 km/h)

Steering wheel variant 2:

-  Press lightly: + 1 mph (1 km/h)
-  Press firmly: + 5 mph (10 km/h)
-  Press lightly: - 1 mph (1 km/h)
-  Press firmly: - 5 mph (10 km/h)

To change the stored speed at a continuous rate, press and hold the respective button.

Interrupting Adaptive Cruise Control

—Press the  or  button.


The vehicle speed remains stored in the system.

Resuming Adaptive Cruise Control

—Press the  button.


Once your current speed drops below the saved speed, the speed limiter has been reactivated.

Switching off

—Press and hold the  button.

This switches off the speed limiter and the speed is deleted.


Switching to the cruise control system or Adaptive Cruise Control (ACC)

—Press the  button.

—Select the system you require on the instrument cluster display.

This switches off the speed limiter.



Depending on the vehicle equipment, the button  is located either on the multi-function steering wheel or on the turn signal and high beam lever.

Troubleshooting

LIM Speed limiter is not available.

The yellow indicator light comes on.

—Malfunction. Switch off the speed limiter and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cruise control is automatically interrupted.

- You have switched off Electronic Stability Control (ESC).
- The brakes are overheating. Let the brakes cool down and check the function again.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The speed limiter will only switch off completely for safety reasons once you release the accelerator pedal or switch off the system manually.

Speed limiter regulation cannot start.

- The driving mode selected prevents speed limiter regulation from starting. Select a different driving mode and repeat the process.

Adaptive Cruise Control (ACC)

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

The vehicle has ACC if you can adjust ACC settings in the Assistance systems menu in the Infotainment system.

Speed range

ACC can regulate within the speed range of approx. 20 mph (30 km/h) and approx. 130 mph (210 km/h), and in the USA up to around 95 mph (150 km/h). This speed range may vary depending on the market.

Driving with ACC

You can override the ACC system at any time. Adaptive Cruise Control is canceled when you apply the brakes. When you accelerate, Adaptive Cruise Control is paused while accelerating and then resumed.

If a trailer is hitched, the ACC controls less dynamically.

Braking prompt



If the automatic deceleration by the ACC is not sufficient, ACC will prompt you with a message in the instrument cluster to also apply the brakes. The red warning light will also come on and a warning chime will sound. Apply the brakes immediately.

Radar sensor

ACC detects driving situations using radar sensors in the front of the vehicle. The range of the radar sensor is up to approximately 160 m (520 ft).

WARNING

The intelligent technology of ACC cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience to tempt you into taking risks. Careless or unintended use of the ACC system can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Never use ACC when visibility is poor or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use ACC when driving off-road or on unpaved roads. ACC is only designed for use on paved roads.
- Apply the brakes immediately if a braking prompt appears in the instrument cluster display or the deceleration by ACC is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a braking prompt.
- Always be ready to resume control of the vehicle speed.

Special driving situations

Predictive cruise control

If the vehicle is equipped with a Dynamic Road Sign Display and an Infotainment system with navigation, Adaptive Cruise Control can predictively adjust your speed to known speed limits and the road layout ahead (depending on the vehicle equipment and not available in all countries).

Passing

If you activate the left turn signal (left-hand drive vehicles: activate the right turn signal) to pass, ACC will accelerate the vehicle and reduce the distance to the vehicle driving ahead. Your selected speed will not be exceeded during this.

If the ACC does not detect a vehicle driving ahead after changing lanes, then ACC will accelerate the vehicle up to the set speed.

Stop-and-go traffic

ACC can brake vehicles to a stop and hold them stationary. ACC remains active, and the instrument cluster display shows **ACC is ready** for several seconds. On vehicles with Travel Assist, you can extend this time by continuing to hold the steering wheel.

While ACC remains active, the vehicle will automatically resume driving once the vehicle driving ahead starts to move (depending on the vehicle equipment and not available in all countries).

Extend ACC readiness or reactivate:

— Press the **RES** or take hold of the steering wheel again (vehicles with Travel Assist only).

Begin driving if ACC readiness has ended and the vehicle driving ahead has already moved:

— Briefly press the accelerator pedal.

ACC does not stay active in the following scenarios:

— The stationary phase lasts several minutes.

— A vehicle door is opened.

— The ignition is switched off.

WARNING

If **ACC is ready** appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The vehicle may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

Right-side passing restriction (left-hand drive vehicles: left-side passing restriction)

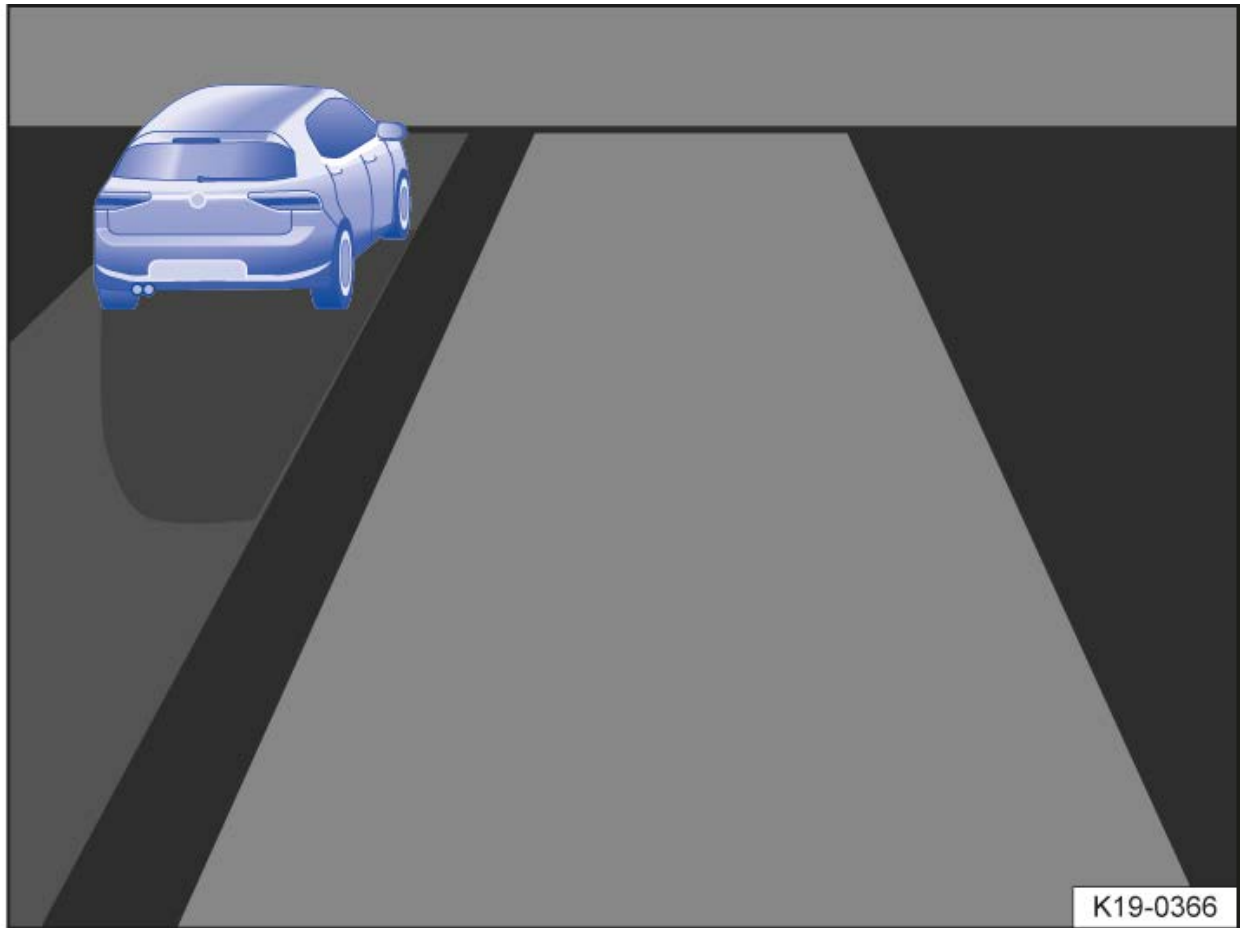


Fig. 1 In the instrument cluster display: slower vehicle detected in the left lane (general example).

If ACC detects a slower vehicle in the left lane (left-hand drive vehicles: In the right lane), ACC will brake gently within the limits of the system and prevent you from passing illegally. This function is active starting at approximately 50 mph (80 km/h), but is not available in all countries.

ACC limitations

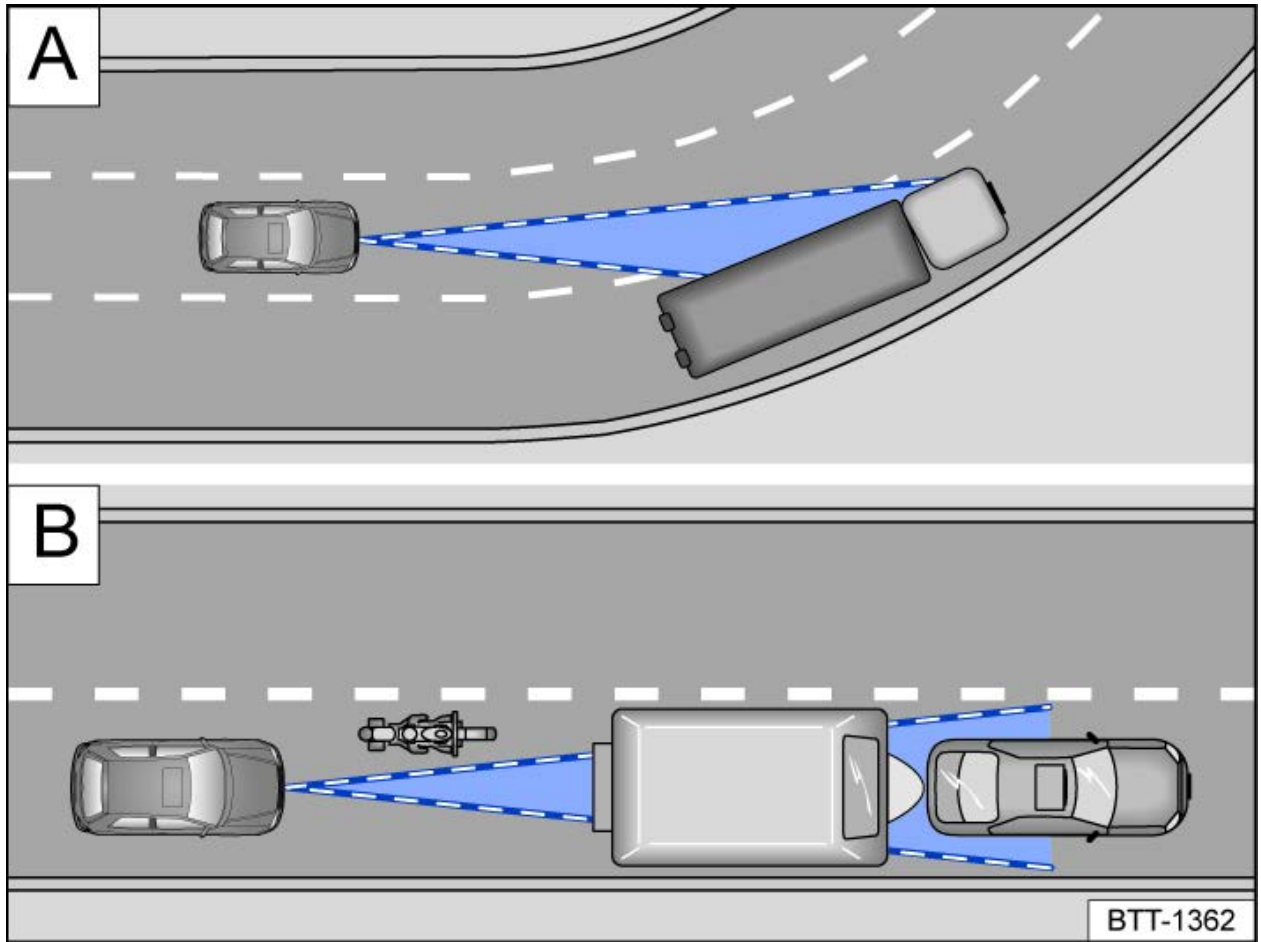


Fig. 1

Driving around curves.

A

Vehicles outside of the radar sensor range.

B

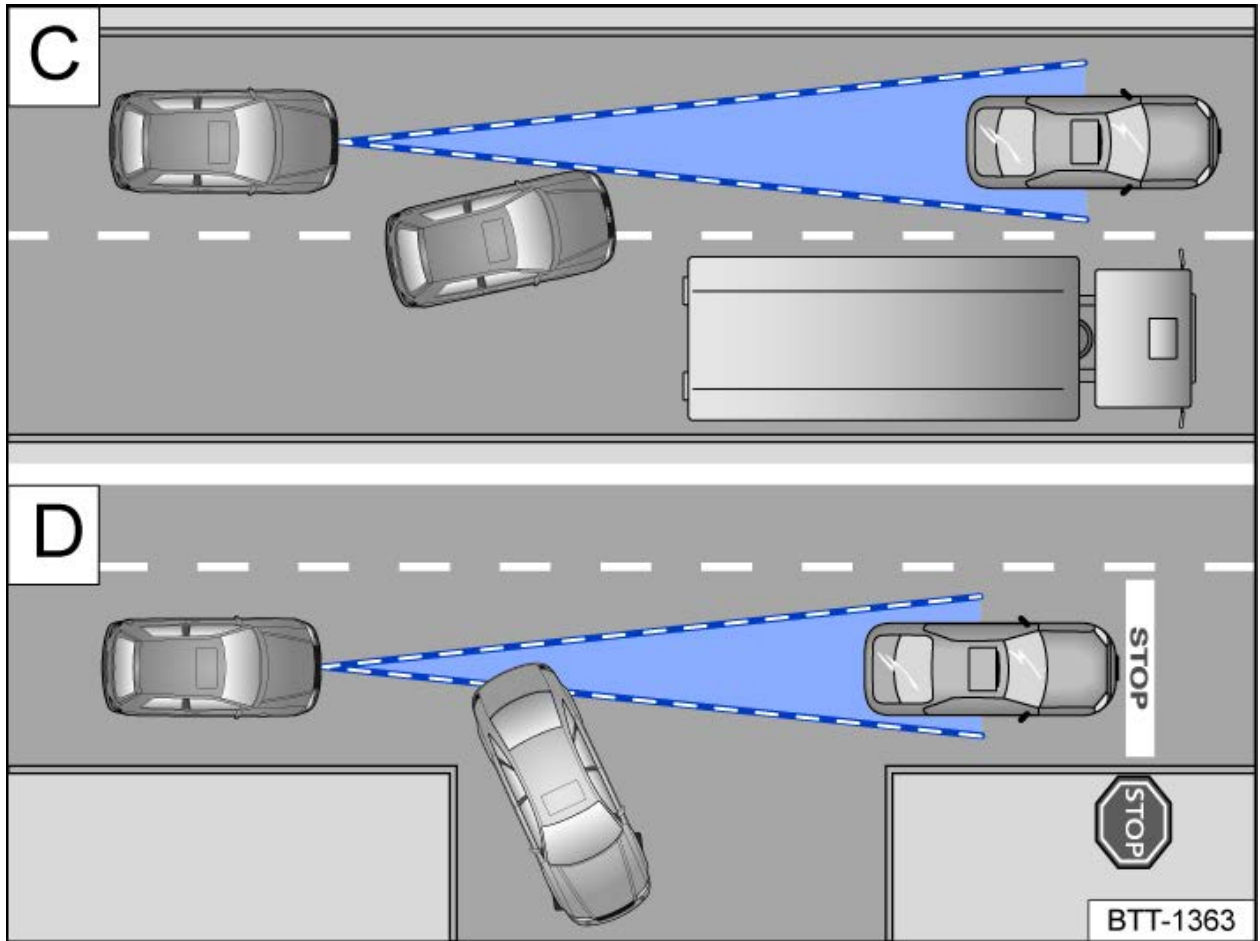


Fig. 2

Changing lanes. C

Turning and stationary vehicles. D

When should I not use ACC?

The ACC system is not suitable in the following situations. Canceling Adaptive Cruise Control (→ *ACC, Introduction/general information*):

- When driving in heavy rain, snow, or spray
- When driving in tunnels
- When driving in construction zones
- When driving on winding roads, for example, mountain roads
- When driving off-road
- When driving in parking structures
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving on gravel roads
- *Vehicles without right-side passing restriction*: When driving on roads with multiple lanes if vehicles are driving slowly in the passing lane

⚠ WARNING

If you use ACC in the situations mentioned, accidents and serious injuries can result and legal regulations could be violated.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving (→ ACC, Introduction/general information).

Undetected objects

The radar sensor only detects vehicles that are moving in the same direction. The following will not be detected:

- Pedestrians
- Animals
- Stationary vehicles
- Vehicles crossing the street or oncoming vehicles
- Other stationary obstacles

For example, if a vehicle detected by ACC turns or changes lanes and there is a stationary vehicle in front of that vehicle, ACC will not react to the stationary vehicle → [fig. 2](#) **D**.

Curves

The radar sensor only measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected → [fig. 1](#) **A**.

Vehicles outside the sensor range

ACC may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If there are vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles → [fig. 1](#) **B**.
- If vehicles change to your lane close in front of your vehicle → [fig. 2](#) **C**.
- If vehicles have objects or accessories projecting out of the vehicle.

Switching the ACC on and off

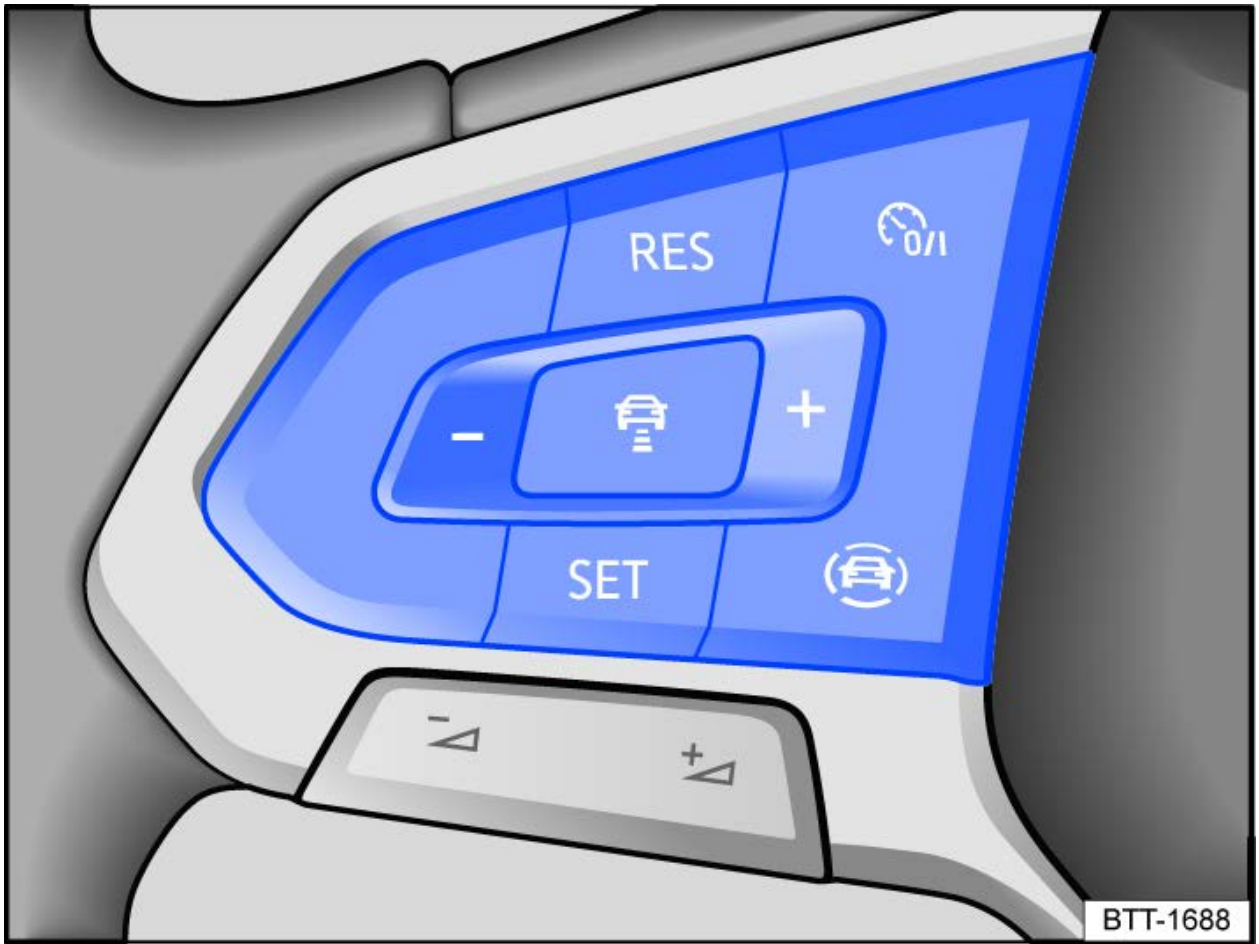


Fig. 1 Left side of the multi-function steering wheel: buttons for ACC operation (variant 1).

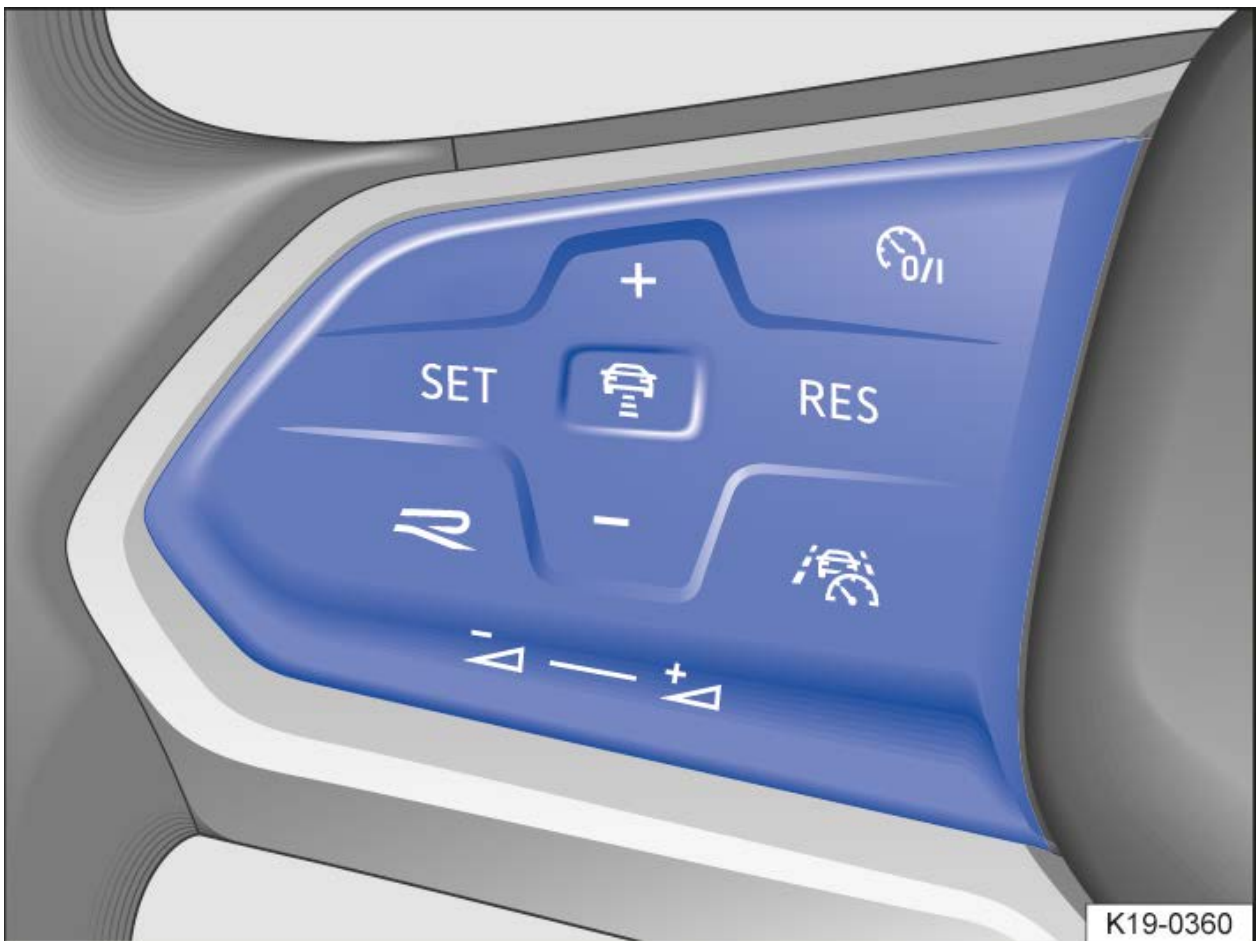



Fig. 2 Left side of the multi-function steering wheel: buttons for ACC operation (variant 2).

Switching on

— Press the  button.

Adaptive Cruise Control is not yet functioning.

Starting Adaptive Cruise Control

— Press the  button while driving forward.

ACC saves the current speed and maintains the set distance. If the current speed is outside of the specified speed range, ACC sets the minimum speed (when driving slowly) or the maximum speed (when driving fast).

One of the following indicator lights will light up, depending on the driving situation:



ACC is regulating, no vehicle driving ahead is detected.



ACC is regulating, vehicle driving ahead is detected.

If ACC is not regulating, the indicator light is gray.

Canceling Adaptive Cruise Control

— Press the  button briefly or press the brake pedal.

If the relevant indicator light for the driving situation lights up gray, the speed and distance are saved.


If the Anti-Slip Regulation (ASR) is deactivated, then the Adaptive Cruise Control is canceled automatically.

Resuming Adaptive Cruise Control

— Press the  button.


ACC assumes the last set speed and the last set distance. The instrument cluster display shows the set speed, and indicator lights come on corresponding to the driving situation.

Switching off

— Press and hold the  button.

The set speed is deleted.


Switching to the speed limiter

— Press the  button.

— Select the speed limiter in the instrument cluster display.

ACC is switched off.



Depending on the vehicle equipment, the button  is located either on the multi-function steering wheel or on the turn signal and high beam lever.

Adjusting the ACC settings

Setting the distance

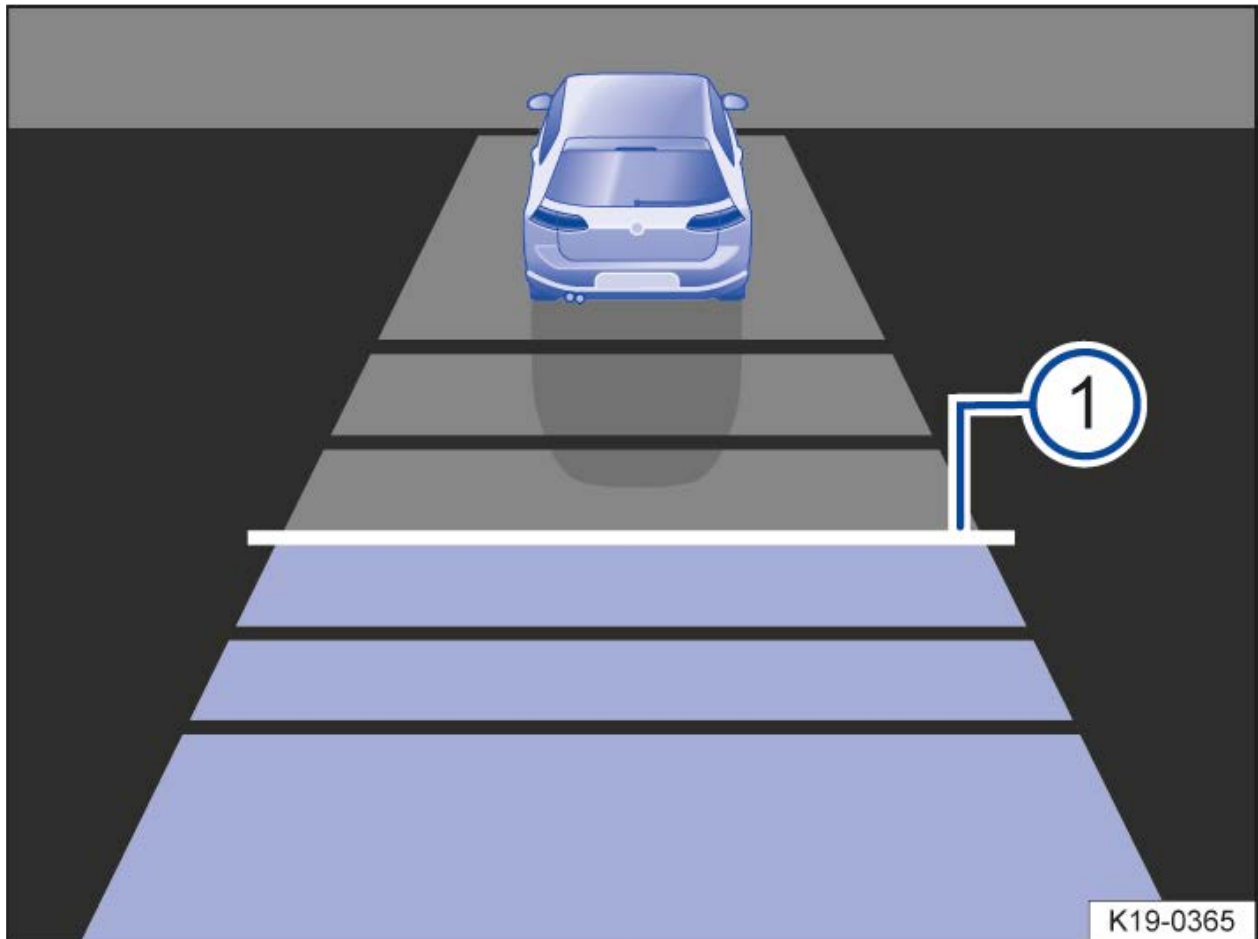







Fig. 1 In the instrument cluster display: set distance , ACC is regulating (general example).

You can set the distance at five levels from very short to very long:

- Press the  button and then the  button, or press .
- You can also press the  button repeatedly until the desired distance is set.

The instrument cluster display shows the selected level → *fig. 1* . Note the country-specific regulations for minimum distance.

In the Assistance systems menu in the Infotainment system, you can choose whether you want the regulation to start at the distance that was set at the end of the journey or start at a pre-selected distance.

Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

Steering wheel variant 1:

RES + 1 mph (1 km/h), only while ACC is regulating

SET - 1 mph (1 km/h), only while ACC is regulating

+ + 5 mph (10 km/h)

- - 5 mph (10 km/h)

Steering wheel variant 2:

+ Press lightly: + 1 mph (1 km/h)

+ Press firmly: + 5 mph (10 km/h)

- Press lightly: - 1 mph (1 km/h)

- Press firmly: - 5 mph (10 km/h)

To change the stored speed at a continuous rate, press and hold the respective button.

WARNING

If the vehicle falls below the minimum distance to the vehicle driving ahead and the difference in speed between the vehicle driving ahead and your own vehicle is so large that the speed deceleration by the ACC is not sufficient, there is a risk of a rear end collision. The braking distance also increases during rainfall and winter road conditions.

- ACC may not be able to detect all driving situations correctly.
- Always be ready to apply the brakes yourself.
- If you press the accelerator pedal, you will override the speed and distance control. In this case, ACC will not brake automatically.
- Observe the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the Adaptive Cruise Control system settings

You can influence if the ACC reacts in a sporty driving style:

— *Vehicles with Driving Mode Selection:* Select the desired driving mode (→ *Driving Mode Selection, Description*).

— *Vehicles without Driving Mode Selection:* Select the desired driving mode in the Assistance systems menu in the Infotainment system.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).

Troubleshooting

ACC is not available.

The yellow indicator light turns on.

- The radar sensor is dirty. Clean the radar sensor (*→ Vehicle care, Description*).
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor (*→ Vehicle care, Description*).
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage (*→ Repairs and technical modifications, Standards/directives*).
- Malfunction or fault. Stop the engine and restart.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original VW emblem is not used.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ACC is not functioning as expected.

- The radar sensor is dirty. Clean the radar sensor (*→ Vehicle care, Description*).
- The system limitations are not adhered to (*→ ACC, Limits/system limits*).
- The brakes are overheating, and the control has been automatically interrupted. Let the brakes cool down and check the function again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The Adaptive Cruise Control cannot start.

Make sure the following requirements are met:

- A forward gear is engaged (manual transmission) or the selector lever is in the **D/S** position or in the Tiptronic shift gate.
- The brake lights on the vehicle are functioning.
- The brake lights on the trailer are functioning.
- ESC is not regulating.
- The brake pedal is not being pressed.

Unusual noises during automatic braking.

- This is normal and not a cause for concern.

Predictive cruise control

Introduction

Predictive cruise control adapts the vehicle's speed to identified speed limits and to the course of the road (bends, crossings, roundabouts).

Predictive cruise control is an extension of ACC and uses Dynamic Road Sign Display (→ *Dynamic Road Sign Display, Description*) and the navigation data of the Infotainment system.

Predictive cruise control depends on the vehicle equipment and is not available in all countries.

WARNING

The intelligent technology of the predictive cruise control cannot overcome the natural laws of physics and can only operate within the limits of the system. Do not allow the increased convenience provided by the predictive cruise control to tempt you into taking risks. Careless or unintended use of the predictive cruise control can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Always pay attention to the traffic situation and vehicle environment.
- Always be ready to resume control of the vehicle speed. Malfunctions in the Dynamic Road Sign Display and outdated navigation data can mean that the vehicle's speed changes suddenly and unexpectedly or that the vehicle fails to adapt to the current traffic situation. Furthermore, the speeds controlled by the system may not suit your driving style.
- Always be ready to resume control of the vehicle speed. If you drive without route navigation, leave the route calculated by the navigation system or if the vehicle position is not correctly identified due to imprecise GPS data, the speed of the vehicle may change unexpectedly and suddenly, or the vehicle may not adapt to the current traffic situation.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed. If a speed limit is not included in the navigation data, the vehicle may exceed the maximum permissible speed.



Please also observe the safety information for ACC (→ *ACC, Introduction/general information*).

Limits of predictive cruise control

Beside the system boundaries of Dynamic Road Sign Display (→ *Dynamic Road Sign Display, Description*) and the system boundaries of ACC, predictive cruise control also has the following additional, system-based limits:

- Predictive cruise control only detects road signs that display a speed limit. In particular, predictive cruise control does not detect priority rules or traffic lights.
- The predictive cruise control function is not available on roads that are either not included or not mapped with complete accuracy in the navigation data.
- If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— Predictive speed limit control is not available at speed restrictions below approximately 15 mph (20 km/h). In this case, a corresponding message will appear in the instrument cluster display.

Activating the predictive cruise control


You can individually adjust settings in the Infotainment system Assistance systems menu, to determine which settings the vehicle should respond to (→ *Vehicle settings menu, Operation*):


- Response to a road layout.
- Response to permitted speeds.

Driving with predictive cruise control

- Switch on Adaptive Cruise Control (→ *ACC, Operation*).
- Set the distance and speed.
- Activate predictive cruise control.

If the system detects a speed limit or a route feature that needs to be taken into account, a message will be displayed in the instrument cluster. This message gives the reason and shows the speed that the vehicle will now be adjusted to.

 Adjustment due to a speed restriction.

 Adjustment due to the road layout.

If the speed is adjusted due to a speed limit, the detected speed will be saved as a new desired speed. If the speed is adjusted due to a route feature, the vehicle will accelerate to the previously saved desired speed once the feature requiring the speed adjustment has been passed.

Cornering speed notifications depend on the driving mode (→ *Driving Mode Selection, Description*).

To cancel speed adjustment

- During the adjustment: Press the **RES** button.
- During the adjustment: Press the **SET** button.

Adjusting the speed shown

The speed shown can only be adjusted when controlled due to speed restrictions.

Steering wheel version 1:

RES + 1 mph (1 km/h), only while ACC is regulating

SET - 1 mph (1 km/h), only while ACC is regulating

+ + 5 mph (10 km/h)

- - 5 mph (10 km/h)

Steering wheel version 2:

+ Press lightly: + 1 mph (1 km/h)

+ Press firmly: + 5 mph (10 km/h)

- Press lightly: - 1 mph (1 km/h)

- Press firmly: - 5 mph (10 km/h)

If you adjust the speed shown in the notification too far, the predictive speed regulation will be canceled.



If a speed limit is detected, the predictive cruise control system will adjust the saved speed, even if ACC is deactivated. However, the driving speed will not be adjusted.



If the current speed is significantly higher than the speed limit detected by the Dynamic Road Sign Display, a warning will be shown in the instrument cluster display.



When driving on a highway on-ramp with no speed limit, the recommended speed will automatically be set as the desired speed. If a higher speed than the recommended speed was previously saved on a highway with no speed limit, this saved speed will be applied instead of the recommended speed.

Troubleshooting

A notification shows that the predictive speed limit control is currently unavailable or is not available in your country.

—If the message is displayed over a longer period and predictive cruise control is available in your country, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.



Additional information may be displayed in the vehicle status, depending on the malfunction (→ *Menus and information displays, Overview*).

Front Assist

Introduction

Front Assist can recognize impending forward collisions and warn the driver. The system can also support braking and evasion as well as automatically slowing down the vehicle.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention. Front Assist works solely within the system limitations. Warning times vary depending on the Traffic Situation and the driving behavior.

Driving with Front Assist

You can cancel automatic braking and steering interventions initiated by the Front Assist, by pressing the accelerator pedal or moving the steering wheel.

Automatic braking

The Front Assist can brake to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

Recording the traffic situation

Front Assist records driving situations using a camera in the upper front windshield and a radar sensor in the front of the vehicle.

Included functions

Front Assist includes the following functions, depending on the vehicle equipment and the country:

- Pedestrian Monitoring.
- Cyclist Monitoring.
- Emergency steering support.
- Oncoming vehicle braking when turning.

The functions named are automatically active if Front Assist is switched on.

WARNING

The intelligent technology of Front Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the Front Assist system to tempt you into taking risks. The driver is always responsible for braking and steering in good time.

- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- Always adapt your speed and remain a safe distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always be ready to resume control of the vehicle and override braking and steering interventions. The Front Assist system cannot prevent accidents and severe injuries automatically.
- Front Assist may give you unwanted warnings and perform unnecessary braking or steering interventions in complex driving situations, for example around traffic islands.
- Front Assist may give you unwanted warnings and perform unnecessary braking or steering interventions when the function is limited, for example, if the radar sensor is dirty or has been moved out of place.
- Without Pedestrian Monitoring, Front Assist does not react to persons. In addition, the system does not react to animals, vehicles crossing the street or oncoming vehicles in the same lane.
- If you are unsure whether the vehicle has Pedestrian Monitoring, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before starting your journey.
- Always be ready to resume control of the vehicle.

Warning levels and braking support

Within the limits of the system and depending on the equipment, Front Assist can detect the following objects:

- Pedestrians, cyclists, and vehicles that are traveling alongside your vehicle
- Pedestrians and cyclists that are crossing the street
- Stationary vehicles

If the vehicle is approaching an object that the system has detected, and the vehicle would collide with this object if the vehicle speed was maintained and the driver did not take action to avoid the collision, then Front Assist can intervene. The support system can involve an advance warning, an immediate warning or automatic braking.

Under ideal conditions, the system can prevent a collision or help reduce damage caused by a collision.

Front Assist operates within these speed ranges:

	Advance warning	Immediate warning	Automatic braking	Braking support
Stationary vehicle	20 to 53 mph (30 to 85 km/h)	20 to 53 mph (30 to 85 km/h)	3 to 53 mph (5 to 85 km/h)	3 to 53 mph (5 to 85 km/h)
Vehicle moving in the same direction as your vehicle	20 to 155 mph (30 to 250 km/h)	20 to 155 mph (30 to 250 km/h)	3 to 155 mph (5 to 250 km/h)	3 to 155 mph (5 to 250 km/h)
Pedestrians moving in the same direction as your vehicle	20 to 53 mph (30 to 85 km/h)	-	3 to 40 mph (5 to 65 km/h)	3 to 40 mph (5 to 65 km/h)
Pedestrians crossing the street	20 to 53 mph (30 to 85 km/h)	-	3 to 40 mph (5 to 65 km/h)	3 to 40 mph (5 to 65 km/h)
Cyclists moving alongside your vehicle	20 to 155 mph (30 to 250 km/h)	20 to 155 mph (30 to 250 km/h)	3 to 155 mph (5 to 250 km/h)	3 to 155 mph (5 to 250 km/h)
Cyclists crossing the street	20 to 53 mph (30 to 85 km/h)	-	3 to 40 mph (5 to 65 km/h)	3 to 40 mph (5 to 65 km/h)

These specifications only apply under ideal conditions and are approximations. They depend on the market and vehicle equipment. Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility if you have any questions regarding the equipment on your vehicle.

Advance warning



The system detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

Immediate warning

If the driver does not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

Automatic braking

If the driver also does not react to the immediate warning, the vehicle may brake automatically in multiple stages with increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

Braking support

If the system detects that the driver is not braking enough before an impending collision, the system can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active as long as the brake pedal is being firmly pressed.

Distance warning



The system detects if there is a safety hazard from following the vehicle ahead too closely. The indicator light turns on. Increase the distance.

Speed range: approximately 40 mph (65 km/h) to 155 mph (250 km/h).

Front Assist limitations



Front Assist is not available or its availability is limited immediately after starting the vehicle. During this time, the indicator light in the instrument cluster display comes on.

Front Assist has physical and system limitations. Therefore, always pay attention and be ready to intervene as necessary.

Delayed reaction

If the camera or radar sensor is exposed to environmental conditions that limit their function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving (→ *Autonomous Emergency Braking (Front Assist), Introduction/general information*).

Undetected objects

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If vehicles are driving close to your vehicle but outside of the sensor range, for example vehicles that are staggered around your vehicle or motorcycles
- If vehicles change to your lane close in front of your vehicle
- If vehicles have objects or accessories projecting out of the vehicle
- If there are oncoming vehicles or vehicles crossing the street
- Stationary or approaching pedestrians and cyclists.


- Pedestrians who are not detected as such, for example because they are fully or partially hidden.
- Items or narrow objects such as walls, bars, fencing, posts, trees or garage doors.

Functional limitations

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- When driving around tight curves
- When driving in heavy rain, snow, mist, or heavy spray.
- When driving in parking garages or tunnels.
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving in reverse
- If ESC is regulating or is malfunctioning.
- When ESC Sport (depending on the vehicle's equipment) is switched on (→ *Operation, Braking assistance systems*).
- When Hill Descent Control is operational.
- When the radar sensor or camera field of view is dirty, obstructed or damaged.
- If multiple brake lights on the vehicle are malfunctioning.
- If multiple brake lights are malfunctioning on a trailer that is connected to the vehicle electrical system
- If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down
- In complex driving situations, such as around traffic islands
- In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning
- In low-lying sun, darkness or if there is glare from oncoming vehicles.
- When entering or exiting a tunnel.
- If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur → :


- If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.
- If the vehicle is being towed or transported
- If add-ons cover the radar sensor or camera.
- If the camera or radar sensor is malfunctioning.
- If there is a strong impact against the radar sensor, for example after a rear-end collision
- If the windshield is damaged in the camera field of view.
- If there are multiple unwanted activations

WARNING

If you do not switch off Front Assist in these situations, accidents and serious injuries could occur.

Autonomous Emergency Braking with Pedestrian Monitoring

Autonomous Emergency Braking with Pedestrian Monitoring can help to prevent accidents with crossing pedestrians and cyclists or reduce the consequences of an accident.

The system can warn you about an impending collision, preparing the vehicle for emergency braking and supporting your braking or carrying out automatic braking. For an advance warning, the red  warning light in the instrument cluster display turns on.

If Front Assist is switched on and available, the Autonomous Emergency Braking with Pedestrian Monitoring component of Front Assist is also active.

WARNING

The intelligent technology of Autonomous Emergency Braking with Pedestrian Monitoring cannot overcome the natural laws of physics, and it can only operate within the limits of the system. Do not allow the increased convenience provided by Autonomous Emergency Braking with Pedestrian Monitoring to tempt you into taking risks. The driver is always responsible for braking at the correct time.

- When Autonomous Emergency Braking with Pedestrian Monitoring warns you, brake the vehicle immediately or maneuver around the object, depending on the traffic situation.
- Autonomous Emergency Braking with Pedestrian Monitoring cannot prevent accidents and severe injuries automatically.
- Autonomous Emergency Braking with Pedestrian Monitoring may give you unwanted warnings and perform unnecessary braking interventions in complex driving situations, for example when a main street bends to the right.
- Autonomous Emergency Braking with Pedestrian Monitoring may give you unwanted warnings and perform unnecessary braking interventions when the function is impaired, for example, if the radar sensor is covered or the camera view field is dirty.
- Always be ready to resume control of the vehicle.

Swerve support

The swerve support can help to steer the vehicle around an obstacle in a critical driving situation.

If you steer to swerve around an obstacle after an urgent warning, the swerve support can help. Swerve support slows individual wheels and helps you by making a corrective steering intervention while you are actively steering.

Speed range

The swerve support is available within a speed range of approximately 30 km/h (20 mph) to 150 km/h (90 mph).

Limits

Swerve support does not react to objects and animals crossing the lane. Also observe the limits of Autonomous Emergency Braking (→ *Autonomous Emergency Braking (Front Assist), Limits/system limits*).

Oncoming vehicle braking when turning

Oncoming vehicle braking when turning can prevent the vehicle from colliding with an oncoming vehicle when turning.

If there is a danger that the vehicle can collide with an oncoming vehicle in an adjacent lane when turning, the oncoming vehicle braking when turning function brakes your vehicle. This keeps your vehicle in its lane.

Speed range

The oncoming vehicle braking when turning function is available up to approx. 15 km/h (9 mph).

Limits

The oncoming vehicle braking when turning function is only available if you have turned the steering wheel and thereby started the turning maneuver. After changing from right-hand to left-hand drive, or vice versa, the oncoming vehicle braking when turning is only available after a certain period of time (30 minutes or longer).

The oncoming vehicle braking when turning function does not react to people, animals, crossing vehicles or objects that are not detected as a vehicle. Also observe the limits of Autonomous Emergency Braking (→ *Autonomous Emergency Braking (Front Assist), Limits/system limits*).

Using Front Assist

When you switch on the ignition, Front Assist, with all of its functions (depending on the country), are automatically switched on.



However, Front Assist is not available or its availability is restricted while the indicator light is turned on.

Volkswagen recommends always leaving Front Assist and all its included functions (depending on the country) switched on. Exceptions (→ *Autonomous Emergency Braking (Front Assist), Limits/system limits*).

Switching on and off

—Switch Front Assist on or off in the Assistance systems menu in the Infotainment system (→ *Vehicle settings menu, Operation*).



If you switch off Front Assist, all the functions included in it (depending on the country) are also switched off. The yellow indicator light turns on in the instrument cluster display.

Setting up included functions (depending on the country)

If Front Assist is switched on, you can adjust the following settings:

—Switch the function you require on or off in the Assistance systems menu in the Infotainment system (→ *Vehicle settings menu, Operation*).

You can also adjust the warning time setting for the advance warning.



Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched (→ *Driver personalization, Description*).

Troubleshooting

Autonomous Emergency Braking (Front Assist) starts.

The white indicator light comes on.

—Autonomous Emergency Braking (Front Assist) is temporarily not available or has limited availability. After driving straight for a short distance, Autonomous Emergency Braking is available again and the indicator light goes out. If the vehicle does not drive, the indicator light stays on.

Autonomous Emergency Braking (Front Assist) not available or has limited availability.

The yellow indicator light comes on and a message is also displayed.

—The radar sensor or camera field of view is dirty. Clean the radar sensor and windshield (→ *Vehicle care, Description*).

—The visibility of the radar sensor or camera is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor and windshield (→ *Vehicle care, Description*).

—Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.

- Camera visibility is limited by add-on parts or stickers. Keep the area around the camera field of view clear.
- The radar sensor or the camera is misaligned or damaged, for example as a result of damage to the front of the vehicle or the windshield. Check if there is noticeable damage (*→ Repairs and technical modifications, Standards/directives*).
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original VW emblem is not used.
- If the malfunction persists, turn off Front Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily.

- The radar sensor or camera field of view is dirty. Clean the radar sensor and windshield (*→ Vehicle care, Description*).
- The system limitations are not adhered to (*→ Autonomous Emergency Braking (Front Assist), Limits/system limits*).
- Low-lying sun or darkness.
- If the malfunction persists, turn off Front Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Lane Keeping System (Lane Assist)

Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

Lane Assist detects the lane markers using a camera on the windshield. If the system detects that the vehicle is coming too close to a lane marker, the system warns the driver with corrective steering. The driver can override the corrective steering at any time.

System limitations

Only use Lane Assist on expressways and well-developed roads.

The system is not available under the following conditions:

- The vehicle speed is less than around 55 km/h (around 30 mph).
- Lane Assist has not detected a road lane marking.
- In tight curves
- Temporarily, when the driving style is very dynamic.

WARNING

The intelligent technology of Lane Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Careless or unintended use of Lane Assist can cause accidents and serious injuries. The system cannot replace the driver's attention and steering.

- Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time. The driver is always responsible for keeping the vehicle within the lane.
- Lane Assist does not detect all lane markings. Under certain circumstances, Lane Assist may incorrectly detect poor road surfaces, road structures, or objects as lane markings. Override immediately if the system intervenes when it should not.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly when the Traffic Situation allows.
- In the following situations, the Lane Assist may intervene when not desired or may fail to intervene when it should. Therefore, the driver's attention is especially important in these scenarios and you may have to switch off Lane Assist temporarily.
 - When driving with a very sporty driving style
 - When weather or road conditions are poor
 - In construction zones
 - In front of bumps or dips in the road
- Always pay attention to the area around your vehicle and drive with anticipation.
- If the camera lens is dirty, covered, or damaged, Lane Assist may be limited.

Driving with Lane Assist

Switching on and off

Depending on the country, Lane Assist always switches on after switching on the ignition. You can also switch Lane Assist on and off in the Assistance systems menu in the Infotainment system and the instrument cluster and see the switched on condition there.



If there is a system malfunction, Lane Assist can turn off automatically.

Speed range

Lane Assist is ready to take control (active system status) when a road lane marking is detected above approximately 35 mph (60 km/h).

Displays

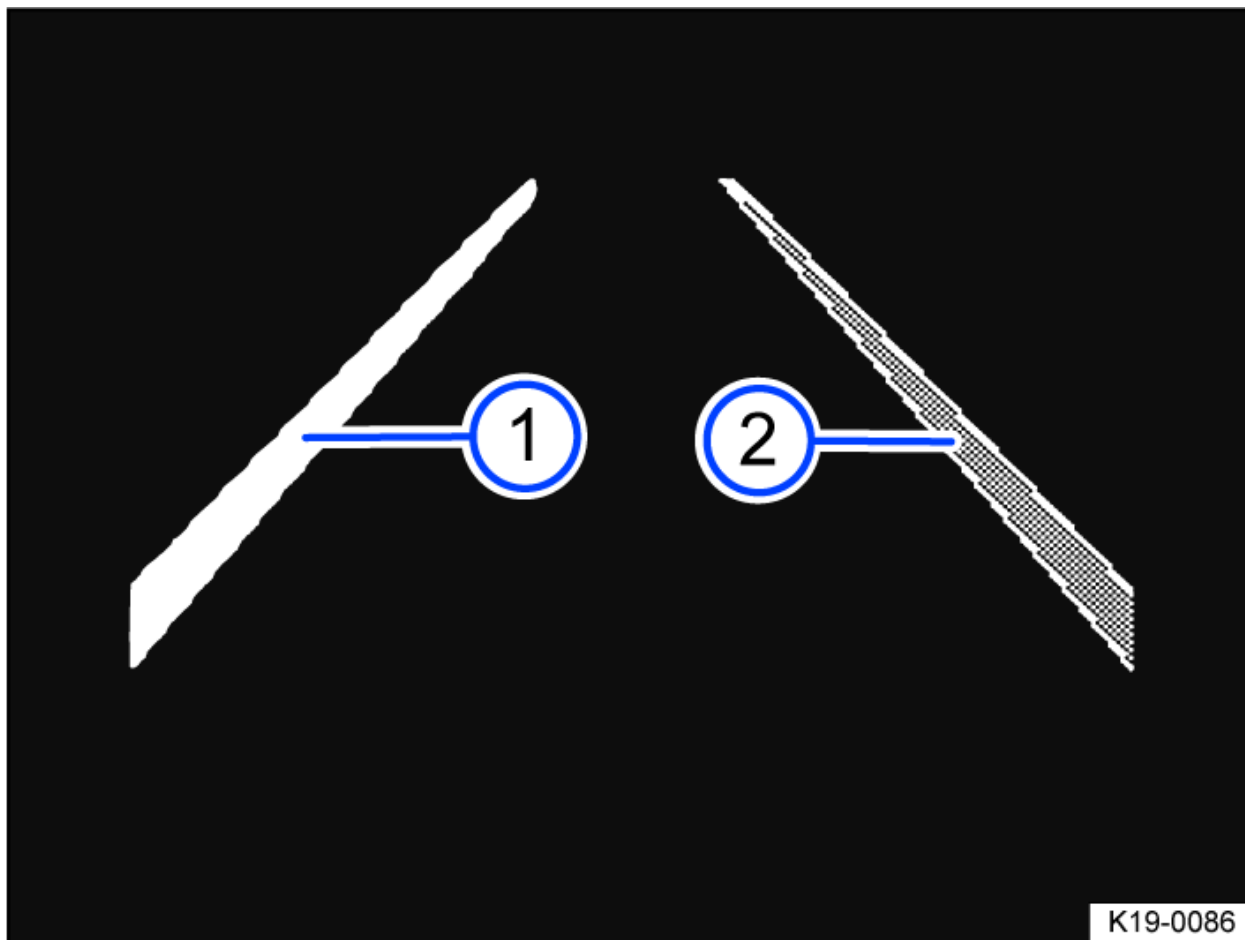



Fig. 1 In the instrument cluster display: Lane Assist indicators.

- ① Lane marker detected. The system is monitoring on the indicated side.
- ② Lane marker detected. The system is not regulating.

Depending on the vehicle equipment, a display may also appear in the head-up display (→ *Head-up display, Description*).

The following indicator lights may turn on depending on the driving situation:

 System active and ready to control.

 System in operation (corrective steering intervention).

If the indicator light does not light up, the system is not ready for operation (passive system status) or is switched off.

If the turn signal is switched on, the system temporarily switches to passive to enable a manual lane change.

A sharp steering intervention by the driver sets the system to passive mode temporarily.

Driver intervention request

If there is no steering activity, the system prompts the driver to drive in the center of their lane using an indicator in the instrument cluster display and warning chimes.

If the driver does not respond accordingly, the system becomes inactive.

Independently of steering activity, the driver is also requested with an indicator on the instrument cluster display and with an acoustic warning to drive in the middle of the lane if the corrective steering intervention takes a long time.

Steering wheel vibration

The following situations may cause the steering wheel to vibrate:

—A lane is no longer detected during a sharp corrective steering intervention by the system.


In addition, the **Vibration** or **Steering wheel vibration** option can be selected in the vehicle settings of the Infotainment system. If you select this option, the steering wheel will vibrate if Lane Assist is active and you drift onto a road lane marking that the system has detected.


Troubleshooting


Lane Assist not available

The yellow indicator light turns on. A message is also shown in the instrument cluster display.

- The camera view is dirty. Clean the windshield (→ *Vehicle care, Description*).
- The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield (→ *Vehicle care, Description*).
- Camera visibility is limited by add-on parts or stickers. Keep the area around the camera field of view clear.
- The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage (→ *Repairs and technical modifications, Standards/directives*).
- Malfunction or fault. Deactivate the vehicle's drive system and activate it again.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

 Checking for system errors may take a few seconds after switching on the ignition.

 If Lane Assist is not available, Emergency Assist is not available either.

 If Lane Assist is not available, Travel Assist is not available either.

The system is functioning differently than expected

- Do not mount any objects on the steering wheel.

Comfort drive Travel Assist

Introduction

The comfort drive Travel Assist combines the Adaptive Cruise Control (ACC) with the adaptive lane guidance. Therefore, within the system limitations, the vehicle can maintain a distance, which has been preselected by the driver, to the vehicle in front and hold the preferred position within the lane.

Travel Assist uses the same sensor technology as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist). Carefully read all the information about the Adaptive Cruise Control (ACC) (*→ Description, ACC*) and Lane Assist (*→ Description, Lane Keeping System (Lane Assist)*) and take note of the system limitations and notes specified in those sections.

Speed range


Travel Assist operates in a speed range between around 30 km/h (approximately 20 mph) and around 210 km/h (approximately 130 mph). This range is expanded to, from 0 km/h (0 mph) to around 250 km/h (approximately 155 mph), for the adaptive lane guidance. This speed range may vary depending on the market.

Driving with Travel Assist

Travel Assist independently controls the accelerator, brake and steering. Within the system limitations, Travel Assist can also bring the vehicle to a halt behind a stopping vehicle and drive on again.

You can override the Travel Assist at any time.

Does this vehicle have Travel Assist?

The vehicle has Travel Assist if the  button is installed on the multi-function steering wheel.

Displays

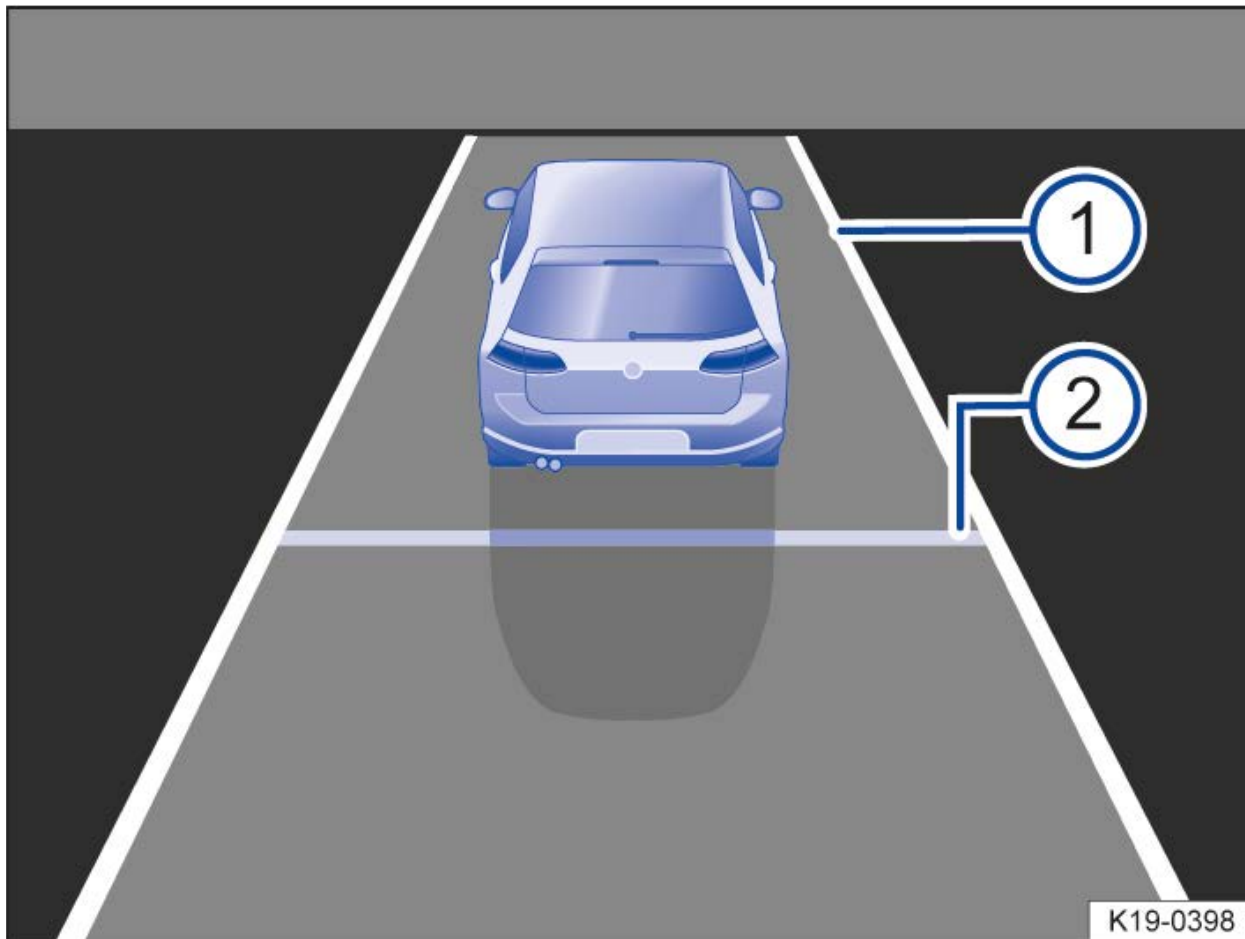







Fig. 1 In the instrument cluster display: Display during active control.

- ① Adaptive lane guidance is active.
- ② Set distance.

Depending on the vehicle equipment, a display may also appear in the head-up display (→ *Head-up display, Description*).

Indicator lights in the instrument cluster display also show the Travel Assist status, depending on the vehicle equipment:

-  Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.
-  Travel Assist active, Adaptive Cruise Control active and adaptive lane guidance passive.
-  Travel Assist active, Adaptive Cruise Control passive and adaptive lane guidance active.
-  Travel Assist active, Adaptive Cruise Control passive and adaptive lane guidance passive.
-  Travel Assist inactive.

Driver intervention request

If you remove your hands from the steering wheel, the system will ask you to take over the steering wheel after a few seconds with a message in the instrument cluster display and with audible warnings.

If you don't react, the system warns you with a brief, braking jolt and a brief tightening of the seat belt (depending on vehicle equipment). Travel Assist is then deactivated or Emergency Assist is activated (depending on vehicle equipment).

WARNING

The intelligent technology of the Travel Assist cannot overcome the natural laws of physics, and it can only operate within the limits of the system. Careless or unintended use of the Travel Assist can cause accidents and serious injuries. The system cannot replace the driver's attention.


- Pay attention to the system limitations and the notes about the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist).
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Never use Travel Assist when visibility is poor or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use Travel Assist when driving off-road or on unpaved roads. Travel Assist is only designed for use on paved roads.
- Travel Assist does not react to persons, animals, vehicles crossing the lane or vehicles coming towards you in the same lane.
- Apply the brakes immediately if the deceleration by Travel Assist is not sufficient.
- Apply the brakes immediately if a braking prompt appears in the instrument cluster display.
- Apply the brakes if the vehicle continues to roll unintentionally after a braking prompt.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time. The driver is always responsible for keeping the vehicle within the lane.
- When a driver intervention prompt appears in the instrument cluster display, resume control of the vehicle immediately.
- Always be ready to resume control of the vehicle speed.


Operating Travel Assist




Fig. 1 Left side of the multi-function steering wheel: buttons for Travel Assist operation.

Switching on

— Press the  button on the multi-function steering wheel.

The green  indicator light turns on. A message also appears on the instrument cluster display. Travel Assist maintains the current speed and the preset distance from the vehicle driving ahead. At the same time, the vehicle is kept in its lane when road markings are detected by steering movements.

Canceling Adaptive Cruise Control

— Press the  button briefly or press the brake pedal.

The set distance remains saved.

Adjusting further settings

The further operation of Travel Assist corresponds to operation of ACC (→ *Settings, ACC*).

Troubleshooting

Travel Assist is not available or is not functioning as expected.

The yellow indicator light turns on. A message is also shown in the instrument cluster display.

- There is a malfunction in the sensor system. Check the causes and troubleshooting measures described in the chapters for ACC (*→ FAQ, ACC*) or Lane Assist (*→ FAQ, Lane Keeping System (Lane Assist)*).
- The system limitations are not adhered to.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

or **take over steering.**

The white or red warning light will come on, depending on how urgently you need to intervene. A text message will also be displayed.

- You have let go of the steering wheel for a few seconds. Take hold of the steering wheel and take over steering the vehicle.
- The system limits have been reached. Take hold of the steering wheel and take over steering the vehicle.

Comfort drive Travel Assist switches off automatically.

- *Vehicles without Emergency Assist:* You have let go of the steering wheel for a long period of time.
- Malfunction. Get professional assistance.

Control is canceled unexpectedly.

- *Vehicle without auto lane changing:* You have operated the turn signal.

Semi-automatic vehicle control in a medical emergency (Emergency Assist)

Emergency Assist can detect driver inactivity and keep the vehicle in lane and, if necessary, brake the vehicle to a standstill. The system can hereby actively help to avoid an accident or reduce the consequences of an accident.

Emergency Assist uses the same sensor technology as Adaptive Cruise Control (ACC) and the Lane Keeping System (Lane Assist). Carefully read all the information about the Adaptive Cruise Control (ACC) (*→ Description, ACC*) and Lane Assist (*→ Description, Lane Keeping System (Lane Assist)*) and take note of the system limitations and notes specified in those sections.

System function

Emergency Assist prompts an inactive driver to take over control of driving. This involves visual and audible warnings, as well as a brief braking maneuver. If the driver does not respond accordingly, depending on the vehicle equipment, the safety belt is tightened. The system will brake the vehicle and keep it in lane.

You can override the regulation at any time by steering, accelerating sharply or braking.

While Emergency Assist is active, other road users will be warned as follows:

- The emergency flashers are switched on after a short delay.
- The vehicle's horn sounds (depending on the speed).

As soon as the vehicle comes to a standstill, the following happens:

- The doors are unlocked.
- The interior lighting is switched on.
- Depending on the vehicle equipment, an emergency call (eCall) is initiated.
- The electronic parking brake is engaged.

Switching on and off

You can switch Emergency Assist on and off in the Assistance systems menu in the Infotainment system.

When it is switched on, Emergency Assist is only active under the following conditions:

- Travel Assist or Lane Assist is switched on.
- The system must detect lane markers on the left and right side of the vehicle.



Emergency Assist not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

- The camera view is dirty. Clean the windshield (*→ Vehicle care, Description*).
- The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield (*→ Vehicle care, Description*).
- The camera's view is limited by attachments or stickers. Keep the area around the camera field of view clear.
- The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage (*→ Repairs and technical modifications, Standards/directives*).
- Malfunction or fault. Deactivate the vehicle's drive system and activate it again.
- If the malfunction continues, switch off Emergency Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

The intelligent technology of the Emergency Assist cannot overcome the natural laws of physics, and it can only operate within the limits of the system. The responsibility for driving the vehicle always lies with the driver.

- Always adapt your speed and remain a safe distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Emergency Assist alone cannot always avoid accidents and serious injury.
- If the radar sensor or the front camera malfunctions, is covered or misaligned, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to people, animals, vehicles crossing the lane or vehicles coming towards you in the same lane.

WARNING

If Emergency Assist is triggered unintentionally, it could result in accidents or serious injury.

- If the vehicle behaves unexpectedly, you can stop intervention by Emergency Assist by accelerating sharply, braking or steering.
- Do not use Travel Assist or Lane Assist. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.

Lane change assistant (Side Assist)

Introduction

The Lane Change System (Side Assist) supports the driver by detecting traffic behavior behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the exterior mirrors.

System limitations

Only use the Lane Change System on secure roads.

The Lane Change System may not interpret the traffic situation correctly in some situations, for example:

- In tight curves
- When driving in the center of two lanes
- When lanes have different widths
- When the road is raised
- In poor weather conditions
- When there is equipment installed on the side of the road, such as high or offset guard rails

WARNING

The intelligent technology of the Lane Change System (Side Assist) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience of the Lane Change System (Side Assist) to tempt you into taking risks. Careless or unintended use of the Lane Change System (Side Assist) can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the exterior mirror housing and in the instrument cluster display, and act accordingly.
- Always pay attention to the area around your vehicle.
- Never use the Lane Change System (Side Assist) if the radar sensors are dirty, covered, or damaged. The function of the system may be impaired in such cases.
- Sunlight may reduce the visibility of the visual display in the exterior mirror.



Some settings can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched (→ *Driver personalization, Description*).



The radar sensors calibrate once, on the first kilometer of a journey after the vehicle is delivered, and then again if the sensor technology has been repaired. The range of the sensors may be limited during the calibration phase.

Driving with the lane change system

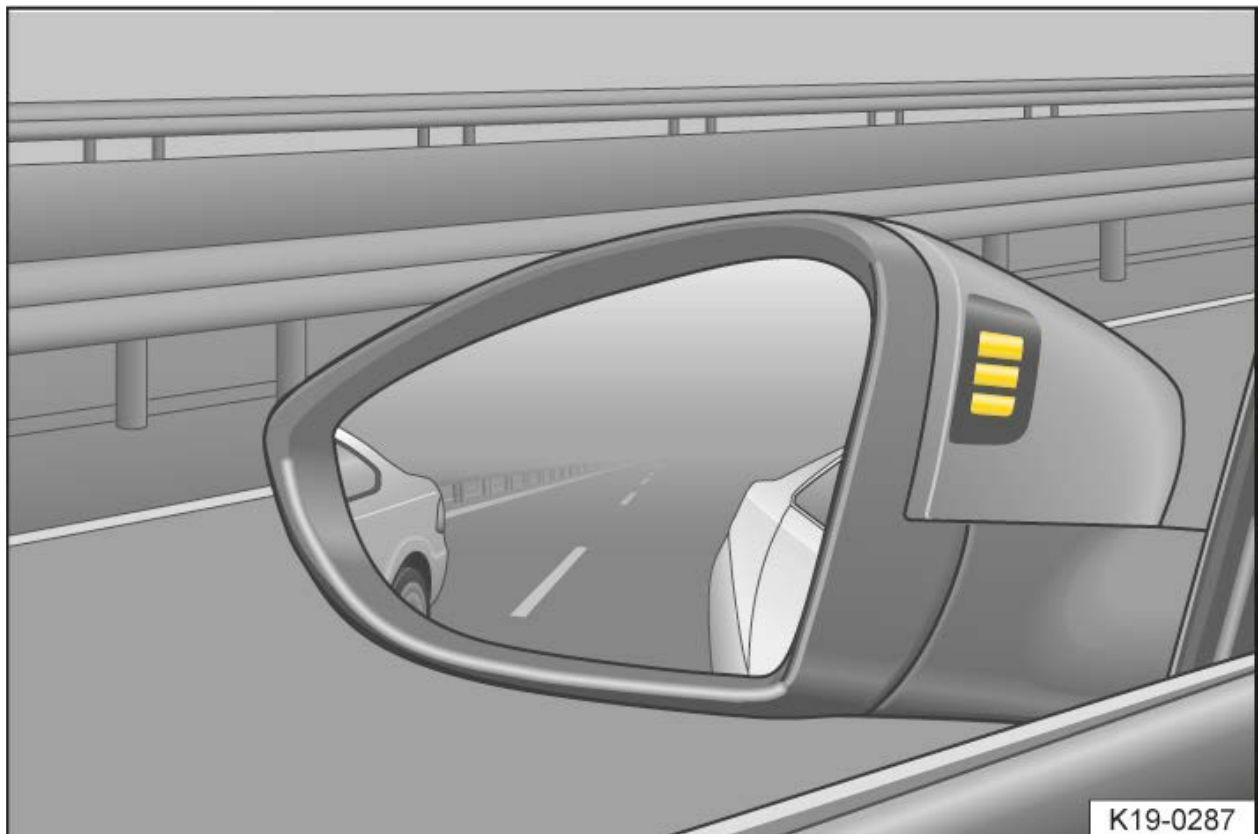



Fig. 1 In the exterior rearview mirror housing: Visual indicators for Side Assist.


Switching on and off

You can switch Side Assist on and off in the Assistance systems menu in the Infotainment system. When the Lane Change System (Side Assist) is switched on, the yellow indicator light  comes on once briefly in the exterior rearview mirror housing.


The last saved system setting is also kept after the ignition is switched off and back on.

System function

The switched on lane change system is active from approx. 15 km/h (9 mph). The lane change system deactivates at a speed below 10 km/h (6 mph).

The yellow indicator light  comes on in the respective exterior rearview mirror housing in the following driving situations:

- When your vehicle is passed.
- When passing another vehicle and the difference in speed between the two vehicles is up to approximately 9 mph (15 km/h). There is no indicator if the passing speed is clearly faster.

When a potentially critical situation is detected while the turn signal is activated in the direction of the detected vehicle, the yellow indicator light  blinks.

The faster another vehicle approaches, the sooner the display in the exterior mirror will turn on.

Lane change system “Side Assist Plus”

When driving with lane keeping system, drivers are warned by a corrective steering intervention when a possibly critical situation is detected when changing lanes (level, warning level) if the lane keeping system is switched on. Corrective steering also occurs if the turn signal is activated for the respective side. If the corrective steering is overridden by the driver, an additional warning is given with a steering wheel vibration. Steering wheel vibration must also be activated in the Assistance systems menu in the Infotainment system.

Automatic deactivation

The lane change system switches off automatically if the radar sensors are permanently covered. For example, this could be from ice or snow covering the radar sensor.

A message will appear in the instrument cluster display.

If the lane change system sensor is automatically deactivated, the system can be activated only after switching the ignition off and back on.

If the factory installed trailer hitch is electrically connected with a trailer or a similar device, the lane change system switches off automatically. The lane change system switches on automatically after disconnecting the trailer from the vehicle. If the trailer hitch is not installed in the factory, the lane change system must be switched off manually during trailer mode.


Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu in the Infotainment system. The lane change system is not active while making the settings.

Troubleshooting

Lane change system malfunctioning

The yellow indicator light turns on. In addition, the yellow central warning light  comes on.

— Get professional assistance.

Malfunctioning sensor view, malfunction message, system switches off automatically

— Clean the radar sensors or remove labels or accessories from the radar sensors (*→ Vehicle care exterior, Cleaning/care*).

— Check if there is any noticeable damage.

The system is functioning differently than expected

— The radar sensors could be dirty (*→ Vehicle care exterior, Cleaning/care*). The sensor range could also be impaired by soap residue, coatings, dirt, or snow.

— The system conditions are not met (*→ Introduction/general information, Lane Change System (Side Assist)*).

— The radar sensors could be covered by water.

— The vehicle could be damaged in the radar sensor area, for example from parking barriers.

— The coverage areas of the radar sensors could be blocked by attachments, for example by bicycle carriers.


— The paint may have been changed or other structural modifications may have been made near the radar sensors, for example to the front of the vehicle or to the suspension.

— The side mirrors may be covered with after-market tinting films.

Parking and maneuvering

Parking

Parking the vehicle

Always park the vehicle on a suitable surface .

Always follow the specified steps in the correct order when parking the vehicle.

- Press and hold the brake pedal.
- In vehicles with a manual transmission, press the clutch pedal down *completely* or disengage the clutch.
- In vehicles with an automatic transmission, move the selector lever into the **P** position.
- Set the electronic parking brake (→ *Electronic parking brake, Description*).
- Stop the engine and switch the ignition off (→ *Stopping the engine, Operation*). The red (P) indicator light in the instrument cluster display will turn on.
- With a manual transmission, engage the 1st gear if the vehicle is on a level or an uphill surface, or engage the reverse gear if the vehicle is on a downhill surface. Release the clutch pedal.
- Remove your foot from the brake pedal.
- Turn the steering wheel slightly if necessary to engage the steering lock.
- Exit the vehicle. Take all of the vehicle keys with you.
- Make sure all passengers exit the vehicle.
- Lock the vehicle.

Additional information for parking slopes

Turn the steering wheel so that the front wheels on the parked vehicle will roll into the curb if the vehicle begins moving.

WARNING

Exhaust system components will become very hot. This can result in fires and serious injuries.

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, such as shrubs, leaves, dry grass, spilled fuel, oil, etc.

WARNING

Leaving and parking the vehicle incorrectly can result in the vehicle rolling. This can cause accidents and serious injuries.

- Make sure the parking brake is set before exiting the vehicle and the red (P) indicator light in the instrument cluster display is on after switching off the ignition.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. Otherwise, the steering lock could engage suddenly. Then you would not be able to steer the vehicle.
- Never leave children or people requiring assistance unattended in the vehicle. They could deactivate the electronic parking brake and move the selector lever or gear shift lever, which would cause the vehicle to begin moving.
- Always take all vehicle keys with you when leaving the vehicle. The engine could be started and electrical equipment such as power windows could be operated, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

NOTICE

- Objects protruding up from the ground can damage the bumper and other parts of the vehicle when driving into or out of a parking space. Always maneuver carefully in parking spaces with high curbs or fixed barriers. To reduce the risk of damage, stop before the wheels come into contact with the barrier or curb.
 - Vehicle components that are low to the ground such as the bumper, spoiler, and parts of the suspension, engine, or exhaust system could be damaged when driving over these objects. Drive carefully over entrances into buildings, ramps, curbs, and other objects.
-



Obey all legal regulations when stopping and parking the vehicle.

Electronic parking brake

Using the electronic parking brake

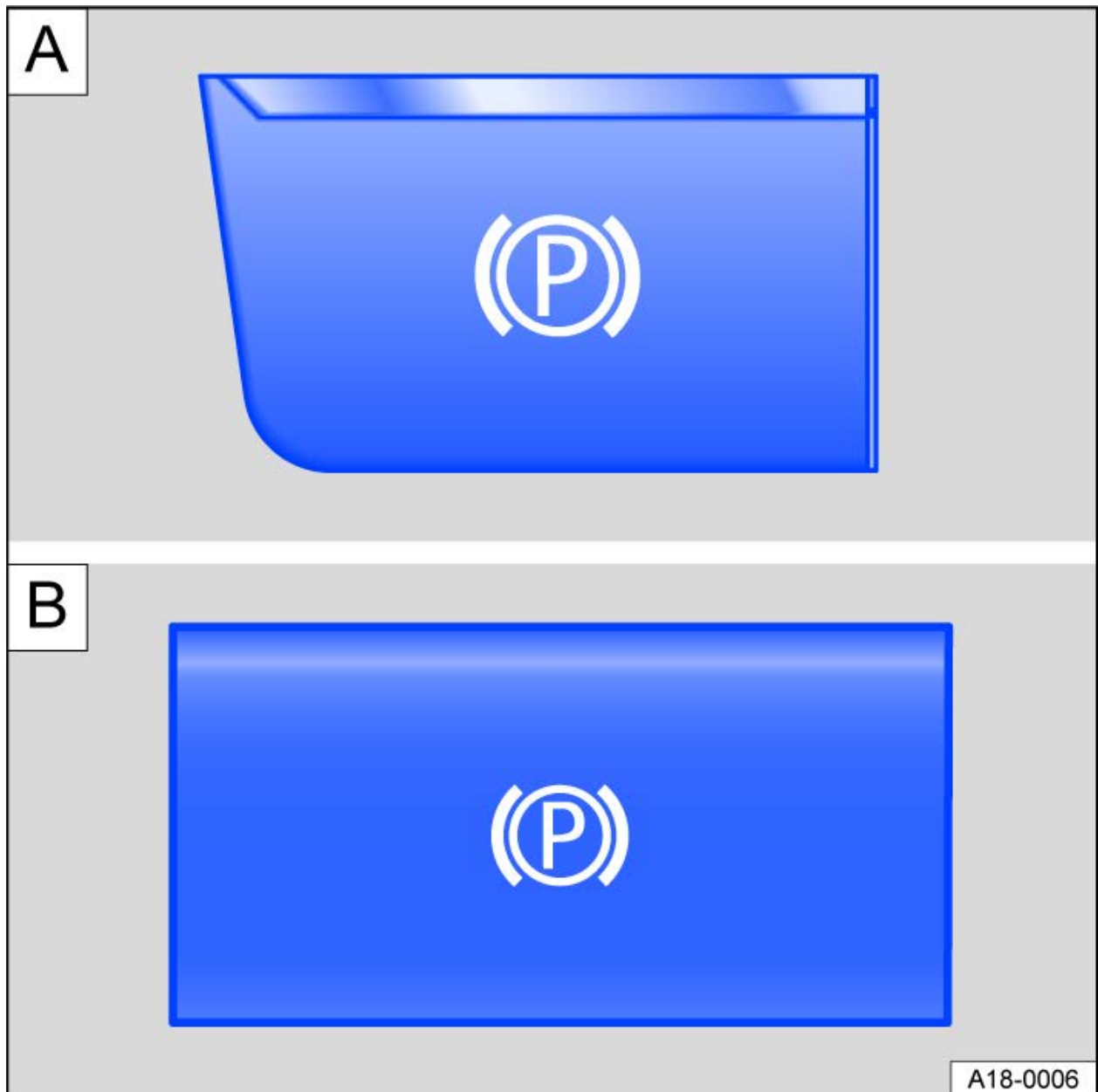


Fig. 1 In the center console: Button for the electronic parking brake for

Manual transmission and A

Automatic or DSG® automated transmission. B

Switching on

- When the vehicle is stationary, pull and hold the P switch until the yellow indicator light in the switch turns on.
- If the indicator light in the → *fig. 1* button and the red P indicator light in the instrument cluster light up, the electronic parking brake is activated.

Switching off

- Switch the ignition on.
- Press the brake pedal and press the P switch.

- **OR:** when the engine is running, press the accelerator pedal lightly **without** pressing the brake pedal.
- The indicator light in the → *fig. 1* button and the red (P) indicator light in the instrument cluster will turn off.

Automatic release of the electronic parking brake when starting to drive

The parking brake releases automatically as you drive off if **one** of the following situations occurs when the driver's door is closed → ⚠:

- *Manual transmission:* The clutch is pressed all the way down before starting to drive.
- *Automatic transmission:* A gear is engaged or changed.
- *DSG® automated transmission:* A gear is engaged or changed.

Starting to drive on steep inclines or with increased vehicle weight

You can prevent the electronic parking brake from releasing automatically if you pull the (P) switch upward and hold it up while starting to drive.

If more engine power is required when starting to drive, the electronic parking brake will release only after the (P) switch is released.

This can make it easier to start driving when towing a heavy load.

Automatic activation of the electronic parking brake if you exit the vehicle incorrectly

If the system detects that the vehicle has been exited improperly, it can activate the electronic parking brake automatically → ⚠.

- *Automatic transmission or DSG® automated transmission:* A gear is engaged. If the selector lever is in the **N** position, the electronic parking brake will **not** be activated automatically.


Automatic activation of the electronic parking brake in vehicles with a manual transmission

If the function is activated in the Infotainment system vehicle settings (→ *Operation, Vehicle settings menu*), the electronic parking brake will be activated automatically when the ignition is switched off → *Using the electronic parking brake*.

If the engine is running and the vehicle is exited improperly, the electronic parking brake will **not** be activated automatically → ⚠.

Automatic braking function

Only use the automatic braking function in an emergency, if the vehicle cannot be stopped using the brake pedal → ⚠.

—Pull and hold the  switch. The vehicle will brake abruptly. A warning chime will also sound at the same time.


WARNING

Using the electronic parking brake incorrectly can cause accidents and serious injuries.

- Do not use the electronic parking brake to brake the vehicle unless it is an emergency. The braking distance will be significantly longer because only the rear wheels will be braked under certain circumstances. Always use the brake pedal.
- Never activate the throttle when a selector lever position or gear is engaged and the engine is running. The vehicle could begin moving, even if the electronic parking brake is set.



WARNING

Exiting the vehicle incorrectly can result in the vehicle rolling. This can cause accidents, serious injuries, and property damage.

- Always follow the specified steps in the correct order when parking the vehicle (*→ Parking, Action*).
- Before exiting the vehicle, make sure the electronic parking brake is activated and the red  indicator light in the instrument cluster display comes on after switching off the ignition.




Manual transmission: If you need to switch off the electronic parking brake to pass through a car wash:

- Press the brake pedal and press the .
- Press and hold the  button until the ignition has been switched off.

Troubleshooting

Electronic parking brake is switched on

The red  indicator light turns on.

The holding force in the current situation is too low

The red  indicator light flashes.

It is not possible to park the vehicle safely.

- Park the vehicle in another location or on a flat surface.
- Hold the electronic parking brake until you start driving.

Electronic parking brake malfunction

The yellow indicator light turns on.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The electronic parking brake does not switch off

The requirements for switching off have not been met.

OR: the 12 V vehicle battery is drained.

- Check if all requirements to switch off the electronic parking brake have been met (*→ Electronic parking brake, Operation*).
- Jump-start the vehicle (*→ Jump-starting, Operation*).

The electronic parking brake is making noise

- Noises can be heard when the electronic parking brake is switching on and off.
- If the electronic parking brake is switched on, the brake pedal moves slightly.
- If the electronic parking brake has not been used for a long period of time, the system will perform occasional automatic checks when the vehicle is parked and this can create noises.

Auto Hold

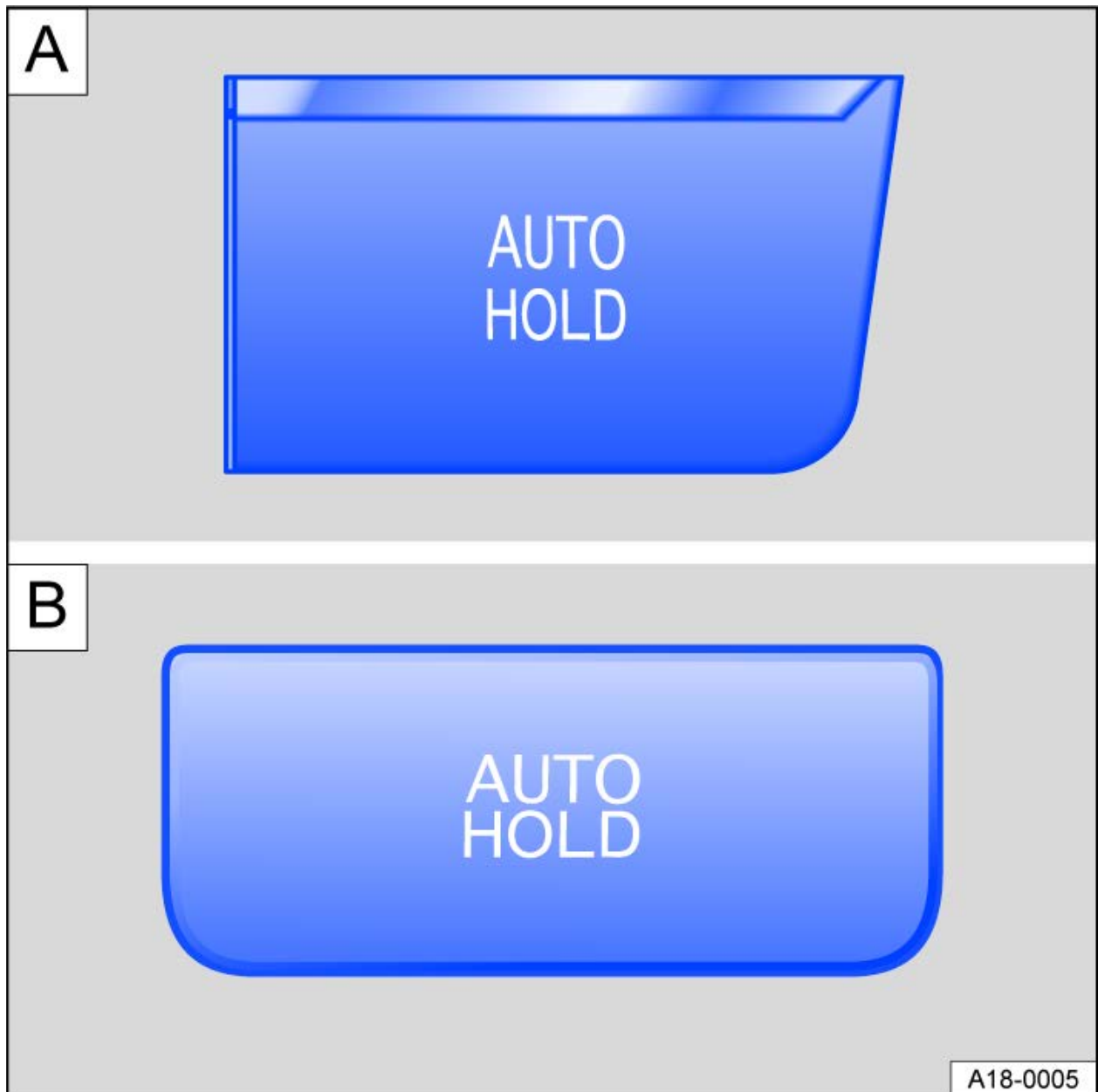


Fig. 1 In the center console: Button for Auto Hold for

Manual transmission and A

Automatic or DSG[®] automated transmission. B

Auto Hold secures the vehicle from rolling away when it is stationary, without having to hold the vehicle with the brake pedal.

The hold on the vehicle will end when the vehicle starts to drive or the requirements for Auto Hold are not met.

Requirements

- The driver's door must be closed.
- The engine must be stopped.

Auto Hold does **not** switch on or it switches off automatically if you shift into the **N** position. As a result, the vehicle will not be kept stationary → ⚠.

Switching on Auto Hold

- Press the **AUTO HOLD** button. The yellow indicator light in the **AUTO HOLD** → *fig. 1* button turns on. The white indicator light **AUTO HOLD** turns on in the instrument cluster. Auto Hold is ready to use, but the vehicle may not be kept stationary → ⚠.

If Auto Hold is switched on before the ignition is switched off, it will remain on once the ignition is switched on again.

