Thank you for choosing Volkswagen

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

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

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

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

⚠ WARNING

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

About this owner's manual

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

For information on your actual vehicle equipment, please refer to the sales documents or contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

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

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

Printed owner's manual

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

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

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

Explanations

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

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

Directions and positions

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

Dimensions and speeds

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Glass roof

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

Qualified workshop

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

Volkswagen dealership

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

Go to a qualified workshop

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

Seek expert assistance

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

Description of symbols

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

Indicates the end of a section.

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

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

® The symbol means “Registered Trademark” and identifies a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

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

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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

ⓘ NOTICE

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

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

Texts with this symbol contain additional information.

Front view

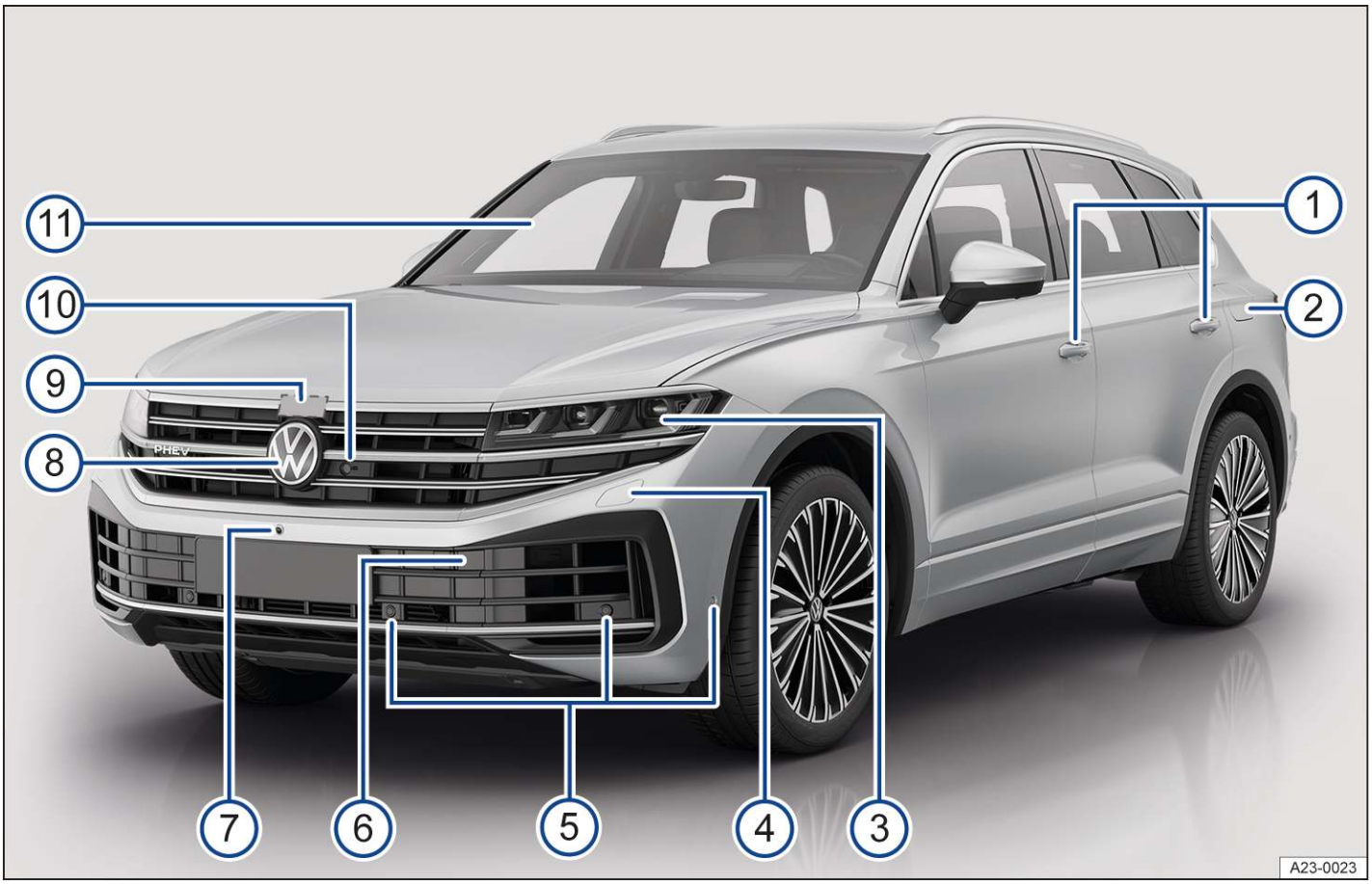


Fig. 1 Overview of vehicle from front.

1. Door handles
2. Charging socket flap *(→ Charging operations)*
3. Headlights *(→ Exterior lighting)*
4. Headlight washer system *(→ Wipers)*
5. Sensors for assist systems , *(→ Vehicle care, exterior)*
6. Behind a cover: mounting for towing eye
7. Camera for Area View , *(→ Vehicle care, exterior)*
8. Behind the Volkswagen badge: radar sensor for assist systems , *(→ Vehicle care, exterior)*
9. Opening lever for bonnet *(→ In the bonnet space)*
10. Thermal imaging camera for assist systems , *(→ Vehicle care, exterior)*
11. Windscreen
    - — with vehicle identification number
    - — with windscreen heating *(→ Windscreen heating)*
    - — with windscreen wiper *(→ Wipers)*
    - — with camera for assistance systems positioned near the interior mirror , *(→ Vehicle care, exterior)*
    - — with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*

Rear view

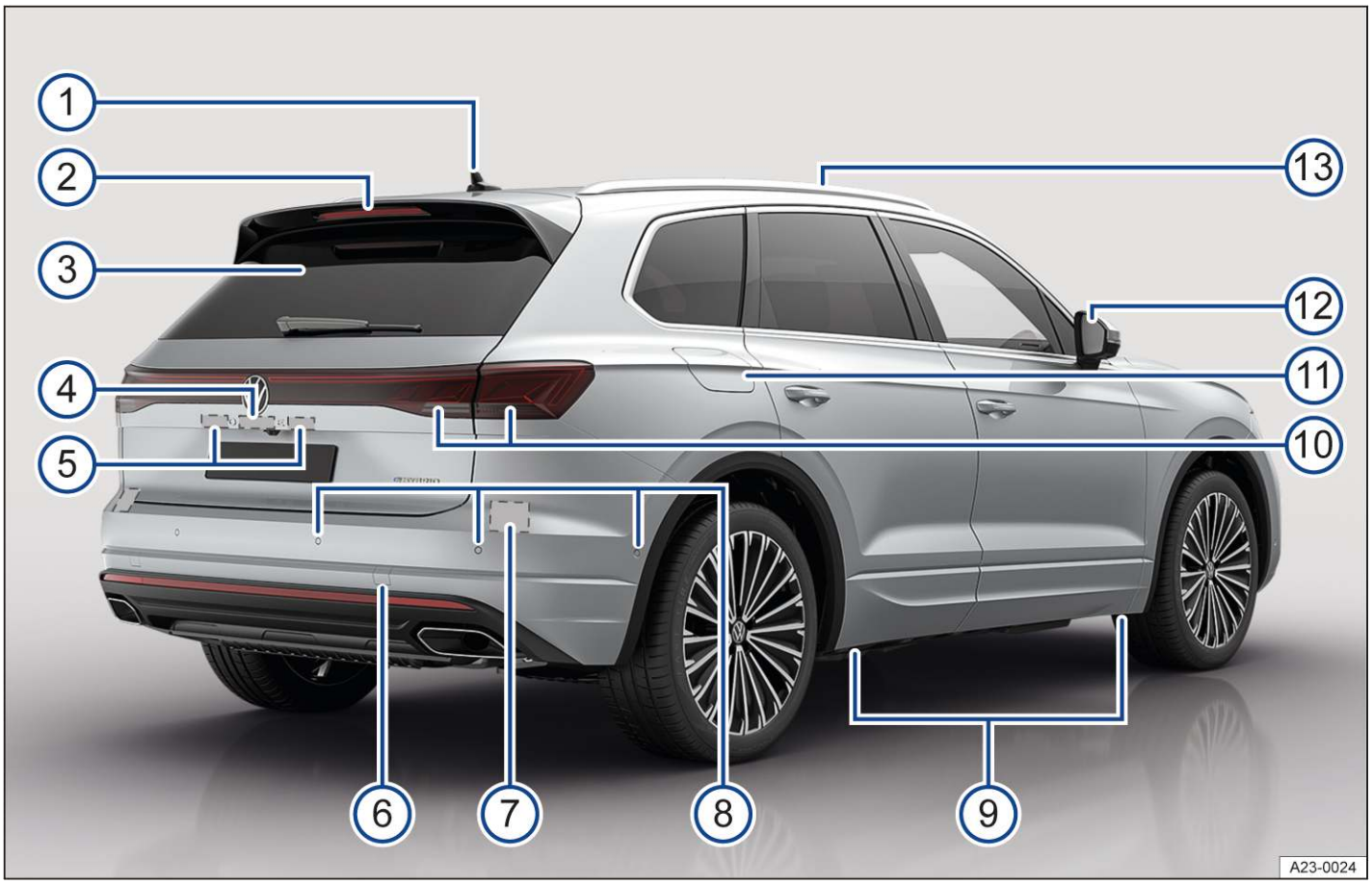


Fig. 1 Overview of vehicle from rear.

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

Driver side

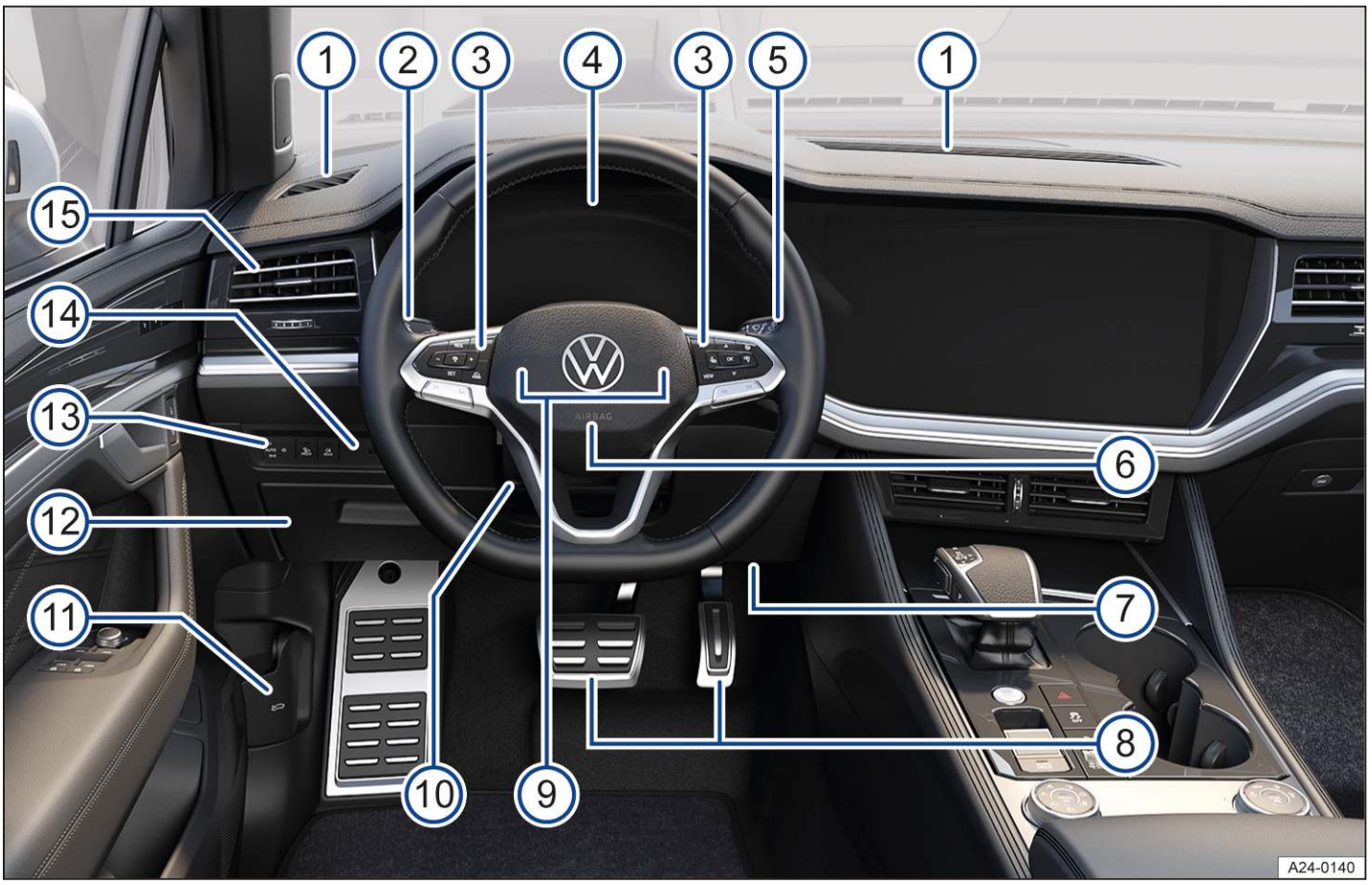


Fig. 1 Overview of the driver side (left-hand drive vehicles).

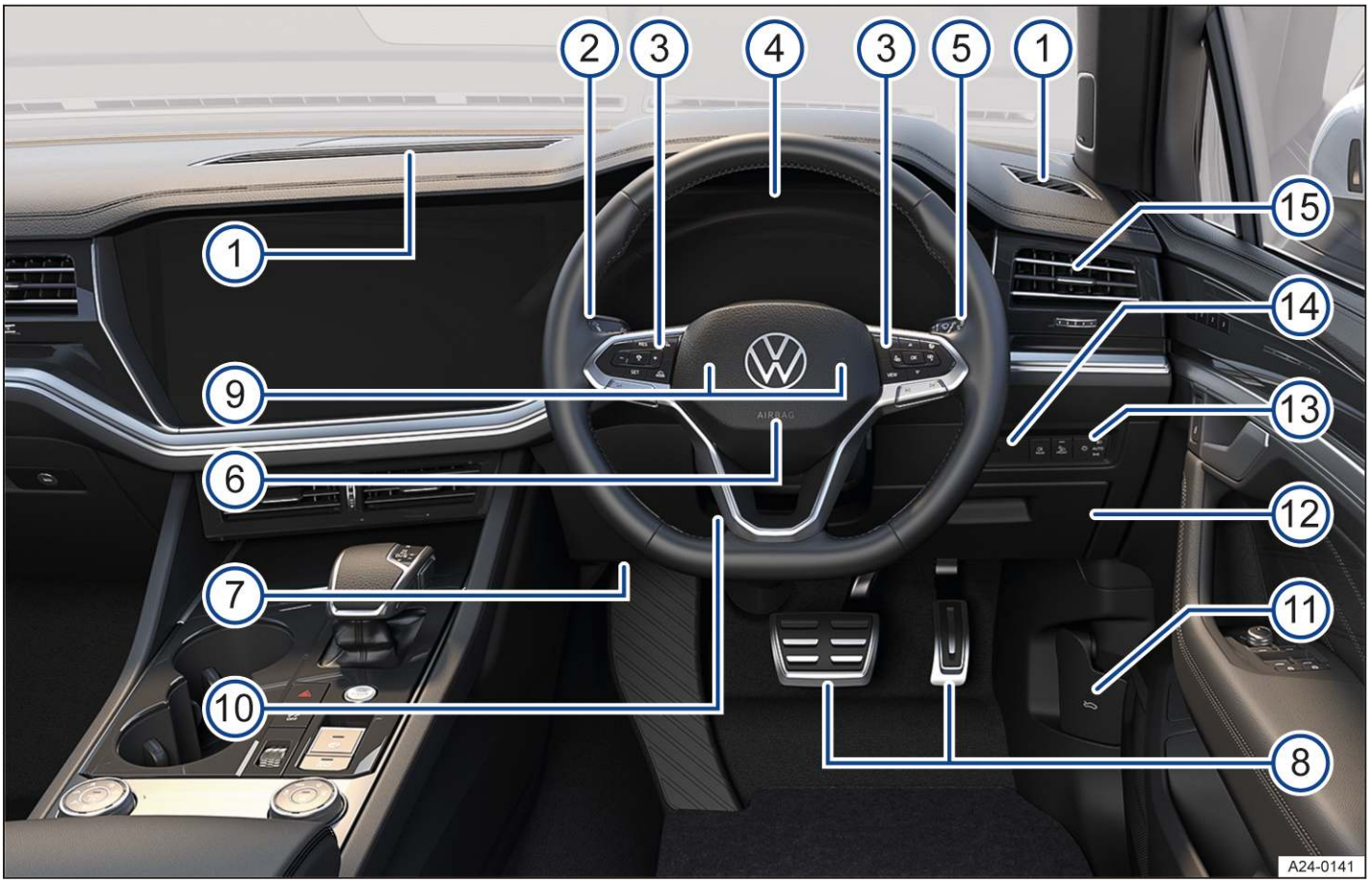


Fig. 2 Overview of the driver side (right-hand drive vehicles).