Keeping the vehicle stationary using Auto Hold

- Make sure Auto Hold is switched on.
- Bring the vehicle to a stop using the brakes (→ *Parking, Action*).
- *Manual transmission*: Either keep the clutch pedal pressed down *completely* or shift into neutral.
- Release the brake pedal. The green indicator light turns on in the instrument cluster display **AUTO HOLD**. Auto Hold will keep the vehicle stationary → ⚠.

Switching off Auto Hold

- Press the **AUTO HOLD** button → ⚠. The indicator light in the **AUTO HOLD** → *fig. 1* button turns off.

The electronic parking brake switches on automatically to keep the vehicle stationary. If you press the brake pedal when switching off Auto Hold, the electronic parking brake will **not** switch on → ⚠.

Switching off Auto Hold temporarily using the **(P)** button

It may be necessary to switch off Auto Hold temporarily, for example when maneuvering the vehicle to make it easier for the vehicle to roll.

- With the engine running, press the brake pedal.
- Press the **(P)** button. Auto Hold is switched off.

Auto Hold will switch on again once the brake pedal is pressed while the vehicle is stationary.

WARNING

The intelligent technology of Auto Hold cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by Auto Hold to tempt you into taking risks.


- Make sure that the green **AUTO HOLD** or red **(P)** indicator light turns on in the instrument cluster if the vehicle is to be kept stationary. If the green indicator light is on, the vehicle will be kept stationary with Auto Hold. If the red indicator light is on, it will be kept stationary with the electronic parking brake.
- Never exit the vehicle when the engine is running and Auto Hold is switched on.
- In some situations, such as when the ground is slippery or icy, Auto Hold will not be able to keep the vehicle stationary on hills or brake it adequately when going downhill.

NOTICE

Always switch off Auto Hold before going through a car wash. Otherwise, damage can result if the electronic parking brake switches on automatically.

Parking system safety precautions

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits → .

- In some situations, some objects may not be detected by the sensors or cameras, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open.
- The sensor coverage areas have blind spots in their range where they cannot detect people and objects.
- Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. The sensor range could also be impaired by soap residue, coatings, dirt, or snow (→ *Parking systems, FAQ*).
- External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.
- Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.
- The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the parking systems to tempt you into taking risks. The parking systems cannot replace the driver's attention.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Always keep an eye on the parking direction and the vehicle surroundings.
- Note that the parking system's response times may not be sufficient to give a warning if you approach an object too quickly.
- Always pay attention to the area around your vehicle and look out for small children, animals, and other objects.
- Do not allow the parking system's display to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of vision. Using the image to estimate the distance to people or obstacles may not be precise and can cause accidents and serious injuries.

- Do not rely on the camera system image.

NOTICE

In parking spaces without a curb, park at least 20 inches (50 cm) away from walls and buildings to reduce the risk of vehicle damage.

Requirements for parking system operation

General information

So that the sensors and cameras can detect the area surrounding the vehicle as best as possible and display this image on the Infotainment system screen, the following requirements must be met:

- The doors and trunk lid must be closed.
- The exterior mirrors must not be folded in.
- The vehicle must be on level ground.
- The vehicle must not be loaded primarily in the rear or on one side.
- The engine must be running.
- ASR and possibly ESC must be switched on (→ *Braking assistance systems, Overview*).

Finding a suitable parking space

The following requirements should be met so that a suitable parking space can be shown or detected correctly:

- The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.
- The distance when driving past the parking space is approx. 1 m (3 feet).
- Vehicles with Rear View Camera system:** the speed when reversing into the parking space must be a maximum of 9 mph (15 km/h).
- Vehicles with Park Assist:** the speed when driving past the parking space must be a maximum of 25 mph (40 km/h) when **parking spaces are parallel to the road** and a maximum of 12 mph (20 km/h) when parking spaces are **perpendicular to the road**.

Parking system screen displays

The settings that can be selected may vary depending on the country, the device, and the vehicle equipment.

When the vehicle approaches an obstacle, the approach is displayed in segments in the Infotainment system and warning chimes sound. The display may vary depending on the situation.

The collision area has been reached when the next to last segment is displayed. **Do not continue driving.**

All options and models are described. Optional equipment or different model versions are not specifically identified as such. Which systems are available depend on the vehicle equipment.

General displays



Red section of the image: Nearby obstacle. **The vehicle is at risk. Apply the brakes.**

Red line: Boundary or safety distance.



Yellow section of the image: Obstacle in the path of the vehicle. **The vehicle is at risk. Steer around the obstacle.**

Yellow lines: the vehicle's path based on the steering angle.



Green section of the image: Boundary lines.



White section of the image: Obstacle outside of the path of the vehicle.



Mute the warning chimes.



Show the display.



Hide the display.



Adjust the brightness, contrast, and color.



There is a system malfunction in the area that is detected (depending on vehicle equipment). The colors may vary.



Close the current view and end the function.

Additional information for vehicles with Park Distance Control



Switch Park Distance Control on and off (→ *Park Distance Control (PDC), Operation*).



Maneuver braking deactivated or malfunctioning (→ *Automatic braking support, Description*).



Switch to the Rear View Camera system (→ *Rear View Camera system, Operation*).

Additional information for vehicles with a Rear View Camera system



Switch to the parking system (→ *Park Distance Control (PDC), Operation*).



Switch to perpendicular parking mode (→ *Rear View Camera system mode 1 (Perpendicular parking), Description*).



Switch to cross traffic parking mode (→ *Rear View Camera system, Operation*).



Switch to trailer or off-road support parking mode (depending on the country) (→ *Rear View Camera system, Operation*).

Additional features for vehicles with Park Assist



Switch Park Assists on and off (→ *Park Assist parking space search, Operation*).

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path.



The system displays the orientation lines on the screen regardless of the vehicle's surroundings. There is no automatic obstacle detection. The driver must evaluate whether the vehicle will fit in the parking space.

Automatic braking intervention

The automatic braking intervention helps to avoid collisions.

If the vehicle is equipped with the automatic braking support function, the function may trigger emergency braking if an obstacle is detected while driving in reverse or, if necessary, while driving forward.

The following systems are available depending on the vehicle equipment:

- Maneuver braking for Park Distance Control (→ *Park Distance Control (PDC), Description*).
- Emergency braking function for Park Assist (→ *Park Assist, Description*).
- Emergency braking function for Rear Traffic Alert (→ *Rear Traffic Alert, Description*).

When does an automatic braking intervention happen?

For an automatic braking intervention, the following requirements must be met:



- The vehicle must not be driving faster than approximately 6 mph (10 km/h).
- A parking system must be active.
- The system must be detecting an obstacle.

The automatic braking intervention will not happen if the parking system was activated automatically while driving forward (→ *Park Distance Control (PDC), Operation*).

What happens during an automatic braking intervention?

- The brakes will be applied.
- **OR:** the brakes will be applied until the vehicle comes to a stop and the vehicle is kept stationary for about two seconds. **Press the brake pedal.**

Switching off

- The automatic braking intervention function will be deactivated if the parking system is deactivated or if the function intervenes.
- The maneuver braking function can be temporarily deactivated. Press the  button in the center console control panel (→ *Driver side, Overview*). Then tap the  function key in the Infotainment system and change the setting.

Switching on

- The automatic braking intervention is activated when a parking system is activated.
- The maneuver braking is automatically switched on each time the ignition is switched on.

Special considerations when towing a trailer

If a trailer is electrically connected to the trailer hitch installed at the factory, the following restrictions apply (→ *Trailer towing, Introduction/general information*):

- The maneuver braking is deactivated automatically.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated when towing a trailer.

WARNING

The increased comfort offered by the parking system automatic braking intervention should not cause you to take safety risks. In some situations, function of the automatic braking intervention may be limited or it may not function at all. Collisions with obstacles can lead to injuries and vehicle damage. The system cannot replace the driver's attention.

- Stay attentive and do not rely only on the parking systems.
- Always be ready to take over braking and steering.
- Do not take any risks when it comes to safety.
- React to the warnings and recommendations from the parking systems.
- The Park Assist automatic braking intervention will end after approximately 1.5 seconds. After the automatic braking intervention, the driver must apply the brakes.



Switch the parking system off if automatic braking intervention happens too frequently, for example when driving off-road.



If maneuver braking for PDC has engaged, the function remains inactive in the same direction of travel for 5 meters or is operational again after changing a gear.



The parking process is canceled following a Park Assist emergency braking intervention.



Following a Rear Traffic Alert emergency braking intervention, you must wait 10 seconds before an automatic braking support can occur again.

Troubleshooting


The parking system is functioning differently than expected

There are several possible causes:

- The system conditions are not met (→ *Parking systems, Requirements*).
- The sensors or camera may be dirty or covered with ice (→ *Vehicle care exterior, Cleaning/care*).
- The camera lens is dirty and the camera image is not clear (→ *Vehicle care exterior, Cleaning/care*).
- Sources of noise, such as a jackhammer or driving over cobblestones, can interfere with the ultrasonic signal.
- The vehicle may be damaged in the radar sensor area, for example, from parking barriers.
- The areas detected by the sensors or camera may be blocked by accessories such as bike carriers.
- There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension.

Pay attention to the text messages shown in the instrument cluster display and in the Infotainment system.

No sensor or camera view or the parking system has been switched off

If a sensor malfunctions, the sensor area is deactivated. The sensor area affected can be displayed in the Infotainment system by the  symbol. The parking system may be completely switched off.

When Park Distance Control is malfunctioning, an acoustic warning is emitted and a text message appears on the instrument cluster display.

- Check if one of the causes listed is responsible.
- Once the source of the issue has been resolved, you can switch the system on again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Park Assist is active and the vehicle brakes


In some countries, Park Assist can assist the driver with automatic braking in certain situations (→ *Automatic braking support, Description*).

Depending on the vehicle equipment and certain conditions, such as the weather, vehicle load, or angle of the vehicle, Park Assist may automatically apply the vehicle brakes if there is an obstacle. The driver must then press the brake pedal.

The parking process will be canceled if automatic braking occurs.


Park Assist is active and the parking process is automatically canceled

Park Assist will end the parking process if one of the following situations occurs:

- The  function key is pressed.
- The driver takes over steering.
- The driver's door is opened.
- The time limit or number of movements for the parking process is exceeded.
- ASR is switched off or it engages.
- There is a system malfunction.

Restart the parking process (→ *Park Assist parking space search, Operation*).

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering while the vehicle is stationary, the white  symbol appears in the instrument cluster display.

- Press the brake pedal.

After a wheel change, Park Assist drives in and out of parking spaces inaccurately

When parking, the results of driving into or out of a space are worse, e.g. the distance to the curb is increased or reduced.

- Drive the vehicle over a longer distance, including around bends.

The Park Assist system automatically learns the new wheel sizes.

Park Distance Control (PDC)

Introduction

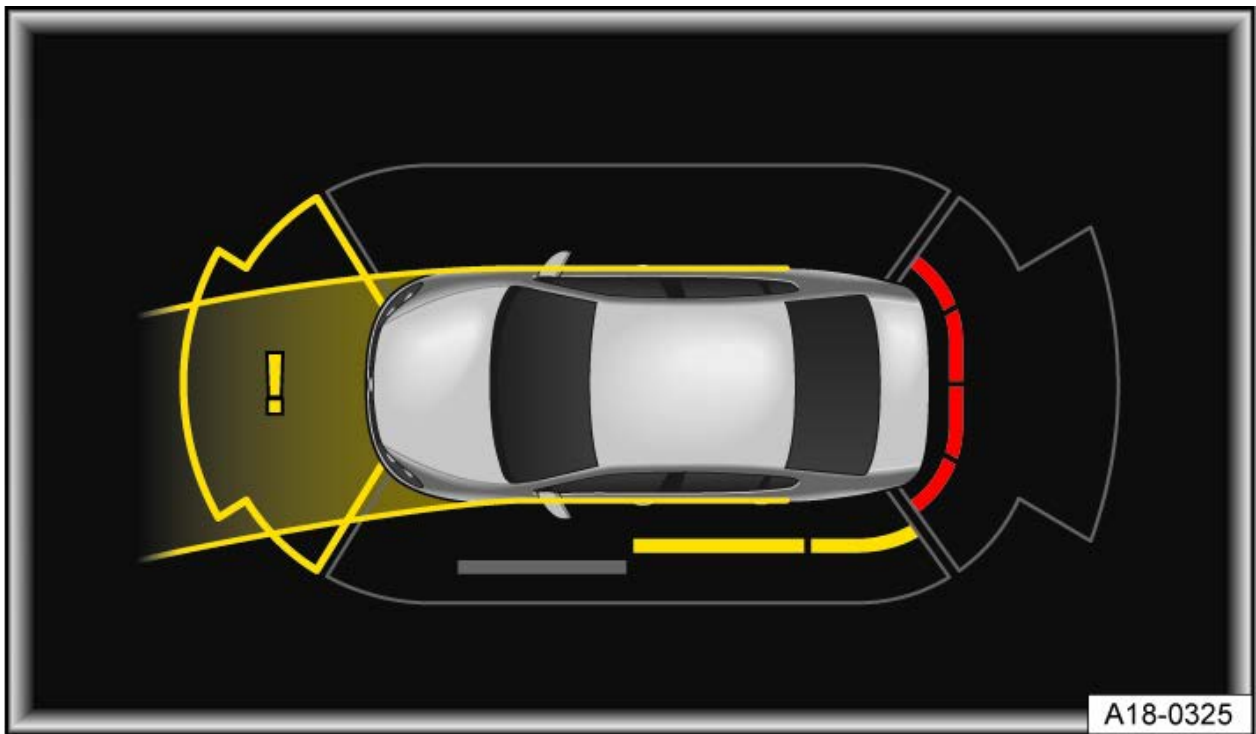


Fig. 1 On the Infotainment system screen: Park Distance Control display with steering wheel angle and obstacles.

The Park Distance Control system (PDC) assists the driver when parking and maneuvering.

The Park Distance Control system (PDC) detects the distance to an obstacle using sensors in the front and rear areas of the vehicle (*→ Front view, Overview*) (*→ Rear view, Overview*). The system uses images on the Infotainment system screen and signal chimes to indicate if an obstacle is within the coverage area of the sensors *→ fig. 1* , *→ ⚠*.

Setup

You can save some PDC settings, such as volume and signal tones, in the driver personalization user profiles. The settings will automatically change when the account is changed (*→ Driver personalization, Description*).

Special considerations when towing a trailer

The rear sensors for Park Distance Control are not switched on if the trailer hitch installed at the factory is connected to the trailer electrical system.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

NOTICE

Do not continue driving. The collision area has been reached when the next to last segment is displayed.



NOTICE

In order to fully scan and display the side areas, you must move the vehicle a few yards forward or back. Any obstacles that enter these areas from the outside are not displayed.

Switching Park Assist on and off



Switching on

If reverse gear is engaged or the vehicle is rolling in reverse, the PDC will turn on automatically.

- **OR:** Tap the  button in the center console control panel (→ *Driver side, Overview*). Then tap the  function key in the Infotainment system.



Switching off

If the vehicle is driving forward faster than 6-9 mph (10-15 km/h), the PDC will turn off automatically.

- **OR:** engage parking lock.
- **OR:** tap the  function key in the Infotainment system.
- **OR:** Tap the  button in the center console control panel (→ *Driver side, Overview*).

Automatic activation when driving forward (depending on vehicle equipment)

If driving forward toward an obstacle at less than 9 mph (15 km/h), PDC is activated automatically. Automatic activation can be switched on in the Infotainment system:

- Tap the  button in the center console control panel (→ *Driver side, Overview*).
- Tap the  function key in the Infotainment system and make the adjustment.

The system will activate automatically only once. The system can activate automatically again in the following conditions:

- Switch Park Distance Control back on.
- Switch the ignition off and back on again.

Rear View Camera (Rear View)




Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the mode and vehicle equipment, orientation lines may assist in the view toward the rear.

Parking modes of the Rear View Camera system

Depending on the vehicle equipment, the following views may be available for the Rear View Camera system:

- **Perpendicular parking** : Guide lines help when parking in reverse perpendicular to the road.
- **Trailer support**  or **Off-road support**: Depiction of the area immediately behind the vehicle with a high zoom factor and guide lines (depending on the vehicle equipment).
- **Cross traffic** : Depiction of the area behind the vehicle and the areas to the side of the vehicle at a wide angle ("Fish eye").

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Accidents, serious injuries, and vehicle damage can result.

- The PDC cannot replace the driver's attention.

CAUTION



Vehicles with a swiveling emblem: The Rear View Camera system extending can cause serious injuries due to entrapment.

- When engaging reverse gear, make sure that there are no persons directly behind the vehicle and that nobody can intervene in the range of operation of the Volkswagen emblem on the trunk lid.

Switching the Rear View Camera system on and off


Switching on

- Select the reverse gear.

— **OR:** Tap the  button in the center console control panel (→ *Driver side, Overview*). Then tap the  function key in the Infotainment system.

Switching off

The Rear View Camera system turns off automatically when driving forward over 9 mph (15 km/h).

— **OR:** tap the  function key in the Infotainment system.

Trailer support

On vehicles with a trailer hitch installed at the factory, trailer support can be used for assistance when attaching the trailer to a draw bar.

Lines will appear in the Infotainment system.

Red lines: position of the trailer hitch.

Green lines: distance to the trailer hitch.

Orange line: predicted direction of the trailer hitch based on the steering wheel angle.

Parking perpendicular to the road

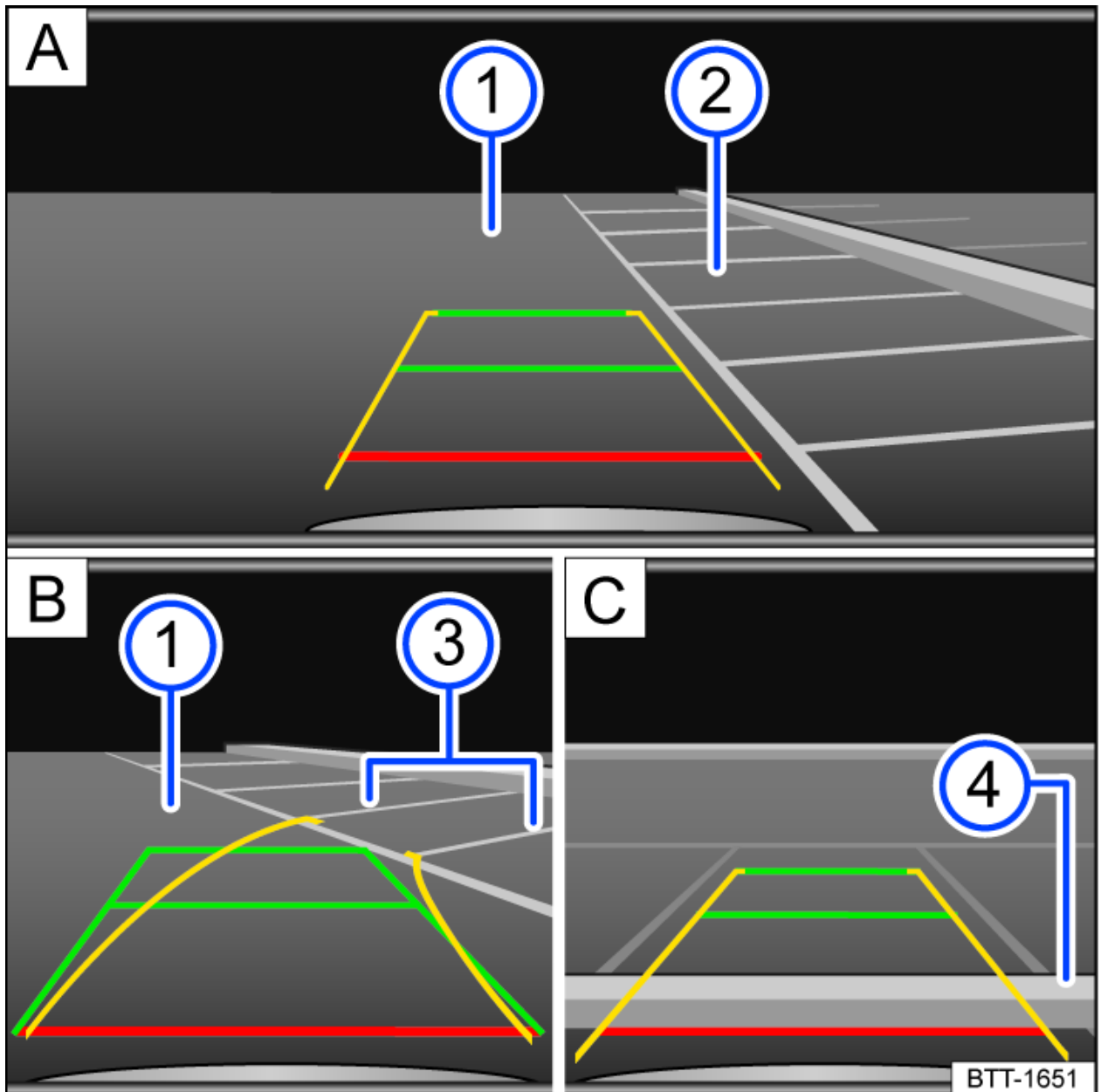



Fig. 1 Screen display in the Infotainment system: parking with the Rear View Camera system.

- A** Searching for a parking space.
- B** Steering toward the selected parking space.
- C** Aligning the vehicle within the parking space.
- 1** Road surface.
- 2** Parking space.
- 3** Side boundary of the parking space.
- 4** Rear boundary of the parking space.

Driving into parking spaces

— Before driving past the selected parking space, tap the **P** button in the center console control panel (→ *Driver side, Overview*). Then tap the **P** function key in the Infotainment system.


- Tap the  function key in the Infotainment system.
- Position your vehicle in front of the parking space → *fig. 1* **A** **2**.
- Steer so that the yellow lines lead into the parking space. The green and yellow lines must align with the side boundary lines → *fig. 1* **B** **3**.
- Stop when the red line reaches the rear boundary → *fig. 1* **C** **4**.

Park Assist

Introduction

Park Assist displays a suitable parking space and assists the driver when parking and leaving the parking space.

Park Assist is an extension of the parking system (→ *Park Distance Control (PDC), Introduction/general information*).

Park Assist steers the vehicle automatically. The driver must operate the accelerator pedal and the brakes → .

The following functions are supported:

- Display suitable parking spaces.
- Select parking mode.
- Driving into a suitable parallel parking space or parking bay.
- Driving out of a suitable parallel parking space.

Pay attention to the message in the instrument cluster display.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- The PDC cannot replace the driver's attention.
- Always keep an eye on the parking direction and the area around the vehicle; small children, animals, and objects are not always detected.

WARNING





Turning the steering wheel too quickly can cause serious injuries.

- Never grab the steering wheel during the maneuver until the system prompts you to do so.
- If the vehicle is approaching a dangerous situation, intervene and take over steering.

NOTICE

Park Assist orients itself to parked vehicles, curbs, or other objects. Make sure the vehicle tires and rims are not damaged when parking.

- If necessary, stop the parking process at the correct time.

-  Aftermarket accessories mounted on the vehicle, such as bicycle racks, can interfere with Park Assist and can cause damage.
-  If a trailer that is connected to the electrical system is detected by the vehicle, Park Assist cannot be activated (*→ Trailer towing, Function*).
-  Braking may occur during parking maneuvers if the driver accelerates too much.
-  If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated.

Searching for parking spaces

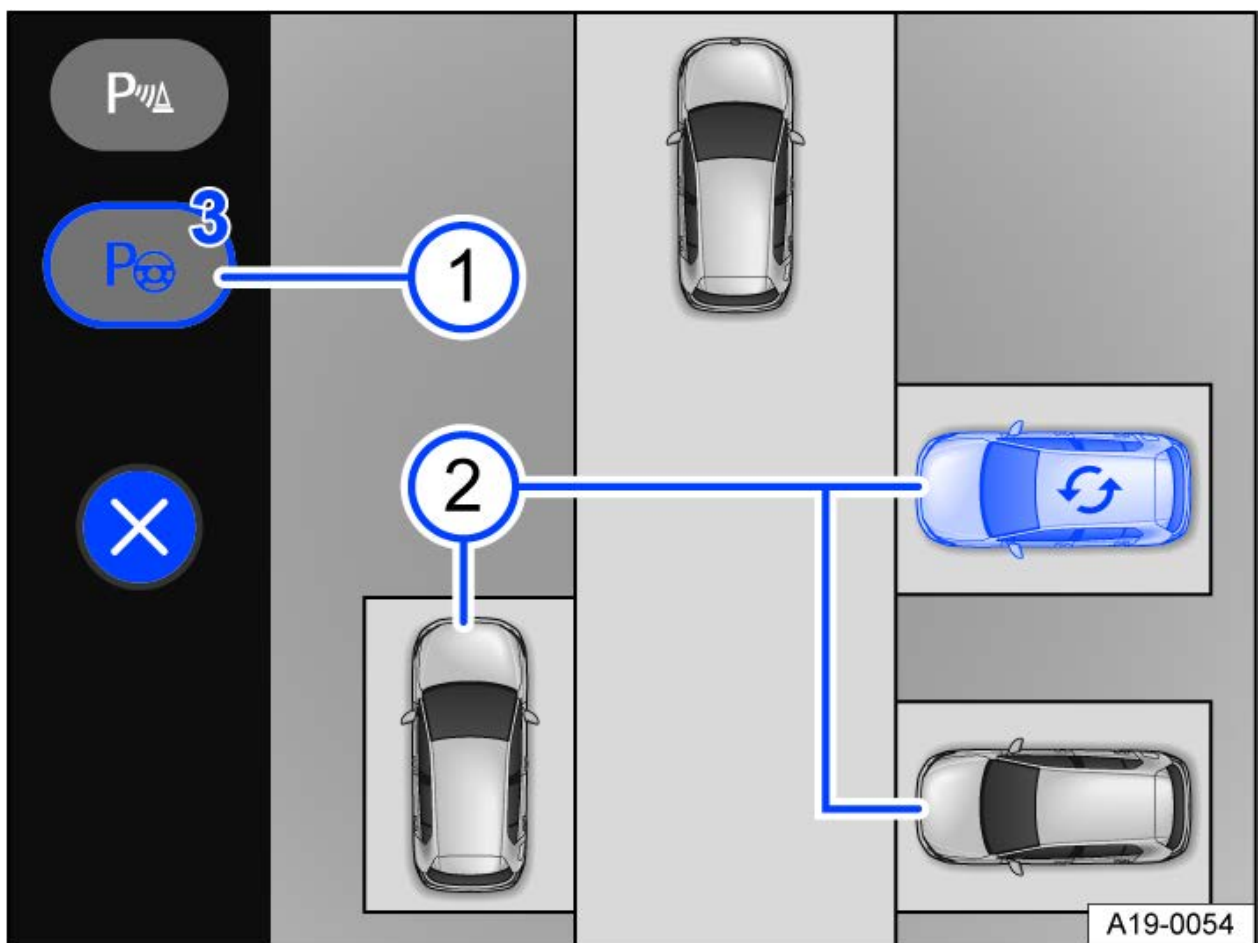





Fig. 1 In the Infotainment system: Preferred parking space (blue vehicle) and other parking spaces (general example).




- ① Number of detected parking spaces.
- ② Possible parking modes (maximum of two parking spaces per side of the road):
 - Parallel parking in reverse.
 - Cross parking driving forward.
 - Cross parking in reverse.

Searching for parking spaces

- Tap the  button in the center console control panel (→ *Driver side, Overview*).
- Tap the  function key in the Infotainment system.
- While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.
- The Park Assist will automatically look for possible parking spaces.
- The Park Assist will automatically select a parking space and displays it as the preferred parking space (blue vehicle) in the Infotainment system → *fig. 1* .

Changing parking spaces


If additional parking spaces are displayed along the street, you can switch between the parking spaces, e.g. switching from perpendicular to parallel parking:

- Tap the desired parking space on the Infotainment system screen → *fig. 1* .
- Tap the  symbol → *fig. 1* .
- The display will be updated. The desired parking space will now be displayed as the preferred parking space (blue vehicle).



Park Assist can be activated afterwards. If you drive past a suitable parking space, this will be indicated.



If Park Assist is not activated, detected parking spaces → *fig. 1*  are shown in the Park Distance Control screen display, if necessary.

Driving into parking spaces

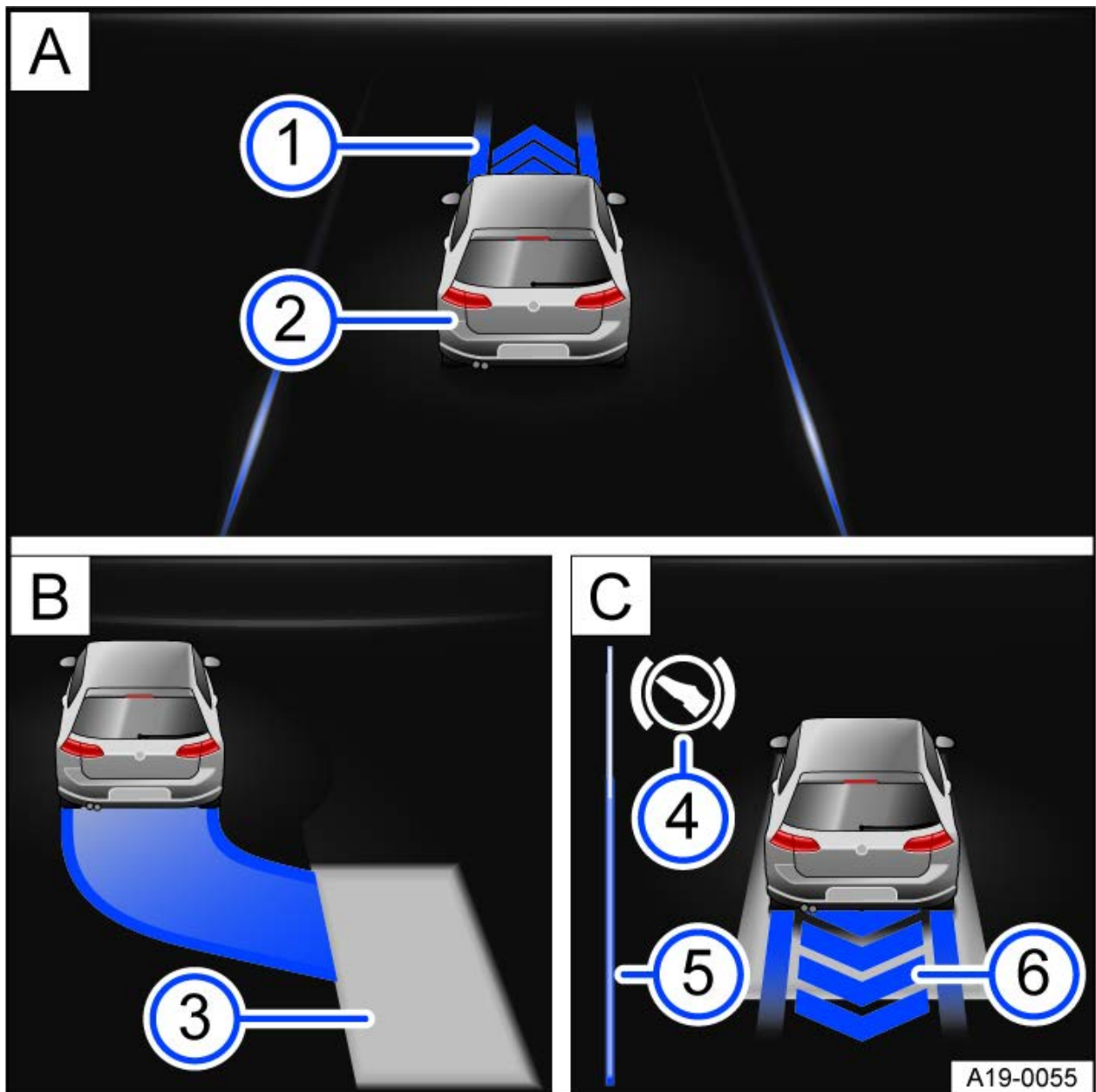


Fig. 1 On the instrument cluster display: drive into a parking space along the road (general example).

- A** Search for a parking space.
- B** Driving into a parking space.
- C** Maneuvering into a parking space.
- 1** Prompt to drive forward.
- 2** Your vehicle.
- 3** Detected parking space.
- 4** Request to brake.
- 5** Progress bar (relative distance remaining).
- 6** Request to drive backwards (with progress indicator).

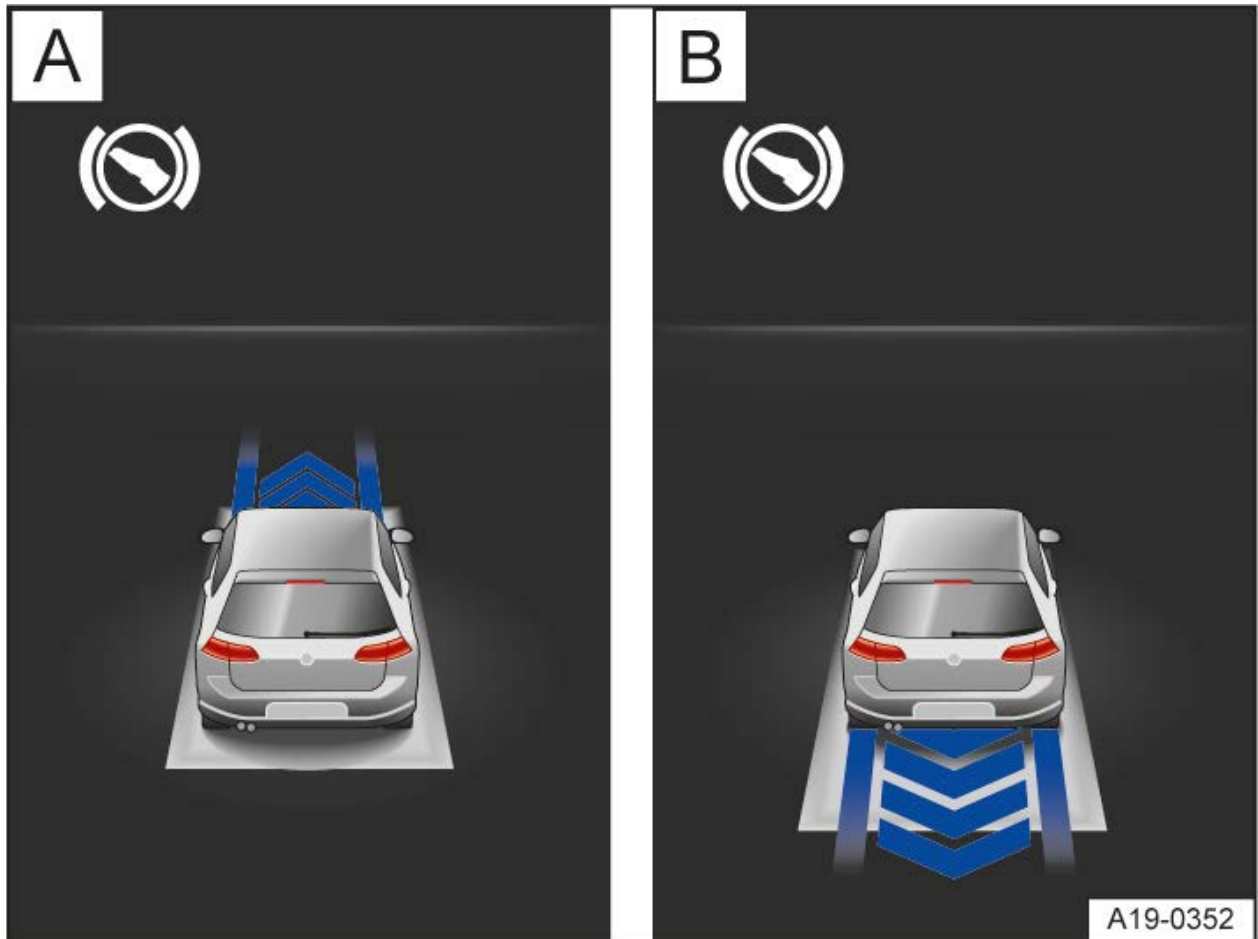



Fig. 2 On the instrument cluster display: Prompt for changing driving direction

forward or
backward.

Driving into a parking space with Park Assist

Requirements:

- ✓ Park Assist was activated.
- ✓ A preferred parking mode (parking area) is displayed in the Infotainment system.

- Tap the **START** function key in the Infotainment system.
- **OR:** When driving in reverse into a parking space, engage the reverse gear **R**.
- Release the steering wheel.
- Observe the text messages as well as the display for the parking process on the instrument cluster display.
- Accelerate carefully.
- Apply the brakes if a warning chime sounds, the  indicator lights up, or a message appears on the instrument cluster display.
- If a change of driving direction is shown in the instrument cluster, brake and change gear accordingly → [fig. 2](#).

- It may be necessary to complete the parking maneuver in several moves. When the process of driving into a parking space is finished, a text message appears in the instrument cluster display.

At the end of a parking maneuver, always wait until Park Assist has completed all rotational movements of the steering wheel in order to achieve an optimum parking result.

Park the vehicle and turn off the engine (→ *Parking, Action*).



Activating Park Assist later

Requirements:

- ✓ The parking process has already been started but Park Assist is not activated.
-




Reversing into a parking space


Reverse gear has been engaged. The Park Distance Control display is switched on.

- Tap the  function key to start Park Assist.
- Switch the preferred parking space (blue vehicle) if necessary (→ *Operation, Park Assist parking space search*).
- Tap the function key  on the Infotainment system to start the parking procedure.
- Let go of the steering wheel and follow all the actions as described above.

Driving forward into a parking space

The vehicle is driven forward into a parking space.

- Tap the  button in the center console control panel (→ *Driver side, Overview*).
- Tap the  function key in the Infotainment system.
- Tap the function key  on the Infotainment system to start the parking procedure.
- **OR:** Engage reverse gear **R**.
- Let go of the steering wheel and follow all the actions as described above.

Park Assist can also be activated independent of these parking scenarios. Available parking spaces are displayed automatically → *fig. 1* .



If the driver stops a reverse parking process and then engages reverse gear again, Park Assist is activated again.



The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process by Park Assist.

Exiting a parking space

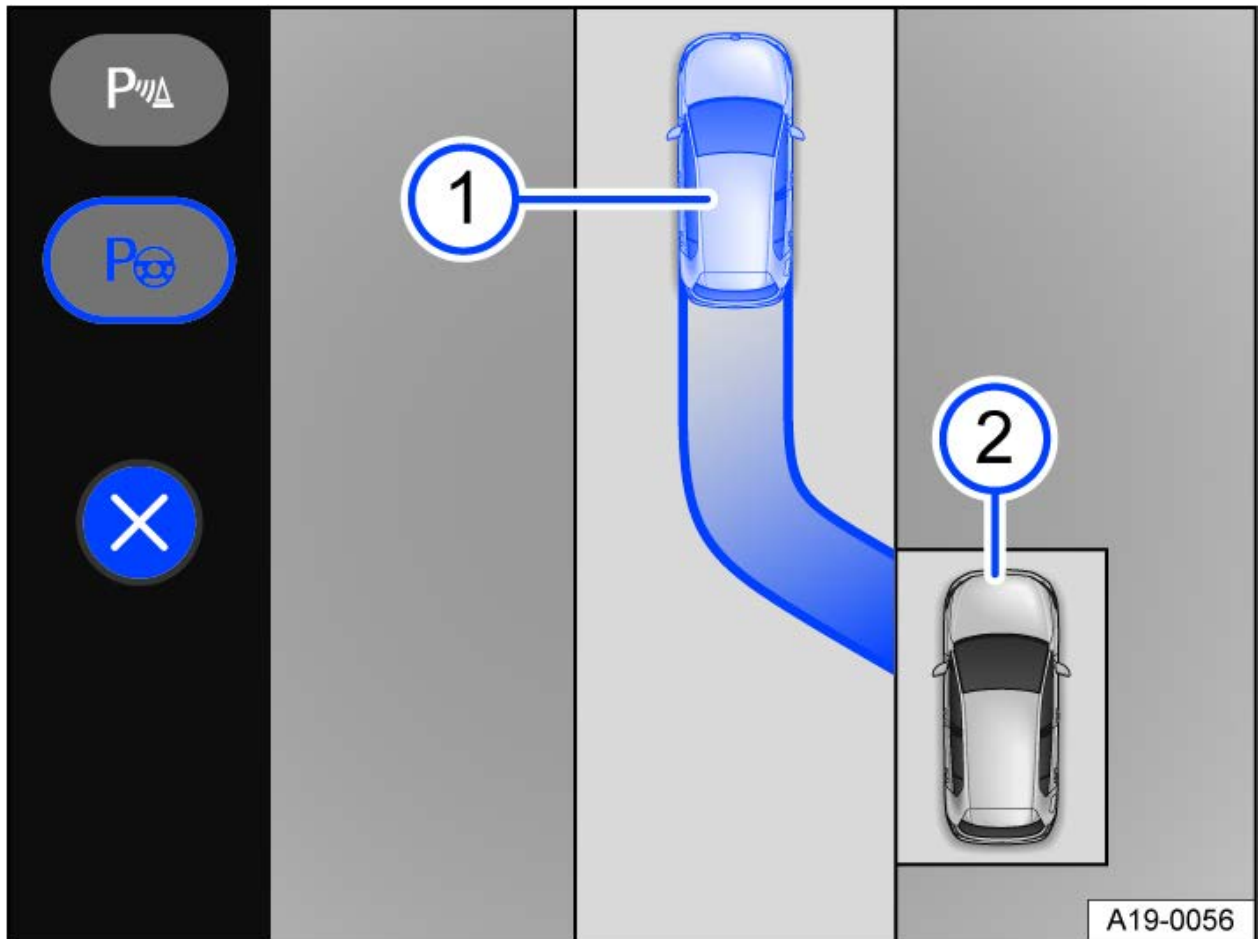



Fig. 1 In the Infotainment system: Exiting a parking space with target position (1) and the vehicle in the parking space (2) (general example).

Option 1:

- Start the engine.
- Press and hold the brake pedal.
- Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
- Activate Park Assist (*→ Operation, Park Assist parking space search*).
- Tap the function key **START** on the Infotainment system screen.
- Follow the text messages in the instrument cluster display.
- Pay attention to the parking process display in the instrument cluster display.

Option 2:


- Start the engine.
- Press and hold the brake pedal.
- Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
- Activate Park Assist (*→ Operation, Park Assist parking space search*).
- Put the selector lever in position **R**.
- Follow the text messages in the instrument cluster display.
- Pay attention to the parking process display in the instrument cluster display.

Apply the brakes if a chime sounds, the  indicator comes on, or a prompt to drive forward appears in the instrument cluster display.

Perform the procedure for exiting the parking space until a message appears in the instrument cluster display and possibly a tone signaling the end of the parking space exit procedure.

WARNING

Only drive the vehicle out of the parking space when the traffic situation allows it.

 The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process by Park Assist.

Rear Traffic Alert

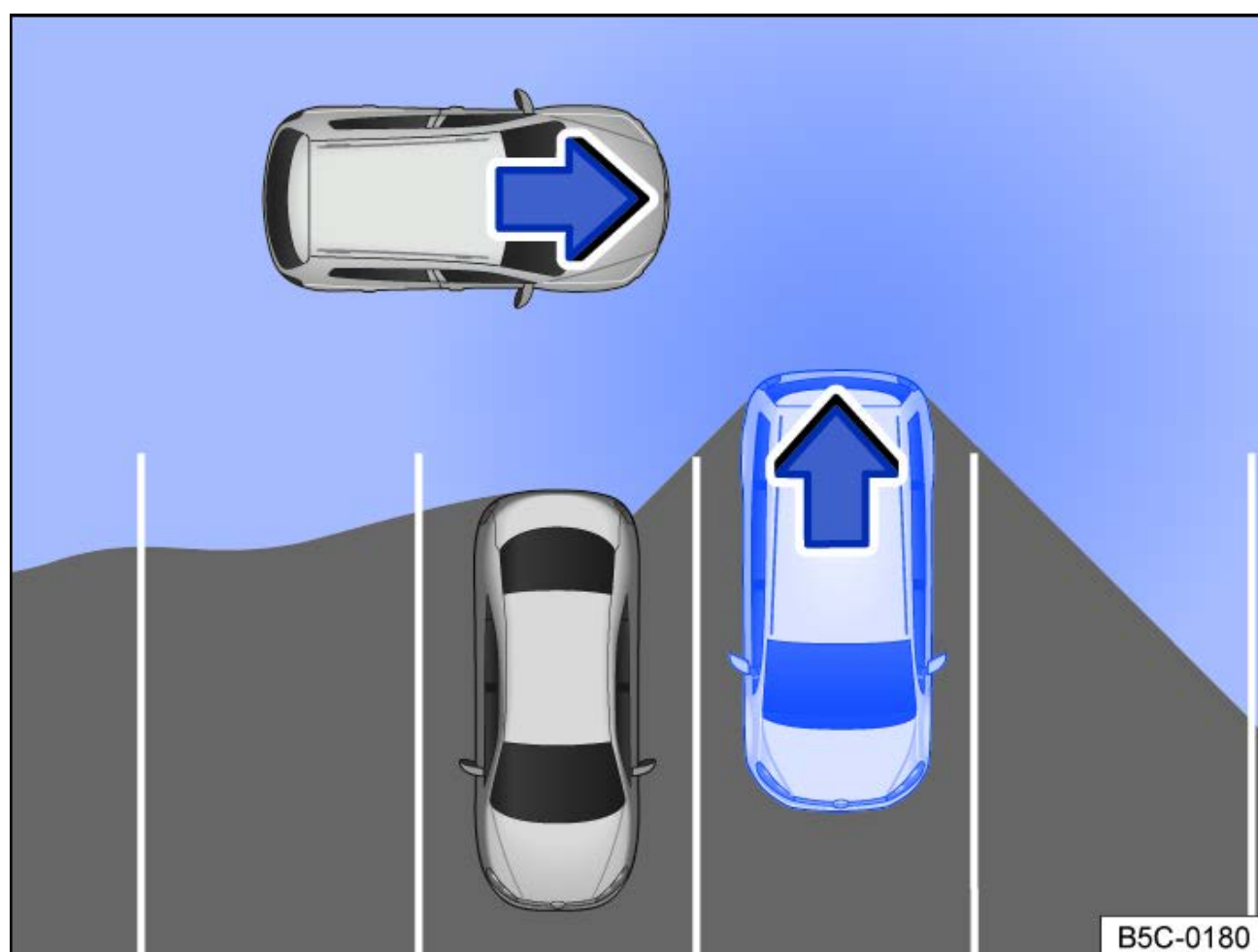


Fig. 1 Rear Traffic Alert, general example: monitored area around the vehicle that is exiting a parking space.

Rear Traffic Alert monitors the cross traffic when reversing out of a space or maneuvering.

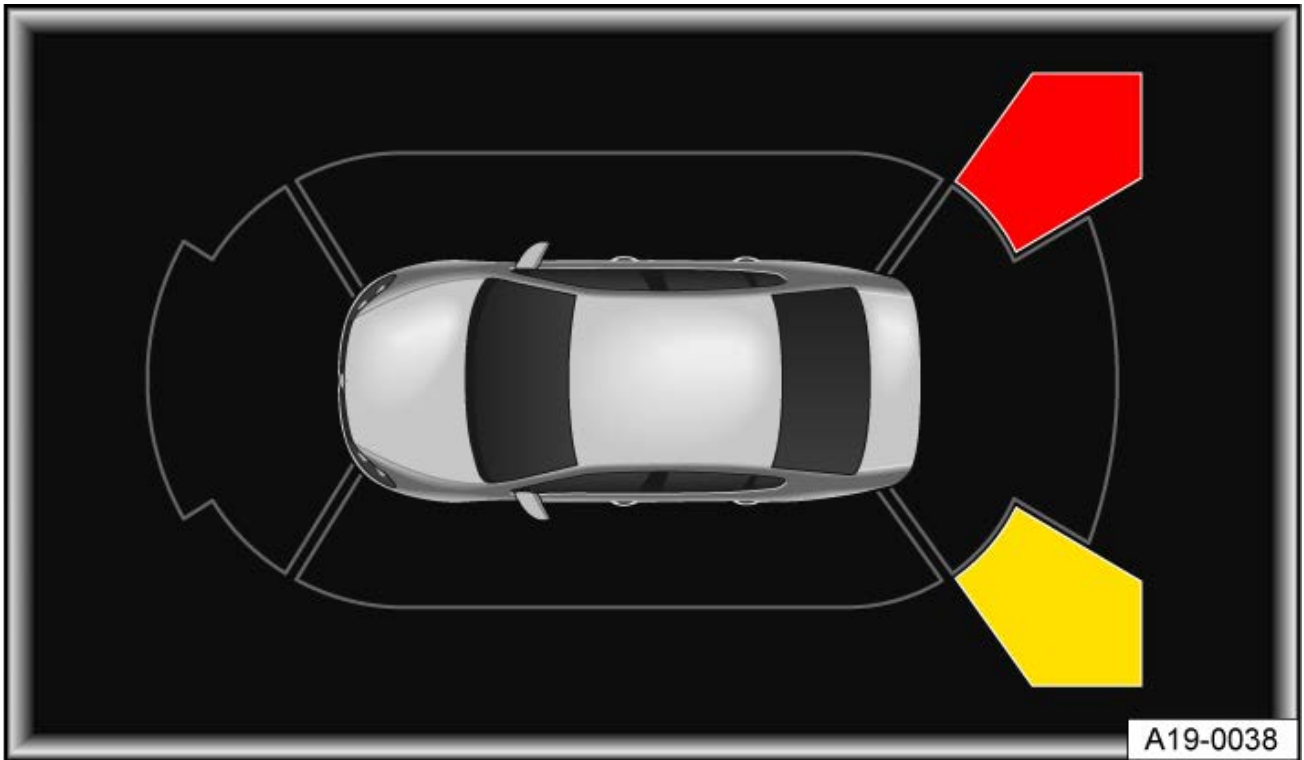


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

Also pay attention to the applicable information and warnings for all parking systems (→ *Parking systems, General safety*).

Switching on and off

- Use the **Assist systems** menu in the instrument cluster (→ *Menus and information displays, Overview*).
- OR:** Depending on vehicle equipment, use the button for driver assistance systems (→ *Menu assist systems, Operation*).
- OR:** Depending on the vehicle equipment in the vehicle settings of the Infotainment system (→ *Vehicle settings menu, Operation*).

System function

The Rear Traffic Alert functions with radar sensors in the rear bumper.

- Switch the ignition on.
- If necessary, turn on the Rear Traffic Alert.
- Note any warning chimes or messages in the instrument cluster display. Colored segments on the Infotainment system screen show the area concerned behind the vehicle → *fig. 2*.

If Park Assist is deactivated, the driver cannot be sent any feedback. Rear Traffic Alert is also temporarily deactivated.


WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- The PDC cannot replace the driver's attention.

Braking assistance systems

Information about braking assistance systems

Brake support systems can assist the driver in critical driving and braking situations. The driver is always responsible for safe driving → .


When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur. Continue braking with the necessary force and, if necessary, steer the vehicle.

—ESC, ABS and ASR only function correctly when all four wheels have identical tires.

—ESC, ASR, and EDL will stop working if there is an ABS malfunction.

Depending on vehicle equipment, the settings for ESC and ASR can be made in the vehicle settings (→ *Operation, Braking assistance systems*).

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and can help to improve driving stability in certain situations → .

Anti-Slip Regulation (ASR)

ASR reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills (→ *Braking assistance systems, FAQ*).

Anti-Lock Braking System (ABS)

ABS can prevent the wheels from locking when braking shortly before the vehicle stops and helps the driver to steer the vehicle and maintain control (→ *Braking assistance systems, FAQ*).

Brake Assist System (BAS)

BAS can help to reduce the vehicle braking distance. BAS increases braking power when the driver presses the brake pedal quickly in emergency situations.

Electronic Differential Lock (EDL and XDL)

EDL automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

The Automatic Post-Collision Braking System automatically brakes the vehicle if the airbag control module has detected a collision in an accident situation.


Requirements for automatic braking:

- The driver does not press the gas pedal.
- The braking force generated by the driver pressing the brake pedal is weaker than the force generated by the automatic braking.

Electronic braking distribution (EBD)

The electronic braking distribution controls the braking force for the rear wheel and optimally distributes the braking force between the front and rear axles. EBD can stop the rear of the vehicle from kicking-out into the lane due to over-braking on the rear wheels.

Electromechanical brake servo

The electromechanical brake servo supports the foot pressure only when the ignition is switched on and enhances the pressure applied to the brake pedal by the driver → . In case of a braking intervention by a driver assist system, such as during control by the ACC or during emergency braking, the brake pedal may move itself.

After switching off the ignition, braking assistance will be gradually reduced. If the vehicle is still being held by the brake pedal, text messages will appear on the instrument cluster display. Brake support is limited in this case.

Secure the stationary vehicle against rolling away (→ *Parking, Action*).

WARNING

The intelligent technology in the braking assistance systems cannot overcome the natural laws of physics and it can only operate within the limits of the system. Driving fast on icy, slippery, or wet roads can lead to loss of vehicle control and serious injuries to the driver and passengers.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Never take risks that could jeopardize your safety.
- Braking support systems cannot prevent a collision, for example if you are driving too close to other vehicles.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.

WARNING

The effectiveness of the ESC can be reduced considerably if other components and systems that affect driving dynamics are not maintained correctly or are malfunctioning. This applies in particular to changes made to the suspension and any non-approved wheel and tire combinations.

- Vehicle conversions and modifications must only be carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.

WARNING

Driving without the brake servo or when the brake servo's functionality is limited can increase the braking distance significantly, increasing the risk of accidents and serious injury.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Switching ASR, ESC, or ESC Sport off and on



Fig. 1 In the center console: Button to manually switch off and on ASR, ESC or ESC Sport (depending on vehicle equipment).

Driving situations



ASR can be switched off in situations where there is insufficient traction:


- When driving in deep snow or on loose ground
- When “rocking” the vehicle out of place because it is stuck

ESC can be switched off if the "Offroad" driving mode is available and has been selected (→ *Driving Mode Selection, Operation*).

ESC Sport intervenes later for a sporty driving style than the normal ESC function would in order to stabilize the vehicle.

Switching ASR, ESC Sport or ESC off and on


Depending on vehicle equipment, you can use the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*) or the  → *fig. 1* button to switch ASR, ESC and ESC Sport off or on → .

Press the  button for about a second

— *Golf Alltrack*: ASR is switched off.

— *Golf GTI, Golf R*: ASR is switched off and ESC Sport is switched on.

Switching on ASR and ESC: Press the  button repeatedly.

Press the  button for about three seconds

— *Golf Alltrack*: ASR is switched off and ESC Sport is switched on.

— *Golf GTI, Golf R*: ASR and ESC are switched off.

Switching on ASR and ESC: Press the  button repeatedly.

WARNING

When ESC is switched off, the risk of the vehicle swerving is higher than when ESC is switched on! The vehicle can be difficult for inexperienced drivers to handle at high speeds. Accidents and serious injuries could result.

- Therefore, Volkswagen recommends switching the ESC off **only under the following conditions**:
 - If you are driving your vehicle on a closed track or race course.
 - If you as the driver are experienced in a sporty way of driving.
- Never assume a safety risk and note the natural laws of physics.

Troubleshooting

Electromechanical brake servo failure

Do not continue driving!

The red warning light comes on.

A message is displayed if necessary. Press the brake pedal harder, as the lack of braking assistance will increase the braking distance.

— Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Electromechanical brake servo faulty

The yellow indicator light turns on.

A message is displayed for a few seconds.

The brake pedal might pulse when pressed. Press the brake pedal harder, because the reduced braking assistance will increase the braking distance.

—Get professional assistance.

ABS failure or malfunction

The yellow indicator light turns on.

—Get professional assistance. The vehicle can be braked without ABS.

ESC or ASR in operation

The indicator light flashes yellow.

ESC switched off manually

The yellow indicator light turns on.

ASR switched off manually

The yellow indicator light turns on.

ESC Sport switched on


The yellow indicator light turns on.

ESC switched off due to system requirements

The yellow indicator light turns on.

—Switch the ignition off and on.




—If necessary, drive a short distance at speeds between 15-20 mph (9-12 km/h).

—If the  indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The brake support systems make noises

Noises may be heard if the braking assistance systems are regulating.

WARNING

- If the  brake system warning light turns on together with the  ABS indicator light, the ABS regulating function could be malfunctioning. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control. If possible, reduce your speed and drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked. On the way there, avoid sudden braking and driving maneuvers.
- If the ABS indicator light  does not go out or comes on while you are driving, the ABS is not working correctly. The vehicle can only be stopped with normal brakes (i.e. without ABS). The security provided by the ABS is not available. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible.

Practical equipment

Storage compartments

Introduction

WARNING

Loose objects can be projected around the vehicle interior during sudden driving or braking maneuvers. This can cause serious injuries and loss of vehicle control.

- Only store objects in closed storage compartments.
- Always keep the storage compartments closed while driving.
- Only hang lightweight clothing, up to a maximum of 2.5 kg (approximately 5.5 lbs), from the coat hooks in the vehicle. Never leave heavy, hard or sharp objects in the pockets.

WARNING

An open glove compartment can increase the risk of serious injuries in the event of a collision or during sudden braking or driving maneuvers.

- Always keep the storage compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle. Lighters may ignite as a result of high surface temperatures, especially in the summer months.

WARNING

Incorrect usage of the cup holders can cause injuries.

- Do not place hot beverages in the cup holders. Hot beverages in the cup holders could spill and cause scalding injuries while driving, during sudden braking maneuvers, or in collisions.
- Take care that only suitably sized drinks are stored in the drink holder. Drinks must always be steady and secure in the drink holder.

WARNING

Closed beverage bottles can explode from heat and burst from frost.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

NOTICE

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior. Hot and cold conditions could damage these objects and make them unusable.
- Objects made out of transparent materials in the vehicle, for example transparent suction cups on the window glass, can concentrate sunlight and cause damage to the vehicle.

Ashtray and cigarette lighter

Introduction

WARNING

Incorrect use of the cigarette lighter or the ashtray can cause fires, burns, and other serious injuries.

- Only use the cigarette lighter correctly.
- Never leave children unattended in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other objects that could ignite in the ashtray.

Cigarette lighter



Fig. 1 In the lower section of the center console: Cigarette lighter.

- Push in the cigarette lighter knob when the ignition is switched on.
- Wait until the knob pops out.
- Pull out and use the cigarette lighter (*→ Ashtray and cigarette lighter, Introduction/general information*).



The cigarette lighter port can also be used as a 12 V power socket.

Sockets

Introduction

Electrical devices can be connected to the sockets in the vehicle.

Electrical devices must be in good condition. Do not use any malfunctioning devices.

The 12 V socket only works when the ignition is switched on.

WARNING

Using sockets and electrical devices incorrectly can cause fires and serious injuries.

- Never leave children unattended in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical devices become too warm, turn off the devices immediately and disconnect them.

! NOTICE

- To reduce the risk of damage to the electrical system, never attempt to charge the 12 V vehicle battery by connecting electrical devices that provide power to the 12 V sockets, such as solar panels or battery chargers.
- Only use electrical devices that have been tested for compliance with the applicable guidelines for electromagnetic compatibility.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine. Depending on the vehicle equipment, if the engine's start/stop system turns off and restarts automatically, electric devices do not need to be switched off.
- Never connect electrical devices that consume more than the specified power to a 12 V socket. The vehicle electrical system can be damaged when the maximum power draw is exceeded.
- Refer to the operating manuals for the electrical devices.



The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is stopped.



Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

Sockets in the vehicle

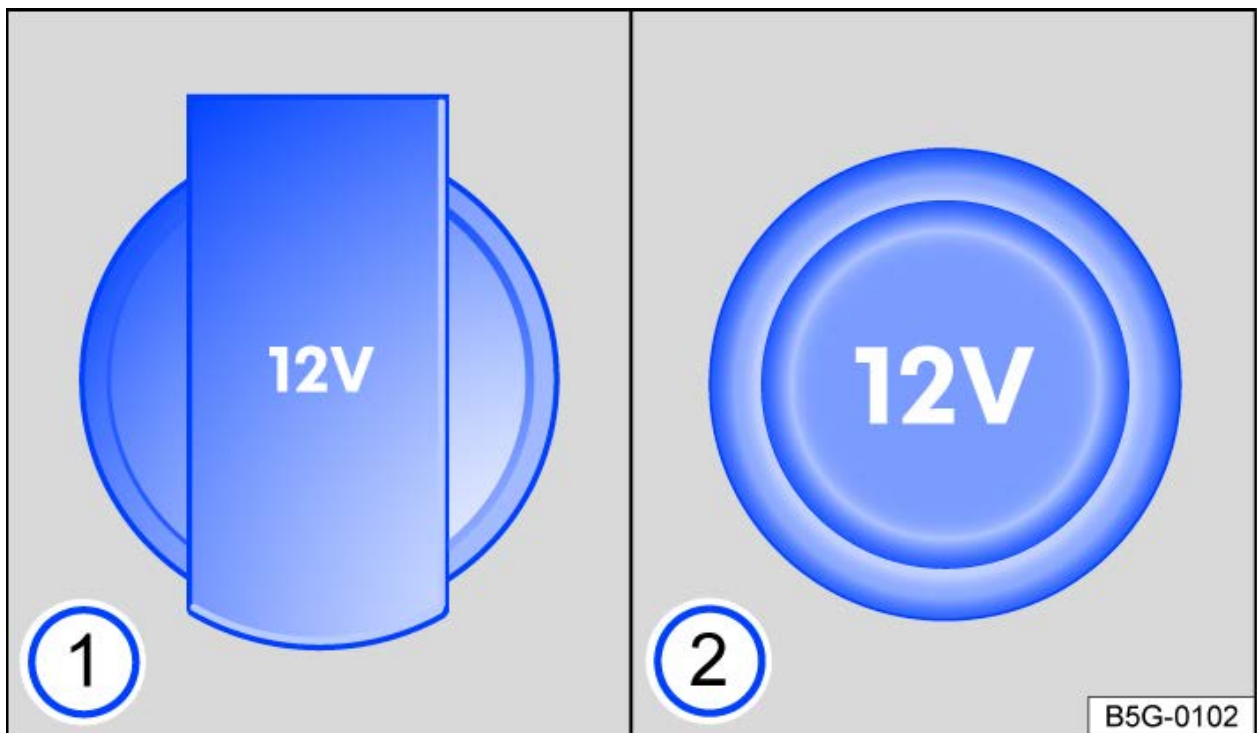


Fig. 1 In the front part of the center console and in the luggage compartment: hinged 12-volt socket (1) or 12-volt socket with removable cover (2).

The maximum power draw is 180 watts.

Do not exceed the maximum power draw of individual sockets. The power draw of devices is listed on their information labels.

If there are multiple sockets in the vehicle and two or more devices are connected at the same time, the total power draw of all electrical devices must never exceed 180 watts (→ *Sockets, Introduction/general information*).

Data transmission

Cyber security

Control modules for data transmission, interfaces, media and diagnostic connections are connectivity components, through which information and data can be exchanged between the vehicle and external devices or the Internet. The following connectivity components may not be available in all vehicles:

- Diagnostic connection port
- Control module with installed eSIM card (OCU).
- Phone interface
- Media Control
- App-Connect
- Wi-Fi hotspot
- NFC radio technology.
- Bluetooth® interface.
- USB port
- AUX-IN jack
- SD card slot
- SIM card slot

Connectivity components are the key points for cyber security. In addition to other control modules, connectivity components are equipped with security mechanisms that minimize the risk of unauthorized access to vehicle systems.

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on mobile devices, software and security mechanisms in the vehicle may also be updated at various times.

In general, software updates improve the security, stability, and processing speeds of the vehicle systems in vehicles that were already produced.

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

- Only use data carriers, Bluetooth® devices, and mobile devices in the vehicle that do not contain any manipulated data or malware.
- Install the software updates provided by Volkswagen as soon as possible (→ *Software update, Description*).

—Only have the vehicle repaired and serviced by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Computers, data carriers, and mobile devices that are connected to the Internet or are used in public or private networks can be infected by manipulated data and malware.

- In addition to the generally recognized precautions when using the internet, you should protect your computer, vehicle data label and mobile device with a suitable antivirus program.
- Regularly update the antivirus program using the provided updates or upgrades provided by the vendor.

WARNING

The risk of illegal access to vehicle functions and control modules caused by malware or an Internet attack cannot be eliminated in spite of the security mechanisms installed in the vehicle. Malware introduced to the vehicle can influence, deactivate, or assume control of control modules and vehicle functions and may cause serious accidents and fatal injuries.

- Malware can also access data and information that are stored in the control modules, in the Infotainment system, on connected data carriers, and in paired mobile devices.
- If the vehicle is not functioning as it normally does or is reacting or handling in an unusual manner, carefully slow down (if possible) and drive immediately to the nearest authorized Volkswagen dealer or Volkswagen Service Facility, or contact a roadside assistance service, such as a towing service.

System update

Introduction

The factory-installed Infotainment system supports the "System update" functionality. This is so the software of the following control units in the vehicle can be updated by Volkswagen AG, without needing to seek an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

- Infotainment system central computer.
- Instrument cluster control unit.
- OCU (control unit for Volkswagen We Connect).

The "system update" function is only available in certain countries.

Prerequisites for a system update

- A valid We Connect contract exists between you and Volkswagen.
- You have an active Volkswagen We Connect user account.
- The vehicle is assigned to your We Connect user account.
- The vehicle electrical system is functioning.
- The 12-volt vehicle battery is sufficiently charged.

—The “system update” function is available in your country.

WARNING

Control units are deactivated and do not function for the duration of any software installation. Driving with deactivated or non-functioning control units can lead to accidents and fatal injuries.

- Initiate software installation in an appropriate place where other road users are not affected.
- Never use the vehicle during a software installation.

WARNING

If the digital instrument cluster malfunctions after the software installation, no instruments, warning lamps, symbols or message texts can be displayed. Driving with a malfunctioning digital instrument cluster can lead to accidents and fatal injuries.

- Do not use the vehicle and contact Volkswagen Customer Care.

WARNING

In very occasional circumstances, there is the possibility that a control unit may not function properly after a software installation.

- Do not use the vehicle and contact Volkswagen Customer Care.

Overview

System update availability

When switched on, the Infotainment system displays an available system update. A system update take place in two phases:

- Download phase: A system update can be downloaded at any time when the ignition is switched on.
- Installation phase: Software can only be installed when the engine is switched off and when the engine hood, trunk lid, glass roof, all windows and all doors are closed.

Before each individual phase begins, the driver is required to give consent for the start of the respective process.

If several system updates are available for the vehicle simultaneously, then one system update must have been successfully completed before the next system update can be carried out.

Download costs

A system update is downloaded via the factory-installed control module with an eSIM card (OCU) and is free of charge. Volkswagen pays the connection charges.

Procedure

Downloading a system update

Select a location or area with sufficient mobile network and GPS reception when downloading. The ignition must be switched on when downloading. The download can be interrupted at any time and then continued if required by switching on the ignition.

The download duration depends on the network quality, file size and update type. Rule of thumb: Approx. 30 seconds per megabyte (MB). Perform the steps in the specified order each time.

- Switch on the ignition and Infotainment system.
- Note the information in the Infotainment system.
- Start the download in the Infotainment system.

Software installation

Select a time for software installation during at the vehicle does not need to be driven by you or anyone else.

- Park the vehicle safely in accordance with legal requirements and local conditions.
- Stop the engine.
- Close the engine hood, trunk lid, tilting and sliding panoramic sunroof, all windows and all doors.
- Confirm the software installation in the Infotainment system.
- Exit the vehicle. Take all of the vehicle keys with you.
- Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
- Lock the vehicle.

Before restarting the engine, read the message regarding completion of the installation in the Infotainment system. If installation was unsuccessful, follow the relevant information.

Functional limitations during software installation

During software installation, control units, functions and displays will not be available. Do not use the vehicle during this process.

- Infotainment system central computer: During software installation, the central computer, display and control unit and other control units will not be available.
- Control unit for the digital instrument cluster: During software installation, it may be the case that there are no or limited displays in the instrument cluster.
- Online connectivity unit (Control unit for Volkswagen Car-Net or We Connect): For the duration of the software installation process, Car-Net services, the Emergency Call Service and the Automatic Crash Notification function will not be available.

Following unsuccessful software installation

- Non-critical installation error: Will not result in functional limitations. Restart the software update.
- Critical installation error: The relevant control unit will not be functioning properly. Functions and displays will not be available until the error is rectified. If this is the case, contact Volkswagen Customer Care.

Following successful software installation

Successful software installation is displayed in the Infotainment system.

Questions and answers about system updates

What is a system update for?

The system update is a preventative measure to avoid unwanted events and circumstances. For example, to protect from malware and to optimize the running of the software.

Should I allow the system update?

For your own benefit, you should run the system update. If the system update is ignored multiple times by the driver, you must see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for advice.

Can I interrupt the system update download?

Yes, this is possible (→ *Software update, Description*).

Can I interrupt the software installation?

No, this is not possible.

What happens if the software installation is interrupted?

If a software installation is interrupted, e.g. due to damage to the vehicle's electrical system, control units cannot be updated and may be damaged by the incomplete software installation (→ *Software update, Description*).

Can system updates, which are not initiated by Volkswagen and contain malware, appear in the vehicle?

Further information is available at (→ *Cyber security, Description*).

How long can I wait before running my system update?

For your own benefit, the system update should be installed as soon as possible.

“Car2X communication”

Introduction

Car2X Communication can help to avoid accidents, to reduce the effects of an accident, and improve the Traffic Situation.

In some countries the Car2X Communication, hereafter referred to as Car2X, allows the transfer and collection of information about traffic, both between vehicles and between the vehicles and the road infrastructure (e.g. roadworks) nearby. The communication range depends on the environment and, in good conditions, is 200 meters in towns and 800 meters on the highway and on country roads. The communication takes place in accordance with cross-manufacturer, Car2X and Wi-Fi standards, for vehicles and traffic infrastructure.

Car2X was developed and standardized by, among others, the CAR 2 CAR Communication Consortium (C2CCC) and the European Telecommunications Standards Institute (ETSI).

WARNING

The Car2X intelligent technology cannot overcome the natural laws of physics, and it can only operate within the limits of the system. Do not take safety risks because your vehicle is equipped with Car2X. Car2X cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.

WARNING

When Car2X is active, maintain a distance of 20 cm between the Car2X antennae and persons outside the vehicle.

- Car2X antennae are located on the roof of the vehicle and in the mirror triangle of the windshield.

Data transfer

When Car2X is activated, the vehicle send continuous Car2x messages to other Car2X road users and enables an evaluation of the current Traffic Situation.

These Car2X messages may contain the following:

- Vehicle data such as, for example, acceleration and steering angle.
- Positioning data, for example such as, geographical position and the journey progress as way-points of a maximum of the last 1000 meters.
- Information about specific events such as breakdowns, accidents and traffic jams.

Continually changing, temporary IDs (pseudonyms) attached to the Car2X message, minimize the possibility that the data sent out can be traced back to you.

To avoid misuse, a Car2X message distribution must take place via valid certificates. With these certificates, the Car2X messages sent out are compared with current trust lists and blacklists. This is to check whether the Car2X messages received are authentic, that is, whether they were sent by a legitimate Car2X user.

Regular updates of the system content (for example, certificates, relevant trusted lists and blacklists) are required to meet the demands of Car2X Communication and to enable the confidentiality of other Car2X participants to be checked. The update takes place automatically through the relevant privacy setting when your vehicle's online connection is active – see (*→ Car2X communication, Description*)

Via the **Car2X and traffic hazard alert** function key in the Infotainment system, you can activate and deactivate Car2X data transmission and the "traffic hazard alert" function. The last setting is also saved for every user (also for the anonymous user). The **Car2X and traffic hazard alert** function key has no impact whatsoever on the system content updates and cannot influence these in any way.

We recommend going online on a weekly basis or staying online in order to always have the latest trusted lists and blacklists available in your vehicle. The maximum time you should not be online is around three months. After this time, the system content must be updated or Car2X will be deactivated automatically.

In the event of automatic deactivation (*→ Limits/system limits, Car2X communication*), you must reactivate Car2X manually. This is only possible if the issue which caused the deactivation has been solved.



Indicator in the Infotainment system for activated Car2X when data transfer is blocked (*→ Description, Privacy settings*).

Information about data processing and the Car2X privacy notice can be found in the Infotainment system under "Legal information" and on the Volkswagen homepage.

Vehicles with Adaptive Cruise Control (ACC)

Some Car2X data received is also forwarded to the ACC system. Using this data, the ACC system can anticipate the swerve maneuvers of the traffic in front and adapt its response when changing lane. If your vehicle is also equipped with Dynamic Road Sign Display and navigation, and Adaptive Cruise Control is activated, ACC can reduce the speed if the vehicle approaches the end of a traffic jam it has detected.

Traffic hazard alert

The Car2X "traffic hazard alert" function can only be executed when the **Car2X and traffic hazard alert** function key has been activated in the Infotainment system.

Car2X may transmit warning messages about the following hazards to the vehicle:

- Special vehicles which are approaching or being secured.
- Temporary and moving roadworks.

- Warning of breakdowns, accidents, queues.
- intervention of an active safety system in Car2X vehicles ahead (e.g. automatic emergency braking).

If the Car2X "Traffic hazard alert" function issues a warning message, then this is displayed in the instrument cluster and, where applicable, in the head-up display.

Whether a warning message is issued depends, amongst other things, on the following criteria:

- The type of hazard.
- Driving speed.
- The strength of the deceleration.

Warning messages differ from each other in the following ways:

- In warning tone.
- In the warning text, warning symbol.
- In coloration (red, yellow).

You can confirm a warning message using the **OK** button in the multi-function steering wheel. This causes the warning message relating to the current hazard to be hidden.

Requirements

The following conditions must be fulfilled in order for the Car2X "Traffic hazard alert" function to be able to receive, issue and display warning messages:

- **Car2X and traffic hazard alert** is activated in the Infotainment system.
- Relevant vehicles and traffic infrastructure components are equipped with functional and compatible Car2X technology.
- Hazards have been recognized in accordance with standardized specifications.
- You have not yet confirmed the warning message via the **OK** button in the multi-function steering wheel.
- There is currently no ****blocking time**.

WARNING

Ignoring warning messages may lead to accidents and serious injuries.

- Never ignore warning messages.

System limitations

The system in your vehicle only communicates with vehicles and traffic infrastructure that are equipped with functioning and compatible Car2X technology.

Car2X **cannot** record the following vehicle and traffic infrastructure components:

- Vehicles without Car2X.
- Vehicles with deactivated Car2X.

- Vehicles with malfunctioning or incompatible Car2X technology.
- Traffic infrastructure without Car2X technology.
- Traffic infrastructure with deactivated Car2X technology.
- Traffic infrastructure components with malfunctioning or incompatible Car2X components.

Automatic deactivation

Car2X can deactivate automatically in certain cases:

- Car2X is in an error condition. If the error condition continues, please contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Car2X is not permissible in the respective country.
- The vehicle was not online for a longer period of time, e.g. by switching off data transmission (→ *Description, Privacy settings*). Authorize data transmission again to update system content. Then reactivate Car2X.

Functional limitations

Various environmental influences can limit the functionality and range of Car2X technology. In particular, this includes:

- Buildings, bridges, underpasses, parking buildings.
- Mountains and valleys, trees and plants.
- Trailer mode.
- Roof boxes and other vehicle superstructures.
- Other vehicles.
- Interfering transmitters and other radio systems that hinder or prevent Car2X communication.

Enabling and activating functions (We Upgrade)

Introduction

After delivery, the vehicle can be fitted with certain extra equipment and optional functions; this is either for a limited time

Depending on the vehicle model, basic comfort and Infotainment functions, as well as driver assistance systems, can be enabled.

Enabling functions and equipment depends on the individual factory status of your vehicle and is not possible in all markets.

After enabling and activating the function, read and take note of the corresponding information and warning notices in the owner's manual or in the instructions available online.

WARNING

When lending or selling your vehicle, inform the buyer or user about the functions which have been permanently enabled, as well as those which are enabled for a limited period.

- Ignoring this obligation to inform can cause accidents and injury.

WARNING

If a time-limited function of the driver assist systems runs out, the vehicle handling can change suddenly or unexpectedly.



In some cases, if the necessary hardware for enabling the function is not present in the vehicle, it can be retrofitted. Volkswagen recommends using a Volkswagen dealership for retrofitting hardware.



If the necessary software for enabling the function is not present in the vehicle the software can be retrofitted via (*→ Description, Software update*). There may be associated charges, depending on the type of software.

Description

If the function is properly activated, it can be used permanently or with a time limit.

- A mobile network connection is only required for purchasing functions on demand, for the activation process itself and for activating the functions on demand.
- Functions on demand with both an online portion and an offline portion require a continuous mobile network connection to run.

Functions and features on demand for the vehicle are either described in this Owner's Manual, in the Infotainment system, on the Volkswagen homepage or in your Volkswagen We Connect account. Certain functions do not need a description, such as function for changing the appearance or color of the Infotainment system.

Activated functions are not limited to the term of the Volkswagen We Connect contract.

Prerequisites for activating functions

- The vehicle has its own installed Infotainment system.
- Compatibility and performance of the hardware in the vehicle.
- You have a valid We Connect contract with Volkswagen.
- The vehicle is assigned to your We Connect user account.
- There is sufficient cell phone reception at your vehicle's current location.
- The vehicle electrical system is functioning.
- The charge status of your vehicle's battery is sufficient.
- Factory-installed online connectivity unit or, in certain countries, Volkswagen We Connect control unit.

Activation

Select a time for activation at which the vehicle does not need to be driven by you or anyone else.

- Switch the ignition on.
- Confirm the software installation in the Infotainment system.
- Observe the information during activation in the Infotainment system.

After successful activation, it is necessary for some functions to first switch the ignition off and then back on. The function can then be used correctly.



Before restarting the engine, read the message in the Infotainment system about the conclusion of the activation. If activation was not successful, observe the related note.

Troubleshooting

Where can I find functions on demand?

In an online shop that you can open via your Volkswagen We Connect user profile.

Depending on your equipment, functions can also be purchased, enabled and activated directly via the Infotainment system in the "In-Car Shop".

Functional limitations during activation

The function is not available during activation.

Following successful activation

Successful activation is displayed in the Infotainment system.

Mobile key

Introduction

The function to have your "mobile device as a vehicle key" in connection with the Volkswagen We Connect app is called "mobile key". This allows an appropriate mobile device to be used in place of a conventional remote control vehicle key. You can lock and unlock the vehicle and start the engine with the activated mobile key. Neither the mobile device nor the vehicle needs to be connected to the Internet for this to work.

The vehicle is delivered from the factory with the deactivated "mobile key" function. This is also the status after resetting the Infotainment system to factory settings. To activate the function, you must first install and activate one or multiple mobile keys. For this you need an appropriate mobile device, with the Volkswagen We Connect app installed (→ *Settings, Mobile key*).

One mobile device is able to have the mobile key to multiple different vehicles. The communication between the mobile device and vehicle takes place via NFC transmission.

If a mobile key is revoked it cannot be used any more.

WARNING

Loss or careless use of a mobile device with mobile key function, can result in the vehicle being stolen, as well as in accidents and severe injury.

WARNING

Revoking a mobile key can cause the vehicle to become stranded and cause severe injuries. After revoking the key, the key owner can no longer move, or lock or unlock the vehicle.

- If a mobile key drains or is revoked during a journey, it only becomes non-functional after the ignition has been switched off.



Keep NFC-capable credit cards or NFC-enabled devices away from the functioning mobile device or the service card. Other NFC devices can hinder the functionality of the mobile key.



If you sell the vehicle, mobile keys which are already installed cannot be transferred to the seller. In this instance, delete all mobile keys (→ *Mobile key, Use*). If you lend or sell the vehicle, notify the user or buyer about the existence of mobile keys.



The vehicle can be locked using mobile keys even if another vehicle key is inside the vehicle.

Requirements

- The vehicle is assigned to the We Connect account of the primary user.
- The vehicle is equipped for the "mobile key" function.
- You require a compatible mobile device with NFC activated. You can check compatibility via the We Connect app.
- A mobile device must be set up as the primary user mobile device to enable mobile keys to be used and transferred.
- Mobile keys are located in the We Connect account of the primary user.
- The Volkswagen We Connect app is installed on the mobile device and is ready to use.
- The primary user has provided proof of ownership and proof of identity.

WeConnect, Action

Using a mobile key

When using mobile keys, please pay attention to the instructions and information which can be viewed via the Infotainment system or the We Connect app.

- An initial quantity of mobile keys is supplied via Volkswagen We Connect. There is usually a charge for each additional mobile key.
- A maximum of 15 mobile keys may be used simultaneously per vehicle.
- Each mobile key lasts for a limited duration of time.
- When the primary user provides a mobile key, he or she is allowing the recipient of the key to access a vehicle and giving them permission to drive it.

WARNING

When leaving the vehicle, never leave conventional vehicle keys or mobile devices with mobile keys in the vehicle. Careless or unintended use of this vehicle key can cause crashes and serious injuries.

- Always treat the mobile key with care.



If you leave behind keys which belong to the vehicle in the vehicle when you leave it, this can result in locking malfunctions and in the theft of the vehicle.

Locking and unlocking the vehicle

Position the mobile device with the mobile key in the center and close to the driver's door handle. Always use the rear side of the mobile device. If necessary, move it gently forwards and backwards.

If necessary, adapt the NFC settings.

Start the engine

- Place the mobile device with activated mobile key in the wireless charging function storage compartment.
- Operate the engine start button.
- Leave the mobile device in the storage compartment during the journey.

Primary user mobile device functions, end of usage

- Activate and extend mobile keys for your own vehicle.
- Transfer mobile keys to other mobile devices.
- Delete mobile keys which have been transferred to other mobile devices.

The primary user and the recipient of the key are informed before a mobile key expires.

Reset to factory settings

- If you reset all the settings of the primary user's mobile device, the installed and assigned mobile keys are retained.
- If you execute the function **Factory settings** in the Infotainment system, you will permanently **delete all mobile keys**, in addition to other data and settings.

Deactivating mobile keys in the Infotainment system

Precondition:

- Unlock the vehicle using Keyless Access with push-button start or the mechanical key and switch on the ignition.

When you carry out the function "Deactivate mobile key" in the Infotainment system, all mobile keys are retained. Only the NFC functionality within the vehicle is deactivated.

The duration of the deactivation has no influence on the expiry date of any mobile keys which have been issued.

Setting up the primary user mobile device for the vehicle

When using a mobile key for the first time, the primary user mobile device must be set up for the vehicle as follows:

Pay attention to the information displayed in the mobile device and the Infotainment system during setup:

- Install the We Connect app on the primary user mobile device.
- Start setup in the We Connect app.
- Switch on the ignition and Infotainment system.
- Enter the one-time passcode from the Infotainment system into the input field in the app.
 - The primary user's mobile device is set up.

If the one-time passcode information window is not displayed automatically, manually request a one-time passcode under **Mobile key** or **User**.

Only one primary user mobile device can be set up per vehicle.

Valet keycard

The vehicle is supplied with a deactivated service card, which serves as a temporary mobile key following activation in the case of a breakdown, a workshop visit or for a valet parking service. In order to use the service card, you first need to activate it in the wireless charging function storage compartment. You can carry out all the mobile key functions using the activated service card.

A replacement service card can be ordered from your Volkswagen dealership. When you use a replacement service card, any other service cards for this car become invalid.

Only one valet card at a time may be active for a vehicle, even if several service cards are available.

Ensure that the service card is only activated for a specific purpose.



Leave the **deactivated** service card in the vehicle, so that all mobile key users can activate the service card if needed.

Activating the valet keycard

Precondition:

—Your mobile device contains the valid mobile key for the vehicle.

- . Unlock the vehicle.
- . Place the mobile device in the middle of the area marked for the cordless charging function in the storage compartment.
- . Switch on the ignition using the mobile key.
- . Remove the mobile device from the storage compartment.
- . Place the service card in the middle of the area marked for the cordless charging function in the storage compartment and follow the instructions in the Infotainment system.
 - The service card is now active.
 - The primary user can also see that the service card is active in the We Connect app and the We Connect web portal.

WARNING

Do not place metal objects or objects with metal components on the wireless charging surface. Metal objects can become very hot. This may cause burns to the skin or a fire.

NOTICE

Do not place any ID cards, credit cards, etc. with magnetic strips or with a chip on the wireless charging surface. The data stored on the magnetic strips or the chip could become unusable.

Deactivating the valet keycard

—Switch on the ignition using Keyless Access, mechanical remote control vehicle key or mobile key.

The service card has now been deactivated and may be reactivated and used if required.

Troubleshooting

Where can I obtain mobile keys?

In a web shop which you can access via your Volkswagen We Connect user account.

Depending on vehicle equipment, you can also purchase mobile keys directly through the Infotainment system in the "In-Car Shop".

Message on the display: "Mobile key not recognized"

The message may be due to one of the following causes:

- The mobile device no longer contains a valid mobile key since this has expired or has been removed.
- The mobile device is in the vehicle but is no longer in the wireless charging function storage compartment.
- The mobile device is no longer in the vehicle.

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

If the primary user changes, mobile keys which have already been assigned are deleted.

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

Can I transfer the mobile key from my main user telephone to my new mobile device?

No, a mobile key which has already been installed cannot be transferred.

Functional limitations

Locking without SAFELOCK:

- If you lock the vehicle using the mobile key without SAFELOCK, you must deactivate interior monitoring in the Infotainment system. SAFELOCK is not activated for the following locking action. It is **not** possible to deactivate SAFELOCK retrospectively after locking the vehicle using the mobile key.

Deactivating or activating the front passenger's front airbag:

- This is only possible using the mechanical vehicle key.

Locking and unlocking the vehicle when the vehicle battery is discharged:

- This is only possible using the mechanical vehicle key.

Using the mobile key when the mobile device battery has been discharged:

- Some mobile devices may be used several times even if the battery has been discharged. Make sure that your mobile device always has sufficient battery charge.

What do I need to watch out for if I buy a vehicle that supports mobile keys?

Make sure that no mobile keys for your vehicle are in circulation. The number of active mobile keys can be displayed in the Infotainment system under "Mobile key". In order to delete keys which are still circulating, carry out a primary user reset or register yourself as the new primary user with this vehicle.

What do I need to watch out for if I sell a vehicle with mobile keys?

Carry out a primary user reset or reset the Infotainment system to the delivery state (factory settings). All mobile keys in circulation will be deleted as a result.

Privacy settings

Introduction

The "privacy settings" function allows data transfer, or enables graded blocking of data transfers, between the vehicle and the Internet.

The desired mode can be set in the Infotainment system.

The "privacy settings" function only applies to data transfers via the OCU with an integrated eSIM card. Data transfer of a paired mobile device with a cell phone interface can **not** be blocked via the "privacy settings" function.

The "privacy settings" function is not available in all Volkswagen Infotainment systems.

Services, and data transfer from these services, which are required by law cannot be turned off or deactivated, for example "eCall Emergency System".



Note that every vehicle user can set up individual settings within the "privacy settings" function. These settings may be different to those desired by the vehicle owner.

Glossary

To permit or disable data transmissions, activate one of the four following modes in the Infotainment system.

Mode: Maximum privacy

The following happens in this mode:

- All We Connect, We Connect Plus and We Connect Fleet services are deactivated and do not transmit any data.
 - All tracking functions do not function (→ *Privacy settings, Limits/system limits*).
- The eSIM card is deactivated.

- All vehicle functions that require an online connection via the eSIM card are deactivated (→ *Privacy settings, Limits/system limits*).
- The information and data stored in the control modules, such as emergency numbers, certificates, cannot be updated. This can impair functions and services or make them unavailable.
- Legally required services cannot be deactivated and continue transmitting data.

Mode: No position data

The following happens in this mode:

- The vehicle's current position is **not transmitted**.
 - All tracking functions do not function (→ *Privacy settings, Limits/system limits*).
- The eSIM card remains activated.
 - All vehicle functions that require an online connection via the eSIM card activated (→ *Privacy settings, Limits/system limits*).

Mode: Use my position

The following happens in this mode:

- The vehicle's current position is **not shared with other people**.
 - All tracking services remain activated.
 - Only the primary user can access the vehicle's positioning data via the We Connect web portal or the We Connect App.
- The eSIM card remains activated.
 - All vehicle functions that require an online connection via the eSIM card activated.

Mode: Share my position







The following happens in this mode:



- All We Connect, We Connect Plus and We Connect Fleet services can transmit and receive data without limitations.
 - All tracking services are activated.
 - Main primary and secondary users can access the vehicle's positioning data via the We Connect web portal or the We Connect App.
- The eSIM card is activated.
 - All vehicle functions that require an online connection via the eSIM card activated.

Status display

The following symbols, individually or collectively, show the current status of the "Privacy settings" function.

Symbols, meaning

	Gray globe (offline): No Internet connection.
	White globe (online): Internet connection available.
	Symbol for the "Maximum privacy" mode.
	Symbol for the "No location" mode.
	Symbol for the "Use location" mode.
	Symbol for the "Share location" mode.

Example for maximum privacy:  .

Effects on online functions and tracking services

If data transmission is restricted, then for example the following online vehicle functions and tracking services cannot be executed.

Online vehicle functions

- Car2X communication.
- Mobile key.
- Emergency Call Service.
- Online Voice Control.
- Online Map Update.
- Online software update.
- Online Traffic Information.
- Driver personalization.
- We Connect registration and activation.

Tracking services

- Vehicle positioning.
- Area Alert.
- Speed Alert.

—Online Anti-Theft Alarm.

—Parking Position.



New online vehicle functions and tracking services provided for the vehicle in future will be subject to the same restrictions.

User management

Description of user roles

Opening User administration: On the homepage of the Infotainment system, tap the **User** or **User administration** main menu.

Primary user or

The “primary user” role is intended for the registered keeper or the user of the vehicle who is not merely a temporary user, (e.g. lessee or company car driver). The primary user has unrestricted permissions and can assign additional permissions to other users of the vehicle by inviting them as secondary users.

When a new vehicle primary user is confirmed, the previous primary user automatically loses the primary user role and permissions.

Secondary user or

The “secondary user” role is intended for users who regularly use the vehicle. The secondary users' position differs from that of primary users, in that they must be invited by the vehicle's primary user. The primary user may delete a secondary user at any time.

Guest users

The “guest user” role is intended for users who use the vehicle only occasionally or just once. Guest users can log in to any drivable vehicle without permission of the primary user. Any vehicle user may delete a guest user from the vehicle at any time. The guest user only has limited access to certain mobile online services.

Anonymous guest

The “anonymous guest” user role is not assigned to one person. The account is local to the vehicle and cannot be synchronized with the server. Exactly one instance of this profile exists in vehicles with online personalization and cannot be deleted.

If the “anonymous guest” user role is activated, all vehicle users who are logged in are temporarily logged out.

Anonymous users are persons who have access to the vehicle but do not log in.

Creating and deleting user roles

Creating a primary user

Register with We Connect and add your vehicle to your user account.

Creating a secondary user

New users can log in to the vehicle or register with their We Connect profile. When doing so, a user profile is automatically created in the Infotainment system.

If a user has not been invited to be a secondary user by the primary user, the user profile is automatically saved as a guest user in the Infotainment system.

Deleting a primary user

In your privacy settings, activate the "Share my position" or "Online mode".

Choose one of the following two options:

- Either reset the Infotainment system to the factory settings.
- Or confirm a new primary user in the vehicle.



If you choose a different privacy setting, the primary user can remain on the server.

Setup

To open settings in the Infotainment system:

10": **HOME** ► **User administration**.

8" and 9.2": **MENU** ► **User administration**.

The following setting options may be available:

- Me (Primary user).
- Others (Secondary users).
- Key.
- Mobile key.
- Settings.

Volkswagen We Connect

Introduction

Service portfolio

The initial allocation of services listed here corresponds to the version dated March 2019 and represents the maximum scope possible. The maximum scope possible is only available in a few vehicle models. Changes may be made to the allocation shown here over the service life of the vehicle.

After activating Manage services in the Infotainment system, you can see if any and which services are available for your vehicle (→ *WeConnect, Settings*).

In some countries and in the case of contract extensions, the offered services may be different than shown here.



You can see which *We Connect*, *We Connect Plus* and *We Connect Fleet* services are actually available at the moment of signing the contract or when extending it at www.connect.volkswagen-we.com. This also applies for any individual *We Connect* options.

We Connect services and functions that do not require activation

The following services function also without a We Connect activation:

- Emergency Call Service.
- Online personalization.
- In-Car-Apps in the In-Car-Shop.



The Emergency Call Service is available even if you are not logged into the Infotainment system.

Personalization and the purchase of In-Car apps require logging into the Infotainment system, but the vehicle does not need to be activated with a *We Connect* account.

We Connect services

Maximum scope possible. Not available in all vehicles and countries.

- Trip data
- Vehicle status
- Vehicle Health Report.
- Information call.
- Mobile key.
- Emergency Call Service.
- Breakdown Call with Automatic Crash Notification.
- Parking Position.
- Service Scheduling.
- Doors and Lights.
- Wi-Fi hotspot

We Connect Plus services

Maximum scope possible. Not available in all vehicles and countries.

- All We Connect services.
- Program Departure Times.
- Charging.
- Climate control.
- Apple Music®.
- TIDAL.
- Area Alert.
- Speed Alert.
- Horn & Turn Signals.
- Charging Stations.
- Online Anti-Theft Alarm.
- Online Map Update.
- Online Route Calculation.
- Online Voice Control.
- Online Auxiliary Heater.
- Online Traffic Information.
- Parking Spaces.
- Gas stations.
- Locking and unlocking.
- Internet radio.

- Remote Ventilation Control.

We Connect Fleet services

These services are only available for commercial customers and fleet operators.

In addition to the We Connect services:

- Digital Logbook.
- Digital Refueling Log.
- Fleet Driving Efficiency.
- GPS Tracking & Route Information.
- Consumption Analyzer.
- Service Manager.

Individual We Connect options

- In-Car-Apps. These apps can be purchased and installed in the Infotainment system via the In-Car Shop.
 - Digital Owner's Manual (user guide).
 - We Experience.
 - We Park.
 - App-Connect.
 - Data plans. Chargeable data plans for the use of online functions, e.g. 2 GB per month.
 - After-sales purchase of a mobile key.
-

We Connect activation, S-PIN, one-time passcode process

We Connect activation

The following steps are required for We Connect activation (including registration):

- . Create an account at www.connect.volkswagen-we.com or directly in the Infotainment system in the **User administration** menu.
- . Order and activate Volkswagen We Connect.
- . Add the vehicle to your account.
- . Provide proof of ownership.
- . Provide proof of identity. Only necessary to use security-related We Connect services.

You can carry out the activation process at www.connect.volkswagen-we.com or directly in the Infotainment system. To carry out the activation process via the Infotainment system, proceed as follows:

10": **HOME** ► **User administration** ► **Become primary user**.

8" and 9.2": **MENU** ► **User administration** ► **Become primary user**.

Follow the additional information and instructions in the Infotainment system. During the activation process, you may be requested to create an S-PIN → *S-PIN*.

Activation option	
10", 9.2" and 8" Infotainment system	yes
8.25" Infotainment system	<i>not possible</i>
6.5" Infotainment system	<i>not possible</i>
We Connect web portal	yes
We Connect app	yes

S-PIN

The S-PIN is a sequence of several numbers that you can freely select as part of We Connect registration.

When creating your S-PIN, avoid numbers that are easy to guess and widely known dates of birth. You can change your S-PIN in your We Connect account under "Account settings".

Your S-PIN is needed to protect your user profile or use a security-related We Connect service in the vehicle, for example.

You must keep your S-PIN strictly confidential. For security reasons, you should change your S-PIN immediately if it becomes disclosed to a third party.

One-time passcode method

If, for example, you are downloading a mobile key from the We Connect web portal and installing it for the first time onto the main user telephone, the one-time passcode method must be used:

- Switch on the ignition and if applicable the Infotainment system in the vehicle.
- Follow the instructions in the We Connect app and in the Infotainment system.
- Enter the one-time passcode from the app in the Infotainment system and confirm. The one-time passcode process is completed.

If the one-time passcode information window is not displayed automatically, manually request a one-time passcode under "Mobile key" or "User".

Proof of ownership and identity

Becoming the primary user (proof of ownership)

(*Two-key method*).

To become the primary user and thereby provide proof of ownership of the vehicle, you require both of the mechanical remote control vehicle keys associated with the vehicle. Proof of ownership can be provided in the vehicle during registration or with an existing We Connect user profile in the Infotainment system via **User administration**.

—Switch on the ignition and Infotainment system.

—In the Infotainment system, register with We Connect.

OR:

Open Menu **User administration** ► **Settings** ► **Become primary user** and follow the instructions.

—Press the opening button on the first remote control vehicle key.

—Press the opening button on the second remote control vehicle key.

Once the Infotainment system has processed the remote control commands, proof of ownership is complete. You can check the current status in the We Connect web portal.

How is proof of ownership provided?*)

10", 9.2" and 8" Infotainment system	a)
8.25" Infotainment system	a)
6.5" Infotainment system	b)
We Connect web portal	<i>not possible</i>
We Connect app	<i>not possible</i>

*) Proof of ownership can be provided in the vehicle in two different ways:

a) Two-key method.

b) Transferring the registration codes from the We Connect web portal or the We Connect app to the Infotainment system.

Proof of identity (Volkswagen Ident)

The proof of identity process must be completed before security-related We Connect services such as "Lock & Unlock" can be used. Proof of identity can be provided in two different ways:

—In person at a Volkswagen dealership.

—In a video chat.

We Connect

Additional information regarding Volkswagen Ident is available in the We Connect web portal under www.connect.volkswagen-we.com.



Due to the data exchange, there may be costs associated with the video chat. These costs depend on the tariffs and contracts that you have with your third-party providers (*phone or mobile network providers*).

Legal regulations

When using the Volkswagen We Connect services, vehicle information is sent and processed online. This data can provide indirect information about the respective driver, such as vehicle handling, location. As the Contractor of the We Connect contract with Volkswagen AG, you must make sure that if your vehicle is used by other drivers (e.g. family members or friends) that their data and individual rights remain protected. Therefore you must inform the driver in advance that the vehicle transmits and receives data online and that you can view this data.



Disregarding the obligation to inform vehicle occupants may be a violation of their rights.

Tracking services: Ask all vehicle occupants

Tracking services require geodata and vehicle data in order to determine if the vehicle is used within the specified speed limit thresholds, where the vehicle is parked and if the vehicle is used in a geographically defined area. This information is displayed in the Volkswagen We Connect web portal and in the Volkswagen We Connect app.

Therefore, ask all passengers before driving if they all agree to the activated services. If this is not the case, deactivate the services (if possible) or do not allow the vehicle occupants to use the vehicle.

GPS tracking: indicators

If the current geolocation and speed of the vehicle are transmitted by a factory installed control module, then the following GPS label  is always located in the vehicle, e.g. on the overhead console. If the  label is not in the vehicle, this does not guarantee that the control module is not transmitting the current geographical position and the vehicle speed being driven.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law and the uses for which you have provided consent. You can find more information about data processing in connection with the Volkswagen We Connect services in the privacy policy. The current version can be found on the Volkswagen Homepage.

Permanent transfer of the vehicle

If the vehicle has been permanently transferred to you (e.g. used car purchase, We Connect may already be activated and the previous user may be able to view data acquired by We Connect and control certain functions of your vehicle. Furthermore, mobile keys may be active for your vehicle (*→ Mobile key, Description*).

You can see in the Infotainment System if your vehicle is assigned to a person as a primary user. In this case, you can register yourself as the primary user of the vehicle, which automatically removes the previous primary user. Alternatively, you have the option in the Infotainment system to permanently delete the previous user as the primary user. You can also put your vehicle in off-line-mode (→ *Privacy settings, Description*) to limit vehicle communication with the Volkswagen AG data server as well as the processing of vehicle and personal data.

Deactivating We Connect services

The following functions are available in the Infotainment system for deactivating and activating the We Connect services:

- Central deactivation or activation (→ *Privacy settings, Description*).
- Individual deactivation or activation (→ *WeConnect, Settings*).

It is only possible to use these services again once they are reactivated in the Infotainment system.



Services, and data transfer from these services, which are required by law cannot be turned off or deactivated, for example "eCall Emergency System".

Situations that can affect system functions

Even if requirements for the usage of these services have been met, the performance of Volkswagen We Connect services may be impaired or blocked by various factors that are outside of the control of Volkswagen AG. In particular, this includes:

- Maintenance, repairs, deactivations, software updates, and technical improvements to the telecommunications systems, satellites, servers, and databases
- Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from LTE or UMTS to EDGE or GPRS.
- If an existing mobile network standard is switched off by the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no mobile phone and GPS reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, garages, parking structures, underpasses, mountains, and valleys.
- Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.
- In countries and regions where Volkswagen We Connect is not offered.

Manage services

To open Manage services: **System ► Service**.

The following functions are available with the Manage services tool in the Infotainment system:

- Querying which We Connect services are currently available in the vehicle.
- Viewing the number of activated and deactivated We Connect services.
- Activating or deactivating individual We Connect services.

For further information, visit: www.connect.volkswagen-we.com.



If you individually deactivate all *We Connect* services, the online connectivity unit can continue to transfer data.

Setup

We Connect services can be activated or deactivated individually. To do so, open the drop-down menu for the service and select the desired option.

If data transfer is restricted due to the "Privacy settings" function, activation or deactivation of individual services is not possible.

Function Key: Effect

Manage services

Display services

All: Overview of the services available in the vehicle.

Activate: Activates one or more services.

Deactivate: Deactivates one or more services.

Setting options may not be available depending on the market and vehicle model.

Wi-Fi hotspot

Introduction

Some Infotainment systems can be used as a Wi-Fi hotspot for Internet access on up to eight Wi-Fi devices.

Some Infotainment systems can also use the Wi-Fi hotspot on an external Wi-Fi device (Wi-Fi client) (→ *Wi-Fi, Use*).

A data connection is required for connecting to the Internet and for certain functions, such as using Volkswagen We Connect.



The Wi-Fi connection is encrypted by default with WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe legal regulations for the country where you are operating the vehicle.



There may be fees for the required data connection. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile phone service provider.



Depending on your mobile data rate, additional costs (*such as roaming fees*) may result from downloading and using data packets online, especially in other countries.

Establishing a data connection

eSIM (embedded SIM)

The vehicle has an online connectivity unit with an embedded SIM card (eSIM). In order to be able to use this eSIM, you need to purchase data plans for use via the In-Car Shop.

External Wi-Fi device


Use the Wi-Fi hotspot on an external mobile device (→ *Wi-Fi, Use*).

Setting up a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot for Internet access on up to eight Wi-Fi devices.

A data connection, for example by means of an internal eSIM card or an external Wi-Fi device, is also required for connecting to the Internet and for certain functions, such as using Volkswagen WeConnect. The types of data connection possible depend on the country and on the Infotainment system in use.

Connecting to Wi-Fi

■ Tap **HOME** ►  ► **Wi-Fi** ► **Infotainment system as hotspot**.

■ Activate the **Use as hotspot** checkbox.

■ Search for the WLAN hotspot's name on the WLAN device.

■ Enter the network key that is displayed on the Wi-Fi device and confirm it.

The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.

■ Repeat the process to connect additional Wi-Fi devices.




The hotspot name and network key are automatically generated. You can change these and set your own hotspot name and network key.

Quick connection

Quick connection makes it possible to easily and quickly set up a wireless local network with encryption. In several countries, the function can alternatively be executed by scanning in a code.

WPS with the Infotainment system as a Wi-Fi hotspot


- ✓ The Wi-Fi hotspot of the Infotainment system must be activated.
 - ✓ The Wi-Fi device must support WPS.
-

- Tap **HOME** ►  ► **Wi-Fi**.
- Tap **Quick connection with Infotainment system**.
- Activate WPS on the external Wi-Fi device to be connected.
- The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.
- Repeat the process to connect additional Wi-Fi devices.

Only one WPS connection can be established at a time. If multiple connection attempts start at the same time, all connection attempts will fail.

WPS with Infotainment system as client

- ✓ The Wi-Fi device must support WPS.
-

- Tap **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.
- Tap **WPS quick connection (WPS button)**.
- Activate WPS on the external Wi-Fi device.
- The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.



- WPS is not supported by all Wi-Fi devices. In this case, connect manually:
 - Setting up the Infotainment system as a Wi-Fi hotspot (→ *Wi-Fi, Description*).
 - Connecting the Infotainment system as client to the hotspot of an external Wi-Fi device (→ *Wi-Fi, Use*).


Setting up a Wi-Fi connection via NFC

The Wi-Fi connection can be established via NFC using the shelf of the cordless charging station (→ *Requirements, Phone interface*).

Prerequisites for using NFC connections:

- ✓ The cordless charging station shelf is built into the vehicle.
- ✓ NFC is activated on the Wi-Fi device.

✓ The Wi-Fi hotspot of the Infotainment system is activated.

- Tap **HOME** ►  ► **Wi-Fi**.
- Tap **Quick connection with Infotainment system**.
- Unlock the Wi-Fi device and place it on the shelf of the cordless charging station (*→ Requirements, Phone interface*).

The Wi-Fi device is connected as client to the Wi-Fi hotspot of the Infotainment system.



The cordless charging function is deactivated while the Infotainment system is in the Wi-Fi settings menu. Cordless charging is reactivated when you exit the settings menu.




On older Wi-Fi devices, the functionality may be restricted or not work at all. Ensure that you always use the latest software version for your WLAN device.

Setting up a Wi-Fi connection via QR code

The Wi-Fi connection can also be established by scanning a QR code.

- ✓ The Wi-Fi hotspot of the Infotainment system must be activated.
 - ✓ A suitable application for scanning QR codes must be installed on the Wi-Fi device.
-


- Tap **HOME** ►  ► **Wi-Fi**.
- Tap **Quick connection with Infotainment system**.
- Scan the QR code on the screen of the Infotainment system with the Wi-Fi device.

The Wi-Fi device is connected as client to the Wi-Fi hotspot of the Infotainment system.

Setting up a Wi-Fi client

The Infotainment system can also use the Wi-Fi hotspot on an external Wi-Fi device (such as a mobile device) to connect to the Internet and use online services.

Connecting to Wi-Fi

- Activate the Wi-Fi hotspot on the Wi-Fi device. Refer to the manufacturer's instructions.
- Tap **HOME** ►  ► **Wi-Fi** ► **Wi-Fi:**.
- Tap **Search for Wi-Fi**.

The Infotainment system scans for Wi-Fi hotspots in the area. This scan process can take a few seconds.

- Selecting the Wi-Fi network of the desired Wi-Fi device.
- Enter the Wi-Fi hotspot network key on the Infotainment system and confirm with **OK**.

The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.



Due to the large number of Wi-Fi devices that are available, there is no guarantee that all functions will always be available.



The Wi-Fi function may not be available in all countries.

Adjusting settings

Opening the Network settings menu

— Tap **MENU** ► **SETTINGS** to open the **System settings** menu.

OR: tap **Settings** in the **Car-Net** menu to access **Car-Net (online services) settings**.

— Tap **Network** to access the **Network settings** menu.

— Tap the function key for the area where the settings should be configured. Changes will be automatically applied when the menu is closed.

Note: The **Network settings** menu is only visible when there is a SIM card in the Infotainment system, a Bluetooth® rSAP connection, or when a suitable CarStick is connected to the Infotainment system.

Function keys in the Network settings menu

Network settings opens for connection settings with the cell phone service provider (**Mobile network settings**) from whom the SIM card was purchased.

Data roaming is deactivated. To use a data connection while out of the country, data roaming must be activated. This may result in additional charges. For information on roaming fees, contact the mobile phone service provider.

Current function details displays the details of messages sent and received by the Infotainment system. This display may differ from the mobile phone network provider data.

Restore factory settings **deletes** all previous inputs and settings.

Internet connection menu with the options **Do not allow** (data connection will not be established), **Show disclaimer** (data connection will only be established after the prompt is confirmed) and **Always allow** (data connection will be established automatically).

Function keys in the Mobile network settings menu

Access point name name for the mobile network provider for the mobile network connection. The name is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

User name name when accessing the cell phone service provider access point. The user name is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

Password:

Password to connect to the mobile network. The password is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

Authentication: Depending on the mobile network provider, authentication (verification of identity) may be necessary. If this is the case, select **Secure**. If not, select **Normal**.

Reset automatic connection settings: Any automatic connection settings that have been made are reset to the default settings.

App-Connect

Introduction

App-Connect makes it possible to display and control content and functions from the mobile device through the Infotainment system screen.

For this, the mobile device must be connected to the Infotainment system via a USB interface with a file transfer function.

Some technologies can also be used with the Wireless App-Connect via the Bluetooth interface and a Wi-Fi connection.

The following technologies may be available:

- Apple CarPlay™.
- Apple CarPlay™ Wireless.
- Android Auto™.
- MirrorLink®

Which App-Connect technologies are available to you depends on the country and on the mobile device in use.

You can find more information on the Volkswagen homepage.

Opening the **App-Connect** main menu

Navigation to the **App-Connect** main menu depends on the Infotainment system being used.

■ **HOME**  .

OR: Press **APP**.

Setting-up Wireless App-Connect

In order to use Wireless App-Connect, first pair the mobile device with the Infotainment system. Then proceed as follows:

Connecting the mobile device for the first time

- Unlock mobile device.
- Switch on Wi-Fi and Bluetooth® on the mobile device.
- Connect the mobile device to the Infotainment system via a USB cable or Bluetooth®.
- Open the **App-Connect** main menu if it does not open automatically.
- Select the mobile device and your desired technology.
- Confirm authorization request on the mobile device to allow the Infotainment system the required access.
- Disconnect USB connection and re-connect with the Infotainment system using the Wi-Fi or Bluetooth®. Wireless App-Connect set-up is complete.

Pairing is complete. The paired mobile device can now use the Wireless App-Connect in the future without a USB connection.

If any pop-up menus were dismissed during the connection process, Wireless App-Connect will not be available. In this case, Volkswagen recommends deleting the devices from the iPhone settings and Infotainment system and restarting the connection process.



Wireless App-Connect may not be supported by all technologies.

Apps

With Volkswagen App-Connect the contents of Volkswagen apps, and third party apps, on your phone can be displayed in the Infotainment system screen.

Apps from third-party providers may be incompatible.

The use of apps and the required mobile phone connection may be subject to additional charges.

Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. Furthermore, some apps depend on the availability of services from third party providers.

It cannot be guaranteed that the apps that are offered will be able to run on all mobile devices and with all operating systems.

The apps provided by Volkswagen can be changed, adjusted, deactivated, reactivated, and enhanced without notice.

To avoid distracting the driver, only certified apps are able to be used during the journey.

Symbols and settings for App-Connect

Symbols in the App-Connect menu

The symbols present depend on the integrated Infotainment system and the vehicle model.



Show further information.



Open the App-Connect settings menu.



Open the App-Connect settings menu.



Select Apple CarPlay technology.



Select Android Auto™ technology.



Select Mirror Link® technology.

Setting options in the App-Connect settings menu

The setting options depend on the integrated Infotainment system.



Open the device manager.



Activate data transmission for IVI apps.



Allow MirrorLink to be displayed on the infotainment display.

Apple CarPlay™

Apple CarPlay requirements

Checklist

The following requirements must be met 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 restrictions.
- ✓ The iPhone **must** be connected to the Infotainment system with a USB connection. Only USB connectors with data transfer are suitable for use with Apple CarPlay.
- ✓ The USB cable being used **must** be an original cable from Apple®.

Apple CarPlay™ Wireless: Bluetooth® and Wi-Fi **must** also be activated on the iPhone.



These technologies may not be available in all countries.







Information on technical requirements, compatible iPhones, certified apps, and availability can be found on the Volkswagen and *Apple CarPlay™* home pages or are available from a Volkswagen dealership.

Connecting



The first time you connect your iPhone, follow the instructions on the screen of your Infotainment system and on your iPhone display.

The requirements must be met in order to use Apple CarPlay™.

Start Apple CarPlay™:

- Tap the   ► to open the **App-Connect** main menu.
OR: press the  button to open the **App-Connect** main menu.
- Tap  to connect to the iPhone®.

Disconnecting

- In Apple CarPlay mode, tap the  to go to the **App-Connect** main menu.
- Tap  to end the active connection.



The appearance of the function keys in the display may vary.

Special conditions

When there is an active connection with Apple CarPlay™, the following conditions apply:

- Bluetooth® connection between the iPhone and the Infotainment system is **not** possible.
- If there is an active Bluetooth® connection, it will be automatically ended.
- Phone functions are only possible through Apple CarPlay™. The functions described for the Infotainment system are **not** available.
- The connected iPhone® **cannot** be used as a media device in the **Media** main menu.
- It is **not** possible to use the internal navigation and Apple CarPlay™ navigation at the same time. The route guidance which was started most recently ends the previous active one.
- Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multifunction steering wheel.

Voice control

- Tap  **briefly** to start the Infotainment system voice control.
- Press  and **hold** the button longer to start voice operation (Siri) on the connected iPhone.

Android Auto™

Android Auto™ requirements

Checklist

The following requirements must be met in order to use Android Auto™:

- ✓ The mobile device – hereafter known as a smartphone – **must** support Android Auto™.
- ✓ An Android Auto™ app **must** be installed on the smartphone.

- ✓ The smartphone **must** be connected with the Infotainment system via a USB connection with data transfer.
 - ✓ The USB cable that is used **must** be an original cable from the smartphone manufacturer.
-



These technologies may not be available in all countries.



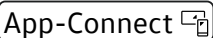

Information on technical requirements, compatible mobile devices, certified apps, and availability can be found on the Volkswagen and *Android Auto™* homepage or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting


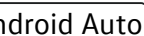
The first time you connect your smartphone, follow the instructions on the screen of your Infotainment system and on your smartphone display.

The requirements must be met in order to use Android Auto™.

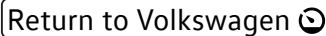
Start Android Auto™:


- Tap the   ► to open the **App-Connect** main menu.

OR: press the  button to open the **App-Connect** main menu.

- Tap   establish the connection with the smartphone.

Disconnecting

- In Android Auto™ mode, tap  to return to the **App-Connect** main menu.



- Tap  to end the active connection.

Special conditions

When there is an active connection with Android Auto™, the following conditions apply:

- An active Android Auto™ device can also be connected with the Infotainment system via Bluetooth® (HFP profile) at the same time.
- Phone functions are only possible through Android Auto™. If the Android Auto™ device is connected with the Infotainment system via Bluetooth® at the same time, the Infotainment call function can 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 internal navigation and Android Auto™ navigation at the same time. The route guidance which was started most recently ends the previous active one.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multifunction steering wheel.

Voice control

- Tap  **briefly** to start the Infotainment system voice control.
- Press  and **hold** the button longer to start voice control of the connected smartphone.

MirrorLink®



Fig. 1 MirrorLink® main menu: function keys in the overview of compatible apps.

The requirements for MirrorLink®

Checklist

The following requirements must be met in order to use MirrorLink®:

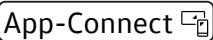



- ✓ The mobile device **must** support MirrorLink®.
- ✓ The mobile device **must** be connected to the Infotainment system via a USB connection with file transfer.
- ✓ The USB cable used **must** be an original cable from your mobile device manufacturer.
- ✓ Depending on the mobile device in use, an appropriate Car Mode application **must** be installed on the device to use MirrorLink®.

Connecting




The first time you connect your mobile device, follow the instructions on the screen of your Infotainment system and on your mobile device's display.

The requirements must be met in order to use MirrorLink®.

Start MirrorLink®:

- Tap the   ► to open the **App-Connect** main menu.
OR: press the  button to open the **App-Connect** main menu.
- Tap  to connect to your mobile device.

Disconnecting

- In MirrorLink® mode, tap  to go to the **App-Connect** main menu.
OR: tap  to go to the **MirrorLink®** main menu.
- Tap  to end the active connection.

Special conditions

When there is an active connection with MirrorLink®, the following conditions apply:

- An active MirrorLink® device can also be connected with the Infotainment system at the same time via Bluetooth®.
- If the MirrorLink® device is connected to the Infotainment system via Bluetooth®, you can use the Infotainment system telephone function.
- An active MirrorLink® device **cannot** be used as a media device in the **Media** main menu.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multifunction steering wheel.



Information about technical prerequisites, compatible mobile devices, certified apps and availability can be found via the Volkswagen homepage and *MirrorLink®* or at your Volkswagen dealership.

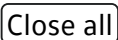
Function keys

Function key for **MirrorLink®**:



Returns to the **App-Connect** main menu. Here you can end the MirrorLink® connection, connect another mobile device, or select another technology.



Tap to close apps that are open. Then tap the apps to be closed or tap the  function to close all open apps.



Tap, to display the screen of your mobile device on the Infotainment system screen.



Open the MirrorLink® settings.



Tap to return to the **MirrorLink®** main menu.

Wired and wireless connections

Introduction

Some external devices can be connected to the Infotainment system using the wired and wireless connections in the vehicle (if available).

The type and number of wired and wireless connections depend on the country and the vehicle. The connections may differ within a model line or in a model with optional equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

Only use a suitable and undamaged connector cable for wired connections.

- Hold the plug on the connector cable in the correct position and insert it into the appropriate socket while pressing lightly. Pressing strongly can damage the device connection and the plug on the connector cable.
- The connector cable must not be pinched or bent sharply.
- Using unsuitable or damaged connector cables can cause malfunctions and damage to the device.



If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connecting cable, if necessary.



If malfunctions occur in a connected device, restart the device. This often fixes the error.

USB port

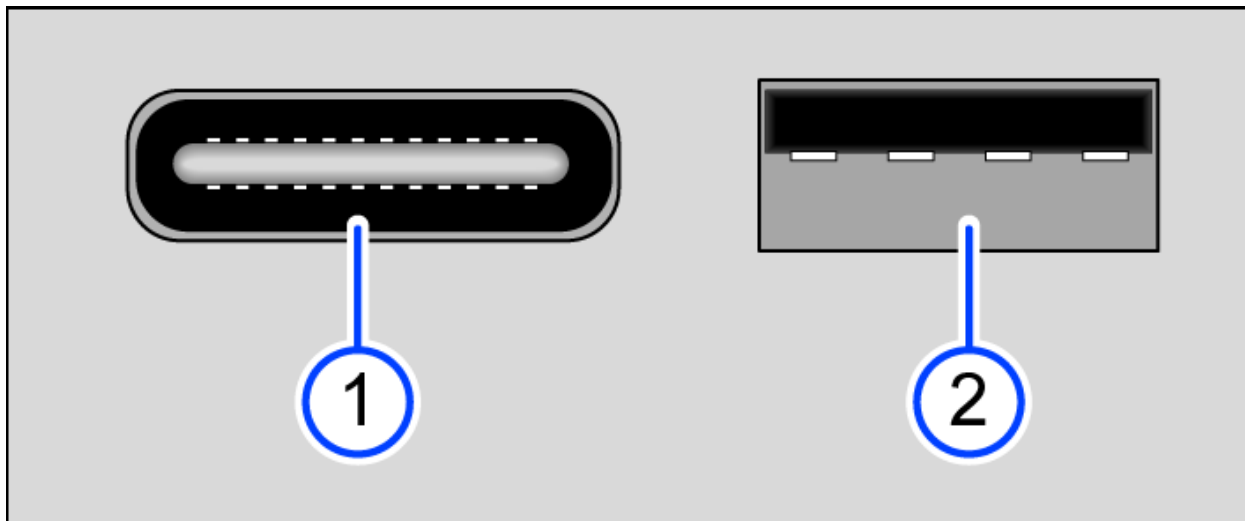






Fig. 1 Possible USB ports in the vehicle.


- ① USB port, type C.
- ② USB port, type A.

USB port types

The vehicle may contain the following USB ports:

- Type A : Suitable for data transfer and charging function.
- Type A:  Only suitable for charging function (charging batteries of external devices).
- Type C : Suitable for data transfer and charging function.
- Type C:  Only suitable for charging function (charging batteries of external devices).


Every USB port is a wired connection that may only be used with a suitable connector cable.

The USB connection  supplies 5 volts, commonly used by USB devices.

The USB type, number, and locations of the USB ports depend on the vehicle.

Only supported audio files are shown. Other files will be ignored.

When in “mass storage mode”, the Infotainment system only supports mass storage devices and audio sources. Refer to the instructions for your audio source to learn how to activate this mode.

Audio files on an external data carrier connected to the USB port  can be played and controlled through the Infotainment system.



Before connecting an audio source, check which USB connection is installed in your vehicle. Only use suitable USB connector cables that match the relevant USB type.





- “Type A” and “Type C” USB ports have different connector shapes.

Possible USB port installation locations

- On the front of the Infotainment system
- In the front center armrest storage compartment


—In the lower section of the center console

Connecting an external data carrier to the USB port .

- Lower the volume on the Infotainment system.
- Connect an external data carrier to the USB port .
- Start playback on the external audio source.
- Tap   to open the **Media** menu.
- Tap **Source** and select  **My Media** as the media source.

For iPods specifically, list views (**Playlists, Artists, Albums**, etc.) can be displayed.

Instructions and restrictions

The number of USB ports  and the compatibility with Apple® devices and other media players depends on the equipment.

Due to the large number of different types of data carriers and different iPod®, iPad®, and iPhone® generations, there is no guarantee that functions will perform as described on all devices.

Depending on the Infotainment system being used, external hard drives with a capacity larger than 32 GB may have to be reformatted to the FAT32 file system. Programs and instructions for this can be found online.

For additional restrictions and requirements for media sources, see (→ Media mode, Limits/system limits).



Do not connect or use USB extension cables or USB hubs.

Bluetooth® interface

The Bluetooth® interface is a wireless connection.

In Bluetooth® audio mode, audio files that are on a Bluetooth® audio source that is connected via Bluetooth® (such as a mobile device) can be played through the vehicle speakers (Bluetooth® playback).

Bluetooth® audio mode is only possible in vehicles equipped with a factory-installed phone interface that supports this function.

Starting Bluetooth® audio

Requirements

-
- ✓ The Bluetooth® audio source is paired with and connected to the Infotainment system (→ *Settings, Phone interface*).
 - ✓ The Bluetooth® audio source must support the A2DP Bluetooth® profile.
-

- Lower the volume on the Infotainment system.
- Switch Bluetooth® visibility on in the external Bluetooth® audio source (such as a mobile device).
- Open **Media** menu.
- Tap on **Source** and select **Bluetooth audio**.
- If necessary, start playback on the Bluetooth® audio source manually.

When playback from the Bluetooth® audio source is finished, the Infotainment system remains in Bluetooth® audio mode.

Controlling playback

The extent that the Bluetooth® audio source can be controlled by the Infotainment system depends on the type of Bluetooth® audio source that is connected.

For media players that support the AVRCP Bluetooth® profile, playback from the Bluetooth® audio source can be started or stopped automatically when Bluetooth® audio mode or another audio source is selected. Depending on the Bluetooth® audio source, it may also be possible to display and play the track on the Infotainment system.




Because of the large number of possible Bluetooth® audio sources, it is not possible to guarantee that all functions described can be performed correctly. A list of compatible mobile devices is available on the Volkswagen website.



All warning and operation tones, such as touch tones on a mobile device, should be switched off on a connected Bluetooth® audio source to prevent interference and malfunctions.



Depending on the device, if an external media player is connected to the Infotainment system via Bluetooth® and the USB port  **at the same time**, the Bluetooth® audio connection may be automatically disconnected.

Infotainment system


First steps

Introduction

The Infotainment functions and settings are dependent on the vehicle equipment and the country.

Prior to the first use

Before your first use, read the following points to be able to fully use the available functions and settings:

- Observe the general safety precautions  (→ *First steps, General safety*).
- Reset the Infotainment system to factory settings.
- Select your favorite radio stations and save them to the station buttons to allow quick access (→ *Radio mode, Description*).
- Only use suitable audio sources and data media (→ *Media mode, Description*).
- Use current map data for the navigation system (→ *Navigation, Description*).
- Connect a mobile device in order to use the cell phone interface to make calls (→ *Phone interface, Description*).
- Register on Volkswagen We Connect to use related services (→ *WeConnect, Description*).

Other applicable documents

In addition to this manual, please refer to the following documentation when using this Infotainment system and its components:

- Additions to your vehicle wallet.
- Operating instructions for the mobile device or audio sources.
- User guide for external data carriers and players
- Guide for retrofitted or additional Infotainment accessories
- Service description when using Volkswagen We Connect services.
- Digital Owner's Manual in the Infotainment system (if available).

Safety precautions

- Some functions may contain links to websites that are administered by third parties. Volkswagen AG does not assume ownership of third-party sites accessed through links and is not responsible for their content.
- Some functions may contain third-party information that originates from third-party providers. Volkswagen AG is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.
- The broadcasting station and the owner of the data carrier and audio sources is responsible for the content of information that is transmitted.
- Parking garages, tunnels, tall buildings, mountains, and electrical devices such as battery chargers can also interfere with radio signal reception.
- Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.

 **WARNING**

The Infotainment system's central processor is networked with the control modules installed in the vehicle. As a result, if the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury.

- Never replace the central processor with a used central processor from an end-of-life vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

 **WARNING**

The factory installed radio with integrated hardware is networked with the control units installed in the vehicle. Therefore if the radio is improperly repaired or improperly removed and installed, there is an increased risk of accident and injury.

- Never replace the radio with a used radio from an end-of-life vehicle or from recycling.
- Only let the radio be removed and installed or repaired by an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have it replaced if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

 **WARNING**

Driver distraction can cause accidents and injuries. Reading information on the screen and operating the Infotainment system while driving can distract from traffic and cause accidents.

- Always drive attentively and responsibly.

 **WARNING**

Never let yourself be distracted from traffic by connecting, inserting, or removing a data carrier or an audio source while driving, because this can cause accidents.

 **WARNING**

Adjust the volume settings in the Infotainment system so that audible signals from outside the vehicle (such as sirens on emergency rescue vehicles) can still be heard.

- Setting the volume too high can cause hearing damage. This is true even if you are exposed to a loud volume for only a short time.

 **WARNING**

The following conditions may prevent or cause interruptions to emergency calls, phone calls, and data transmission:

- If you are in a location with no mobile phone and GPS reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, underpasses, mountains, and valleys.
- If the telecommunications provider's mobile communications network is malfunctioning or unavailable.
- If the vehicle components required for emergency calls, phone calls, and data transmission are damaged, not operating, or have insufficient power.
- If the mobile device battery is drained or if the charge level is too low.

 **WARNING**

In some countries and certain mobile networks, emergency calls may only be possible if the mobile device is connected to the vehicle phone interface and if it has an "unlocked" SIM card, sufficient calling credit on it, and adequate network coverage.

 **WARNING**

Read and follow the applicable manufacturer's guide when using mobile devices, data carriers, external devices, and external audio and media sources.

 **WARNING**

Arrange cables for external devices and audio sources so that they are not in the way of the driver.

 **WARNING**

Sudden volume fluctuations may occur when the audio or media source is changed or connected.

- Reduce the volume level before changing or connecting an audio or media source.

 **WARNING**

Using a mobile device or CB radio inside the vehicle without a separate exterior antenna that is installed correctly may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Keep the mobile device antenna at least approximately 8 inches (20 cm) away from any active medical implants, such as pacemakers, because mobile devices can impair the function of active medical implants.
- Do not place a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping the phone in a shirt pocket.
- Immediately switch off the mobile device if you suspect there is interference with an active medical implant or other medical device.

 **WARNING**

Unsecured or incorrectly mounted mobile devices, external devices, and accessories can be thrown through the passenger compartment and cause injury in the event of sudden driving or braking maneuvers or a collision.

- Secure mobile devices, external devices and accessories outside of the airbag deployment zone or stow them securely.

 **WARNING**

The center armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.

- Always keep the storage compartment in the center armrest closed while driving.

 **WARNING**

Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty.

- Never allow displays and information on the screen to cause you to engage in behavior that poses a safety risk. Information on the screen is not a replacement for the driver's attention.

WARNING

Radio stations can broadcast messages about disasters and dangers. It may not be possible to receive or send messages under the following conditions:

- If you are in a location with no radio reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, underpasses, mountains, and valleys.
- If the radio station's frequency bands are malfunctioning or not available.
- If the speakers and vehicle components required for radio reception are damaged, not operating, or have insufficient power.
- If the Infotainment system is switched off.

WARNING

Switch off mobile devices at locations where there is a risk of explosions.

WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

NOTICE

The mobile device must always be switched off in areas with special regulations relating to or prohibiting the use of mobile devices. Radiation from mobile devices that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

NOTICE

Excessively loud or distorted playback can damage the speakers.

Usage information

- The Infotainment system requires a few seconds to perform a complete system start, and will not respond to inputs during that time. During the system start, only the Rear Assist camera can be displayed.
- The Infotainment system must start completely before all displays can appear and functions can be performed. The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.
- Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as a headset or headphones.
- Light pressure or touching the screen is sufficient to operate the Infotainment system.

- To ensure that the Infotainment system functions correctly, it must be switched on and the date and time – if necessary – must be correctly set in the vehicle.
- A missing function key in the screen is not the result of a device error, but instead corresponds to the country-specific equipment.
- Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, the selector lever must also be in park position **P** or neutral position **N**. This is not a malfunction, but rather compliance with legal regulations.
- Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.
- If the 12 Volt vehicle battery was disconnected, switch on the ignition before switching on the Infotainment system.
- Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.
- Repairs and modifications to the Infotainment system must only be carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Operating a mobile device in the vehicle can cause noise in the speakers.
- The Infotainment system will switch off automatically when the electric motor stops and if the 12 V vehicle battery charge level is low.
- In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction level can be adjusted.
- The Infotainment system contains information about the software contained in the system and the licensing terms under: ▶ **Setup** ▶ **Copyright**.
- If selling or loaning your vehicle, make sure that all data, files and settings stored are deleted, and that the SD card, external audio sources, and data media are removed, if necessary.
- Certain functions in the Infotainment system require an active We Connect account for the vehicle and an online connection to the Internet. In order to enable functions to be carried out, data transfer must not be restricted.



















HOME screen

In the display and control unit, you can configure the allocation of the function keys, views and displays on the home screen or have them positioned by means of factory supplied layout templates.

If a function key is not present, this is not an error; rather, this is due to the country-specific equipment of your vehicle.

The following main menus may be shown as function keys on the home screen:

Main menus on the home screen

	Alexa (not available in all countries).
	Ambient lighting.
	App-Connect (→ <i>App-Connect, Description</i>).
	Apps.
	Assistance systems (→ <i>Driver assistance systems, Description</i>).
	e-Manager.
	Vehicle.
	Help: Here you can find additional information about Infotainment system functions and operation.
	Climate control (→ <i>Heating and air conditioning system, Description</i>).
	Sound (→ <i>First steps, Limits/system limits</i>).
	Media Control.
	Navigation (→ <i>Navigation, Description</i>).
	User, User management (→ <i>User management, Description</i>).
	Podcasts
	Radio/Media (→ <i>Radio mode, Description</i>), (→ <i>Media mode, Description</i>).
	Setup (→ <i>First steps, Limits/system limits</i>).
	Auxiliary heater (→ <i>Description, Auxiliary heater and ventilation</i>).
	Telephone (→ <i>Phone interface, Description</i>).

Technical data

Radio with integrated hardware (8.25")

The factory installed radio with integrated hardware contains country-specific components and software for connectivity and for the performance of Infotainment system, comfort and vehicle functions.

The corresponding information is displayed on the radio screen as well as partially on the instrument cluster and the head-up display.

- Capacity color screen:
 - Variant 8.25 inches, TFT version, WVGA: 1082 x 480 pixels.
- Device operation by touching the screen, rotary and release buttons, control knobs and buttons on the multi-function steering wheel.

Central processor with display and control unit (10")

The factory installed central processor contains country-specific components and software for connectivity and for the performance of Infotainment system, comfort and vehicle functions.

The corresponding information is displayed on the screen of the display and control unit as well as partially on the instrument cluster and the head-up display.

- Capacity color screen:
 - Variant 10 inches, TFT version, HD: 1280 x 720 pixels.
- Device operation by:
 - Sensor fields. Touch control.
 - Buttons on the multi-function steering wheel.
 - Proximity sensors (driver-passenger detection, gesture control).

Comfort and vehicle functions

- Driver assist system settings.
- Settings for the heater and air conditioning system.
- Settings for the light and view functions.
- Settings for the comfort functions.
- Settings for parking and maneuvering.

Sound system

Basic equipment:

The factory supplied Infotainment system is equipped as follows:

- Two to four speakers in various locations.
- Amplification power: maximum 5 x 20 watts.
- Setting options:
 - Treble, mid-range, bass.
 - Volume ratio front, rear and left, right (balance, fader).

Optional sound system

The Infotainment system can be expanded as follows with an optional sound system:

- Up to 9 speakers in various locations and with various outputs (watts).
 - External amplifier (DSP Ethernet).
 - Separate subwoofer.
 - Setting options:
 - Equalizer, treble, mid-range and bass.
 - Volume ratio front, rear and left, right (balance, fader).
 - Seat dependent sound optimization (sound focus).
 - Subwoofer volumes.
 - Surround settings.
-

Connectivity

Wi-Fi (10" only)

- Wi-Fi in accordance with IEEE 802.11 a/b/g/n/ac.
- 2.4 GHz and 5 GHz data transfer.
- Three Wi-Fi modes at once:
 - Tethering (2.4 GHz or 5 GHz).
 - 2.4 GHz access point.
 - 5 GHz access point.
- Wi-Fi aerial.
 - One multi-band aerial each for 2.4 GHz and 5 GHz.
- Up to eight Wi-Fi devices can be connected at the same time.
- Internet connection via Wi-Fi:
 - Tethering via customer telephone.
 - Hotspot for clients in the vehicle.
- Apple CarPlay™ via Wi-Fi.
- Audio and video streaming via Wi-Fi.
- Simplified pairing process via WPS, NFC or QR code.

Bluetooth® profiles

A maximum of three Bluetooth® devices can be connected at the same time.

The Infotainment system is equipped with a Bluetooth® interface in Version 4.2 at the factory.

The following Bluetooth® profiles may be available:

- HFP 1.7 (Hands-free Profile).
 - Telephony and handsfree mode.
- A2DP 1.3 (Advanced Audio Distribution Profile).

- Music playback.
- AVRCP 1.6 (Audio Video Remote Control Profile).
 - Display and operation for music playback.
 - Transfer of cover art.
- PBAP 1.2 (Phone Book Access Profile).
 - Access to phone book and call lists.
- MAP 1.3 (Message Access Profile).
 - Access to SMS and e-mail.
- SSP 1.2 (Serial Port Profile).
 - Serial data transfer via Bluetooth®.

Overview and controls of the 10 inch version

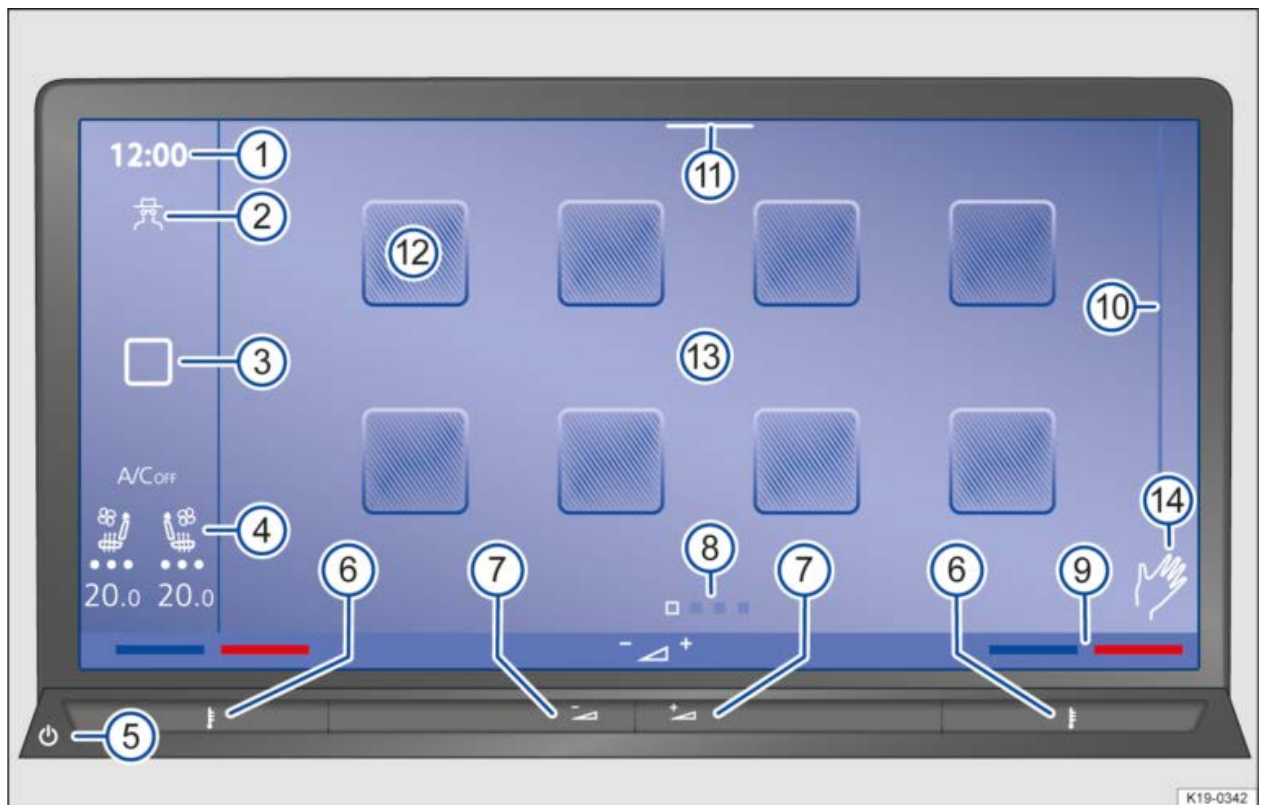


Fig. 1 Overview: Display and control unit, 10 inch variant (10").

- ① Time.
- ② Status of privacy settings with the number of possible notifications.
- ③ **HOME** button: .
- ④ Status display for seat heating and seat ventilation.
- ⑤ Sensor field (Infotainment system on or off).
- ⑥ Touch control for temperature.

- ⑦ Touch control for volume.
 - ⑧ Views (current view is highlighted).
 - ⑨ Temperature display (can be adjusted via ⑥).
 - ⑩ Scroll bar.
 - ⑪ Drop-down menu.
 - ⑫ Function keys for main menus.
 - ⑬ Screen (touchscreen).
 - ⑭ Gesture control switched on.
-



Further information and tips for operating the Infotainment system are available at (→ *First steps, Operation*).

③ HOME button:

— To open the home screen, tap .

⑤ Sensor field (on or off)

— Tap the sensor area to manually switch the Infotainment system on or off.

⑥ Touch control for temperature

Touch control for the driver position and touch control for the passenger position.

— Swipe left to reduce the temperature.

— Swipe right to increase the temperature.

⑦ Touch control for volume

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

⑧ Views

Certain menus and functions have multiple views with different content. The current view is highlighted.

— Tap the selection to switch to that view.

— Swipe left or right on the screen to switch between views.

⑩ Scroll bar

Certain menus and functions contain additional content above and below the content currently displayed on the screen.

— Tap the scroll bar and drag it down or up to display additional content.

⑪ Drop-down menu

The drop-down menu contains additional function keys for functions and notifications. Displayed functions can be configured (→ *First steps, Settings*).

— Tap the selection and drag it down to open the drop-down menu.

12 Function keys for main menus

You can configure the position of the function keys (→ *First steps, Settings*).

— To open a main menu, tap the corresponding function key e.g. 📞 for the phone interface.

13 Screen

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the digital manual.

— ▶ ? ▶ ♥ ▶ **Operation**.

Overview and controls of the 8.25 inch version



Fig. 1 Overview: Radio, 8.25 inch variant (8.25").

- 1 Rotary knob.
- 2 Time.
- 3 Status of privacy settings with the number of possible notifications.
- 4 **HOME** button: .
- 5 Status display for seat heating and seat ventilation.


- ⑥ Function keys for main menus.
 - ⑦ Drop-down menu.
 - ⑧ Screen (touchscreen).
 - ⑨ Views (current view is highlighted).
 - ⑩ Scroll bar.
 - ⑪ Menu knob.
-

① Rotary knob

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.
- Turn right to increase the volume.

⑥ Function keys for main menus

It is **not** possible to configure the position of the function keys.

- To open a main menu, tap the corresponding function key e.g.  for the phone interface.

⑧ Screen

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the digital manual.

- **HOME** ▶  ▶  ▶ Operation.

⑪ Menu knob

- To control the selection in lists, turn the control knob.
 - To confirm a selection, press the control knob.
-

Operating the Infotainment system

Use the Infotainment system controls to carry out functions and change settings.

Depending on the vehicle equipment, the Infotainment system may have different controls:

- Touchscreen.
- Sensor fields outside of the screen, e.g. MENU.
- Function buttons, e.g. RADIO or PHONE.
- Rotary knob.
- Menu knob.

Opening the instructions (if available)

Further information and tips on operation can be found in the Infotainment system instructions.

- Tap HOME ▶  ▶ .

Switching the Infotainment system on and off

The Infotainment system starts up when the ignition is switched on, unless it was previously switched off manually.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

The Infotainment system switches off automatically if the vehicle key is removed from the ignition lock.



If you open the driver door while the ignition is not active, the Infotainment system switches off automatically.

If you switch on the Infotainment system manually while the ignition is not active, it will switch off automatically after approximately 30 minutes without user input.

Scrolling through lists, switching titles

Select a desired function, setting or a title in the Infotainment system via the touchscreen or the menu control.

Moving objects, adjusting volume

To adjust settings, e.g. those using sliders, or move areas of a menu around, move the objects around on the screen.

Personalize function keys and views depending on the vehicle equipment (→ *First steps, Settings*).

Zooming in and out of pictures and maps on the touchscreen

Recommendation: Use thumb and index finger.

— Tap on the map with two fingers at the same time and hold your fingers on the screen.

— To zoom in, slowly move your fingers apart.

— To zoom out, slowly move your fingers together.

Personalizing the Infotainment system

Not all Infotainment systems can be personalized, depending on the vehicle equipment.

Personalize the Infotainment system function keys and views to access your favorite and frequently used functions quicker.

The **HOME** menu on the home screen contains function keys for accessing additional menus and functions. Adjust the positions of the function keys.

The Infotainment system views contain tiles for accessing additional menus and functions. Configure the tiles and adjust the tiles and displayed tile functions to manage the Infotainment system as you wish.

Using the drop-down menu, you can quickly access certain functions.

Further information and tips on personalization can be found in the Infotainment system instructions.





— Tap **HOME** ▶  ▶  ▶ **Adjustment**.

Adapting **HOME**

- Tap the function key and hold your finger on the screen until the function key is highlighted.
- Press and slide the function key to the desired position and then remove your finger from the screen.

Configuring tiles

Via **HOME** in the Infotainment system, you can find various tile views (*→ First steps, Operation*). Remove or add to the tiles and views via the configuration screen.

- Tap a function key in a tile and hold your finger on the screen until an additional window appears.
- To open the configuration screen, tap  ▶ .
 - To add a new tile, tap on the desired template. New tiles are created without any functions.
 - Tap  to delete a tile.
 - To give new tiles functions *→ Operating the Infotainment system*.
- Tap  to close the configuration screen.
- To return to View, tap any free area of the screen.



There are always at least two tiles available. They cannot be removed.

Depending on the vehicle equipment, you can add two additional tiles and display up to four tiles.

Adjusting tiles

- Tap View and hold your finger on the screen until an additional window appears.
- Tap the tile to which you wish to add a function.
- Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
- To return to View, tap any free area of the screen.



For some tiles, more functions are available than can be seen initially in the additional window. To see all the functions, swipe to the left or right in the additional window.

Adapting the drop-down menu

- Tap a function and hold your finger on the screen until an additional window appears.
- Tap the desired function in the additional window and hold your finger on the screen until the function is highlighted.

- Press and slide the function to the desired position and then remove your finger from the screen. The active function is automatically removed from the drop-down menu and added to the additional window.



For the drop-down menu, more functions are available than can be seen initially in the additional window. To see all the functions, swipe to the left or right in the additional window.

Settings (system, sound)

The settings that can be selected may vary depending on the country, the device, and the vehicle equipment.

Changing settings

The meanings of the following symbols apply across all system and sound settings.

Changes will be automatically applied when the menu is closed.

Symbol, Meaning

	The setting is selected and activated or switched on.
	The setting is not selected, or deactivated or switched off.
	Open the drop-down list.
	Increase the set value.
	Reduce the set value.
	Go back one step.
	Go forward one step.
	Use the slide control to make continuous changes to the set value.

Sound settings

To open the sound settings:

10": tap **Home-Button** ► **Sound**

8,25": tap **MENU** ► **Sound**.

The sound settings may include the following functions, information and setting options:

- Equalizer.
- Position.
- Volume.
- Setup.

System settings

Open the system settings:

10": tap **Home-Button** ► **Setup**.

8,25": tap **MENU** ► **Setup**.

The system settings may include the following functions, information and setting options:

- Screen.
- Time and date.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connection.
- Manage mobile devices.
- Restore factory settings.
- System information.
- Copyright.
- Configuration assistant.

Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume for an external audio source.

If the connected audio source plays **too quietly**, increase the **output volume** of the external audio source. If that does not correct the problem, set the **input volume** to **Medium** or **Maximum**.

If the connected external audio source plays **too loudly or the sound is distorted**, lower the **output volume** of the external audio source. If that does not correct the problem, set the **input volume** to **Medium** or **Minimum**.

Cleaning the screen

Remove stubborn dirt carefully and without using aggressive cleaning agents.

To clean the screen, please pay attention to the checklist:

- ✓ The Infotainment system is switched off.
 - ✓ Use a soft, clean cloth which has been moistened with water.
OR: Use a cleaning cloth which is available from your Volkswagen dealership.
 - ✓ *In the case of stubborn dirt:* Moisten the dirt with just a little water and leave to soak. Then carefully remove using a soft, clean cloth.
-

NOTICE

If you clean the screen with incorrect cleaning agents or when dry, you may damage it.

- Only exert gentle pressure.
 - Do not use any harsh cleaners or products that contain solvents. These types of cleaners can damage the device and cause "glare" on the screen.
-

Trademarks, licenses, and copyrights

Trademarks and licenses

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Voice control

Introduction

Voice control functions both online and offline.

Speech commands are identified more accurately in online mode because there is more data available.

Voice control understands questions and expressions without having to learn speech commands. Speech commands can be formulated however you like and may be informal. You can find suggestions for speech commands in the Infotainment system.

In offline mode the range of functions is reduced.

Loud noises inside the vehicle and noises from outside the vehicle can lead to malfunctions and misunderstood sentences, as well as answers which cannot be understood.



Voice control only recognizes speech commands in the language in which the Infotainment system is set-up.



Test voice control while stationary before a journey to get used to the function.

Speech recognition for individual seat positions

Additional microphones enable the voice control to recognize whether the driver or passenger is speaking. When online, you can initiate functions for individual seat positions, for example, switching on the seat heating.

Open suggestions for speech commands

— Tap **HOME** ► ► .

Supported languages, depending on market

— *Online and offline*: German, US English, British English, French, Italian, Spanish, Czech.

— *Offline*: Bulgarian, Danish, Finnish, Canadian French, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Dutch, Polish, Portuguese, Turkish.

Requirements

- ✓ *Online and offline:* Voice control with corresponding Infotainment system is integrated in the vehicle.
 - ✓ *Online:* Valid We Connect Plus-contract is active.
-

Activation word and voice commands

Activation word for voice control

If you switch on control via activation word, the Infotainment system will scan words spoken in the vehicle for the activation word if switched on. The activation word depends on the language set in the Infotainment system.


Aside from scanning for the activation word, the system will not record or transmit anything spoken in the vehicle.

Voice control will begin when the Infotainment system detects the activation word (→ *Voice control, Operation*).

Switching the activation word on and off

— Tap **HOME** ►  ► **Voice control** ► **Activation word**.



If the activation word is switched off, voice control cannot be activated via the activation word. Voice control is still available via the  button on the multi-function steering wheel or the **VOICE** function key in the Infotainment system.

Availability depends on the country and equipment.

Activation word in different languages

BG	Здравей Volkswagen.
BR	Olá Volkswagen.
CDN	Bonjour Volkswagen.
CZ	Ahoj Volkswagen.
D	Hallo Volkswagen.
DK	Hej Volkswagen.
E	Hola Volkswagen.
F	Salut Volkswagen.
FIN	Hei Volkswagen.
GB	Hello Volkswagen.
GR	Γεια σου Volkswagen.
I	Ciao Volkswagen.
J	こんにちは Volkswagen.
MEX	Hola Volkswagen.
N	Hallo Volkswagen.
NL	Hallo Volkswagen.
P	Olá Volkswagen.
PL	Cześć Volkswagen.
ROK	안녕하세요 Volkswagen.
RUS	Привет Volkswagen.
S	Hej Volkswagen.
TR	Merhaba Volkswagen.
USA	Hello Volkswagen.

Voice commands

To ensure that the voice control system can reliably detect spoken voice commands, follow the tips for successful voice commands.

Tips for successful voice commands

- ✓ Clear pronunciation. Unclear voice commands will not be detected.
- ✓ Speak at normal volume. Speak a little louder at higher speeds.
- ✓ Avoid external noise. Open windows and doors can interfere with voice control.

- ✓ Avoid other noises such as conversations in the vehicle.
 - ✓ Do not direct airflow from the vents towards the microphone or headliner.
 - ✓ Avoid excessive emphasis or strong dialects.
 - ✓ No long pauses in speech.
-



To ensure that names in the phonebook are identified correctly, you may need to switch the order of the first and last names of the desired contact, depending on how the phonebook entry is structured.


Starting and ending voice control

You can use different methods to start voice control, depending on vehicle equipment.




Voice control is active and recognizes spoken words.

Starting voice control

- *Speech activation*: Say the activation word for voice control. Please note the language of the activation words (→ *Voice control, Limits/system limits*).
- *Multi-function steering wheel*: Press Talk button  (→ *Overview, Driver side*).
- *Infotainment*: tap on **VOICE**.

Voice control ends automatically if you use functions within the Infotainment system, activate the parking system or if tasks involving speech occur, e.g. calls or traffic reports are received.

In some cases, you can also start the voice control of the connected mobile device by keeping the Talk button  or the **VOICE** button pressed down.

Ending voice control manually

- *Voice activation*: Give the voice command to interrupt voice control. Note the language setting for voice commands.
 - *Multi-function steering wheel*: Press the Talk button twice in a row.
-

Radio mode

Introduction

In radio mode you can receive various available radio stations on different frequencies and save your favorites to the station buttons for quick access.

Available reception modes and frequency bands depend on the vehicle equipment and the country. Frequency bands in individual countries may be adjusted, switched off or no longer offered.

Open RADIO menu

— Tap **HOME** ▶  ▶ .

OR: tap **MENU** ▶ .

Open set-up

— Tap **HOME** ▶  ▶  ▶ **Radio**.

OR: tap **MENU** ▶  ▶ .



The radio stations are responsible for the broadcast content.



Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.



Decals or metal-coated stickers on the vehicle windows can impair radio reception in vehicles with window antennas.

Equipment scope and radio symbols

Radio

The available function scope as well as possible reception modes depend on the equipment and the country.

— AM tuner.

— FM dual tuner (diversity aerial).

— Summarized station list.

— Merging of DAB and FM stations in a list.

— Summarized memory list.

— Merging of all stations stored on station preset buttons in a list.

— 36 station preset buttons as storage locations for favorites.

— Station logos.

— Antenna amplifier

— DAB/DAB+.

— DAB slideshow.

— Still images are transmitted in parallel to the current program.

— Hybrid radio.

— Internet radio.

— HD Radio.

— SiriusXM™ (satellite radio).

— SiriusXM™ online (satellite radio).

—Travel Link™.

General symbols in radio mode

 Select the AM frequency band.


 Select the FM/DAB frequency band.

 Select internet Radio reception mode.

 Select satellite radio as the reception mode.

< Select the previous station from the station list or station on the previous station preset button.

> Select the next station from the station list or station on the next station preset button.

 Display the station preset buttons.

 Stations already stored on a station preset button in a station list.


TP Traffic news monitoring (TP function) is activated.

No TP The selected traffic news station is not available.

AF off Automatic station tracking is switched off.


RDS Off Radio Data System (RDS) is switched off.

Symbols in the FM/DAB frequency band

 Display the frequency band for manually selection of the FM frequency.

Only possible when the summarized station list is switched off.


 DAB reception not possible.

 The DAB station supports Slideshow.


 Slideshow is not available for the DAB station.


Symbols in the AM frequency band

 Manually update the station list.


 Display the frequency band for manually selection of the AM frequency.


Symbols in internet radio mode

 Open full-text search.


 Display the last internet radio station.

TOP 100 Display the 100 most popular internet radio stations.


 Display the available Internet Radio podcasts.


 Display Internet Radio stations that originate from the selected country.

 Display Internet Radio stations that transmit their program in the selected language.


 Display Internet Radio stations whose programs are of the selected genre.


Symbols in HD radio mode


 Switch on HD radio.

 Save the current track information (iTunes® tagging).

Symbols in satellite radio mode

 Display the channel list.

 Open the window for entering the channel number.

 Save the current track information (iTunes® tagging).

Selecting, tuning, and storing stations

Selecting the frequency band

Before selecting a station, you must first select a frequency band or reception mode. Various stations are available depending on the selected frequency band or reception mode.

The available frequency bands or reception modes depend on the equipment and country.

- Tap **Source** to open the list of frequency bands and reception modes.
- Select the frequency band or reception mode:
 - AM.
 - FM/DAB.
 - FM (for devices that do not support DAB).
 - Internet radio.
 - Satellite radio.

Searching for and selecting a station

There are different ways to select a radio station. The options vary based on the frequency band and reception mode.

Selecting via the frequency band (AM and FM)

- Display the frequency band.
- Tap the cursor to press and slide to 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 will be tuned.

Selecting from a station list (AM and FM/DAB)


The station list displays the stations that currently can be received. It is possible in the AM frequency band that the station list must be manually updated if you have left the area since the last time the station list was opened. The station list updates automatically in the FM/DAB frequency band.

- Open the station list.
- Tap the desired station.

The selected station will be tuned. In FM/DAB, the best reception mode is selected automatically depending on station availability.

Searching for and filtering stations (Internet Radio)




In Internet Radio mode, stations can be filtered according to category or searched for using a full-text search.

- Open the station selection.
- Select the categories by which to filter the stations.
OR: To start the full-text search, tap . The input line is displayed.
- Enter the name of the desired station. The list of the found stations updates automatically during input.
- Tap the desired station.

The selected station will be tuned.

Search in SCAN mode (AM and FM/DAB)

In SCAN mode, the stations in the frequency band are set automatically in succession and played for approx. 5 seconds each.

- To start SCAN mode, tap .
SCAN mode starts and the current station is shown on the display. The  function key is displayed next to it.
- To select a station, tap .

SCAN mode stops and the station is tuned.

♥ **Storing stations on the station preset buttons**

You can save up to 36 stations from different frequency bands and reception modes as favorites on the station preset buttons.

- Tune the desired station.
- Open the station preset buttons.
- Tap ⊕.

• **OR:** Tap a station preset button that has already been assigned and hold for approx. 3 seconds.

OR: tap and hold the station on the station list. The station preset buttons are displayed.

- Tap the station preset button.

The station is saved on the selected station preset button.

If a station was already saved on the station preset button, this station will be removed from the station preset button and replaced by the new station.

Online functions in radio mode

Online functions in radio mode are only available under the following conditions:

- The vehicle is equipped with We Connect or We Connect Plus.
- You have an active We Connect user account.
- Your vehicle is assigned to your user account.
- You have received a corresponding data pack via the In-Car-Shop or you have sufficient data capacity on your mobile device's SIM card and there is an active connection to your vehicle via a Wi-Fi hotspot.

Special functions in radio mode

The following listed special functions in radio mode may not be available in all Infotainment systems depending on the country and the vehicle equipment.

TP function (traffic program)

The TP function monitors the messages of a set traffic news station and automatically tunes it in the current radio mode or media playback. It must be possible to receive the traffic news station.


Some stations without their own traffic program still support the TP function using a corresponding traffic news station (EON).

While in the AM frequency band or in media mode, a traffic report station will be tuned automatically in the background, as long as it can be received.

If it is not possible to receive a traffic news station, **No TP** appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to **TP**.

Traffic news stations are not available in all countries.

Switching on the TP function

- In radio operation or media operation, tap  ► **Radio** and activate **Traffic program (TP function)**.

Internet radio

Internet Radio is a reception mode for internet radio stations and podcasts independently of AM, FM and DAB. Due to its transmission over the internet, receipt is not regionally limited.

Internet radio is only available if the Infotainment system has an active Internet connection.

Costs for streaming data online may result when using Internet radio.

Hybrid radio



When hybrid radio is switched on, if reception in the FM/DAB frequency band is poor, the radio switches to the same station in internet radio mode.

Depending on the setting, switching takes place automatically or must be confirmed on the display.

As long as the station is received in internet radio mode, **(WEB)** will be displayed next to the station name.


As soon as the station can be received again via FM/DAB, the radio automatically switches to the FM/DAB frequency band.

Activating hybrid radio

- In the FM/DAB frequency band, tap  ► **Advanced settings** and activate **Additional online data**.
- In internet radio mode, tap  and set the audio quality for Internet Radio reception to **high** or **low**.


HD Radio™ Technology

Some AM and FM radio stations transmit their program also digitally via HD Radio™ Technology.

When the function is activated in settings in the AM or FM/DAB frequency band and the current station supports HD Radio™ Technology, the function key  appears on the Infotainment system display. The Infotainment system switches automatically between digital and analog reception depending on the reception quality. If the station is currently received in analog mode, the function key is grayed out.

Some stations offer additional substations via HD Radio™ Technology (multicast programming). If this is the case, **HD1** is displayed after the station frequency of the main station. Substations are marked accordingly with **HD2**, **HD3** etc.

Tuning the HD Radio™ substations

- Tap  to cycle through the available substations.



The available substations of the current stations are displayed on the station list.

iTunes tagging


When a station is received via HD Radio™ Technology or “SiriusXM™”, the track information (song tag) for a track that is playing can be transferred to a connected iPod. You can readout this track information later to a computer.

If an iPod is connected, the track information is automatically saved to it.

If an iPod is **not** connected, track information can be stored for up to 50 tracks in the Infotainment system on a **Tag list**. The next time an iPod is connected, the track information is automatically transmitted and deleted from the **Tag list** in the Infotainment system.

The **Tag list** can be deleted manually in the settings in the AM or FM/DAB frequency band.

Saving the track information

- Tap  to save the track information for the track currently being played.



Already saved tracks are marked on the display with .



Station logos

Station logos can be preinstalled for some frequency bands in the Infotainment system.

When Automatic selection of station logos is activated in the settings in the FM/DAB frequency band, the station logos are automatically assigned to the stations.

In internet radio mode, the Infotainment system obtains the station logos from an online database and assigns them automatically to the stations.

Assigning station logos manually

- In FM/DAB mode, tap  ► Radio ► Station logos.
- Select the station to which a station logo should be assigned.
- Select the station logo.
- This process can be repeated for additional stations.
- End the assignment of station logos with .

Media mode

Introduction

In media mode you can play back media data from data media and streaming services in the Infotainment system.

Depending on the vehicle equipment, the following data media can be used:

- USB storage media (e.g. USB stick or a USB-connected cell phone).
- Bluetooth® device (e.g. cell phone, tablet).

Depending on the vehicle equipment, the following types of media files can be played:

- Audio files (e.g. music, audio books).
- Video files.

You can also use streaming services. The availability of this technology depends on the vehicle equipment and the country.

To use streaming services you require a user account for the streaming service.

Open MEDIA menu

— Tap **HOME** ▶  ▶  **Browser**.

Open set-up

— Tap **HOME** ▶  ▶  ▶ **Media**.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data media are not to be used. Read and follow the information provided by the manufacturer.

Difference in quality between data media from different manufacturers can cause problems with media playback.

Wrong configuration of data media can lead to the data media being unreadable.

The storage volume, condition (copy and delete processes), file system, folder structure and the amount of saved data can increase the time taken to read data media.

Playlists only have one order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.



Volkswagen is not responsible for damaged or lost files on data carriers.

Equipment features and media symbols

Audio, media, connectivity:

- Media playback and media control via Bluetooth®.
- Audio playback in these formats:
 - AAC.
 - ALAC.
 - AVI.
 - FLAC.
 - MP3.
 - MP4.
 - WMA.
- Video playback in these formats:
 - MPEG-1 and MPEG-2 (.mpg, .mpeg).
 - ISO MPEG4; DivX 3, 4 and 5 Xvid (.avi).
 - ISO MPEG4 H.264 (.mp4, .m4v, .mov).
 - Windows Media Video 10 (.wmv, .asf).
- Cross-device playlists.
- Cross-source media database:
 - Data from all media sources connected to the Infotainment system are stored in a media database.
- Media streaming (online).
- Media search.

Symbols for media sources



Select **My media** as a media source. Connected USB devices may be selected under **My media**.



Select a device connected via Bluetooth® as a media source.



Set up available streaming services.

Streaming services which have already been set up are represented by their own logos in the list of media sources.

General symbols for media operation



Start replay.



Pause replay.



Go to the previous track.

- > Skip to the next track.
- ↺↻ Repeats the current track.
- ↺↻ Repeats all tracks.
- ↺↻ Activate random playback.
- ♡ Display favorites list.
- ↶ Go back one folder level in the media source.

Symbols for categories and groups of media files

- 🎵 Music tracks.
- 🎬 Videos.
- 📄 Playlists.
- 🎵📀 Albums.
- 👤 Artists.
- 🎸 Genres.
- 📻 Podcasts.
- 📖 Audiobooks.

Video replay symbols

- 🖥️🔄 Replay video in full-screen mode.
- 🖥️🔍 Minimize replay.

Selecting and playing a media source

Selecting a media source

A media source must be connected before media data can be played back.

There must be an internet connection to use streaming services.

- Connect the external media source (to playback from an external media source).
- Select the connected media source to be used for playback.

▷ Playing audio and video files

There are different ways to search for and play media files from an available media source.


Searching the folder structure

All media files of USB devices are filtered by category (e.g. album, artist, track). This category view is always displayed in **My Media**. The classic folder structure of the individual USB data media can also be found under **My Media**.

- Display the folder structure.

The folder structure of the selected media source is displayed. If **My Media** is selected, the categories (music, videos, playlists) and connected media sources are displayed.

- Searching the folder structure for a desired track.

OR: To start the full-text search, tap . The input line is displayed.

- Enter the name of the desired track. The list of the found tracks updates automatically during input.

- Tap the desired track.

When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

If a playlist is played back, all available tracks on the playlist will be added for playback.

- Close the selection with .

Selecting from favorites

You can save individual tracks, genres, artists and albums under favorites for playback.

- Open favorites.
- Tap on your favorites.

Depending on the selection, all tracks heard during playback will be added to favorites.

Setting up streaming services

Depending on the equipment, you can use streaming services directly through the Infotainment system. You need an existing user profile for the respective streaming service and must use it to log into the Infotainment system. An internet connection is also required for use.

- Select **Streaming** as the media source.

A list of available streaming services is displayed.

- Select the desired streaming service.

The input field for entering login data is displayed.

- Enter the login data for the desired user profile and confirm.

The streaming services will be added as a new function key in the list of media sources.

Saving favorites

Only media files that are saved in the internal memory (jukebox) of the Infotainment system can be saved as favorites. You can save individual tracks, albums, artists and genres as favorites.

- . Start replay.
- . Open favorites.
- . Tap ⊕.
 - OR:** tap on an already occupied favorite position and hold for approx. 3 seconds.
- . Select from the selection list:
 - Title.
 - Album.
 - Artist.
 - Genres.
 - Playlist.

The selection is saved in the selected favorite position as a favorite. If the favorite position was already occupied, the previously saved favorite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If a genre is not indicated for music files, the genre cannot be saved as a favorite.

If a video file is currently being replayed, only this video can be saved as a favorite.

Entertainment playback via the Infotainment system

The Infotainment system can play videos in addition to music.

Video mode

In Video mode, the Infotainment system display can play a video from a vehicle medium, from the internal data storage or from a streaming service. When doing so, the video sound is played through the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

A stable Internet connection is required for playback via a streaming service. There may be costs associated with your mobile network provider for doing so.

Navigation

Introduction

The current vehicle position is determined by a global satellite system. All measuring values and possible traffic reports are compared with the available map material to enable optimum navigation to your destination.

You operate the navigation system on the screen.

Audible navigation aids and graphic representations lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

WARNING

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.



If a junction or turning is missed on your route, the navigation system recalculates the route if possible.



The quality of the driving directions depends on the available navigation data and any reported traffic incidents.

Voice guidance

Navigation messages are audible driving notes relating to the current route.

The type and frequency of navigation messages depends on the driving situation, for example, the start of the route guidance, whether you are driving on a highway or roundabout and your settings.

If the destination cannot be reached exactly, for example, because it isn't in a digitized area, there will be a navigation message to say that the "Destination area" has been reached. Notes about the direction and distance to your destination will also be displayed on the screen.

During dynamic route guidance, reported traffic incidents on the route are announced. There will be another navigation message if the route is recalculated due to a traffic incident or a change in driving style (*→ Navigation, Function*).

The volume of navigation announcements can be adjusted while one is playing. All other navigation announcements will play at that volume.



Navigation messages are not played if the Infotainment system is muted.

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example, in a tunnel or in an underground garage, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized on the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Routing is subject to ongoing changes, for example, new streets, construction zones, road closures, or changes to street names or house numbers. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

Control navigation map

To ensure an optimum view, you can also operate the navigation map using further finger movements.

These expanded options are dependent on the vehicle equipment.

Move map

Recommendation: Use index finger.

— Move the map with your finger.

Enlarge view

Recommendation: Use index finger.

— To zoom in to a specific position, tap the map twice.

Zoom out view

Recommendation: Use index and middle finger.

— Tap the map with two fingers at the same time.

Changing the view

Recommendation: Use index finger.

— Tap the map twice and then press and hold your finger to the screen.

— To zoom out of the map view, move your finger upwards. To zoom in on the map view, move your finger downwards.

Changing the view

Recommendation: Use thumb and index finger.

— Tap on the map with two fingers at the same time and hold your fingers on the screen.

— To zoom out of the map view, slide your fingers towards each other. To zoom in on the map view, slide your fingers away from each other.

Tilt view

Recommendation: Use index and middle finger.

— Tap on the map with two fingers, held horizontally next to each other, at the same time and hold your fingers on the screen.

— To tilt the map view to the front, move your fingers upwards. To tilt the map view to the back, move your fingers downwards.

Turn map

Recommendation: Use thumb and index finger.

- Tap on the map with two fingers at the same time and hold your fingers on the screen.
- Turn your fingers clockwise or anti-clockwise to turn the map view.

Saved data

The Infotainment system saves certain data, for example, frequently driven routes and positioning data, to enable quick destination retrieval and to optimize route guidance.

Delete saved data

- Tap on **Set-up** ▶ **Basic settings** ▶ **Delete user behavior**.
-

Equipment and symbols of the navigation system

Navigation

The functions of the navigation system may differ depending on the equipment and country.







Equipment






- Destination input and route calculation.
- Simultaneous display of two navigation maps (screen and instrument cluster).
- Online map update.
- Personal destinations.
- 3D City Maps.
- Online Traffic Information, e.g. dynamic POIs or traffic reports.
- 360° range display (electric and hybrid vehicles).

Symbols on the map

The function keys and displays shown depend on the settings and the current driving situation.






Symbols for traffic reports and POIs such as gas stations, railway stations or interesting way-points are displayed on the map if the data is available to the navigation system (*→ Navigation, Use*).

-  Current position.
-  Additional route guidance options.
-  Display navigation map.
-  Open contact list.
-  Navigation settings.
-  Dialog box with additional options.

-  Dialog box with route options.
-  Center map on the current position.
-  Align map to the north.
-  Information regarding current route guidance.
-  Map scale.

Symbols in the dialog box




—To open the additional window, tap on ☰.

-  Center map on the current position.
-  Route options and information regarding current route guidance.
-  Range 360 display.
-  Repeats the last navigation announcement.
-  Volume for navigation instructions.

Additional symbols

-  Step by step destination input for an address.






Symbols in the route plan

-  Current position.
-  Destination for the current route guidance.
-  Close route plan.

Symbols for POIs



POIs are displayed on the map if the data is available to the navigation system.

Tap the desired POI to start route guidance (*→ Navigation, Operation*).

-  Electric vehicle charging station.
-  Filling station.
-  Car park.
-  Tourist information.
-  Railway station.

 Restaurant.


Set preferred POI categories

The system offers different points of interest (e.g. gas stations) using the quick select symbol when entering destinations, in the route plan and on the map. You can prioritize how these symbols are displayed in  **Basic function settings**  **Preferred POI categories**. The system also automatically learns your preferred categories.

Traffic reports

Traffic reports are displayed on the map if the data is available to the navigation system (→ *Navigation, Use*).

Tap a traffic report to open a dialog box with additional details (→ *Navigation, Function*).

 Stop-and-go traffic.

 Traffic jam.

 Accident.

 Ice.

 Road closed.

 Slip hazard.

 Danger.

 Construction site.

 Strong wind.

Navigation data

The Infotainment system is equipped with an internal navigation data storage medium. Depending on the country, the required navigation data may already be installed.

The Infotainment system always requires up-to-date navigation data to ensure that route guidance can be implemented correctly and that the functions provided are fully available.

NOTICE

If you use outdated navigation data, there may be adverse effects on the navigation system. It may not be possible to determine up-to-date routes, or route guidance may guide you to an incorrect destination.

- Always ensure that your navigation data is kept up-to-date.

Updating navigation data online

Navigation data for frequently visited regions is automatically updated in the background when there is an active Internet connection, if permitted by the selected privacy settings (→ *Privacy settings, Description*).

— Navigation data is automatically updated when the ignition is switched on.



Automatic updating of navigation data is only possible if permitted by the selected privacy settings. Updating will not be carried out in "Maximum privacy" mode (→ *Privacy settings, Description*).

Updating navigation data manually

Up-to-date navigation data for larger regions, such as Western Europe, can be downloaded online at "www.volkswagen.com" and stored on a suitable USB data medium, available to buy in stores. If the Infotainment system is switched off during the process, installation is interrupted and it will continue automatically once the system is turned on again.

- Download and save the navigation data onto a USB data medium.
- Switch the vehicle ignition on.
- Link the USB data medium to the Infotainment system. The navigation data for frequently driven regions is automatically updated in the background.



Do not disconnect the USB data media until the navigation data has been fully updated. Doing so will cancel the update process.

— To display the map data version, tap **HOME** ▶ ▶ **System information**.

WARNING

Updating the navigation data while driving could result in accidents and serious injuries.

- Only update the navigation data when the vehicle is stationary.

Starting route guidance

Depending on country and vehicle equipment, different functions are available for the input of destinations.

For further information about symbols on the Infotainment system screen, see (→ *Navigation, Overview*).

Destination inputs are located in the navigation system main menu.



Opening the navigation system main menu

— Tap **HOME** ▶ ▶ .


Enter address

Enter a known address for route guidance. During input, the navigation system suggests possible destinations.

Selecting the destination and starting the navigation system

- Tap  ► .
- **OR:** Tap .
- Enter the destination address and select your desired destination.
- Tap .
- **OR:** Tap .

Quick start

- Tap  ► .
- Enter the address and press on the desired destination for a few seconds.




Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

Personal destinations

Navigation uses saved data such as the last destination, learned destinations, favorites, your home address and your work address to provide you with route guidance.


Selecting the destination and starting the navigation system

- Tap  ► .
- Select your desired destination. Route guidance starts automatically.


Last destinations

The navigation system saves up to 25 of the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

- Tap  ► .
- Tap on the desired destination.
- Tap .


Quick start

- Tap  ► .
- Press and hold the chosen destination for a few seconds.


Favorite destinations

You can save up to 50 journey destinations as favorites.


Saving a journey destination as a favorite

- While entering a destination, tap on  in the additional window.

Selecting the destination and starting the navigation system

- Tap  ► **Favorites**.
- Tap on the desired destination.
- Tap **Route**.

Quick start

- Tap  ► **Favorites**.
- Press and hold the chosen destination for a few seconds.

Selecting on the map

The navigation map contains active areas at many points which are suitable for the input of a destination. To do this, tap on your desired position or desired location on the map. If map data is available at this point, you can launch route guidance.


Entering a destination via the navigation map is dependent on data status and not possible for all positions.

In order to start an "Offroad navigation", tap on a free area without positioning data → *Offroad navigation*.

Offroad navigation

The "Offroad navigation" system calculates routes to selected destination points with unknown data. If the destination is not located on a known road or at a known position, the navigation system will calculate the route up to the next point on the known road and then complete the route to the destination using a straight line.

Starting the navigation

- Tap .
- Press and slide the map view until you can select your desired position. You can operate the navigation map using extended finger touches (→ *Navigation, Introduction/general information*).
- Tap the desired destination or any point on the map without positioning data.
- Tap **Route**.
OR: Tap **Start**.

Using contact data

Start route guidance via the saved address data for a contact. You cannot use contacts for whom you have not saved any address data for route guidance.

Starting the navigation

- Tap .

- . Tap on the desired destination.
- . Tap **Route**.

NOTICE

If the address data for your contact is out of date, the route guidance will nevertheless direct you to the stored address. Please ensure the address for your contact is up to date.

Traffic information

The Infotainment system automatically receives detailed traffic information when there is an active Internet connection. This information is displayed on the map via symbols and color coding on the road network.



Reception of traffic information is only possible if permitted by the selected privacy settings. Traffic information will not be received in the "Maximum privacy" mode (→ *Privacy settings, Description*).

Traffic reports

Traffic reports such as traffic jams or stop-and-go traffic are displayed on the navigation map as symbols (→ *Navigation, Overview*).

If route guidance is active, traffic reports on the current route will be displayed on the route plan. You can avoid these traffic reports (→ *Navigation, Function*).

Traffic flow display

The traffic flow for current traffic reports is displayed on the navigation map via color coding on the road network.

Orange

Stop-and-go traffic.

Red

Traffic jam.


Function descriptions

Route plan

The route plan contains information about all events, such as the starting point, waypoints, traffic reports, POIs and destination, if the relevant data is available to the Navigation system.

Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings (*→ Navigation, Introduction/general information*).

Opening and closing the route plan

- To open the route plan, tap Route plan.
- To close the route plan, tap .


Editing route guidance

To edit route guidance, move the waypoints or the destination in the route plan.

- . Press and hold the desired destination until it is visibly highlighted.
- . Move the destination to the desired position.
- . Take your finger off the screen. The route will be recalculated.

Avoiding traffic reports

The route plan displays current traffic reports if the relevant data is available to the Navigation system. You can avoid traffic reports by editing the route plan (*→ Navigation, Use*).

- . Tap the traffic report.
- . . The route will be recalculated.

Additional window


Using the functions of the Navigation system may cause a dialog box to open with additional options. The options available depend on the function used.


Closing the dialog box

—Tap a free area outside of the additional window.

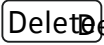
OR: Tap .


Functions in the split screen:

 Displays the selection on the map.


 Adds a waypoint to the route guidance.

 Starts direct route guidance.

 Deletes a waypoint from the route guidance.

 Avoids a traffic disruption. The route will be recalculated.

 Ends the current route guidance.

 Closes the split screen.

 Adds a destination to favorites.

"Learn usage pattern"

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week.

The navigation system can suggest pre-learned routes. Tap  to show the suggested routes.

Selecting one of the suggested routes will cause route guidance to begin.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected route via the most direct path.

Serious traffic disruptions are taken into consideration in route guidance. If an alternative route and the navigation data are available, serious disruptions will be avoided.

If you are driving a pre-learned route without active route guidance, the destination is added to the route plan. Route guidance does not need to be actively started for a journey to a pre-learned destination. You are warned about traffic disruptions if necessary.

A predicted arrival time may be displayed.

You can activate or deactivate this function at any time.

Activating and deactivating "Learn usage pattern"

This setting can be found in the relevant Navigation menu  ► **Basic function settings**.

— To activate the function, tap **Learn usage pattern**.

— To deactivate the function, tap **Learn usage pattern**.

— To delete saved data, tap **Delete usage pattern**.

Range 360 display.

The Range 360 view shows the possible range based on the current charge level in the high-voltage battery for hybrid vehicles and electric vehicles.

Activating Range 360

—  Tap ► .

Phone interface

Introduction

Using the cell phone interface, you can connect your mobile telephone device to the Infotainment system and control the telephone function via the Infotainment. The sound is played back via the vehicle speakers.

You can connect two mobile devices to the Infotainment system at the same time. However, only one device is active at a time and can be used to make calls.

The second connected device can receive calls via the Infotainment system and be used to play media.

High speeds, poor weather and road conditions, a lot of background noise (even outside the vehicle), and the network quality can impair phone calls in the vehicle.

The phone interface may contain a compensator which offsets disruptions to the mobile device reception and also improves the transmission and reception performance of the mobile device.



You usually only need to pair a device (*e.g. cell phone*) once. You can reestablish the connection to the Infotainment system at any time via Bluetooth® or Wi-Fi, without re-pairing your device.

Mobile phone interface equipment and symbols

The equipment features and symbols named here are not available in all markets and in all Infotainment systems.

Equipment features

- Hands-free function.
- Use up to two telephones simultaneously.
- Telephone book with a maximum of 5000 contact entries (2000 for 8.25" Infotainment systems).
- SMS functions via Bluetooth®:
 - Read SMS.
 - Write SMS (inc. templates).
 - Have an SMS read aloud.
 - Messaging history.
- e-mail functions via Bluetooth®:
 - Read e-mail.
 - Write e-mail.
- Coupling of Bluetooth® and Wi-Fi devices via NFC.
- Convenience phone operation.
- Connection to cable-free charging option.
- Connection to in-vehicle microphone.

Symbols in the main menu

The symbols may have a different appearance depending on the Infotainment system.



Contacts.




Incoming and outgoing calls lists.




Select telephone number.




Text messages (SMS and e-mail).


 Mobile telephone interface settings.


 Select active device.

Symbols for telephone calls


The symbols may have a different appearance depending on the Infotainment system.


 Start or foreground a call.

 End or decline a call.