1. Vents for indirect ventilation *(→ Air distribution of the air conditioning system)*
2. Turn signal and main beam lever *(→ Turn signals)*, *(→ Main beam)*
   - with button for driver assist systems ASSIST
3. Controls on the multifunction steering wheel
   - for menu selection *(→ Digital instrument cluster (Pro))*
   - for changing between different displays of the digital instrument cluster VIEW *(→ Digital instrument cluster (Pro))*
   - for audio, navigation
   - for volume adjustment
   - for activating voice control
   - for steering wheel heating *(→ Steering wheel heating)*
4. Instrument cluster *(→ Digital instrument cluster (Pro))*
   - with warning and indicator lamps *(→ Symbols in the instrument cluster)*
5. Lever for wipers and washers
6. Location of the driver front airbag
7. Location of the knee airbag
8. Pedals *(→ Pedals)*
9. Horn
10. Lever or switch
    - Adjust steering column position mechanically *(→ Adjusting the steering wheel mechanically)*
    - Adjust steering column position electrically *(→ Adjusting the steering wheel electrically)*
11. Bonnet release lever *(→ In the bonnet space)*
12. Stowage compartment
13. Light switch
14. Brightness sensor for head-up display
15. Adjustable vents *(→ Air distribution of the air conditioning system)*

Driver door

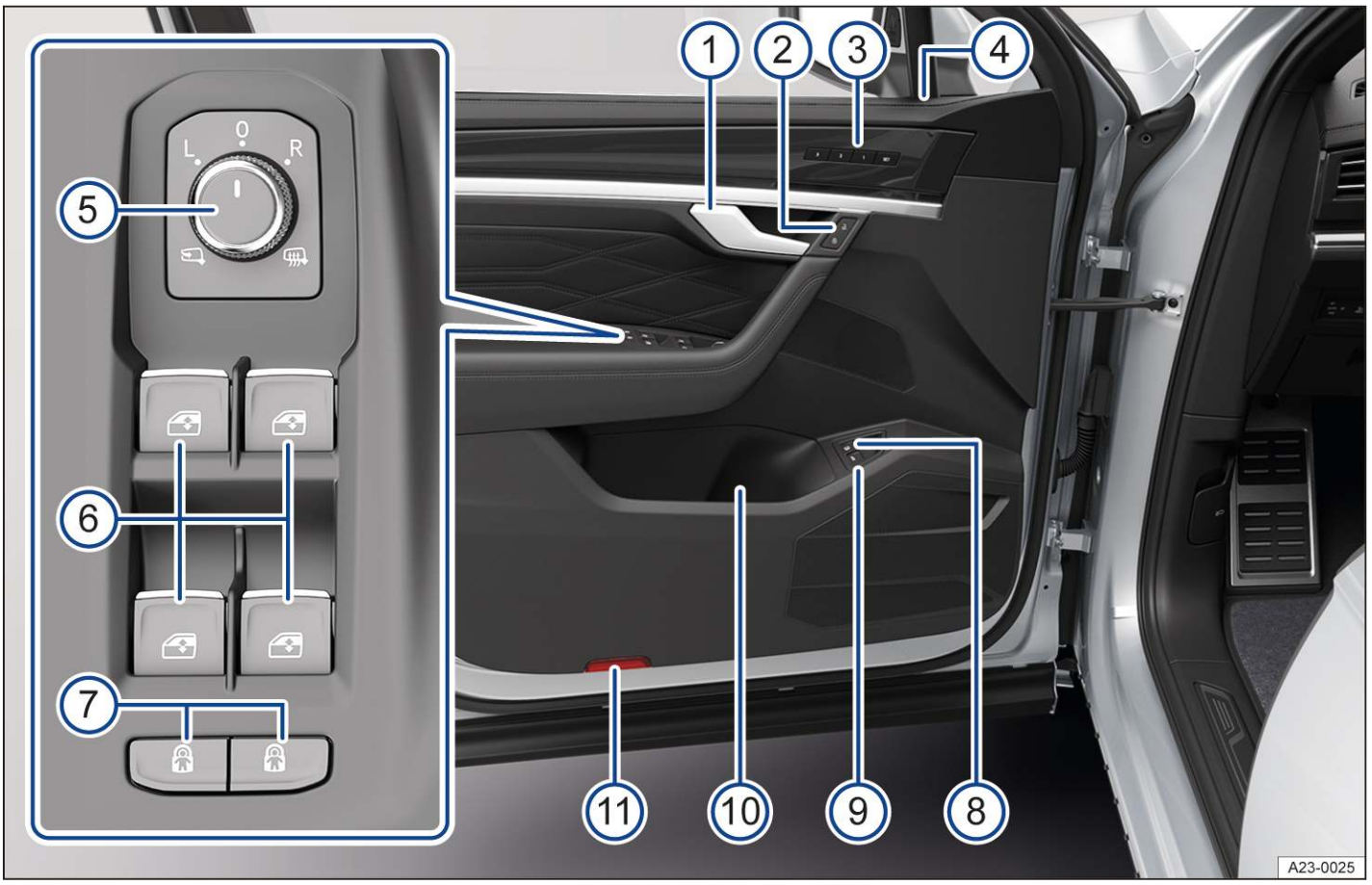


Fig. 1 Driver door (left-hand drive vehicles): controls (mirrored for right-hand drive vehicles).

1. Door release lever
2. Central locking button for locking and unlocking the vehicle *(→ Central locking button)*
3. Memory buttons for storing the driver seat and exterior mirror settings *(→ Memory function)*, *(→ Exterior mirrors)*
4. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
5. Rotary knob for exterior mirror settings and functions *(→ Exterior mirrors)*
   — With control function for trailer manoeuvring system (Trailer Assist)
6. Buttons for operating the electric windows
7. Buttons for the electric childproof lock in the rear doors *(→ Childproof lock, electric)*
8. Button for releasing the tank flap *(→ Fuel types and refuelling)*
9. Button for releasing the boot lid
10. Stowage compartment
    — with bottle holder
    — with stowage facility for high-visibility waistcoat *(→ Emergency equipment)*
11. Door light

Centre console

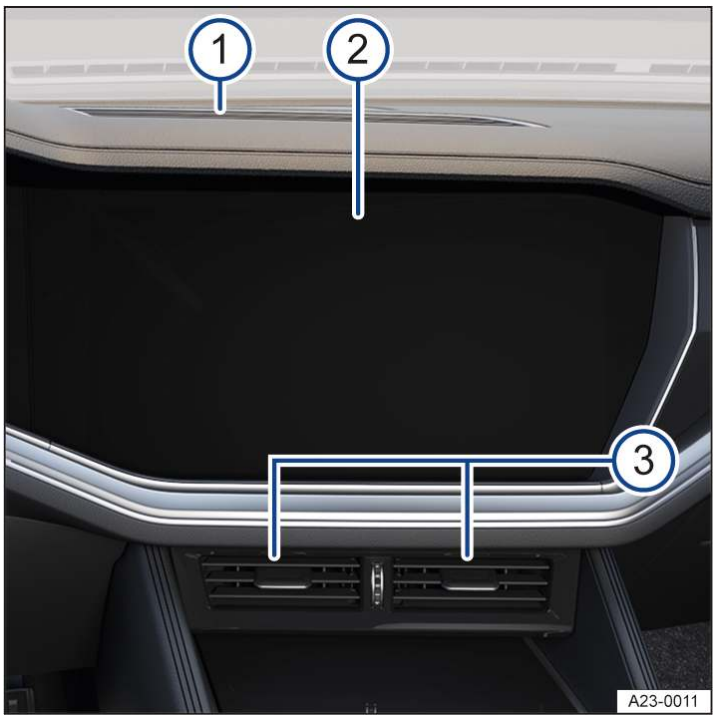


Fig. 1 Overview of the upper section of the centre console (left-hand drive vehicles)

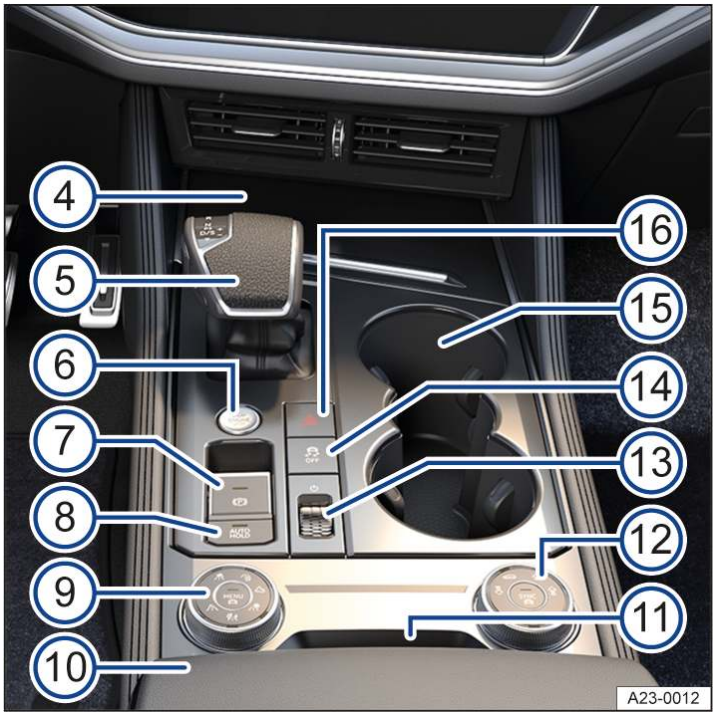


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

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(1) Vent for indirect ventilation *(→ Air distribution of the air conditioning system)*

(2) Infotainment system

with control options for

— Assist systems for parking and manoeuvring

— Air conditioning system

— Steering wheel heating *(→ Steering wheel heating)*

(3) Adjustable vents *(→ Air distribution of the air conditioning system)*

4 Stowage compartment

— With 12-volt socket

— with USB connections with charging function for external device batteries , *(→ Charging options for mobile devices)*

— with function for wireless charging in accordance with QI standard *(→ Charging options for mobile devices)*

5 Selector lever for automatic gearbox

6 Button for activating and deactivating the vehicle's drive system (keyless comfort start function) *(→ Starter button)*

7 Button for electronic parking brake

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

9 Control for driving profile selection

10 Stowage compartment in the centre armrest

— with USB connections with charging function for external device batteries , *(→ Charging options for mobile devices)*

11 Contact area for the vehicle key for emergency start *(→ Starting the engine)*

12 Rotary switch for air suspension running gear (depending on equipment)

13 Control for the Infotainment system

— for switching on and off

— for volume adjustment

14 Button for brake support systems *(→ Brake support systems)*

15 Drink holders

16 Hazard warning lights button

Front passenger side

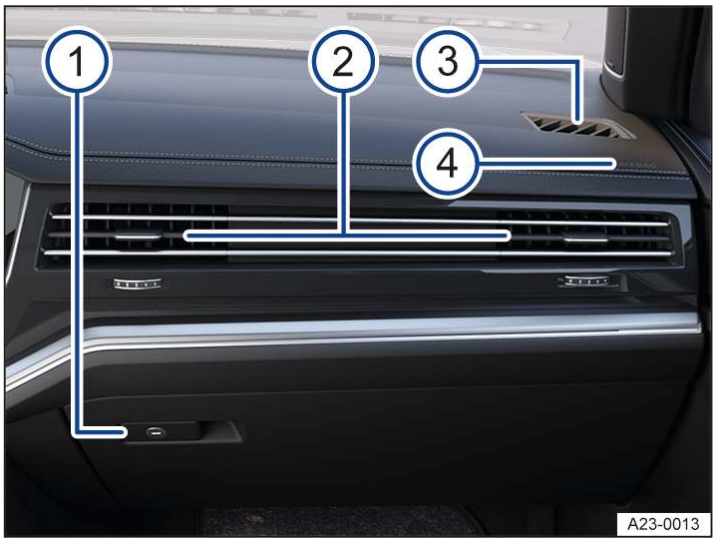


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).



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

1. Lockable glove box:
   - with opening lever
   - with vent for cooling the glove box
   - with vehicle wallet
2. Adjustable vents *(→ Air distribution of the air conditioning system)*
3. Vent *(→ Air distribution of the air conditioning system)*
4. Location of front passenger front airbag in the dash panel
5. Key switch for deactivating the front passenger front airbag

Controls and displays in the roof console



Buttons for interior lights .


Switch for glass roof *(→ Glass roof)*.


Buttons for the sun blind *(→ Sun blind in the glass roof)*.



Emergency assistance call button .


Button for breakdown call .



Indicator lamp for enabled front passenger front airbag .



Indicator lamp for disabled front passenger front airbag .

Symbols in the instrument cluster

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

You can find information on other indicator lamps, e.g. in switches or touch panels, in the respective chapters.

⚠ WARNING

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

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

Due to ongoing vehicle enhancement, the listed warning and indicator lamps may differ in their appearance in the vehicle after an update.

Symbol	Meaning
	STOP Do not drive on! Central warning lamp → *Priority 1 warning*
	Fastening the seat belt → *Seat belt warning system*
	Electronic parking brake switched on → *Electronic parking brake*
	Holding force of the electronic parking brake is insufficient → *Electronic parking brake*
	Button for the electronic parking brake is faulty. → */ Button for the electronic parking brake is defective or faulty*
	STOP Do not drive on! Electronic parking brake fault → *Fault in electronic parking brake*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Low brake fluid level → *Brake fluid level*
	Take over brake pedal after automatic brake intervention → *Automatic braking intervention*
	Take over control of the vehicle and be prepared to brake. → *Introduction to the topic*
	STOP Do not drive on! Engine oil level too low → *Engine oil level very low*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Coolant system fault → *The coolant temperature is too high or the coolant level is too low*, → *together with Fault in high-voltage cooling system*
	STOP Do not drive on!

	Steering fault → *Fault in rear wheel steering*
	STOP Do not drive on! Steering fault → *Steering fault*
	STOP Leave vehicle! Danger of fire → *and Danger of high-voltage battery fire*
	STOP Do not drive on! Fault in engine management system → *Fault in engine management system*
	STOP Do not drive on! Fault in high-voltage system → *Fault in high-voltage system*
	STOP Do not drive on! Fault in electric drive system → *Fault in the electric drive system*
	STOP Do not drive on! Fault in the 12-volt power supply → *12-volt power supply*
	Collision warning → *Warning levels and braking intervention*, → *Introduction to the topic*
	Take over steering immediately → *Take over steering immediately*
	Emergency Assist performing control intervention, adaptive lane guidance active → *Driving with Emergency Assist*
	Emergency Assist performing control intervention, adaptive lane guidance passive → *Driving with Emergency Assist*
	STOP Do not drive on! Gearbox overheated → *Gearbox overheated*
	Fault in pneumatic suspension → *Fault in the air suspension running gear*
	Intervention by proactive occupant protection system → *Introduction to the topic*
	Increasing distraction detected → *Warning levels of the Driver Attention Monitor*
	Acute risk for traffic → *Warning levels of the Driver Attention Monitor*
	High level of fatigue detected → *Warning levels of the Drowsiness Monitor*
	Acute risk for traffic → *Warning levels of the Drowsiness Monitor*
	Central warning lamp → *Priority 2 warning*
	Airbag system or belt tensioner systems switched off with diagnostic tool → *Indicator lamp*
	Fault in airbag or belt tensioner systems → *Indicator lamp*
	Functional check of the airbag indicator lamp → *Indicator lamp*
	Proactive occupant protection system functions restricted or not available → *Troubleshooting*
	Front passenger front airbag switched off → *Switching the front passenger front airbag on and off*
	Front passenger front airbag switched on → *Switching the front passenger front airbag on and off*

	Emergency Call Service is restricted → *Emergency Call Service is restricted*
	Emergency Call Service is faulty → *Emergency Call Service is faulty*
	Electronic parking brake fault → *Fault in electronic parking brake*
	Brake servo fault → *Brake servo fault*
	Check the brake pads → *Brake pad wear indicator*
	Lit up: Electronic Stability Control (ESC) fault → *ESC fault*
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) is performing control intervention → *Information on brake support systems*
	ESC Sport switched on → *Switching a brake support system off and on*
	Electronic Stability Control (ESC) switched off → *Switching a brake support system off and on*
	Traction control system (TCS) switched off → *Switching a brake support system off and on*
	Fault in anti-lock brake system (ABS) → *Anti-lock brake system failure or fault*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *Fault in engine oil system*
	Tank almost empty → *Fuel tank almost empty*
	Semi-automated driving assistance (Travel Assist) not available → *Travel Assist is not available or does not function as expected*
	Vehicle lighting fault → *Exterior drive lighting not working*
	Rear fog light switched on → *Switching the rear fog light on and off*
	Fault in rain and light sensor → *Fault in rain and light sensor*, → *Fault in rain and light sensor*
	Fault in wipers → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Fault in steering → *Steering fault*
	Automatic Emergency Braking (Front Assist) is starting up → *Front Assist is starting up*
	Fault in steering → *Fault in rear wheel steering*
	Low tyre pressure → *Low tyre pressure*, → *Low tyre pressure*
	Tyre pressure monitoring system fault → *Fault in the Tyre Pressure Loss Indicator*, → *Fault in the Tyre Pressure Monitoring System*
	Fault in engine management system → *Fault in engine management system*
	Brake energy recuperation fault → *No brake energy recuperation possible*
	Hybrid system fault → *Hybrid system faulty*
	High-voltage system fault → *Fault in high-voltage system*
	Power restricted. → *Power restricted*

	Fault with the electronic engine sound. → *Electronic engine sound is not working*
	Automatic Emergency Braking (Front Assist) not available → *Front Assist not available or availability restricted*
	Lane keeping system (Lane Assist) switched off → *Driving with Lane Assist*
	Automatic Emergency Braking (Front Assist) switched off → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system not available → *Cruise control system not available*
	Adjustable speed warning → *Driving data display (multifunction display)*
	Adaptive Cruise Control (ACC) not available → *ACC not available*
	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *Lane Assist not available*
	Lane keeping system (Lane Assist) is performing control intervention → *Driving with Lane Assist*
	Fault in the lane change system (Side Assist) → *Side Assist fault*
	Night Vision deactivated → *Warning functions deactivated*
	Fault in exhaust system → *Emissions-relevant fault*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	Charge level of the 12-volt vehicle battery is insufficient → *12-volt vehicle battery charge level*
	Fault in 12-volt power supply → *12-volt power supply*
	Fault in gearbox → *Gearbox overheated*
	Pneumatic suspension has partially failed → *Air suspension running gear has partially failed*
	Ball coupling on the towing bracket is not locked → *Ball coupling of the towing bracket is not locked*
	Vehicle key not in vehicle → *No valid vehicle key recognised*
	Drowsiness Monitor not available → *Drowsiness Monitor not available*
	Drowsiness Monitor switched off → *Drowsiness Monitor is switched off*
	Driver Attention Monitor not available → *Driver Attention Monitor is not available*
	Driver Attention Monitor switched off → *Driver Attention Monitor is switched off*
	Advanced Road Sign Display is not available → *Advanced Road Sign Display is not available*
	Depress the brake pedal! → *Vehicle's drive system cannot be activated*
	The vehicle is held stationary → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	High-voltage battery is being charged → *Charging*

READY	Vehicle's drive system → *Power display*, → *Activating the vehicle's drive system*
	Cruise control system switched on, control active. → *Introduction to the topic*
	Speed limiter switched on, system control active → *Introduction to the topic*
	Lane keeping system (Lane Assist) ready to perform control interventions → *Driving with Lane Assist*
	Travel Assist active → *Introduction to the topic*
	The ACC is regulating, no vehicle detected in front → *Switching the ACC on and off*
	The ACC is regulating, vehicle in front detected → *Switching the ACC on and off*
	Hill Descent Control is active → *Hill Descent Control*
	Main beam or headlight flasher → *Switching main beam on and off*
	Main-beam control switched on → *Switching on Light Assist*, → *Switching on Dynamic Light Assist*
	Cruise control switched on, system control not active. → *Introduction to the topic*
	Speed limiter switched on, system control not active. → *Introduction to the topic*
	The Adaptive Cruise Control (ACC) is not performing a control intervention, vehicle detected ahead → *Switching the ACC on and off*
	The Adaptive Cruise Control (ACC) is not performing a control intervention, no vehicle detected ahead → *Switching the ACC on and off*
	Lane keeping system (Lane Assist) not ready to perform control interventions → *Driving with Lane Assist*
	Travel Assist passive, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction to the topic*
	Semi-automated driving assistance (Travel Assist) deactivated → *Introduction to the topic*
	Hill Descent Control is not active → *Hill Descent Control*
	Outside temperature is below +4 °C (+39 °F) → *Digital instrument cluster information displays*
	Service due → *Service interval display*
	Fatigue detected → *Warning levels of the Drowsiness Monitor*
	Driver inattentive → *Warning levels of the Driver Attention Monitor*
	Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated*
	Range display → *Combined range display*
	Main-beam control (Light Assist) active → *Main-beam control (Light Assist)*, → *Advanced main-beam control (Dynamic Light Assist)*
	Take over steering → *Take over steering*
	Charging connector connected → *Charging*
	E-MODE (electric driving) operating mode not available → *Operating mode selection*, → *E-MODE operating mode not available*
	Operating mode display (example) → *Hybrid (use battery charge)*
	E-MODE → *Troubleshooting*

	Distance warning → *Warning levels and braking intervention*
	Night Vision fault → *Night Vision fault*
	Offroad driving profile → *Characteristics of the driving profiles*
	Eco driving profile → *Characteristics of the driving profiles*
	Comfort driving profile → *Characteristics of the driving profiles*
	Normal driving profile → *Characteristics of the driving profiles*
	Sport driving profile → *Characteristics of the driving profiles*
	Individual driving profile → *Characteristics of the driving profiles*
	Snow driving profile → *Characteristics of the driving profiles*
	Offroad Individual driving profile. → *Characteristics of the driving profiles*
	Mobile telephone battery charge level → *Digital instrument cluster information displays*
	Note about information in the owner's manual → *Note about information in the owner's manual*
	Speed regulation due to a left-hand bend → *Driving with predictive cruise control*
	Speed regulation due to a right-hand bend → *Driving with predictive cruise control*
	Speed regulation due to a junction → *Driving with predictive cruise control*
	Speed regulation due to a roundabout → *Driving with predictive cruise control*
	Speed regulation due to lifting of the speed limit → *Driving with predictive cruise control*
	Speed regulation due to speed limit → *Driving with predictive cruise control*
	Take foot off accelerator → *Eco Assistance*, → *Eco Assistance*
	Motorway exit ahead → *Eco Assistance*
	Downhill gradient ahead → *Eco Assistance*
	Roundabout ahead → *Eco Assistance*
	Junction ahead → *Eco Assistance*
	Left-hand bend ahead → *Eco Assistance*
	Right-hand bend ahead → *Eco Assistance*
	Speed limit ahead, example → *Eco Assistance*
	Vehicle ahead → *Eco Assistance*
	Enhanced electrical driving mode → *E-MODE (electric driving)*
	Rear seat warning muted → *Parking*
	Mobile telephone connected via Bluetooth® → *Digital instrument cluster information displays*

Warning and information messages

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

In addition, a list of the currently present malfunctions can be called up manually. To do so, open the **Vehicle status** or **Vehicle** menu *(→ Vehicle settings menu)*.

Priority 1 warning

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

Priority 2 warning

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

Note about information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

If warnings about malfunctions are displayed when the vehicle's drive system is activated, it may not be possible to adjust some settings as described, or the information display may appear differently. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the instrument cluster

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

Depending on the vehicle equipment, the following functions may also be available:

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

— Status displays for driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

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

⚠ WARNING

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

- Drive with your full attention and with responsibility.
- Operate the instrument cluster and the Infotainment system only when the vehicle is stationary or the traffic situation permits.

⚠ WARNING

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

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

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

At cold outside temperatures, the display in the instrument cluster may take slightly longer to appear than at warm outside temperatures.

Overview of Digital Cockpit

The digital cockpit is a digital instrument cluster with high-resolution TFT colour display. By selecting different information profiles, it is possible to view additional displays in addition to the standard round instruments. The term “digital instrument cluster” is used below to refer to the Digital Cockpit.

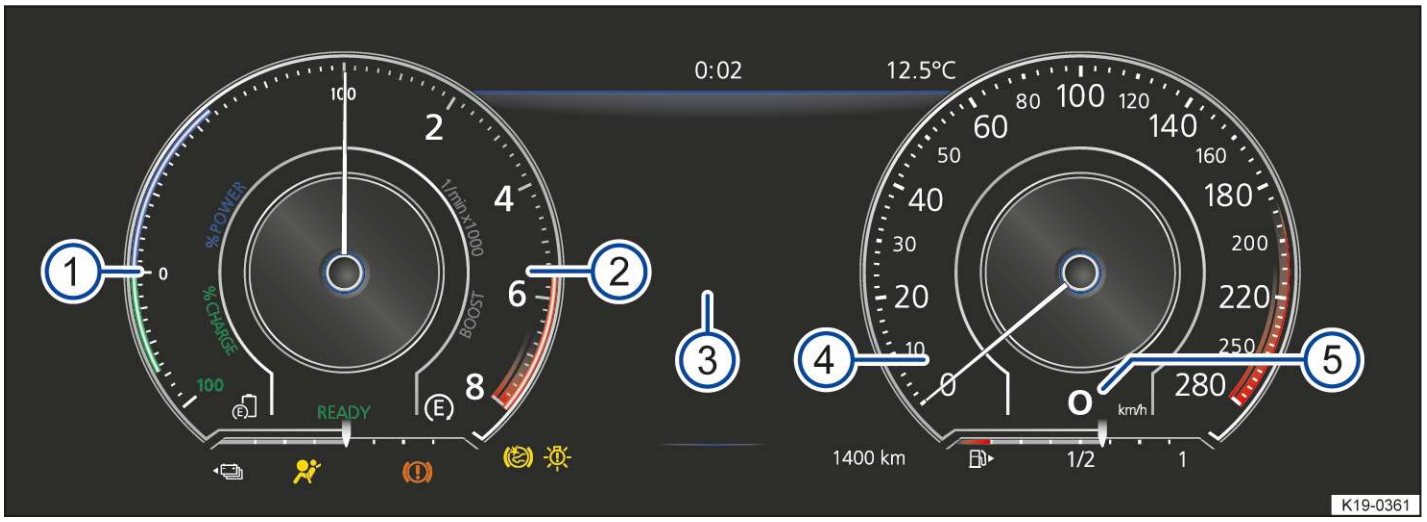


Fig. 1 In the dash panel: digital instrument cluster (illustration).

1. Electric drive power meter or power display.
2. Rev counter (running combustion engine speed in revolutions x 1,000 per minute).
3. Displays *(→ Digital instrument cluster (Pro))*.
4. Speedometer.
5. Digital speed display.

Operating the digital instrument cluster



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

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

Selecting a menu or information display

1. Switch on the ignition.
2. Personalisation: select user.
3. If a message or the vehicle pictogram is displayed, press the OK button, several times if required.
4. Press the ◁ or ▷ button or swipe from left to right over the button to display a menu or browse through a menu.
5. To open the displayed menu or information display, press the OK button or wait until the menu or information display opens automatically after a few seconds.

Changing settings in menus

1. In the displayed menu, press the arrow button △ or ▽ or swipe over the button from bottom to top until the desired menu item is marked.

   A frame appears around the selected option.
2. Press the OK button to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.
3. To return to menu selection, press the ◁ or ▷ button.

VIEW button on the multifunction steering wheel

The button VIEW allows you to change between the classic view of the round instruments, the large view without information profiles and the extended view with highlighted information profiles. The classic view shows the large round instruments on the right and left and the selected information profile in the middle.

1. To select a profile from the list of default information profiles, press and hold the VIEW button:

Classic

View without information profile.

Automatic

The information profiles adapt to the selected driving profile. Only for vehicles with driving profile selection.

Memory entry 1

Individual selection of the information profiles.

Memory entry 2

Additional memory for individual selection of the information profiles for vehicles with factory-fitted navigation system.

Navigation map in the digital instrument cluster

Depending on the vehicle equipment, the instrument cluster is able to display a detailed navigation map. To display this map, select the **Navigation** menu item in the instrument cluster *(→ Driving data display (multifunction display))*.

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

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

WARNING

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- Drive with your full attention and with responsibility.
- Operate the instrument cluster and the Infotainment system only when the vehicle is stationary or the traffic situation permits.

Digital instrument cluster information displays

Information profiles

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

— Audio. Digital display of current audio playback.

— Acceleration. Graphic representation of longitudinal acceleration.

— Driver assist systems. Graphic representation of various driver assist systems.

— Distance covered. Digital display of the distance covered.

— Selector lever display. Display of the current gear or selected position.

— Speed. Digital display of the speed.

— Height. Display of the current height above sea level.

— Compass. Digital compass display.

— Navigation. Graphic representation of arrow navigation.

— Offroad. Digital display of the steering angle and compass display in the speedometer.

The longitudinal and lateral inclination are shown on vehicles with pneumatic suspension.

With active Hill Descent Control: graphic display of the hill descent control function with speed display in the speedometer.

— Range. Display of the remaining range.

— Range. Display of the electric, combustion engine and combined remaining range.

— Consumption. Graphic representation of current consumption and digital display of average consumption.

— Dynamic Road Sign Display. Display of recognised road signs.

— Zero Emission. The display shows the percentage share of driving with zero emissions in relation to the total distance covered since the start of the journey.

— Time of arrival information. Display of the driving time, distance to the destination and estimated time of arrival.

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

Possible displays in the digital instrument cluster

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

— Outside temperature display.

— Hybrid drive displays.

— Road signs detected by the Dynamic Road Sign Display system.

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

— Driver assist systems.

— Speed warnings.

— Open doors, bonnet and boot lid.

— Speed warning for winter tyres.

— Infotainment system and navigation information.

— Mileage displays.

— Compass display.

— Engine code.

— Personalisation: welcome and user selection.

— Service interval display.

— Telephone information.

— Time.

— Selector lever position.

— Warning and information messages.

— Warning and indicator lamps.

Outside temperature display

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

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

— When the vehicle is stationary.

— When travelling at very low speeds.

The measuring range is between -50°C (around -58°F) and +75°C (around +167°F).

⚠ WARNING

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

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

Hybrid drive displays

— Selected operating mode *(→ Operating mode selection)*.

— Range (approximate distance in kilometres that can be driven in electric, fuel and combined modes, depending on the selected operating mode).