 Open contact list.

 Select telephone number.

 Mute the hands-free kit.

 Put a call on hold.

 Continue a call.

 Start a conference call.

SOS Make an emergency call.


 Receive breakdown assistance.


i Receive information about Volkswagen and various traffic and travel services that are available for an additional charge.


 Voice mail.

Symbols in the contact window

—To open the contact window, tap on .


 Input to search contacts.


 Editing a favorite.

 Add favorites.

 Remove favorites.







Call list symbols

—To open the call lists, tap on .

 Incoming call received.


 Outgoing call made.


 Missed call.


-  Telephone number (company).
-  Telephone number (private).
-  Mobile telephone number (company).
-  Mobile telephone number (private).
-  Fax device (private).
-  Fax device.

Text message symbols

The symbols may have a different appearance depending on the Infotainment system.

— To open the text messages, tap on .

 Activate voice input (→ *Voice control, Description*).

 Templates for text messages.

Locations with special regulations

Switch off the phone and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. For example, they may include:

- Areas near pipes and tanks containing chemicals
- Lower decks in ships and ferries
- Areas near vehicles powered by liquefied petroleum gas (such as propane and butane)
- Areas with chemicals or particles in the air, such as flour, dust, or metal powder
- All other locations where the vehicle engine and the phone must be switched off.

WARNING

Switch off phones at locations where there is a risk of explosions.

NOTICE

The phone must always be switched off in areas with special regulations relating to or prohibiting the use of phones. Radiation from phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

Coupling, connecting and managing

Prerequisites for coupling:

- ✓ Bluetooth® is activated in the mobile device.

✓ Bluetooth® is activated in the Infotainment system.

Couple a mobile device with telephone capability to the Infotainment system in order to use the mobile telephone interface functions. Before connecting for the first time, you need to couple the mobile device with the Infotainment system. A user profile is then automatically saved in the Infotainment system.

The coupling process may take a few minutes. The available functions depend on the mobile device used and on its operating system.

Coupling your mobile device

- Access the list of available Bluetooth® devices on your mobile device and select the device name for the Infotainment system.
- Pay attention to messages on the mobile device and the Infotainment system and confirm these where applicable.

If the coupling is successful, the telephone data will be saved in the user profile.

- *Optional:* Confirm the message for the transfer of data to the mobile device.

WARNING

If you carry out the coupling when driving, this may cause accidents or injuries.

- Only carry out the coupling when the vehicle is stationary.



When coupling some mobile devices, a PIN number may be displayed on the mobile device screen. Type this number in the Infotainment system to conclude the coupling.

Bluetooth® coupling via NFC

NFC is not available in all countries and on all vehicle models.

Prerequisites for one-off coupling:

- ✓ Storage compartment with cable-free charge function (storage compartment with interface for mobile telephone) is fitted in the vehicle.
- ✓ NFC is activated in the mobile device.

-
- Call up menu **Telephone settings** and tap on Select mobile device.
 - Unlock mobile device.
 - Place mobile device in correct position on the mobile phone shelf.
 - Pair Bluetooth® using the menu on your mobile device and continue and confirm on the vehicle screen.

The mobile device is coupled with the Infotainment system.



While the Infotainment system is in the **Known mobile telephones** menu, the cable-free charge function is deactivated. Cable-free charging is reactivated if you leave the menu.

Active and passive connection

In order to use the mobile phone interface functions, at least one mobile device must be **connected** with the Infotainment system. If several mobile devices are connected with the Infotainment system, you can switch between active and passive connections. In order to operate the mobile phone interface with your desired mobile device, establish an active connection to the Infotainment system.

Difference between the types of connection

Active
The mobile device is coupled and connected. You can carry out mobile phone interface functions using data from this mobile device.

Passive
The mobile device is coupled and connected. You can only take incoming calls via the telephone interface. Other functions are not available.

Coupled mobile devices are saved in the Infotainment system even if they are not currently connected.


Connecting a mobile device

Prerequisite: The mobile device is coupled with the Infotainment system.

—Activate Bluetooth® in the mobile device.

Establishing an active connection


Prerequisite: Several mobile devices are connected with the Infotainment system simultaneously.

- Tap .
- Tap on the active mobile device name.
- Select your desired mobile device. Other mobile devices will be passively connected automatically.

User profiles

An individual user profile is automatically created for each coupled mobile device. Data from this mobile device, e.g. contact data or settings, is stored in the user profile. A maximum of ten user profiles may be saved in the Infotainment system simultaneously.

Deleting a user profile

- Open Settings in the telephone main menu.
The user profiles are located in the **Mobile devices** area or in order Select mobile telephone.
- Select the user profile and tap  to delete.

Basic and convenience telephony

Depending on the vehicle equipment, the vehicle may have the following phone interfaces:

- Basic mobile phone interface.
- Convenience mobile phone interface.

Basic phone interface

The Basic mobile phone interface uses the HFP Bluetooth® profile for transmission. This enables the use of mobile phone functions via the Infotainment system and output via the vehicle speakers.

Convenience mobile phone interface

Just like the Basic mobile phone interface, the Convenience mobile phone interface uses the HFP Bluetooth® profile.

The Convenience mobile phone interface can be equipped with the wireless charging function (→ *Requirements, Phone interface*).

In order to use the features of the wireless charging function, you need to correctly insert a suitable mobile device into the storage compartment. This will connect the mobile device to the vehicle aerial. This improves reception and call quality.

Wireless charging function

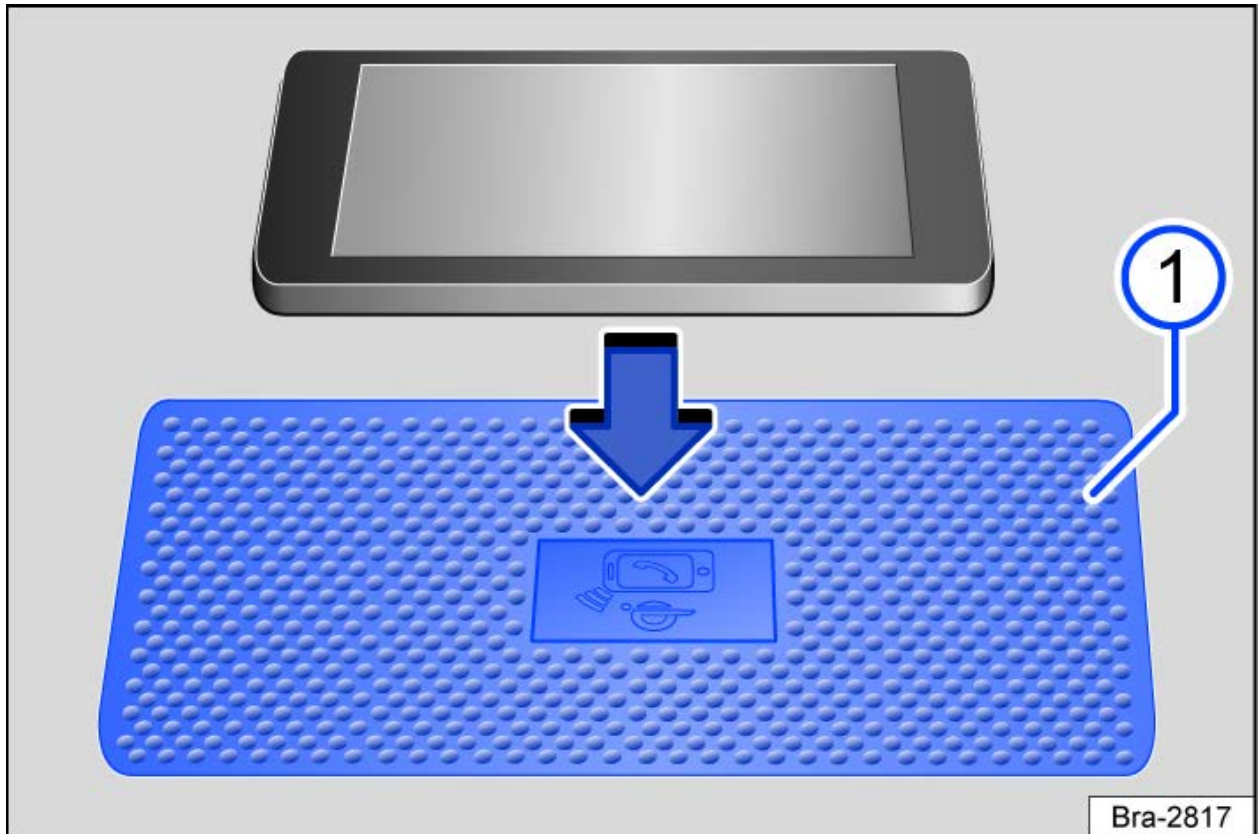


Fig. 1 Diagram: storage compartment with a liner pad for wireless charging.

The wireless charging function depends on the vehicle equipment and is not available in all countries. Depending on the vehicle, the shelf for the wireless charging function is located in the center console or between the front seats.

The wireless charging function uses electromagnetic induction to transfer energy wirelessly over short distances.

The maximum charging power is 5 watts.

The Qi standard allows suitable Qi-capable mobile devices to be charged wirelessly.

In some vehicles, a "phone symbol" on the liner mat indicates the center position for the wireless charging function → *fig. 1* (1).

To charge a Qi-capable mobile device, place it in the center of the storage compartment with the full surface facing up. The charging process starts automatically after that. The operating manual or the phone manufacturer will indicate if the mobile device supports the Qi-standard.

The Infotainment system installed at the factory informs you when the charging process is starting and if there are any foreign objects with metal components, such as coins, keys, etc., on the surface. **Remove foreign objects immediately.**

If the mobile device is not positioned correctly or if it is too large, it may not be detected correctly or detected at all. The system may then notify you of a foreign object on the surface. Correcting the position on the surface may correct the malfunction.

Qi-capable mobile devices that are too large cannot be charged wirelessly.

Only Qi-capable mobile devices without a protective case and with a maximum total length of approximately 140 mm (5.512 inches) may be placed on the wireless charging surface.

Declaration of conformity

“Wireless charging function”:

This device complies with part 15 of the FCC rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC ID: RK7XXX-00, IC 4774A-XXX00

Any changes or modifications not expressly approved by Novero could void the user's authority to operate this equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: RK7MBC-NAR, IC 4774A-MBCNAR

BEFORE USE, you **MUST REGISTER THIS DEVICE** with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your service provider.

You **MUST** operate this device with approved antennas and cables as specified by the manufacturer. Antennas **MUST** be installed at least 20 cm (8 inches) from any person.

You **MUST** cease operating this device immediately if requested by the FCC or a licensed wireless service provider.

WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

WARNING

Do not place metal objects or objects with metal components on the wireless charging surface. Metal objects can become very hot. This may cause burns to the skin or a fire.

NOTICE

Do not place any ID cards, credit cards, etc. with magnetic strips or with a chip on the wireless charging surface. The data stored on the magnetic strips or the chip could become unusable.

Calling and sending messages

Open the mobile phone interface




— Tap **HOME** ▶ .

Using a phone

Select a telephone number to make a call. Various functions are available for selecting the telephone number.




Using contact data

If a contact has multiple telephone numbers, you must select the number you wish to call accordingly.



- Tap  and enter the data of the contact you are searching for. Tap the contact on the list to make the call.
- Tap  **Favorites**. Tap on a contact in the list to make the call.
- Tap  **All**. Tap on a contact in the list to make the call.

Using a call list

The mobile phone interface stores the incoming and outgoing calls on a call list. Recently used telephone numbers are saved under favorites. Make a call via the call list.

- Tap  **All**. Tap on a number in the list to make the call.
- Tap  **Missed**. Tap on a number in the list to make the call.
- Tap  **Favorites**. Tap a contact to make the call.

Manually entering the telephone number

- . Tap  and enter the telephone number.
- . Tap  to make the call.



While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Sending text messages


Depending on the mobile device in use and the Infotainment system, you can send and receive SMS messages and e-mails via the phone interface.

Switching between SMS and e-mail



To send an SMS or e-mail, activate the corresponding at the top left of the screen. The active option is displayed on the screen, e.g. **SMS**.

- . Tap .
- . Tap the desired option on the function key at the top left of the screen.

Sending an SMS

- .  Tap **New message** and enter the message on the screen.
- . Tap **OK** and one or more contacts on the list. A contact can also be searched for using **Search**.

Sending an e-mail

- Tap  **New message** and enter the message on the screen.
- Tap **OK** and one or more contacts on the list. A contact can also be searched for using **Search** .

Phone directory, favorites and speed dial keys

Phone directory

This first time a telephone is paired with the Infotainment system, the phone directory is saved in the Infotainment system. The transmission must also be confirmed on the phone.

The phone directory is updated after each new connection. During the update, the present phone directory can still be used.

If teleconferences are supported, the phone directory can be opened during a phone call.


If an image is stored for the contact, it can be displayed in the list next to the entry.

Favorites and speed dial keys

A speed dial key can be assigned with a favorite from the phone directory. If the entry contains an image, it is displayed on the speed dial key.

Speed dial keys must be programmed manually and are assigned to a user profile.

Programming a speed dial key

- Tap .
- Tap a contact in the phone directory. If a contact has multiple telephone numbers, tap a number on the list.

Editing the speed dial key

- Press and hold the speed dial key until the phonebook opens.
- Tap the new contact in the phone directory. If a contact has multiple telephone numbers, tap a number on the list.



Calling a favorite

- Tap a programmed speed dial key.



Favorites are not automatically updated. If the phone number for a contact changes, the speed dial key must be reassigned.

Deleting a speed dial key

- Tap .
- Tap .

Transporting

Trunk cover

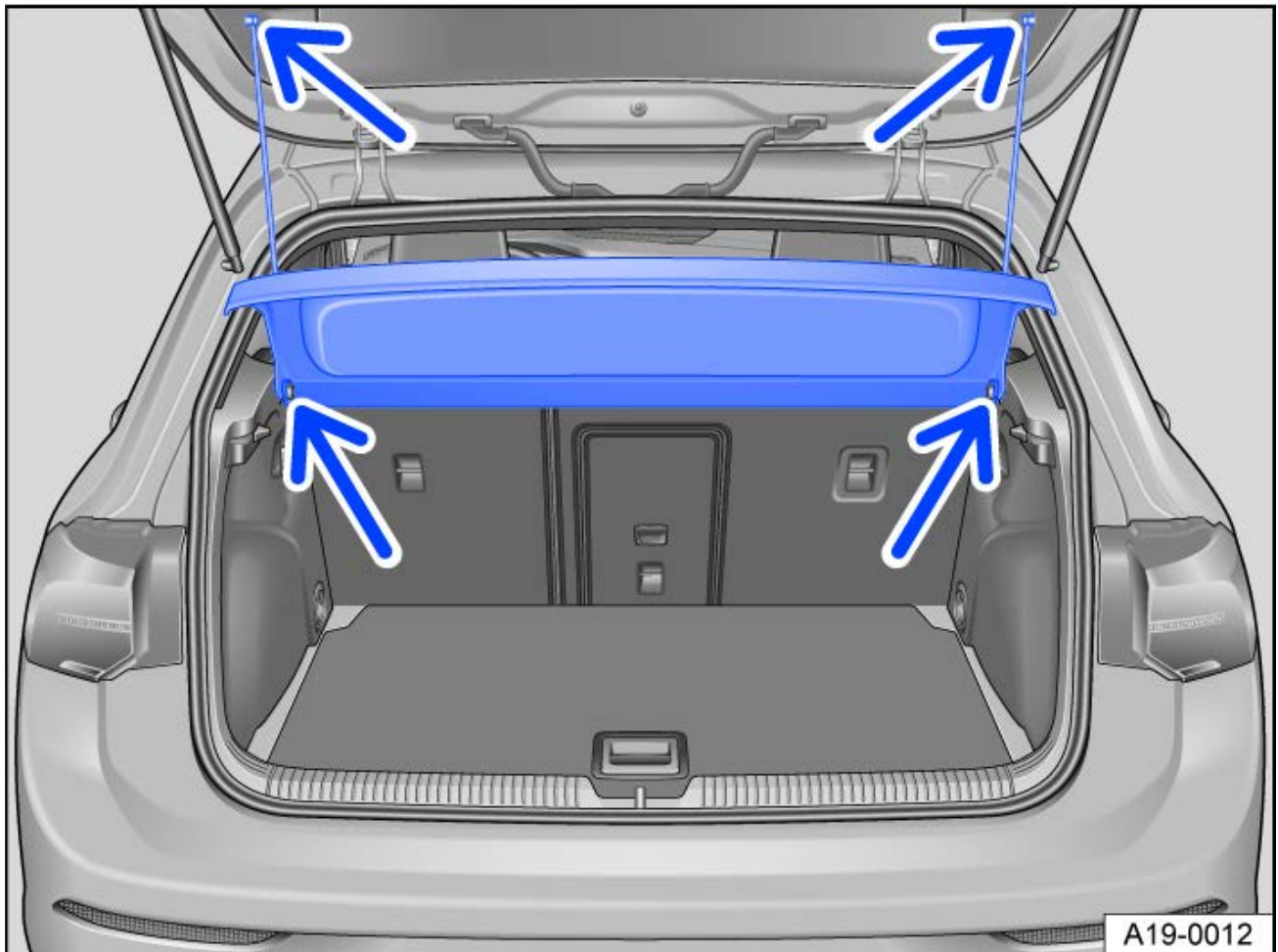


Fig. 1 In the luggage compartment: Installing and removing the luggage compartment cover.

When opening and closing the trunk lid, the luggage compartment cover is raised or lowered on the attached retaining straps.

Light items of clothing can be placed on the luggage compartment cover. Ensure that your view to the rear is not restricted.

Removing the trunk cover

- Unhook the retaining straps from the trunk lid → *fig. 1* (upper arrows).
- Pull the luggage compartment cover out of the side holders (lower arrows).

Installing the trunk cover

- Push the luggage compartment cover into the side holders → *fig. 1* (lower arrows).
- Hook the retaining straps onto the trunk lid (upper arrows).

⚠ WARNING

Objects or animals on the trunk cover that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or an accident.

- Do not store any hard, heavy, or sharp-edged objects loose or in the pockets on the trunk cover.
- Never allow animals to ride on the trunk cover.

⚠ WARNING

Clothing and other items on the luggage compartment cover may restrict your view to the rear and thereby cause accidents and serious injuries.

- Always store items of clothing and other objects so that they do not restrict your view to the rear.

! NOTICE

To prevent damage to the luggage compartment cover, do not load the luggage compartment so high that the luggage compartment cover presses on the load when the trunk lid is closed.

Luggage compartment floor panel

Variable luggage compartment floor

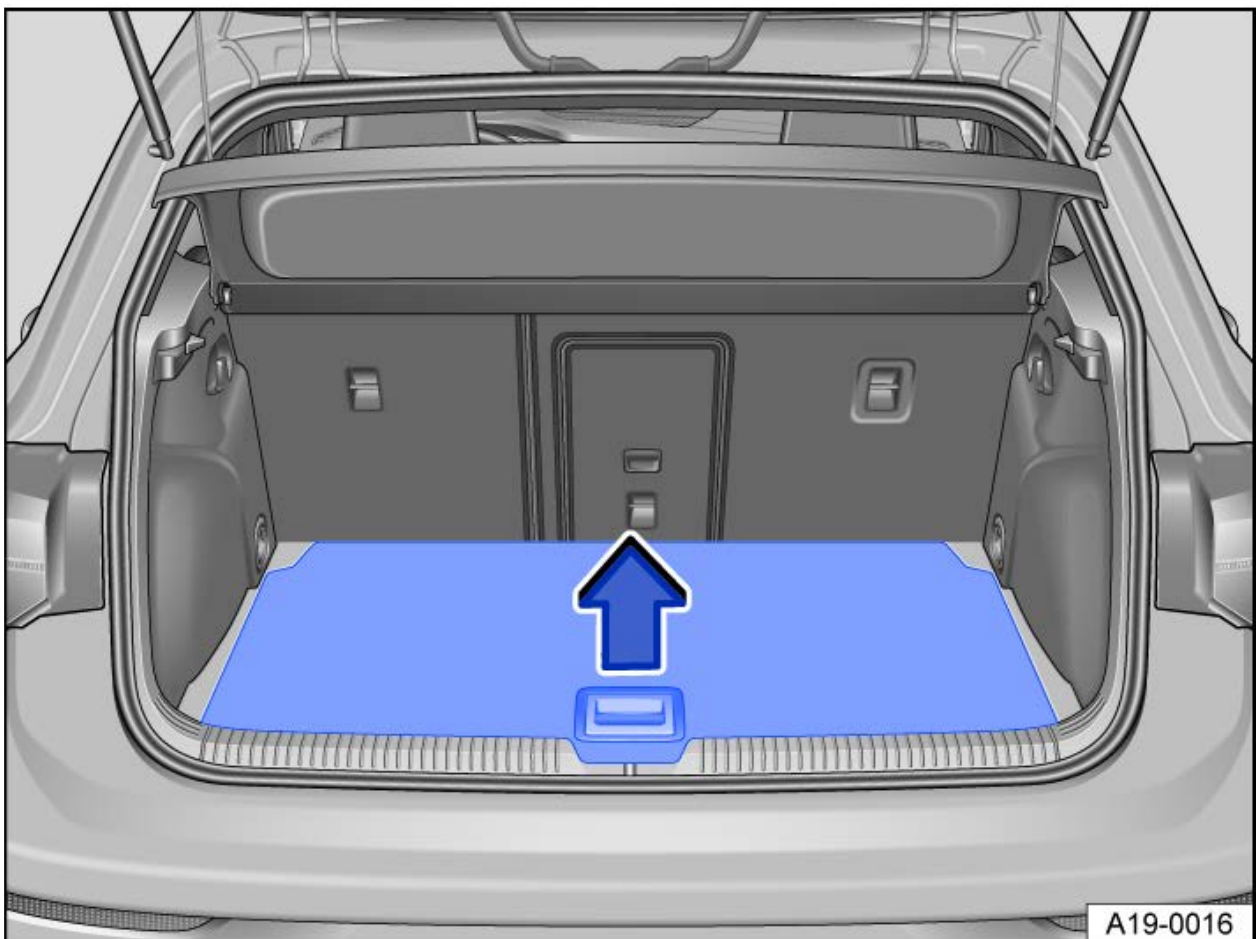


Fig. 1 In the luggage compartment: Lift up the variable luggage compartment floor.

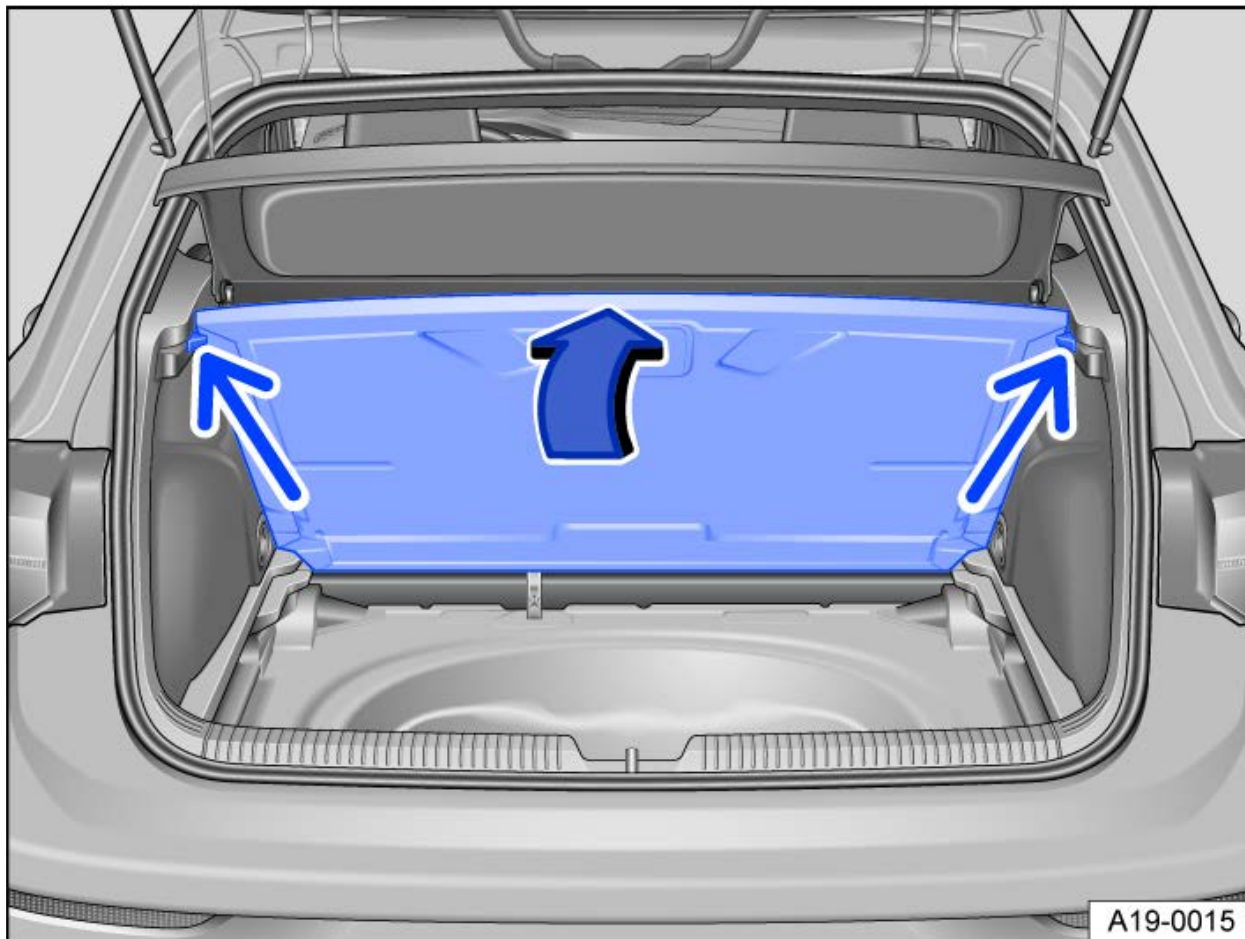


Fig. 2 In the luggage compartment: Variable luggage compartment floor folded up.

Opening and closing the luggage compartment floor

- To *open* the luggage compartment floor, take hold of the handle recess in the luggage compartment floor → *fig. 1* and fold the luggage compartment floor upwards until it is held in place by the detents on the sides of the compartment (see arrows) → *fig. 2*.
- To *close* the luggage compartment floor, guide the luggage compartment floor downwards and move it into place (→ *Operation, Luggage compartment floor (variable)*).

Adjusting the height of the luggage compartment floor

Depending on the vehicle equipment, the height of the variable luggage compartment floor may be adjustable.

- If necessary, detach the luggage net (→ *Luggage net, Installation*).
- Lift the luggage compartment floor and pull it backwards out of the guides on the sides of the luggage compartment.
- Insert the luggage compartment floor into the guides at the desired height and push it forwards as far as it will go.
- Guide the luggage compartment floor downwards and move it into place on the vehicle floor (→ *Operation, Luggage compartment floor (variable)*).

! NOTICE

Improper use may damage the variable luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downwards, and do not drop it.
- Always distribute loads as evenly as possible across the entire luggage compartment floor to avoid concentrating the load in a single place.



Depending on the model, the vehicle may be equipped with a removable flexible floor covering instead of the variable luggage compartment floor.

Luggage compartment equipment

Tie-downs

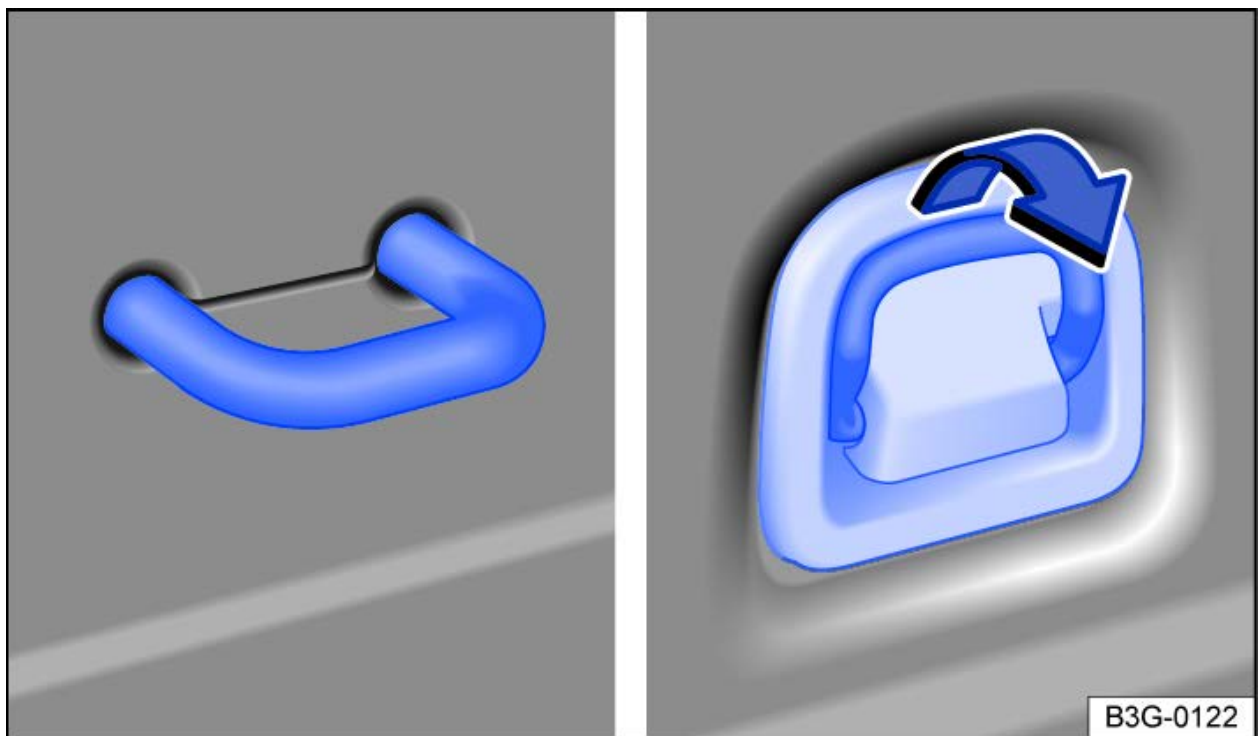


Fig. 1 In the luggage compartment: fixed and folding tie-downs.

At the front and rear of the luggage compartment, there are tie-downs for securing loose objects and pieces of luggage with the help of tie-down straps, fixation belts or tensioning straps → *fig. 1*.

WARNING

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Only use suitable and undamaged tie-downs and straps.
- Secure cords and straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten them securely to the tie-downs.
- Make sure that the upper edge of the cargo is above the tie-downs, especially on flat objects.
- Depending on vehicle equipment, following any signs about storing cargo in the luggage compartment.
- Never secure a child restraint to the tie-downs.

WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs. The hooks attached to them can cause serious injuries.

- When securing elastic tensioning straps always protect your eyes and face from injury.
- When securing, always hold elastic tensioning straps securely so that they cannot slip off and rebound.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first, then pull them to the load sill and secure them to the tie-downs there. If the tensioning straps slip they will spring away from your body.



Suitable straps and cargo securing systems can be provided by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Shopping bag hooks

Load-through hatch

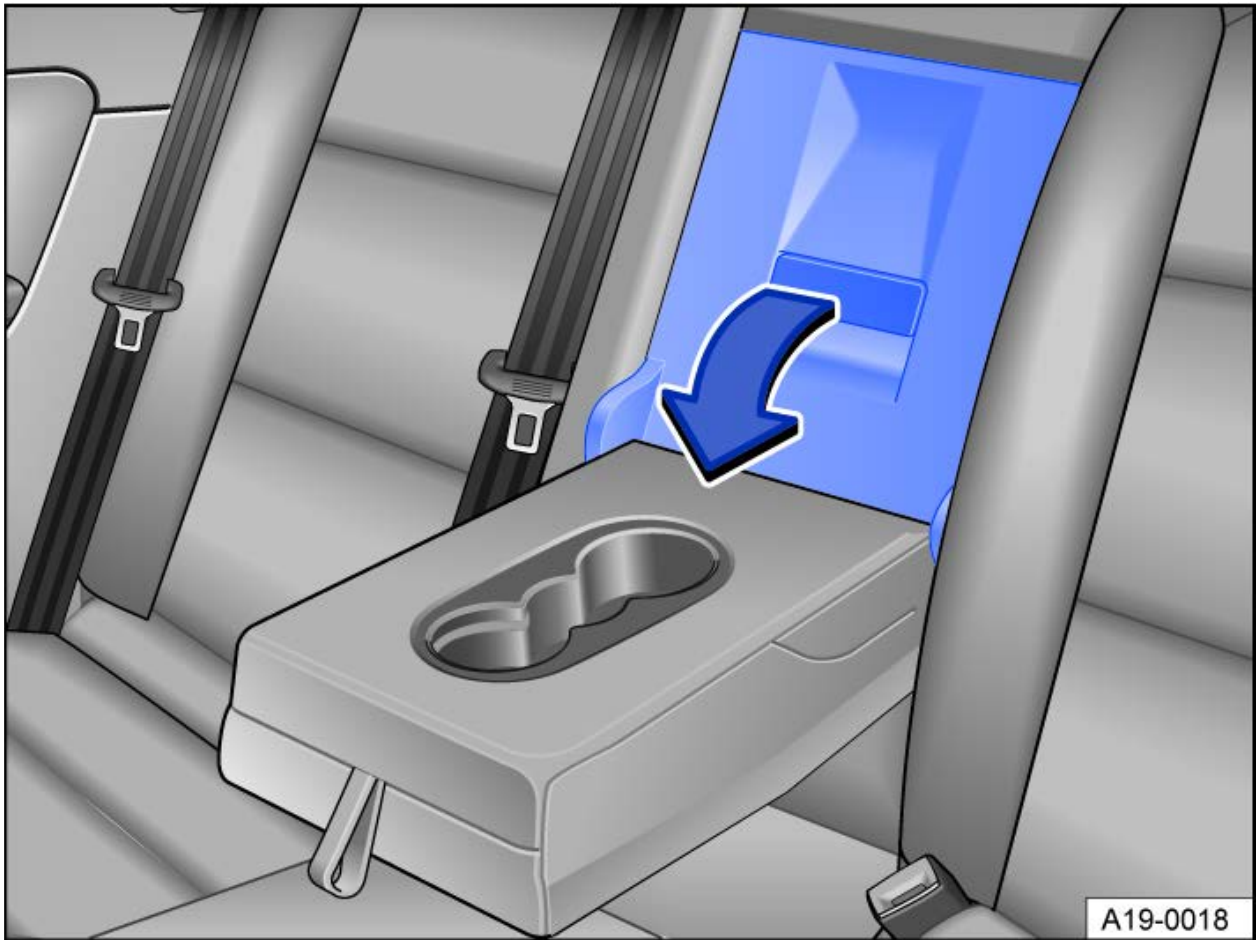


Fig. 1 In the rear seat backrest: Open load-through hatch.

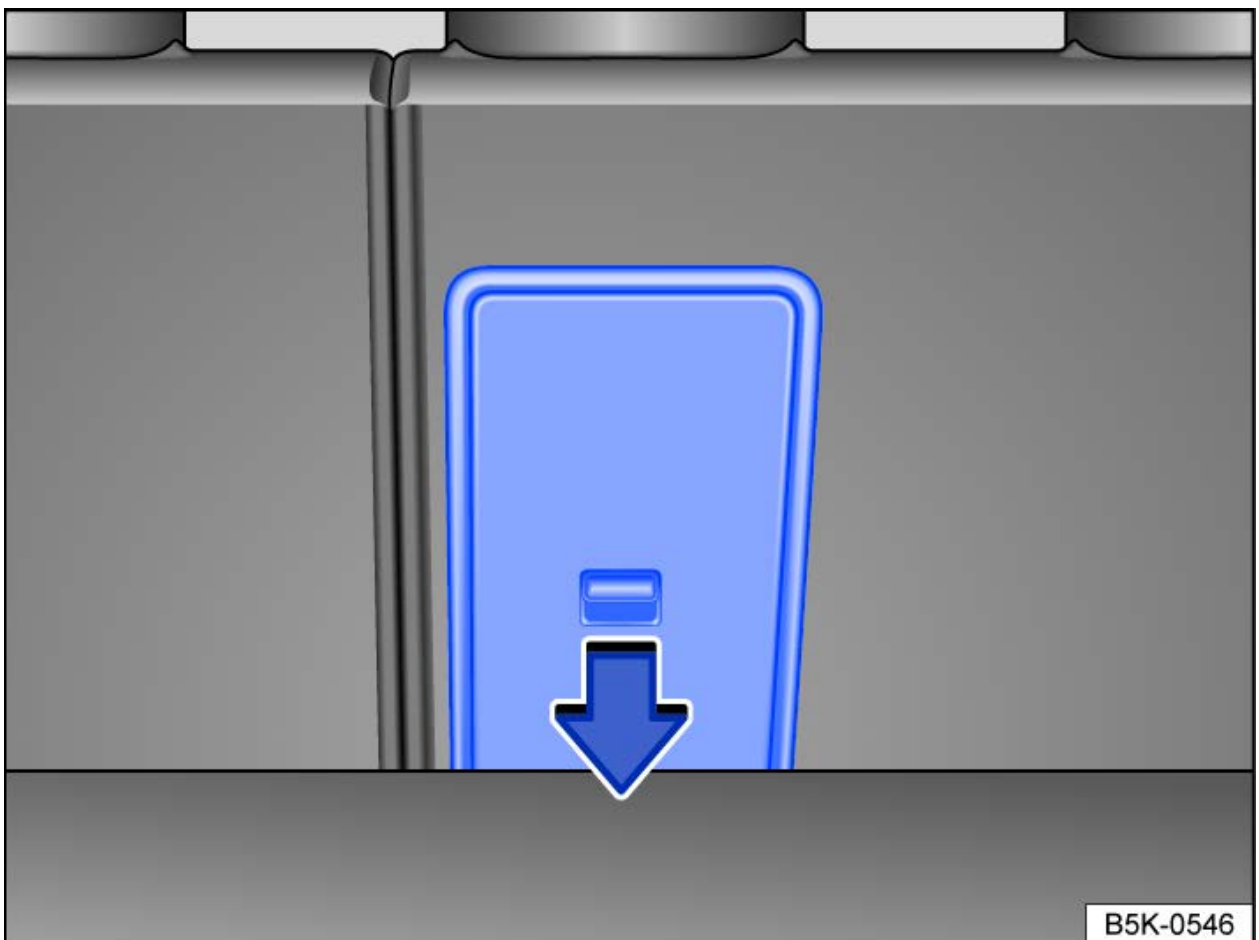


Fig. 2 In the rear seat backrest: Open load-through hatch.

Depending on the vehicle equipment, there may be a load-through hatch in the center armrest in the rear seat backrest for transporting long objects, such as skis, inside the vehicle.

Opening load-through hatch

- Fold the center armrest forward (→ *Center armrest, Function*).
- Open the Load-through hatch from inside the vehicle: Pull the release lever in the direction of the arrow → *fig. 1* and fold the flap for load-through hatch completely forward → *Load-through hatch*.
- Open the trunk lid.
- **OR:** Opening the load-through hatch from the luggage compartment: Push the release lever downward in the direction of the arrow and → *fig. 2* push the flap forward.
- Insert long objects from the luggage compartment side and slide them forward through the load-through hatch.
- Secure objects with a seat belt if necessary.
- Close the trunk lid.

Closing the load-through hatch

- Fold the flap for load-through hatch backward until it audibly engages. The red mark on the luggage compartment side must not be visible → *Load-through hatch*.
- Close the trunk lid.
- If necessary, folder the center armrest backward.

WARNING

Folding and unfolding the load-through hatch in an uncontrolled or careless manner may cause severe injury.

- Never fold the load-through hatch down or up while driving.
- Take care when folding the load-through hatch up, that the seat belt does not become trapped or damaged.
- Keep hands, fingers, feet and other body parts away from the load-through hatch when folding up and down.
- If a red mark is visible on the locking display, then the load-through hatch is not engaged. Always check that the red mark is not visible when the load-through hatch is in the upright position.
- If the load-through hatch is folded down or not properly engaged, no passengers, especially children, are to be transported in this seat.

Roof rack

Introduction

Depending on the model, the vehicle may be designed to have a roof rack system installed.

Bulky objects can be transported on the vehicle roof using the roof rack system.

If you are not sure if your vehicle is designed to have a roof rack system installed, check with a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof rack systems that Volkswagen has approved for use with your vehicle.

Do *not* use or retrofit a roof rack system if this is *not* approved for your vehicle.

WARNING

When transporting heavy or large objects on the roof rack, your vehicle's driving characteristics could change because of the different center of gravity or increased wind resistance.

- Always secure cargo correctly with suitable and undamaged cords or tensioning straps.
- Large, heavy, long, or flat objects can have a negative effect on the vehicle's aerodynamics, center of gravity, and handling.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.

WARNING

If a roof rack that is *not* approved for the vehicle is installed or a roof rack is installed on a vehicle that is *not* designed for using a roof rack, accidents and serious injuries can occur.

- Only use roof rack systems that are approved by Volkswagen for your vehicle.
- Never install a roof rack on a vehicle that is not approved for using a roof rack.
- If a roof rack is not approved but is installed anyway, the rack could come loose while driving and fall off the roof.

NOTICE

Installing any type of roof rack on a vehicle where this is *not* approved can cause serious vehicle damage.

Securing a roof rack system

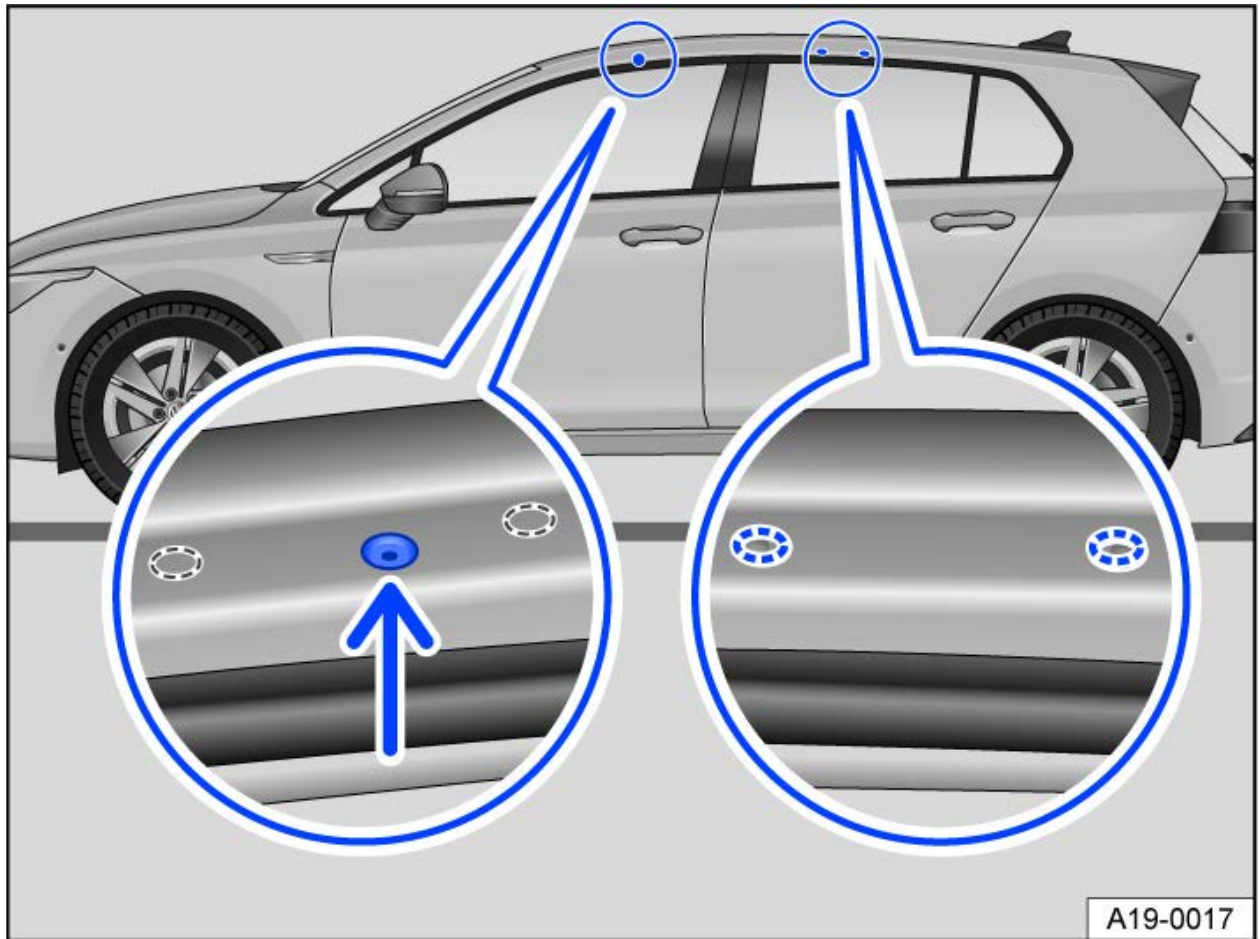


Fig. 1 Mounting points for base supports.

For safety reasons, special roof carrier systems are needed to transport luggage, bicycles, surfboards, skis, and boats safely → ⚠. An authorized Volkswagen dealer can provide you with suitable accessories.

Securing the base supports and roof rack base

Mount the base supports in accordance with the instructions supplied.

The drilled holes for attaching the bracket at the front are located on the undersides of the roof pillars and are sealed off with plastic screws → *fig. 1* (arrow), which need to be removed prior to installation.

The marks for attaching the bracket at the rear are located on the undersides of the roof pillars → *fig. 1*.

The holes and markings are only visible when the door is open.

After mounting the base supports, the rack bases can be secured to the base supports.

WARNING


Securing the base supports and roof rack base incorrectly or using them incorrectly can cause the entire roof rack system to come loose from the vehicle roof, which can cause accidents and injuries.

- Only use the base supports and roof rack base if they are undamaged and secured correctly.
- Always mount the base support and roof rack base correctly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Only secure the base supports at the locations intended for this.
- Always mount special roof rack systems for bicycles, skis, surfboards, etc. correctly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Check the roof carrier mounts before starting a journey and if necessary retighten after a short distance. On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any modifications or repairs to the base supports or the roof rack base.

Loading a roof rack system

Maximum permissible roof weight


The maximum permissible roof load is **75 kg (165 lbs)**.

The roof load consists of the weight of the roof rack system and the items carried on the roof rack → .

Check the weight of the roof rack system and the items that will be transported on it. Weigh the items if necessary.

When using a roof rack with a low load limit, do not load the rack with the maximum permissible roof weight. In this case, only load the roof rack to the weight limit listed in the installation guide.

Distributing the load

Distribute the load evenly and secure it correctly → .

WARNING

Accidents and serious injuries can result if the maximum permissible roof weight is exceeded.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating.
- Do not exceed the load limit of the roof rack system, even if the roof load is below the limit.

WARNING

Items that are secured loosely or incorrectly could fall off the roof rack system and cause accidents and injuries.

- Only use suitable and undamaged tie-downs and straps.

! NOTICE

Make sure the trunk lid does not run into the roof load when opening the lid.

Usage instructions

Remove the roof rack system in the following scenarios

- If the roof rack system is no longer needed
- Before driving through an automatic car wash
- If the height of the vehicle exceeds the maximum height limit, for example in a garage

! NOTICE

- The height of the vehicle changes when a roof rack system is installed and when there is cargo secured on it. Compare the height of the vehicle with height clearances, for example for underpasses and garage doors.
 - The roof antenna, the power sunroof, and the trunk lid must not be impaired by the roof rack system and the cargo.
-

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

Trailer towing

Introduction

Technical requirements

Engine cooling system

Driving with a trailer results in a higher load on the engine and the engine cooling system. The engine cooling system must contain enough coolant and be designed for the additional load that results from towing a trailer.

Trailer brakes

If the trailer has its own brake system, follow the legal regulations.

Exterior mirrors

If the area behind the trailer cannot be seen from the towing vehicle using the standard exterior mirrors, it may be necessary to install additional exterior mirrors, depending on the local regulations. The exterior mirrors must be adjusted before driving to provide enough visibility of the area behind the vehicle.

Retrofitting a trailer hitch

Only use a trailer hitch that is approved by Volkswagen. Always check and follow the specifications from the trailer hitch manufacturer.

Trailer taillights

The trailer taillights must function correctly and conform to legal regulations. Make sure the maximum power draw of the trailer taillights is not exceeded.

Trailer mode in hot and cold countries

In some countries, trailer mode is not permissible for all engine-transmission combinations due to climatic conditions. If you want to retrofit a trailer hitch, first contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to ask if the vehicle is suitable for it.

WARNING

A trailer hitch that is installed incorrectly or that is not suitable for the vehicle can lead to the trailer separating from the vehicle that is towing it. This can cause accidents and fatal injuries.

- Never mount a trailer hitch on the bumper or its mounts. The trailer hitch must not interfere with the function of the bumper.
- Do not make any modifications to the exhaust system and the brake system.

NOTICE

- If the power consumption of the trailer is higher than permitted, the vehicle electrical system could be damaged.
- Never connect the electrical system on a trailer directly with the electrical connectors for the taillights or other power sources. Only use suitable connectors to supply power to the trailer.



Due to the higher load on the vehicle when towing a trailer frequently, Volkswagen recommends performing vehicle maintenance between the inspection intervals.


Swinging out the ball head of the trailer hitch

The ball head of the trailer hitch is located in the bumper. The electrically releasing ball head is swung out mechanically for use and cannot be removed.




Fig. 1 On the right side of the luggage compartment: button for releasing the ball head.


Releasing and swinging out the ball head

- Parking the vehicle (→ *Electronic parking brake, Operation*).
- Open the trunk lid.
- Briefly pull the  → *fig. 1* button in the luggage compartment. The ball head is electrically released and swings out automatically. The indicator light in the button flashes.
- Swing the ball head further until you can hear and feel it engage and the indicator light in the button comes on continuously.
- Close the trunk lid.

Swiveling in the ball head


- Parking the vehicle (→ *Electronic parking brake, Operation*).
- Detach the trailer and disconnect the electrical connection between the vehicle and the trailer. Also remove the adapter from the trailer socket.
- Open the trunk lid.
- Briefly pull the  → *fig. 1* button in the luggage compartment. The ball head is electrically released.
- Swing the ball head under the bumper until you can hear and feel it engage and the indicator light in the button comes on continuously.
- Close the trunk lid.

Meaning of the indicator light in the button

- When the indicator light in the → *fig. 1* button comes on continuously when the trunk lid *is open*, the ball mount is correctly engaged in the swiveled out or swiveled in position.
- When the indicator light in the button *flashes*, the ball head is not properly engaged or the ball head is damaged → .
- The indicator light in the button turns off approx. one minute after the trunk lid is closed.

WARNING

Improper use of the trailer hitch can cause injuries and accidents.

- Only use the ball head if it has engaged properly.
- Make sure that no people, animals or objects are in the swivel range of the ball head.
- Never intervene in the swivel procedure of the ball head with aids or tools.
- Never press the  button while a trailer is hitched or a luggage rack or other add-on part is connected to the ball head.
- If the ball head does not engage properly or if the electrical system or trailer hitch has malfunctioned, do not use the trailer hitch and have it checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the diameter of the ball in the smallest area is less than 49 mm, never use it as a trailer hitch.

NOTICE

Do not direct a high pressure cleaner or steam jet directly towards the swiveling ball head or the installed trailer socket. Seals can be damaged or the grease needed for lubrication could be washed out.




In the case of extremely low outside temperatures, it may not be possible to swivel the ball head. In this case, simply move the vehicle to warmer areas, such as in a garage.

Attaching a bicycle carrier to the towing bracket ball mount

Only use bicycle carriers that Volkswagen has approved for use with your vehicle.

Attach the bicycle carrier according to the manufacturer's instructions.

A maximum of three bicycles may be mounted on the bicycle carrier → . Place heavy bicycles as close as possible to the vehicle (ball mount).

Maximum carrying load

The maximum carrying load (carrying system including addition load) for the bicycle carrier attached to the ball head is **75 kg**. However, do not exceed the model-dependent, maximum drawbar load of the towing bracket (→ *Trailer towing, Technical data*).

WARNING

Improper use of a bicycle rack mounted on the ball mount of the trailer hitch can cause injury and accidents.

- Always read and follow the bicycle rack manufacturer's assembly instructions.
- Never exceed the specified load capacity and overhang.
- Never secure a bicycle rack on the ball mount neck below the coupling ball. The bicycle rack could slip because of the shape of the ball mount neck.

NOTICE

If either the load capacity or the swing range stated in the manufacturer's assembly instructions is exceeded, it may result in significant damage to the vehicle.

- Never exceed the values specified in the assembly instructions.



Volkswagen recommends removing as many bicycle accessories or attachments as possible before the journey. This includes bicycle baskets and paniers, child seats and batteries. This improves the wind load and the center of gravity of the carrying system.



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Trailer towing information

Trailer socket

The towing vehicle and the trailer are connected electrically using a 13-pin trailer socket. The pin assignment conforms to DIN ISO 11446.

If the trailer has a **7-pin connector**, a suitable adapter must be used.

If you are not sure how to connect the trailer with the towing vehicle's electrical system correctly, get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Integrating into the anti-theft alarm system

The trailer is integrated into the anti-theft alarm system if the following requirements are met:

- If the vehicle is equipped with a factory-installed anti-theft alarm system and trailer hitch.
- If the trailer is connected to the electrical system in the towing vehicle.
- If the vehicle and trailer electrical systems are functioning correctly and are not damaged.
- If the vehicle was locked using the vehicle key and the anti-theft alarm system is active.

When the vehicle is locked, the alarm will be triggered if the electrical connection to the trailer is disconnected.

Integrating into the anti-theft alarm system (trailer with LED taillights)

Trailers with LED taillights cannot be integrated into the anti-theft alarm system due to the technology involved.

When the vehicle is locked, the alarm will not be triggered if the electrical connection to the trailer with LED taillights is disconnected.

WARNING

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electrical system as well as accidents and serious injuries.

- Have all work on the electrical system performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer with the electrical connectors for the taillights or other power sources on the towing vehicle.




WARNING

Contact between the pins on the trailer socket can cause short circuits, overloading of the electrical system, or malfunction of the lighting system, which can result in accidents and serious injuries.

- Never connect the pins in the trailer socket with one another.
- Have bent pins repaired only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

A trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle. The vehicle could raise or lower if the load changes or a tire is damaged. This would put great stress on the trailer hitch and the trailer, which could lead to damage to the vehicle and trailer.

-  If there are malfunctions in the vehicle or trailer electrical system or in the anti-theft alarm system, have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
-  If the engine is stopped and accessories on the trailer are on while there is an electrical connection through the trailer socket, then the 12 V vehicle battery will drain.
-  The electrical connection to the trailer will be automatically disconnected if the charge level of the 12 V vehicle battery becomes too low.

Loading a trailer

Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The tongue weight is the load that presses down vertically from above onto the hitch ball of the trailer hitch.

The trailer load and tongue weight specifications on the trailer hitch data plate are simply the test values for the trailer hitch. The vehicle-based specifications, which are often *below* these values, can be found in your vehicle documents. The specifications in the legal vehicle documents always take precedence.

The *maximum* permissible **tongue weight** of the trailer drawbar on the trailer hitch ball must not exceed **80 kg**.

In the interest of driving safety, Volkswagen recommends always using the full maximum permissible tongue weight. Tongue weight that is too low affects the trailer's handling.

The tongue weight increases the weight on the rear axle and reduces the possible load in the vehicle.

Towing weight

The towing weight consists of the actual weights of the loaded towing vehicle and the loaded trailer.

In some countries, trailers are divided into classes. Volkswagen recommends consulting with an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers.

Loading a trailer

The load should be balanced. Use the maximum permissible tongue weight and do not load the trailer unevenly by putting more weight at either the front or the back.

—Distribute the load on the trailer so that heavy objects are as close to the axle as possible.

—Secure the load on the trailer correctly.

Tire pressure

The tire pressure for the tires on the trailer is based on the recommendation of the trailer manufacturer.

When towing a trailer, inflate the tires on the towing vehicle to the maximum permissible tire pressure (→ *Tire pressure, Introduction/general information*).

WARNING

If the Gross Axle Weight Rating, tongue weight, Gross Vehicle Weight Rating, or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries can result.

- Never exceed the specified values.
- Never exceed the Gross Axle Weight Rating on the front or rear axle. Never exceed the Gross Vehicle Weight Rating for the front and rear weight of the vehicle.

WARNING

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

Driving with a trailer

Headlight adjustment

When a trailer is attached, the front part of the vehicle may be lifted, and the dipped beam headlights may dazzle other road users. Lower the beam correspondingly using the headlight range control. Vehicles with dynamic headlight range control adjust automatically and do not need to be manually adjusted.


Characteristics when driving with a trailer



- When driving with a trailer with an **overrun brake** *first brake gently* then rapidly. This avoids braking jolts due to the trailer wheels locking.
- The braking distance increases due to the gross combination weight (of the trailer and vehicle).
- Use the engine as an additional brake on slopes. Otherwise the brake system may overheat and possibly fail.
 - If driving a vehicle with a manual transmission, shift to a lower gear before slopes.
 - Select a lower gear when driving with an automatic gearbox in Tiptronic mode.
- The vehicle's center of gravity, and thereby also its driving characteristics, are changed by the towing weight and the increased total weight of the vehicle and trailer.
- An empty towing vehicle and loaded trailer create a very unfavorable weight distribution. Drive very carefully and slowly with this combination.

Driving on hills with a trailer

Depending on the angle of the hill and the total weight of the trailer, a parked trailer may roll back slightly when you start driving.

When towing a trailer, start on a hill as follows:

- Press and hold the brake pedal.
- Press the  button once to switch off the electronic parking brake (*→ Electronic parking brake, Description*).
- With a manual transmission, fully depress the clutch pedal.
- Engage 1st gear or the selector lever position **D/S**.
- Engage 1st gear or the selector lever position **D**.

- Pull and hold the  button to hold the vehicle and trailer with the electronic parking brake.
- Release the brake pedal.
- Start driving slowly.
- With a manual transmission, also slowly release the clutch pedal.
- Only release the  switch once the engine has created enough drive power to start driving.

WARNING

Towing a trailer incorrectly can result in loss of control of the vehicle and cause serious injuries.

- Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance and increase the braking distance.
- Always drive carefully and try to anticipate what may be ahead. Brake earlier than usual.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Reduce the vehicle speed, especially when driving downhill.
- Accelerate with extra care and caution. Avoid abrupt and sudden driving and braking maneuvers.
- Be very careful when passing. Reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to "straighten out" a swaying vehicle and trailer by accelerating.
- Adhere to the applicable maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.



Trailer stabilization

If a trailer is hitched to the vehicle and it begins to sway, the trailer stabilization can detect this and countersteer.

Trailer stabilization is an additional feature of the Electronic Stability Control (ESC).

If the system detects that the trailer is swaying, the trailer stabilization will automatically countersteer to reduce "vibration" of the trailer.

Trailer stabilization requirements

- The trailer hitch must be installed at the factory or a compatible trailer hitch must be retrofitted.
- Electronic Stability Control (ESC) and Anti-Slip Regulation (ASR) must be active. The  or  indicator light in the instrument cluster must not be on.
- The trailer must be connected to the electrical system in the towing vehicle using the trailer socket.
- The driving speed must be less than 37 mph (60 km/h).
- The maximum tongue weight must be used.
- The trailer must have a fixed drawbar.
- Braked trailers must have a mechanical overrun protection device.

⚠ WARNING

Do not allow the increased convenience provided by the trailer stabilization to tempt you into taking risks.

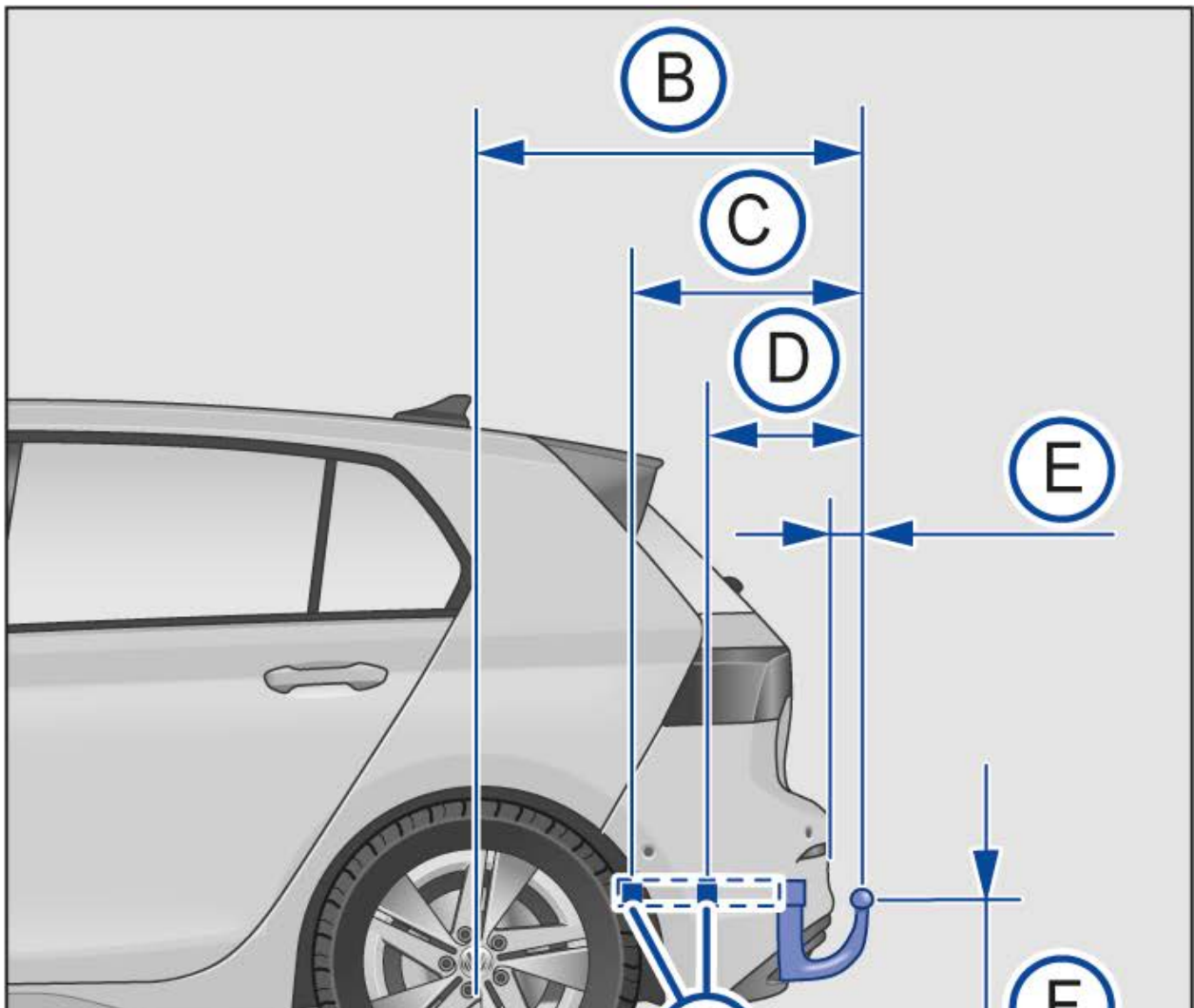
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Accelerate carefully on slippery roads.
- Remove your foot from the accelerator pedal when a system is actively regulating.

⚠ WARNING

The trailer stabilization may not be able to detect all driving situations correctly.

- The trailer stabilization switches off when ESC is deactivated.
- Trailer stabilization may not always detect if a light trailer is swaying and stabilize it.
- When driving on slippery roads with poor traction, the trailer can still *jackknife* despite the trailer stabilization.
- Trailers with a high center of gravity can tip before you notice any swaying back and forth.
- If there is no trailer hitched to the vehicle but there is a connector in the trailer socket, for example from a bike carrier with lights, sudden braking maneuvers may occur automatically in extreme driving situations.

Retrofitting a trailer hitch



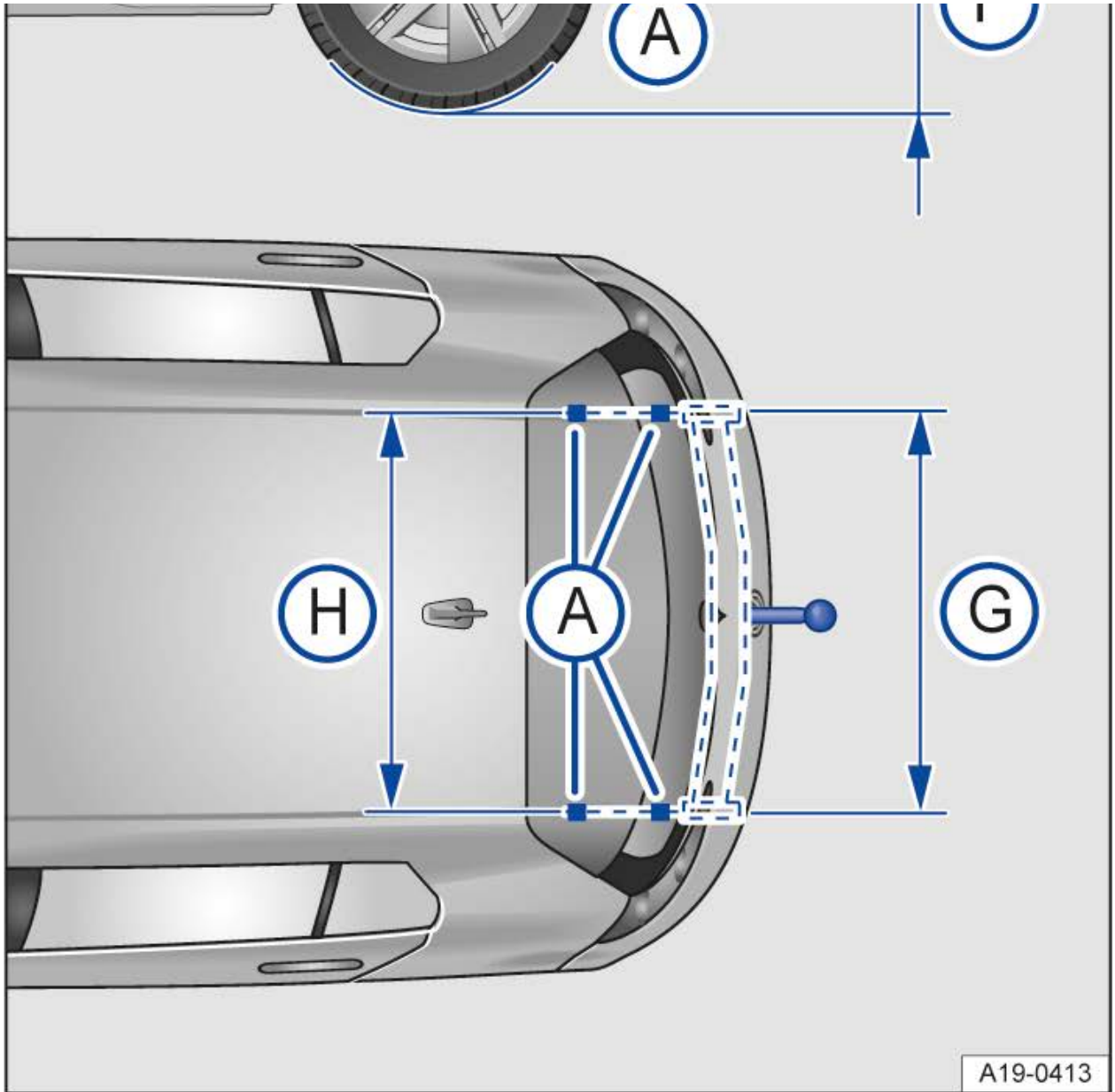


Fig. 1 Dimensions and mounting points for retrofitting a trailer hitch.

The correct dimensions must always be used when retrofitting a trailer hitch → *fig. 1*. The smaller specified dimension from the center of the ball hitch to the road surface (F) must always be met. This also applies when the vehicle is fully loaded including the maximum tongue weight.

- (A) Mounting points
- (B) 851 mm
- (C) 532 mm
- (D) 312 mm
- (E) min. 65 mm
- (F) 350–420 mm
- (G) 1043 mm
- (H) 1048 mm

Volkswagen recommends having a trailer hitch retrofitted by a qualified professional. For example, modifications to the cooling system or installation of heat shields may be necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Improperly or incorrectly connected electrical wires can lead to malfunctions in the entire vehicle electrical system as well as accidents and serious injuries.

- Never connect the electrical system on a trailer directly with the electrical connectors for the taillights or other unsuitable power sources. Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by a qualified facility.

WARNING

A trailer hitch that is installed incorrectly or that is not suitable for the vehicle can lead to the trailer separating from the vehicle that is towing it. This can cause accidents and fatal injuries.



Only use trailer hitches that Volkswagen has approved for your vehicle type.

Troubleshooting

Trailer hitch ball head not secured

The yellow indicator light turns on.

- Do not use towing bracket. Check towing bracket catch (*→ Operation, Electrical ball mount*).
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuel and emissions control system

Safety precautions for handling fuel

WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, shut down the engine and switch off the ignition and the mobile phone, as well as other radio equipment.
- Before refueling, switch off the auxiliary heater (*→ Auxiliary heater and ventilation, Operation*).
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

WARNING

Refueling incorrectly can cause fires, serious injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

CAUTION

Fuel may leak out of reserve canisters. This can cause fires and injuries.

— Do transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.



The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Fuel types and refueling

Introduction

The fuel filler flap is located on the right rear side of the vehicle.

Designation of fuels and fuel standards

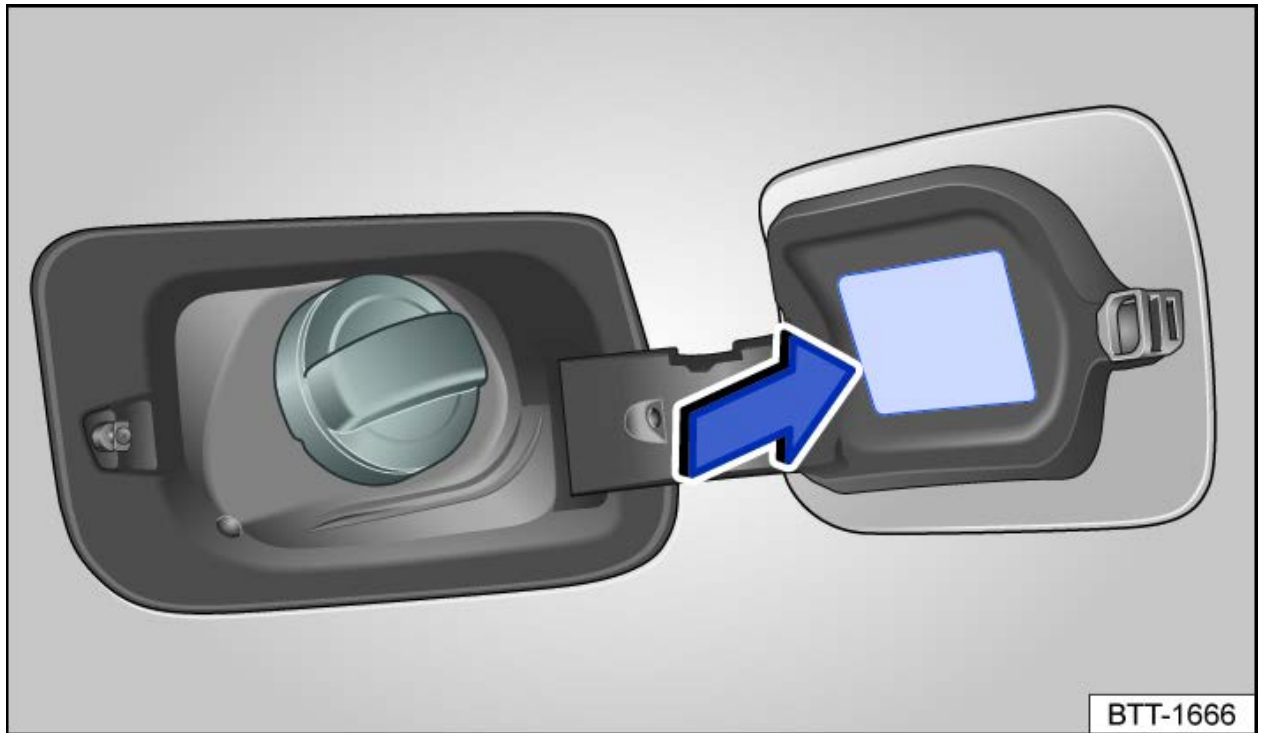


Fig. 1 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. When your vehicle leaves the factory there is a fuel information sticker inside the tank flap with notes about the minimum required fuel type for your vehicle → *fig. 1*.

The name and limits specify which fuels are suitable for the vehicle. This is a minimum requirement. The vehicle must not be refueled with other fuels → *Designation of fuels and fuel standards*.

Fuel standards

The fuel used must meet one of the following standards. The vehicle must not be refueled with other fuels → *Designation of fuels and fuel standards*.

If fuel with the specified standards is not available, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for information about which fuels are suitable for the vehicle.

Gasoline



Fig. 2 Gasoline containing ethanol

Gasoline that contains **E**thanol. The number indicates the maximum ethanol percentage in the gasoline, for example E5 means a maximum of 5% ethanol.

Fuel standard

- EN 228
- Resolucao ANP N° 57 (Brazil)
- Resolucion 478/1283 (Argentina)
- NOM-086 (Mexico)

Diesel fuel



Fig. 3 Diesel fuel containing biodiesel

Diesel fuel that contains **Biodiesel**. The number indicates the maximum biodiesel percentage in the diesel fuel, for example B7 contains a maximum of 7% biodiesel.

Fuel standard

—EN 590

—DIN EN 590

! *NOTICE*

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.


- Before refueling, check if the fuel specification at the fuel pump meets the vehicle specifications.
- Only refuel using fuels that conform to the specified standards and name to reduce the risk of damage to the fuel system and engine malfunctions.


Gasoline

Gasoline types

Gasoline types are differentiated by the Research Octane Number (RON). The vehicle may be fueled with gasoline that has a higher RON than what is required by the engine. However, this will not improve fuel consumption or engine power.

The fuel information label may have multiple gasoline types, for example, **95/92** / 97/93 RON. The highlighted gasoline types, **95/92** in this example, are the preferred gasoline types for the vehicle. Another fuel type that is listed can be used only if the preferred types are not available. If this is the case, gasoline types with the higher RON should be used, for example 97 instead of 93 RON.

If your vehicle has a gasoline engine, fuel it only with unleaded gasoline or gasoline with a maximum of 10% ethanol (E10) → .


The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct service additives → .

NOTICE


Using incorrect fuel and unsuitable gasoline additives can result in vehicle damage.

- Before refueling, check if the fuel standard listed on the fuel pump meets the vehicle specifications.
- Only use service additives approved by Volkswagen in the correct amounts.
- Only fuel with gasoline that meets or exceeds the specified Research Octane Number (RON). If you must fuel your vehicle with gasoline with a lower octane rating, only drive at moderate engine RPM and low engine load. Avoid high engine speeds and heavy engine load. Refuel your vehicle with gasoline that meets the required octane rating as soon as possible.

Diesel fuel

Only use diesel or diesel with a maximum biodiesel content of 7% to fill vehicles with a diesel engine → .

Shorter service intervals apply to diesel with a high sulfur content. For information on the countries in which diesel contains a high sulfur content, contact your Volkswagen dealership or authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct service additives → .

Winter-grade diesel fuel and filter preheater system

During cold seasons, diesel with an improved cold flow rating (winter-grade diesel fuel) must be used. Filling up with winter-grade diesel fuel can prevent operating faults. Winter-grade diesel fuel is offered by gas stations during cold seasons.

Country-specific fuel norms may specify different climate and time-dependent cold classes (→ *Fuel types and refueling, Standards/directives*).

Diesel vehicles are equipped with a filter preheater system. The filter preheater system ensures the cold flow rating of the diesel fuel while the vehicle is being driven. Gas stations in the respective country of use provide information on the cold properties of diesel fuel.

In order to be able to start the vehicle even in low outside temperatures, Volkswagen recommends parking the vehicle in a sheltered location such as a garage.

Misfuelling prevention device

The fuel filler neck of diesel vehicles can be equipped with a misfuelling prevention device, which is intended to ensure that the vehicle can only be refuelled using a diesel nozzle.

If the nozzle cannot be inserted correctly into the fuel filler neck, check that you are using a diesel nozzle. If you have made sure that you are using the correct nozzle, turn the diesel nozzle to and fro, applying gentle pressure. This will enable you to open the misfuelling prevention device and continue refuelling. If the misfuelling prevention device remains closed, go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.

If the vehicle must be refuelled with a spare fuel canister in an emergency, the misfuelling prevention device will not open

To be able to fill the fuel tank nonetheless, add the **diesel** in very small quantities and very slowly. Use a suitable adapter for the spare fuel canister, to make it easier to add the diesel. You can obtain suitable adapters from your Volkswagen dealership or authorized Volkswagen Service Facility.

WARNING

Refueling incorrectly can cause fires, serious injuries, and vehicle damage.

- Before refueling, check if the fuel standard listed on the fuel pump meets the vehicle specifications.
- Do not refuel with pure biodiesel, gasoline, heating oil or other unsuitable fuels.
- Only use service additives approved by Volkswagen in the correct amounts.



At winter temperatures, diesel engines may make more noise and the exhaust gases can appear blue.

Refueling

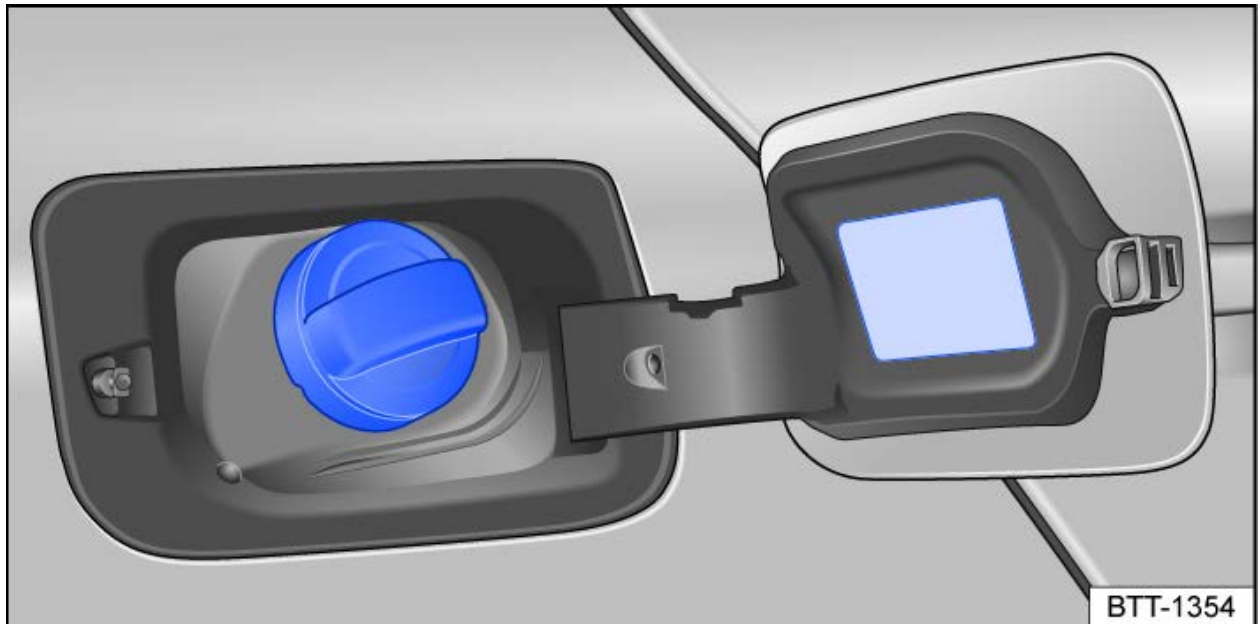



Fig. 1 Behind the fuel filler flap: fuel tank cap (general example)

Refueling procedure

- Unlock the fuel filler flap with the vehicle key or the  button in the driver's door.
- Open the fuel filler flap.
- Remove the fuel tank cap and insert the pump nozzle into the opening in the fuel filler flap.
- Hold the fuel pump nozzle handle down to ensure optimum refueling.
- The fuel tank is full once the fuel pump nozzle turns off for the first time → *Refueling* .
- Screw the fuel tank cap onto the fuel filler neck.
- Close the fuel filler flap.

WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

Exhaust treatment

Introduction

The exhaust-relevant components reduce exhaust emissions:

- AdBlue® (→ *AdBlue, Function*)
- Catalytic converter (→ *Catalytic converter, Description*)
- Particulate filter (depending on vehicle equipment) (→ *Particulate filter, Description*)

WARNING

Engine exhaust contains carbon monoxide, which can cause loss of consciousness and death.

- Do not allow the engine to run in confined spaces.
- Never start the engine in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

WARNING

Exhaust system components will become very hot. This can cause fires.

- Park the vehicle in such a way so that no exhaust system components come into contact with flammable materials under the vehicle such as brush, leaves, dry grass, etc.
- Never use additional underbody protection or corrosion protection on exhaust pipes, catalytic converters, particulate filters or heat shields.

AdBlue®

The SCR catalytic converter uses AdBlue® to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered brand and also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal notes

No technical changes may be made to the emission control system that influence emission control by AdBlue®.

If you are not exclusively using AdBlue® approved by Volkswagen as per ISO-22241-1, the vehicle does not correspond to the certificate of conformity issued for this vehicle type.

It can be a punishable offense to operate the vehicle without the AdBlue® prescribed by Volkswagen.

If the emission control system is not operated as intended, the exhaust emissions can deteriorate.

Information on AdBlue®

AdBlue® consumption is dependent on driving style, operating temperature, and the ambient temperature. The remaining range and refilling quantity can be checked in the instrument cluster display (→ Driving data menu, Description).


Since AdBlue® freezes below -11°C (+13°F), you may encounter restrictions when filling up at very low temperatures. During vehicle operation, the system is heated to ensure emission control also at very low temperatures.

You should top up AdBlue® regardless of service events. This can be necessary more often and between service intervals.


The AdBlue® tank must not be empty (→ *Exhaust-system components, FAQ*).


Warning and prompt system at low fill level

Always top up AdBlue® when a refilling prompt appears in the instrument cluster display. (→ AdBlue, FAQ)


 AdBlue® in the standard operating range. Remaining range above 2000 km or 2400 km (depends on equipment). It is possible but not necessary to top up AdBlue®.


When the **remaining range reaches 2000 km or 2400 km** (depends on equipment), a prompt appears in the instrument cluster display to top up AdBlue®. The current remaining range is also displayed together with this prompt.

Failure to observe this prompt will cause the yellow indicator lamp  to light up when the **remaining range drops below 1000 km**. A note that it will no longer be possible to restart the engine in XXX km appears in the instrument cluster display.

If the yellow indicator lamp is still ignored and the displayed **remaining range is 0 km**, it is no longer possible to restart the engine. The red warning lamp  lights up.

Warning and prompt system in the event of errors

If there is a problem with the emission control system or you have filled up non-standard-compliant AdBlue® as per ISO-22241-1, the white or yellow indicator lamps  will light up. A **remaining range of 1000 km** is available once the yellow indicator lamps light up.

If the yellow indicator lamps are still ignored, the red warning lamps  will light up. The **remaining range is then 0 km** and it is no longer possible to restart the engine.

CAUTION

AdBlue® is an irritant and corrosive fluid that can cause injuries if it comes into contact with skin, eyes, or respiratory organs.

- Observe the application instructions when using AdBlue®. When using it as per the instructions, users are unlikely to come into contact with AdBlue®.
- Always store AdBlue® in its sealed original container. Never use empty food cans, bottles, or other containers.
- Always store AdBlue® in a secure location outside the reach of children.
- Should AdBlue® come into contact with eyes, immediately rinse the eyes with a lot of water for at least 15 minutes and find a doctor.
- Should AdBlue® come into contact with skin, immediately rinse the skin with a lot of water for at least 15 minutes and find a doctor.
- If you have swallowed AdBlue®, immediately rinse out your mouth for at least 15 minutes with a lot of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.

NOTICE

It is not possible to restart the vehicle after switching off the ignition when the AdBlue® fill level is too low. Jump-starting will also not work.

- You should therefore top up a sufficient quantity of AdBlue® at the latest when the remaining range drops to around 1000 km.
- Never drive with the AdBlue® tank empty.

! NOTICE

Improper handling of AdBlue® can cause vehicle damage that is excluded from the warranty.

- Use only AdBlue® that corresponds to the ISO 22241-1 standard.
- Never add water, fuel, or additives to the AdBlue®.
- Never fill AdBlue® into the diesel fuel tank.
- Keep the refiller bottle with you in the vehicle at all times. The bottle can develop leaks due to temperature fluctuations and damage. The AdBlue® can then damage the vehicle interior.

Filling up with AdBlue®

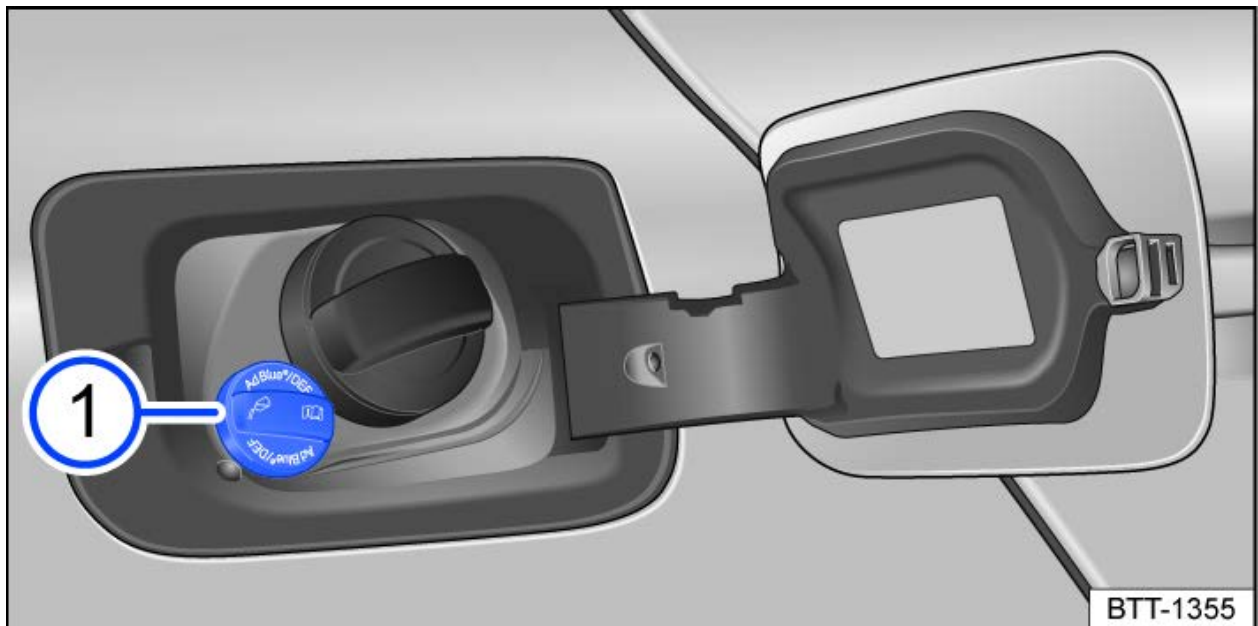


Fig. 1 Behind the fuel filler flap: fuel tank cap for AdBlue (general example).

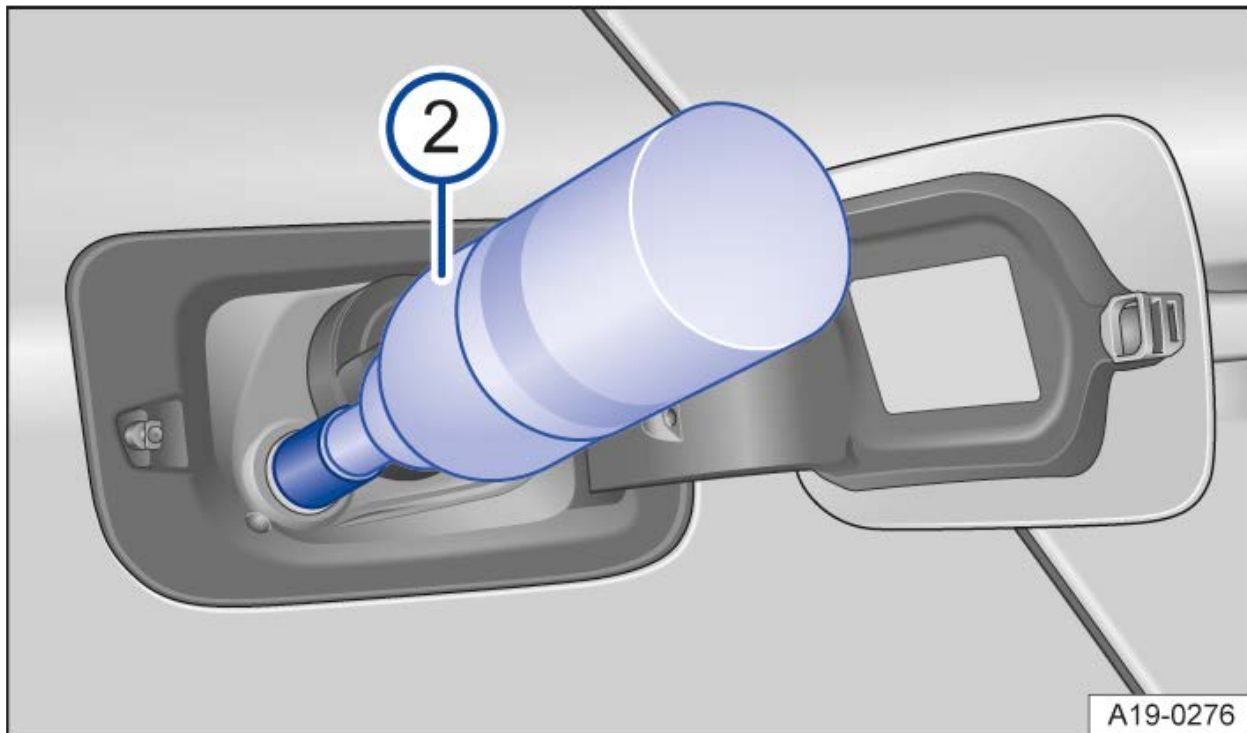


Fig. 2 Behind the fuel filler flap: filling up AdBlue with the refiller bottle (general example).