— Electric power (electric power display) .

— Energy flow between the drive unit (electric motor or combustion engine), high-voltage battery and the driven wheels .

Open doors, bonnet and boot lid

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

Speed warning for winter tyres

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

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

Odometer displays

The odometer registers the total distance travelled by the vehicle.

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

1. Reset the trip recorder via the Service menu *(→ Service menu)*.

Compass display

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

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

Engine code

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

Telephone information

If a mobile telephone is connected via Bluetooth®, the Bluetooth symbol is shown in the digital instrument cluster display.

In addition, the symbol shows the charge level of the mobile phone battery.

Selector lever position

The selector lever position is displayed on the side of the selector lever and in the digital instrument cluster.

The digital instrument cluster may show which gear has been selected if the selector lever is in D/S position or in Tiptronic mode *(→ Automatic gearbox)*.

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

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

Rev counter

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

Vehicles with an automatic gearbox: You should change to the next higher position, engage selector lever position D/S or lift your foot off the accelerator before the needle reaches the red zone.

NOTICE

The needle on the rev counter should only briefly point into the red area, as engine damage may otherwise be incurred. Heavy loads on the engine, particularly when the engine is cold, can cause engine damage.

- When the engine is cold, avoid high engine speeds, strong acceleration and high engine loads.

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

Overview of fuel gauge

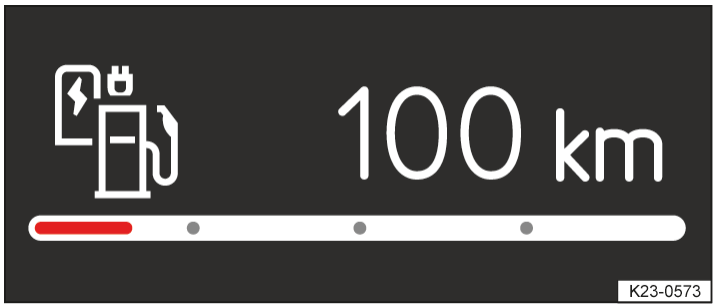


Fig. 1 In the digital instrument cluster: combined range display (illustration).

The small arrow next to the petrol pump and charging column symbol in the combined range display shows you the side of the vehicle on which the tank flap is located.

The range can also be increased by reducing or switching off convenience consumers, e.g. air conditioning.

Do not run the fuel tank empty. The energy stored in the high-voltage battery may not be sufficient for the vehicle to reach the next filling station.

When the outside temperature is very low and the high-voltage battery becomes very cold, the combustion engine may not start as easily and the electrical range can be reduced.

Troubleshooting

Fuel tank almost empty

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

1. Fill the tank as soon as possible.

Combined range display

The combined range is shown on the instrument cluster display.

The displayed value is calculated and updated depending on the driving style. The range can therefore also vary even with a full tank and a fully charged high-voltage battery.

WARNING

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

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

NOTICE

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

- Never run the fuel tank completely dry.

Coolant temperature display

Depending on equipment, the coolant temperature for the engine cooling system may be displayed in the **Driving data** display in the digital instrument cluster.

If the warning lamp lights up red, the coolant temperature is too high for the engine or the coolant level is too low for the engine *(→ Coolant)*.

Electric range and charge level display

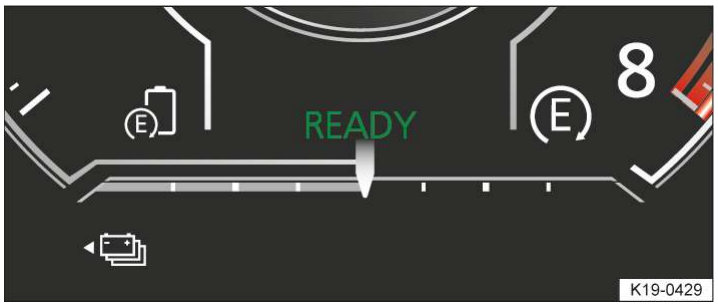


Fig. 1 On the left of the digital instrument cluster display: charge level display for high-voltage battery (illustration).

Electric range display

The electric range can be shown on the instrument cluster display.

Range in kilometres (km) or miles (mi).

The displayed value is calculated and updated depending on the driving style. The range can therefore also vary even for a fully charged high-voltage battery.

Charge level of high-voltage battery

The digital instrument cluster has a charge level display with the available charge level → *Fig. 1*.

The high-voltage battery should be charged via the charging socket if possible.

NOTICE

Self-discharge of the high-voltage battery, e.g. due to the vehicle standing for periods of several months, can lead to the high-voltage battery being damaged if ambient temperatures are high and the high-voltage battery has a low charge level.

- Always make sure the high-voltage battery has sufficient charge.

The range can also be increased by reducing or switching off convenience consumers, e.g. air conditioning or seat heating. For more information, open the range monitor in the **e-displays** menu of the Infotainment system *(→ Vehicle settings menu)*.

Do not run the fuel tank empty. The energy stored in the high-voltage battery may not be sufficient for the vehicle to reach the next filling station.

When the outside temperature is very low or very high and the high-voltage battery becomes very cold or very hot, the combustion engine may not start as easily and the electrical range can be reduced.

Power display



Fig. 1 In the digital instrument cluster: power display (illustration).

The power display shows the current performance capability of the electric drive and the current electric drive or recuperation power while the vehicle is in motion.

Display concept

When the vehicle's drive system is activated, the needle of the power display changes from OFF to 0 of the rev counter and the indicator lamp **READY** lights up in the instrument cluster.

Using the bar divided in the middle (0), the power display continuously shows the availability of brake energy recuperation → *Fig. 1* (A) (green) downwards and traction → *Fig. 1* (B) (blue) upwards.

Driving in E-MODE: Availability is unrestricted when the blue bar extends to the end marking. The bar is shown shortened in each case if availability is restricted.

Driving in hybrid mode: The blue bar always extends up to the end marking.

Depending on the selected driving mode, the combustion engine will be activated in the case of reduced availability or if a high amount of power is requested, for example by the kickdown function.

The current drive power is displayed dynamically by a lighter bar, either as brake energy recuperation power (light green) downwards or traction power (light blue) upwards.

The power limit of the electric drive is reached when the current drive power and currently available performance capability are the same (bars are same length)

The power limit cannot be achieved at all vehicle speeds.

(A)

When the dynamic bar of the power display is located in the green area, braking energy and kinetic energy are converted into electrical energy (recuperation) by the electric drive and fed into the high-voltage battery *(→ Hybrid functions)*.

(B)

When the dynamic bar of the power display is located in the blue area, traction is fully electric and the available electric energy of the high-voltage battery is consumed.

(C)

When the vehicle is fully accelerated by a kick-down, both the combustion engine and the electric motor provide power (boost). The needle in the rpm area is additionally shown with a blue tail → *Fig. 1* (C).

The boost consumes a great deal of energy and is therefore only available for a short time.

Energy flow display

In addition, the energy flow in the hybrid drive can be shown in the Infotainment system screen *(→ Energy flow display)*.

⚠ WARNING

When the performance capability of the electric drive is reduced, this may result in changed vehicle handling, e.g. different acceleration response of the vehicle. This can result in accidents and serious or even fatal injuries.

- Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions as well as the charge level of the high-voltage battery.
- Always make sure the high-voltage battery has sufficient charge.

Energy flow display

Opening the e-displays menu in the Infotainment-system

1. With the ignition switched on, open the **Vehicle** menu in the Infotainment system *(→ Vehicle settings menu)*.
2. Tap the e-displays function button.
3. To switch between views in the **e-displays** menu, tap the < or > function button.

Energy flow display

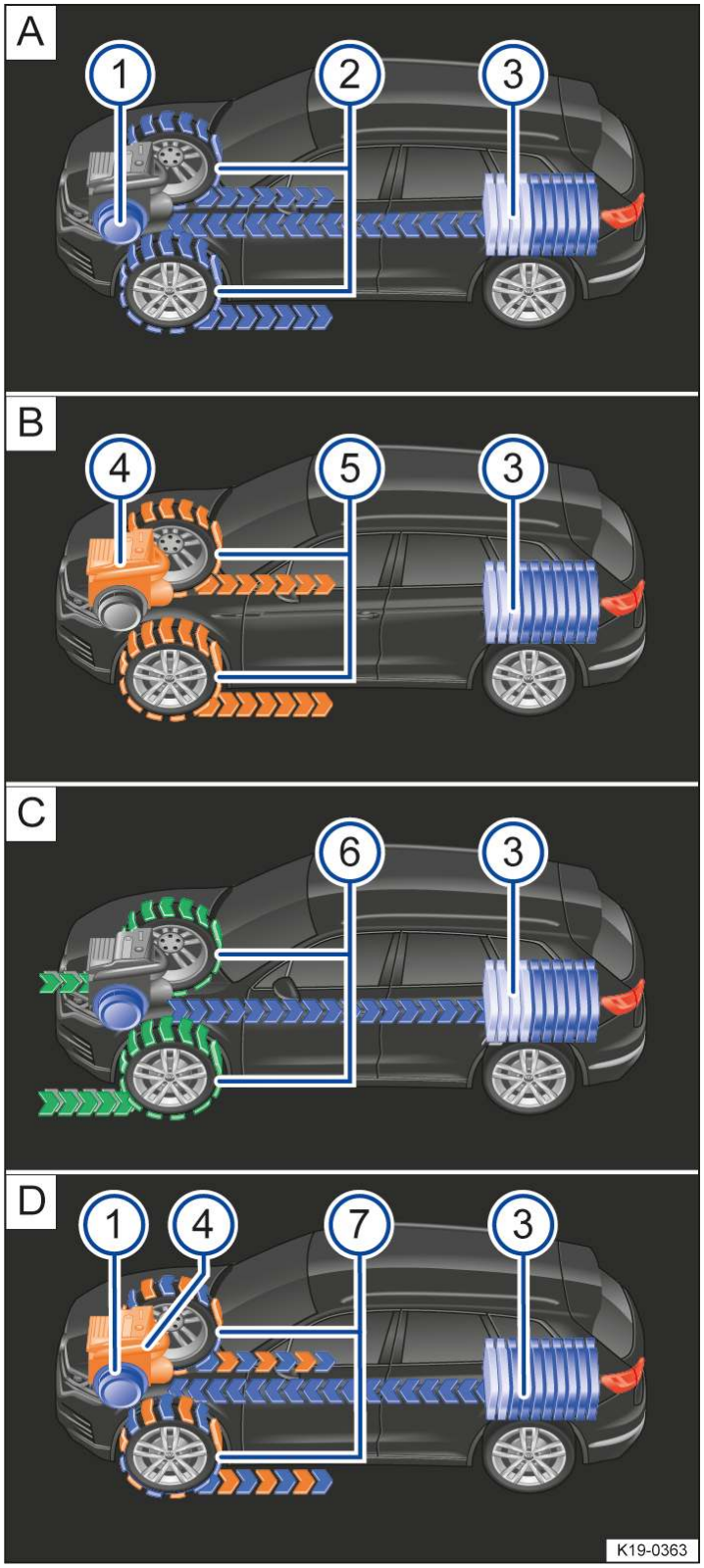


Fig. 1 On the Infotainment system: energy flow display (illustration).

(A) Electric motor active.

(1) The electric motor is active.

(2) The vehicle is powered by the electric motor, the high-voltage battery is discharging.

(3) High-voltage battery.

(B) Combustion engine active.

(3) High-voltage battery.

(4) The combustion engine is active.

(5) The vehicle is driven by the combustion engine, the high-voltage battery charge remains steady.

(C) Brake energy recuperation.

(3) High-voltage battery.

(6) The high-voltage battery is charged through recuperation.

(D) Combustion engine and electric motor active (boost).

(1) The electric motor is active.

(3) High-voltage battery.

(4) The combustion engine is active.

(7) The vehicle is driven by the combustion engine and the electric motor (boost) for full acceleration, the high-voltage battery discharges.

In addition, the energy flow in the hybrid drive can be shown in the instrument cluster display.

The **Energy flow** view shows the energy flow in the hybrid drive while driving using symbol elements and arrows.

The colour symbolises energy flow from the combustion engine to the drive axle (internal combustion operation).

The colour symbolises energy flow from the high-voltage battery (electric motor operation) or to the high-voltage battery (battery charge).

The colour symbolises brake energy recuperation through overrun or braking.

Electric range monitor

The electric range monitor displays the all-electric range and the influence of auxiliary consumers that are switched on.

To display a list of the three most powerful consumers:

1. Tap the Potential function button.

   Small bars show how the influence on the electric range is distributed.

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- Drive with your full attention and with responsibility.
- Only operate the instrument cluster and the Infotainment system when the vehicle is stationary or the traffic situation permits.

Introduction to the topic

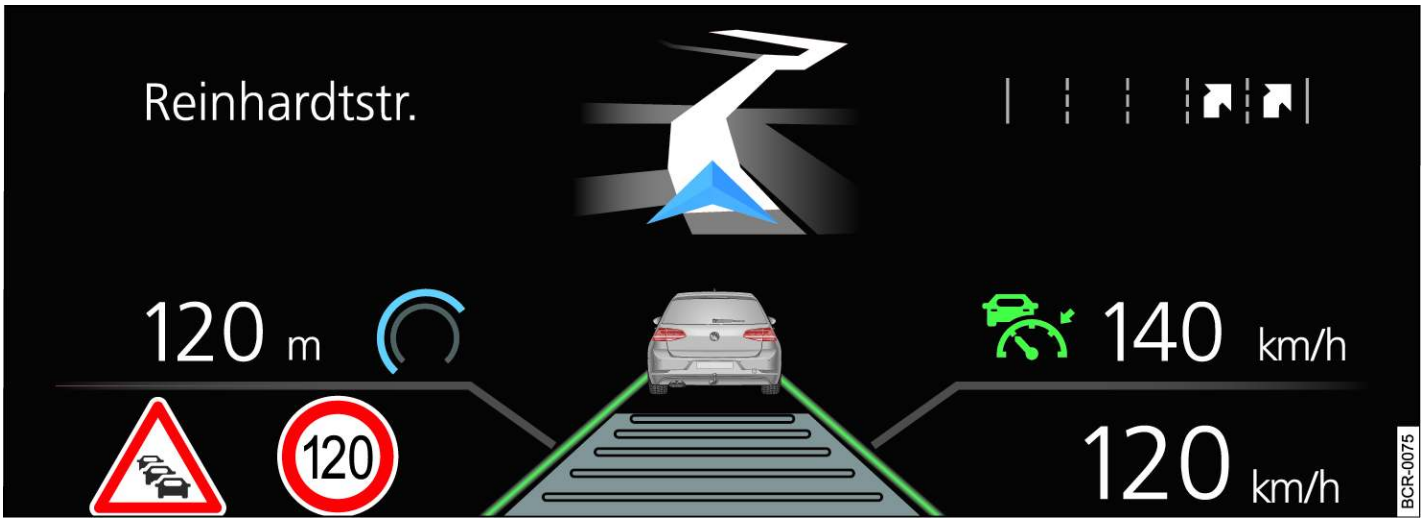


Fig. 1 In the driver's field of vision: displays in the head-up display (illustration).

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

- Some content cannot be hidden, e.g. warning messages.
- If the surroundings become darker, the display brightness is automatically dimmed. The basic brightness level is adjusted together with the instrument lighting *(→ Instrument and switch lighting)*.
- Reflections can occur if the incident sunlight strikes the display at an unfavourable angle.
- Sunglasses with polarising filters can negatively affect the readability of the display.
- The ideal position to read the head-up display depends on the seat position and the height setting of the head-up display.

Operating the head-up display

Switching the head-up display on and off

The head-up display (HUD) can be switched on and off in the instrument cluster and in the vehicle settings in the Infotainment system.

Adjusting the height

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

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

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

Settings in the Infotainment system

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

In the **Display** submenu:

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

In the **Contents** submenu:

— Selection of the display contents for the head-up display, e.g. displays of the driver assist systems or the Infotainment system.

— Alternative colour scheme of the head-up display for poor weather conditions, e.g. snowfall.

⚠ WARNING

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- Drive with your full attention and with responsibility.
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Driving data display (multifunction display)

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

Switching between displays

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

Switching between recorders

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

Since start recorder

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

Since refuelling recorder

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

Long-term recorder

The recorder collects the driving values for up to 99 hours and 59 minutes of driving time or 9,999.9 km (around 6,214 mi) of distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Clearing a driving data memory

1. Select the memory that you wish to delete.
2. Press and hold the OK button on the multifunction steering wheel for approximately 2 seconds.

Before starting a journey, delete the **Long-term** memory and read it at the end of the day if you want to know how far you have driven in a day.

Adjustable speed warning

An individual speed warning can be adjusted as follows:

1. Select the display **Warning at --- km/h** or **Warning at --- mph**.
2. Press the OK button on the multifunction steering wheel to save the current speed and activate the warning.
3. Set the speed within approximately 5 seconds using the △ and ▽ arrow buttons on the multifunction steering wheel. Then press the OK button or simply wait a few seconds.

   The speed is now saved and the warning is activated.
4. To deactivate, press the OK button again.

   The stored speed will be deleted.

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

Depending on country, a single acoustic warning will sound at speeds faster than around 80 km/h (around 50 mph) and a continuous acoustic warning from around 120 km/h (around 75 mph). The yellow indicator lamp also appears in the instrument cluster display. This warning is a legal requirement and cannot be changed.

Driving data in the Infotainment system

In addition to the display on the instrument cluster, driving data can also be displayed in the Infotainment system.

Selecting displays on the Infotainment system

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

∅Average consumption

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

In addition to average fuel consumption, average electrical consumption is displayed in kilowatt hours per 100 kilometres (kWh/100 km).

Range

Approximate calculation of the distance in km (mi) that the vehicle can still travel under the current driving conditions.

The remaining electrical range is derived from the distance that can be driven with the current battery charge under the current driving conditions and with the same consumption rate. This distance is calculated using factors that include the current energy consumption. The more energy is used by the convenience features, such as the air conditioning system, the less energy is available for electric driving. This projection is also made when the vehicle is consuming petrol or diesel.

The predicted remaining combustion engine range is derived from the distance that can be driven with the current tank level and under the current driving conditions. One factor used for calculating this figure is the current level of fuel consumption. In order to express the future influence of changes affecting the consumers – e.g. switching the air conditioning on or off – on the distance to be travelled electrically, these changes are always included in the remaining electric range regardless of the operating mode selected.

The combined remaining range is the sum of the electric and combustion engine ranges.

Operating temperature

The coolant temperature is displayed.

∅Average speed

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

Convenience features

List of active convenience systems which can increase energy consumption, e.g. the air conditioning.

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

WARNING

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- Drive with your full attention and with responsibility.
- Operate the instrument cluster and the Infotainment system only when the vehicle is stationary or the traffic situation permits.

Service menu

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

Opening the Service menu

1. Open the **Range** menu in the instrument cluster.
2. Press and hold the OK button on the multifunction steering wheel for approximately 4 seconds.
3. Navigate through the menu using the buttons on the multifunction steering wheel.

Resetting the service interval display

1. Open the **Service** menu.
2. Follow the instructions on the instrument cluster display.

Resetting the oil service

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

Resetting the trip recorder

1. Open the **Reset trip** menu.
2. Follow the instructions on the instrument cluster display.

Displaying the engine code

1. Open the **Engine code** menu.

   The engine code is displayed on the instrument cluster.

Setting the time

1. Open the **Time** menu.
2. Set the time with the arrow buttons △ and ▽.

Displaying copyright information

1. Open the **Copyright** menu to access copyright information.

Service interval display

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

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

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

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

Service notification

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

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

Service event

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

— **Inspection now!**

— **Oil service now!**

— **Oil service and inspection now!**

Accessing service schedules

You can access the current service schedule when the ignition is switched on, the vehicle's drive system has been deactivated and the vehicle is stationary:

1. Press the CAR button or function button.
2. Tap the **Vehicle** and function buttons.
3. Open the **Service** menu option to display the service information.

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

Resetting the service interval display

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

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

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

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

The service message goes out automatically after a few seconds once the vehicle's drive system has been activated, or when you press the OK button on the multifunction steering wheel.

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

Time

Setting the time in the Infotainment system

1. Tap CAR.
2. Tap Vehicle and .
3. To set the time, select the **Time and date** menu option *(→ Vehicle settings menu)*.

Setting the time in the instrument cluster

1. Select **Time** in the Service menu.
2. Set the time with the arrow buttons △ and ▽.

Entry menu

You can restore your individual settings for certain vehicle functions from your last journey that have been reset when the vehicle is started due to legal requirements.

The following vehicle functions are automatically reset to the default setting when the vehicle is started:

— Speed warning of the Advanced Road Sign Display system.

— Driver Attention Monitor.

— Drowsiness Monitor.

— Lane keeping system (Lane Assist).

— Electronic Stability Control (ESC).

— Driving profile selection.

— Operating mode selection.

Restoring settings immediately after vehicle start

When the vehicle is started, a message is displayed on the Infotainment system for around 10 seconds that allows you to restore your individual settings immediately after the vehicle start.

1. Tap the message to open the **Restore settings** menu.
2. Restore your individual settings from the last journey by tapping or swiping.

Restoring settings at a later time

1. Tap .
2. To open the **Restore settings** menu, tap .
3. Restore your individual settings from the last journey by tapping or swiping.

Activating and deactivating message after vehicle start

You can manually deactivate the message about restoring your individual settings from the last journey when the vehicle is started:

1. Tap .
2. To open the **Restore settings** menu, tap .
3. Activate or deactivate the message as desired.

Vehicle settings menu

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

Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Tap the ⁝⁝ function button and open the **Vehicle** menu.
4. Select **Settings** to adjust settings in the menu options.
5. To return to the previous menu, tap the ⮌ function button.

Systems settings and vehicle information display

— Vehicle settings (Settings).

— Depending on equipment: performance monitor .

— Depending on equipment: lap timer .

— Offroad display *(→ Offroad display)*.

— Digital instrument cluster (Pro) .

— e-displays.

— Active media.

— Driving data.

— Vehicle status.

— Radio station selection.

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

⚠ WARNING

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

- Drive with your full attention and with responsibility.
- Only operate the Infotainment system when the vehicle is stationary or when the traffic situation permits.

Introduction to the topic



Fig. 1 On the display of the digital instrument cluster: Drowsiness Monitor symbol.

The Drowsiness Monitor informs the driver if their driving shows signs of fatigue.

The Drowsiness Monitor determines the driver's driving behaviour while driving and uses this information to evaluate the tiredness of the driver. If the system detects that the driver is tired, it provides a visual indication of this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and also issues an acoustic warning → *Warning levels of the Drowsiness Monitor*. The text message is shown in the instrument cluster display for around 6 seconds.

Function conditions

The function is only activated at a speed above around 65 km/h (around 40 mph) and is then deactivated again at a speed below 60 km/h (around 37 mph).

⚠ WARNING

The Drowsiness Monitor is not a substitute for the full attention of the driver and operates only within the limits of the system. The Drowsiness Monitor therefore may not detect that the driver is tired in all situations and may not warn or may warn with a delay or in an undesired way. There is a risk of accidents and serious or even fatal injuries.

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

System limits of the Drowsiness Monitor

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

— Speeds below around 60 km/h (around 37 mph).

— Speeds above around 130 km/h (around 80 mph).

— Twisting roads.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

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

— The driver is heavily distracted.

The Drowsiness Monitor has been developed for use only while driving on motorways and good main roads.

Microsleep

No urgent warning is issued for microsleep.

Resetting the Drowsiness Monitor

The Drowsiness Monitor is reset in the following situations:

— The ignition is switched off.

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

— The vehicle has been stationary for longer than around 30 minutes.

Driving with Drowsiness Monitor

Switching on and off

Depending on the country, the Drowsiness Monitor is always switched on when the vehicle's drive system is activated. In this case, the Infotainment system shows an overview of individual automatically activated systems and functions in the entry menu *(→ Entry menu)*.

If required, you can switch off the Drowsiness Monitor manually in the Infotainment system:

1. Tap the ⁝⁝ function button and open the **Vehicle** menu.
2. In the **Settings** menu, open **Drowsiness Monitor**.
3. Switch the Drowsiness Monitor on or off in the corresponding submenu.

Drowsiness Monitor is switched off

A yellow indicator lamp lights up on the instrument cluster display if you switch off the Drowsiness Monitor manually.

Adjusting the sensitivity

You can adjust the sensitivity of the Drowsiness Monitor manually and therefore influence how quickly the system reacts to your driving behaviour. This setting option is dependent on the equipment level and is not available in all countries.

In the Infotainment system:

1. Tap the ⁝⁝ function button and open the **Vehicle** menu.
2. Open Settings and tap **Drowsiness Monitor**.
3. Select sensitivity in the **Sensitivity** submenu.

Hiding messages via the multifunction steering wheel

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

WARNING

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

- Drive with your full attention and with responsibility.
- Only operate the instrument cluster and the Infotainment system when the vehicle is stationary or the traffic situation permits.

Warning levels of the Drowsiness Monitor

If the system detects that the driver is tired, it provides a visual indication of this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and an acoustic warning. A warning is issued in three levels.

Drowsiness Monitor warning – Level 1

The system has detected that the driver is starting to become tired.

An acoustic warning sounds. A white indicator lamp appears together with a text message on the instrument cluster display. Consider taking a break.

Drowsiness Monitor warning – Level 2

The system has detected that the driver is becoming increasingly tired.

An acoustic warning sounds. A red warning lamp appears together with a text message on the instrument cluster display. Consider taking a break soon.

Drowsiness Monitor warning – Level 3

Acute risk detected.

An acoustic warning sounds. A red warning lamp appears together with a text message on the instrument cluster display. Acute risk to traffic. Stop your journey as quickly as possible and drive as a matter of urgency to the nearest place where it is possible to take a break.

Time-dependent information

The Drowsiness Monitor detects a journey time of 4.5 hours without a break and without recognised tiredness on the part of the driver.

A white indicator lamp appears together with a text message on the instrument cluster display. Consider taking a break.

Troubleshooting

Drowsiness Monitor not available

An acoustic warning sounds. A yellow indicator lamp appears in combination with the yellow central warning lamp. A text message is also displayed on the instrument cluster display and in the **Vehicle status** menu.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system. Check the settings for the Drowsiness Monitor in the Infotainment system *(→ Drowsiness Monitor)*.

— The system limits of the Drowsiness Monitor are not met *(→ Drowsiness Monitor)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

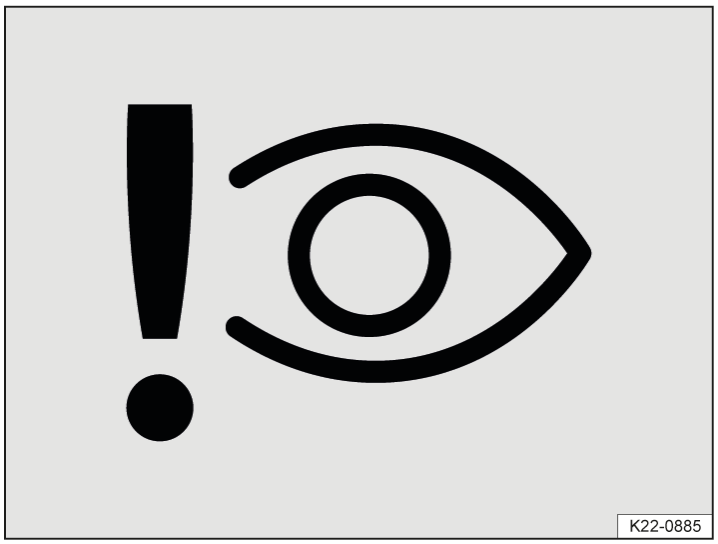


Fig. 1 On the display of the digital instrument cluster: Driver Attention Monitor symbol.

The Driver Attention Monitor informs the driver if their driving behaviour indicates a lack of attention on the basis of the vehicle-related operating inputs.

The Driver Attention Monitor evaluates the driver's vehicle-related operating inputs in order to establish whether the driver is distracted. If the system detects that the driver is distracted, it indicates this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and, depending on the settings, also issues an acoustic warning *→ Warning levels of the Driver Attention Monitor*. The text message on the instrument cluster display is shown for around 4 to 6 seconds.

Function conditions

The driving behaviour is evaluated only when the speed is above around 20 km/h (around 12 mph).

WARNING

The Driver Attention Monitor is not a substitute for the full attention of the driver and operates only within the limits of the system. The Driver Attention Monitor therefore may not be able to detect whether the driver is paying attention in all situations and may not react or may react with a delay or in an undesired way. There is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible at all times for their fitness to drive.
- Observe the system limits *(→ Driver Attention Monitor)*.
- Do not allow yourself to be distracted when driving.
- Adjust personal vehicle settings before starting your journey.
- Follow the information in the instrument cluster display and respond according to the requests *(→ Driver Attention Monitor)*.

In the event of a fault, have the system checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

System limits of the Driver Attention Monitor

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

— Speeds below around 10 km/h (around 6 mph).

— Heavy distraction of the driver due to external influences, such as traffic.

— Significant driver distraction resulting from operation of devices not part of the vehicle, e.g. mobile devices.

Driving with the Driver Attention Monitor

Switching on and off

Depending on country, the Driver Attention Monitor is always switched on when the vehicle's drive system is activated.

If required, you can switch off the Driver Attention Monitor manually in the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Attention Monitor**.
3. Switch the Driver Attention Monitor on or off in the corresponding submenu.

Driver Attention Monitor is switched off

A yellow indicator lamp lights up on the instrument cluster display if you switch off the Driver Attention Monitor manually.

If the function was switched off manually during the last journey, this setting is also maintained when the vehicle is started again.

Activating and deactivating the acoustic warning

You can activate and deactivate the acoustic warning manually. This setting option is dependent on the equipment level and is not available in all countries.

In the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Attention Monitor**.
3. Activate or deactivate the acoustic warning in the corresponding option.

Adjusting the sensitivity

You can adjust the sensitivity of the Driver Attention Monitor manually and therefore influence how quickly the system reacts to your driving behaviour. This setting option is dependent on the equipment level and is not available in all countries.

In the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Attention Monitor**.
3. Select sensitivity in the **Sensitivity** submenu.

Hiding messages via the multifunction steering wheel

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

WARNING

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

- Drive with your full attention and with responsibility.
- Operate the instrument cluster and the Infotainment system only when the vehicle is stationary or the traffic situation permits.

Warning levels of the Driver Attention Monitor

If the system detects that the driver is distracted, it provides a visual indication of this on the instrument cluster display by means of a warning or indicator lamp in combination with a supplementary text message and, depending on setting, by means of an acoustic warning. The warning has up to three stages.

Driver Attention Monitor warning – Stage 1

Distraction detected.

Depending on the settings, an acoustic warning may be issued. A white indicator lamp appears together with a text message on the instrument cluster display. Stop distracting activity and pay attention to the traffic.

Driver Attention Monitor warning – Stage 2

Increasing distraction detected.

Depending on the settings, an acoustic warning may be issued. A red warning lamp appears together with a text message on the instrument cluster display. Stop distracting activity and pay attention to the traffic.

Driver Attention Monitor warning – Stage 3

Acute risk detected.

Depending on the settings, an acoustic warning may be issued. A red warning lamp appears together with a text message on the instrument cluster display. Acute risk to traffic. Stop distracting activity immediately and pay attention to the traffic.

Troubleshooting

Driver Attention Monitor is not available

An acoustic warning sounds. A yellow indicator lamp appears in combination with the yellow central warning lamp. A text message is also displayed on the instrument cluster display and in the **Vehicle status** menu.

— Check the causes and remedies described in the information on the Driver Attention Monitor.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system. Check the settings for the Driver Attention Monitor in the Infotainment system.