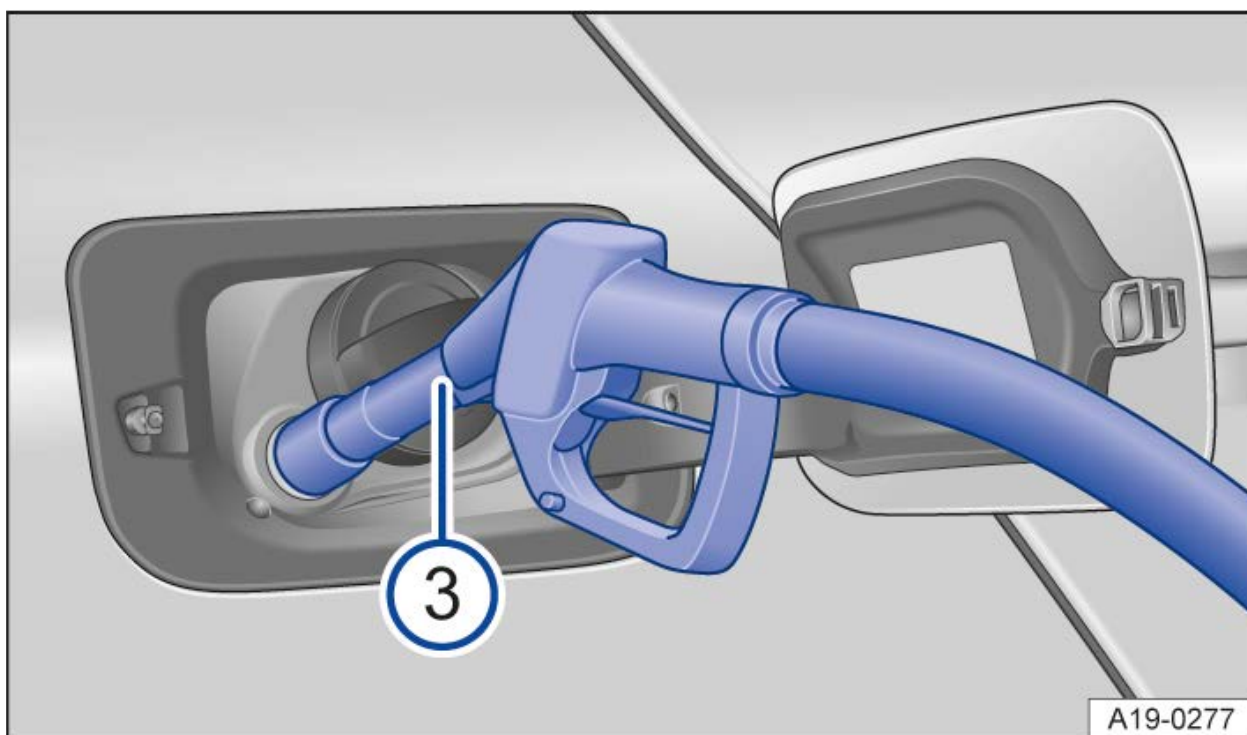


Fig. 3 Behind the fuel filler flap: refuel AdBlue with the fuel pump nozzle (general example).

Key for *fig. 1*, *fig. 2* and *fig. 3* :

- ① Fastener of the AdBlue® filler neck.
- ② Refiller bottle.
- ③ AdBlue® fuel pump nozzle.

Preparing for filling up fuel

The AdBlue® filler neck is located behind the fuel filler flap next to the fuel filler neck → *fig. 1*.

- Park the vehicle on a flat surface and switch the ignition off.
- Open the fuel filler flap.
- Unscrew the fastener of the AdBlue® filler neck.
- Use **only** AdBlue® that corresponds to the **ISO 22241-1 standard**.

Filling up with the refiller bottle

Please note the shelf life information, as well as the notes and information of the manufacturer on the refiller bottle.

- Unscrew the cap of the refiller bottle.
- Position the refiller bottle on the AdBlue® filler neck and screw the refiller bottle on tightly.
- Hold the refiller bottle down.
- The AdBlue® tank is full as soon as no more AdBlue® flows out of the refiller bottle → ⚠.
- Unscrew the refiller bottle.

Filling up with the fuel pump nozzle

The AdBlue® tank can be filled at all AdBlue® fuel pumps.

Do not fill the vehicle with fuel and AdBlue® at the same time.

- The AdBlue® fuel pump nozzle works the same way as a regular fuel pump nozzle.
- Hold the handle of the AdBlue® fuel pump nozzle facing downward to guarantee optimum refueling → *fig. 3*.
- The AdBlue® tank is full once the fuel pump nozzle turns off for the first time → ⚠.

The fuel can stop flowing prematurely when refueling at a truck fuel pump. There is a risk that AdBlue® can escape due to the significantly faster filling speed → ⚠.

Refueling with the fuel can

- Open the fuel can and use the integrated spout to fill the AdBlue® tank.
- The AdBlue® tank is full when AdBlue® has been filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank → ⚠.

Preparing to drive onward

- Screw in the fastener of the AdBlue® filler neck until it snaps into position.
- Close the fuel filler flap.
- Switch on **just** the ignition for at least 30 seconds so that the system can detect the refueling process.
- Only then start the engine.

NOTICE

Overfilling AdBlue® can potentially damage the tank system and the vehicle.

- Do not fill up more than the maximum refilling quantity shown in the instrument cluster display.
- Remove any spilt AdBlue® as quickly as possible using a damp cloth and plenty of cold water.
- Remove any crystallized AdBlue® using warm water and a sponge.

Dispose of the refiller bottle in an environmentally friendly manner.




You can obtain suitable AdBlue® refiller bottles from any Volkswagen dealership.

Troubleshooting



SCR malfunction

The red  warning lights light up.

AdBlue issue! Unable to start engine!

The SCR system is malfunctioning or has been filled with AdBlue® that does not comply with the relevant standard. This is preventing the engine from restarting.

- Drive directly to an authorized Volkswagen dealer or authorized Volkswagen Service Facility without switching off the engine.
- Have the system checked.



or **SCR malfunction**

The yellow or white  indicator lights light up.


AdBlue issue! Unable to restart engine in XXX km.

The SCR system is malfunctioning or has been filled with AdBlue® that does not comply with the relevant standard.

- Drive directly to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the system checked.



AdBlue® level too low

The red  warning light lights up.

Top up AdBlue! Unable to restart engine!

You will not be able to restart the engine as the AdBlue® level is too low.

- Stop the vehicle.
- Top up the AdBlue® to at least the minimum permitted level (→ *AdBlue, Refilling*).

or **AdBlue® level low**

The yellow or white  indicator light lights up.

Top up AdBlue! Unable to restart engine in XXX km.

—Top up the AdBlue® within the number of kilometers indicated (→ *AdBlue, Refilling*).

Catalytic converter

To ensure that the exhaust system and the gasoline engine catalytic converter can function correctly for a long time:

- Only refuel with unleaded gasoline.
- Never drive until the fuel tank is completely empty (→ *Fuel types and refueling, Refilling*).
- Never add too much engine oil (→ *Engine oil, Refilling*).
- Do not tow-start the vehicle; use jump-start assistance instead (→ *Jump-starting, Operation*).

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility (→ *Exhaust-system components, FAQ*). Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

Particulate filter

Function

The particulate filter (depends on how your vehicle is equipped) filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself (e.g. if you only make short trips for an extended period of time), the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.


To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

WARNING

If you perform driving maneuvers that other road users cannot anticipate, you may cause an accident.

- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.



The soot in the particulate filter is burned periodically at high temperatures. The yellow  indicator light does not turn on during a periodic regeneration.

Troubleshooting

If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality:

- Reduce your speed immediately.
- Drive with a moderate engine speed and low engine load to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If these symptoms occur directly after refueling, stop the engine immediately to prevent further damage.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.



Particulate filter clogged with soot

The yellow  indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

For gasoline engines

- Drive at a speed of at least 80 km/h.
- Then take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll with a gear engaged.
- Repeat this process (acceleration and letting the vehicle roll) until the indicator light goes out.
- This process results in an autonomous cleaning process for the particulate filter and can take some time. If the indicator light does **not** go out, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

For diesel engines

- Drive at a speed of at least 60 km/h with an engine speed of at least 2000 rpm. The resulting temperature increase burns off the soot in the filter.
- Only end the regeneration drive once the indicator light goes out.

—This process results in an autonomous cleaning process for the particulate filter and can take around 20 to 40 minutes. If the indicator light is still on after driving for approximately 40 minutes, drive immediately to an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Exhaust-related malfunction

The yellow  indicator light turns on.

An exhaust-related component is malfunctioning, which could damage the vehicle.

—Drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

—Have the engine and the exhaust system inspected.

Misfire

The yellow  indicator light flashes.

There is misfire which could damage the vehicle.

—Drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

—Have the engine and the exhaust system inspected.



If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Troubleshooting

Vehicle tool kit

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A vehicle tool kit, tire mobility set, spare tire, or compact spare tire that is loose or not secured correctly can be thrown around the vehicle interior during sudden driving or braking maneuvers or in a collision and cause serious injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare tire or compact spare tire are always secured in the trunk.

WARNING

An unsuitable or damaged vehicle tool kit can cause accidents and injuries.

- Never work with an unsuitable or damaged vehicle tool kit.

Placement

Depending on vehicle equipment, the vehicle tool kit may be located in various places in the luggage compartment:

- In a pocket in one of the storage compartments on the left or right side of the luggage compartment (→ Storage compartments in the luggage compartment, Description).
- In a foam piece under the luggage compartment floor (→ *Luggage compartment floor, Operation*).

NOTICE

Do not let the luggage compartment floor fall into place when closing, always guide it down. Otherwise, the trim panels or the luggage compartment floor could be damaged.



If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Vehicle tool kit components

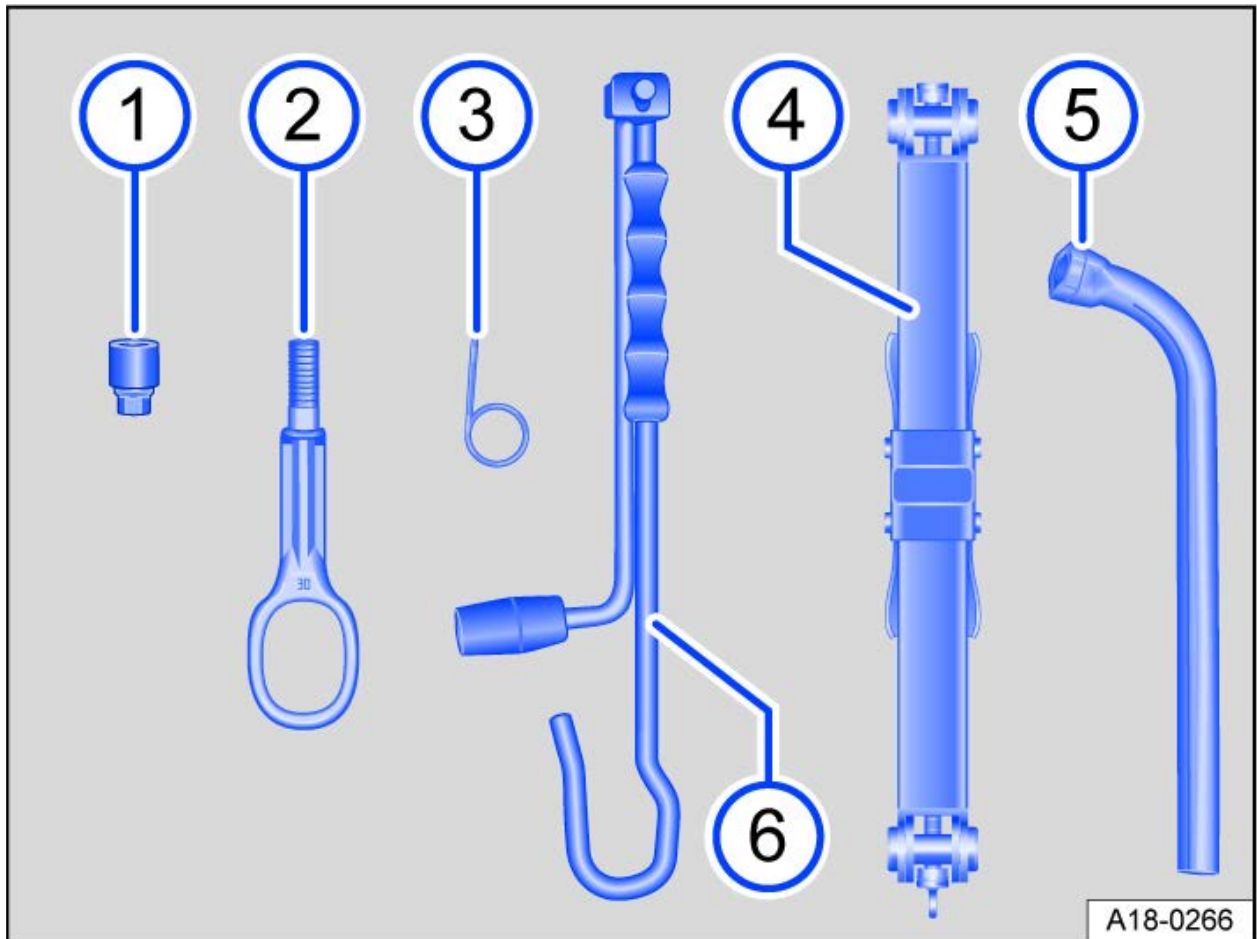


Fig. 1 Vehicle tool kit components (general example)

- ① Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The **code number** for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.
- ② Towing eye that can be screwed in.
- ③ Wire bracket for removing the center wheel covers, full wheel covers, or the wheel bolt covers.
- ④ Vehicle jack. Before putting the vehicle jack away, crank the vehicle jack claw all the way down.
Maintenance: The jack generally does not require maintenance. If necessary, apply universal lubricant to the vehicle jack.
- ⑤ Lug wrench.
- ⑥ Crank.

Wiper blades

Service position

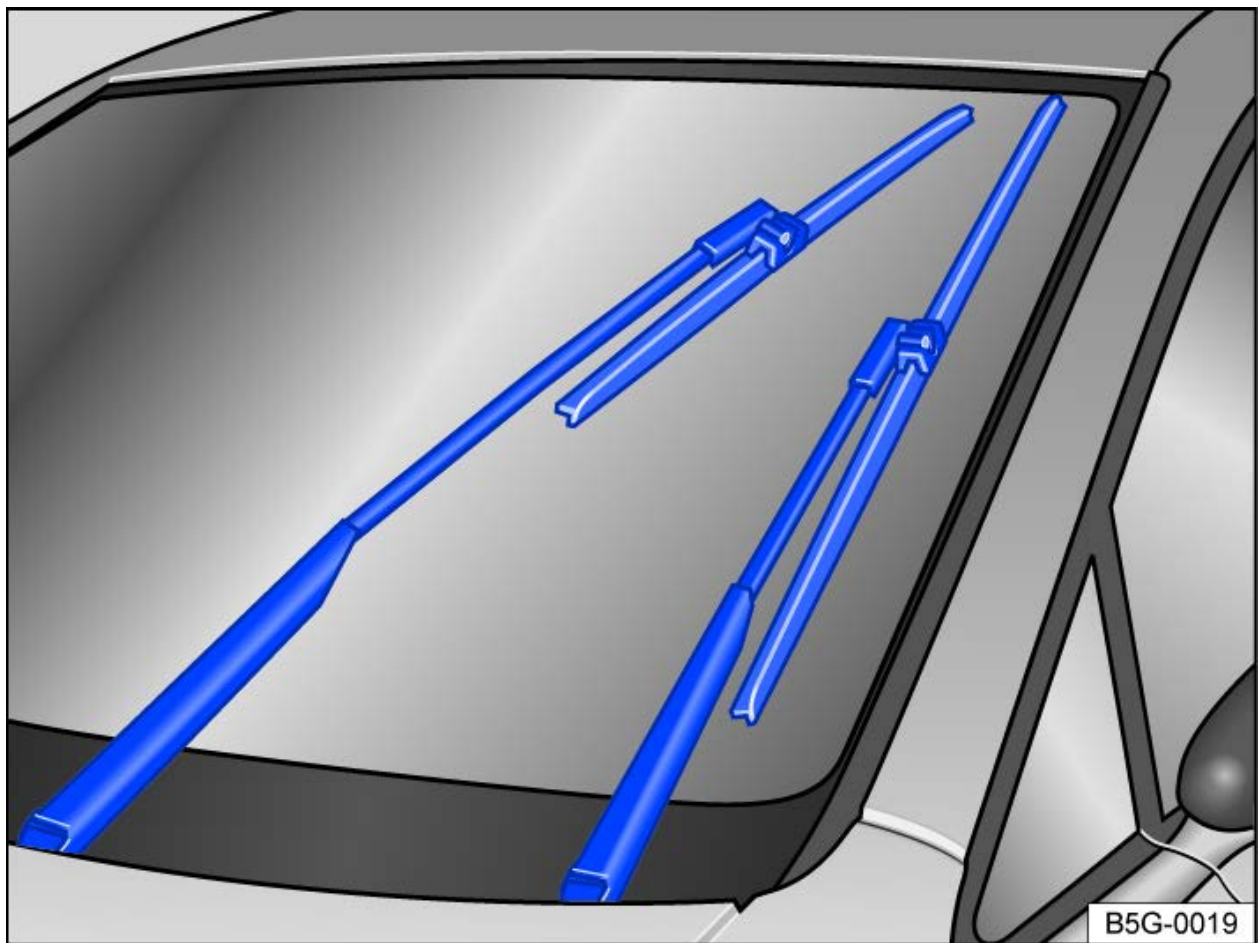


Fig. 1 Wipers in service position.

In the service position, the wiper arms can be lifted off of the windshield.

Activating the service position

- The hood must be closed (*→ In the engine compartment, Operation*).
- Switch the ignition off and on again.
- Press the windshield wiper lever briefly downward.

Lifting the windshield wiper arms

- Move the windshield wiper arms into the service position before lifting → ⓘ.
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.

Place the wiper arms back onto the windshield before driving. When the ignition is switched on, press the windshield wiper lever briefly downward to bring the windshield wiper arms back into the original position.

! NOTICE

- To reduce the risk of damage to the hood and the windshield wiper arms, only lift the wiper arms off the windshield when they are in the service position.
- The windshield wiper arms must always be on the windshield before driving.

Cleaning and changing wiper blades

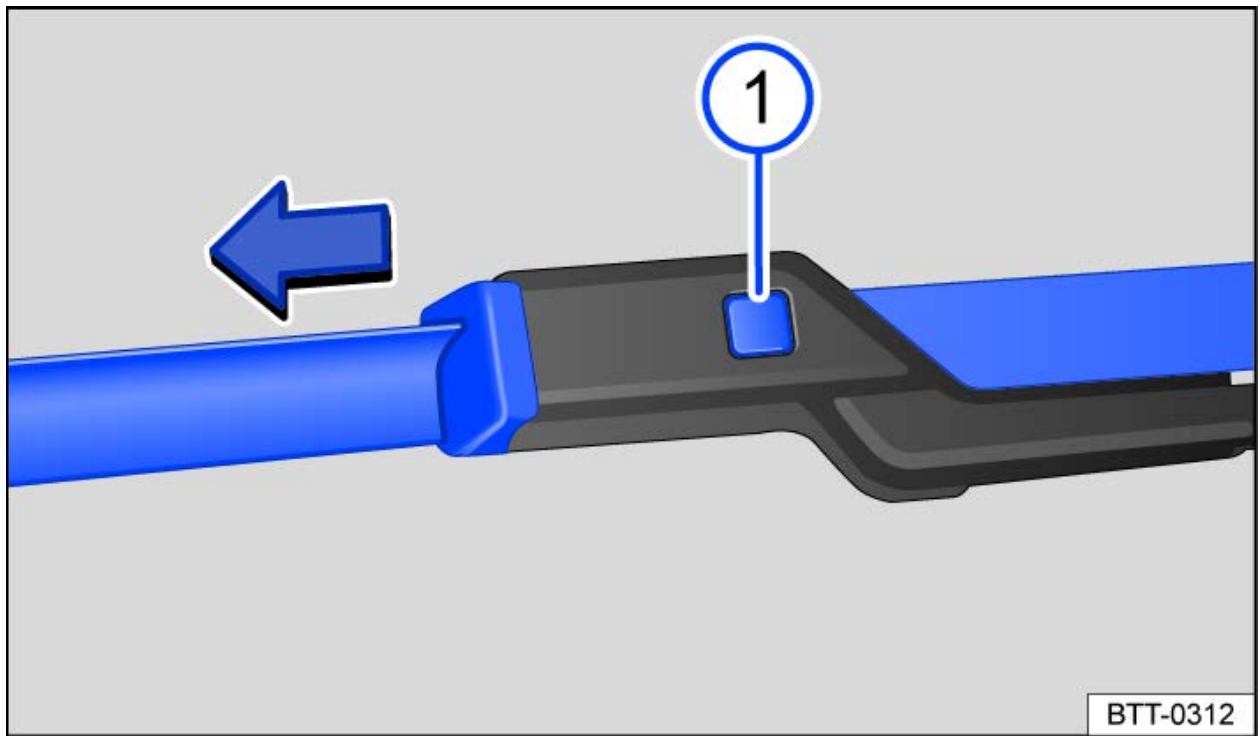


Fig. 1 Replacing the windshield wiper blades.

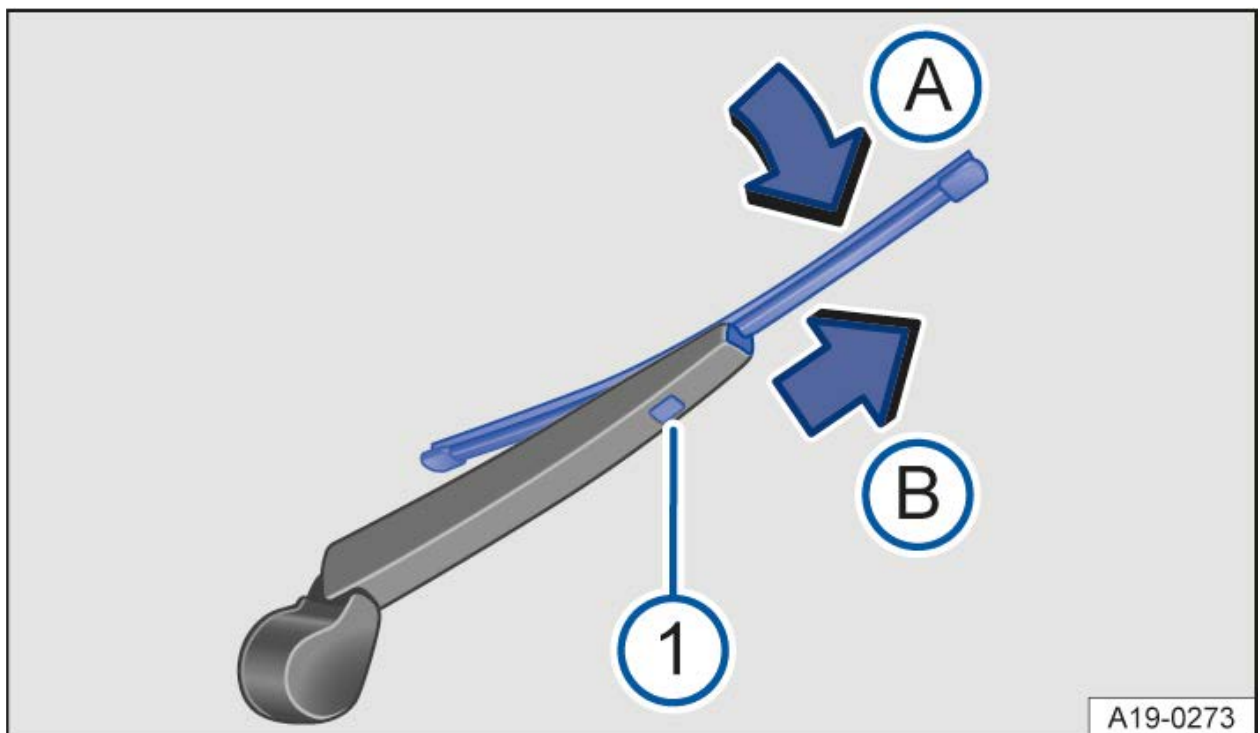


Fig. 2 Replacing the rear window wiper blade.

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

Check the condition of the wiper blades regularly. If **wiper blades are rubbing**, replace them if they are damaged or clean them if they are dirty → *Cleaning and changing wiper blades*.

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

Note for the windshield wipers: move the windshield wiper arms into the service position before lifting (→ *Wiper blades, Operation*).

- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Clean the wiper blades carefully with a damp sponge → *Cleaning and changing wiper blades*.
- Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

- Move the windshield wiper arms into the service position before lifting (→ *Wiper blades, Operation*).
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Press and hold the release button and remove the wiper blade at the same time in the direction of the arrow → *fig. 1* (1).
- Insert a new wiper blade of the **same length and type** on the wiper arm until it engages.
- Place the wiper arms carefully on the windshield.

Changing the rear window wiper blade

- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Lift the wiper arm and fold it out.
- Press and hold the release button → *fig. 2* (1).
- Tilt the wiper blade toward the wiper arm → *fig. 2* (arrow (A)) while removing it in the direction of the arrow (B). You may need to use more force to do this.
- Insert a new wiper blade of the **same length and type** on the wiper arm in the opposite direction of the arrow until it engages → *fig. 2* (arrow (B)). The wiper blade must be folded out when doing this → *fig. 2* (arrow (A)).
- Place the wiper arm carefully on the rear window.

WARNING

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

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

NOTICE

Damaged or dirty wiper blades can scratch the window glass.

- Do not use any cleaning materials containing solvents, hard sponges, and other sharp-edged objects because they can damage the graphite coating on the wiper blades.
- Do not clean the windows with fuel, nail polish remover, paint thinner, or other similar fluids.



If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting

Introduction

Before changing a light bulb, check if it is an incandescent bulb or an LED light. Generally, the average person can replace an incandescent bulb. If the exterior lighting on your vehicle is equipped with LED technology, it is not possible to change LED lights or individual LEDs by yourself. The malfunction of individual LEDs may be an indication that more LEDs will malfunction. If this is the case, have LEDs checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

Additional bulb specifications

Some bulbs in the headlights or in the taillights may have certain manufacturer specifications that differ from conventional light bulbs. The respective name will be on the bulb socket or glass bulb.

WARNING

Accidents can occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see by others.

WARNING

Changing the bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before performing any work in the engine compartment (→ *In the engine compartment, General safety*). The engine/motor compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.
- Halogen bulbs are under pressure and can break during a bulb change.
- Only change bulbs when they have cooled down completely.
- Never change a light bulb if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not touch the glass bulb with bare fingers. Fingerprints on the bulb will vaporize from the heat when the light is switched on and will cause the reflector to "darken".
- Components with sharp edges are located on the headlight housing and on the taillight housing. Protect your hands when changing a light bulb.

NOTICE

If the rubber cover or plastic covers on the headlight housing were not installed correctly after a bulb change, this could cause damage to the electrical system, especially if water enters.

"Bulb replacement information" checklist

Checklist

Always perform the following steps for changing a bulb in the specified sequence → *Bulb replacement information checklist* :

- Park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
- Set the electronic parking brake (→ *Electronic parking brake, Operation*).
- Switch the lights off (→ *Low beam headlight, Operation*).
- Turn off the turn signal if it is activated (→ *Turn signal, Operation*).
- Automatic transmission: move the selector lever into the **P** position (→ *Automatic transmission (combination), Operation*).
- Stop the engine and remove the vehicle key from the ignition lock (→ *Stopping the engine, Operation*).
- Manual transmission: engage a gear (→ *Manual transmission, Operation*).
- Allow the orientation lighting to turn off (→ *Exit lighting and entry lighting (orientation lighting), Description*).
- Allow the affected light bulbs to cool down.
- Check if you can see that a fuse is burnt out (→ *Fuses, Introduction/general information*).
- Change the affected light bulb according to the instructions → *Bulb replacement information checklist* . A light bulb may only be replaced with the same type of light bulb. The respective name will be on the bulb socket or glass bulb.

- Never touch a glass light bulb with bare hands. The fingerprints left behind would vaporize from the heat when the bulb is switched on and condense on the reflector, which would then reduce the headlight brightness.
- Check the bulb function after a bulb is changed. If the bulb does not function, the bulb may not have been inserted correctly, may have fallen out, or the connector may not have been plugged in correctly.
- Every time a bulb is changed in the front of the vehicle, have the headlight setting checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.

- Always follow the steps in the checklist and the general safety precautions.

! NOTICE

Always remove and insert lights carefully to reduce the risk of damaging the vehicle paint or other vehicle components.

Replacing the turn signal bulb

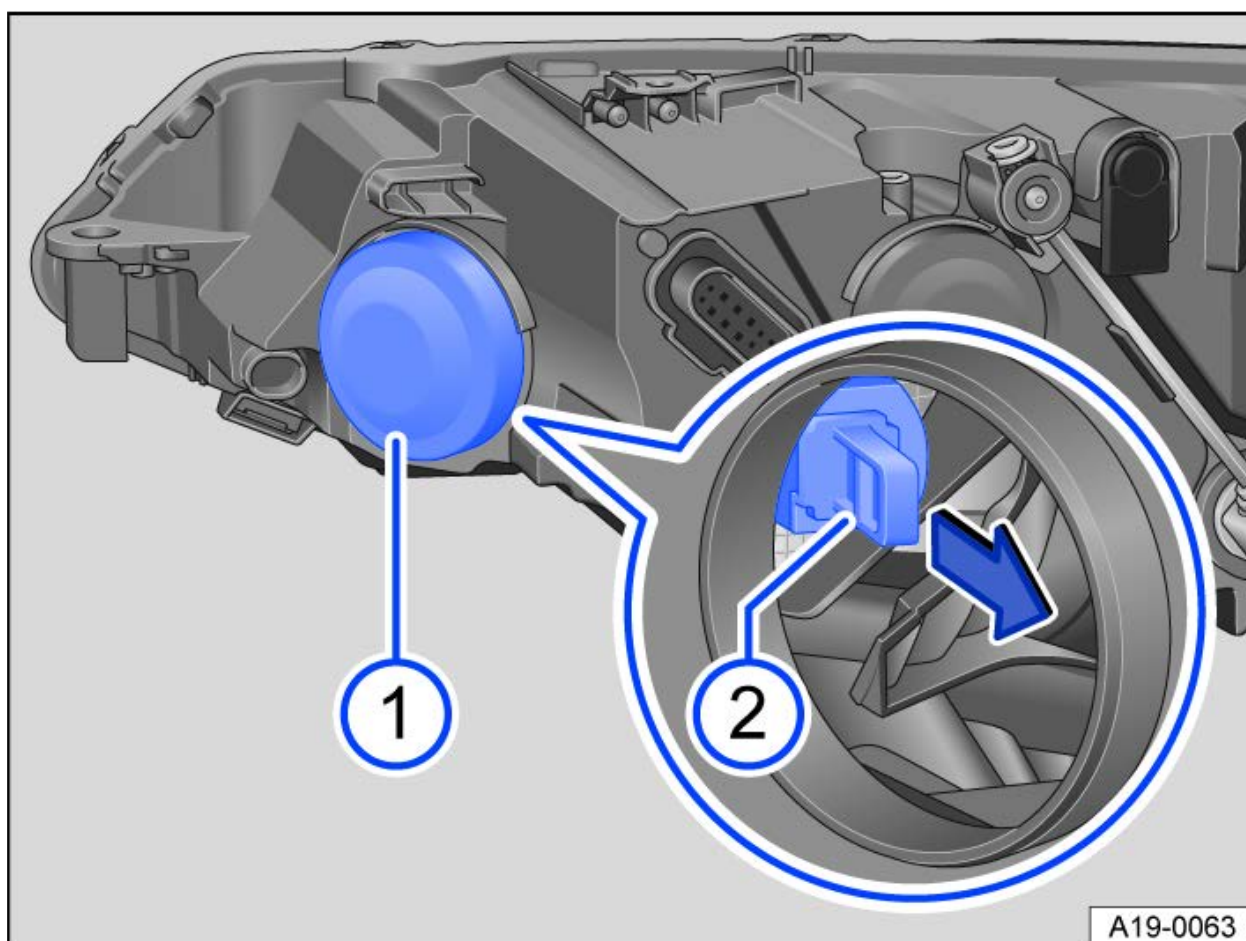






Fig. 1 In the right-side of the engine compartment: Rear side of the headlights.

Only perform these steps in the specified order:

- Follow the checklist and perform the steps (→ *Exterior lighting, Requirements*).
- Open the hood  (→ *In the engine compartment, General safety*).
- Remove rubber cover → *fig. 1* .
- Pull out the lamp holder → *fig. 1*  by the handle in the direction of the arrow. At the same time, press the handle slightly up and down alternately, in order to aid removal.
- Replace the burned out bulb with a new bulb that is identical to the one being replaced.
- Carefully insert the lamp holder in the headlight and press it forwards until it perceptibly engages → *fig. 1*.
- Press around the circumference of the rubber cover.
- Close the hood  (→ *In the engine compartment, General safety*).



The illustrations show the right headlight from behind. The left headlight is structured as its mirror image.

Replacing fuses

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse assignments, and the shared protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout will not be available at the time of print. Information about fuse assignment details can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been found. If a new fuse burns out again after a short time, the electrical system must be checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

High voltage in the electrical system can cause electric shocks, serious burns, and fatal injuries.

- Never touch the electrical wires in the ignition system.
- Reduce the risk of short circuits in the electrical system.

WARNING

Using unsuitable fuses, repairing fuses, and bridging a power circuit without fuses can cause fires and serious injuries.

- Never install fuses that have a higher current rating. Only replace fuses with ones that have the same strength (same color and label) and the same size.
- Never repair fuses.
- Never replace fuses with metal bands, paper clips, or similar objects.

NOTICE

- To reduce the risk of damaging the electrical system in the vehicle, the ignition, the lights, and all electrical equipment must be switched off and the vehicle key must be removed from the ignition lock before a fuse can be replaced.
- If a fuse is replaced by another fuse with a higher current rating, this could also damage the electrical system in another location.
- Open fuse boxes must be protected so that dirt or fluids do not enter them. Dirt and fluids in the fuse boxes can damage the electrical system.
- Remove the fuse box covers carefully and reinstall correctly to reduce the risk of vehicle damage.



There are more fuses in the vehicle than are specified in this chapter. These should only be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses in the engine/motor compartment

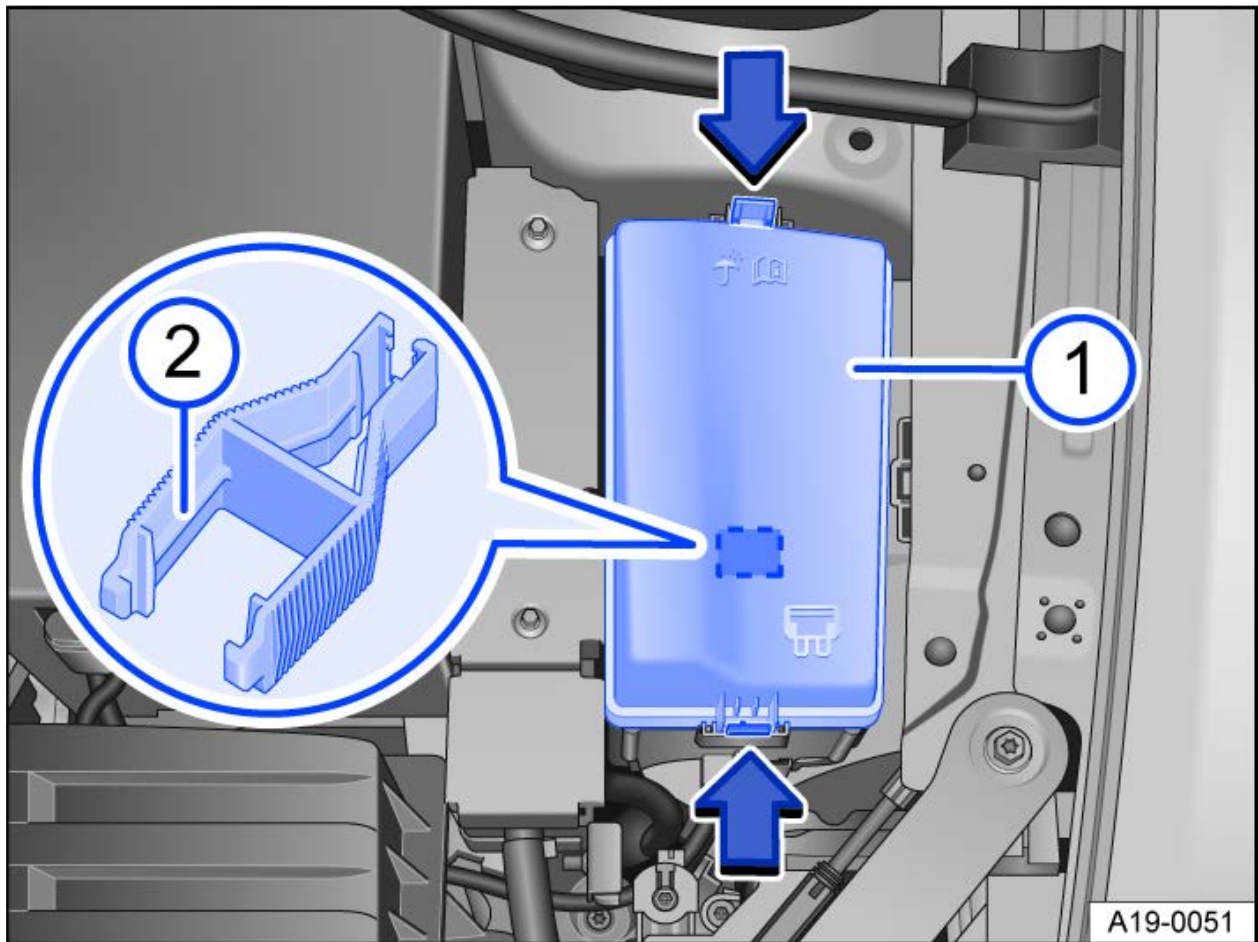


Fig. 1 In the engine compartment: fuse box with plastic tabs.

Opening the fuse box in the engine/motor compartment

—Open the hood  (→ *In the engine compartment, General safety*).

—Press the catches in the direction of the arrow → *fig. 1* (arrow), to release the fuse box cover → *fig. 1* (1).

—Remove the cover upward.

—To *install*, place the cover on the fuse box and press down until the cover latches into place on both sides.

The fuse box may contain a plastic tab for pulling out the fuses → *fig. 1* (2).

Fuse table for fuses in the engine/motor compartment

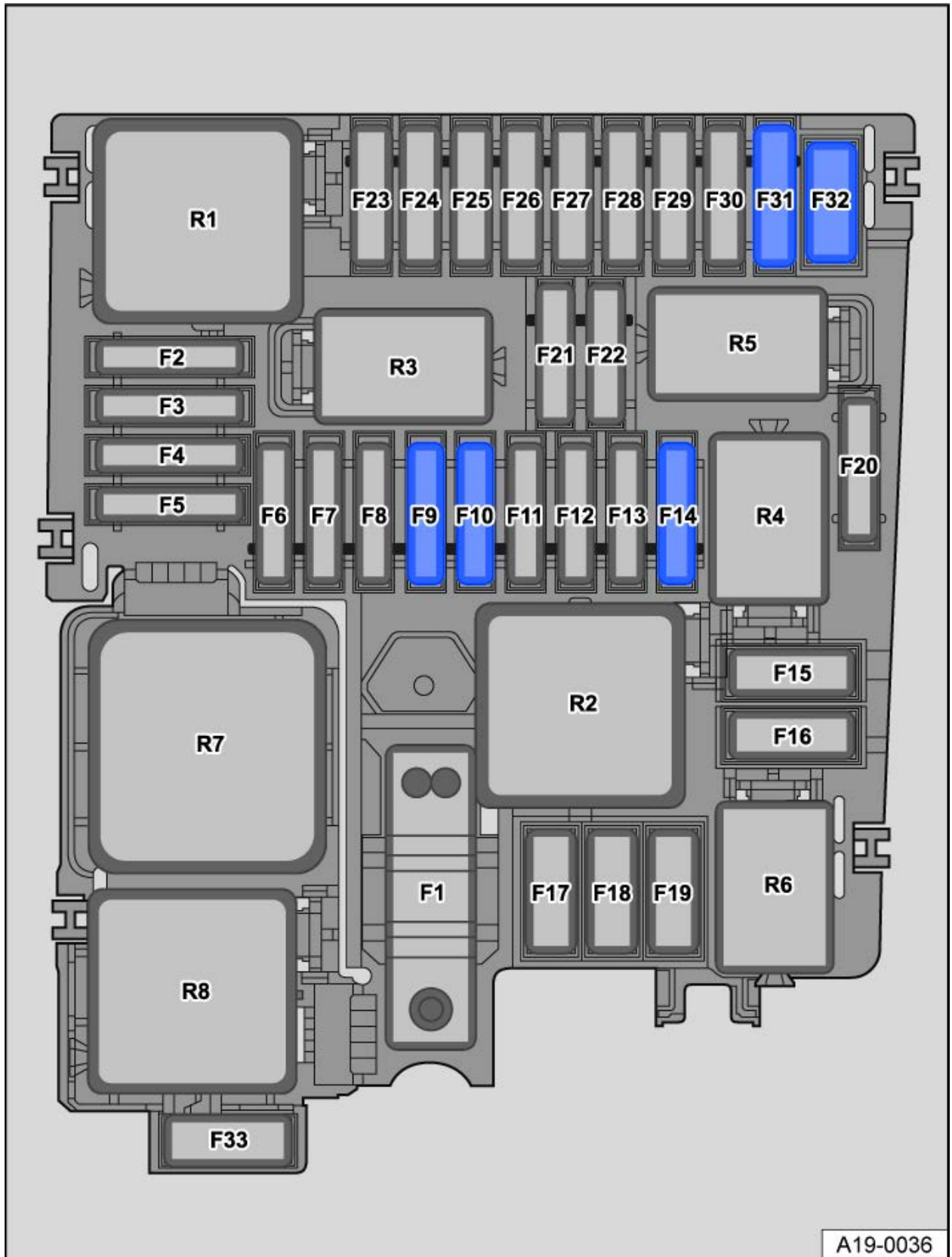


Fig. 1 In the engine/motor compartment: fuse locations.
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The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot → *fig. 1* :

- F9 **15 A, ATO®**, horn.
- F10 **30 A, ATO®**, windshield wipers.
- F31 **7,5 A, ATO®**, brake light sensor.
- F32 **40 A, MAXI+®**, windshield defroster.
- F14 **20 A, ATO®**, auxiliary heating.

Fuses in the instrument panel

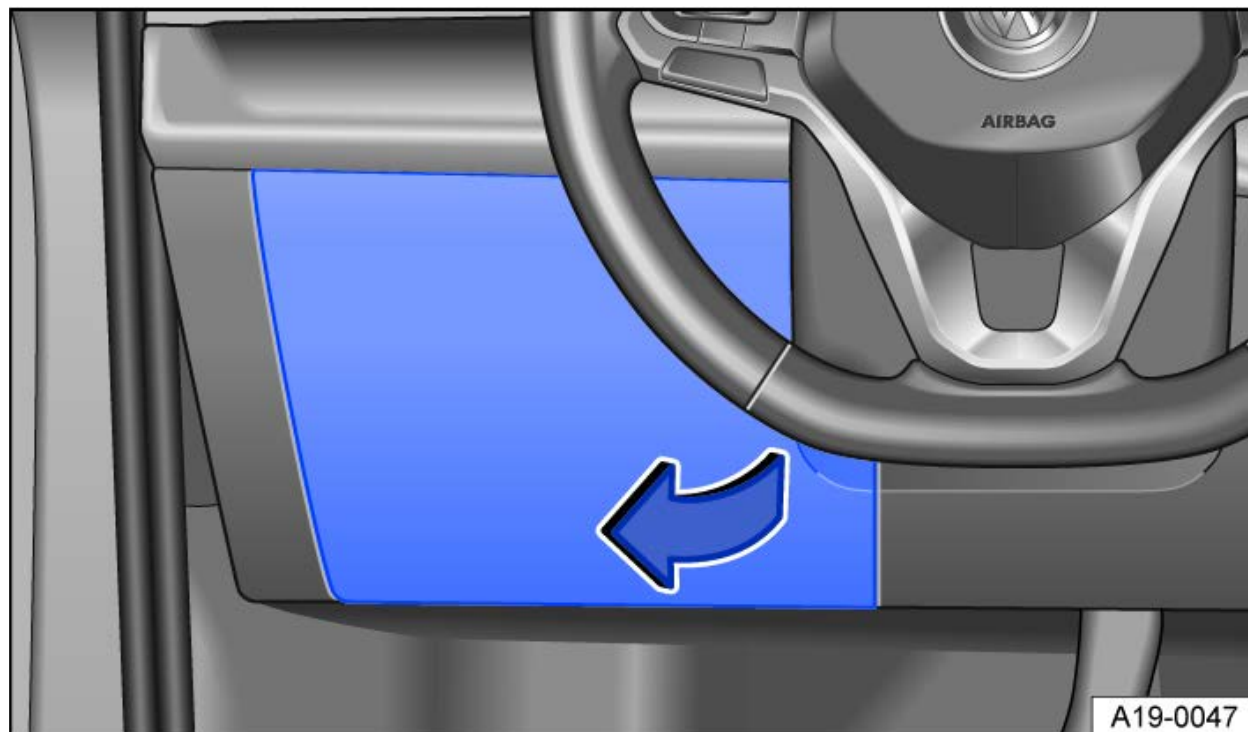


Fig. 1 On the driver's side in the instrument panel: fuse box cover.

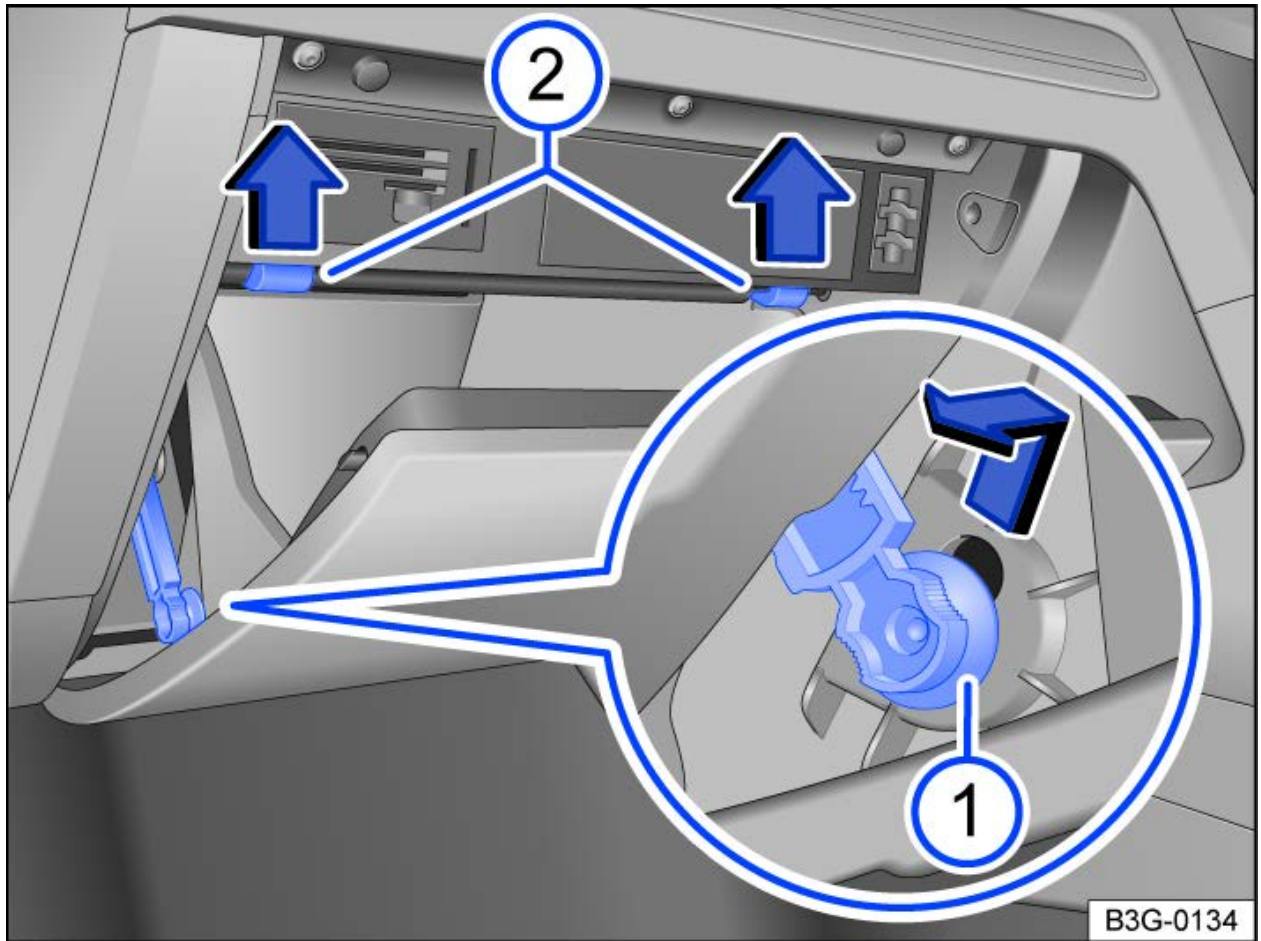


Fig. 2 Fuse box cover in the instrument panel: right-hand drive vehicles, on the front passenger side.

Left-hand drive vehicles: Opening the fuse box in the instrument panel

- Reach behind the cover and pull it off in the direction of the arrow → *fig. 1* .
- To *refit* the cover, reinsert it starting with the side opposite the side by which you pulled it off, and push it closed in the opposite direction to the arrow until you hear it click into place.

Right-hand drive vehicles: opening the fuse box in the instrument panel

- Open the glove compartment and empty it if necessary.
- Push the damper element up and into the opening in the bracket, before pulling it out sideways → *fig. 2* (1).
- Push the catches up in the direction of the arrow while at the same time opening the storage compartment further → *fig. 2* (2).
- To *install*: move the storage compartment into position. Fit the damper element into the opening in the bracket and push it down until you hear it click into place. Push the storage compartment carefully forwards past the resistance of the stop pin → *fig. 2* (2).

Fuse table for fuses in the instrument panel

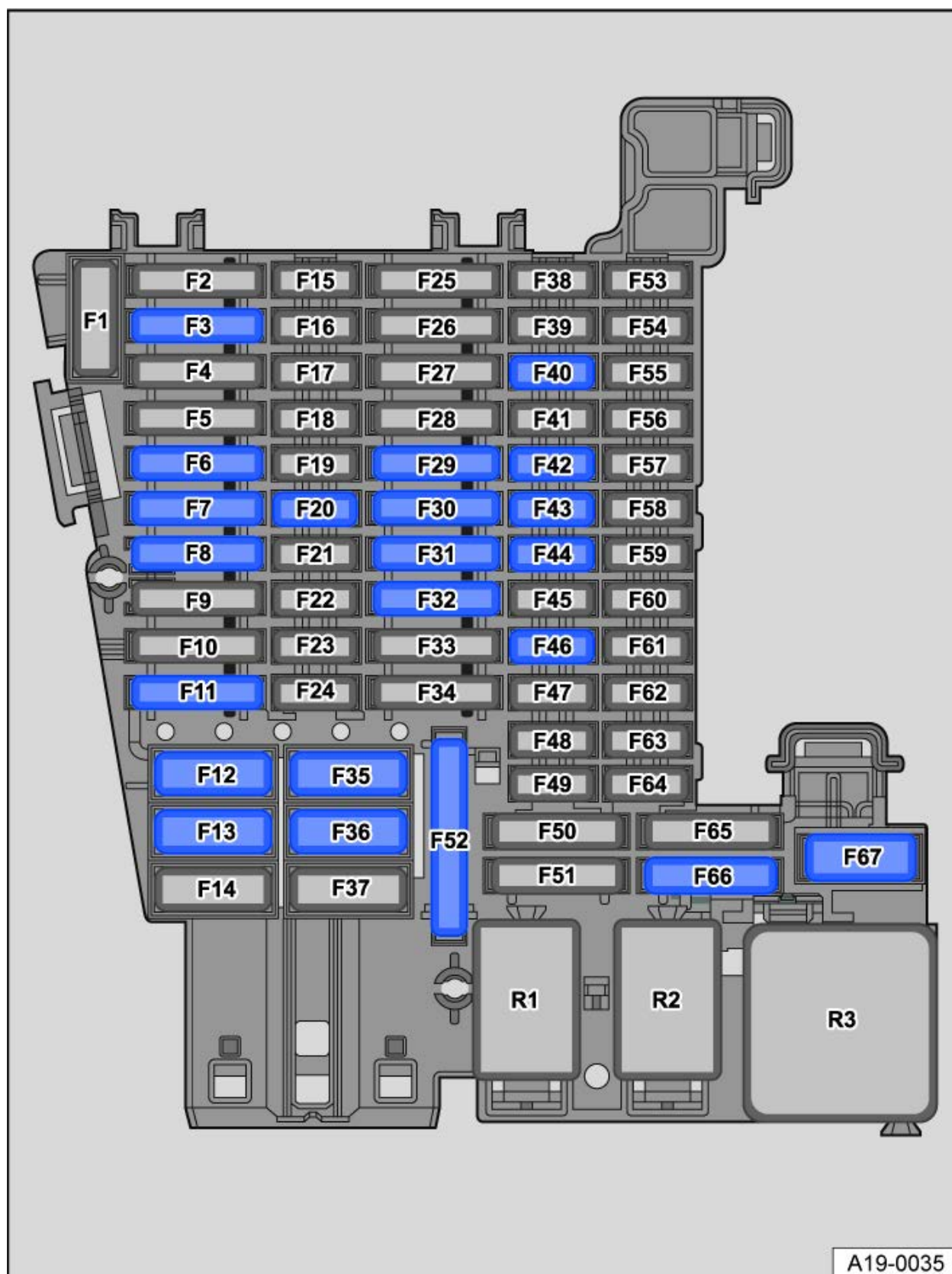


Fig. 1 In the instrument panel: fuse assignment

The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot → *fig. 1* :

- F6 **30 A, ATO®**, interior lighting.
- F7 **30 A, ATO®**, seat heating.
- F8 **20 A, ATO®**, electrical tilting and sliding panoramic sunroof.
- F12 **40 A, MAXI+®**, exterior lighting (right-side).
- F13 **40 A, MAXI+®**, central locking.
- F20 **7.5 A, MINI®**, telephone.
- F30 **20 A, ATO®**, Infotainment functions.
- F32 **25 A, ATO®**, rear seat heating.
- F35 **40 A, MAXI+®**, exterior lighting (left-side).
- F36 **40 A, MAXI+®**, blower regulator.
- F40 **7.5 A, MINI®**, anti-theft alarm system.
- F42 **7.5 Ampere, MINI®**, selector mechanism for the automatic gearbox.
- F43 **10 A, MINI®**, control for the climate control system or heating and ventilation system, rear window defroster relay.
- F44 **7.5 Ampere, MINI®**, light switch (low beam headlight), rain/light sensor, electronic parking brake.
- F46 **7.5 A, MINI®**, display, Infotainment system control unit.
- F52 **20 A, ATO®**
- F66 **15 A, ATO®**, rear window wiper.
- F67 **30 A, MAXI+®**, rear window heating.

Fuse locations for vehicles with trailer hitch installed at the factory:

- F3 **25 A, ATO®**, left trailer control module.
- F11 **15 A, ATO®**, trailer control module.
- F29 **40 A, ATO®**, trailer charging cable.
- F31

25 A, ATO[®], right trailer control module.



Power windows and seats can be protected by **circuit breakers**, which switch back on automatically several seconds after correcting the overload, for example when power windows are frozen shut.

Replacing blown fuses

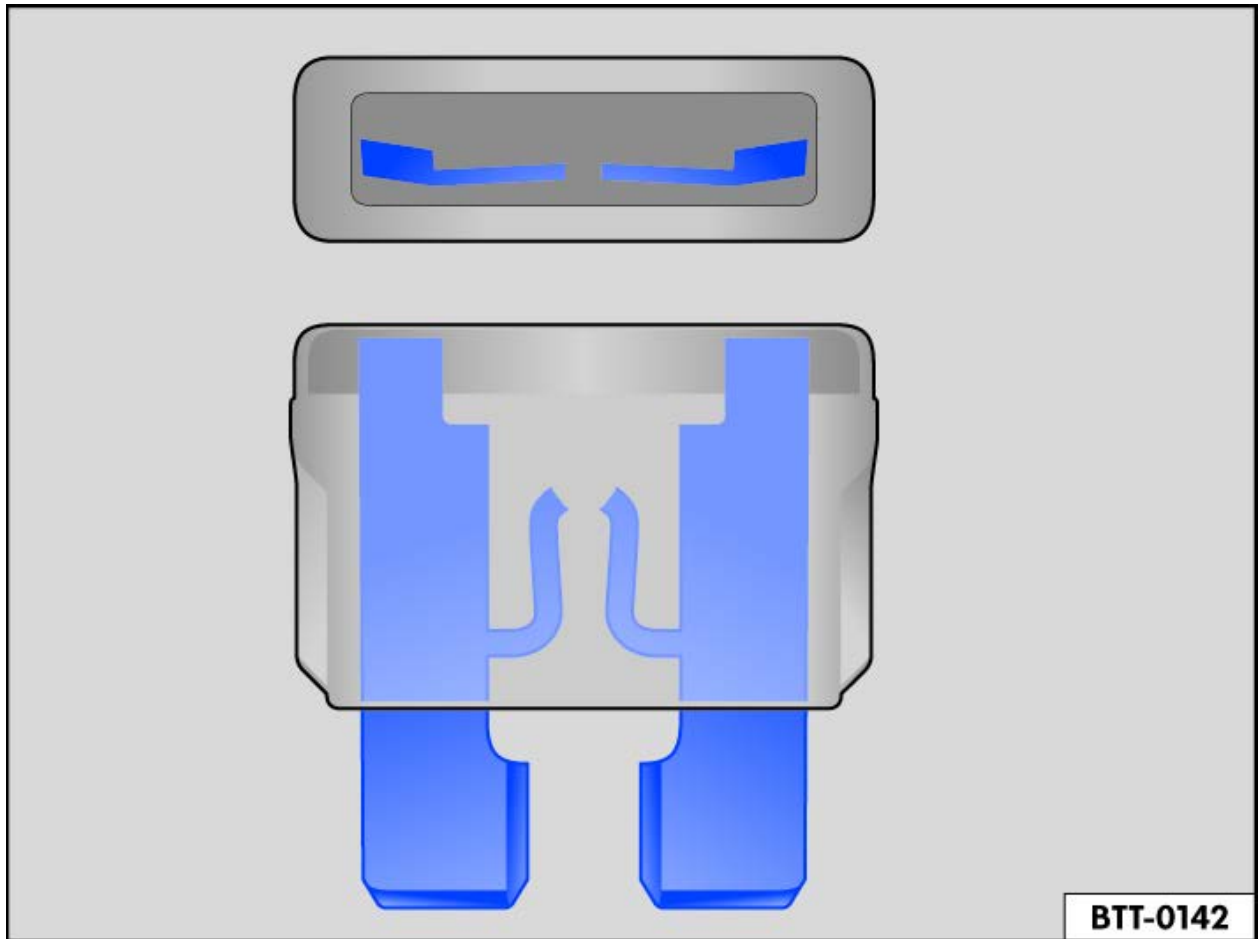


Fig. 1 Blown fuse.

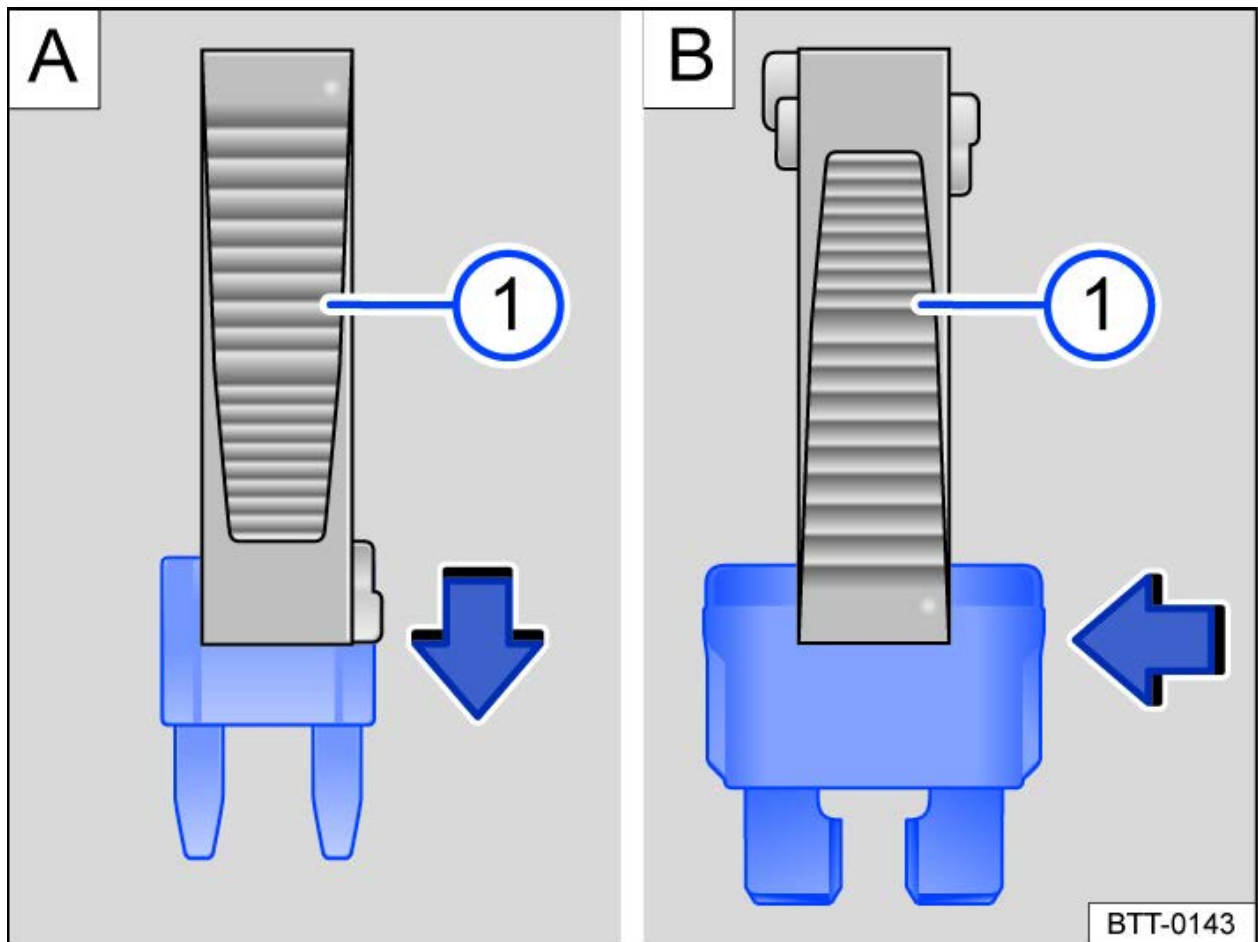


Fig. 2 Removing or installing a fuse with the plastic pliers:

- A : flat blade fuse,
- B : cartridge fuse.

Fuse versions

- Standard flat connector fuse (ATO®).
- Small flat connector fuse (MINI®).
- Large flat blade fuse (MAXI® or MAXI+®).

Fuse color codes

Fuses (ATO®, MINI®, MAXI® or MAXI+®)

Color *Current rating*

Black 1 A

Purple 3 A

Orange 5 A

Brown 7.5 A

Red

	10 A
Blue	15 A
Yellow	20 A
White or clear	25 A
Green	30 A
Light green	40 A

Preparations

- Switch off the ignition, lights, and all other electrical equipment.
- Open the applicable fuse boxes (→ *Fuses in the instrument panel, Description*).

Detecting blown fuses

- Shine a flashlight on the fuse. This will help you to see the blown fuse more easily.
- A blown *flat blade fuse* can be recognized from above and from the side through the transparent casing, as its metal strip will be burnt through → *fig. 1*.

Replacing fuses

- Remove plastic tongs from either the fuse box or the cover of the fuse box → *fig. 2* ①.
- Depending on the design of the fuse, slide the appropriately sized clamp on the plastic pliers onto the fuse from above or from the side → *fig. 2*.
- Remove the fuse.
- If a fuse is blown, replace with a fuse with the *same* rating (same color and same label) and the *same size* → *Replacing blown fuses*.
- After inserting the new fuse, place the plastic pliers back in the cover, if necessary.
- Reinstall the cover or close the fuse box cover.

! NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

Replacing blown fuses

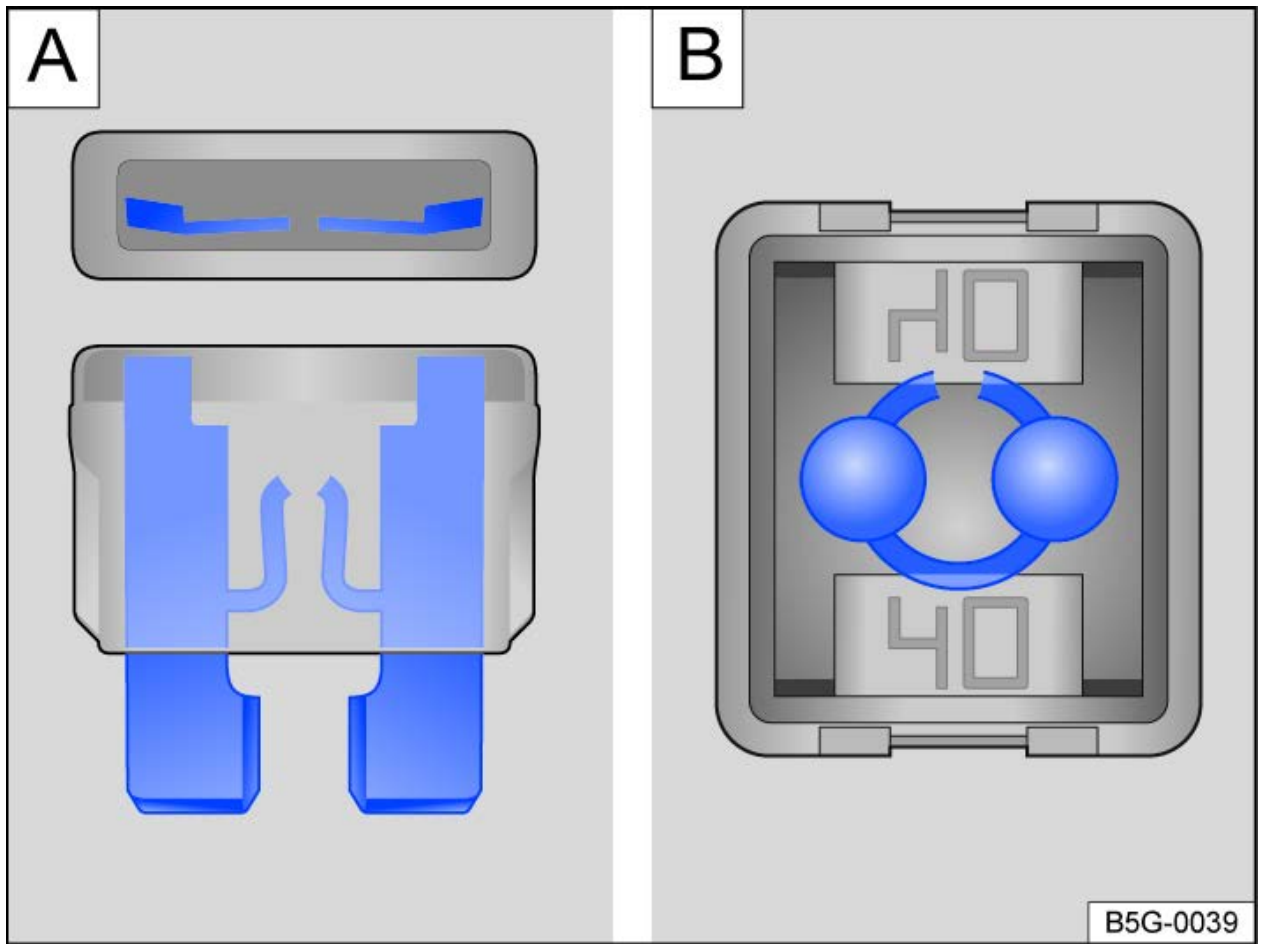


Fig. 1 Blown fuse:

flat connector fuse

block fuse.

A

B

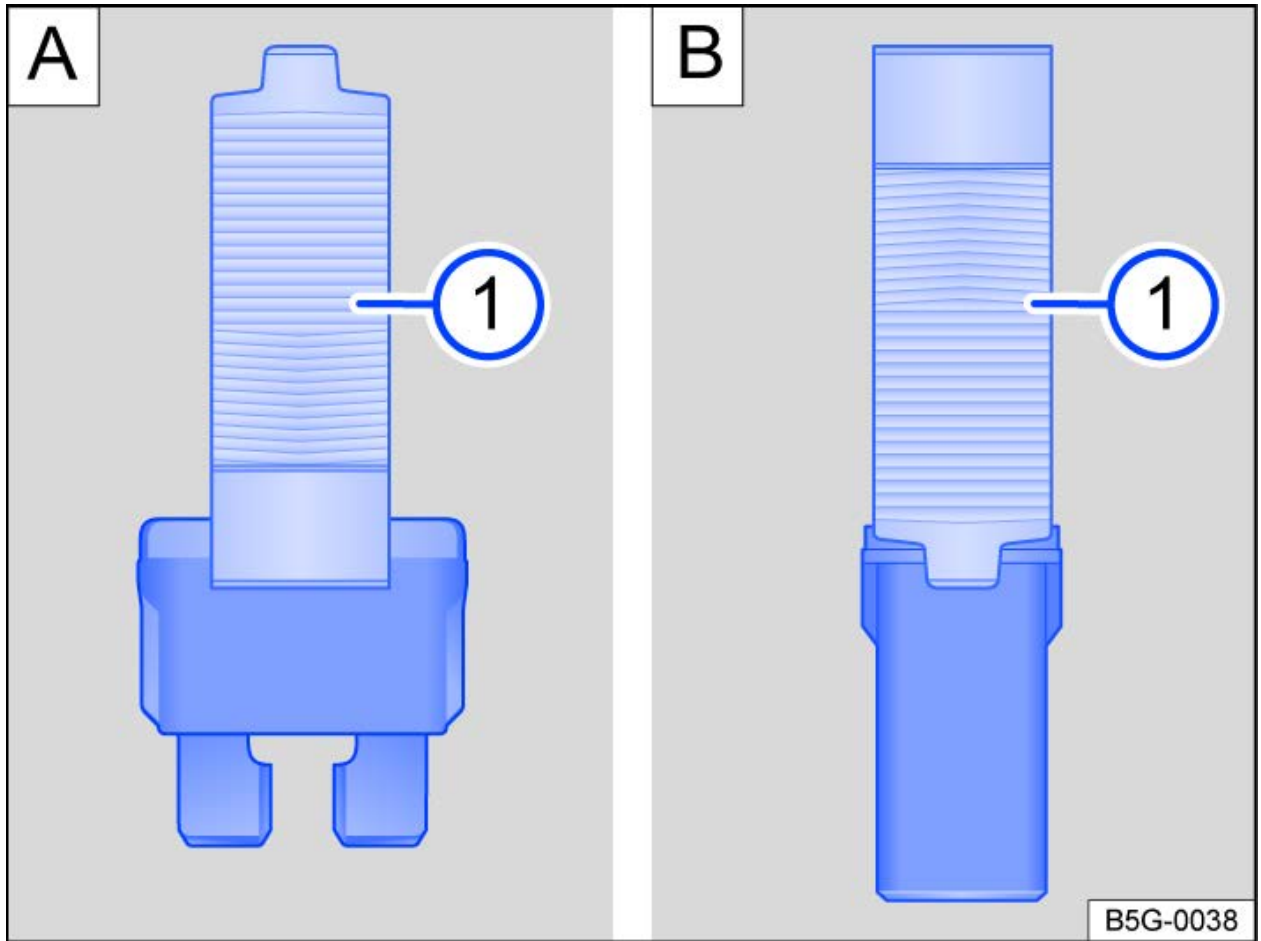


Fig. 2 Removing or installing a fuse with the plastic pliers:

- A : flat connector fuse,
- B : block fuse.

Fuse versions

- Standard flat connector fuse (ATO®).
- Small flat connector fuse (MINI®).
- Block fuse (JCASE®).

Fuse color codes

Fuses (ATO - MINI - MAXI)

Color	Current rating
Black	1 A
Purple	3 A
Orange	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
	25 A
	30 A
	40 A

Color	Current rating
White or clear	60 A
Green	30 A
Light green	40 A
	50 A

Fuses (JCASE)

Blue	20 A
Pink	30 A
Green	40 A
Red	50 A
Yellow	60 A

Preparations

- Switch off the ignition, lights, and all other electrical equipment.
- Open the applicable fuse boxes (→ *Fuses, Introduction/general information*).

Detecting blown fuses

- Shine a flashlight on the fuse. This will help you to see the blown fuse more easily.
- A blown *flat connector fuse* (ATO[®], MINI[®]) has metal strips that have burned through, which you can see through the transparent housing from above and from the side → *fig. 1* **A**.
- A blown *block fuse* (JCASE[®]) has metal strips that have burned through, which you can see through the transparent housing from above → *fig. 1* **B**.

Replacing fuses

- Remove the plastic pliers from the fuse box cover, if necessary → *fig. 2* **1**.
- Depending on the fuse version, push the fitting clamp on the plastic pliers on the side of the fuse → *fig. 2* **A** **1** or → *fig. 2* **B** **1**.
- Remove the fuse.
- If a fuse is blown, replace with a fuse with the *same* rating (same color and same label) and the *same* size → **!**.
- After inserting the new fuse, place the plastic pliers back in the cover.
- Reinstall the cover or close the fuse box cover.

! NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

Jump starting

Introduction

The vehicle must not be tow-started for technical reasons → *Introduction*.

If the engine cannot start because the 12-volt vehicle battery has drained, the 12-volt vehicle battery on another vehicle can be used to start your vehicle.

A suitable jump-start cable is required for jump-starting.

The wire diameter for the jump-start cable.

- For vehicles with a gasoline engine, at least 25 mm² (0.038 in²).
- For vehicles with a diesel engine, at least 35 mm² (0.054 in²).

WARNING

Using jumper cables and performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the warnings and safety precautions before working on the 12 V vehicle battery (→ *12-V vehicle battery, Introduction/general information*).
- The vehicle battery supplying the power must have the same voltage (12 V) and approximately the same capacity (see the label on the vehicle battery) as the drained 12 V vehicle battery.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V battery can freeze at temperatures around 32 °F (0 °C).
- A frozen or thawed 12 V vehicle battery must be replaced.
- During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery. Never use a mobile phone while connecting and disconnecting the jump-start cable.
- Position the jump-start cable so that it will never contact rotating components in the engine compartment.
- Never switch the positive terminal with the negative terminal or connect the jump-start cable incorrectly.
- Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

NOTICE

To reduce the risk of considerable damage to the vehicle electrical system, note the following:

- Jump-start cables that are connected incorrectly can cause a short circuit.
- There must be no contact between the vehicles. Otherwise, current could already be flowing when the positive terminals are connected.

NOTICE

Tow-starts may lead to damage.

Jump-start point (negative connection)

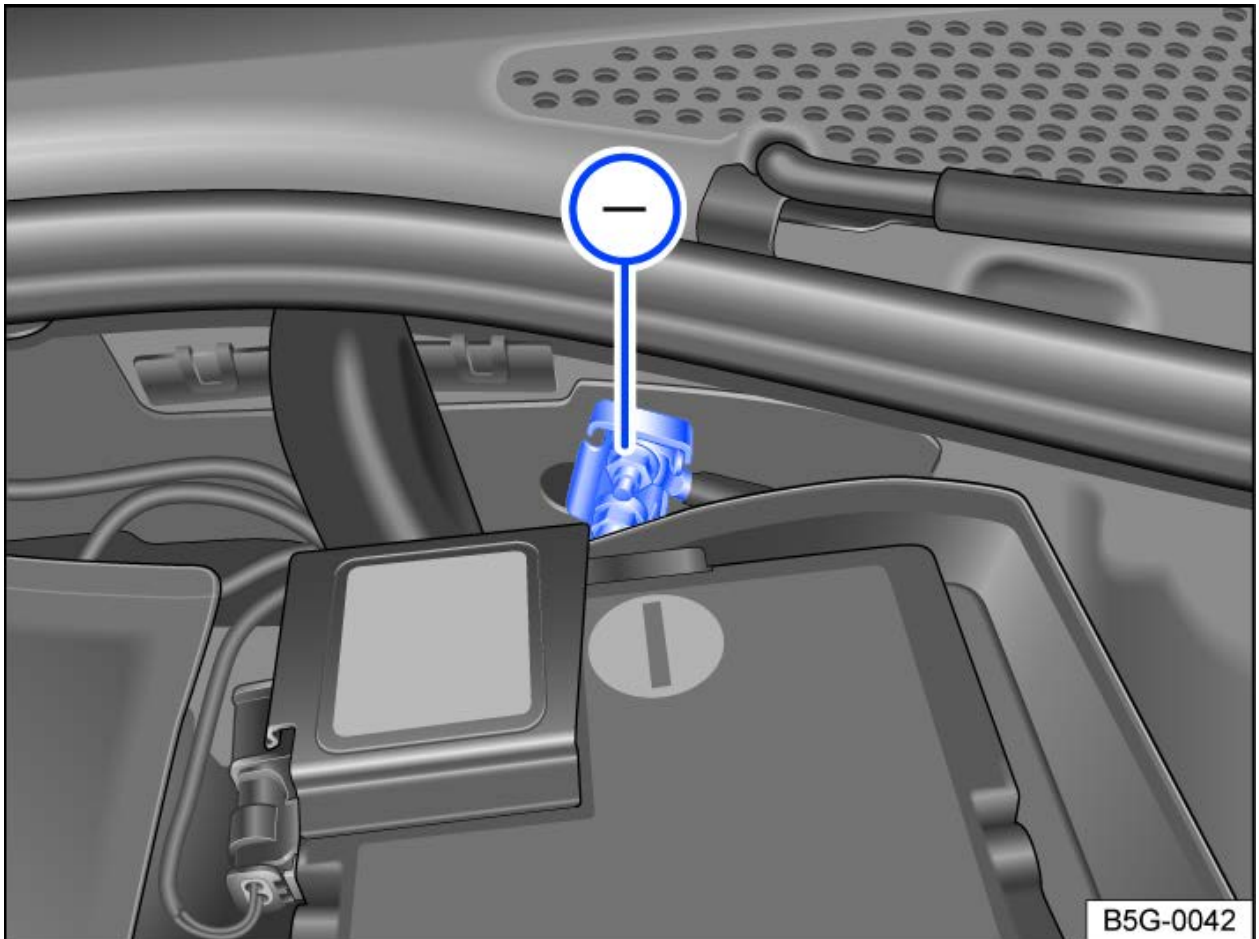


Fig. 1 In the engine compartment: jump-start point (negative connection).

The jump-start point – (negative connection) is for connecting the *black* jumper cable → *fig. 1* .
Only perform jump-starting using this jump-start point (negative connection).

Jump-starting

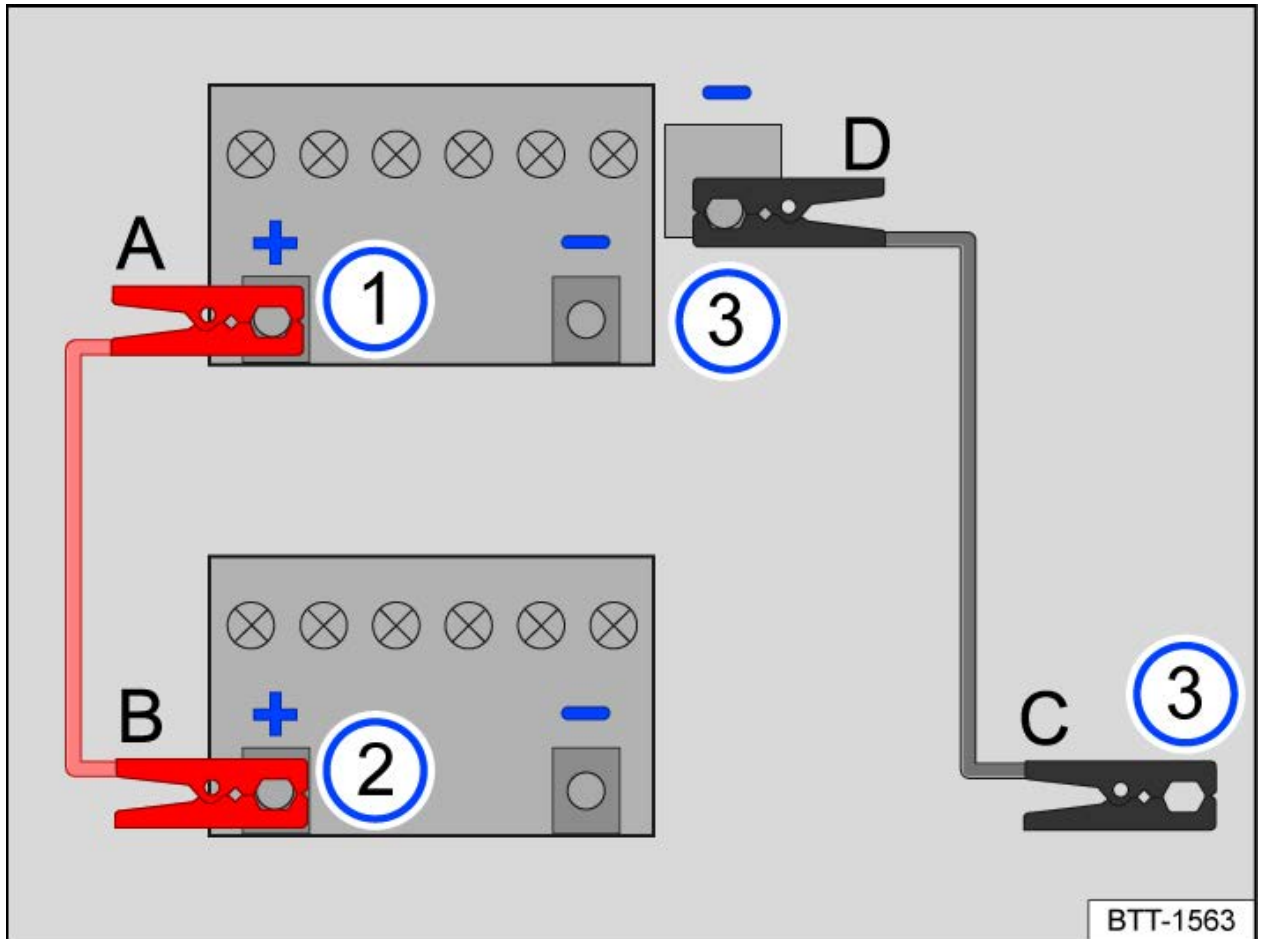


Fig. 1 Diagram for connecting the jumper cables.

- ① Vehicle with the drained 12 V vehicle battery that is receiving the jump-start.
- ② Vehicle with the 12 V vehicle battery providing power that is providing the jump-start.
- ③ Suitable negative connection: preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.

The drained 12 V vehicle battery must be connected correctly to the vehicle electrical system.

The vehicles must not touch each other. Otherwise, current could begin flowing when the positive terminal is connected.

Make sure the terminal clamps have sufficient contact with metal.

If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting the jumper cables

Only connect the jumper cables in the sequence **A – B – C – D** → *fig. 1*.

Never connect the *black* jumper cable to the negative terminal – on the 12 V vehicle battery. Connecting to the negative terminal can lead to an incorrect evaluation of the status of the 12 V vehicle battery by the vehicle electronics.

- Switch the ignition off on both vehicles (→ *Engine start, Description*).
- If necessary, open the cover on the 12 V vehicle battery in the engine compartment (→ *12-V vehicle battery, Introduction/general information*).
- Connect one end of the *red* jumper cable **A** to the positive battery terminal **+** of the vehicle battery with the discharged 12-volt vehicle battery → *fig. 1* (1) → *Jump-starting*.
- Connect the other end of the *red* jumper cable **B** to the positive battery terminal **+** of the vehicle supplying the power → *fig. 1* (2).
- Connect one end of the *black* jumper cable **C** preferably to a jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself of the vehicle supplying the power → *fig. 1* (3).
- Connect the other end of the *black* jumper cable **D** for the vehicle with the discharged 12-volt vehicle battery preferably to the jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself → *fig. 1* (3) → *Jump-starting*.
- Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Starting the engine

- Start the engine in the vehicle that is providing current and allow it to run at idle.
- Start the engine in the vehicle with the drained 12 V vehicle battery and wait two to three minutes until the motor is running "evenly".

Removing the jumper cables

- Before disconnecting the jumper cable, switch off the low beam headlights if they are switched on.
- In the vehicle with the drained 12 V vehicle battery, switch on the blower in the climate control system or the heating and fresh air system and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
- With the engines running, disconnect the jumper cables only in the sequence **D – C – B – A** → *fig. 1*.
- Close the battery cover if necessary.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the 12 V vehicle battery inspected.

WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the warnings and safety precautions before working on the 12 V vehicle battery (→ *12-V vehicle battery, Introduction/general information*).
- Always wear suitable protective eyewear and protective gloves, and never bend over the 12 V vehicle battery.
- Connect the cables in the correct sequence: first the positive cable, and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- The parts of the terminal clamps that do not have an insulation must not touch each other. The cable that is connected to the positive terminal on the 12 V vehicle battery must also not come into contact with any vehicle components that conduct electricity.
- Check the inspection window on the 12 V vehicle battery using a flashlight, if necessary. If it is light yellow or has no color, do not perform a jump-start and see an authorized Volkswagen Service Facility for assistance.
- Avoid discharging static electricity near the 12 V vehicle battery. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery.
- Never jump-start a vehicle if the 12 V vehicle battery is damaged, frozen, or thawed.

NOTICE

After successfully jump-starting the engine, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have them inspect the 12 V vehicle battery.

Towing

Introduction

Towing requires practice, particularly if a towing cable is used. Both drivers should be familiar with the special considerations when towing. Inexperienced drivers should not tow.

Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions. There is always the risk of the coupling becoming overloaded when driving off-road.

Follow all applicable laws when towing.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven.

The vehicle can be towed using a tow bar or towing cable. When the engine is stopped, the transmission will not be sufficiently lubricated if traveling at high speeds and long distances:

— The maximum permissible towing speed is 30 mph (50 km/h).

—The maximum permissible towing distance is 50 km (30 miles).

Towing cable, tow bar

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available.

The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

Towing with a tow truck

If your vehicle will be raised by one axle when towing, only the axle listed below may be raised, depending on the transmission and engine combination:

Front wheel drive:

Manual transmission
Front or rear axle

Automatic transmission
Front axle

All wheel drive (4Motion):

Manual transmission
Front axle

Automatic transmission
Front axle

WARNING

The vehicle handling and braking will change considerably when towing a vehicle.

WARNING

Never tow a vehicle that has no electrical power.

- Never remove the vehicle key from the ignition lock or turn the ignition off with the starter button when towing a vehicle. The mechanical steering column lock or the electronic steering column lock could engage suddenly. The vehicle cannot be steered if this happens. This can result in crashes, serious injuries, and a loss of control of the vehicle.
- If the vehicle loses power while it is being towed, stop towing the vehicle immediately and see an authorized Volkswagen dealer or qualified repair facility for assistance.

NOTICE

Towing with a towing cable or tow bar can cause damage to the vehicle.