— The system limits of the Driver Attention Monitor are not met *(→ Driver Attention Monitor)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

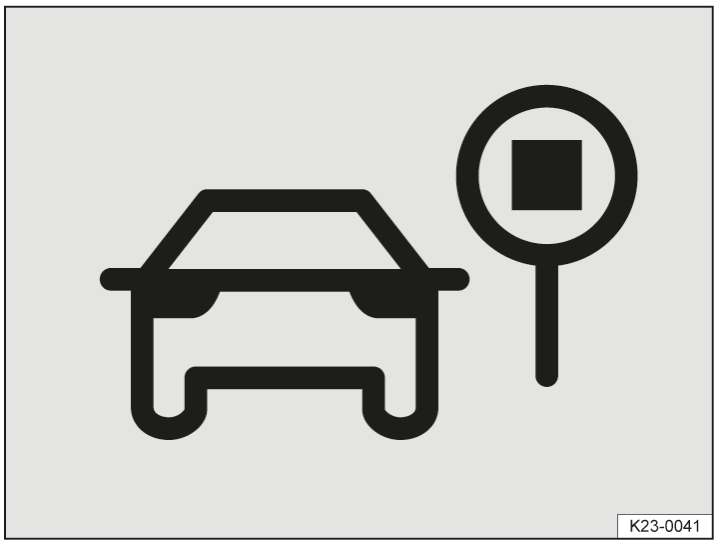


Fig. 1 On the display of the digital instrument cluster: Advanced Road Sign Display symbol.

The Advanced Road Sign Display system detects speed limits, overtaking restrictions and selected danger signs and informs the driver if the maximum permitted speed is exceeded.

The Advanced Road Sign Display system uses a camera in the base of the interior mirror to detect standard road signs and informs the driver of any detected speed limits, overtaking restrictions and selected danger signs. Within the system limits, the Dynamic Road Sign Display of the Advanced Road Sign Display system also displays sub-plates, e.g. to indicate restrictions that apply only at certain times. In some cases, the system can also display the current speed limits on non-signposted routes.

If the maximum permitted speed is exceeded, the speed warning function of the Advanced Road Sign Display system shows this visually on the instrument cluster display by a flashing speed limit detected by the system and, depending on setting, also issues an acoustic warning → *Warning levels of the speed warning function*.

Dynamic Road Sign Display

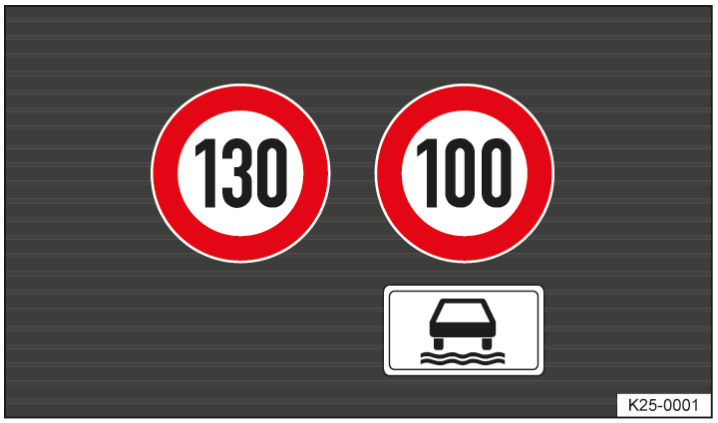


Fig. 2 On the display of the digital instrument cluster: displays of Dynamic Road Sign Display with sub-plate (illustration).

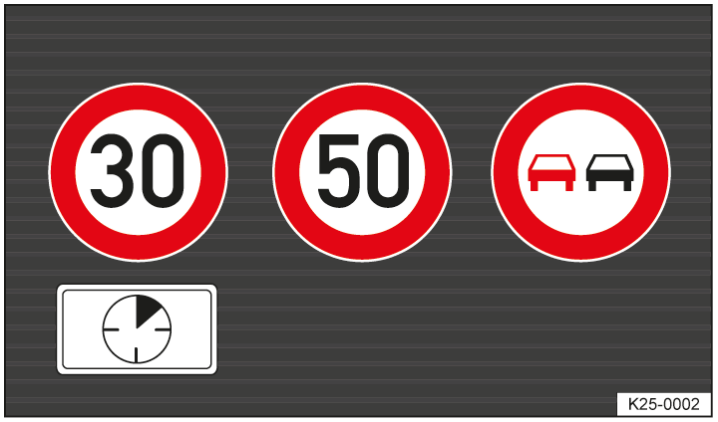


Fig. 3 On the display of the digital instrument cluster: displays of Dynamic Road Sign Display with sub-plate (illustration).

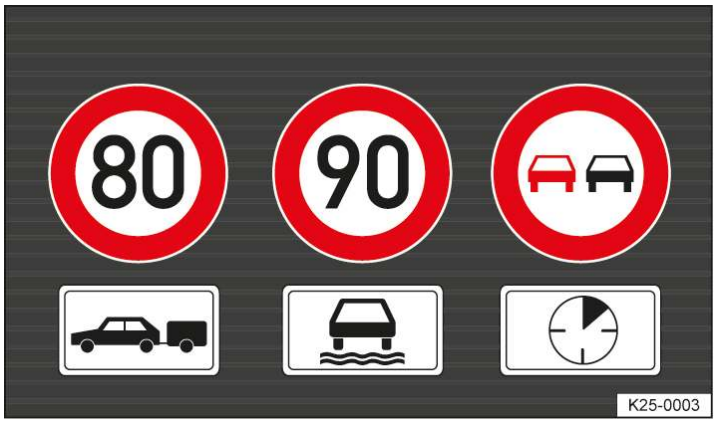


Fig. 4 On the display of the digital instrument cluster: displays of Dynamic Road Sign Display with sub-plate (illustration).

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the Dynamic Road Sign Display shows up to three valid road signs with the accompanying sub-plates, depending on the display location *→ Fig. 2*, *→ Fig. 3*, *→ Fig. 4*:

1st position:

The road sign that currently applies for the driver is shown on the left-hand side of the display, e.g. a speed limit of **130 km/h** (**80 mph**) *→ Fig. 2*.

2nd position:

An additional road sign can be shown in second position, e.g. **100 km/h** (**60 mph**) ""when wet"" *→ Fig. 3*.

Sub-plate:

if the windscreen wiper is active while the vehicle is in motion, the applicable road sign with the “when wet” sub-plate will be moved left to the first position, for example.

3rd position:

Depending on display location, a further road sign can be displayed in the third position, e.g. “overtaking not permitted at certain times”.

Display of danger signs is not available in all countries → *Fig. 4*.

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

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

With some equipment levels, a display is also shown on the head-up display

⚠ WARNING

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

- Observe the system limits *(→ Advanced Road Sign Display)*.
- Keep the navigation data up-to-date.
- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Road signs on the road and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Follow the information in the instrument cluster display and respond according to the requests *(→ Advanced Road Sign Display)*.

System limits of the Advanced Road Sign Display

The Advanced Road Sign Display has system-related limitations. The following conditions can limit the function of the Advanced Road Sign Display system, or prevent it from working altogether:

— High ambient temperatures or prolonged exposure to direct sunlight.

— Poor visibility, e.g. in snowy conditions.

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

— High speeds.

— Dirty camera.

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

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

— Non-standard road signs.

— Damaged or bent road signs.

— Variable road signs on gantries (changeable road sign display using LEDs or other light sources).

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

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

The system partly uses the camera behind the windscreen. You can find further information in the section on sensors .

The system also uses navigation data even if the vehicle does not have a navigation system. Keep the navigation data up-to-date *(→ Navigation)*. If you have any questions, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Driving with speed warning

Function conditions

The speed warning function warns at speeds above around 20 km/h (around 12 mph).

Switching on and off

Depending on the country, the speed warning function is always switched on when the vehicle's drive system is activated. In this case, the Infotainment system shows an overview of individual automatically activated systems and functions in the entry menu *(→ Entry menu)*.

If required, you can switch off the speed warning manually in the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Speed warning**.
3. Switch the speed warning on or off in the corresponding submenu.

Activating and deactivating the acoustic warning

In the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Speed warning**.
3. Activate or deactivate the acoustic warning in the corresponding option.

The acoustic warning is always activated when the vehicle's drive system is activated.

Adjusting the warning threshold

You can adjust the warning thresholds of the speed warning function manually.

In the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Speed warning**.
3. To select the level for the warning thresholds, tap ∨ in the **Warning threshold** menu option.

When the vehicle's drive system is activated, the warning thresholds of the speed warning are always reset to the default value.

Activating and deactivating the change tone

The change tone informs the driver acoustically about a change in the speed limits. You can deactivate the change tone manually if required.

In the Infotainment system:

1. Tap the ⋯ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Speed warning**.
3. Activate or deactivate the change tone in the corresponding option.

Hiding fault messages via the multifunction steering wheel

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

Trailer mode

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

In trailer mode, display of the valid speed limits can be adjusted to the type of trailer and, depending on the country, to legal requirements.

In the Infotainment system:

1. Tap the ⁝⁝ function button and open the **Vehicle** menu.
2. Open **Settings** and tap **Trailer detection**.
3. To adapt the warning threshold specifically for trailer mode, tap ﹀ in the **Warning when exceeding** menu option.

⚠ WARNING

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

- Drive with your full attention and with responsibility.
- Only operate the instrument cluster and the Infotainment system when the vehicle is stationary or the traffic situation permits.

Warning levels of the speed warning function

If the system detects that the maximum permitted speed has been exceeded, it shows this visually on the instrument cluster display by a flashing speed limit detected by the system and, depending on setting, also issues an acoustic warning. A warning is issued in two warning levels.



Fig. 1 On the display of the digital instrument cluster: detected violation of maximum permitted speed (illustration).

Speed warning – Level 1

Violation of maximum permitted speed detected.

The speed limit detected by the system flashes continuously in the instrument cluster and, depending on equipment, in the head-up display → *Fig. 1*.

Speed warning – Level 2

Progressive violation of maximum permitted speed detected.

An acoustic warning sounds. The speed limit detected by the system flashes continuously in the instrument cluster and, depending on equipment, in the head-up display → *Fig. 1*.

The second warning level is triggered if the speed continues to increase above the speed limit.

The second warning level is cancelled again when the driver actively slows down.

Troubleshooting

Advanced Road Sign Display is outside the operating region

An acoustic warning sounds. A text message is displayed on the instrument cluster display and in the **Vehicle status** menu.

— No data available for this region. The Advanced Road Sign Display system is not supported in the country in which you are currently travelling.

Advanced Road Sign Display is not available

An acoustic warning sounds. A yellow indicator lamp is displayed on the instrument cluster display in combination with the yellow central warning lamp. A text message is also displayed on the instrument cluster display and in the **Vehicle status** menu.

— The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, the Advanced Road Sign Display system will also be available once more. Deactivate and reactivate the vehicle's drive system.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Advanced Road Sign Display is partially deactivated

A white indicator lamp is shown in the instrument cluster display.

The default settings for the speed warning have been changed:

— Check whether the speed warning is deactivated *(→ Advanced Road Sign Display)*.

— Check whether the acoustic warning is activated *(→ Advanced Road Sign Display)*.

— Check whether the default warning threshold has been changed *(→ Advanced Road Sign Display)*.

Introduction to the topic

Number of seats

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

The middle rear seat is a “spare seat” with flat seat cushion.

Each seat is equipped with a seat belt.

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

WARNING

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

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

Correct sitting position

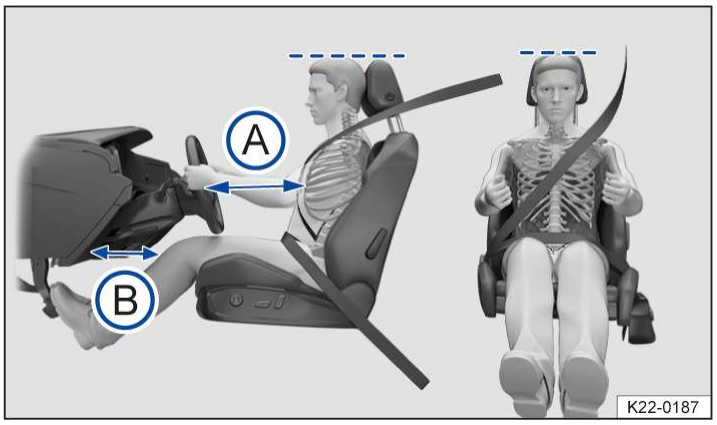


Fig. 1 Correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment (illustration).

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

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

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

The following applies to all vehicle occupants:

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

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

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

— Always keep both feet in the footwell.

— Adjust and fasten seat belts properly .

Additional points for the driver:

— Sit as far back as possible on the seat.

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

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

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

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

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

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

— In vehicles with head restraints that are adjustable longitudinally, position the head restraint as close as possible to the back of your head.

Additional points for the front passenger:

— In vehicles with head restraints that are adjustable longitudinally, position the head restraint as close as possible to the back of your head.

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

— Push the front passenger seat into the rear half of the adjustment range so that the airbag can provide maximum protection if it is deployed.

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Seat belt warning system

Warning lamp for the seat belt warning system on the instrument cluster display.

Seat belt warning for the front seats

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

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

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



Fig. 1 On the instrument cluster display: seat belt warning for the rear seats (illustration).

After the ignition has been switched on, the seat belt warning system for the rear seats → *Fig. 1* on the instrument cluster display shows the driver whether the adult rear seat passengers have fastened their seat belts.

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

The red symbol indicates that the passenger on this seat no longer has “their” seat belt fastened.

The white symbol indicates that this seat is not occupied or that the passenger on this seat has not fastened their seat belt.

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

WARNING

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

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

Fastening and unfastening seat belts

Fastening the seat belt



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

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

Unfastening the seat belts

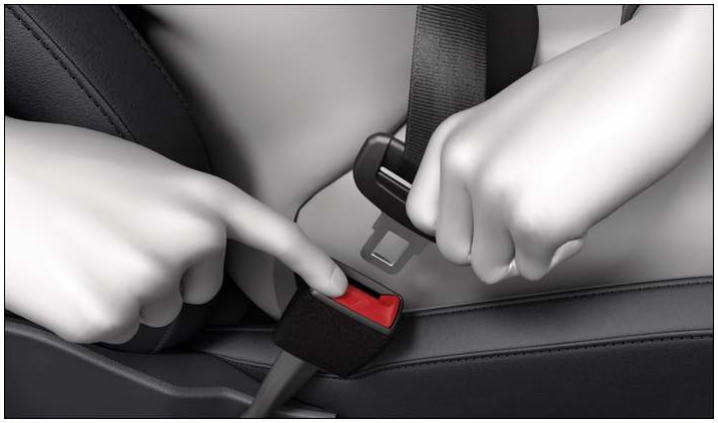


Fig. 2 Removing the latch plate from the buckle (illustration).

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

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

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

Twisted seat belt

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

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

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

Seat belt routing

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

Correct seat belt routing

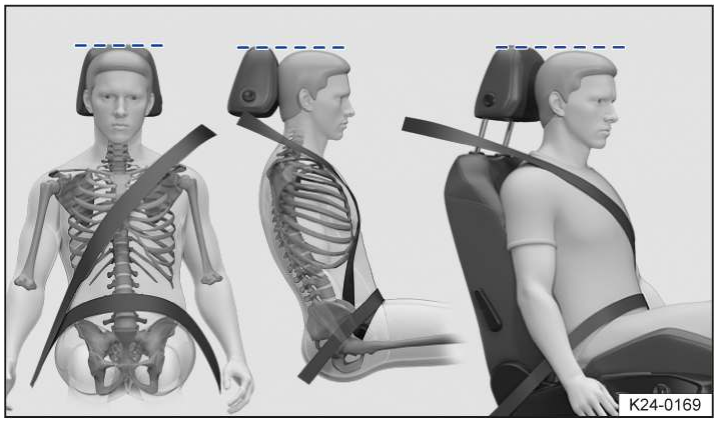


Fig. 1 Correct seat belt routing and head restraint adjustment (illustration).