- Tow the vehicle carefully when using a towing cable or tow bar.
- If possible, never tow the immobilized vehicle with a tow truck.

NOTICE

When pushing the vehicle by hand, the taillights, side spoiler on the rear window, and large sections of sheet metal could be damaged, and the rear spoiler could detach.

- When pushing the vehicle by hand, do not press on the taillights, side spoiler on the rear window, large sections of sheet metal, or the rear spoiler.

! NOTICE

Removing and installing the towing eye and the cover can cause vehicle damage, such as paint damage.

- Remove and install the towing eye and cover carefully to reduce the risk of vehicle damage.
-

Instructions for towing

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will activate again once the turn signal lever returns to the neutral position.

When may this vehicle not be towed?

The vehicle must not be towed in the following situations:

- If the vehicle transmission is damaged or contains no lubricant.
- If the 12 V vehicle battery is drained. In vehicles with Keyless Access with push-button start, the steering remains locked and if the electronic parking brake was switched on previously, this and the steering column lock cannot be released.
- If the towing distance is greater than 50 km (30 m).
- If the wheel clearance or the steering function can no longer be secured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the conditions listed, contact professional roadside assistance and have the vehicle transported by a rescue vehicle, if necessary.

Towing

Preparations

- Only secure the towing cable or tow bar at the designated attachment points (*→ Vehicle towing, Introduction/general information*).
- Make sure the towing cable is not twisted. Otherwise it could disconnect from the towing eye while towing.
- Switch the ignition and emergency flashers on in both vehicles. However, do not do this if it is prohibited by law.
- Follow the instructions for towing given in the Owner's Manual for the other vehicle.

Towing vehicle (front)

- Only start to drive when the towing cable is taut.

- Be especially careful when accelerating.
- Avoid sudden braking or driving maneuvers.

Vehicles with manual transmission:

- Engage the clutch very carefully when you start to drive.

Vehicle being towed (rear)

- Make sure the ignition is switched on so that the steering wheel is not locked and so that you can use the turn signals and the windshield wipers if needed.
- The brake booster only operates when the ignition is switched on and power steering only operates when the engine is running. If the braking support and power steering are not functioning, you must press the brake pedal much harder and use more force to steer.
- Release the electronic parking brake.
- Make sure the towing cable is always taut.
- Shift into neutral or select the "N" selector lever position.

! NOTICE

The vehicle can only be towed if the charge level of the 12 V vehicle battery is sufficient and the parking brake and steering column lock can be released. If there is a loss of power or the electrical system is malfunctioning, the engine may need to be jump-started in order to release the parking brake and the steering column lock.

Installing the rear towing eye

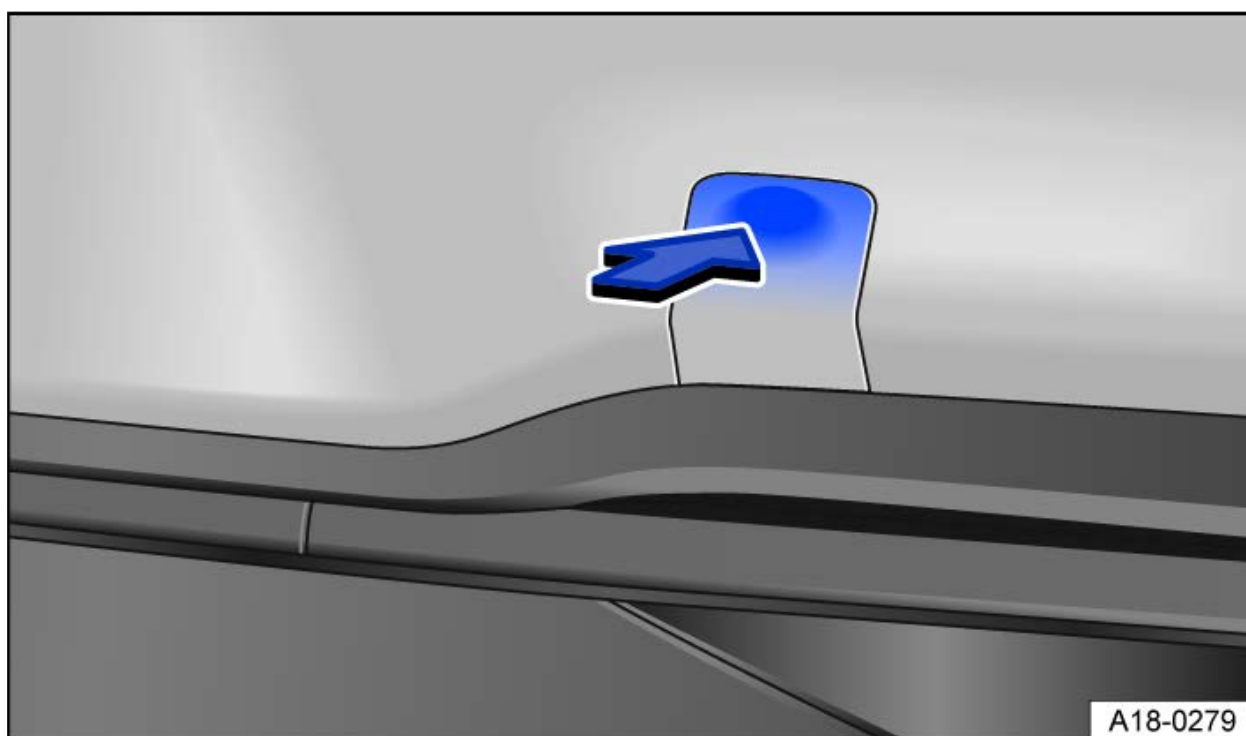


Fig. 1 In the right rear bumper: Remove cover.

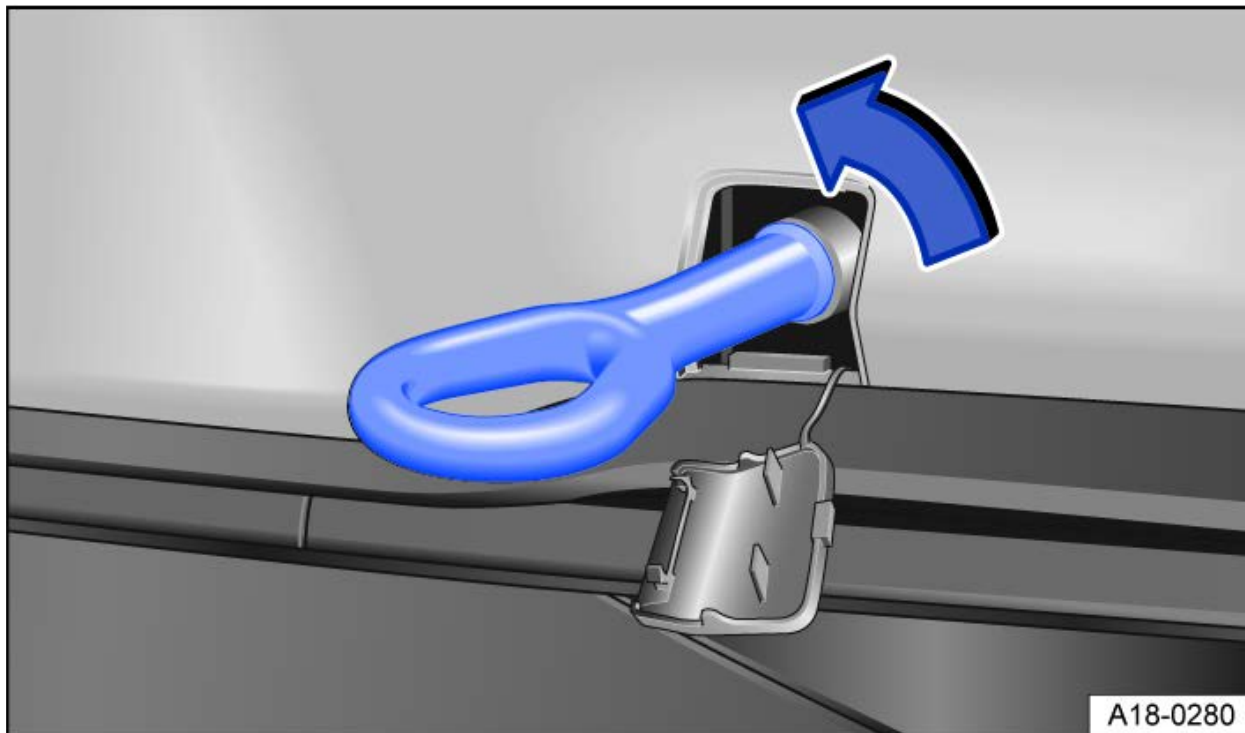


Fig. 2 In the right rear bumper: Screw in towing eye.

The towing eye must always be kept in the vehicle.

In *vehicles with a factory-equipped trailer hitch*, there is **no** mount for the threaded towing eye behind the cover. To tow, swivel the ball hitch out or mount and use it (*→ Trailer towing, Description*).

Read and follow the information about towing (*→ Vehicle towing, Limits/system limits*).

Installing the rear towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment (*→ Vehicle tool kit, Requirements*).
- Press on the upper part of the cover in the direction of the arrow to release the catch on the cover *→ fig. 1*.
- Remove the cover and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** and tighten as far as it will go to install it in the opening *→ fig. 2*, *→ Installing the rear towing eye*. Use a suitable object to tighten the towing eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise**.
- Insert the cap into the respective opening and press in until it engages.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

! NOTICE

- The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.
- Vehicles with a factory-installed trailer hitch may **only** be towed with a towing bar that is designed specially for mounting on a ball hitch. Using an unsuitable towing bar could damage the ball hitch and the vehicle. If the correct towing bar is not available, use a towing cable instead.

Installing the front towing eye

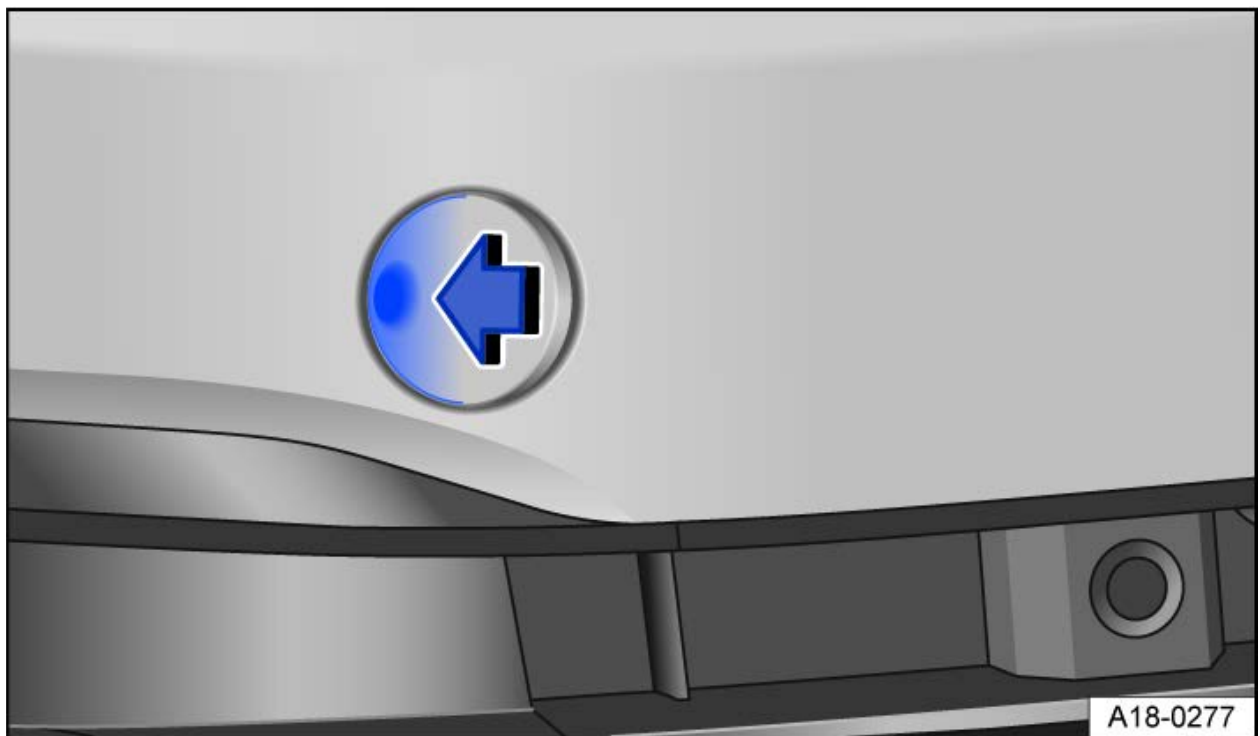


Fig. 1 In the right front bumper: Remove cover.

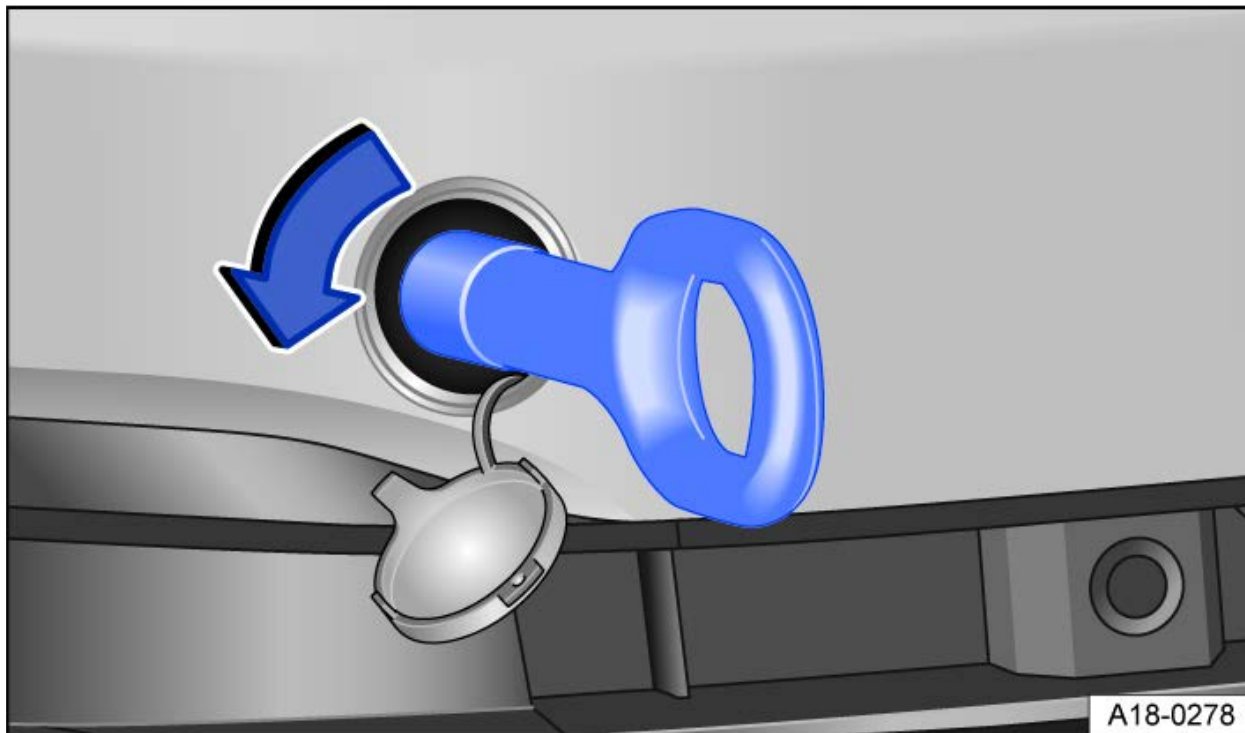


Fig. 2 In the right front bumper: Screw in towing eye.

The towing eye must always be kept in the vehicle.

Read and follow the information about towing (→ *Vehicle towing, Limits/system limits*).

Installing the front towing eye

- Remove the towing eye from the vehicle tool kit in the trunk (→ *Vehicle tool kit, Requirements*).
- Press on the side of the cover (arrow) to release the lock on the cover → *fig. 1*.
- Remove the cover toward the front and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** as far as possible to install it in the mount → *fig. 2*, → ⚠. Use a suitable object to tighten the towing eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise**.
- Insert the cap into the respective opening and press in until it engages.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the trunk.

⚠ NOTICE

The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.

Checking and filling

In the engine/motor compartment

Safety precautions for working in the engine/motor compartment

The engine/motor compartment is a potentially dangerous area in the vehicle. Only perform work in the engine/motor compartment if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries → *Safety precautions for working in the engine/motor compartment*. Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Always make sure the vehicle is parked on a solid and level surface before performing any work in the engine/motor compartment.

WARNING

Unintentional vehicle movement while working on the vehicle can cause serious injuries.

- Never work underneath the vehicle when it is not secured to prevent it from rolling. If working underneath the vehicle while the wheels are in contact with the ground, the vehicle must be parked on a level surface, the wheels must be blocked, and the vehicle key must be removed from the ignition lock if necessary.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands. The vehicle jack is not sufficient for this because it could collapse, resulting in serious injuries.
- The start-stop system must be manually deactivated.

WARNING

The engine/motor compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.

- Always be as cautious and careful as possible and follow the general safety precautions when working on the vehicle. Never put yourself at risk.
- Never perform work in the engine/motor compartment if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Serious injuries can result if work is not performed correctly.
- Never open or close the hood if steam or engine coolant is escaping. Steam or hot engine coolant can cause serious burns. Always wait until you can no longer see or hear steam or engine coolant escaping from the engine/motor compartment.
- Always allow the engine to cool down before opening the hood.
- Hot engine or exhaust system components can cause burns if touched.
- Once the engine has cooled, note the following before opening the hood:
 - Switch on the electronic parking brake and place the selector lever in the **P** position or the shift lever in the neutral position.
 - Switch the ignition off, remove the vehicle key from the ignition, and keep it stored safely far enough from the vehicle (especially in vehicles with Keyless Access) so the ignition cannot be inadvertently switched on and the engine/motor started.
 - Always keep children away from the engine/motor compartment and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
 - Slowly and very carefully turn the cap on the engine coolant expansion tank counter-clockwise while pressing down lightly on the cap.
 - Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.
- Do not spill any fluids on engine components or the exhaust system when adding fluids. Spilled fluids could cause a fire.

WARNING

The high voltage in the electrical system can cause electric shocks, burns, serious injuries, and death.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- To reduce the risk of an electric shock and serious injuries, never touch the electrical wires or the ignition system while the engine is running or being started.
- Never touch the electrical wires and connections in the HID headlights.

WARNING

The engine/motor compartment contains moving components that can cause serious injuries.

- Never reach into the radiator fan or into the area near the radiator fan. Touching the fan blades could cause serious injuries. The fan is controlled by temperature and can switch on by itself, even when the ignition is switched off and the key is removed from the ignition.
- If work must be performed while starting the vehicle or when the engine is running, moving components such as the ribbed belt, alternator, and radiator fan, or the high-voltage system could cause potentially fatal injuries. Always be extremely careful.
 - Always make sure that no parts of the body, jewelry, ties, loose clothing, and long hair can be caught in moving engine components. To reduce the risk of anything becoming caught in engine/motor components, always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
 - Always be extremely careful and never press the accelerator pedal inadvertently. The vehicle could begin moving, even if the electronic parking brake is set.
- Do not leave any items, such as cleaning cloths or tools, in the engine/motor compartment. Objects left behind can cause malfunctions, engine damage, and fires.

WARNING

Additional insulation, such as covers in the engine/motor compartment, can cause engine malfunctions or fires and result in serious injuries.

- Never cover the engine with covers or other insulating materials.

WARNING

Fluids and some materials in the engine/motor compartment are very flammable and can cause fires and serious injuries.

- Never smoke near the engine/motor compartment.
- Never work near open flames or sparks.
- Never pour or spill fluids on the engine. Fluids could ignite on hot electrical motor components and cause injuries.
- If work must be performed on the fuel system or electrical system, note the following:
 - Always disconnect the 12 V vehicle battery. Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm will be activated.
 - Never perform work near sources of heat, boilers, or other open flames.
- Always have a fully-functioning, inspected fire extinguisher nearby.

NOTICE

When filling or changing fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Fluids leaking from the vehicle can cause environmental damage. Always check the ground under the vehicle for leaking fluids. If you see spots of fluid on the ground under the vehicle, have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Dispose of leaking fluids correctly.

Preparing the vehicle for work in the engine compartment

Checklist

Always perform the following preparations in the specified sequence before all work in the engine compartment → *Preparing the vehicle for work in the engine compartment* :

- ✓ Park the vehicle safely on level and stable ground.
 - ✓ Press and hold the brake pedal until you have ended drive-ready mode.
 - ✓ Set the electronic parking brake (→ *Electronic parking brake, Description*).
 - ✓ Move the selector lever into the **P** position (→ *Automatic transmission (combination), Operation*).
 - ✓ End drive-ready mode.
 - ✓ Remove the vehicle key from the vehicle and store it outside of the vehicle so that the vehicle does not start accidentally (→ *Stopping the engine, Operation*).
 - ✓ Let the engine cool down sufficiently.
 - ✓ Always keep other people away from the engine compartment.
 - ✓ Secure the vehicle against rolling away
-

WARNING

Failing to heed this checklist that is provided for your own safety can cause serious injuries.

- Always follow the steps in the checklist and the general safety precautions.
-

Opening and closing the hood

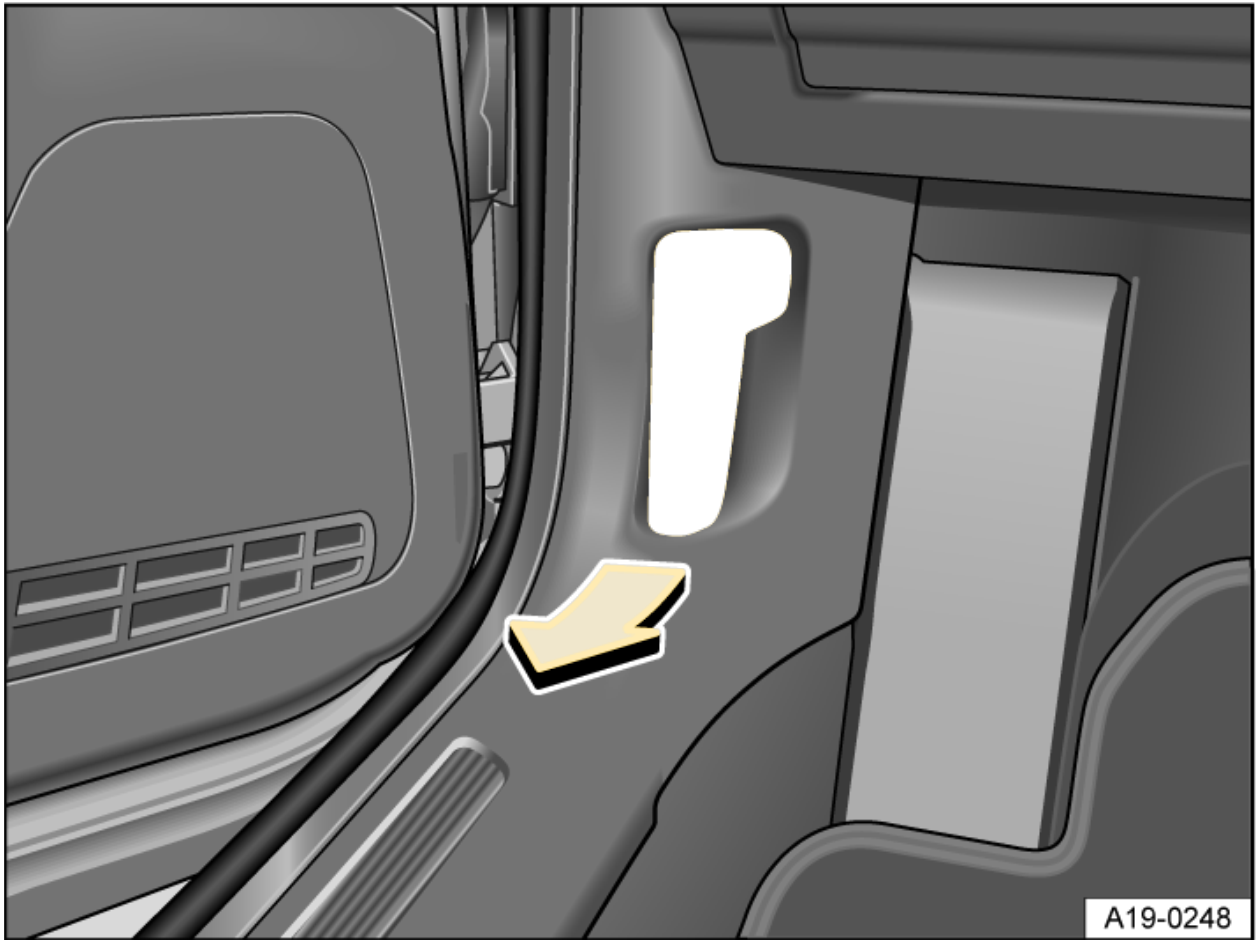


Fig. 1 In the driver's side footwell: Release lever for the hood (general example).



Fig. 2 Above the radiator grille: Opening lever for the hood.

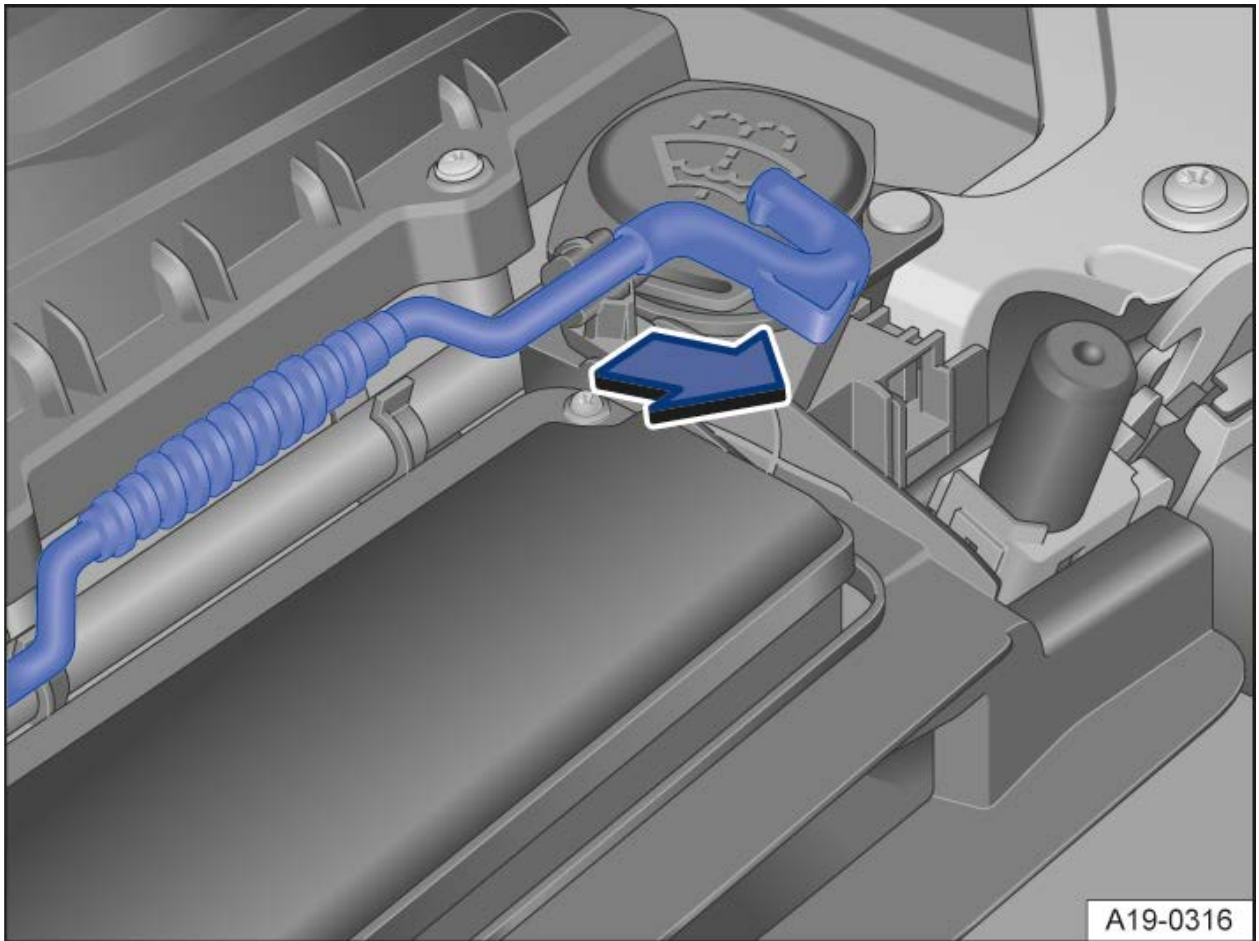


Fig. 3 In the engine compartment: Hood support in the bracket.

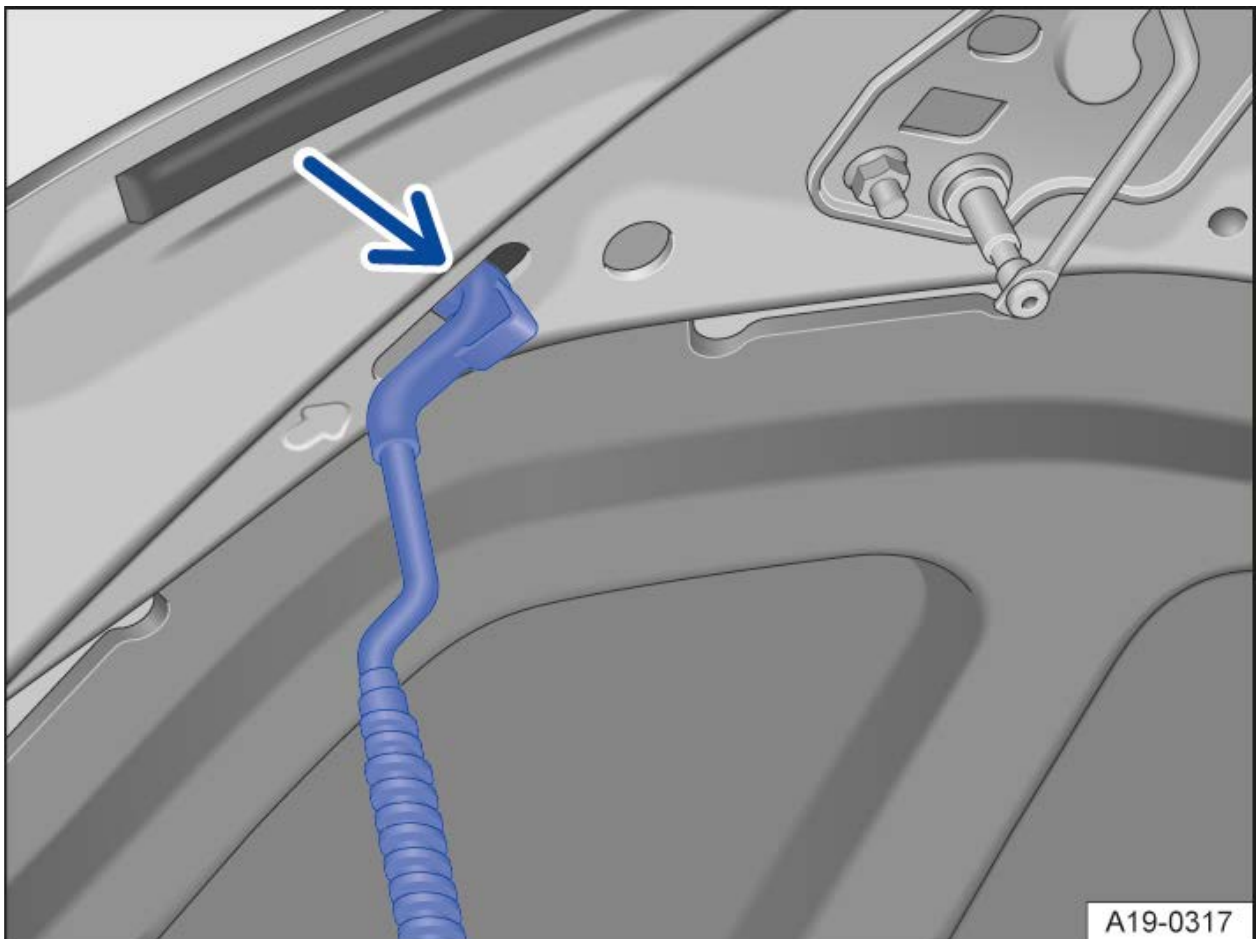


Fig. 4 On the engine hood: Hood support bracket.

Opening the hood

- Open the driver's door and pull the release lever in the direction of the arrow → *fig. 1*. The hood will pop open due to spring force from the catch in the lock carrier → *Opening and closing the hood*.
- Lift the engine hood slightly while at the same time pushing the opening lever in the direction of the arrow → *fig. 2* to open the engine hood fully.
- Lift the hood support out of the bracket → *fig. 3* in the direction of the arrow and hook it into the opening → *fig. 4*.

Closing the hood

- Lift the hood slightly → *Opening and closing the hood*.
- Unhook the hood support from the opening → *fig. 3* and clip it back into the bracket → *fig. 2*.
- Let the hood fall into the lock carrier catch from a height of approximately 8 inches (20 cm); do *not* press it down.

If the hood does not close correctly, lift the hood up and try to close it again.

When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body.

The hood will no longer be highlighted in the instrument cluster display (→ *In the engine compartment, Function*) and the indicator light will turn off.

WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. This can cause accidents and serious injuries.

- After closing the hood, make sure the catch is engaged correctly in the lock carrier.
- If you realize while driving that the hood is not closed correctly, stop immediately and close the hood.
- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

- To reduce the risk of damaging the hood and the windshield wiper arms, only open the hood when wiper mode is switched off and the wiper arms are in the base position.

Display

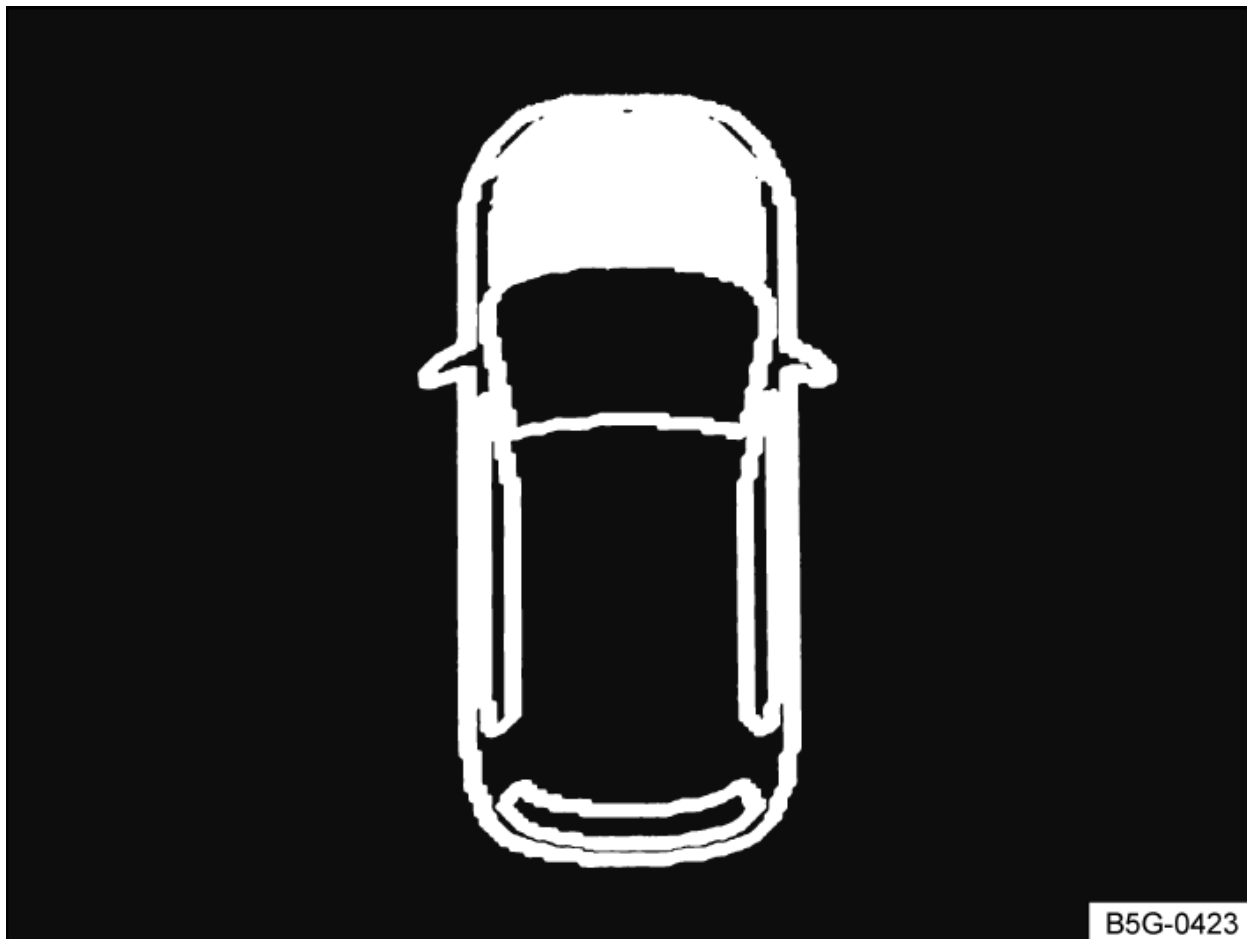


Fig. 1 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly → *fig. 1*.

 **Do not continue driving!** If necessary, lift the hood and close it again.

The image is also displayed when the ignition is switched off, and it turns off several seconds after the doors are closed and the vehicle is locked.

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents, and serious injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.



The image may vary depending on the version of the instrument cluster.

Operating fluids and equipment

All operating fluids and materials, such as engine coolant, and vehicle batteries, are continuously being developed. For internal combustion engines, also engine oils. Therefore, have operating fluids and equipment replaced by an authorized Volkswagen dealer or authorized Volkswagen Service

Facility. An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide up-to-date information about changes.

WARNING

Unsuitable operating fluids and equipment incorrect use of them can cause accidents, serious injuries, burns, and poisoning.

- Only store operating fluids sealed in the original container.
- Never use empty food cans, bottles, or other containers to store operating fluids, because someone could drink the operating fluids by mistake.
- Keep children away from all operating fluids and equipment.
- Always read and follow the information and warnings on the packaging for the operating fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

NOTICE

- Only add suitable operating fluids. Never interchange operating fluids. Otherwise, severe malfunctions and engine damage could occur.

Leaking operating fluids can pollute the environment. Collect any leaking operating fluids in suitable containers and dispose of them correctly according to environmental regulations.

Washer fluid



Fig. 1 In the engine compartment: cap on the washer fluid reservoir.

Check the washer fluid level regularly and fill if necessary.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles when you refill the washer fluid. Take the screen out only to clean it. If the screen is damaged or missing, dirt particles could enter the system when adding fluid, which could block the windshield washer nozzles.

- Open the hood ⚠ (→ *In the engine compartment, Operation*).
- The washer fluid reservoir is identified with the 🚿 symbol on the cap → *fig. 1*.
- Check if there is enough washer fluid in the reservoir.
- To add fluid, mix clean water (not distilled water) with a suitable window cleaner → ⚠. Follow the mixing instructions on the packaging.
- When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze → ⚠.

Depending on vehicle equipment, the washer fluid reservoir capacity is approximately 3.0 to 7.5 liters (3.1 to 7.9 quarts).

⚠ WARNING

Never mix coolant additive or similar unsuitable additives into the washer fluid. Otherwise, an oily film can build up on the windshield, which would impair visibility considerably.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. Otherwise, the components could coagulate and create a blockage in the washer nozzles.

Engine oil

Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine oil comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The vehicle is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

Volkswagen recommends having engine oil changes performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the solutions section at the end of the chapter (→ *Engine oil, FAQ*).

WARNING

Handling engine oil incorrectly can cause severe burns and other injuries.

- Always wear protective eyewear when handling engine oil.
- Engine oil is poisonous and must be kept out of reach of children.
- Only store engine oil in the sealed original container. This also applies to used oil until it is disposed.
- Regular contact with engine oil could damage the skin. If engine oil has come into contact with the skin, always wash thoroughly with soap and water.
- Engine oil becomes very hot when the engine is running and can severely burn the skin. Always allow the engine to cool down.

Engine oil that has dripped and spilled can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.


Engine oil standards

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine oil is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the engine oil recommended by the authorized Volkswagen dealer or authorized Volkswagen Service Facility is not available, a different engine oil can be used in an emergency. To reduce the risk of damaging the engine, a maximum of 0.5 liters of the following engine oils may be added until the next oil change:

- Gasoline engines without particulate filters: Standard VW 502 00 and ACEA A3/B4 or API SN (API SM)
- Gasoline engines with particulate filters: Standard VW 504 00 and ACEA C3 or API CJ-4
- Diesel engines without particulate filters: Standard VW 505 01 and ACEA C3 or API CJ-4.
- Diesel engines with particulate filters: Standard VW 507 00 and ACEA C3 or API CJ-4

If you do not know if the vehicle is equipped with a particulate filter, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends  engine oils.

NOTICE

- Do not mix any additional lubricants with the engine oil. Damage caused by such additives is not covered by the warranty.
- Volkswagen recommends using the approved engine oils in accordance with the respective VW standard. The use of engine oils that do not comply with these quality requirements can cause engine damage.

NOTICE

If the vehicle has been filled with engine oil according to the VW norms, VW 502 00, VW 504 00, VW 505 01 or VW 507 00, then refill with engine oil corresponding to the same norm if possible. Otherwise the engine can be damaged.

Changing the engine oil

The engine oil must be changed regularly. Observe which service interval applies for your vehicle (*→ Service, Introduction/general information*).

Engine oil and filter changes require special tools, technical knowledge and the correct disposal of the used oil. Therefore always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You can find more information about the service intervals in the Service chapter (*→ Service, Introduction/general information*).

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

WARNING

If you need to change the engine oil in the vehicle yourself in exceptional situations, the following instructions must be followed:

- Always wear protective eyewear.
- Always allow the engine to cool down to reduce the risk of burns.
- Keep your arms horizontal when using your fingers to remove the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.
- Never use empty food cans, bottles or other containers to store engine oil, because individuals may not recognize that they contain oil.
- Engine oil is poisonous and must be kept out of reach of children.

Before changing the engine oil, find a place that will dispose of used oil correctly.

Dispose of used oil in a way that is responsible for the environment. Never dispose of used oil in gardens, forested areas, through the sewer systems, on streets and paths, in rivers, or in bodies of water, for example.

Engine oil consumption

The engine oil consumption can vary from engine to engine and can change throughout the service life of the engine.

Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 quart) per 2000 kilometers (1200 miles); it can also be higher within the first 5000 kilometers (3100 miles) on new vehicles. Because of this, the engine oil level must be checked regularly. It is best to check each time you refuel your vehicle and before long drives.

For high engine loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be in the upper section of the permitted area (→ *Engine oil, Refilling*).

Checking the engine oil level and adding oil

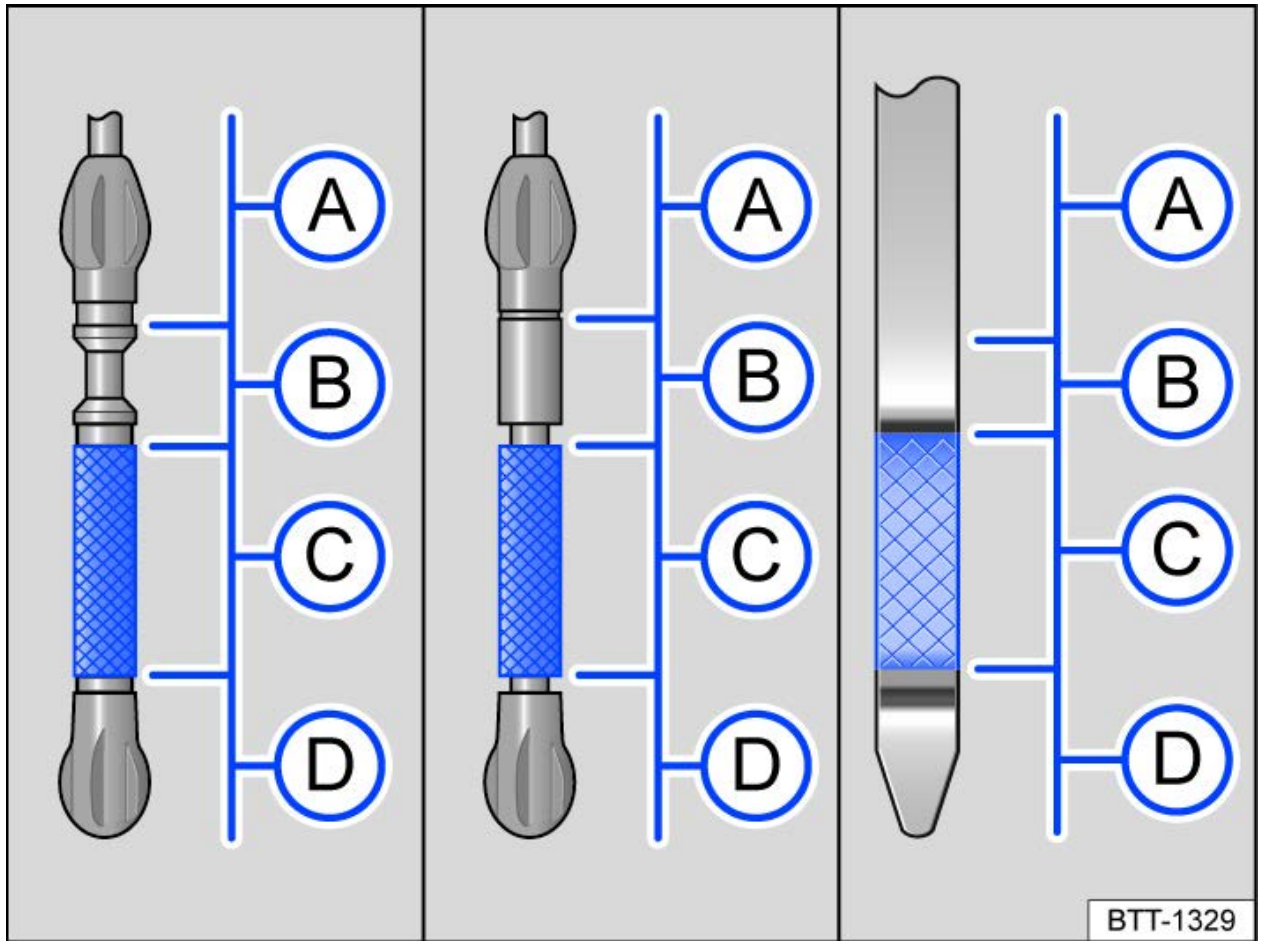


Fig. 1 Engine oil level markings on the oil dipstick (versions).

- Ⓐ Engine oil level too high – if necessary follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Ⓑ Do not add engine oil.
- Ⓒ The engine oil is at the correct level.
- Ⓓ The engine oil is too low - add oil.

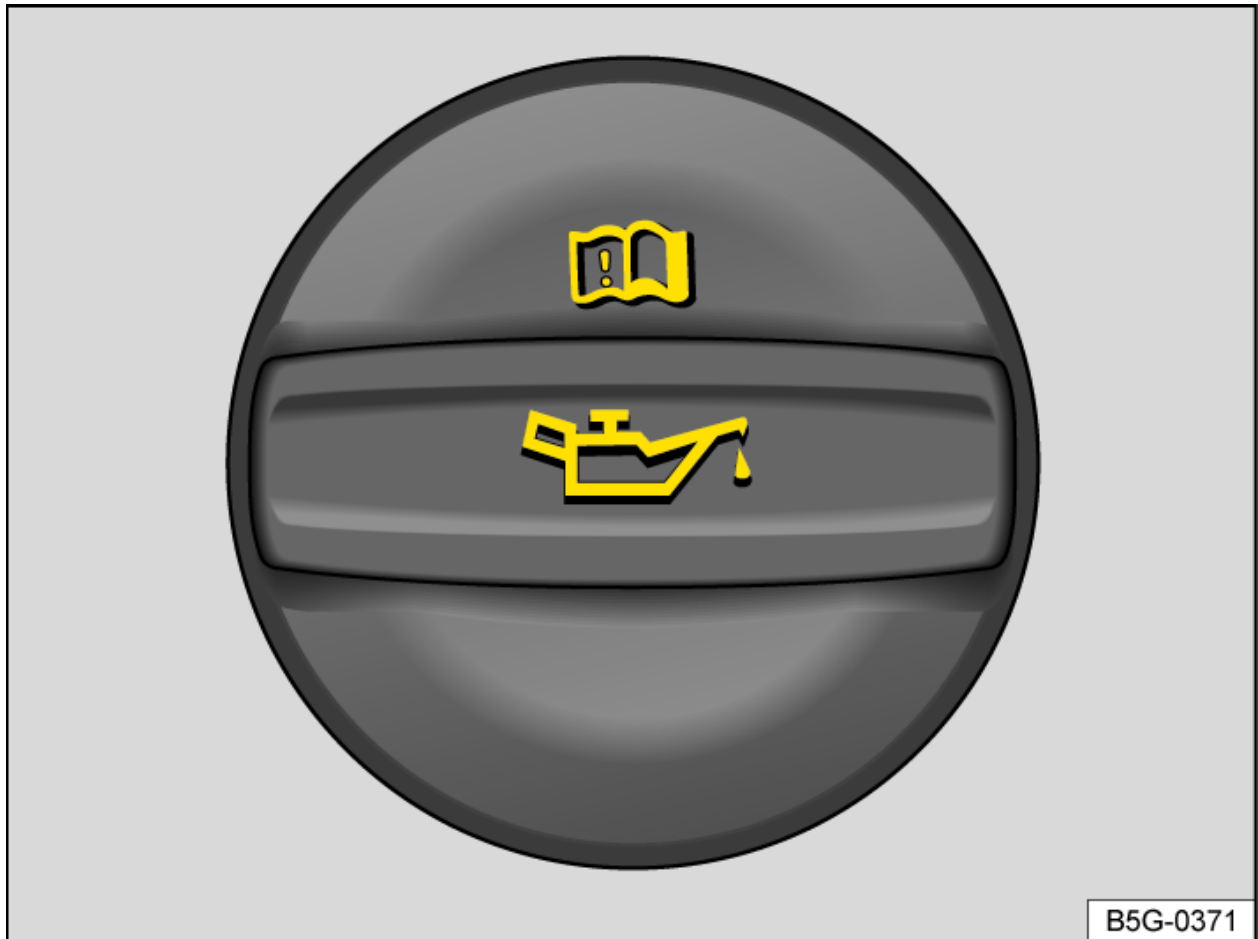


Fig. 2 In the engine compartment: engine oil filler cap (general example).

Checklist

Perform the steps in the order listed → *Checking the engine oil level and adding oil* :

- With the engine at **operating temperature**, park the vehicle on a level surface to avoid an incorrect oil level reading.
- Turn off the engine and wait a few minutes for the engine oil to flow back into the oil pan.
- Open the hood **⚠** (→ *In the engine compartment, Operation*).
- Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth. The oil dipstick is recognizable thanks to its colored handle.
- Reinsert the dipstick into the guide tube and push it all the way in. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
- Remove the dipstick again and read the oil level on the dipstick as described below → *fig. 1* :
 - Ⓐ The engine oil level is too high. If necessary follow the messages in the instrument cluster display or **contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance** → *Checking the engine oil level and adding oil* .
 - Ⓑ **Do not add any engine oil** → *Checking the engine oil level and adding oil* . Continue with step 16.

- Ⓒ The engine oil is at the correct level. Engine oil can be added up to the **upper edge of this area**, for example if there is heavy engine load. Continue with step 8 or step 16 → *Checking the engine oil level and adding oil*.
- Ⓓ The engine oil level is too low. **Add engine oil immediately**. Continue with step 8.
- After reading the oil level, reinsert the dipstick back into the guide tube and push it all the way in.
 - Remove the cap on the engine oil filler → *fig. 2*.
 - Top up the engine oil gradually in small quantities (not more than 0.5 l / 0.5 quart). Volkswagen AG recommends the use of approved engine oils according to the corresponding VW standard (→ *Engine oil, Standards/directives*).
 - To avoid overfilling, you must wait approximately one minute each time you add oil so that the oil can flow into the oil pan up to the marking on the dipstick.
 - Check the oil level on the oil dipstick again before adding a little more engine oil. Never add too much oil → *Checking the engine oil level and adding oil*.
 - When you are done adding oil, the oil level should be in the center of area → *fig. 1* Ⓒ. It should not be above Ⓒ, it should be in area Ⓑ, and it must not be in area Ⓐ → *Checking the engine oil level and adding oil*.
 - Close the cap on the engine oil filler when you are done adding engine oil.
 - Close the hood ⚠ (→ *In the engine compartment, Operation*).

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause burns and serious injuries.

- If engine oil spills on cold engine components, it could heat up and ignite when the engine is running.
- Always make sure that the cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube. This can prevent engine oil from leaking and coming into contact with hot engine components when the engine is running.

ⓘ NOTICE

- If you accidentally add too much oil and the oil level is in area → *fig. 1* Ⓐ, do not start the engine. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary. Otherwise, the catalytic converter and the engine could be damaged.
- When filling fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

The engine oil level must not be above area → *fig. 1* Ⓑ. Otherwise, oil could be drawn into the crankcase vent and enter the atmosphere through the exhaust system.

Troubleshooting

Engine oil pressure too low

The indicator light flashes red.

Do not continue driving!

The engine oil pressure is too low.

- Stop the engine.
- Check the engine oil level (→ *Engine oil, Refilling*).

If the warning light flashes, do *not* continue driving or let the engine run, even if the oil is at the correct level.

Engine damage could result.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too low

The yellow indicator light turns on.

- Stop at the next opportunity.
- Stop the engine.
- Check the engine oil level (→ *Engine oil, Refilling*).

Engine oil system malfunction

The indicator light flashes yellow.

There is a malfunction in the engine oil system.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the engine oil system inspected.

Engine coolant

Introduction

Only perform work on the engine cooling system if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries → *Introduction* . Have all

work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Engine coolant is poisonous.

- Only store engine coolant in the sealed original container and in a safe and secure place.
- Never use empty food cans, bottles, or other containers to store engine coolant, because someone could drink the engine coolant by mistake.
- Store engine coolant out of the reach of children.
- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.
- In extremely low temperatures, the coolant can freeze and the vehicle would be unable to start. Because the heater will also no longer function in that situation, vehicle occupants could freeze if they do not have sufficient warm clothing.

Coolant and coolant additives can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine coolant specifications

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine coolant is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To protect the engine cooling system, there must *always* be at least a 40% proportion of coolant additive. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 60%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The engine coolant additive can be recognized by its purple color. The mixture of water and coolant additive provides freeze protection down to -13 °F (-25 °C), protects the aluminum alloy parts of the cooling system from corrosion, prevents limescale deposits, and increases the boiling point of the coolant.

If the engine coolant is being topped up, a blend of **distilled water** and at least 40% of an appropriate engine coolant additive must be used to ensure optimum corrosion protection → *Engine coolant specifications* .

WARNING

Insufficient freeze protection in the engine cooling system can cause engine malfunctions, which can result in serious injuries.

- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.
- In extremely low temperatures, the coolant can freeze and the vehicle would be unable to start. Because the heater will also no longer function in that situation, vehicle occupants could freeze if they do not have sufficient warm clothing.

! NOTICE

Never mix Genuine Volkswagen coolant additives with coolants that are not approved by Volkswagen.

- If the fluid in the coolant expansion tank is not pink-colored (the color comes from the mixture of the purple coolant additive with distilled water) but is, for example, brown instead, the suitable engine coolant was mixed with another engine coolant that is not suitable. In this case, have the engine coolant changed immediately. Otherwise, serious malfunctions or damage to the engine and cooling system could occur.

Engine coolant and coolant additives can harm the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Checking and filling engine coolant

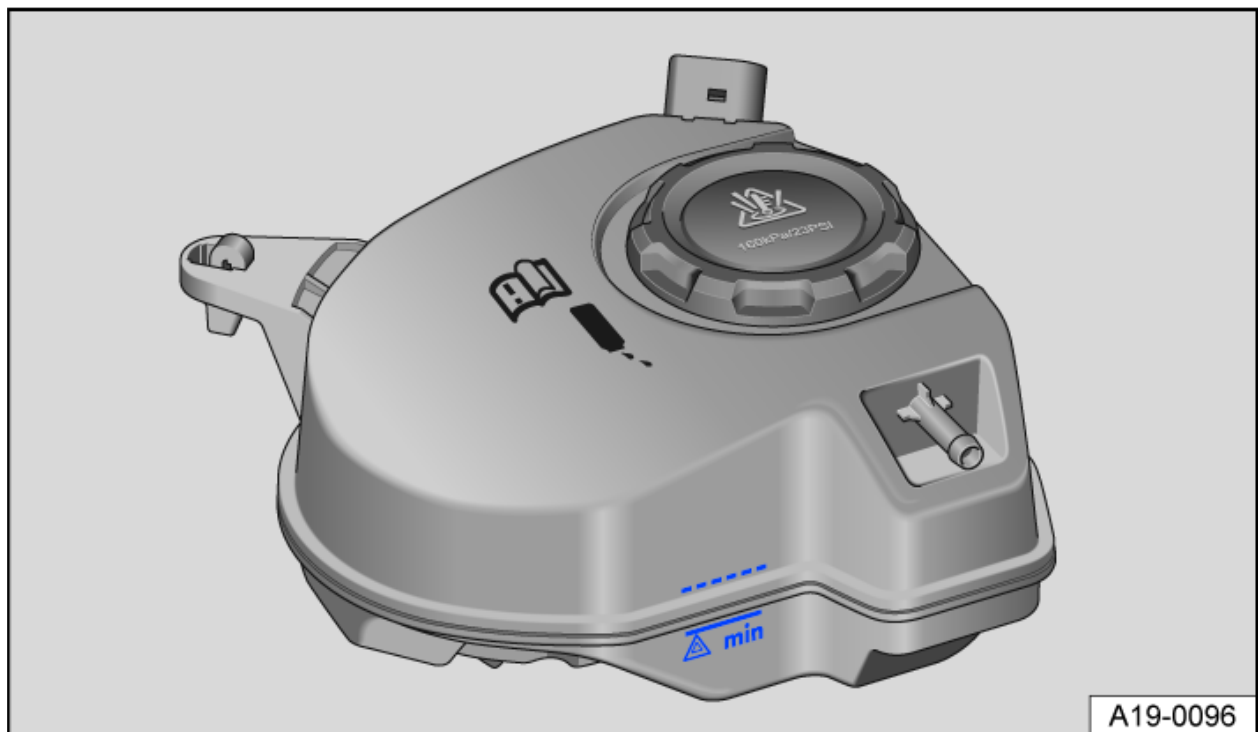



Fig. 1 In the engine compartment: markings on the engine coolant expansion tank.



Fig. 2 In the engine compartment: cap on the engine coolant expansion tank.

The engine coolant warning light will turn on if the engine coolant level is too low.

Preparations

- Parking the vehicle on a level, secure surface.
- Allow the engine to cool → *Checking and filling engine coolant*.
- Open the hood ⚠ (→ *In the engine compartment, Operation*).
- The engine coolant expansion tank is identified with the  symbol on the cap → *fig. 2*.

Checking the coolant level

Upon delivery (**new vehicles**) the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

- When the engine is cold, check the coolant level using the markings on the side of the engine coolant expansion tank → *fig. 1*. The coolant level must be between the markings.
- If the fluid level in the coolant expansion tank is below the minimum mark ("min"), add coolant. When the engine is warm, the engine coolant level may be slightly above the upper marking.

Filling the coolant

The engine coolant warning light will turn on if the engine coolant level is too low. If this is the case, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

If the coolant level is too low and there are no workshops in the immediate area, note the following:

- Always protect your face, hands, and arms from hot coolant or steam by placing a suitable cloth on the coolant tank cap.
- Carefully unscrew the cap → *Checking and filling engine coolant*.
- Only add **new** coolant that conforms to the Volkswagen specification (→ *Engine coolant, Standards/directives*).
- Only add coolant when there is still some left in the reservoir. Otherwise, the engine/motor could be damaged. If there is no coolant visible in the reservoir, **stop driving** and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If there is a small amount of coolant liquid remaining in the coolant expansion tank, top up the engine coolant to the upper fill level marker and check after one day. If the level drops **again**, contact an authorized specialist workshop and have the cooling system checked.
- The coolant level must be between the markings on the coolant expansion tank → *fig. 1*. **Do not add coolant above the upper edge of the marked area** → *Checking and filling engine coolant*.
- Install the cap securely.
- If there is no coolant available that conforms to the specification, do not use any other coolant in an emergency (→ *Engine coolant, Standards/directives*). Add **distilled water** instead → *Checking and filling engine coolant*. Then restore the correct mixture ratio using the specified coolant additive as soon as possible (→ *Engine coolant, Standards/directives*).

WARNING

Hot steam and hot engine coolant can cause serious burns.

- Never open the hood if you can see or hear steam or coolant escaping from the hood space. Wait until you can no longer see or hear steam or coolant escaping. Hot components can cause burns if touched.
- Before opening the hood, take note of the following:
 - Set the electronic parking brake.
 - Always keep children away from the hood space and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
 - Slowly and very carefully turn the cap counter-clockwise while pressing down lightly on the cap.
 - Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.

! NOTICE

- Only add distilled water. The chemical components contained in all other types of water can cause considerable corrosion damage in the engine. This can cause engine malfunctions. If water that is not distilled is added, have the fluid in the engine cooling system changed immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only add engine coolant until it is up to the upper edge of the marked area → *fig. 1*. If there is too much coolant, the engine cooling system will become pressurized when the coolant warms up, which can result in damage.
- If a large amount of coolant is lost, only add coolant when the engine is *completely cool*. A large amount of coolant loss indicates there is a leak in the cooling system. Have the cooling system inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, the engine could be damaged.
- Do not add any coolant if there is no coolant left in the coolant expansion tank. Doing so could cause air to enter the cooling system. Stop driving and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the engine could be damaged.

Brake fluid



Fig. 1 In the engine compartment: cap on the brake fluid reservoir.

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking

and full braking. Vapor lock reduces the braking power, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times → *Brake fluid*.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle brake system. For optimum brake system function, Volkswagen recommends only using brake fluid that conforms to the **VW standard 501 14**.

Before using brake fluid, check if the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that conforms to the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If brake fluid that meets this specification is not available and another high-quality brake fluid must therefore be used, brake fluid that conforms the specification DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that conform to the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

To help ensure that the brake system functions correctly over the course of time, Volkswagen recommends using a brake fluid that expressly conforms to the **VW standard 501 14**.

Brake fluid that conforms to the VW standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir and above the MIN marking → *Brake fluid*.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir. If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The brake fluid level decreases slightly with driving as the brake pads wear and the brakes automatically adjust themselves.

Brake fluid level

The red indicator light comes on.

The brake fluid level is too low.

—  **Do not continue driving!**

— Check the brake fluid level.

If the brake fluid level is too low:

— See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

—Have the brake system checked.

Changing brake fluid

Have the brake fluid changed by qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Only use new brake fluid that meets the required specifications.

WARNING

Low brake fluid, brake fluid that is too old, or using an incorrect type of brake fluid can cause brake malfunctions or reduced braking power.

- Have the brake system and brake fluid level checked regularly.
- Have the brake fluid changed regularly.
- Placing a heavy load on the brakes when the brake fluid is old can cause vapor lock to form in the fluid. Vapor lock reduces the braking power, increases the braking distance considerably, and can lead to a total failure of the brake system.
- Be sure to use the correct brake fluid. Only use brake fluid that expressly conforms to the VW standard 501 14.
- Any other brake fluid or brake fluid that is not high-quality can impair the braking function and reduce the braking effect.
- If brake fluid that conforms to the VW standard 501 14 is not available and it is absolutely necessary to use a different brake fluid, only use a high-quality brake fluid that conforms to DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.
- Any brake fluid that is added must be new.

WARNING

Brake fluid is poisonous.

- To reduce the risk of poisoning, never store brake fluid in beverage containers or other containers. A person could mistakenly drink from the container, even if the contents of the container are marked.
- Always store brake fluid in the closed original container and keep it out of the reach of children.

NOTICE


Spilled or leaking brake fluid damages vehicle paint and tires. Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.

Brake fluid can pollute the environment. Collect spilled brake fluid and dispose of it correctly.

12 V vehicle battery

Introduction

The 12 V vehicle battery is a component of the electrical system and supplies vehicle safety systems with energy. During maintenance procedures, the 12 V vehicle battery is checked and replaced if necessary.







You may only perform procedures on the electrical system yourself if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment and operating fluids and suitable tools are available. Work performed incorrectly can result in serious injuries → . Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the solutions section at the end of the chapter (→ *12-V vehicle battery, FAQ*).

12 V vehicle battery location

The 12 V vehicle battery is located in the engine compartment.

Detailed warnings for the 12 V vehicle battery

	Always wear eye protection.
	Battery acid is highly corrosive. Always wear protective gloves and eye protection.
	Fire, sparks, open flame, and smoking are forbidden.
	A highly explosive mixture of gases forms when charging the 12 V vehicle battery.
	Always keep children away from battery acid and the 12 V vehicle battery.
	Always follow the instructions in the Owner's Manual.

WARNING

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the following warnings and safety precautions before performing any procedures:

- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery acid and the 12 V vehicle battery.
- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Do not smoke while working and never work near open flames or sparks.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.
- Never short circuit the battery terminals.
- Never use a damaged 12 V vehicle battery. It could explode. Always replace the 12 V vehicle battery if it is damaged.
- Never use a frozen 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C). Always replace the 12 V vehicle battery if it freezes.

! NOTICE

Never expose the 12 V vehicle battery to direct sunlight for a long period of time.

- The UV rays can damage the battery housing.

! NOTICE

Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

- The 12 V vehicle battery could "freeze" and be destroyed.



After starting the engine when the 12 V vehicle battery is severely drained or when it has been replaced or jump-started, the system settings (*time, date, personal convenience settings, and programming*) and user profiles may be changed or erased. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

Checking the 12 V vehicle battery acid level

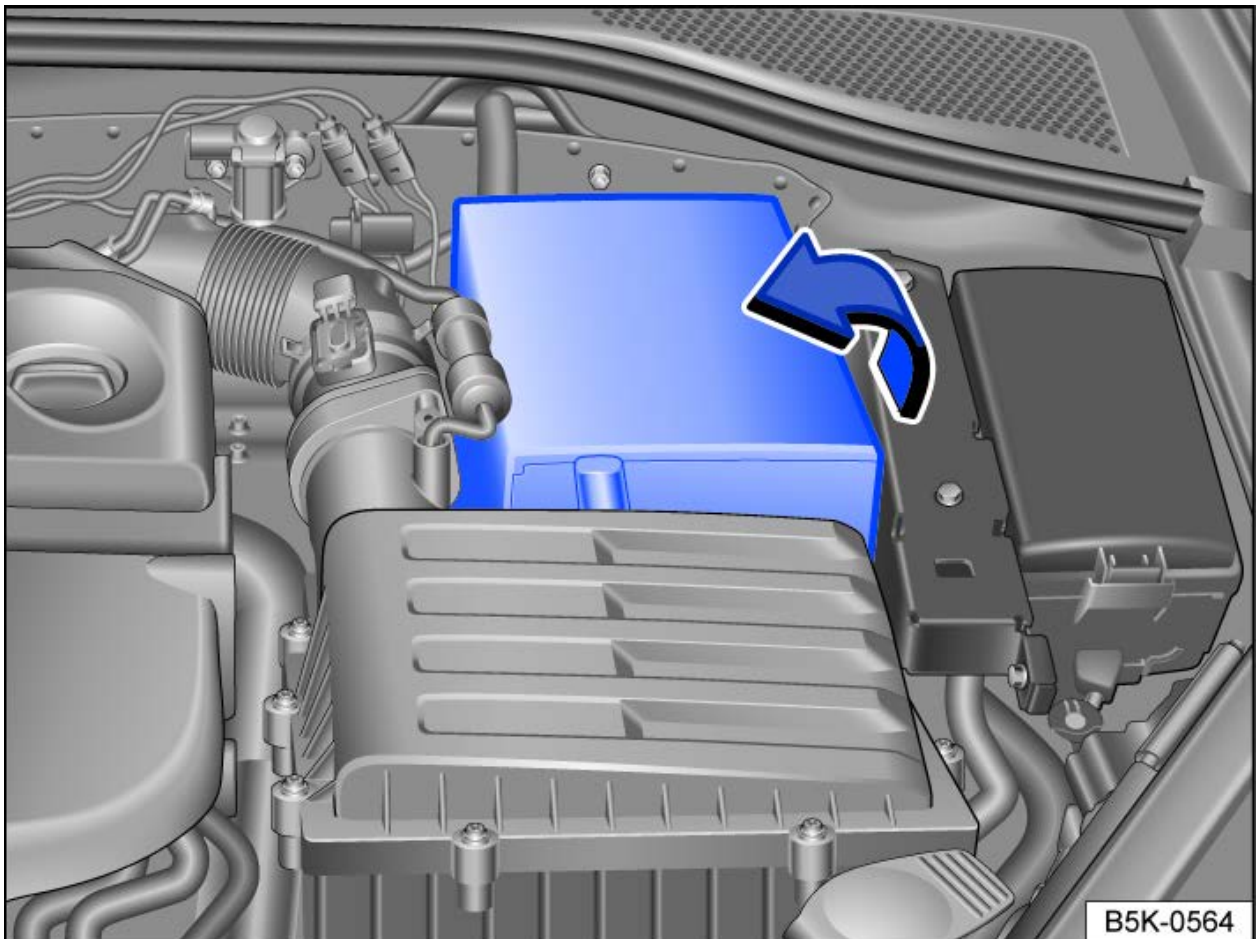


Fig. 1 Open the cover on the 12-volt vehicle battery in the engine compartment.

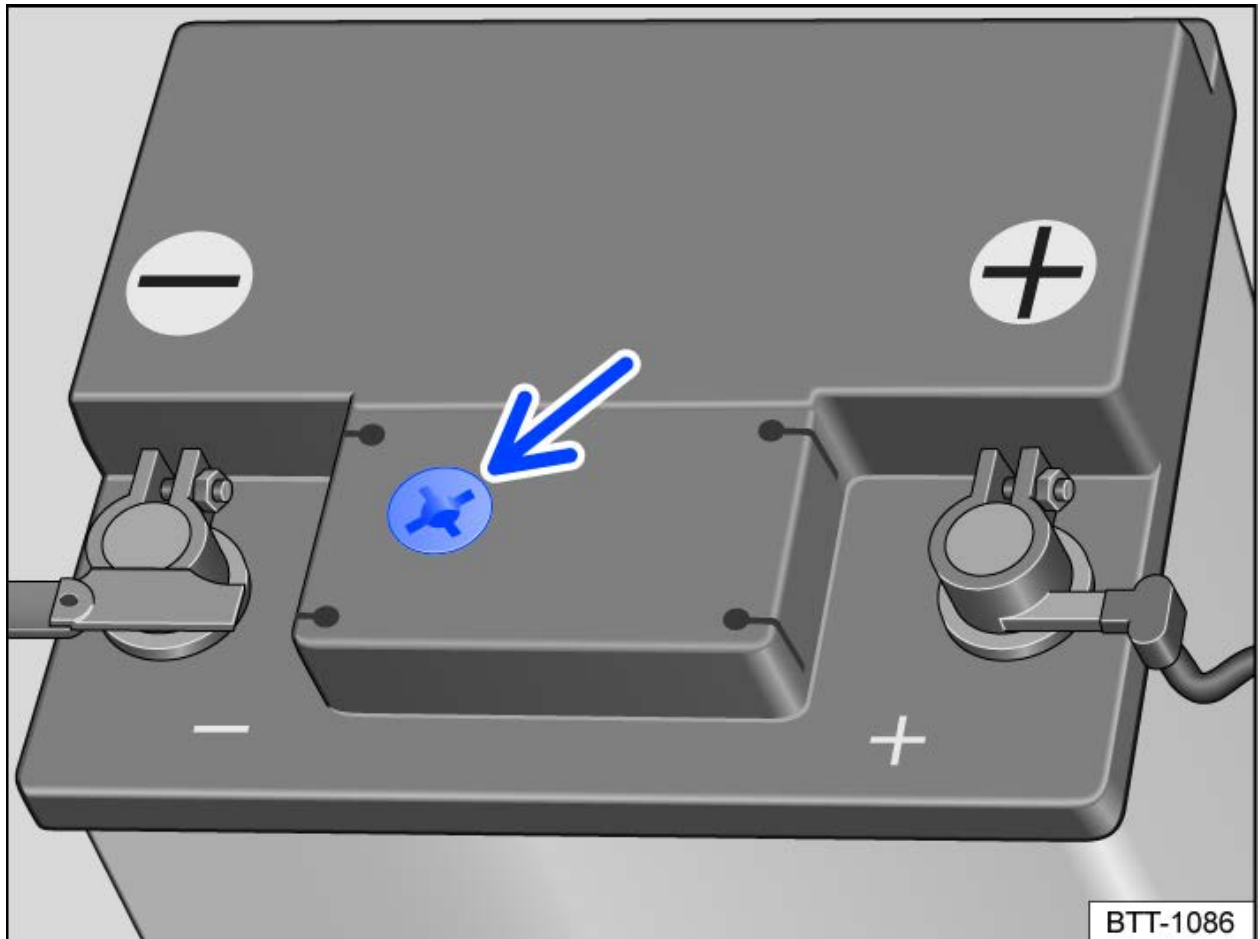



Fig. 2 Window on the top of the 12 V vehicle battery (general example).

Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old. Otherwise, the 12 V vehicle battery is maintenance-free.

Vehicle with an auxiliary heater (*→ Auxiliary heater and ventilation, Description*) and vehicles with a 12-volt vehicle battery in the luggage compartment have special vehicle batteries. For technical reasons, it is not possible to check the acid level in these 12-volt vehicle batteries. To have the 12-volt vehicle battery checked, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preparations

- Prepare the vehicle for work in the engine compartment (*→ In the engine compartment, Description*).
- Open the hood  (*→ In the engine compartment, Operation*).

Opening the cover on the 12-volt vehicle battery

Open the cover in the direction of the arrow *→ fig. 1*.

Close the cover in the opposite direction to the arrow *→ fig. 1*.

Checking the battery acid level (12 V vehicle batteries with window)

— Make sure there is enough light to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery (arrow) → *fig. 2*. Never use open flames or smoldering objects to provide light.

— The color indicator in the circular window changes depending on the acid level in the 12 V vehicle battery.

Light yellow or colorless

The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Black

The 12 V vehicle battery acid level is OK.

WARNING


Performing work on the 12 V vehicle battery can cause serious injuries, explosions, or electric shocks.

- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings and can cause chemical burns.
- Never open a 12 V vehicle battery.
- If battery acid comes into contact with the skin or eyes, flush the affected area immediately with cold water for several minutes. Then consult a doctor immediately.
- Consult a doctor immediately if battery acid is swallowed.

Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

If you suspect that the 12 V vehicle battery is damaged or malfunctioning, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the battery inspected.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by qualified professionals because the battery that is installed at the factory requires a charging process where the voltage is limited → . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the 12 V vehicle battery


The 12 V vehicle battery is designed to fit the location where it is installed and is equipped with safety features. If a 12 v vehicle battery must be replaced, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out the electromagnetic compatibility, the size, the maintenance, performance, and security requirements for the new 12 V vehicle battery. The vent opening on the 12 V vehicle battery must always be located on the negative terminal. The vent opening on the positive terminal side must be sealed.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.


Always have the 12 V vehicle battery replaced by a qualified professional because the vehicle electrical system must be adapted as part of the replacement. Only qualified professionals have the necessary equipment to perform the adaptation correctly. Volkswagen recommends having the 12 V vehicle battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

- Switch off all electrical equipment and the ignition.
- Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
- Disconnect the negative cable first, and then the positive cable → .

Connecting the 12 V vehicle battery

- Switch off all electrical equipment and the ignition before reconnecting the 12 V vehicle battery.
- Connect the positive cable first, and then the negative cable → .

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approximately 10 - 12 mph (15 - 20 km/h). If the indicator lights do not turn off, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly (→ *Instrument cluster, Description*). Follow the maximum permissible maintenance interval (→ *Maintenance, Description*).

Vehicles with Keyless Access (→ *Keyless Access, Description*): if the ignition cannot be switched on after connecting the 12 V vehicle battery, lock and unlock the vehicle from the outside. Then try to switch the ignition on again. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Automatic equipment deactivation

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining:

- The idle speed will be increased so that the alternator delivers more power.
- If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.
- The power supply to the 12 V socket and the cigarette lighter will be interrupted temporarily when the engine is started.

The power management cannot always prevent the 12 V vehicle battery from being drained. For example, the battery could be drained if the ignition is left on for long periods of time when the engine is stopped or if the vehicle is parked for long periods of time with the parking lights on.

12 V vehicle battery draining

- If the vehicle is parked for long periods of time without running the engine, especially if the ignition is on.
- If electrical equipment is used when the engine is stopped.
- When auxiliary heating is on (→ *Auxiliary heater and ventilation, Description*).

WARNING

Securing the vehicle battery incorrectly or using the wrong 12 V vehicle battery can cause short circuits, fires, and serious injuries.

- Always use maintenance-free and leak-proof 12 V vehicle batteries that have the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

WARNING

A highly explosive mixture of hydrogen gas can form when charging the 12 V vehicle battery.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C).
- Always replace the 12 V vehicle battery if it freezes.
- Cables that are connected incorrectly can cause a short circuit. Connect the positive cable first and then the negative cable.

NOTICE

- Never connect or disconnect the 12 V vehicle batteries when the ignition is on or the engine is running. Also, never use a 12 V vehicle battery that does not conform to the vehicle specifications. The electrical system or electrical components could be damaged and electrical malfunctions could result.
- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket or the cigarette lighter in order to charge the 12 V vehicle battery. The vehicle electrical system could be damaged.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of 12 V vehicle batteries correctly.

Battery acid can pollute the environment. Collect spilled battery acid and dispose of it correctly.

Troubleshooting

Alternator malfunction

The red indicator light comes on.

The 12 V vehicle battery is not being charged by the alternator while driving.

— Turn off electrical equipment that is not needed.

— See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Have the electrical system inspected.

The start-stop system cannot start the engine (→ *Start-stop system, Description*).

48-volt battery



Abb. 1

- 1 Never expose the 48-volt battery to fire, sparks or open flames.
- 2 More information and warnings can be found in the Owner's Manual and in the workshop information.
- 3 Always keep the 48-volt battery away from children.
- 4 Damage to the 48-volt battery can cause liquids to leak out and may result in highly corrosive acids being formed. Always handle the 48-volt battery with care.
- 5 Always ensure that servicing work on the high-voltage battery is **only** carried out by suitably qualified and trained specialist personnel ⚠.

6 Take care when handling flammable materials.

The vehicle may be equipped with a 48-volt battery in addition to the 12-volt vehicle battery.

Always ensure that all work on the 48-volt system is only carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility with suitably qualified and trained specialist personnel in accordance with Volkswagen guidelines.

Overview of the 48-volt system

The 48-volt system consists of the following components, among others:

- 48-volt battery.
- Power electronics.
- Purple 48-volt cables and connectors.

Warning signs on the 48-volt battery

A warning sign that indicates dangers is located on the 48-volt battery → *fig. 1*.

WARNING

Improper handling of the 48-volt battery could result in serious injuries or death.

- Always ensure that servicing work on the 48-volt battery is **only** carried out by suitably qualified and trained specialist personnel.
- Never make modifications to the 48-volt battery.

WARNING

The 48-volt battery must never be allowed to come into contact with water or other liquids.

- Liquids could cause short circuits, electric shocks and burns.

Troubleshooting

48 V vehicle electrical system. Safely stop the vehicle. Consult the Manual.

The red indicator light comes on while driving.

The charge level of the 48-volt vehicle battery is insufficient.

- Safely park the vehicle.
- Switch the ignition off.
- Switch the ignition back on.
- The yellow indicator light turns on.
- Leave the engine running until the warning light goes out. Only move off once the warning light is no longer lit.

If the red warning light does not go out, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

48 V vehicle electrical system. Please do not move off. Consult the Manual.

In this status, the yellow indicator light comes on.

The charge level of the 48-volt vehicle battery is insufficient.

- Do not move off with the vehicle.
- Leave the engine running until the warning light goes out.
- Only move off once the warning light is no longer lit.

If the yellow warning light does not go out, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Wheels and tires

Tire Pressure Monitoring System (TPMS)

Introduction

The Tire Pressure Monitoring System (TPMS) warns the driver if tire pressures are too low.

The following Tire Pressure Monitoring Systems (TPMS) are available for this vehicle:

Tire pressure monitoring indicator

- Monitors various parameters (including rolling circumference) of all four tires using ABS sensors (indirect measurements) while the vehicle is in motion.

The reference pressure for the Tire Pressure Monitoring System is the recommended tire pressure for the tires installed at the factory when the tires are cold at maximum load. The reference pressure corresponds to the details on the tire pressure label (*→ Introduction/general information, Tire pressure*).

If the tire pressure has been correctly adjusted on all four tires, the Tire Pressure Loss Indicator must be re-calibrated (*→ Function, Tire Pressure Monitoring System*). This adapts the reference pressure to the current tire pressure.

WARNING

The intelligent technology of the Tire Pressure Monitoring System (TPMS) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Handling wheels and tires incorrectly can result in a sudden loss of tire pressure, tread separation, and ruptured tires.

- Check the tire pressure regularly and maintain the specified values (→ *Tire pressure, Introduction/general information*). If the tire pressure is too low, the tire can heat up so much that the tread separates or the tire ruptures.
- Always inflate the tires to the correct tire pressure when the tires are cold according to the tire pressure label (→ *Tire pressure, Introduction/general information*).
- Check the tire pressure regularly when the tires are cold. If necessary, adjust the tire pressure when the tires are cold so that it is suitable for the tires installed on your vehicle (→ *Tire pressure, Introduction/general information*).
- Check tires regularly for signs of wear or damage.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.

Low tire pressure increases fuel consumption and tire wear.



New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.



Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.



Do not rely on the Tire Pressure Monitoring System (*TPMS*) alone. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures, cuts, cracks, blisters, etc. Remove any objects stuck in the tread as long as they have not punctured the inside of the tire.

Tire Pressure Monitoring System

Function description

Using the ABS sensors, the Tire Pressure Monitoring System compares wheel speed and thus the rolling circumference of the individual tires.



The Tire Pressure Monitoring System will not work if the ESC or the ABS is malfunctioning (→ *Braking assistance systems, FAQ*).

The rolling circumference can change if:

- The tire pressure has changed
- The tire pressure is too low
- The tire has structural damage
- One side of the vehicle has a heavier load than the other
- Snow chains are installed on the tires

- A compact spare wheel has been installed
- Only one wheel was replaced on each axle

The Tire Pressure Monitoring System (⚠) may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

The Tire Pressure Monitoring System shows a change in the rolling circumference of the tires via the (⚠) warning light in the instrument cluster.

The recommended tire pressure for the tires installed at the factory is specified on the tire pressure sticker on the driver door pillar (→ *Introduction/general information, Tire pressure*).

The tire pressure of all tires, including the spare wheel or temporary spare wheel, must be checked once a month when the tires are cold and must correspond to the vehicle manufacturer's specifications on the tire pressure sticker. If the size of the tires installed at the factory differs from the details on the type plate or on the tire pressure label, the correct tire pressure must be determined.

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The Tire Pressure Monitoring System also has a display for a malfunction that is accompanied by the (⚠) warning light. In the event of a malfunction in the Tire Pressure Monitoring System, after switching on the ignition, the (⚠) warning light blinks for around one minute and then stays lit.

If the Tire Pressure Monitoring System displays a malfunction, the tire pressure cannot be monitored correctly. A malfunction in the Tire Pressure Monitoring System can have a number of causes, e.g. a wheel or a tire being replaced. After replacing a wheel or tire, you must check whether the (⚠) warning light displays a system malfunction to make sure that the Tire Pressure Monitoring System is working properly (→ *FAQ, Tire Pressure Monitoring System*).

Calibrating the Tire Pressure Monitoring System

- Switch the ignition on.
- If necessary, switch on the Infotainment system.
- Personalization: Select user and confirm with the **OK** function key.
- Tap the **Vehicle** function key.
- Tap the **Status** function key.
- Tap the **Status** function key (at the top).
- Navigate to the final menu.
- Tap the **SET** function key.
- If all four tires meet the required tire pressure values, tap the **Confirm** function key.
- OR:** Tap the **Cancel** function key to cancel the process. The current tire pressure is not saved and the system is not reprogrammed.

After longer trips (at least 20 minutes) and different vehicle speeds, the system adapts to the new values and monitors them.

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

- If the tire pressures were adjusted.
- If one or more wheels were changed.
- If the wheels were rotated, for example from front to rear.

The Tire Pressure Monitoring System must only be recalibrated if all tires are inflated to the correct pressure when they are cold. In order to measure the tire pressure on cold tires, the vehicle must be left to stand for 3 hours or only be driven slowly over short distances during this time.




After being warned about a low tire pressure, switch the ignition off and back on. The Tire Pressure Monitoring System can only be recalibrated after this is done.

Troubleshooting the Tire Pressure Monitoring System

Tire pressure low

The yellow indicator light turns on.


The tire pressure of one or more tires has decreased or the tire is structurally damaged.

-  **Do not continue driving!**
- Check and correct all tire pressures (→ *Tire pressure, Introduction/general information*).
- Replace damaged tires.
- Recalibrate the Tire Pressure Monitoring System (→ *Tire Pressure Monitoring System, Function*).
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Pressure Monitoring System malfunction

The indicator light flashes for approximately one minute and then stays yellow.

There is a system malfunction.

-  **Do not continue driving!**
- Switch the ignition off and back on again.
- Recalibrate the Tire Pressure Monitoring System (→ *Tire Pressure Monitoring System, Function*).
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Different tire pressures or low tire pressure can cause tire damage, tire failure, loss of vehicle control, crashes, serious injuries, and death.

- If the (L) indicator light turns on, stop the vehicle immediately and check all of the tires (→ *Tire pressure, Introduction/general information*).
- Different tire pressures or low tire pressure can increase tire wear, decrease vehicle stability, and increase braking distance.
- Different tire pressures or low tire pressure can cause sudden tire failure and lead to ruptured tires and loss of vehicle control.
- The driver is responsible for maintaining the correct tire pressure in all tires on the vehicle. The recommended tire pressure can be found on a label (→ *Tire pressure, Introduction/general information*).
- The Tire Pressure Monitoring System (TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.
- All tires must always be inflated to the correct pressure based on the load (→ *Tire pressure, Introduction/general information*).
- Inflate all tires to the correct tire pressure before every drive (→ *Tire pressure, Introduction/general information*).
- When the tire pressure is too low, the tire must flex more when driving. This could cause the tire to become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.
- Driving at high speeds and excessive vehicle load can cause a tire to become so hot that the tire could rupture and you could lose control of the vehicle.
- Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.
- If the tire is not "flat" and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected (→ *Tire pressure, Introduction/general information*).
- The Tire Pressure Monitoring System must always be correctly calibrated.



Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. The yellow indicator light blinks for approximately 65 seconds when there is a malfunction and then remains on. However, the indicator light will turn off if the road conditions or driving style changes.

Information about wheels and tires

Introduction

Tires are the part of the vehicle that are under the most demand yet are the most underestimated. Tires are extremely important, because the small running surface on the tires is the only point of contact that the vehicle has with the road.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

- Handling wheels and tires incorrectly can reduce driving safety and cause accidents and serious injuries.
- Only use radial tires with the same design and as close to the same construction, size (rolling circumference), and tread pattern as possible on all four wheels.
- New tires must be broken in because they have reduced traction and braking effect when they are new. To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires regularly for damage and wear.
- Never drive with tires that are damaged (punctured, cut, cracked, or bulging) or worn. Driving with tires in this condition can cause tire blowouts, accidents, and serious injuries. Replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.
- The effectiveness of the driver assistance systems and the braking assistance systems depends on tire traction.
- If unwanted vibrations occur while driving or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- To reduce the risk of loss of vehicle control, accidents, and serious injuries, never loosen the bolts on rims with a bolted rim ring.
- Do not use any wheels or tires if you do not know how they have been used in the past. Used wheels and tires may be damaged, even if this damage is not visible, and could lead to tire damage, tire failure or loss of vehicle control.
- Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet. Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

WARNING

If the wheel bolts are not tightened correctly or are missing, the wheels could become loose and lead to loss of vehicle control, accidents, and serious injuries.

- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Handling wheels and tires

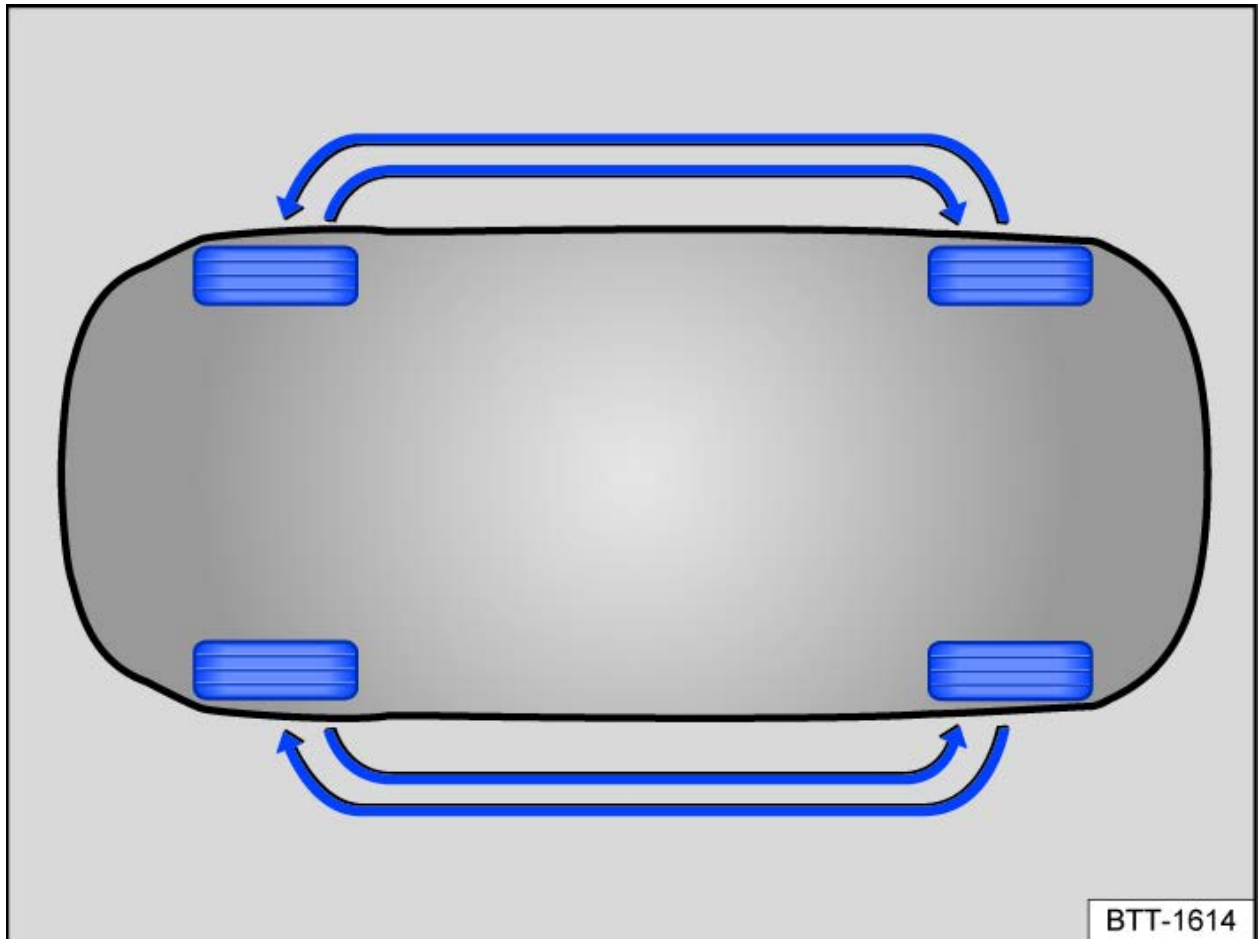


Fig. 1 General example: diagram for rotating tires

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

Replacing tires

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended → *fig. 1*. This will allow the tires to have approximately the same length of service life.

Volkswagen recommends having the tires rotated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preventing damage to the rims and tires

- Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.
- Check the tire pressure regularly.
- Check the tires regularly for damage, e.g. holes, cuts, punctures or blisters.
- Never exceed the load index and maximum speed of the tire (→ *Tire labeling and tire classifications, Standards/directives*).
- Have damaged or worn rims replaced immediately (→ *Wheels and tires, Limits/system limits*).
- Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid → ⚠.
- Replace missing dust caps on the valves immediately.

- Remove any objects provided they have not punctured the inside of the tire (→ *Limits/system limits, Wheels and tires*).
- Pay attention to all warnings issued by the Tire Pressure Monitoring System (→ *FAQ, Tire Pressure Monitoring System*), (→ *FAQ, Tire Pressure Monitoring System*).

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement → ⚠.

Winter and all season tires lose their characteristics to a large extent due to **aging**, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date (→ *Tire pressure, Introduction/general information*).

Storing tires

- Only store tires in a cool, dry location that is as dark as possible. Do **not** stand tires that are mounted on rims up vertically.
- Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be *broken in*. Tires that have not been broken in yet have reduced gripping abilities → ⚠ and braking effect → ⚠.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.

Replacing tires

- At a minimum, replace both tires on a single axle → ⚠.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from front to back (→ *Tire Pressure Monitoring System, Function*).

 **WARNING**

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

 **WARNING**

Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet.

- Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

 **WARNING**

New tires must be broken in because they have reduced traction and braking effect when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

 **WARNING**

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

 **NOTICE**

Avoid strong impacts. Drive around obstacles if needed. The risk of tire damage is especially great if driving over potholes and curbs. Damage to the tires and rims can result.

 **NOTICE**

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.



If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. It should be replaced with a regular wheel as soon as possible.



Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Rims and wheel bolts

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct length and bolt head shape. This ensures that the brakes can work correctly and that the vehicle drives smoothly and safely.

For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model.

The wheel bolt tightening torque must be checked regularly with a functional torque wrench (→ *Installation, Wheel bolts*).

Wheel bolts

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque (→ *Wheel bolts, Installation*).

Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Damaged rims must be replaced and may only be repaired by qualified professionals. Volkswagen recommends having this done by your authorized Volkswagen dealer → ⚠.

Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

- Seal of conformity
- Rim size
- Manufacturer or brand name
- Production date (month/year)
- Country of origin
- Serial number
- Raw material batch number
- Commodity code

WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.
- Check the rims regularly for damage and replace if necessary.

⚠ WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause accidents and serious injuries.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

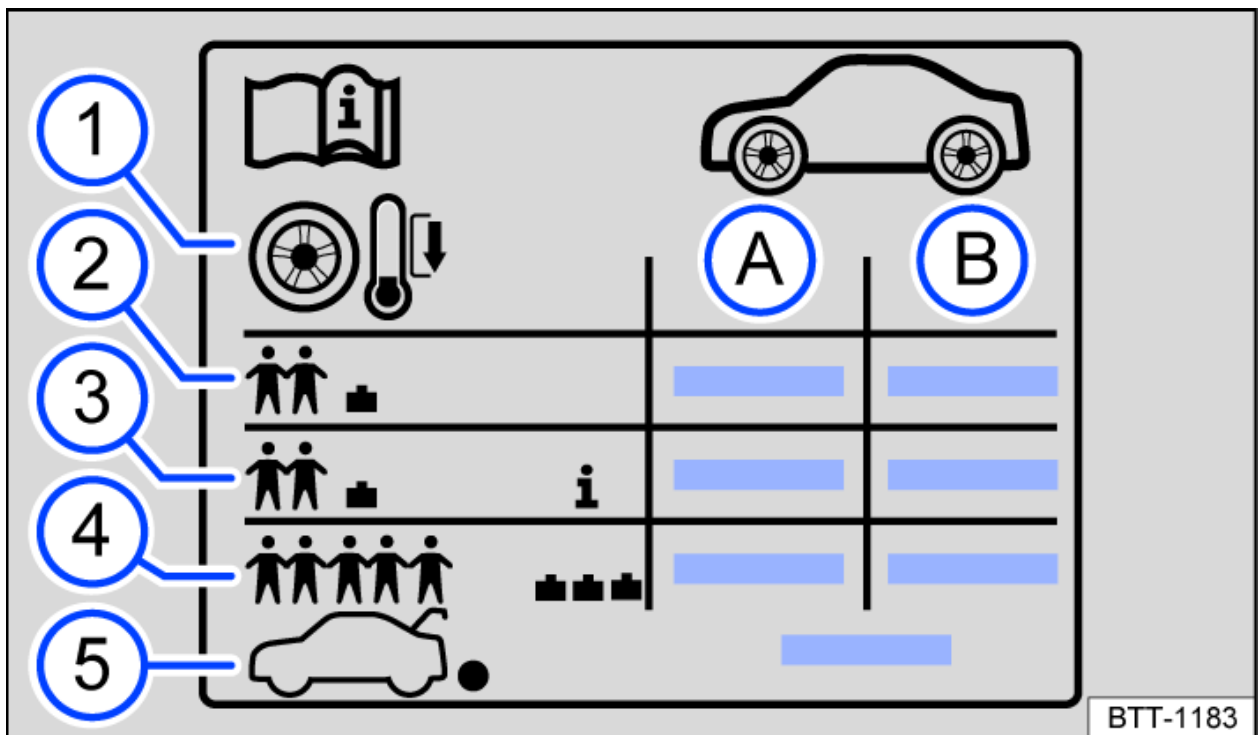


Fig. 1 Symbols on the tire pressure label.

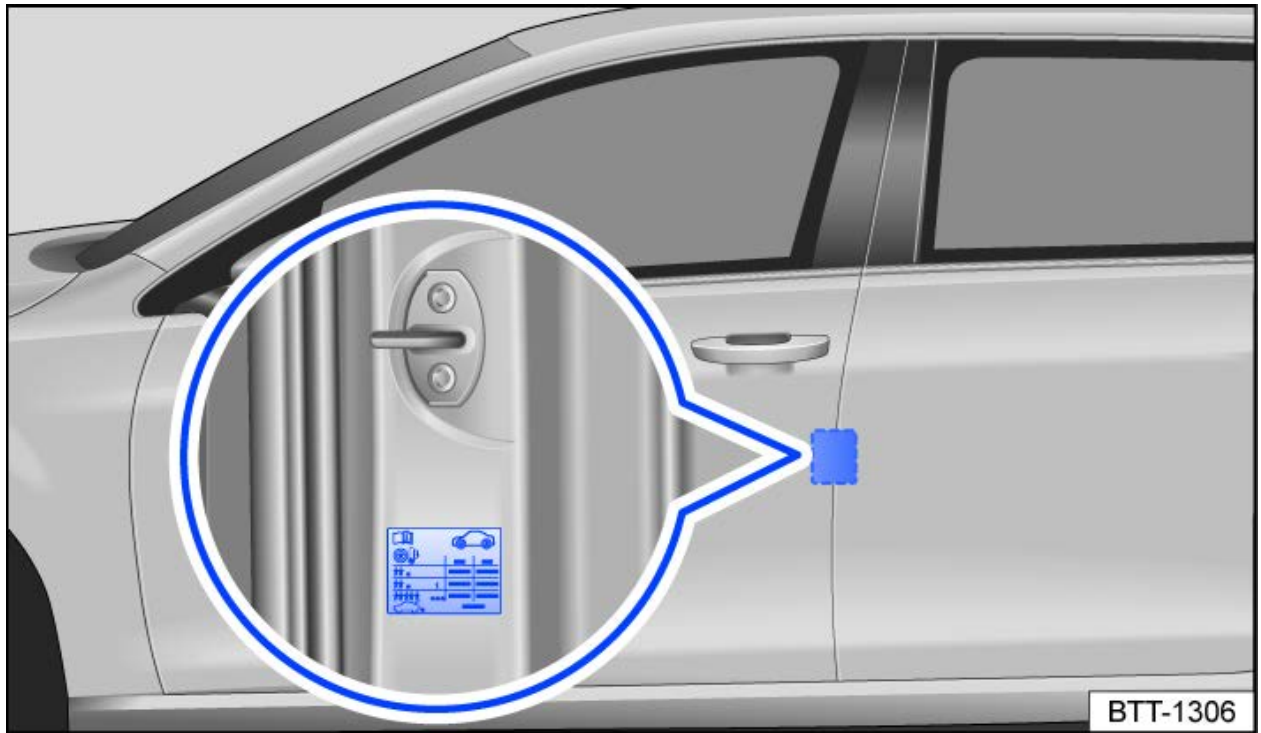


Fig. 2 On the driver door pillar: tire pressure label (may also be on the inside of the fuel filler flap).

Key for → *fig. 1* :

- Ⓐ Tire pressure for the tires on the front axle.
- Ⓑ Tire pressure for the tires on the rear axle
- ① Note: check the tire pressure when the tires are cold
- ② Tire pressure when partially loaded
- ③ *Depending on vehicle equipment:* comfort tire pressure when partially loaded
- ④ Tire pressure when fully loaded
- ⑤ Tire pressure for the spare wheel, collapsible spare wheel or compact spare wheel.

The label specifies the correct tire pressures for approved tires and is either on the driver door pillar → *fig. 2* or on the inside of the fuel filler flap.

The appearance of the label may vary depending on the vehicle. It may include additional tire sizes.

Incorrect tire pressures negatively affect vehicle handling and can cause increased tire wear or even a flat tire → ⚠. Above all, the correct tire pressure is especially important when driving at **high speeds**.

Comfort tire pressure

Depending on the vehicle equipment, the label may include a comfort tire pressure → *fig. 1* ③. The comfort tire pressure allows the driving comfort to be increased. Fuel consumption may increase when driving with the comfort tire pressure.

Checking the tire pressure

- Check the tire pressure at least once a month.
- Check the tire pressure only when tires are cold. The specified tire pressure only applies to a **cold tire**. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.
- Always adjust the tire pressures to the load level → *fig. 1* (4).
- After adjusting tire pressures, always screw the caps on the valves and note the information about the Tire Pressure Monitoring System (TPMS).
- Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

WARNING

Incorrect tire pressures can cause tires to suddenly lose air or go flat while driving. This can cause accidents and fatal injuries.

- If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Excessive speeds and vehicle load can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control.
- An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.
- Check the tire pressures regularly, at least once a month and also before driving long distances.
- All tires must have the correct tire pressure for the vehicle load.
- Never reduce the tire pressure when tires are warm.

NOTICE

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem. If it is, it could damage the tire valve.
- Always make sure all valve caps are fully tightened when driving.

Tire pressures that are too low increase fuel consumption.

Tread depth and wear indicator

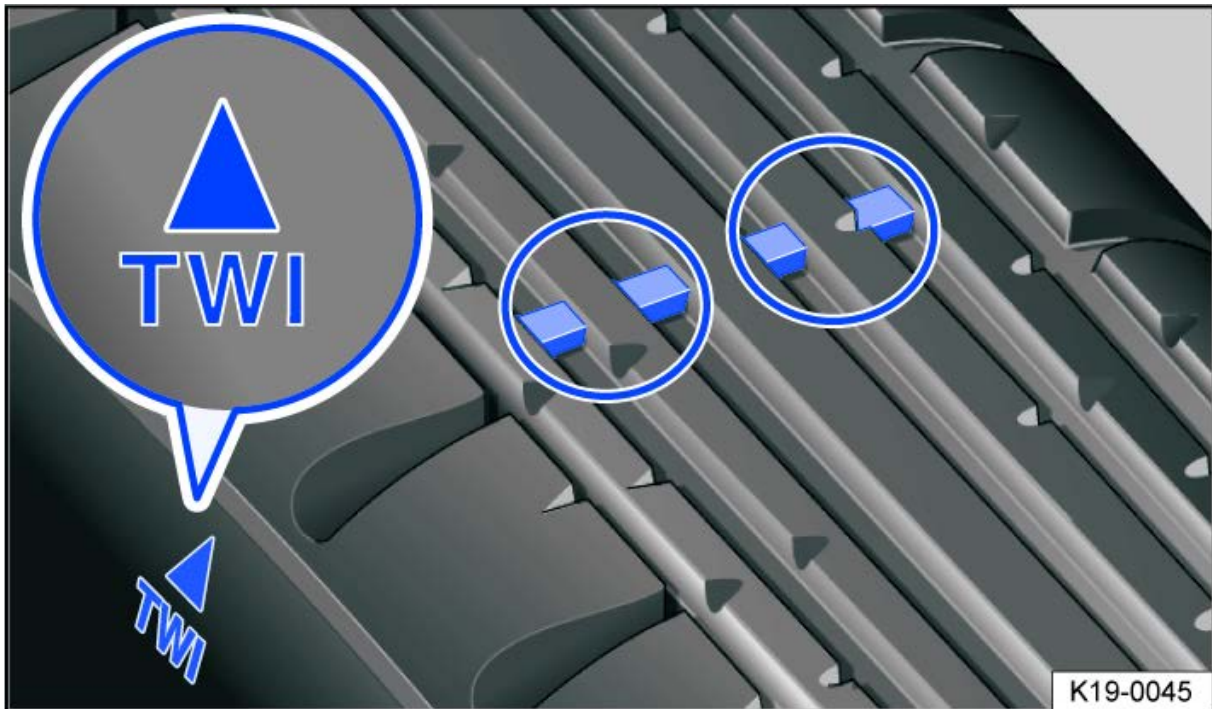


Fig. 1 Tire tread: tread wear indicator.

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm (1/16 in). This is measured in the tread grooves in addition to the tread wear indicators (note the legal requirements applicable in the country of operation). All tires, or at least tires on the same axle, must have an even tread depth → ⚠.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tread wear indicator in tires

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.


The tread wear indicator is 1.6 mm (1/16 in) above the base of the tread → *fig. 1*. Markings on the sides of the tire indicate the location of the tread wear indicator → *fig. 1*.

WARNING

Worn tires are a safety risk and can cause the driver to lose control of the vehicle and lead to serious injuries.

- At the latest, tires must be replaced by new tires if the tires are worn down to the tread wear indicator.
- Worn tires have significantly less grip, especially on wet roads, and the vehicle is more likely to “hydroplane”.
- Worn tires reduce the driver's ability to control the vehicle well in normal and difficult driving situations, and they increase the braking distance as well as the risk of skidding.

Tire damage

Damage to tires and rims can often occur where it is not visible → .

- If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.
- Check the tires and rims for damage.
- Do not continue driving if there is tire damage.
- Replace the damaged wheel (→ *Wheel change, Introduction/general information*). Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- **OR:** seal the damaged tire using the tire mobility set and inflate it with air (→ *Tire mobility set, Introduction/general information*).
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

Objects embedded in tires

- If an object has punctured through to the inside of a tire, leave the object in place. Objects stuck between the tire tread segments can be removed.
- Replace the damaged wheel (→ *Wheel change, Introduction/general information*). Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- **OR:** seal the damaged tire using the tire mobility set and inflate it with air (→ *Tire mobility set, Introduction/general information*).
- Check and adjust the tire pressure.
- Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- *On vehicles with run-flat tires (mobility tires):* leave the object in the tire and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Sealant that has been applied to the inside of the tire running surface will surround the object and seal the tire temporarily.

Tire wear

Tire wear depends on various factors:

- Driving style.
- Wheel balancing.
- Running gear alignment.

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage.

- Reduce your speed immediately and stop when traffic permits.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

Tire labeling and tire types

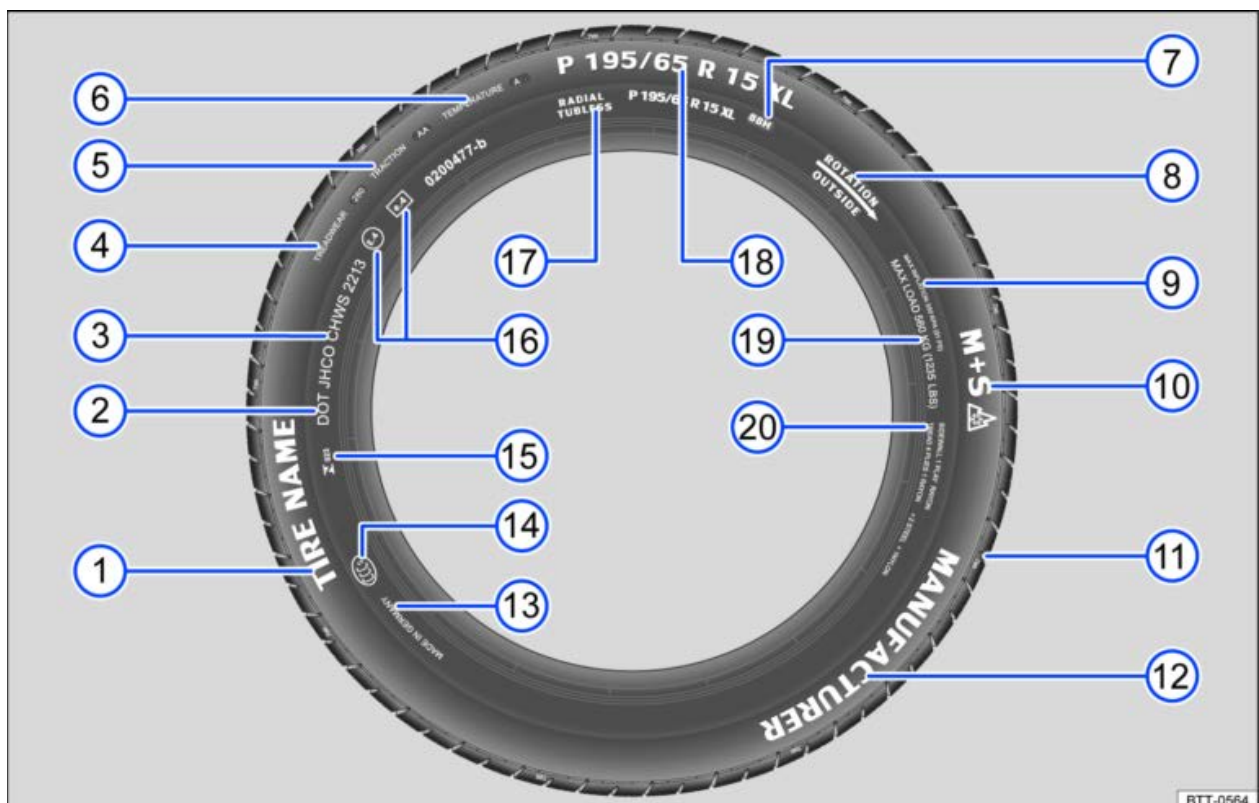


Fig. 1 International tire labeling.




→ *fig. 1* Tire labeling (example), meaning

1	<i>Product name</i>	Individual manufacturer tire designation.
2	DOT	The tire conforms to the legal requirements of the Department of Transportation in the USA, which is responsible for tire safety standards.
3	JHCO CHWS 2213	<p>Tire identification number (TIN)</p> <p>JHCO CHWS 2213</p> <p>Code for the factory that produced the tire and specifications from the tire manufacturer for the tire size and tire characteristics.</p> <p>Production date: 22nd week in the year 2013.</p>
Information for the end consumer about comparative values for specified base tires (standardized test procedures) (<i>→ Consumer information, Description</i>):		
4	TREADWEAR 280	Relative service life expectancy for the tire, based on a US-specific standard test. A tire with the specification 280 will wear 2.8 times more slowly than a standard tire with a tread wear value of 100. The tire performance depends on the usage conditions and may differ significantly from the standard values depending on the driving behavior, maintenance, different road conditions, and climate conditions.
5	TRACTION AA	Wet braking capability of the tire (AA, A, B or C). The wet braking capability is measured under controlled conditions on certified test courses. Tires marked with C have low traction performance. The traction value assigned to tires is based on straight-line traction test and includes neither acceleration and cornering, nor hydroplaning and traction under maximum load.
6	TEMPERATURE A	Temperature stability of the tire at high speeds on the test stand (A, B or C). Tires marked with A and B exceed the legal requirements. The temperature rating is based on the tires being inflated to the correct pressure and not overinflated. Excess speed, incorrect tire pressure, and overinflation either alone or in combination can cause heat to build up and cause tire damage.
7	88 H	Load index <i>→ Tire load</i> and speed rating <i>→ Speed rating</i> .
8	Rotation and arrow	Tire running direction code <i>→ Unidirectional tires</i> .
	OR: Outside	Code on the outside of the tire <i>→ Asymmetrical tires</i> .
9		US limit for the maximum inflation pressure.

MAX INFLATION

350 KPA

(51 psi/3,51 bar)

10	M+S or M/S or 	Code for tires that can be used in the winter (mud and snow tires) (→ Winter tires, Limits/system limits). Studded tires are marked with an <i>E</i> after the <i>S</i> .
11	TWI	Indicates the location of the tread wear indicator (→ <i>Tread depth and wear indicator, Introduction/general information</i>).
12	Brand name, logo	Manufacturer.
13	Made in Germany	Manufacturer's country.
14		Country-specific code for China (China Compulsory Certification).
15	 023	Country-specific code for Brazil.
16	E4 e4 0200477-b	Identification according to international regulations with the number of the country that issued the approval. Approved tires in accordance with ECE regulations are marked with an <i>E</i> . Tires in accordance with EU regulations are marked with an <i>e</i> . The multi-digit approval number follows that.
17	RADIAL TUBELESS	Tubeless radial tires.
		Size designation:
		P Code for passenger vehicles.
		195 Tire width from one sidewall to the other in mm.
18	P 195 / 65 R 15 XL	65 Height and width ratio in %.
		R Belt construction code for radial.
		15 Rim diameter in inches.
		XL Reinforced tires ("Extra Load").
19	MAX LOAD 615 KG (1235 LBS)	US load capacity for the maximum load per tire.
	SIDEWALL 1 PLY	Specification for the components of the tire body.
	RAYON	1 layer rayon.
20	TREAD 4 PLIES	Specification for the components of the running surface.
	1 RAYON + 2 STEEL + 1 NYLON	In the example, there are the following 4 layers under the running surface: 1 rayon layer, 2 steel belts, and 1 nylon layer.

The labeling is on both sides of the tire. In some cases, certain codes may only be on one side of the tire, such as the tire ID number and the production date.

Other digits that may be present are part of the internal labeling from the tire manufacturer or country-specific labeling.

Low-profile tires

Compared to other tire-rim combinations, low-profile tires offer a wider tread surface and a larger rim diameter with shorter tire sidewalls (*→ Handling wheels and tires, Introduction/general information*). Low-profile tires improve handling performance and precision. However, they may reduce the level of comfort when driving on roads in poor condition.

Unidirectional tires

The sidewalls on unidirectional tires are marked with arrows. The specified running direction must be followed. This ensures the optimum running characteristics.

If a tire is mounted opposite from the specified running direction, drive more carefully because the tire is not being used the way it was designed to be used. The tire must be replaced or mounted in the correct running direction as soon as possible.

Asymmetrical tires

Asymmetrical tires factor in the behavior of the inner and outer areas of the tread pattern. The sidewalls on asymmetrical tires are marked as the inner and outer side. Maintain the correct position of the tire on the rim.

Tire load

The tire load index indicates the maximum load of an individual tires in kilograms.

Some examples:

78	425 kg
81	462 kg
83	487 kg
85	515 kg
87	545 kg
88	560 kg
91	615 kg
92	630 kg
93	650 kg
95	690 kg
97	730 kg

99	775 kg
100	800 kg
101	825 kg
102	850 kg
103	875 kg
104	900 kg

Speed rating

The speed rating indicates the maximum speed that may be driven with the tire.

P	max. 93 mph (150 km/h)
Q	max. 99 mph (160 km/h)
R	max. 106 mph (170 km/h)
S	max. 112 mph (180 km/h)
T	max. 118 mph (190 km/h)
U	max. 125 mph (200 km/h)
H	max. 130 mph (210 km/h)
V	max. 149 mph (240 km/h)
W	max. 168 mph (270 km/h)
Y	max. 186 mph (300 km/h)
Z	above 149 mph (240 km/h)

Some tire manufacturers use the letter combination "ZR" for tires with a maximum permissible speed above 149 mph (240 km/h).

Tire load and speed range

Vehicles within the EU and EU member states receive a Certificate of Conformity (COC). The COC contains specifications about the size and diameter as well as load capability and speed range of the tires approved by Volkswagen for the applicable vehicle model.

The model plate will indicate if the vehicle has a COC (→ *Technical data, Description*).

—If the model plate contains a line labeled "Authorization", then the vehicle has a COC.


—If there is no model plate or the “Authorization” line is not included, then the vehicle does not have a COC.

Winter tires

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +45 °F (+7 °C) or in winter road conditions.

The effectiveness of winter or all-season tires is greatly reduced when the **tire tread** is worn down to a depth of 3/16 in (4 mm).

The following applies when using winter tires:

- Follow all applicable laws in the country of operation.
- Use winter tires on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the tire sizes permitted for the vehicle.
- Only use winter tires that have the same belt construction, size, and tread pattern.
- Follow the speed restriction based on the speed rating → .

Speed restriction

Winter tires have a speed restriction based on their speed rating (→ *Tire labeling and tire classifications, Standards/directives*).

A speed warning can be set in the **Vehicle settings** menu in the Infotainment System under the **Tires** menu.

On **V winter tires**, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure.

All wheel drive (4MOTION)

With all wheel drive, the vehicle has good forward motion with standard tires in winter conditions. However, Volkswagen recommends using winter or all season tires on *all* four wheels in the winter, because this will also improve the *braking performance*.

Note the information about **snow chains** (→ *Snow chains, Requirements*).

WARNING

Do not be tempted into taking safety risks due to the improved vehicle handling that the winter tires provide in winter conditions.

Exceeding the speed limit for the winter tires may lead to sudden tire failure and loss of vehicle control.

- Never ignore the speed limit for the winter tires fitted to your vehicle, even if the permissible maximum speed for the vehicle is higher.
- Never exceed the maximum load for the winter tires fitted to your vehicle.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.

When temperatures are above +45 °F (+7 °C), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.



On vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after switching from summer tires to winter tires or vice versa (→ *Tire Pressure Monitoring System, Function*).



You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes.

Snow chains

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may **only be mounted on the front wheels** and **only on the following tire/rim combinations:**

Tire size	Rim
195/65 R 15	6 J x 15 ET 43
205/55 R 16	6 1/2 J x 16 offset 46
205/50 R 17	6 1/2 J x 17 offset 46

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes.

If possible, use fine-mesh snow chains that include a chain lock no larger than 9 mm.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains (→ *Snow chains, Requirements*). However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using snow chains on the compact spare tire or collapsible spare tire

Using snow chains on the compact spare tire or collapsible spare tire is not permitted for technical reasons (→ *Spare wheel and compact spare wheel, Description*).

—If a front tire is flat, mount the compact spare tire or collapsible spare tire on the rear axle.

—Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than permitted when snow chains are mounted.

NOTICE

- Remove snow chains when driving on roads without snow. Otherwise, snow chains can impair handling and damage the tires, and the chains will quickly be destroyed.
- Snow chains that come into contact with the rim directly can scratch or damage the rim. Volkswagen recommends using snow chains with integrated rim protection.



On vehicles with a tire pressure monitoring indicator, the system must be reprogrammed after snow chains are mounted (→ *Tire Pressure Monitoring System, Function*).

Wheel covers

Hubcap



Fig. 1 Remove the wheel center trim.

The wheel center trim is for protecting the wheel bolts and must be reattached after a wheel change.

- *Removing:* take the wire bracket out of the vehicle tool kit (→ *Vehicle tool kit, Overview*) and insert in a hole (aluminum alloy wheel) or engage on the edge (steel rim) of the trim .
- Remove the trim in the direction of the arrow.
- *Installing:* press the wheel center trim against the rim until it locks into place.



Fig. 2 Twist off the hubcap.

- *Removal:* Turn the hubcap to the left or right until it releases from the rim.
- Grasp behind a lug and pull off the hubcap.
- *Fitting:* Place the hubcap in the center of the rim.
- Press the hubcap against the rim until you hear it lock into place.

⚠ WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged wheel covers.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

Full wheel covers

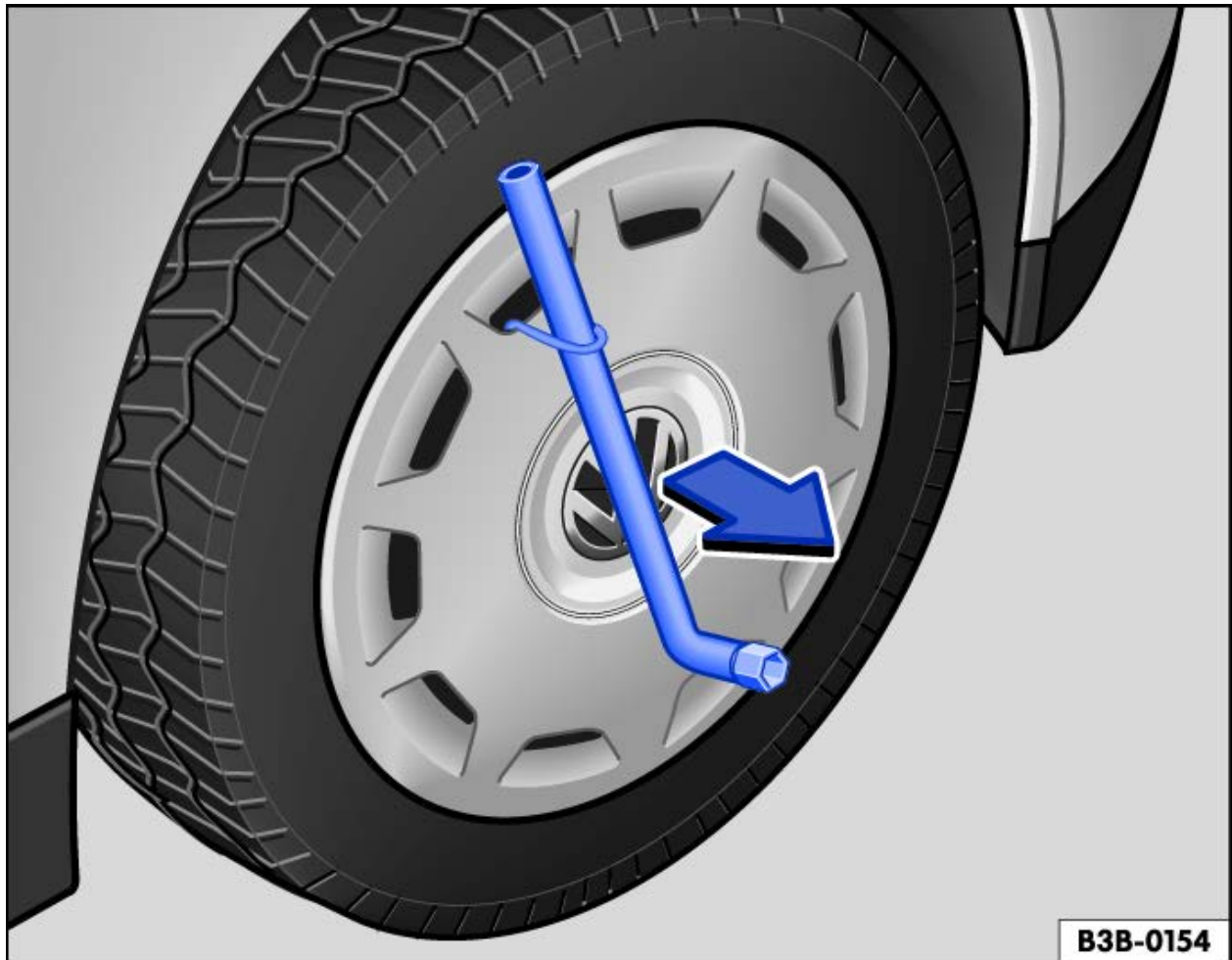


Fig. 1 Remove the full wheel cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

Removing the full wheel cover

- Removing: take the wire bracket out of the vehicle tool kit (→ *Vehicle tool kit, Overview*).
- Engage the wire bracket in one of the openings on the full wheel cover.
- Slide the lug wrench through the wire bracket → *fig. 1* and pull the full wheel cover in the direction of the arrow.

Installing the full wheel cover

- Make sure the anti-theft wheel bolts are positioned correctly (→ *Wheel bolts, Installation*).
- Press the full wheel cover onto the rim so that the opening for the valve aligns with the tire valve. Make sure that the entire outer edge of the cover is secured.

WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged wheel covers.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

NOTICE

The wheel cover may be screwed tightly and must not be removed with force.

Wheel bolt caps





Fig. 1 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

Removing and attaching caps

- *Removing:* take the wire bracket out of the vehicle tool kit (→ *Vehicle tool kit, Overview*).
- Insert the wire bracket through the opening in the cap → *fig. 1* and remove in the direction of the arrow.
- *Attaching:* mount the cap all the way on the wheel bolts.

The **anti-theft wheel bolt** has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

Wheel change

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle jack supplied by the factory is only designed for changing one wheel that has a damaged tire and must be replaced. If both tires on one side of the vehicle, both tires on one axle, or all tires are damaged, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

WARNING

Changing a wheel can be dangerous, especially when done on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle a safe distance away from moving traffic to change the wheel.
- All passengers, especially children, must keep a safe distance and be outside of the work area when changing a wheel.
- Switch on the emergency flashers to warn other road users.
- Make sure the vehicle is on level and solid ground. If necessary, place a large, stable surface under the vehicle jack.
- Only change the wheel yourself if you are familiar with the necessary steps. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Only use suitable and undamaged tools for wheel changes.
- Always switch off the engine and move the selector lever to position **P** to reduce the risk of the vehicle moving unintentionally.
 - With a manual transmission, always switch off the engine and leave the vehicle in gear, to reduce the risk of the vehicle moving unintentionally.
- Always switch on the electronic parking brake, to reduce the risk of the vehicle moving unintentionally.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- In vehicles with a Tire Pressure Monitoring System, the system must be recalibrated immediately after a wheel is changed (*→ Tire Pressure Monitoring System, Function*).

Preparing to change a wheel

Checklist

Always perform the following steps in the specified order to prepare for a wheel change → :

- . If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
- . Set the electronic parking brake.
- . DSG® automated transmission: move the selector lever into the **P** position.
- . Stop the engine and remove the vehicle key from the ignition lock.
- . Manual transmission: engage a gear.
- . Have all passengers exit the vehicle on the side facing away from traffic and move to a safe area.
- . Turn on the emergency flashers and set up the warning triangle (*→ In case of an emergency, General safety*). Follow any applicable laws.
- . Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.

- If you are towing a trailer: disconnect the trailer from the vehicle and park it (→ *Trailer towing, Introduction/general information*).
- If the luggage compartment is full: remove the contents from the luggage compartment.
- Where applicable, remove the subwoofer (→ *Subwoofer, Installation*).
- Remove the spare tire or compact spare tire and vehicle tool kit from the luggage compartment.
- Remove the wheel covers (→ *Wheel trim, Description*).

⚠ WARNING

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.

- Always follow the instructions in the checklist as well as the general safety precautions.

Wheel bolts

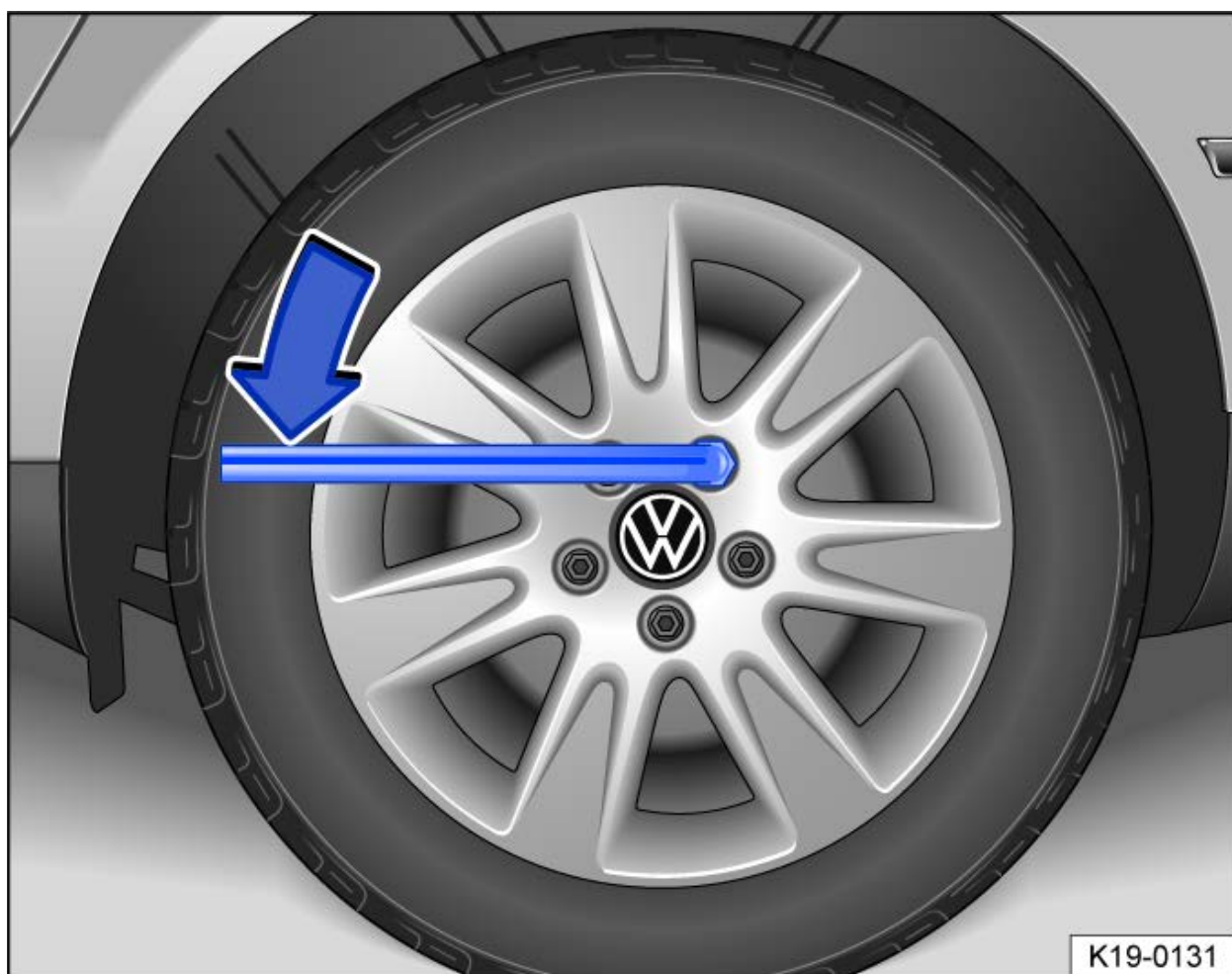


Fig. 1 Changing a tire: loosening the wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

Loosening wheel bolts

- Slide the lug wrench all the way onto the wheel bolt.
- Hold the end of the lug wrench and turn the wheel bolt about *one* turn counter-clockwise →
⚠.

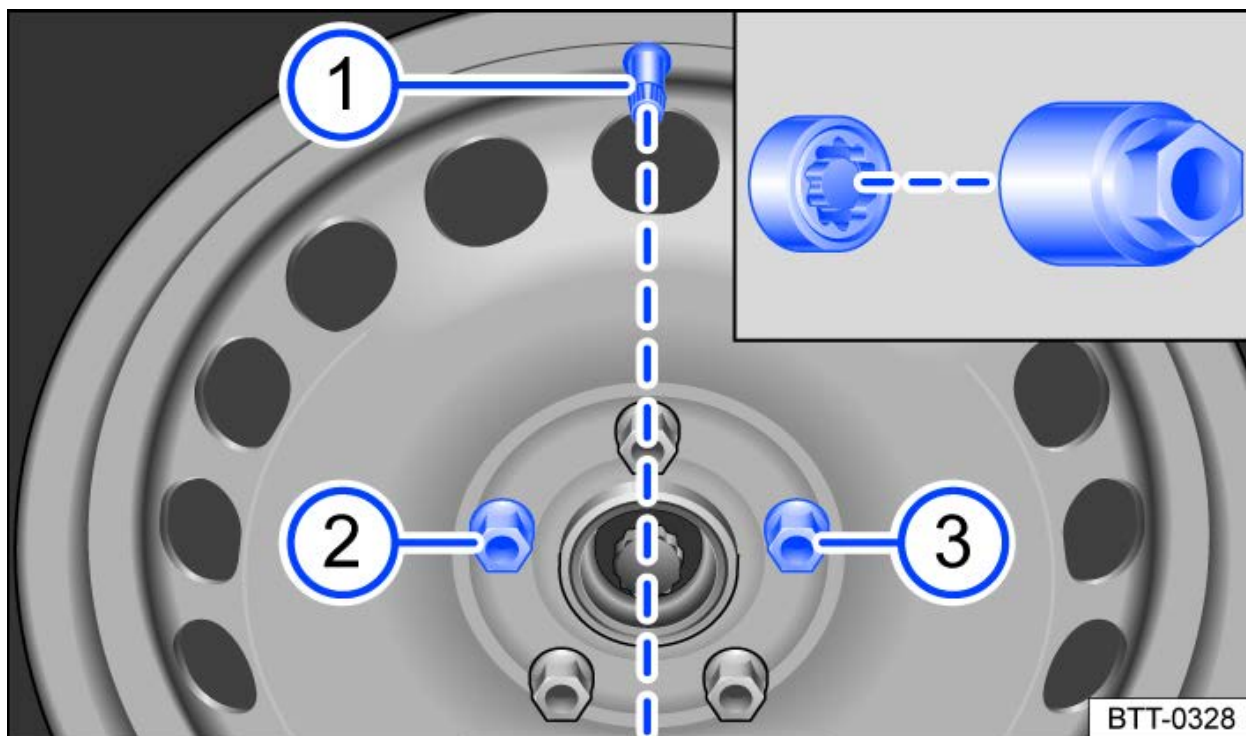


Fig. 2 Changing a tire: tire valve (1) and locations of the anti-theft wheel bolt (2) or (3).

Loosening anti-theft wheel bolts

- Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
- Slide the adapter all the way into the anti-theft wheel bolt.
- Slide the lug wrench all the way onto the adapter.
- Hold the end of the lug wrench and turn the wheel bolt about *one* turn counter-clockwise →
⚠.

Installing anti-theft wheel bolts (full wheel covers)

On wheels with full wheel covers, the anti-theft wheel bolt must be installed in position → *fig. 2* (2) or (3), based on the position of the tire valve (1). Otherwise, it will not be possible to install the full wheel cover.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

- **140 Nm.**

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned **before checking** the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

WARNING

Wheel bolts that are tightened incorrectly can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- The wheel bolts and threads in the wheel hub must be clean, easy to move, and free of oil and grease.
- Only use the lug wrench that was placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Never loosen the bolts on rims with a bolted rim ring.
- If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and rims could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads. Check the tightening torque regularly using a torque wrench.

WARNING

Incorrect wheel bolts can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- Only use wheel bolts that are intended to be used with the rim.
- Never use different wheel bolts.
- In vehicles with two-piece wheel bolts: only use two-piece wheel bolts.

Subwoofer

The subwoofer must be removed before the spare wheel can be removed.

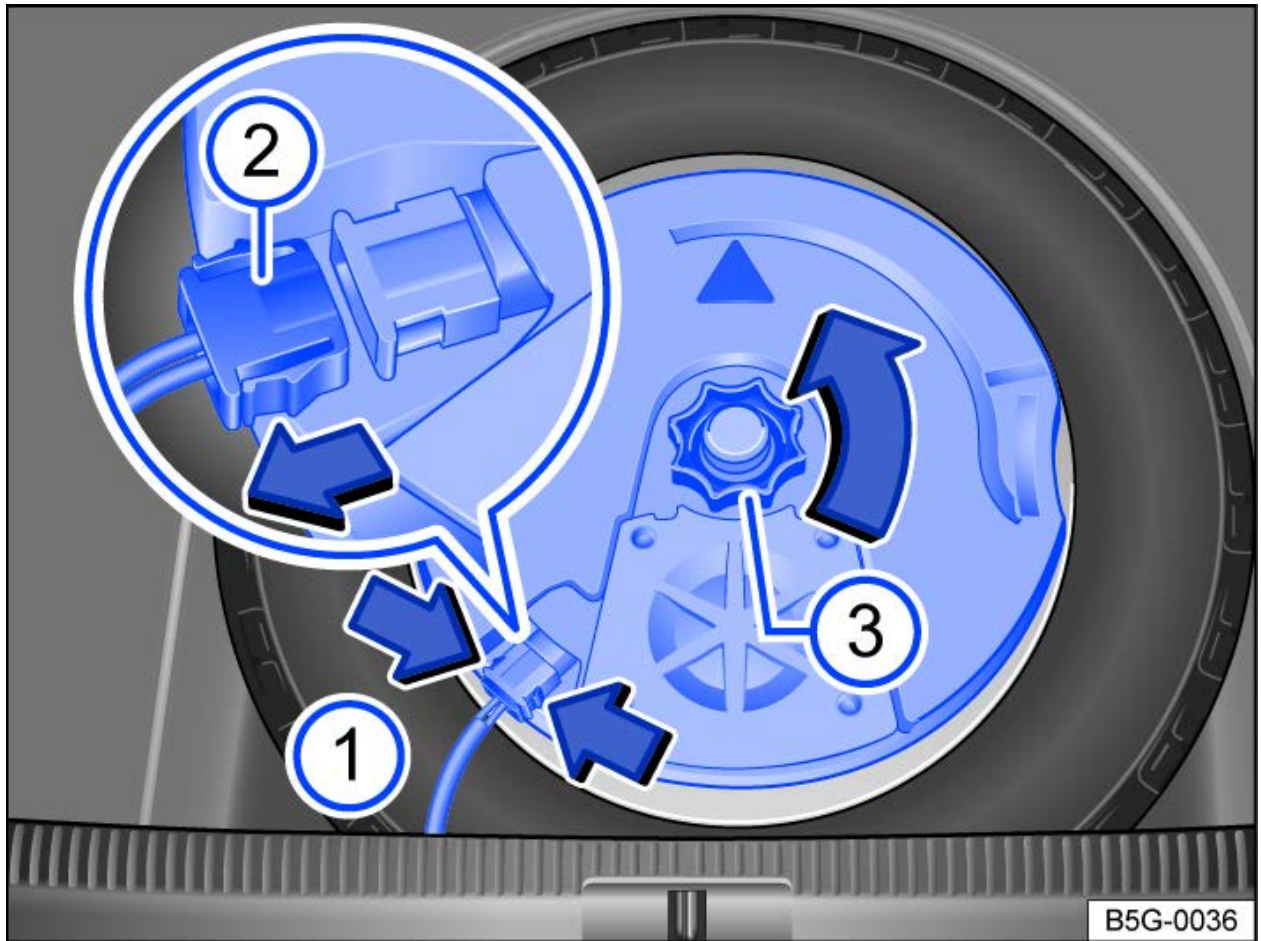


Fig. 1 In the luggage compartment: removing the subwoofer (version 1).

Removing the subwoofer (version 1)

- Lift the detachable luggage compartment floor until it can be held by the side retainers.
- To release the connector, press the → *fig. 1* (2) tabs together → *fig. 1* (arrows (1)).
- Remove the connector → *fig. 1* (2) in the direction of the arrow and set the removed electrical wire to the side.
- Remove the handwheel → *fig. 1* (3) in the direction of the arrow.
- Lift the subwoofer out carefully.

Installing the subwoofer (version 1)

- Place the subwoofer carefully in the rim well. The point of the "FRONT" arrow symbol on the subwoofer must face forward.
- Insert the connector → *fig. 1* (2) until it locks into place.
- Turn the handwheel → *fig. 1* (3) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- Place the detachable luggage compartment floor on the floor cover.

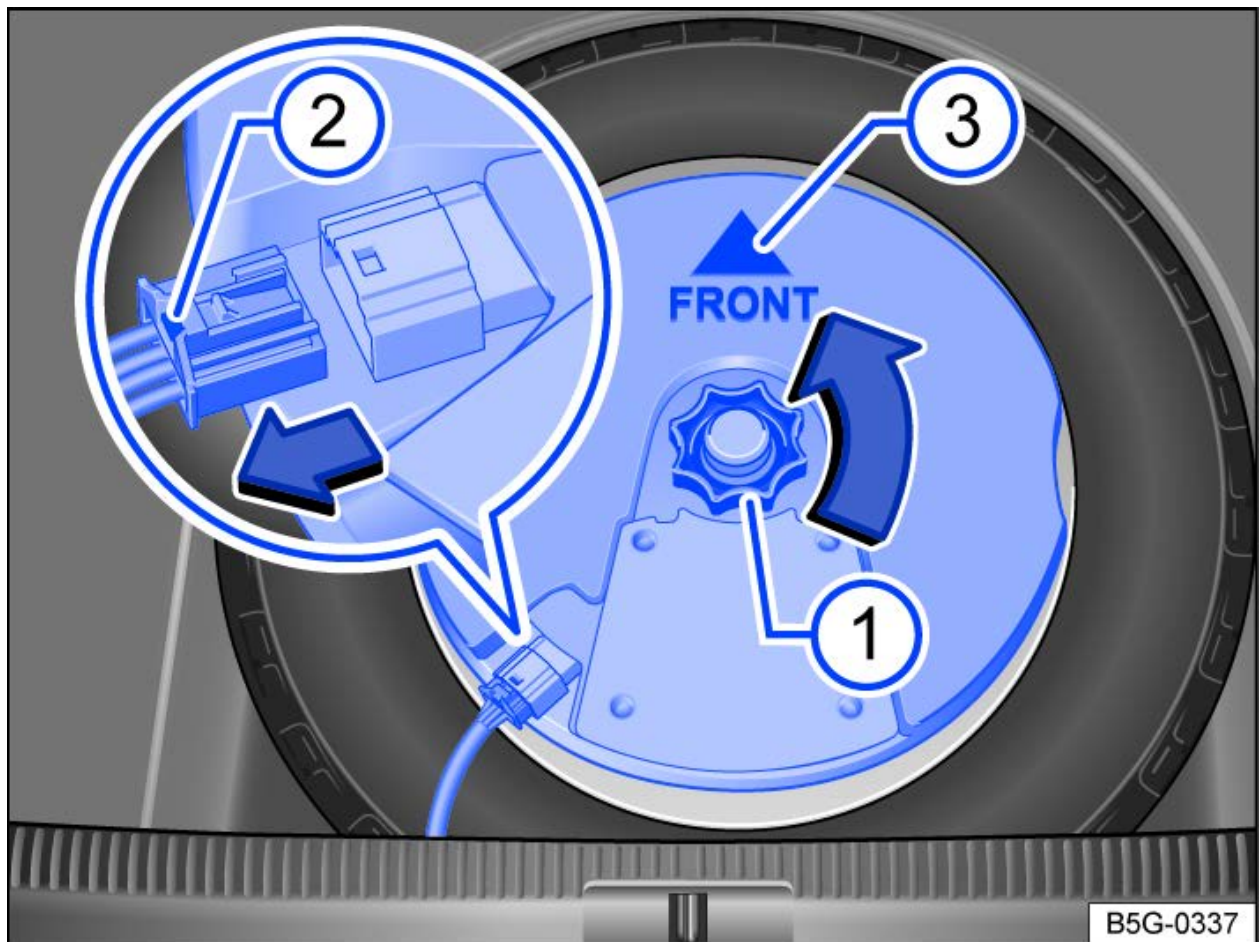


Fig. 2 In the luggage compartment: removing the subwoofer (version 2).

Removing the subwoofer (version 2)

- Lift the detachable luggage compartment floor until it can be held by the side retainers.
- Remove the handwheel → *fig. 2* (1) in the direction of the arrow.
- To release the connector, press the locking mechanism on the end of the connector → *fig. 2* (2).
- Remove the connector in the direction of the arrow and set the removed wire to the side.
- Lift the subwoofer out carefully.

Installing the subwoofer (version 2)

- Place the subwoofer carefully in the rim well. The point of the "FRONT" → *fig. 2* (3) arrow symbol on the subwoofer must face forward.
- Insert the connector until you hear the locking mechanism → *fig. 2* (2) lock into place.
- Turn the handwheel → *fig. 2* (1) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- Place the detachable luggage compartment floor on the floor cover.

Spare wheel or compact spare wheel

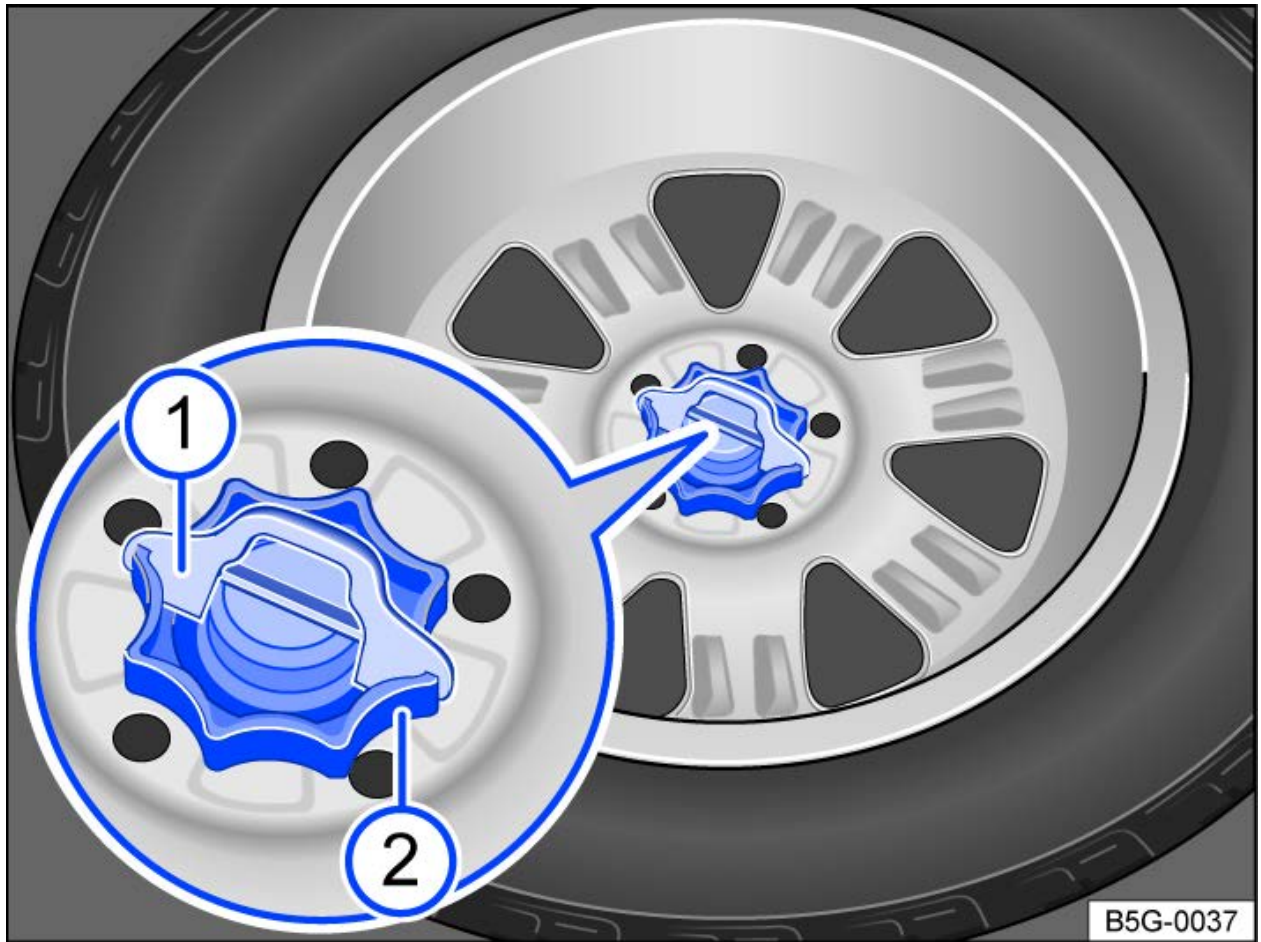


Fig. 1 In the luggage compartment: handle to secure the compact spare wheel.

Removing the spare wheel, collapsible spare wheel or compact spare wheel


- Open the trunk lid.
- Lift up or remove the luggage compartment floor (→ Luggage compartment floor, Description).
- If necessary, lift up and remove the carpet.
- Remove the vehicle tool kit with the container.
- If necessary, remove the subwoofer (→ Installation, Subwoofer).
- Remove the locking wedge → *fig. 1* ① upward.
- Turn the handle in the center of the spare wheel → *fig. 1* ② all the way counterclockwise.
- Remove the spare wheel, collapsible spare wheel, or compact spare wheel.

Stowing the removed tire

- Open the trunk lid.
- Lift up or remove the luggage compartment floor (→ Luggage compartment floor, Description).
- If necessary, lift up and remove the carpet.

- Position the removed tire with the rim downward in the spare wheel well so that the center hole of the rim rests exactly over the hole or the threaded pin.
- Turn the handle on the threaded pin clockwise until the removed wheel is securely fastened.
- Position the locking wedge → *fig. 1* (1) in the slot on the threaded pin so that the handwheel cannot turn.
- Place the vehicle tool kit back in the container and stow it in the luggage compartment.
- If necessary, place the carpet in the luggage compartment.
- Reinsert the luggage compartment floor (→ Luggage compartment floor, Description).
- Close the trunk lid.

If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of time → .

Note the driver information:

- Do not drive faster than 50 mph (80 km/h).
- Avoid hard acceleration, heavy braking, and fast cornering.
- Do not use snow chains on the compact spare wheel (→ *Snow chains, Requirements*).
- After installing the spare wheel or compact spare wheel, check the tire pressure as soon as possible (→ *Tire pressure, Introduction/general information*).

WARNING

Incorrect handling of the spare wheel or compact spare wheel can result in loss of vehicle control, collisions, or other accidents, and serious injuries.

- Never use the spare wheel or compact spare wheel if it is damaged or if it is worn down to the tread wear indicator.
- Some vehicles may be equipped with a compact spare wheel instead of a spare wheel. The compact spare wheel can be identified by a label stating "80 km/h" or "50 mph". This label indicates the permitted maximum speed at which the tire may be driven. The sticker must not be covered while the tire is in use.
- Never drive faster than 50 mph (80 km/h). Avoid hard acceleration, hard braking, and driving fast around curves.
- Never drive more than 125 miles (200 km) with a compact spare wheel if it is mounted on the drive axle.
- Replace the compact spare wheel as soon as possible with a regular tire. The spare wheel is only intended for short-term use.
- The compact spare wheel must always be secured with the wheel bolts supplied by the factory.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the compact spare wheel, the tire pressure must be checked as soon as possible (→ *Tire pressure, Introduction/general information*).
- Snow chains must not be used on the compact spare wheel.
- Never mount a compact spare wheel on the rear axle when towing a trailer (→ *Trailer towing, Description*).

Raising the vehicle with the vehicle jack

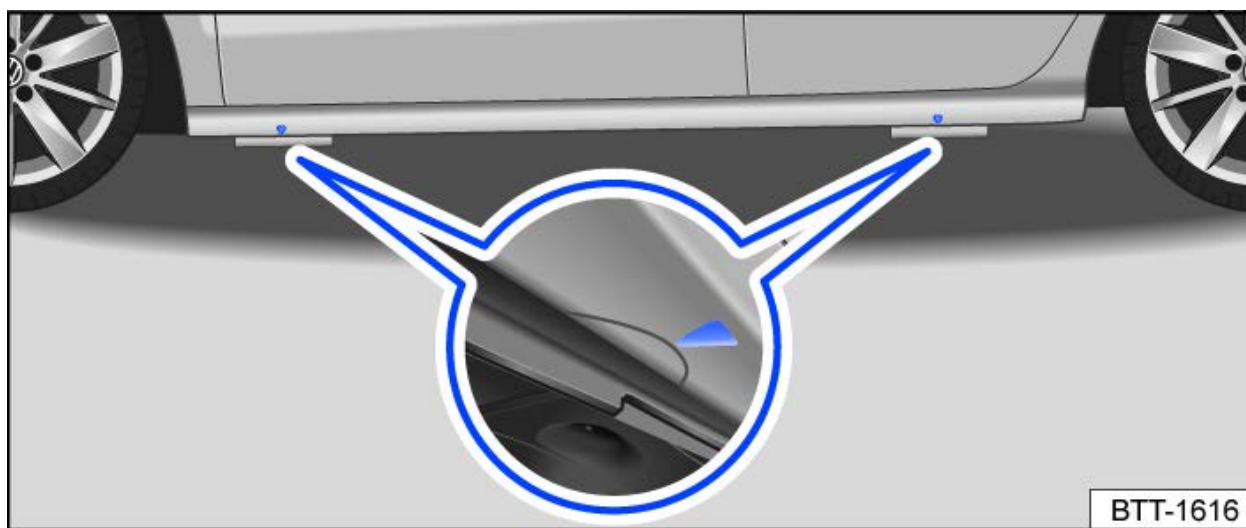


Fig. 1 Mounting points for the vehicle jack.

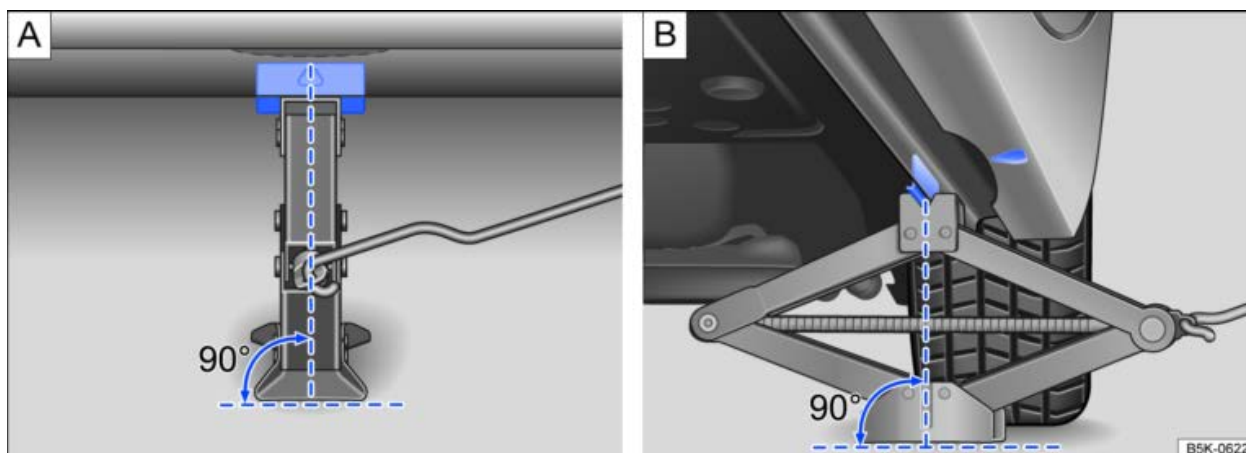


Fig. 2 Jack is positioned on the left side of the vehicle at the rear.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body → *fig. 1*. The lift point that is nearest the affected tire should be used.

Checklist

For your own safety, follow the points below in the order they are given → ⚠ :

- Select an area where the ground is level and firm for raising the vehicle.
- Stop the engine. With a manual transmission, put the vehicle into any gear, or with the DSG[®] automated transmission move the selector lever into the **P** position and switch on the electronic parking brake.
- Block the tire that is diagonal from the one you will be changing with chocks or other suitable objects.
- In trailer mode (→ *Trailer towing, Introduction/general information*): Disconnect the trailer from the towing vehicle and park it.
- Loosen the wheel bolts (→ *Wheel bolts, Installation*).

- Find the vehicle lift point → *fig. 1* under the vehicle that is closest to the wheel you will be changing.
- Position the hand crank in the mount on the vehicle jack (depending on vehicle equipment).
- Crank the jack upward so that it is still positioned under the vehicle lift point.
- Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located perpendicularly and directly below the jacking point → *fig. 2* **A** and **B**.
- Straighten out the vehicle jack and continue raising the bracket on the top of the jack until the bracket is positioned on the brace under the vehicle → *fig. 2*.
- Continue raising the vehicle jack until the wheel is lifted off the ground.

WARNING

Using the vehicle jack incorrectly can result in the vehicle slipping from the jack and causing serious injuries. To reduce the risk of injuries, observe the following:

- Only use vehicle jacks that are approved by Volkswagen. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the vehicle jack from slipping.
- Only place the vehicle jack at the locations described. The bracket of the jack must firmly grip the vehicle lift point below the vehicle → *fig. 2*.
- Never place any part of your body such as your arm or leg under the vehicle when it is supported by the vehicle jack.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands.
- Never raise the vehicle while the engine is running or while the vehicle is on ground that is tilted to the side or sloping.
- Never start the engine while the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.

WARNING

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.

- Always follow the instructions in the checklist as well as the general safety precautions.

Changing a wheel



Fig. 1 Wheel change: removing wheel bolts with the screwdriver handle.

Removing a wheel

- Follow the checklist (→ *Wheel change, Requirements*).
- Loosen the wheel bolts (→ *Wheel bolts, Installation*).
- Raise the vehicle (→ *Lifting with a vehicle jack, Operation*).
- Remove loose wheel bolts completely using the lug wrench → *fig. 1* and place the bolts on a clean surface.
- Remove the wheel.

Installing a spare wheel or compact spare wheel

- Note the running direction of the tire (→ *Tire labeling and tire classifications, Standards/directives*).
- Position the wheel.
- Install the anti-theft wheel bolt clockwise using the adapter in the correct position (→ *Wheel bolts, Installation*) and *lightly* tighten.
- Install all other bolts clockwise and *lightly* tighten.
- Lower the vehicle with the vehicle jack.
- Tighten all wheel bolts securely clockwise using the lug wrench → ⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.

—Mount the caps, center wheel covers, or full wheel covers (→ Wheel trim, Description).

After a wheel change

- Clean the vehicle tool kit and place it back in the foam piece in the trunk.
- Stow the old wheel securely in the trunk.
- Always check the wheel bolt tightening torque (→ *Wheel bolts, Installation*).
- Always have the damaged wheel replaced as soon as possible.

WARNING

An incorrect tightening torque or incorrectly treated wheel bolts can cause the driver to lose control of the vehicle and cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free of oil and grease. The wheel bolts must be easy to move and tightened to the tightening specification.



The Tire Pressure Monitoring System (TPMS) indicator light may indicate a malfunction after a wheel is changed (→ *Tire Pressure Monitoring System, FAQ*) (→ *Tire Pressure Monitoring System, Function*).

Tire mobility set

Introduction

The tire mobility set can be used to temporarily, reliably seal damage to the tires which was caused by foreign objects or punctures up to a diameter of around **4 mm**. **The foreign object, such as a screw or nail, should not be removed from the tire!**

After the sealant has filled the tire, check and adjust the tire pressure again after a drive of approximately 10 minutes.

If more than one vehicle tire is damaged, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The tire mobility set is only designed to fill one tire.

Only use the tire mobility set when the vehicle is safely parked and you are confident of the necessary skills and safety precautions! Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Do not use the tire sealant:

- When the wheel rim is damaged.
- In outside temperatures of below -20 °C (-4 °F).
- When cuts or punctures to the tire are larger than 4 mm.
- If you have driven with a very low tire pressure or an empty tire.
- If the tire filler bottle is past its use-by date.
- If a foreign body has been removed from the tire.

—In combination with an AirStop® tire. You can tell if your vehicle is equipped with AirStop® tires by the lettering “Seal” on the outside of the tire.

WARNING

The use of tire mobility sets can be dangerous, especially when repairing tires on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle at a safe distance from moving traffic to fill the tires.
- Make sure the vehicle is on level and solid ground.
- All passengers, especially children, must keep a safe distance and be clear of the work area.
- Switch on the emergency flashers to warn other road users.
- Only use the tire mobility set yourself if you are familiar with the necessary steps. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- The tire mobility set is only suitable for emergencies in order to reach the next garage.
- A tire which has been repaired with the tire mobility set should be replaced immediately.
- Sealant is harmful and must be removed immediately if it comes into contact with your skin.
- Store the tire mobility set out of the reach of children.
- Never use a jack, even if the jack is approved for the vehicle.
- Always stop the engine, set the electronic parking brake, and put the selector lever in the **P** position, or with manual transmissions, engage a gear that will reduce the risk of the vehicle moving unintentionally.

Tire mobility set components

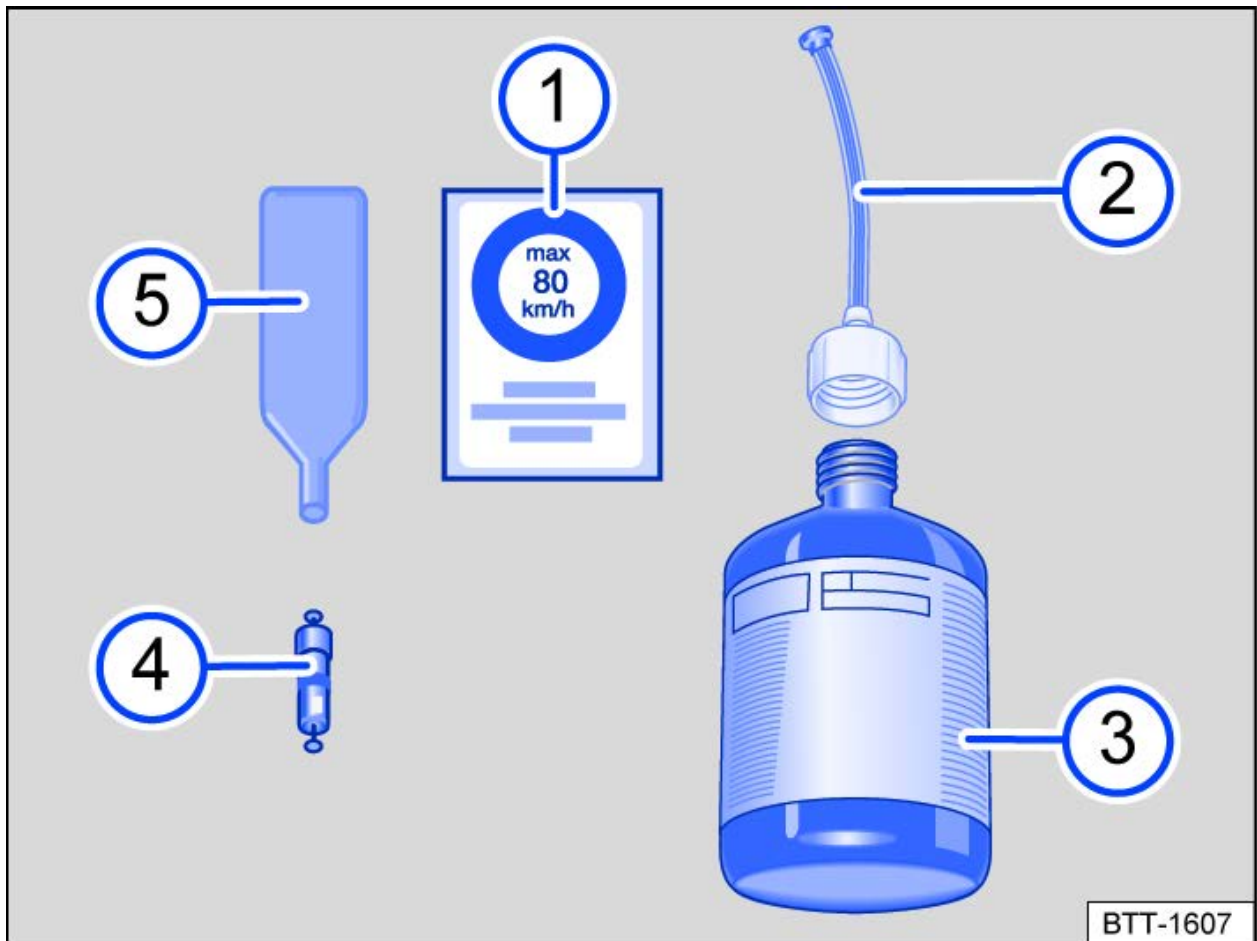


Fig. 1 General example: components of the tire mobility set.

The tire mobility set consists of the following components → *fig. 1* :

- ① Label with the speed specification "max. 80 km/h" or "max. 50 mph"
- ② Filler hose with plug
- ③ Tire filler bottle
- ④ Replacement valve insert
- ⑤ Valve insert tool

The **valve insert tool** → *fig. 1* ⑤ has a slot on the bottom end where the valve insert will fit. Only in this way can the valve insert be removed from the tire valve and reinstalled. This also applies to the replacement valve insert ④.

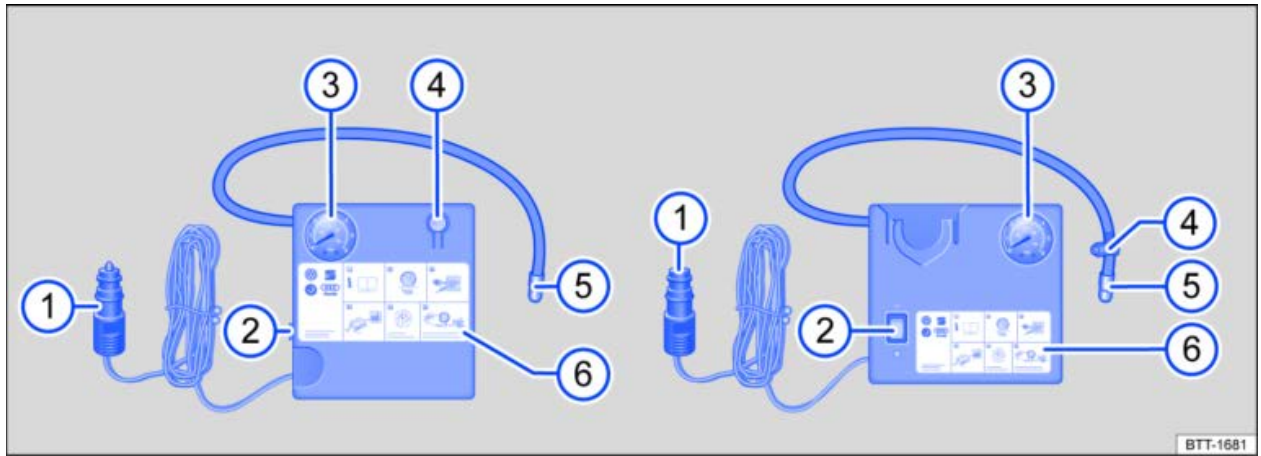


Fig. 2 General example: compressor in the tire mobility set.

The tire mobility set compressor consists of the following components → *fig. 2*:

- ① 12 V cable connector
- ② ON and OFF switch
- ③ Tire pressure gauge
- ④ Air drain plug
- ⑤ Tire filler hose
- ⑥ Air compressor

The tire mobility set is located in the luggage compartment under the luggage compartment floor.

i The air compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the air compressor label exceeds the maximum power draw of the socket.

Preparations

Checklist

Always carry out the following tasks in the specified order → ⚠.

- If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
- Set the electronic parking brake.
- DSG® automated transmission: move the selector lever into the **P** position.
- Stop the engine and remove the vehicle key from the ignition lock.
- Manual transmission: engage a gear.
- Have all passengers exit the vehicle on the side facing away from traffic and move to a safe area.

- Turn on the emergency flashers and set up the warning triangle (→ *In case of an emergency, General safety*). Follow any applicable laws.
- Check whether a repair with the tire mobility set is possible (→ *Tire mobility set, Introduction/general information*).
- If you are towing a trailer: disconnect the trailer from the vehicle and park it (→ *Trailer towing, Description*).
- If the luggage compartment is full: remove the contents from the luggage compartment.
- Remove the tire mobility set from the luggage compartment.
- Stick the label from the tire mobility set (→ *Overview, Tire mobility set*) in the field of vision of the driver on the instrument panel.
- Do **not** remove the foreign body, e.g. screw or nail, from the tire.

WARNING

Failing to heed this checklist that is provided for your own safety can cause accidents and serious injuries.

- Always follow the instructions in the checklist as well as the general safety precautions.




Sealing and pumping up tires

Sealing tires


- Unscrew the valve cap from the tire valve.
- Use the valve insert remover → *fig. 1* (5) to remove the valve insert from the tire valve and place it on a clean surface.
- Shake the tire inflation bottle → *fig. 1* (3) vigorously back and forth a few times.
- Screw the tire inflation hose → *fig. 1* (2) clockwise and firmly onto the tire inflation bottle. This automatically tears the film on the seal.
- Remove the sealing plug from the tire inflation hose → *fig. 1* (2) and insert the open end fully onto the tire valve.
- Hold the bottle with the base pointing upward and fill **all** the sealing agent from the tire inflation bottle into the tire.
- Remove the empty tire inflation bottle from the valve.
- Use the valve core remover → *fig. 1* (5) to screw the valve insert back into the tire valve.

Pumping up tires

- Screw the tire filler hose → *fig. 2* (5) of the air compressor firmly onto the tire valve.
- Check whether the air release valve → *fig. 2* (4) is closed.
- Start the vehicle's engine and let it run.

- Insert the 12-volt plug → *fig. 2* (1) into a 12-volt-socket in the vehicle (→ *Sockets, Operation*).
- Switch the air compressor on with the ON and OFF switch → *fig. 2* (2).
- Leave the air compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached → . **Maximum run time: 8 minutes** → .
- Switch off the air compressor.
- If an air pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) **cannot be reached** unscrew the tire filler hose from the tire valve.
- Drive the vehicle around 10 meters forward or backward so that the sealing agent is distributed in the tire.
- Screw the tire filler hose of the air compressor firmly onto the tire valve again and repeat the pumping-up process.
- If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance → .
- Disconnect the air compressor and unscrew the tire filler hose from the tire valve.
- Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.

Check after 10 minutes of driving

- Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
- Connect the tire filler hose → *fig. 2* (5) again and read the tire pressure off the tire pressure gauge → *fig. 2* (3).
- **1.3 bar (19 psi/130 kPa) and less:**
 - **Do not continue driving.** The tire cannot be adequately sealed with the tire mobility set.
 - Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance → .
- **1.4 bar (20 psi/140 kPa) and above:**
 - Readjust the tire pressure to the correct value.
 - Carefully drive to the next authorized Volkswagen dealer or authorized Volkswagen Service Facility at a maximum of 80 km/h (50 mph).
 - Have the damaged tire replaced at the authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

The tire filler hose and the air compressor may become hot during pumping.

- Protect your hands and skin from hot parts.
- Do not place the hot tire filler hose or hot air compressor on flammable materials.
- Allow the device to cool down significantly before storing it.
- If the tire cannot be pumped to at least 2.0 bar (29 psi/200 kPa), the damage is too great. The sealing agent cannot seal the tire. Do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

WARNING

If the damaged tire cannot be adequately sealed with the tire mobility set, the tire will lose air while driving. This could cause tire failure, loss of vehicle control, accidents, and serious injuries and death.

- Do not continue driving if the tire pressure is 1.3 bar (19 psi/130 kPa) or less after 10 minutes of driving.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

Switch off the air compressor after 8 minutes of operation at the latest so that it does not overheat. Allow the air compressor to cool down for several minutes before switching it back on again.

Maintenance

Service

Maintenance procedures and digital maintenance schedule

Using the **vehicle identification label** adhered to the Owner's Manual wallet ensures that you can always install the correct Genuine Volkswagen Parts® in your vehicle. This can also determine which maintenance type is suitable for your vehicle.

The vehicle data label contains the **initial registration or delivery date and the delivery inspection**, which certifies the beginning of your vehicle warranty.

Saving maintenance procedures that have been performed ("digital maintenance schedule")

The certificate of maintenance is saved by your authorized Volkswagen dealer or authorized Volkswagen Service Facility in a central system. This transparent documentation of the service history allows you to verify which maintenance work has been performed. Volkswagen recommends re-

ceiving a printed record of the maintenance procedures that were performed and stored in the system each time maintenance work is performed.

Each maintenance is performed on the vehicle, the printed record from the previous maintenance should be replaced with a new record from the current maintenance.

The digital maintenance schedule is not available in some markets. If this is the case, an authorized Volkswagen dealer or authorized Volkswagen Service Facility will tell you how the maintenance service is documented.

Maintenance procedures

The following information is documented by an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the digital maintenance schedule:

- When and which service was performed.
- If a repair recommendation was given, for example that the brake pads should be replaced soon.
- If you had special requests for or during maintenance. Your service advisor will note these on the order.
- Which components and operating fluids have been replaced.
- When your next service appointment is.

The LongLife Mobility Guarantee applies until your next inspection that is due. This is documented at every due inspection.

The type and scope of maintenance procedures can vary from vehicle to vehicle. The vehicle-specific maintenance items can be requested at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Performing inadequate maintenance, failing to perform maintenance, and disregarding maintenance intervals can cause vehicle breakdowns while driving as well as accidents and serious injuries.

- Have maintenance procedures performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.



Having the vehicle maintenance performed regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions.

Fixed service or flexible service

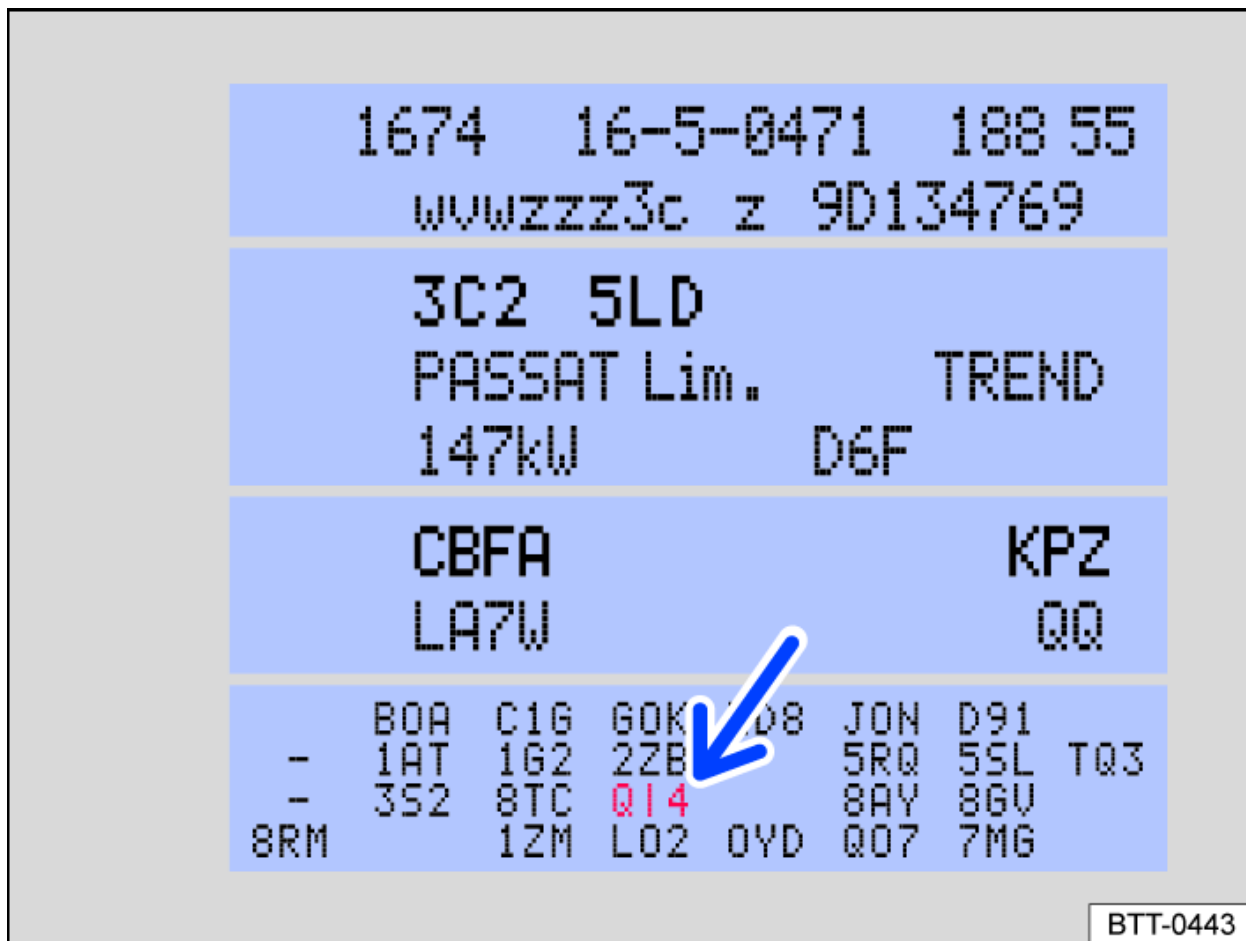


Fig. 1 Vehicle identification label with PR number for the respective service (general example)

The service events are divided into either **oil change service** or **inspection**. The service interval display in the instrument cluster serves as a reminder for the due date of the next service event.

Depending on the vehicle equipment, the engine, and the operating conditions

fixed serviceflexible service

How do I find out which service type my vehicle needs?

—By the vehicle identification label PR number → *fig. 1* (arrow) (→ *Technical data, Description*).

—On the following table

Service event	PR number	Service type	Service interval
Oil change service	Q11	Fixed	Every 5,000 km/mi or 1 year
	Q12		Every 7,500 km/mi or 1 year
	Q13		Every 10,000 km/mi or 1 year
	Q14		Every 15,000 km/mi or 1 year
	Q16		Flexible
Inspection			According to the service interval display

Note the information on engine oil specifications in accordance with the VW standard (→ *Engine oil, Description*).

Special conditions for flexible service

With **flexible service**, you only need to have an oil change service performed when your vehicle requires it. The specific operating conditions and the personal driving style are used to calculate the time. A standard feature of flexible service is the use of LongLife engine oil instead of the standard engine oil.

Note the information on engine oil specifications in accordance with the VW standard (→ *Engine oil, Description*).

If you do not want to use flexible service plan, you can also opt for the fixed service plan. However, a fixed service plan can increase the service costs. Your service advisor will provide you with information.