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

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

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

Correct seat belt routing during pregnancy



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

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

Correct seat belt routing according to height

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

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

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

⚠ WARNING

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

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

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

Seat belt height adjuster



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

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

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

⚠ WARNING

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

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

Belt retractor, belt tensioner, belt tension limiter

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

Belt retractor

Every seat belt is equipped with an automatic belt retractor on the shoulder part of the belt. Full freedom of movement is ensured when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the belt retractor blocks the seat belt.

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

Belt tensioner

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

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

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

⚠ WARNING

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

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

Belt pre-tensioning

At the beginning of every journey, the belt is automatically pre-tensioned and the belt slack minimised when the driver or front passenger seat belt is fastened, depending on the driving time and vehicle speed .

Reversible belt tensioning (proactive occupant protection system)

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

— Strong braking.

— Oversteer or understeer.

— Minor collisions.

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

Belt tension limiter

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

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

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

Service and disposal of belt tensioners

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

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

WARNING

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

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

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

Introduction to the topic

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

Speed range

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

Displays

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

WARNING

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

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

Functions of the proactive occupant protection system

Basic functions

At the beginning of every journey, the belt is automatically pre-tensioned and the belt slack minimised when the driver or front passenger seat belt is fastened, depending on the driving time and vehicle speed.

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

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

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

— Activation of the hazard warning lights.

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

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

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

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

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

Additional functions for vehicles with semi-automated vehicle assistance in a medical emergency (Emergency Assist)

In vehicles with semi-automated vehicle assistance in a medical emergency (Emergency Assist), the proactive occupant protection system may be triggered if no driver activity is detected.

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

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

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

Additional functions for vehicles with Front Cross Traffic Assist

In vehicles fitted with Front Cross Traffic Assist, the probability of a side collision caused by a crossing vehicle is also calculated within the system limits. The system can trigger the proactive occupant protection system if it detects a probable side collision. If the risk of a collision is detected, the hazard warning lights can also be activated in addition to the basic function of the proactive occupant protection system.

Adjusting belt pre-tensioning and reversible belt tensioning

Depending on the vehicle equipment, settings for the belt pre-tensioning system and reversible belt tensioner can be adjusted in the vehicle settings on the Infotainment system.

Belt pre-tensioning can de activated and deactivated separately for the driver seat and front passenger seat.

Setting in driving profile selection

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

Settings in the Infotainment system

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

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

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

Limits of the proactive occupant protection system

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

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

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

— TCS deactivated or ESC restricted .

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

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

— Emergency Assist is restricted or has a system fault.

— System fault or restriction of Front Cross Traffic Assist.

— Reverse gear is engaged.

— In the case of reflective objects, e.g. crash barriers, tunnel entrances, heavy rain or icing-up.

— In the case of animals or objects that are difficult to detect.

— In the event of impacts and damage on the bumper, wheel arch or underbody.

Troubleshooting

Proactive occupant protection system functions restricted or not available

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

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

1. Deactivate and reactivate the vehicle's drive system.
2. If the fault persists, go to a suitably qualified workshop and have the proactive occupant protection system checked. Volkswagen recommends using an authorised Volkswagen repairer.

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

Introduction to the topic

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

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

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

Situations in which the airbags will not necessarily be triggered:

— When the ignition is switched off during a collision.

— In the case of light front-end collisions.

— In the case of a slight side collision.

— In the case of a rear-end collision.

— If the rotational speed measured by the control unit is too low in the event of a vehicle rollover.

— In the case of low-speed collisions.

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

Indicator lamp

Functional check

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

Fault in airbag or belt tensioner systems

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

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

1. Remove the child seat from the front passenger seat and install it on the rear seats.
2. Go to a suitably qualified workshop and have the airbag and belt tensioner systems checked. Volkswagen recommends using an authorised Volkswagen repairer.

Airbag system or belt tensioner systems switched off with diagnostic tool

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

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

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

Fitting locations and deployment zones of the airbags

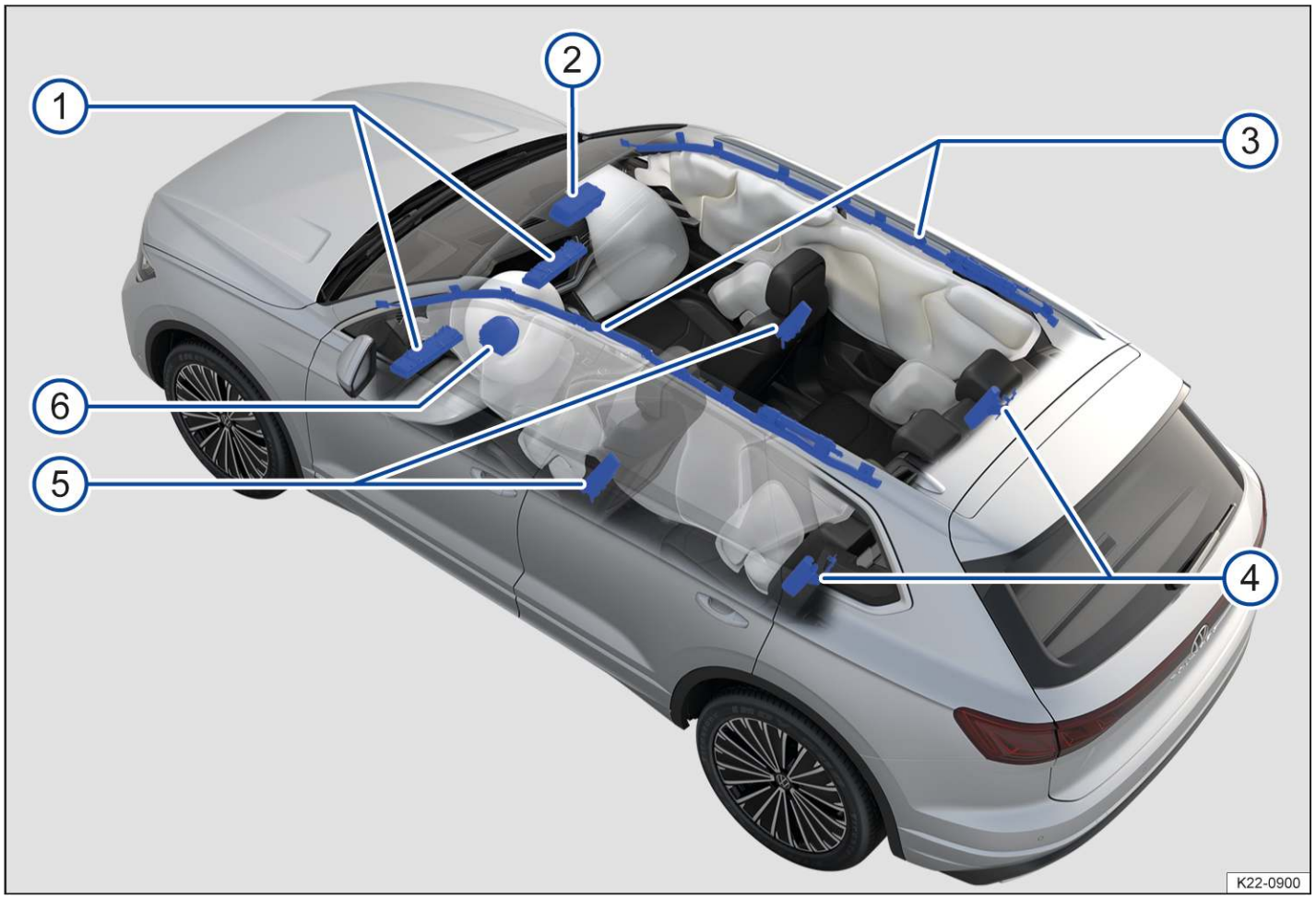


Fig. 1 Fitting locations and deployment zones of the airbags.

Location

1. Driver and front passenger knee airbags in the lower area of the dash panel (depending on equipment).
2. Front passenger front airbag in the dash panel.
3. Curtain airbags above the front and rear side windows (both sides).
4. Rear side airbags in the backrest of the outer seats of the rear bench seat (depending on equipment).
5. Front side airbags in the driver seat and front passenger seat backrests.
6. Driver front airbag in the steering wheel.

The airbag locations are identified by the text “AIRBAG”.

The white areas in the illustration are covered by the airbags when deployed (deployment zone) → *Fig. 1*. You must never leave or attach any objects in these areas →⚠.

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Move the driver and front passenger seat as far back as possible so there is a space of at least 10 cm (around 4 inches) between the knees and the location of the knee airbag. If your build makes it impossible to fulfil this requirement, then you must contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Switching the front passenger front airbag on and off



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

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

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

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

Front passenger front airbag switched on



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

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

The front passenger front airbag has been switched on.

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

Front passenger front airbag switched off



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

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

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

Switch on the front passenger front airbag

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

   Or: remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → *Fig. 1*.

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

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

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

Switching off the front passenger front airbag

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

   Or: remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance → *Fig. 1*.

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

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

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

Confirmation that the front passenger front airbag has been switched off

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

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

DANGER

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

DANGER

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

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

WARNING

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

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

WARNING

If the vehicle key or the manual key is left in the key-operated switch after activating or deactivating the front passenger airbag, closing the front passenger door can cause damage to the vehicle and the status of the front passenger airbag can change unintentionally, which can cause serious or fatal injuries.

- Always remove the vehicle key or manual key from the key-operated switch immediately after use.

NOTICE

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

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

Introduction to the topic

Child seats reduce the risk of injury in the event of an accident. You should therefore always transport children younger than 12 years of age or under 150 cm (about 4 ft 11 in) in height in child seats.

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

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

For further information on the child seats from the range of accessories, contact an authorised Volkswagen repairer or visit the Volkswagen website.

Country-specific regulations

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

WARNING

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

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

Information on the child seat and in the vehicle

Standards for child seats

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

— Weight class/child seat group.

— Size class.

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

— Approval number.

On child seats that are approved under regulation ECE-R 44, the eight-digit approval number on the ECE approval label must begin with 03 or 04.

Child seats according to weight or size classes

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



Fig. 1 Example illustrations of child seats.

Group	Child's weight	Child's height
Group 0	up to 10 kg	45 to 75 cm
Group 0+	up to 13 kg	45 to 87 cm
Group 1	9 to 18 kg	rear-facing: 61 to 105 cm
		forward-facing: 76 to 105 cm
Group 2	15 to 25 kg	100 to 135 cm
Group 3	22 to 36 kg	125 to 150 cm

Volkswagen recommends using a child seat with a backrest when using child seats in groups 2 and 3 for children from a height of 100 cm.

Children up to 105 cm in height should be transported in rear-facing seats if possible.



Fig. 2 Child seat with additional belt guide (illustration).

When using a Group 2 child seat or a child seat for children from a height of 100 cm (3 ft 3 in) with backrest, Volkswagen recommends using the additional belt guide on the child seat for the seat belt in the pelvic area, if available → *Fig. 2*. Please observe the instructions for use of the child seat manufacturer.

Airbag sticker



Fig. 3 On the sun visor: airbag label (illustration).



Fig. 4 On the B-pillar: airbag label (illustration).

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

— On the driver sun visor and in some cases on the front passenger sun visor → *Fig. 3*.

— On the B-pillar on the front passenger side → *Fig. 4*.

It is essential to observe the warning information before installing a rear-facing child seat → ⚠, , , .

Information on fitting a child seat

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

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

— Whenever possible, fit the child seat on the rear bench seat behind the front passenger seat so that children can exit the vehicle on the kerb side.

— Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the seat belt height adjuster.

— Deactivate the front passenger front airbag if fitting a rear-facing child seat on the front passenger seat.

— When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Move the backrest to upright position and adjust the seat cushion so that it is tilted fully down if necessary *(→ Front seat, mechanical)*.

— Always ensure that there is enough space around the child seat. If necessary, adjust the position of the seat in front. When doing so, ensure that the driver or front passenger can still maintain a correct sitting position *(→ Sitting position)*.

— The backrest of the child seat must lay as flat as possible against the vehicle seat backrest. If required, adjust the seat backrest angle so that the child seat lies flush against the backrest. Once it has been installed, if the child seat is touching the head restraint and therefore cannot be positioned flush against the backrest, push the head restraint all the way up, or remove and stow safely in the vehicle .

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

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

⚠ DANGER

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

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

- Observe the instructions of the child seat manufacturer for securing the child seat in the vehicle.

⚠ WARNING

A triggered curtain or side airbag can cause injuries.

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

⚠ WARNING

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

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

Rear-facing child seats on the front passenger seat

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

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

It is not possible to switch off the front passenger front airbag in all countries *(→ Airbag system)*.

⚠ DANGER

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

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

Forward-facing child seats on the front passenger seat

If using a **forward-facing child seat**, do not deactivate the front passenger front airbag. The front passenger front airbag can cause severe injuries when it inflates → ⚠.

⚠ WARNING

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

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

Securing a child seat with ISOFIX/i-Size

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

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

This support foot or top tether help prevent the child seat tipping forward in a crash. Use child seats with a support foot only on the outer rear seats →⚠.

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

⚠ WARNING

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

- Ensure that the support foot is always correctly and safely installed.
- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.
- Do not transport children in child seats with a support foot if the weight of the child seat, including the child, exceeds a total weight of 33 kg (around 73 lbs).

Volkswagen recommends securing child seats with ISOFIX/i-Size and top tether or with ISOFIX/i-Size and support foot.

Quick guide to ISOFIX and i-Size installation

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

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

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

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

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

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

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

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

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

— **i-B**: seat suitable for installing a front-facing ISOFIX booster seat of Group 2/3 as well as a front-facing i-Size child seat for children with a height of 100 to 150 cm (around 3 ft 3 in to 4 ft 11 in).

Installing child seats with ISOFIX or i-Size

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

Markings identifying the ISOFIX anchor points for child seats on the rear seats.

Markings identifying the i-Size anchor points for child seats on the rear seats.



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

1. Observe the instructions *(→ Child seats)*.
2. When using child seats of groups 0, 0+ or 1 and i-Size child seats for children up to a height of 105 cm (around 3 ft 5 in) on the rear bench seat, push the rear bench seat back as far as possible *(→ Rear bench seat)*.
3. When using child seats of group 2/3 and i-Size child seats for children from a height of 100 cm (around 3 ft 3 in) on the rear bench seat, push the rear bench seat to a front position *(→ Rear bench seat)*.
4. If necessary, fold down any protective caps that are fitted on the ISOFIX or i-Size anchor points.
5. Push the attachment arms of the child seat in the direction of the arrow onto the ISOFIX or i-Size anchorages *→ Fig. 1*. The child seat must click and audibly securely into place.
6. Perform a pull test on both sides of the child seat to make sure that the child seat is properly engaged.

Securing child seats with the top tether

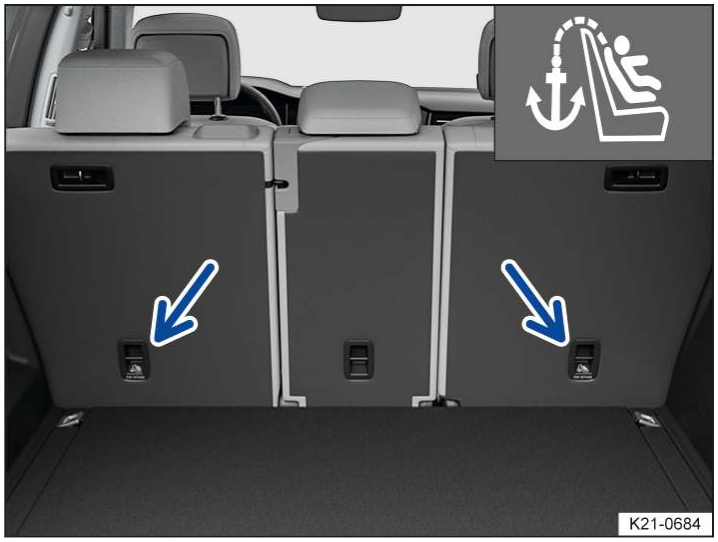


Fig. 1 On the rear of the rear seats: top tether anchor points for top tether.