Service interval display

Service due dates for Volkswagen are displayed in the service interval display in the instrument cluster (→ *Service interval display, Description*) and in the vehicle settings in the Infotainment system (→ *Vehicle settings menu, Operation*). The service interval display indicates when services that include an engine oil change or an inspection are due. When the oil change or inspection service is due, other procedures that are also due, such as brake fluid and spark plug replacement, can be performed.

Information about operating conditions

The specified service intervals and procedures are determined based on normal **operating conditions**.

Under **extreme operating conditions**, it is necessary to have some work performed before the next service that is due or between the specified service intervals.

Extreme operating conditions may include:

- Sulfur fuel
- Frequent short trips
- Prolonged engine idling, such as taxis
- Operating in areas with high dust levels
- Frequent use of trailer mode
- Primarily stop-and-go driving, for example in the city
- Heavy winter operation

This especially applies to the following components (depending on the equipment):

- Dust and pollen filter
- Air Care allergy filter

- Air filter
- Timing belt
- Particulate filter
- Engine oil

The service advisor at your authorized Volkswagen dealer or authorized Volkswagen Service Facility will advise you if your vehicle's operating conditions require procedures to be performed between the regular service intervals.

WARNING

Inadequate maintenance, no maintenance, and disregarding maintenance intervals can cause vehicle breakdowns in traffic as well as accidents and serious injuries.

- Have service procedures performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

Scope of service

All **maintenance procedures** necessary to maintain your vehicle's operational safety and roadworthiness are included in the scope of services (**depending on the operating conditions and vehicle equipment**, such as engine, transmission, or operating materials). The maintenance procedures are divided into *inspection procedures* and *service procedures*. You can find out more information about which jobs are required for your vehicle from:

- An authorized Volkswagen dealer
- An authorized Volkswagen Service Facility
- In the **erWin** (→ *Repairs and technical modifications, Standards/directives*) electronic repair and service information system.

Inspection procedures

Electrical equipment

- 12 V vehicle battery: check and replace if necessary.
- Lighting: check
- Horn: check
- Headlight adjustment: check
- Service interval display: reset

Engine and transmission

- Exhaust system: check
- Transmission and final drive: check

- Ribbed belt: check
- Cooling system: check
- Engine and components in engine compartment: check
- Engine oil level: check

Suspension

- Ball joints and tie rods: check
- Tires: check
- Brake system: check
- Brake pads and brake rotors: check
- Brake fluid level: check
- CV boots: check
- Coupling rods and stabilizer bars: check
- Air suspension: check
- Tire repair kit: check
- Tire pressure: check
- Power steering: check
- Shock absorbers and coil springs: check

Body

- Roof systems: check
- Windshield: check
- Body: check for corrosion
- Wiper blades: check
- Windshield washer system: check
- Door arrester: check
- Underbody: check
- Drip rails: check

- Test drive: perform

Maintenance procedures

In addition to the inspection procedures, additional maintenance procedures must be performed on your vehicle **depending on the operating conditions and vehicle equipment**, such as the engine, transmission, and operating materials. These are either *time-dependent* and *mileage-dependent*, or only *time-dependent* or *mileage-dependent*.

- Additive: change or fill
- Brake fluid: change
- Particulate filter: check
- Transmission: replace fluid and filter (if necessary)
- Final drive and differential: change oil

- Diesel fuel filter: replace or drain
- Air filter: replace
- Engine: replace oil and filter (if necessary)
- Dust and pollen filter: replace
- Air Care allergy filter: replace
- Spark plugs: replace
- Timing belt and tensioning roller: check or replace

Additional maintenance procedures that are beyond the scope of what is listed can also be performed.

The scope of services may change for technical reasons, for example due to continuous development of components. An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide up-to-date information about changes.

Vehicle care

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components and upholstery, the more difficult it may be to clean them. Long-term exposure can make it impossible for dirt to be removed.

Volkswagen recommends using Volkswagen Genuine Care Products that are approved for your vehicle.

WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.
- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents. Solvents can cause permanent damage to the airbag module.
- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.

WARNING

Dirty, foggy, or icy windows reduce visibility and increase the risk of accidents and serious injuries. The vehicle safety equipment could become impaired.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

WARNING

Care products can be poisonous and dangerous. Unsuitable care products and incorrect application of care products can cause accidents, serious injuries, burns, and poisoning.

- Only store care products in their sealed original containers.
- Read and follow the package leaflet.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, nail polish remover, or other fluids with vapors that dissipate easily for vehicle care. They are poisonous and highly flammable.

NOTICE


Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, even if only exposed to the vehicle component for a brief period, for example on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

Thoroughly wash the underside of the vehicle regularly to remove any residue.

Automatic car washes

Always follow instructions from the car wash operator, especially if there are accessories attached to your vehicle → .

— Choose car washes with textile brushes.

— Prewash the vehicle with water.

— Never lock the steering column in a car wash (→ *Steering, Function*).


— Always switch off the wipers (→ *Windshield wipers, Description*) and the rain and light sensor before going in the car wash.

— Always switch off Auto Hold function (→ *Auto Hold, Description*).

— Fold in exterior mirrors.

— For vehicle with decorative and protective decals, never use a wash package with hot wax.

Pressure washers


Pay attention to the manufacturer's instructions for the pressure washer. Do not use rotating nozzles under any circumstances → .

— Only use water up to maximum +140 °F (+60 °C).

— Do not clean icy or snow-covered windows with a pressure washer.

- Move the water jet evenly with a distance of at 50 cm (20 inch) between the washer jet and the side windows or other parts of the vehicle.
- Do not direct the water at the same spot for a long period of time. Allow stubborn dirt spots soak instead.
- If possible, do not direct the water at rubber seals, e.g. in the side windows, glossy trims, tires, rubber hoses, insulating material, and other sensitive vehicle components.
- Spray sensors, camera lenses, and decorative and protective trim directly only for a brief period.

Hand washing

Hand washing is generally a safe way to clean your vehicle. There are still some points to consider → .

- Soak any dirt with a lot of water before washing the vehicle and then wash away thoroughly.
- Clean the vehicle with a soft cloth, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down.
- Thoroughly rinse the sponge, wash glove, or wash brush regularly and frequently.
- Clean wheels, sill panels, etc, last using a different sponge.

Only use a cleansing shampoo on stubborn dirt.

Protecting

A good preservation treatment protects the vehicle paint. When water no longer clearly beads up on *clean* vehicle paint, the vehicle should be treated with a good wax protectant if not earlier than this.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year using Volkswagen Genuine hard wax (000 096 317).

Polishing

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

Surfaces with matte paint must not be polished. The surface will be permanently damaged by the paint shining.

Washing matte-finish vehicles

Clean vehicles with matte surfaces by hand or in a textile washer system **without** a wax treatment. During a hand wash, first remove large amounts of dirt with plenty of water, then wash the surface with a mild soap solution.

Treat smaller dirty spots, such as specks of grease or insect residue, with a special cleaner for matte paint.

⚠ WARNING

After a car wash, the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can increase the braking distance.

- Perform careful braking maneuvers to “dry and remove ice” from the brakes. Do not endanger other road users while doing this.

ⓘ NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- In cold weather, never direct a jet of water at locks, doors, or the trunk lid. Vehicle components could freeze.

ⓘ NOTICE

Car washes which mechanically scan contours may damage the vehicle, e.g. spoiler.

ⓘ NOTICE

Matte objects and surfaces, unpainted plastic parts, headlight lenses, and taillights can become damaged by incorrect washing.

- Never use hard or abrasive brushes.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

Exterior care and cleaning

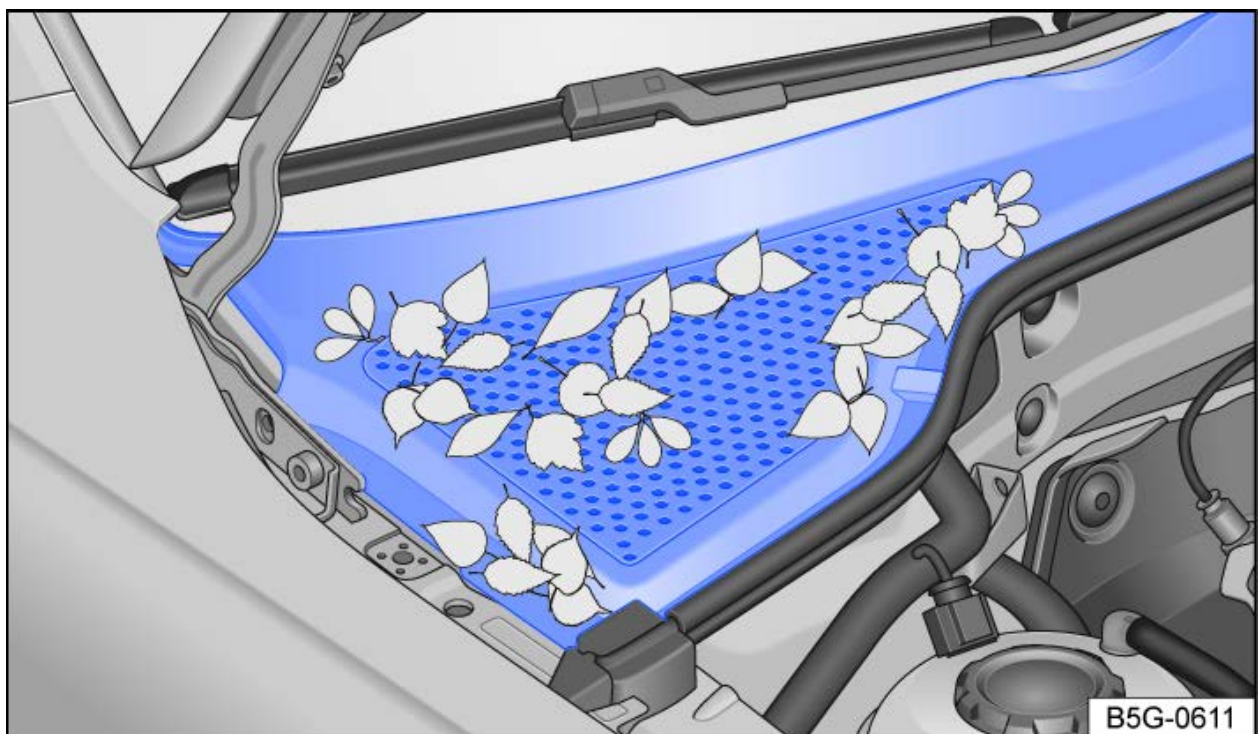


Fig. 1 Between the engine compartment and windshield: plenum chamber (general example).

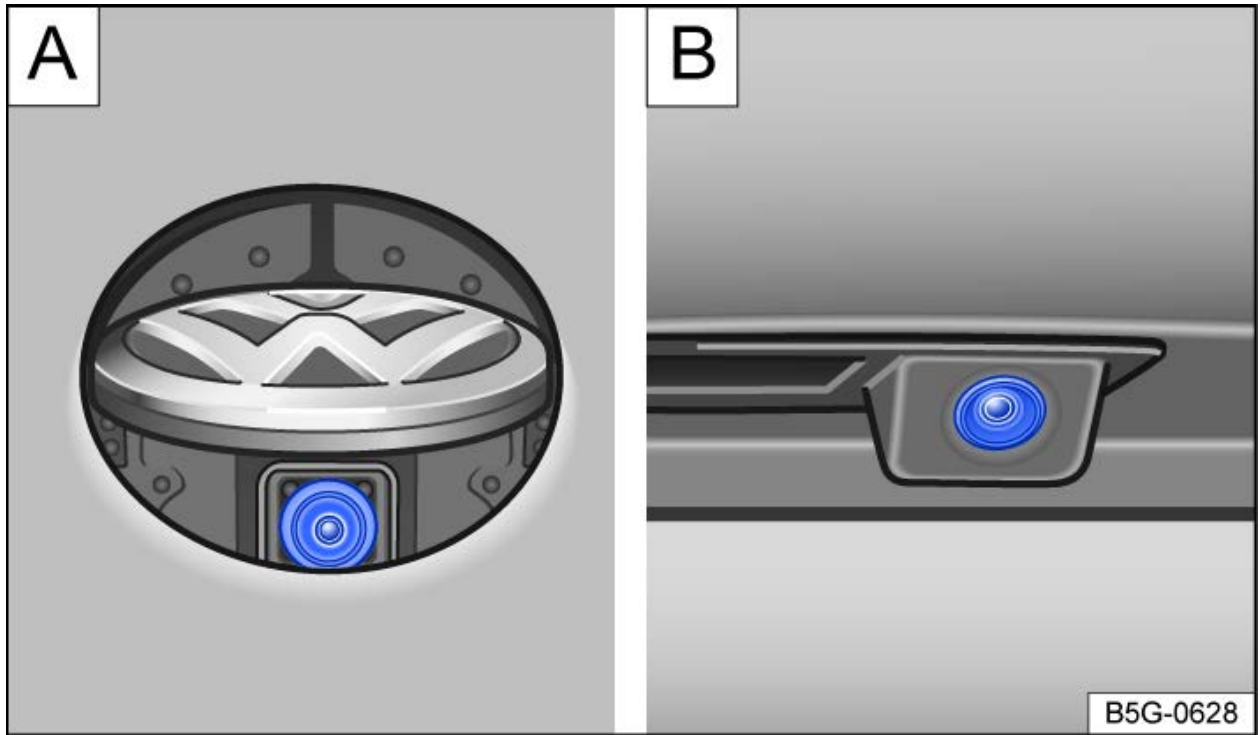


Fig. 2 In the rear of the vehicle: Rear View Camera system in the Volkswagen emblem
A
 or on the handle
B
 (schematic diagram).

The following overview gives recommendations for cleaning and caring for individual vehicle components → .

Windows and glass surfaces:

Remove wax residue, for example from care products, using the Volkswagen Genuine cleaning towel (000 096 166 A) or using a suitable glass cleaner.

Use a hand brush for snow and ice. Always slide a plastic scraper in one direction only. For ice, use Volkswagen Genuine deicer (000 096 322).

Wiper blades: (→ Wiper blades, Description).

Paint:

Always treat surfaces with extreme care to prevent paint damage. Treat light contaminants, for example, deposits, insects, and cosmetics, immediately with a clean soft towel and a mild soap solution

Repair small sections of paint damage with a paint pen. Use the paint number from the vehicle identification label (→ *Technical data, Description*). Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for damage to matte paint surfaces.

Additional information:

- Spilled fuel or service fluids: clean immediately.
- Rust spots: dampen spots with soap solution. Then remove with a cleaning clay bar.
- Corrosion: have removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Plenum chamber and engine compartment:

Remove leaves or other loose objects with a vacuum or by hand → *fig. 1* , → ⚠. The engine compartment should always be cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility → ⚠.

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

Sensors and camera lenses:

Clean the area in front of the sensors or the camera using a damp cloth and solvent-free cleaning solution. Note the installation locations (→ *Vehicle overviews, Overview*).

For vehicles with Rear View Camera system in rear VW emblem → fig. 2 [A]:

- Switch the ignition on.
- Engage the **R** selector lever position.
- Clean the camera lens.

Clean sensitive surfaces of the rain/light sensor and the camera window on the windshield as you would **windows and glass surfaces** (depending on the equipment).

Remove snow with a hand brush. Do not use warm or hot water. For ice, use Volkswagen Genuine deicer (000 096 322).

Decorative and protective decals:

Remove contaminants as described for **paint**. For matte decorative decals, use Volkswagen Genuine plastic remover (000 096 314).

Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. **Do not use hot wax**, even in a car wash.

Additional information:

- Hard contaminants: remove gently with ethyl alcohol and then wash with warm water.

Trims made out of chrome-plated plastic, aluminum or stainless steel and tailpipe:

Clean surfaces with Volkswagen Genuine chrome and aluminum products (000 096 319 D).

Chrome-plated trims can be protected with Volkswagen Genuine hard wax (000 096 317).

Headlights and taillights:

Use a soft sponge saturated with mild soap solution

Additional information:

- Tough contaminants: remove with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Wheels:

Remove contaminants and road salt with plenty of water.

For alloy wheels: treat dirty aluminum alloy rims with Volkswagen Genuine rim cleaner (000 096 304). Volkswagen recommends applying Volkswagen Genuine hard wax (000 096 317) to the rims every three months.

Additional information:

- Damage to the protective paint layer: always repair with a paint pen. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Brake dust: use Volkswagen Genuine rim cleaner (000 096 304).

Door lock cylinder:

Volkswagen recommends using Volkswagen Genuine deicer (000 096 322) for deicing. Do not use any door lock deicers with degreasing substances.

WARNING

The engine compartment is a dangerous area in any vehicle. There is a risk of injury, scalding, accidents, and burns when performing any work in the engine compartment.

- Always note the necessary handling guidelines and the safety precautions every time before working in the engine compartment (→ *In the engine compartment, General safety*).
- Volkswagen recommends having these procedures done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

NOTICE


The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the interior.

- Have the area under the perforated cover cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.



The durability and coloring on decorative and protective decals can be affected by environment conditions, such as sunlight, moisture, air pollution, stone chips, etc. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

Interior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components → .

Windows:

Clean with a glass cleaner, then wipe dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, and artificial leather:

Remove contaminants with Volkswagen Genuine interior cleaner (000 096 301). Do not treat materials with leather cleaners, solvents, floor polish, shoe polish, paint remover, or other similar substances.

Additional information:

- Dirt particles that adhere to surfaces: clean regularly with a vacuum so that the material is not damaged by frequent scrubbing.
- For grease-based contaminants such as oil, use Volkswagen Genuine interior cleaner (000 096 301). Blot away the dissolved grease or dye with an absorbent towel and treat afterward with water, if necessary.
- For some stains such as pen or nail polish, use Volkswagen Genuine interior cleaner (000 096 301). If necessary, treat afterwards with a mild soap solution.

Natural leather:

Remove fresh dirt with a cotton cloth and a mild soap solution

Treat dried spots with Volkswagen Original leather cleaner (000 096 323).

After each cleaning and regularly between cleanings, apply conditioning cream that protects from light and penetrates into the material. Use special colored conditioning cream, if necessary. If leaving the vehicle parked for long periods of time, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, floor polish, shoe polish, paint remover, or other similar substances.

Additional information:

- Remove any fresh spots of grease such as oil with an absorbent cloth.
- Treat special stains, such as pen, nail polish, and dried stains, with Volkswagen Genuine leather cleaner (000 096 323).

Plastic parts:

Use a soft, damp towel.

If a mild soap solution cannot remove stubborn stains

000 096 314

Decorative parts, decorative trim made out of chrome, aluminum, or stainless steel:

Clean using a clean, soft towel and mild soap solution

Treat anodized surfaces with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Controls:

Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach. Then use a clean, soft cloth and a mild soap solution

Displays and screens:

Use a Volkswagen Genuine cleaning cloth (000 096 166 A) with some water, suitable glass cleaner, or an LCD cleaner. Do not clean the instrument cluster display and the Infotainment system screen when they are dry. Turn off the Infotainment system temporarily to clean it.

Rubber seals:

Clean with a soft, lint-free cloth and plenty of water. Treat regularly with Volkswagen Genuine rubber care product (000 096 310).

Safety belts:

Unreel the safety belt completely and leave the belt unreeled → ⚠. Remove large spots of dirt with a soft brush. Clean the safety belt with a *mild* soap solution. Let the belt webbing dry completely, then allow the belt to retract.

Wood trim:

Clean with a soft cloth and a mild soap solution

Cleaning upholstery

If dye from clothing such as denim stains the seat cushion, this is not considered a defect in the vehicle upholstery. Airbag system components and connectors may be installed in the seat cushions. Damage, incorrect cleaning and handling, or moisture can also cause an airbag system malfunction as well as damage to the vehicle electrical system → ⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

— Never use a pressure washer, steam cleaners, or cooling sprays.

— Do not turn on the seat heating to dry the seats.

— Do not use detergent pastes or mild detergent solutions.

— Never wet the surface completely.

— When uncertain, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper cleaning can cause damage to the safety belts, anchors, and the automatic safety belt retractors.

- Never attempt to modify or remove the safety belts to clean them.
- Never use chemical products to clean the safety belts and their components.
- Do not use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.

! NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Never use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Accessories, replacement parts, repairs, and modifications

Accessories and replacement parts

Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications → ⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility cannot assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Volkswagen recommends having all repairs and technical modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility using **Genuine Volkswagen Parts**®.

Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a Volkswagen dealership or authorized Volkswagen Service Facility or register for the **erWin** (electronic repair and workshop information) web portal:

<https://erwin.volkswagen.de>

Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register for the **erWin** web portal:

<https://erwin.vw.com>

Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

Windshield repairs

To perform functions, some equipment requires an electric or electronic component that is secured to the inside of the windshield near the rearview mirror, for example. If the windshield is damaged within the area covered by the electrical or electronic component's visual field, for example with a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the equipment.

After a windshield is replaced, the camera and sensors must be adjusted and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Impairment or damage to sensors and cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as "lowering"), installation of after-market equipment, or changes to the trim panels. This can also be caused by collisions when parking and by minor damage, such as a stone hitting the windshield.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, decorative license plate frames, or similar objects. Note the position of sensors and cameras on your vehicle (*→ Overview, Vehicle overviews*).

If ignored, important vehicle functions of driver assistance systems could be impaired and vehicle damage could result.

Have repairs or structural changes performed by qualified professionals.

Additional information:

- Painting near the sensors can impair the function of the system that uses those sensors.
- The Volkswagen emblem can impede the view of the radar sensors to the front on some vehicle versions. Therefore only operate the vehicle with the original Volkswagen emblem or an emblem approved by Volkswagen.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Volkswagen recommends having an authorized Volkswagen dealer or authorized Volkswagen Service Facility perform any retrofit installations.

Engine/motor protection may not be available in all countries.

WARNING

Repairs and modifications that are performed incorrectly can cause vehicle damage and malfunctions as well as impair the effectiveness of the driver assistance systems. This can cause accidents and serious injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make repairs or modifications to a vehicle.

WARNING

Unsuitable replacement parts and accessories and procedures, modifications, and repairs that are performed incorrectly can cause vehicle damage, accidents, and serious injuries.

- Volkswagen recommends using only approved Volkswagen Accessories and Genuine Volkswagen Parts®. Volkswagen has verified their reliability, safety, and suitability.
- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Never secure or position objects such as phone holders within the deployment zone of the airbags, since these items could cause serious or fatal injuries if the airbags deploy.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model.

Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications → .

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

The instructions must be followed so that the effectiveness of the airbags is not impaired and removed components do not cause injuries and environmental pollution. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

WARNING

Repairs and modifications that were done incorrectly can cause damage and malfunctions to the vehicle as well as impair the effectiveness of the airbag system. This can cause accidents and serious or fatal injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications.
- The airbag module cannot be repaired; it must be replaced.
- Never install airbag components removed from old vehicles or from recycling.


WARNING

A modification to the vehicle suspension including using a rim/tire combination that is not permitted can change the functionality of the airbag and increase the risk of severe or fatal injuries in an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Never use rim/tire combinations that are not approved by Volkswagen.


Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk → .

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth® connection. Before using the phone, secure it in a suitable holder →  or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about installing radio equipment.

WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause injuries.

- Secure or store the mobile phone and accessories safely outside the deployment range of the airbags.

WARNING

Using a mobile device or radio equipment inside the vehicle without a connection to an exterior antenna may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Maintain a distance of at least 8 inches (20 cm) between the device aerials and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Customer information

Warranty

Volkswagen dealer warranty

Authorized Volkswagen dealers provide warranties for malfunctions in vehicles purchased from them.

Authorized Volkswagen dealers provide warranties for factory-delivered Volkswagen vehicles.

Please refer to your purchase contract for more details about your specific warranty conditions and period.

Contact your authorized Volkswagen dealer for more information.

Please note that normal wear and damage from overuse, incorrect handling, or unauthorized modifications are excluded from the warranty.

If your vehicle becomes inoperable, contact the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Paint and vehicle body warranty

Authorized Volkswagen dealers provide warranties for paint or vehicle body defects in purchased vehicles.

In addition to the warranty conditions for factory-delivered Volkswagen automobiles, in accordance with the sales contract, authorized Volkswagen dealers provide warranties for paint defects and corrosion perforation in the vehicles they sell.

- A three-year warranty for paint defects and
- A twelve-year warranty for corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.
- *Only applies to the USA:* A seven-year warranty for corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.

If this type of damage occurs, it will be repaired by any authorized Volkswagen dealer or authorized Volkswagen Service Facility without charging for labor or materials.

Warranty claims are not valid in the following situations:

- If damage is caused by external factors or insufficient vehicle care
- If there are body or paint defects that were not corrected in a timely manner according to the manufacturer's specifications
- If the corrosion was caused by body repairs that were not performed according to the manufacturer's specifications

After body or paint repair has been performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will provide a warranty against corrosion in the serviced area.

LongLife mobility guarantee

In many European markets, new vehicles come with a comprehensive LongLife mobility guarantee, which is renewed each time your vehicle is inspected.

Please note that the validity of the Volkswagen LongLife mobility guarantee may differ for vehicles sold in certain countries. Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

The authorized Volkswagen dealer or authorized Volkswagen Service Facility provides a comprehensive LongLife mobility guarantee with every new car they sell. This guarantee is valid from when you take possession of the vehicle and lasts until its first inspection is due. If you purchase your new vehicle directly from Volkswagen AG, Volkswagen AG will provide you with the LongLife mobility guarantee, which is valid from when you take possession of the vehicle and lasts until its first inspection is due.

Each time your vehicle is due to be inspected and you have it inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will renew the LongLife mobility guarantee until the next inspection is due. The service cost covers the cost of the entire service package.

The comprehensive LongLife mobility guarantee provides you with the following benefits in particular:

If you are experiencing issues or have been involved in an accident and your vehicle breaks down

The inspection serves not only to maintain the vehicle, but also to ensure that it is reliable and road-worthy. For this reason, service work must be performed regularly, as instructed by the manufacturer.

Your right to the LongLife mobility guarantee is documented in the digital maintenance schedule each time you take your vehicle for its regular inspection. Meticulously kept records of the service work show that your vehicle has been professionally serviced and maintained.

Data storage and services

Applies to EU countries where the General Data Protection Regulation is in effect.

Data processing in the vehicle

Electronic control modules are installed in your vehicle. Control modules process data, such as data received by vehicle sensors, self-generated data, or data exchanged between control modules. Some control modules are required for the safe operation of your vehicle, others assist you while driving (driver assistance systems), and another group provides convenience or Infotainment functions.

Personal reference

Every vehicle is labeled with a unique VIN (Vehicle Identification Number). In Germany, for example, this VIN can be traced back to the current or previous owners of the vehicle upon request at the motor transport authority. There are also other ways data collected by the vehicle can be traced back to the owner or driver, such as through the license plate.

Therefore, the data processed or generated by the control modules can have personal references or become personalized under certain conditions. Depending on which vehicle data exists, references could be made to information such as your driving behavior, your location or driving route, or to user handling.

Your data protection rights

According to applicable data protection rights, you have certain rights with Volkswagen if your personal data is being processed.

Therefore, you have a right to request free and comprehensive information from Volkswagen and third parties, such as contracted roadside assistance services, workshops, or online service providers in the vehicle, if they have stored personal data about you. You may request information about what data is stored for you and why it was stored, as well as where the data originated. Your right to information also includes the transmission of data to other locations.

Additional information about your legal rights, such as your right to deletion or authorization of data, can be found in the applicable data privacy notices on the Volkswagen website. The contact information and a note about the parties engaged in data privacy are also included here.

Data that is only stored locally in the vehicle can be read out with technical support, for example, in a repair facility. There may be a fee for this.

Legal requirements for disclosure of data

To the extent of the legal regulations, Volkswagen is strictly obligated to provide stored data when requested by state authorities on a case-by-case basis, for example when information is needed regarding a criminal offense.

Within the scope of applicable rights, state authorities are also authorized to read out data from the vehicles on a case-by-case basis. For example, in the event of a collision, information could be read out from the airbag control module to help clarify the situation.

Operational data in the vehicle

Control modules process data for vehicle operation.

They include, for example:

- Vehicle status information, such as speed, deceleration, lateral acceleration, wheel speed, and display of which safety belts are fastened.
- Environmental conditions, such as temperature, rain/light sensor, distance control sensors, etc.

Generally, this data is temporary and is not stored after the vehicle stops operating, and it is only processed within the vehicle. Control modules often contain a data storage facility. The storage is used to temporarily or permanently document information about vehicle status, component load, maintenance needs, and technical incidents and malfunctions.

The following information may be saved, depending on vehicle equipment:

- Operating conditions of system components, such as fill levels, tire pressures, and vehicle battery status.
- Malfunctions and faults in important system components, such as lights and brakes.
- System reactions in certain driving situations, such as airbag deployment and stabilization control system intervention.
- Information about incidents that cause damage to the vehicle.

In some cases, for example if the vehicle detected a malfunction, it may be necessary to store data that would otherwise be temporary.

If you utilize services such as repair or maintenance services, the stored operational data associated with the VIN may be read out and used as required. Employees in the service network, such as employees at repair facilities or at third party companies like roadside assistance services, can read out data. The same applies for warranty cases and quality assurance measures.

The data is read out using the OBD (On Board Diagnostic) connection that is legally required to be in the vehicle → ⚠. The operational data that is read out documents the technical status of the vehicle or individual components and assists with vehicle diagnosis, with meeting warranty requirements,

and with quality improvement. This data, particularly information about component load, technical incidents, operating errors, and other malfunctions, is transmitted together with the VIN to Volkswagen as necessary. Also, the manufacturer is subject to product liability. Volkswagen also uses operational data from the vehicle for this, some for recall campaigns. This data can also be used to verify customer claims concerning warranties and guarantees.

The DTC memory in the vehicle can be reset by a service facility during a repair or service procedure or by request.

Only have the DTC memory read out and reset by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Additional information about the stored data can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a malfunction is corrected, the information about it will be deleted from the memory. Other memory content is overwritten continuously.

Reprogramming control modules

All data for controlling components is generally stored in the control modules. Some convenience functions, such as the 3-blink turn signal (convenience indicating), individual door opening function, and displays, can be reprogrammed using special workshop equipment. If convenience functions are reprogrammed, the corresponding information and descriptions in this Owner's Manual will no longer match the original functions. Volkswagen recommends having the reprogramming entered into the digital maintenance record by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The authorized Volkswagen dealer or authorized Volkswagen Service Facility will recognize information about possible reprogramming operations.

Convenience and Infotainment functions

You can save convenience settings (customization) in the vehicle and change or reset these settings at any time.

Depending on the equipment, they may include:

- Seat and steering wheel position settings
- Suspension and climate control settings
- Customizations such as mirror and ambient lighting settings

Within the scope of the selected equipment, you can import data into the vehicle Infotainment functions.

Depending on the equipment, they may include:

- Media data for playing music, movies, or photos in an Infotainment system
- Contact details to use in conjunction with a hands-free system or a navigation system
- Entered destinations
- Data about online service usage

This data can be stored locally in the vehicle or on a device you have connected to the vehicle, such as a mobile device, USB flash drive, or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is only transmitted to third parties upon your request, particularly when using online services corresponding to your selected settings.

Mobile device integration

If your vehicle has the applicable equipment, you can connect your mobile device or another mobile device to the vehicle. This feature allows you to control your mobile device using the controls integrated in the vehicle. The image and sound from the mobile device can be played through the Infotainment system. At the same time, certain information will be transferred to your mobile device. Depending on the type of integration, this may include the positioning data and other general vehicle information. Learn about the display of apps in the Infotainment system.

This feature allows you to use certain apps from the mobile device, such as navigation or music services. An additional interaction between the mobile device and the vehicle does not occur, particularly when there is active access to vehicle data. The type of additional data processing is determined by the provider of the app being used. The type and scope of settings that can be applied depend on the respective app and the operating system on your mobile device.

Online services

If your vehicle has a mobile network connection, this allows the transfer of data between your vehicle and other systems. The mobile network connection is made possible by a transceiver specific to the vehicle or by your mobile devices, such as cell phones. Online functions can be used using this mobile network connection. This includes online services and apps that are provided by Volkswagen or by other providers.

Services from the manufacturer

The respective functions of Volkswagen online services are described by Volkswagen in a suitable location, such as in a separate service description or online. The applicable data privacy information is also provided there. Personal data may be used to provide online services. This data transfer occurs through a secure connection, for example with the IT systems designed for this purpose by the manufacturer. The collection, processing, and usage of personal data for the purpose of providing services only occurs on the basis of a legal agreement, a contractual understanding, or consent.

You can partially activate or deactivate paid services and functions, and in some cases, the entire data connection for the vehicle. Legally-required functions and services such as the emergency call systems are excluded from this:

Third party services

If there is an option to use online services from a provider other than the manufacturer, then these services, the data privacy policy, and usage conditions are the sole responsibility of the respective provider. Volkswagen does not have any influence over the content transferred in this case.

Familiarize yourself with the type, scope, and purpose of the collection and usage of personal data by these third party services from the respective service provider.

WARNING

Incorrect use of the diagnostic connection can cause malfunctions, which can then result in collisions and serious injuries.

- Never read out the DTC memory yourself using the diagnostic connection.
- Only have the DTC memory read with the diagnostic connection by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Event data recorder (crash data recorder)

This vehicle is equipped with an event data recorder. The main purpose of an event data recorder is to record data, particularly in collision or crash scenarios, for example if an airbag deploys or there is a collision with an obstacle on the road. This data is used to analyze how a vehicle system reacted. The event data recorder records data for the driving dynamics and the restraint system for a brief period of ten seconds or less. This data may include:

- How various systems in your vehicle have functioned
- If the driver's and front passenger's safety belts were fastened
- How much the driver pressed the brake and accelerator pedals
- How fast the vehicle was driving

This data helps provide a better understanding of the circumstances in situations where accidents and injuries have occurred.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

- Automatic Adaptive Cruise Control.
- Lane Keeping System (Lane Assist).
- Park Assist.
- Emergency braking functions.

Data is only recorded by the event data recorder if a specific collision situation has occurred. Data is not recorded under normal driving conditions. Audio or video files of the interior or the vehicle surroundings are not saved. Personal data such as name, gender, age, or accident location, is also not recorded at any time. However, third parties such as law enforcement agencies, can use the relevant materials to connect the content from the event data recorder to other data sources and can identify a person when investigating an accident.

To read out data from the event data recorder, there must be special equipment, access to the legally-required diagnostic connection port ("On-Board Diagnosis") in the vehicle, the ignition must be switched on.

Volkswagen will not access, read, or process the event data recorder data unless the vehicle owner (or lessee if leasing the vehicle) gives permission. This excludes contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement of vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle, the vehicle owner, or the lessee.

Labels and plates


Factory labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

- Never remove these labels and plates or make them illegible.
- If vehicle components equipped with labels and plates are replaced, identical labels and plates must be placed correctly in the same locations on the new components.

Safety certificate

A safety certificate on the driver's door pillar specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Note the information in the Owner's Manual.

High-voltage warning label

There are stickers warning about the high-voltage vehicle electrical system on the high-voltage components for the 48-volt system → .

WARNING

Incorrect vehicle handling increases the risk of accidents and injuries.

- Follow the legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Incorrect vehicle handling can cause vehicle damage.

- Follow the legal regulations.
- Perform service procedures according to the directions.








NOTICE

Ventilation openings on the covers of the 48-volt system's high-voltage components must not be covered.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the engine compartment provides information about the type and amount of refrigerant used in the vehicle air conditioning system. The label is in the front section of the engine compartment near the refrigerant filler tube.

Symbol	Description
	Warning: the air conditioning system must only be serviced by qualified technicians.
	Refrigerant type.
	Lubricant type.
	See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).
	The air conditioning system must only be serviced by qualified technicians.
	Flammable refrigerant.
	Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

Lubricant in the air conditioning system

The air conditioner contains up to 7 oz (210 ml) of lubricating oil. The exact specification and quantity of lubricant in the air conditioning system can be found in the **erWin** (electronic repair and service information) web portal (→ *Repairs and technical modifications, Standards/directives*).

WARNING

To ensure safe operation, only have the air conditioning system serviced by qualified technicians.

NOTICE

- Never repair the air conditioning system evaporator with replacement parts from old vehicles or from the recycling, or replace it with such replacement parts.
- *USA and Canada:* A replacement part for the air conditioning system evaporator must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and aerials

The aerials for the Infotainment system are fitted in various places in the vehicle:

- On the inside of the rear window with the rear window defroster
- On the inside of the rear side windows
- On the inside of the windshield

—On the roof of the vehicle

Antennas on the inside of the window glass can be detected as thin wires.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal wires, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system must be compatible with the antenna amplifier installed in the vehicle by the manufacturer. Otherwise, the antenna amplifier could become damaged.

Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows an authorized Volkswagen dealer or authorized Volkswagen Service Facility to legitimately install or replace components and control modules.

In the following situations, component protection reduces the risk of components supplied by the factory being operated without restrictions outside the vehicle.

- Installation in other vehicles, for example the components have been stolen
- Operating components outside of the vehicle

If a message about component protection appears in the instrument cluster display or on the Infotainment system screen, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.


Information under the EU's REACH chemicals regulation

In accordance with the European chemicals regulation REACH, Volkswagen would like to inform you about the substances that your vehicle could contain.

By entering your vehicle identification number (→ *Technical data, Description*), you can access this information on the Internet:

<https://reachinfo.volkswagen.com>

Disposal of old batteries and electronic devices

Vehicle keys, remote controls, and the batteries these devices contain cannot be thrown away in household trash. The  symbol indicates this.

- Dispose of electronic devices and batteries at a recycling center according to the local regulations.
- You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

USA and Canada: Batteries for the vehicle key and remote controls may contain perchlorate. For information on how to handle these materials correctly, see the following website: <http://www.dtsc.ca.gov/hazardouswaste/perchlorate>. Follow all the legal specifications for dealing with and disposing of these batteries. Volkswagen recommends having these batteries replaced and disposed of by a Volkswagen dealership or authorized Volkswagen Service Facility.

Declaration of conformity

With this document, the manufacturer declares that the products listed in the following are in compliance with the basic requirements and other relevant regulations and laws including those found in FCC Part 15.19, FCC Part 15.21 and RSS-Gen Issue 1 at the time of vehicle production:

Radio equipment

- Electronic immobilizer
- Vehicle key
- Auxiliary heater remote control
- Keyless Access with push-button start.
- Adaptive Cruise Control (ACC)
- Autonomous Emergency Braking (Front Assist) incl. City Emergency Braking System and Pedestrian Monitoring.
- Lane Change System (Side Assist).
- Emergency Assist.
- Comfort drive Travel Assist.

Electrical equipment

- 12 V socket
-

Third Party Copyright Information

Old vehicle return and scrap disposal

Old vehicle return

Volkswagen has already taken steps to ensure that when the time comes to dispose of your vehicle, it can be done in an environmentally-friendly way. After a vehicle is returned, a recycling certificate is provided that documents that the recycling was handled correctly and in an environmentally-friendly way.

There is generally no cost for returning an old vehicle, subject to the fulfillment of national legal requirements.

You can obtain more information on the return and recycling of old vehicles from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followed. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.

Useful information on vehicles with N1 type approval (light commercial vehicle)

Note the following information concerning vehicles designed and constructed for the carriage of goods and having a maximum mass not exceeding 3.5 tonnes (type-approved in Europe as N1):

Variants and number of seats

N1 vehicles based on a Volkswagen passenger car are available in multiple variants. The number of seats could be limited to two or four.

Vehicles with two seats: As there is no rear bench seat, the floor in the rear section of the vehicle interior has no floor covering → ⚠.

Vehicles with four seats: The rear bench seat is designed such that the middle seat **cannot** be used → ⚠.

Safe carriage of children

As with vehicles type-approved in the passenger vehicle category (M1), child restraint systems can be used on the seats (→ *Child restraints, Description*).

Trailer towing

If the vehicle is approved for trailer towing, note applicable local rules and regulations for driving with a trailer and the use of a trailer hitch.

If the gross vehicle weight rating or the axle load of the rear axle is exceeded, the maximum permissible speed for trailer towing is 50 mph (80 km/h). This also applies in countries where higher speeds are permitted. Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

A permissible exceedance of the vehicle load ratings is recorded in the vehicle registration. If no exceedance is recorded, it is possible to drive at 62 mph (100 km/h), provided this is not in violation of local laws.

Technical data

The technical data can be found in the vehicle registration.

WARNING

Risk of injuries and electric shock from exposed cables.

- Have the luggage compartment trim fitted no later than upon delivery so that the cables in the rear section of the vehicle are covered in time for vehicle use.

WARNING

Risk of serious injuries from the incorrect carriage of passengers.

- Never allow an adult or child to ride on the middle of the rear bench seat.
- The absence of child restraint systems, such as a safety belt and head restraint, could result in serious or fatal injuries in the event of an accident.

WARNING

Risk of serious and fatal injuries.

- Never carry persons in the luggage compartment.
- Note the safety instructions and information on the luggage compartment and transporting (→ *Transporting, Description*).

Declaration of conformity for radio equipment in Europe

Simplified declaration of conformity

Your vehicle has various radio systems. The manufacturer of these radio systems declares that these systems meet the legal requirements of directive 2014/53/EU.

The complete text of the EU declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo



Ukraine

Your vehicle has various radio systems. The manufacturers of these radio systems declare that these systems meet the legal requirements of directive TR 355.

The complete text of the declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo



Manufacturer addresses

For components that cannot be labeled due to their size or nature, where legally required, the relevant manufacturer addresses are listed below:

Door release lever with NFC radio technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

Remote control operation (auxiliary heater), auxiliary heater (transceiver)

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Str. 9

82205 Gilching

GERMANY

Mapping tables

The mapping tables can help you define the relationship between the device name in a declaration of conformity and the vehicle equipment and terminology used in the Owner's Manual.

Sicherheit

In diesem Abschnitt sind Zertifikatsnummern folgender Bauteile enthalten:

— *Garagentoröffner, Keyless-Access, Funkschlüssel (Fahrzeug), Kombi-Instrument, elektronische Wegfahrsperr, Türöffnungshebel mit NFC-Funktechnik, Mobiler Schlüssel Service-Karte..*

ADHL5D, BNF_HL, BNF_LL, DoC 0001 mobile key_DFR, EHL2, eNSF, EZS-VW-Touareg, FS09, FS12A, FS12P, FS14, FS1744, FS19, FS1902, FS1903, FS94, G09CO4 Key, Keyless Access with push-button start MQB-A, Keyless Access with push-button start MQB-B B, Keyless Access with push-button start MQB-B H, Keyless Access with push-button start PQ35GP, Keyless Access with push-button start MQB37W, Instrument clus-

ter 1, Instrument cluster 2, Instrument cluster 3, LCW05-VWE1, LCW05-VWE5, LCW05-SEE6, NSF_HL, NSF_LL1, NSF_LL3, PQ35 Keyless Access with push-button start, RSB19, VWTOUA PKETOUA, VWTOUA RKETOUA, 2017-02-EU-LF_IC_IM, Immobilizer integrated in dashboard module instrument cluster, 3G0.837.205.

Air conditioning system

This section contains certificate numbers for the following components:

— *Remote control operation (auxiliary heating), auxiliary heating (transceiver).*

EasyStart R, EasyStart R (22 1000 32 95 00, 22 1000 34 72 00), STH VW - 50000884, Sender STH VW - 50000886, Telestart, 50000864 D208L VW, 9019510C / Receiver of aux heater 869 MHz, 9019747B / Remote control of aux heater 868 MHz,

Tires

This section contains certificate numbers for the following components:

— *Tire pressure sensors.*

TSSRE4Dg, TSSSG4G5, AG2FW4.

Control units

This section contains certificate numbers for the following components:

— *Central control unit, door control unit, wireless charging function.*

BC-Module, BCM PQ26 ROW (502N1xFOx), BCMevo, BCM2, BCM2R, BR11, HUF711110, KGF-Max, RXI-35-433-DC, WCH-185, 3G0.837.205, 3G0.837.206, 5WK50254.

Driver assistance systems

This section contains certificate numbers for the following components:

— *Car2X radar sensors for assist systems, Car2X communication.*

ARS4-B, ASR5-B, BSD 3.0, LCA 2.0A, LRR3, LRR3 Master & Slave, LRR4, LRR4R, MR-Re14FCR, MRRevo14F, MRR1Plus, MRR1Rear, RS4, R3TR.

Infotainment system and online communication

This section contains certificate numbers for the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, phone interface, Car-Net "Security & Service", Car-Net "e-Remote", compensator.*

ALPS UGZZF-102B, ALPS UGZZF-202B, A109, A475 / A754, A580 / A270, A473 / A476 / A750, A486 / A449 / A493 / 183, HT-5, HT-6, HT-6d, HT-6e, LTE-MBC-EU, LTE-MBC-EU2, L40VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB Global Entry/Standard, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB Standard 2 – ZR +/Nav with BT,

MIB Standard 2 – ZR +/-Nav mit BT and WLAN, MIB2 Entry, MIB2 Main-Unit, MIB2STD, MIB 2 Standard PQ, MIB 2 Standard ZR, MMI3G, MMI3G RU, RRVW401*, RRVW402*, RRVW402B, TUVMO2IU-E, TUVMO3IU-E, UMTS/GSM-MMC, UMTS/GSM-MMC-AG2, UMTS/GSM-MMC-AG3, 7C0.035.153, 7C0.035.153.A.

Aerials

This section contains certificate numbers for the following components:

— *Aerials, aerial amplifiers, connection to the external aerial.*

920 301 A, 920 611 A.

1K8.035.552, 1K8.035.552.C, 1K8.035.552.F, 1S0.035.577.A, 2GA.035.577, 2GA.035.577.A, 2GA.035.577.B, 2GM.035.577.A, 2G0.035.577.A, 2K5.035.525.AB, 2K5.035.525.AC, 2K5.035.525.AD, 2K5.035.525.AE, 2K5.035.525.L, 2K5.035.525.M, 2K5.035.525.Q, 2K5.035.525.T, 2K5.035.526.AA, 2K5.035.526.AB, 2K5.035.526.AC, 2K5.035.526.AD, 2K5.035.526.AE, 2K5.035.526.AF, 2K5.035.526.L, 2K5.035.526.M, 2K5.035.526.Q, 2K5.035.526.T, 2K5.035.532.Q, 2K5.035.532.R, 2K5.035.532.S, 2K5.035.540.A, 3C0.035.507.AA, 3C0.035.507.N, 3C0.035.507.P, 3G0.980.611, 3G5.035.577, 3G5.035.577.A, 3G5.035.577.B, 3G5.035.577.G, 3G5.035.577.H, 3G5.035.577.J, 3G5.035.577.K, 3G8.035.577, 3G8.035.577.A, 3G8.035.577.B, 3G8.035.577.E, 3G8.035.577.F, 3G8.035.577.G, 3G8.035.577.H, 3G8.035.577.J, 3G8.035.577.K, 3G9.035.577, 3G9.035.577.A, 3G9.035.577.B, 3G9.035.577.G, 3G9.035.577.H, 3G9.035.577.J, 3G9.035.577.K, 3789.01, 4G5.035.225.B, 4G8.035.225.B, 4G9.035.225.B, 4N0.035.503.AG, 4N0.035.503.AF, 4N0 035 503.J, 4S0.035.225.A, 4S0.035.225.D.

5C3.035.552, 5C3.035.552.A, 5C3.035.552.B, 5C5.035.552, 5C5.035.552.A, 5C5.035.552.B, 5E5.035.577.A, 5E5.035.577.B, 5F4.035.225, 5F4.035.225.A, 5F4.035.225.B, 5G6.035.577, 5G6.035.577.A, 5G6.035.577.B, 5G6.035.577.E, 5G6.035.577.F, 5G9.035.577, 5G9.035.577.A, 5G9.035.577.B, 5G9.035.577.G, 5G9.035.577.H, 5G9.035.577.J, 5G9.035.577.K, 5H0.035.510, 5H6.035.577, 5H6.035.577.A, 5H6.035.577.B, 5H6.035.577.T, 5L0.035.501.A, 5NA.035.577, 5NA.035.577.A, 5NA.035.577.B, 5NA.035.577.E, 5NA.035.577.F, 5Q0.035.507.A, 5Q0.035.507.AG, 5Q0.035.507.AH, 5Q0.035.507.B, 5Q0.035.507.C, 5Q0.035.507.P, 5Q0.035.507.Q, 5Q0.035.507.S, 5TA.035.577, 5TA.035.577.A, 5TA.035.577.B, 5WA.035.507.A, 5WA.035.507.B, 5WA.035.507.E, 5WA.035.507.F, 5WA.035.507.T, 510.035.577, 510.035.577.A, 510.035.577.B, 575.035.225, 575.035.225.A, 575.035.225.B.

6C0.035.501, 6C0.035.501.A, 6C0.035.501.C, 6C0.035.501.D, 6C0.035.501.G, 6C0.035.501.J, 6C0.035.501.N, 6C0.035.501.P, 6C0.035.501.Q, 6C0.035.577, 6R0.035.501, 6R0.035.501.A, 6R0.035.501.C, 6R0.035.501.D, 6R0.035.501.F, 6R0.035.501.L, 6V6.035.577.A, 6V6.035.577.B, 6V9.035.577.A, 6V9.035.577.B, 7C0.035.501, 7C0.035.501.C, 7C0.035.501.D, 7C0.035.501.F, 7C0.035.501.G, 7E0.035.503, 7E0.035.503.A, 7E0.035.503.B, 7E0.035.503.C, 7E0.035.503.D,

7E0.035.503.E, 7E0.035.510, 7E0.035.510.A, 7H0.035.507.E, 7N0.035.507.A, 7N0.035.507.B, 7N0.035.552.K, 7N0.035.552.J, 7N0.035.552.Q, 7P6.035.552, 7P6.035.552.A, 7P6.035.552.M, 760.035.577.T.

920 105 105, 920 105 110, 920 211 072, 920 211 172, 920 211 201, 920 211 202, 920 213 172, 920 286 002, 920 286 005, 920 286 009, 920 286 010, 920 286 011, 920 286 012, 920 286 013, 920 286 015, 920 286 313, 920 286 323, 920 286 343, 920 286 351, 920 286 352, 920 286 353, 920 286 354, 920 286 362, 920 286 382, 920 286 383, 920 286 385, 920 286 386, 920 301 022, 920 301 030, 920 301 031, 920 301 041, 920 301 042, 920 304 022, 920 336 003, 920 336 005, 920 336 006, 920 336 007, 920 336 008, 920 336 010, 920 336 011, 920 336 012, 920 336 013, 920 336 014, 920 355 001, 920 417 007, 920 417 010, 920 437 003, 920 437 023, 920 437 035, 920 437 303, 920 437 323, 920 437 335, 920 460 003, 920 460 009, 920 460 018, 920 460 025, 920 460 028, 920 460 042, 920 460 047, 920 460 069, 920 460 303, 920 460 318, 920 460 325, 920 460 328, 920 460 342, 920 460 347, 920 460 369, 920 461 001, 920 461 002, 920 461 003, 920 461 004, 920 461 005, 920 481 002, 920 481 003, 920 481 004, 920 481 012, 920 481 013, 920 481 014, 920 554 001, 920 554 002, 920 554 003, 920 554 004, 920 611 001, 920 611 002, 920 611 011, 920 611 012, 920 615 001, 920 615 002, 920 627 003, 920 627 007, 920 627 023, 920 627 024 920 627 048, 920 627 049.

Radio system, frequency band, maximum transmitting power

As long as nothing else is specified, these specifications apply to all Volkswagen models or vehicles equipped with the respective radio system

µW = Microwatt, mW = Milliwatt, W = Watt.

Radar sensors for assistance systems

Frequency band, maximum transmitting power

Front:	24.05 – 24.25 GHz	0.1 W
	76 – 77 GHz	0.66 W
	76 – 77 GHz	3.16 W
	76 – 77 GHz	2 W EIRP
	76 – 77 GHz	0.59 W
Side:	77 – 81 GHz	0.22 W
Rear:	76 – 77 GHz	1 W

Keyless Access

125 kHz	22.7 dB μ A/m
434.42 MHz	32 μ W
868.000 – 868.600 MHz	25 mW

Tire pressure sensors

433.92 MHz	10 mW
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Central control module

(Applies to Touareg.)

21.13 – 22.75 kHz	34.2 dBuA/m @ 10 m
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Instrument cluster

125 kHz	40 dB μ A/m
125 kHz	0.000147 mW

Electronic immobilizer

125 kHz +/- 10 kHz	3.728 W
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Remote control (auxiliary heating)

868.7 – 869.2 MHz (869.0 MHz)	25 mW
868.0 – 868.6 MHz (868.3 MHz)	3.1 mW

Auxiliary heating (transceiver)

868.0 – 868.6 MHz (868.3 MHz)	23.5 mW
868.7 – 869.2 MHz (869.0 MHz)	23.5 mW
868.0 – 868.6 MHz (868.525 MHz)	10 mW

Remote control key (vehicle)

433.05 – 434.78 MHz	10 mW
433.05 – 434.79 MHz	
868.0 – 868.6 MHz	25 mW
434.42 MHz	32 μ W

Bluetooth

(Applies to Volkswagen models with phone interface)

2402 – 2480 MHz	6.1 mW
2402 – 2480 MHz	0.05 W
2400 – 2483.5 MHz	10 mW
2408 – 2480 MHz	

Exterior door handle with NFC radio technology

13.56 MHz	0.67 mW
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Valet keycard

13.56 MHz	0.0004 mW
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Wireless charging function

105 – 115 kHz	6 W
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Car2X auxiliary aerial

5855–5925 MHz	2 W EIRP
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Wi-Fi hotspot

2412 – 2462 MHz	0.1 W
2412 – 2472 MHz	0.05 W
2412 – 2480 MHz	0.1 W
2400 – 2483.5 MHz	10 mW
2402 – 2442 MHz	0.1 W
2408 – 2480 MHz	2.57 mW
5745 – 5825 MHz	25 mW

Garage door opener

868.00 – 868.60 MHz	25 mW
868.70 – 869.20 MHz	

433.05 – 434.79 MHz	10 mW
40.660 – 40.700 MHz	
26.957 – 27.293 MHz	

Compensator

(Applies to Volkswagen models with phone interface)

GSM 900 (uplink: 880–915 MHz/downlink: 925–960 MHz)	2 W
GSM 1800 (uplink: 1710–1785 MHz/downlink: 1805–1880 MHz)	1 W
WCDMA FDDI (uplink: 1920–1980 MHz/downlink: 2110–2170 MHz)	0.125 W
WCDMA FDDIII (uplink: 1710–1785 MHz/downlink: 1805–1880 MHz)	0.125 W
WCDMA FDDV (uplink: 880–915 MHz/downlink: 925–960 MHz)	0.125 W
LTE FDD1 (uplink: 1920–1980 MHz/downlink: 2110–2170 MHz)	0.2 W
LTE FDD3 (uplink: 1710–1785 MHz/downlink: 1805–1880 MHz)	0.2 W
LTE FDD7 (uplink: 2500–2570 MHz/downlink: 2620–2690 MHz)	0.2 W
LTE FDD8 (uplink: 880–915 MHz/downlink: 925–960 MHz)	0.2 W
LTE FDD20 (uplink: 832–862 MHz/downlink: 791–821 MHz)	0.2 W

Phone interface

GSM 850: 824 – 849 MHz	2 W
GSM 900: 880 – 915 MHz	
GSM 1800: 1710 – 1785 MHz	1 W
GSM 1900: 1850 – 1910 MHz	
WCDMA FDDI: 1920 – 1980 MHz	0.25 W
WCDMA FDDV: 824 – 849 MHz	

We Connect

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1710 – 1785 MHz	1 W
WCDMA band 1: 1920–1980 MHz WCDMA band 3: 1710–1785 MHz WCDMA band 8: 880–915 MHz	0.25 W
FDD LTE band 1: 1920–1980 MHz FDD LTE band 3: 1710–1785 MHz FDD LTE band 7: 2500–2570 MHz FDD LTE band 8: 880–915 MHz FDD LTE band 20: 832–862 MHz FDD LTE band 28A: 703–733 MHz	0.2 W

Car-Net Security & Service

GSM 900 (880.2 – 959.8 MHz)	2 W
GSM 1800 (1710.2 – 1879.8 MHz)	1 W
UMTS B1 (1920 – 2170 MHz) UMTS B8 (880 – 960 MHz) GPS (1575.42 MHz)	0.25 W

Car-Net e-Remote

(Applies to all electric and hybrid vehicles with e-Remote, except the e-up! and e-load up!)

GSM 850 (824 – 849 MHz) GSM 900 (880 – 915 MHz)	2 W
GSM 1800 (1710 – 1785 MHz) GSM 1900 (1850 – 1910 MHz)	1 W
EGPRS 850 (824 – 849 MHz) EGPRS 900 (880 – 915 MHz)	0.5 W
EGPRS 1800 (1710 – 1785 MHz) EGPRS 1900 (1850 – 1910 MHz)	0.4 W
UMTS I (1920 – 1980 MHz) UMTS II (1850 – 1910 MHz) UMTS III (IX) (1710 – 1785 MHz) UMTS IV (1710 – 1755 MHz) UMTS V (VI) (824 – 849 MHz) UMTS VIII (880 – 915 MHz)	0.25 W

Car-Net e-Remote

(Applies to e-up!, e-load up!)

GSM 900: 880 – 915 MHz	2 W
GSM 1800: 1710 – 1785 MHz	1 W
WCDMA FDDI: 1920 – 1980 MHz / GPS (1.57542 GHz)	0.25 W

Model codes

Coding of vehicle model groups, as long as it is not specified separately in the table:

MQB 37, MQB 37 (W) = e-Golf, Golf, Golf GTE, Golf GTD, Golf GTI, Golf Sportsvan, Golf Wagon, Jetta, Jetta Hybrid, R Golf, Tiguan, Touran, T-Roc.

MQB 48 = Arteon, Passat, Passat Alltrack, Passat GTE, Passat Wagon, Passat Wagon Alltrack, Passat Wagon GTE.

PQ 35 = Beetle, Beetle Cabriolet, Sharan.

Declaration of conformity for radio systems in countries outside of Europe



Fig. 1 Overview of some type approval symbols

Type approval symbols → *fig. 1* :

- ① Argentina
- ② Brazil
- ③ Malaysia
- ④ Moldova

- 5 Australia, New Zealand
- 6 Russia and countries that authorize and allow radio systems in accordance with EAC guidelines
- 7 Serbia
- 8 Taiwan
- 9 South Africa
- 10 South Korea
- 11 Europe and countries that authorize and allow radio systems in accordance with European guidelines
- 12 Vietnam
- 13 Ukraine
- 14 Paraguay
- 15 Zambia
- 16 Brunei
- 17 Belarus.

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio equipment is not available in every market or every vehicle.

- Connection to the exterior antenna
- Antenna
- Antenna amplifier
- Bluetooth®
- Remote control operation (auxiliary heating)
- Remote control key (vehicle)
- Garage door opener
- Infotainment system
- Keyless Access
- Instrument cluster, electronic immobilizer
- Radar sensors for assistance systems
- Tire pressure sensors
- Auxiliary heating (transceiver)
- Control modules with integrated eSIM card
- Phone interface
- Volkswagen Car-Net control module
- Wi-Fi hotspot
- Central control module

Approval numbers

a) Radar sensors for the assistance systems, b) Instrument cluster, electronic immobilizer, c) Coupling antenna, wireless charging function d) Remote control vehicle key (vehicle), Keyless Access with push-button start.

Egypt

b **TAC.07021815923.WIR**

Algeria

b **31.AF/528/DT/DG/ARPT/18**

Argentina

a **C-17908, C-18053, C-21797,**

b **H-20369, H-20370, H-20731, H-20732, H-20733, H-21901, H-21902, H-21961, H-21962, H-22190, H-22191, H-22192, H-22240, H-22362, H-22363, H-22364, H-22377, H-22378, H-22379, H-22380, H-22381, H-22382, H-22383, H-22524, H-22793, H-22794, H-22856, H-22961.**

d **H-22855.**

Australia

a **N11042, ACN/ARBN 004 528 778 / 58004528778.**

b **ABN 81 145 810 206**

Bahrain

b **DLM / 1405**

Botswana

BTA REGISTERED No:

- a **BOCRA/TA/2018/2026**
- b **BOCRA/TA/2018/3991**
BOCRA/TA/2018/3992
BOCRA/TA/2018/4129
BOCRA/TA/2018/4130
BOCRA/TA/2018/4131
BOCRA/TA/2018/4132
BOCRA/TA/2018/4133
BOCRA/TA/2018/4134
BOCRA/TA/2018/4136
BOCRA/TA/2018/4193
BOCRA/TA/2018/4194
BOCRA/TA/2018/4196
BOCRA/TA/2019/4311

Brazil

- a **05674-15-06830, 05674-16-06830**

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

- b **00939-19-06673, 01814-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04383-18-06673, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 06215-16-0343006763-18-06353, 06962-18-06353, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07189-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353.**

- d **01812-19-05364.**

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Brunei

b
**DTA-001794, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307
DTA-001793: DRQ-D-MAJU-02-2011-111083
DTA-001981: DRQ-D-MAJU-02-2011-111083
DTA-001982: DRQ-D-MAJU-02-2011-111083
DTA-001986,
DTA-003220: DRQ-D-MAJU-02-2011-111083**

Chile

b
3458/DO N°45141/f26, 12190/DO N° 48994/F26

China

a
2016DJ6719

Dominican Republic

b
DE-0000320-Cc-17445, 183507

Europe and countries that permit radio systems according to European guidelines:

See EU Declaration of Conformity at www.volkswagen.com/generalinfo.

Gibraltar

b
MDE_VIS_1710

Ghana

a
1R3-1M-7E1-160, 6X6-4H-7EO-OF3

b
BR3-1M-GE2-087, BR3-1M-GE2-088, BR3-1M-GE2-089, BR3-1M-GE2-0AF, BR3-1M-GE2-0BA, BR3-1M-GE2-0BB, BR3-1M-GE2-0BC, BR3-1M-GE2-0B0, BR3-1M-GE2-0B3, BR3-1M-GE2-0B4, BR3-1M-GE2-0D2, BR3-1M-GE2-0BC, BR3-1M-GE2-0EC, BR3-1M-GE2-0ED, BR3-1M-GE2-0EE, BR3-1M-GE2-10A, BR3-1M-GE2-10B, BR3-1M-GE2-130, EX6-6M-GE2-17B, ZRO-M8-7E3-X90.

d
ZRO-M8-7E3-X92

Hong Kong

b
US0031800001

India

b **ETA-1609/17-RLO(NE), NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR).**

Indonesia

a **34539/I/SDPPI/2017, 4211
38132/I/SDPPI/2017, 2130
47817/SDPPI/2016, PLG ID: 6094**

b **55776/SDPPI/2018, PLG ID: 7205
56625/SDPPI/2018, PLG ID: 7708
57406/SDPPI/2018, PLG ID: 7708
57647/SDPPI/2018, PLG ID: 7708
57687/SDPPI/2018, PLG ID: 7708
60924/SDPPI/2019, PLG ID: 4334**

c **58849/SDPPI/2018, PLG ID: 4334**

d **61642/SDPPI/2019, PLG ID: 4334**

Iran

b **Iran_Kombiinstrument_MDE_VIS_1710**

Israel

b **51-63653, 63-63304.**

Jamaica

b **FCC ID: 2AA98A, Kombiinstrument-1, -2, -3**

Japan

a **202-LSE009, 203-JN0638, 203-JN0825**

b **MDE_VIS_1710**

d **022-190152**

電波法)=本製品は、電波法に基づく特定無線設備の技術基準適合証明などを受けております。本製品の改造は禁止されています。適合証明番号などが無効となります

Jordan

- a **TRC/LPD/2014/248, TRC/LPD/2016/584, TRC/LPD/2017/254**
- b **TRC/LPD/2018/1**
- d **TRC/LPD/2019/153**

Canada

IC ID / type designator:

- a **3659-R3TR, 3659A-R3TR**
- b **11505A-A, 23650-17101001, 23650-17101002, 23650-17101010, 23650-171010101, 23650-17101041, 23650-17101031, 23650-17101032, 23650-17101033, 23650-17101034, 23650-17101041, 23650-17101042, 23650-17101043, 23650-17101051, 23650-17101052, 23650-17101053, 23650-17101054, 23650-18020531, 23650-18020532, 23650-18020533, 23650-18020534, 2694A-013854, 2694A-RSB19, 4983A-BNFHL, 4983A-BNFLL.**
- d **2694A-FS19.**

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC ID / type designator:

- c **4774A-18500, 5927A-KA3**

This device complies with RSS-210, ICES-001 and RSS-Gen of the Industry Canada Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Colombia

b **2018300044**

Kuwait

b **Ref 2410**

Lebanon

b **2665/E&M/2018**

Malaysia

a **CIDF15000490, CIDF17000143, MRR14F, ARS4-B**

b **HIDF1500019
RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242),
RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596),
RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731),
RFC/21A/0718/S(18-2717), RFC/23A/0818/S(18-3153),
RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379),
RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544),
RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545),
RFCL/20A/0718/S(18-2718), RFC/21A/0718/S(18-2717),
RCFL/22A/0818/S(18-3109), RFC/23A/0818/S(18-3153),
RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810),
RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977),
RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129),
RFCL/31A/1018/S(18-3976).**

Morocco

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

a **MR 9778 ANRT 2014, 11/11/2014
MR 12623 ANRT 2016, 11/10/2016
MR 13900 ANRT 2017, 04/05/2017**

b **MR 15669 ANRT 2018, 31/01/2018,
MR 15674 ANRT 2018, 31/01/2018,
MR 15675 ANRT 2018, 31/01/2018,
MR 19108 ANRT 2019, 2019_03_14.**

c **MR 17576 ANRT 2018, 26/09/2018**

d **MR 19106 ANRT 2019, 2019/03/04**

Mauritius

b **TA/2018/0084**

Macedonia

b **0803-157/1**

Mexico

a **RCPAPR318-2005, RLVDER316-1666, RLVDER316-2005**

b **IFT/223/UCS/DG-AUSE/0311/2018,
RLVHE0119-0720, RLMABN18-1512, RLMABN18-1512-A1,
RLVVIKO18-0155, RLVVW1718-1092, RLVVW1718-1169,
RLVVW1718-1170, RLVVW1718-1314, RLVVW1718-1315,
RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1508,
RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1519,
RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1790,
RLVVW1718-1928, RLVVW1718-1929, RLVVW1818-1249,
RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023.**

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldova

a **1014, 024, 8526**

b **024**

c **1014**

d **024**

New Zealand

b **ABN 81 145 810 206**

Oman

- a **R/1733/14, D080134, R/2210/14, D080134**
- b **R/5130/18, 23/01/2018, R/5725/18, D100428,
R/5772/18, D100428, R/5774/18, D100428,
R/5819/18, D100428, R/5820/18, D100428,
R/5884/18, D100428, R/5885/18, D100428,
R/5886/18, D100428, R/5887/18, D100428,
R/6022/18, D100428, R/6023/18, D100428,
R/6366/18, D100428, R/6372/18, D100428,
R/6535/18, D100428, R/6616/18, D100428,
R/6695/18, D100428, R/6696/18, R/7383/19.**
- c **R/3370/16**

Paraguay

- b **2018-10-I-000480, 2018-10-I-000481.**
- d **2019-05-I-000243**

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL - Paraguay.

Philippines

- b **ESD-1816419C**

Qatar

- b **CRA/SA/2018/R-6820**

Zambia

- b **ZMB/ZICTA/TA/2018/8/38, ZMB/ZICTA/TA/2018/8/39,
ZMB/ZICTA/TA/2018/8/40, ZMB/ZICTA/TA/2018/8/41,
ZMB/ZICTA/TA/2018/10/10, ZMB/ZICTA/TA/2018/10/15,
ZMB/ZICTA/TA/2018/10/17, ZMB/ZICTA/TA/2018/10/18,
ZMB/ZICTA/TA/2018/10/19, ZMB/ZICTA/TA/2018/10/20,
ZMB/ZICTA/TA/2018/10/21, ZMB/ZICTA/TA/2018/10/24,
ZMB/ZICTA/TA/2018/10/26, ZMB/ZICTA/TA/2018/10/27,
ZMB/ZICTA/TA/2018/12/16**

Saudi Arabia

- b **29563**

Serbia

- a **34540-1313/16-3, M011 14, M011 17**
- b **P1617197200, M005 17, M005 18.**
- d **M011 19**

Singapore

Complies with IMDA Standards:

- a **DA103787, DA104682 (N0688-15), DB106879 (N3083-18).**
- b **DA104682, DA105282, N4975-17.**
- c **DA103787.**
- d **DA104682.**

South Africa

- a **TA-2013/2465, TA-2014/1783, TA-2016/2759.**
- b **TA-2017/2824, TA-2019/5101.**
- c **TA-2016/501, TA-2016/820, TA-2016/3539.**

South Korea

- a **R-CRM-DDG-R3TR.**
- b **R-RMM-VCo-Kombi, R-C-HLA-RSB19, R-R-HLA-013854, R-R-LGE-LCW05-VWE5.**
- d **R-C-HLA-FS1903.**

이 기기는 업무용(A급) 전자파 적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로 합니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음. 해당 무선설비는 운용 중 전파혼신 가능성이 있으므로, 인명 안전과 관련된 서비스는 할 수 없습니다.

이 기기는 업무용(A급) 전자파 적합기기로서 판매자 또는 사용자는 이 점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로 합니다.

이 기기는 가정용(B급) 전자파 적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다. 해당 무선 설비는 운용 중 전파혼신 가능성이 있음.

Taiwan

- a **CCAF16LP2450T2.**
- b **CCAL18LP0610T2, CCAL18LP0850T6, CCAL18LP1020T9, CCAL18LP1030T2, CCAL18LP1190T8, CCAL18LP1200T1, CCAL18LP1210T1, CCAL18LP1410T9, CCAL18LP1430T2, CCAL18LP1440T5, CCAL18LP1460T1, CCAL18LP1480T4, CCAL18LP1570T5, CCAL18LP1580T8, CCAL18LP1590T1, CCAL18LP1600T1, CCAL18LP1610T4, CCAL18LP1620T7, CCAL18LP1730T1, CCAL18LP1740T4, CCAL18LP1750T7, CCAL18LP1820T2, CCAL18LP240T0, CCAL19LP0560T5, CCAL19LP0580T1.**

1. 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。2. 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語 低功率電波輻射性電機管理辦法 第十二條經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率，加大功率或變更原設計之特性及功能。第十四條低功率射頻電機之使用不得影響飛航安全及干擾合法通信，經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指一電信法規定作業之無線電通信低功率射頻電機需忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

警語經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾

Thailand

- a **MRRe14FCR**
- b **255.A.2560**

1) เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของกสทช.
2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้ ้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

- b **AHO-0177-18**

Turkey

- b **MDE_VIS_1710**

USA and countries that authorize and allow radio systems according to FCC guidelines:

FCC ID:

a **LTQR3TR**

b **2AA98, 2AA98A,
2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, BEJLCW05-VWE5, NBGRSB19, NBG013854,
RX2BNFHL, RX2BNFLL.**

d **NBGF519**

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC ID:

c

RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.

This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction

Ukraine

Imported by:

Чистий і шлях©

Імпорт та експорт ТОВ компанії

Десь Ave. 14

01004 Київ

Україна

a	BSD 3.0	24,05 - 24,25 GHz	20 dBm
	LCA 2.0	24,05 - 24,25 GHz	20 dBm
	RS4	24,05 - 24,25 GHz	20 dBm

1APTV R3TR

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo.

b **UA.TR.109.0009-18, UA.TR.109.R.0425-18, UA.TR.028
0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872,
0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033**

c **Koppelantenne Gen.3**

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіообладнання (позначення типу радіообладнання DESIGNATION) відповідає Технічному регламенту радіообладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою:
www.volkswagen.com/generalinfo

United Arab Emirates

TRA, REGISTERED No, DEALER No

a **ER49719/16, DA0062437/11, ER55421/17, DA36758/14,
ER61136/18, DA40068.**

b **ER61137/18, DA0089862/12, ER70009/19, DA44932.**

d **ER70046/19, DA44932**

Belarus

d **BY/112 11.01.TP024 020 00007
BY/112 11.01.TP024 020 00008
BY/112 11.01.TP024 020 00047
BY/112 11.01.TP024 020 00059
BY/112 11.01.TP024 030 00140**

Technical data

Information on technical data

General information about specifications

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and market-specific equipment. The specifications in the legal vehicle documents always take precedence.

Follow all warning and information for vehicles with an N1 certificate (*→ N1 certificate, Description*).

Engine

The engine in the vehicle is listed on the vehicle identification label or in the official vehicle documents.

Weight

The values for the curb weight in the following tables apply to a vehicle ready for operation. This includes a driver weighing (75k g (165 lbs)), operating fluids, a fuel tank that is 90% full, tools, and a replacement tire. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

- Passengers
- All luggage
- Attachments
- Roof load
- Trailer tongue weight if towing a trailer

The permissible total vehicle weight and the gross axle weight rating may never be exceeded, even with a trailer. The permissible values are indicated on the safety compliance label on the B-pillar on the driver side (→ *Description, Stickers and labels*).

Performance

The performance was determined without equipment that limits performance such as attachments.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

Towing weight

The indicated combination weights apply only for altitudes up to 1000 m (3000 ft) above sea level. For every additional 1000 m (3000 ft), the gross combination weight rating must be reduced approximately 10%.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive from a stationary position.

A rising difference in altitude (incline) on a 100 m (300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

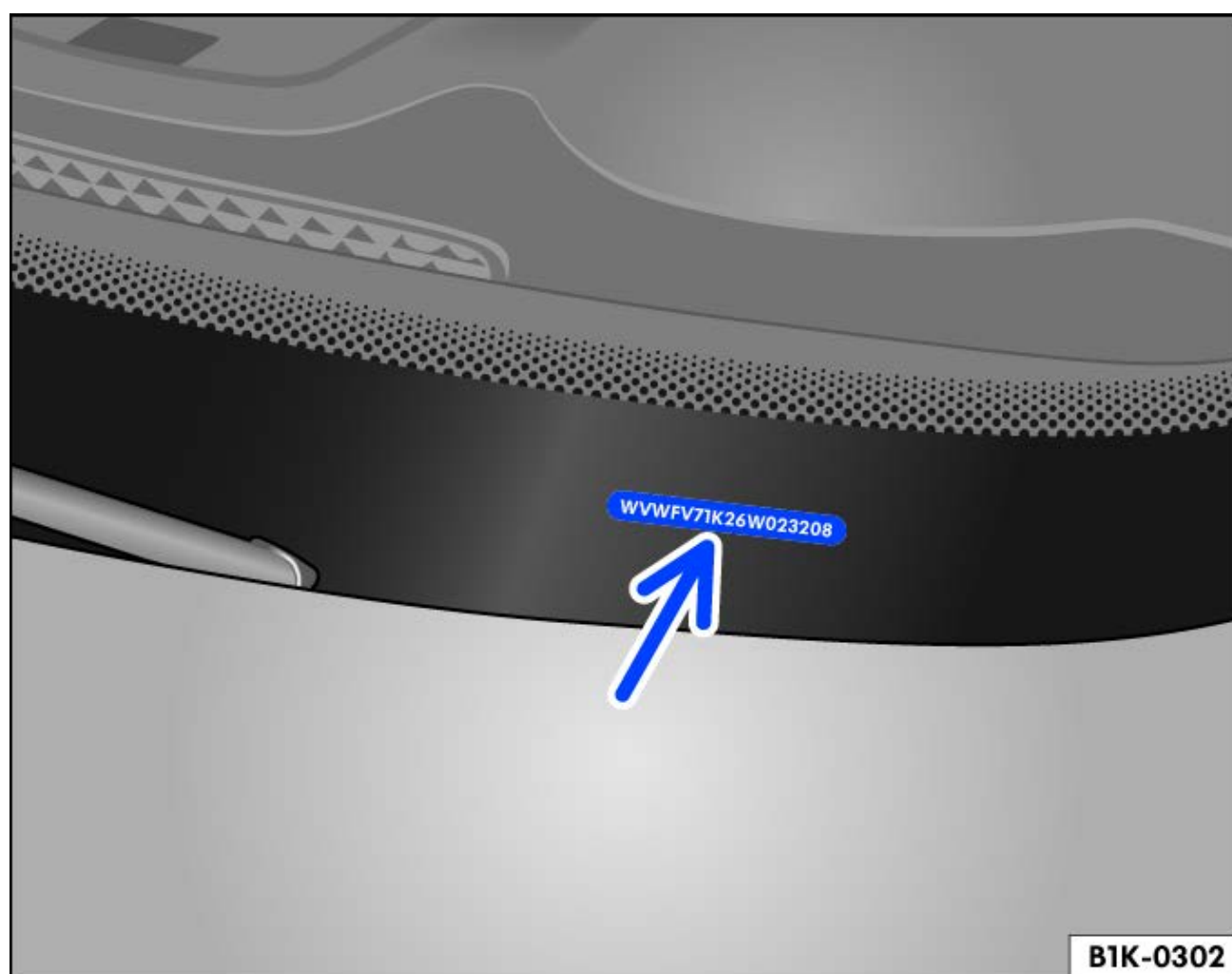


Fig. 1 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the VIN in the **Service** menu or in the vehicle settings, depending on the Infotainment system.

The VIN may also be stamped in the following locations, depending on the model, market, and engine:

- In the right water drain channel in the engine/motor compartment
- On the right suspension strut tower in the engine/motor compartment
- In the engine/motor compartment near the hinge for the hood on the right side of the vehicle
- Under the carpet behind the right front seat

Safety Compliance Certification Label

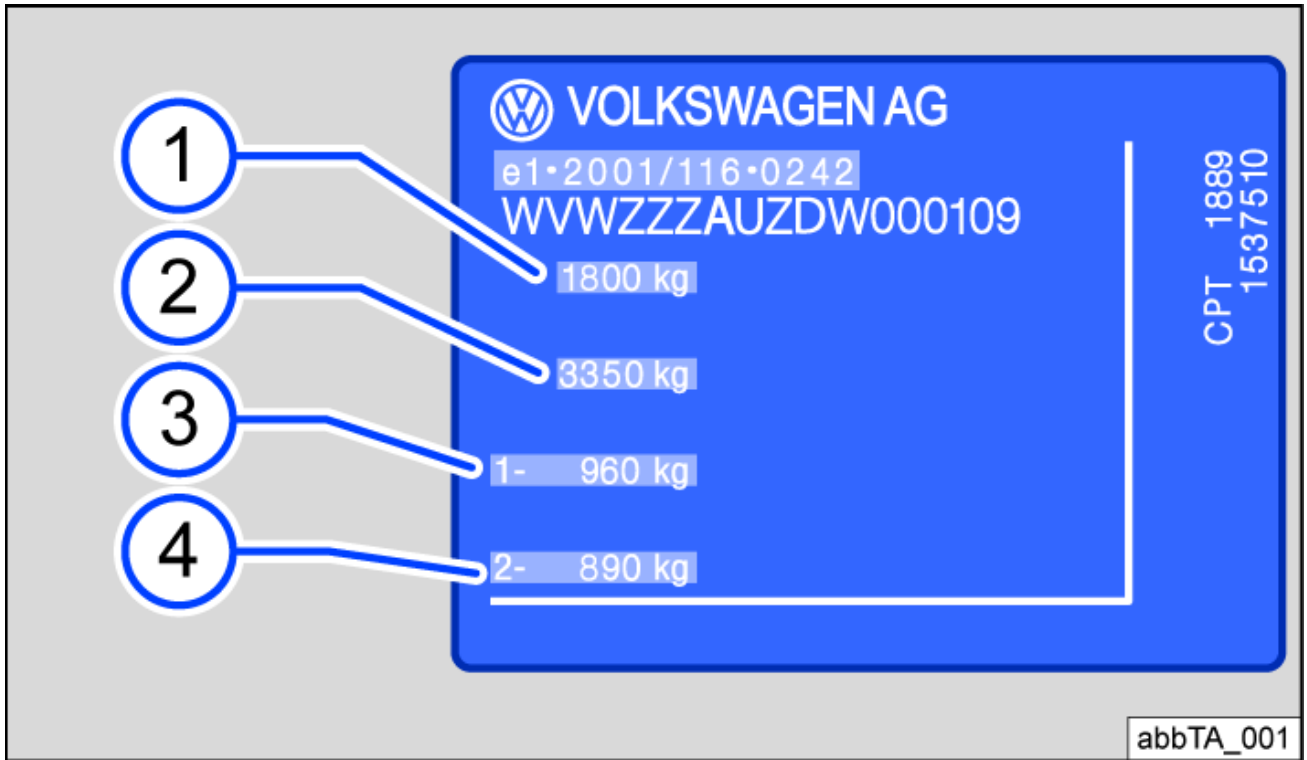


Fig. 1 Model plate (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

- ① Gross Vehicle Weight Rating.
- ② Gross combination weight rating (towing vehicle and trailer).
- ③ Front Gross Axle Weight Rating.
- ④ Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's or front passenger's door is open. Vehicles exported to some countries do not have a model plate.

Vehicle data label

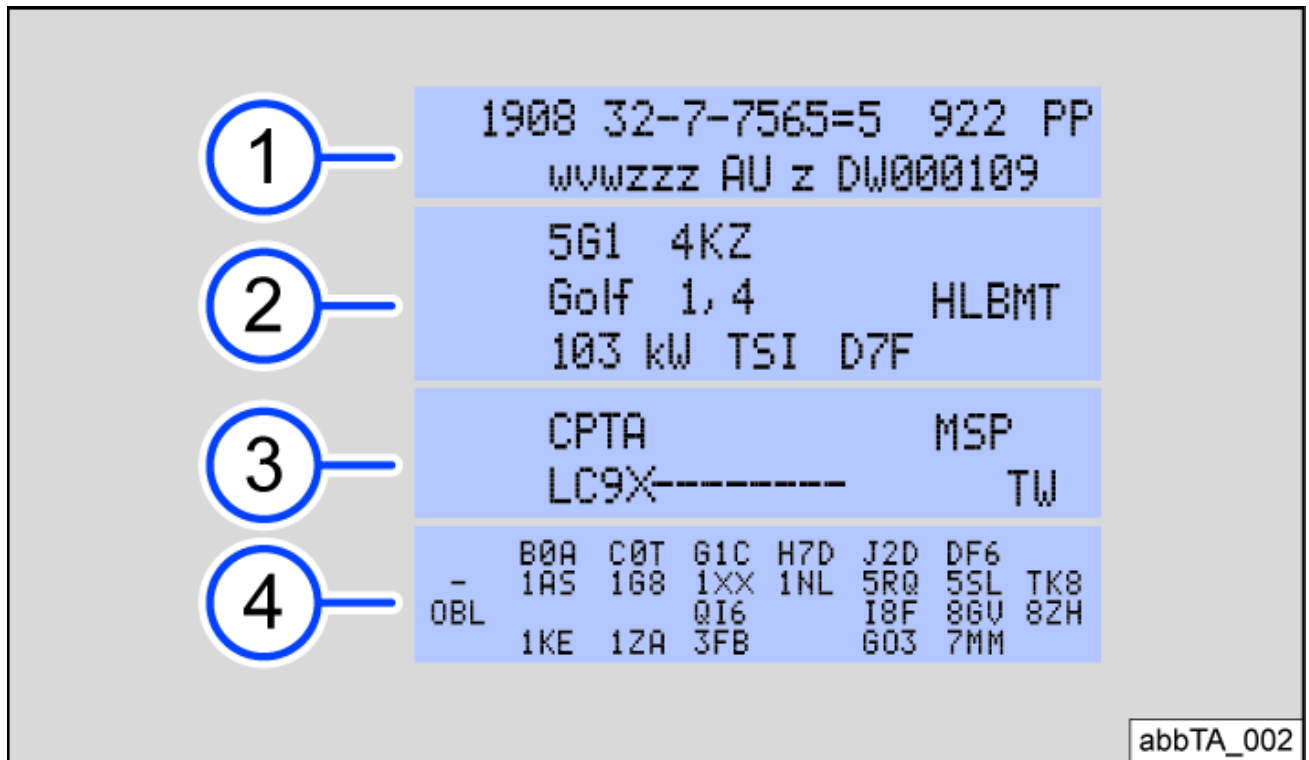


Fig. 1 General example: vehicle data label

- ① Vehicle Identification Number (VIN)
- ② Vehicle model, engine output, transmission
- ③ Engine and transmission codes, paint number, interior equipment In the example, the engine code is "CPTA".
- ④ Optional equipment, PR numbers

The vehicle data label is on the inside of the Owner's Manual wallet and in the trunk. Depending on vehicle equipment, the vehicle data label may be located under the trim on the wall of the trunk or the trunk floor panel, in the spare wheel well, or in the back panel.



Depending on vehicle equipment, the engine code may be displayed in the instrument cluster (→ *Displays, Description*).

Dimensions

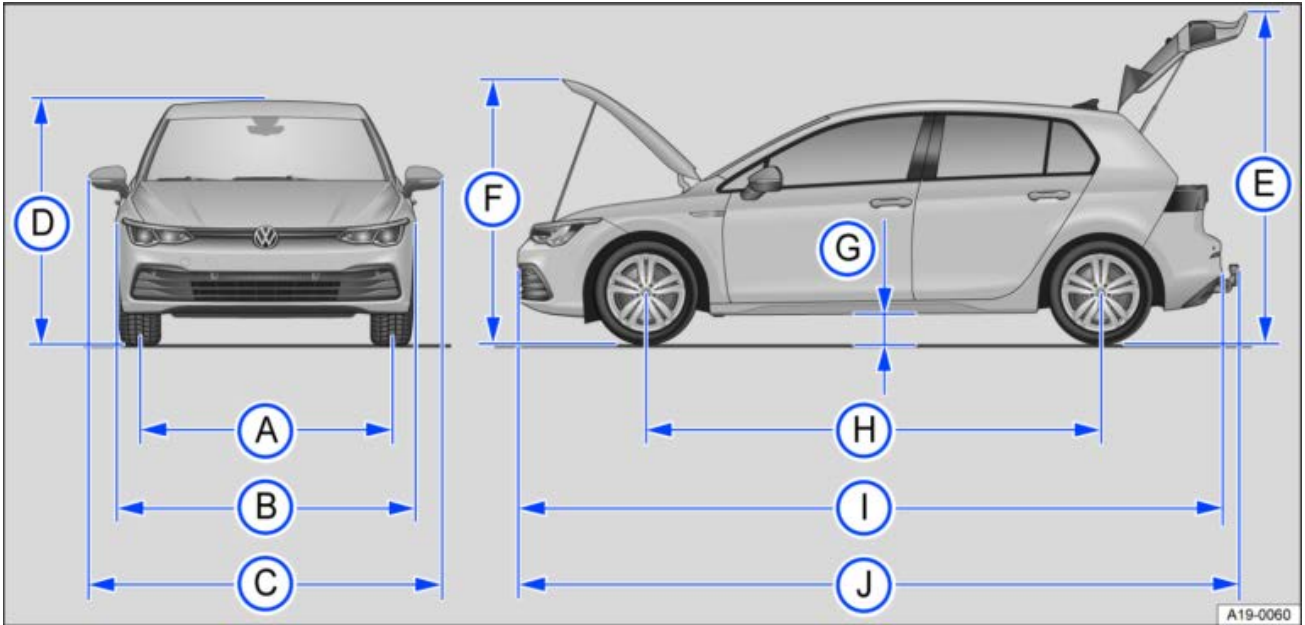


Fig. 1 Dimensions.

The information in the table applies to the German base model with basic equipment.

The specified values may differ due to different wheel rim and tire sizes, heavy-duty suspension, additional equipment, different model versions and subsequent addition of accessories or in the case of special-purpose vehicles or vehicles for other countries.

Key for <i>fig. 1</i> :		Golf
A	Front track	1533 - 1549 mm
	Rear track	1504 - 1520 mm
B	Width	1789 mm
C	Width (from exterior rearview mirror to exterior rearview mirror)	2073 mm
D	Height with curb weight	1441 - 1471 mm
	Height with curb weight	1461 - 1491 mm
E	Height with open trunk lid and curb weight	1996 - 2026 mm
F	Height with open hood and curb weight	1730 - 1760 mm
G	Ground clearance in running order	120 - 150 mm
H	Wheelbase	2630 mm
I	Length (bumper to bumper)	4274 mm
J	Length with factory-installed trailer hitch	4390 mm
-	Minimum turning circle diameter	10.9 m

NOTICE

- Maneuver carefully in parking spaces with high curbs or fixed barriers. These objects protruding up from the ground can damage the bumper and other parts of the vehicle when driving into or out of a parking space.
- Drive carefully over entrances into buildings, ramps, curbs, and other objects. Vehicle components that are low to the ground such as the bumper, spoiler, and parts of the suspension, engine, or exhaust system could be damaged when driving over these objects.

Fuel tank filling capacity

	Filling capacities
Engines under 110 kW	Around 45 l, of which around 5 l reserve.
Engines over 110 kW	Around 50 l, of which around 5 l reserve.

Gasoline engines

1.0L, 3-cylinder TSI[®], 66 kW

1.0L, 3-cylinder TSI[®], 81 kW

1.5L, 4-cylinder TSI[®], 96 kW

1.5L, 4-cylinder TSI[®], 110 kW

1.5L, 4-cylinder TSI[®], mild hybrid, 110 kW

Diesel engines

2.0L, 4-cylinder TDI[®], 85 kW

2.0L, 4-cylinder TDI[®], 110 kW