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

Secure the top tether only at the top tether anchor points provided for this purpose. The anchor points for use with the top tether are marked by a symbol and sometimes also with “TOP TETHER”→ *Fig. 1*, .

Securing the top tether



Fig. 2 On the rear of the rear seats: attached top tether.

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

   Or: remove the head restraint if necessary and route the top tether of the child seat over the backrest to the rear.
7. Hook the top tether of the child seat into the corresponding anchor point marked with "Top Tether" → *Fig. 2*.
8. Tighten the top tether so that the child seat is positioned against the upper section of the rear seat backrest.
9. Perform a pull test on the child seat to check that the child seat is properly engaged.

⚠ WARNING

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

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

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

Securing a child seat using the seat belt

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

Group		Child’s weight	Child’s height	Front passenger seat		Rear seats
				Front passenger front airbag activated	Front passenger front airbag deactivated	
Group 0		up to 10 kg	45 to 105 cm	**x**	**u**	**u**
Group 0+		up to 13 kg		**x**	**u**	**u**
Group 1	**Rear-facing**	9 to 18 kg		**x**	**u**	**u**
	Front-facing	9 to 18 kg	76 to 105 cm	**u**	**x**	**u**
Group 2		15 to 25 kg	100 to 150 cm	**u**	**x**	**u**
Group 3		22 to 36 kg		**u**	**x**	**u**

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

Securing a child seat using the seat belt

1. Observe the instructions *(→ Child seats)*.
2. When using child seats of groups 0, 0+ or 1 and i-Size child seats for children up to a height of 105 cm (around 3 ft 5 in) on the rear bench seat, push the rear bench seat back as far as possible *(→ Rear bench seat)*.
3. When using child seats of group 2/3 and i-Size child seats for children from a height of 100 cm (around 3 ft 3 in) on the rear bench seat, push the rear bench seat to a front position *(→ Rear bench seat)*.
4. Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
5. Fasten the seat belt and guide it through the child seat as described in the child seat manufacturer’s instructions.
6. Ensure that the seat belt is not twisted.
7. Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

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

Volkswagen recommends securing child seats with ISOFIX/i-Size and top tether or with ISOFIX/i-Size and support foot.

WARNING

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

- Ensure that the support foot is always correctly and safely installed.
- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.
- Do not transport children in child seats with a support foot if the weight of the child seat, including the child, exceeds a total weight of 33 kg (around 73 lbs).

Making you and your vehicle safe

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

Checklist of what to do in the event of a breakdown

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

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

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

Comply with the important information on towing *(→ Tow-starting or towing)*.

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

Pushing the vehicle by hand can cause damage to the vehicle, e.g. deformation or detachment of add-on parts.

- When pushing the vehicle by hand, do not press on the tail light clusters, large panels and side or rear spoilers.

Checklist of what to do after an accident

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

1. Switch off the ignition.
2. Switch on the hazard warning lights ⚠ *(→ Centre console)*.
3. Place the warning triangle in position to draw the attention of other road users to your vehicle.
4. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Administer first aid and observe country-specific regulations on high-visibility waistcoats.
5. Report the accident to the fire service. Inform the fire service that the vehicle in question is a hybrid vehicle.
6. Wait for the emergency services at the scene of the accident.
7. Inform the emergency services and the persons involved at the scene of the accident that it is a hybrid vehicle.

Observe important information on what to do in the event of a fire *(→ Charging operations)*.

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

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

— When there is an emergency.

— If the vehicle breaks down.

— When the vehicle is being towed.

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

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

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

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

Emergency equipment

First-aid kit

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

The first-aid kit must comply with legal requirements.

— Observe the expiry dates of the contents.

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

Warning triangle



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

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

1. With the boot lid open, turn the lock on the holder → *Fig. 1* 90° anticlockwise.
2. Open the holder and remove the warning triangle storage box.
3. After use, stow the warning triangle back in the storage box and place the storage box into the holder and lock it into place.

The warning triangle must comply with legal requirements.

High-visibility waistcoat

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

The high-visibility waistcoat must comply with legal requirements.

Fire extinguisher

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

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

⚠ WARNING

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

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

Re-active bonnet



Fig. 1 Triggered re-active bonnet (illustration).

In the event of a collision at the front of the vehicle, the re-active bonnet will be triggered by sensors in the front bumper at speeds between around 25 to 55 km/h (15 to 34 mph). As a result, the bonnet is lifted by a few centimetres in front of the windscreen in order to create an additional crumple zone above the bonnet space, e.g. in the head area of a pedestrian who has been hit.

The “re-active bonnet system” can trigger properly only if the bonnet has not previously been deformed by external influences.

In some cases, the system may trigger even though the collision has not been with a pedestrian. The system can be triggered in the following situations, for example:

— Frontal collision with objects or animals.

— Driving onto or bottoming on uneven ground.

Special hinges lock the bonnet in open position → *Fig. 1* (close-up). A message is also shown on the instrument cluster display until the system has been repaired.

The following applies if the re-active bonnet has been triggered:

— Never attempt to close the bonnet yourself. Have a triggered re-active bonnet repaired immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— It is permitted to continue driving only when the vehicle is roadworthy.

— Do not drive faster than 80 km/h (50 mph).

— Adjust the seat position if necessary *(→ Sitting position)* . In spite of the re-active bonnet having triggered, there must always still be unrestricted visibility through the windscreen.

⚠ WARNING

The “re-active bonnet” pedestrian protection system is not a substitute for the full attention of the driver and operates only within the limits of the system. The “re-active bonnet” pedestrian protection system cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

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

Emergency call service and breakdown call



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

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

Please also observe the additional information on mobile online services .

Indicator lamp for the Emergency Call Service

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

- Indicator lamp not lit up: the Emergency call system is not available, e.g. no mobile network available.
- Indicator lamp flashes red after the ignition is switched on: system error. Emergency Call Service is deactivated.
- Indicator lamp lights up red continuously: system error. At the same time, a corresponding message may be displayed on the instrument cluster.
- Indicator lamp lights up green: emergency call system is ready for operation in the vehicle.
- Indicator lamp flashes green: emergency call is being made.

Pilot light for the breakdown call

The indicator lamp → *Fig. 1* lights up when a breakdown call is made:

- Indicator lamp lights up orange: breakdown call is being made.

Breakdown Call

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

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

— The person who takes your call will talk to you in the language of the country in which the vehicle is registered for the mobile online services or in the language of the country for which the vehicle was produced.

Initiating a breakdown call

1. Press the button until the indicator lamp in the button lights up orange.

   The breakdown call is now made *→ Fig. 1*.

Cancel the breakdown call if you have triggered it accidentally:

1. Press the button again.

Emergency Call Service

— The Emergency Call Service enables help to be requested as quickly as possible in dangerous situations.

— When the Emergency Call Service is triggered, a connection to the Volkswagen emergency call centre is established.

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

— The person who takes your call will talk to you in the language set up in the vehicle's Infotainment system. English is used if this language is not available at the location of the emergency.

— The Emergency Call Service can be permanently deactivated by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

⚠ WARNING

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

- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of the required telecommunication providers is not available in areas with sufficient mobile communications and satellite reception. Calls will be forwarded to the emergency number 112.
- In spite of sufficient mobile communications and satellite signal reception, there is no mobile communications network generation of the telecommunication providers that is suitable for the vehicle in some regions. In this case, no emergency call is made. Also forwarding to the emergency number 112 does not take place.
- The Emergency Call Service is prohibited by law in some countries.
- There is no valid licence for the use of the Emergency Call Service.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical power.
- The emergency call service function has been deactivated. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. No emergency call will be made if the legally required eCall Emergency System is not present in the vehicle. Also forwarding to the emergency number 112 does not take place.
- The Emergency Call Service function was deactivated by disabling data transmission. In this case, the emergency call reverts to the legally required eCall Emergency System, if present in the vehicle. It the legally required eCall Emergency System is not available for technical reasons, the Emergency Call Service will be activated again automatically.
- The vehicle ignition is not switched on.

Initiating an emergency call manually



Fig. 8 In the roof console: indicator lamp and button for Emergency Call Service and breakdown call.

1. Briefly press on the button cover and fold the button cover down → *Fig. 1*.
2. Press the button for the legally required eCall Emergency System → *Fig. 8* until the indicator lamp flashes green.

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

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

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

No data will be transmitted to the Volkswagen emergency call centre if the connection to the Volkswagen emergency call centre has not yet been set up.

Press the button for the legally required eCall Emergency System → *Fig. 8* only in an emergency.

Automatic emergency call

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

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

— Immediately after the airbags are triggered.

— Immediately after the belt tensioners are triggered.

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

The automatic emergency call cannot be cancelled by pressing the button for the legally required eCall Emergency System → *Fig. 8*.

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

Integrated battery

The integrated battery in the Emergency Call system ensures that the Emergency Call Service remains available for some time if the 12-volt vehicle battery is disconnected or faulty.

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

Have the integrated battery checked by a suitably qualified workshop after about 3 years and replaced if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

Data transmission

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

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

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

The following data is transmitted:

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

— Nine other positions shortly before the emergency call was triggered (route driven, a few km (a few miles)).

— Vehicle identification number (VIN).

— Type of vehicle drive.

— Vehicle type.

— Type of trigger (automatic or manual)

— Type of call.

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

— Accident severity.

— Accident direction.

— Time of collision.

— Reliability of positioning data.

— Version of data strings.

— Counter of data strings transferred per call.

— Determined number of passengers.

— Language selected in the Infotainment system.

— Optional data ID.

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

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

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

Always keep the button cover of the emergency call button closed while the vehicle is in motion. If the button cover is open, the emergency call button can be pressed accidentally and an emergency call initiated unintentionally.

Reverting to the legally required eCall Emergency System

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

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

Back-up to 112 emergency number

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

Troubleshooting

Emergency Call Service is faulty

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

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

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

Emergency Call Service is restricted

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

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

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

Functions of the vehicle key

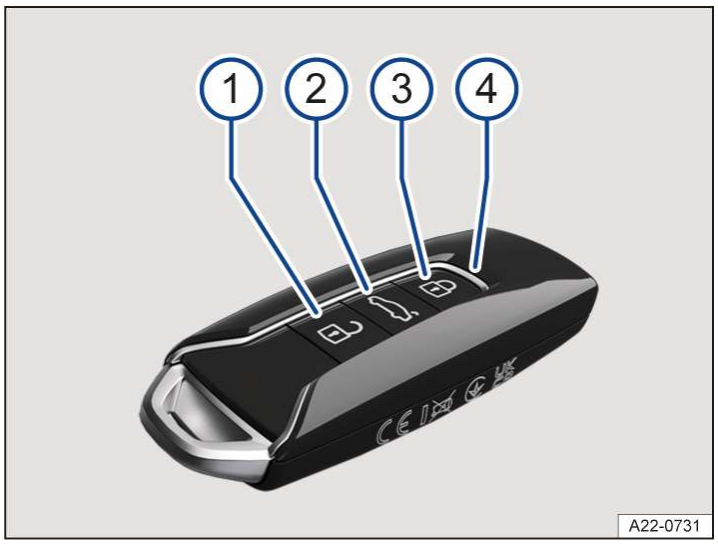


Fig. 1 Vehicle key.

1. Unlock the vehicle. All turn signals flash twice.
2. Unlock only the boot lid. All turn signals flash twice.
3. Lock the vehicle. All turn signals flash once.
4. Indicator lamp: flashes when button is pressed.

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism. This prevents the doors from being opened both from inside and outside.

If a vehicle is equipped with SAFELOCK, this is activated automatically when the vehicle is locked with the vehicle key or the sensor in the door handle. If it is wished to cancel the SAFELOCK function, the vehicle key or door handle sensor must be operated again. The vehicle is then only locked. In this case, opening from outside is prevented and opening from inside is possible.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could lock the doors and the boot lid, activate the vehicle's drive system or switch on the ignition and thus operate electrical equipment, such as the electric windows. This can result in accidents and serious or even fatal injuries.

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

WARNING

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

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

NOTICE

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

- Protect the key from moisture and excessive vibration.

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

Manual key



Fig. 1 Vehicle key: releasing the manual key.

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

Releasing the manual key

1. Press on the Volkswagen badge on the rear of the vehicle key. The manual key is released.
2. Press again on the Volkswagen badge and remove the manual key from the vehicle key → *Fig. 1*.

Possible uses:

— Unlocking and locking the glove compartment.

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

Changing the button cell

Volkswagen recommends having the button cell replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer → ⚠.

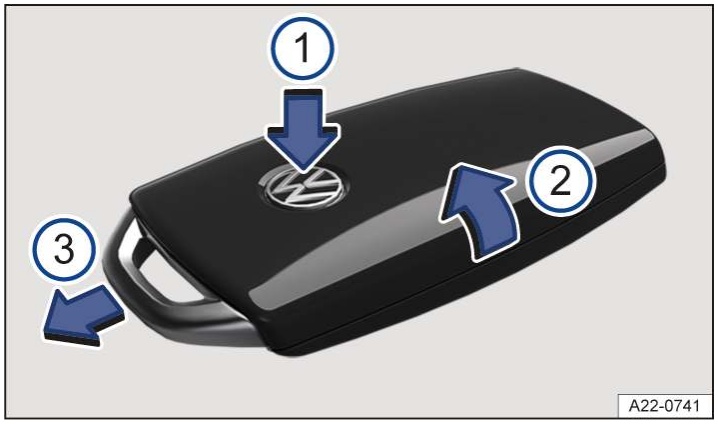


Fig. 1 Vehicle key: opening the battery compartment cover.

(1) Volkswagen badge.
(2) Cover.
(3) Manual key.

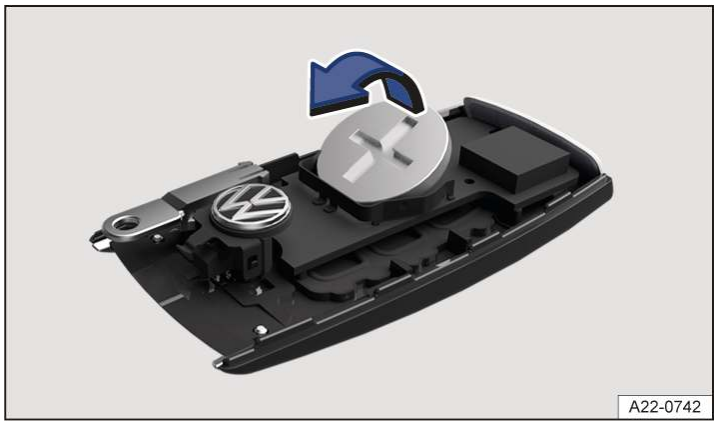


Fig. 2 Vehicle key: replacing the button cell.

1. Press on the Volkswagen badge on the rear of the vehicle key → *Fig. 1* (1).

   The manual key is released.
2. Press again on the Volkswagen badge and remove the manual key from the vehicle key → *Fig. 1* (3).
3. Carefully prise off the cover with a suitable object and remove → *Fig. 1* (2).
4. Lever the button cell out of the battery compartment → *Fig. 2* , → ⚠.
5. Press the new button cell into the battery compartment.
6. Press the cover onto the bottom of the vehicle key until the cover engages in position → *Fig. 1* (2) , → ⓘ.
7. Put the manual key back → *Fig. 1* (3).
8. Dispose of the discharged button cell in an environment-friendly manner.

⚠ DANGER

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

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

NOTICE

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

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

Button cells of the type used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these button cells *(→ Product recycling)*. Volkswagen recommends having this service carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Synchronising the vehicle key

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

Synchronising the vehicle key

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

   The synchronisation process is complete.

Troubleshooting

Vehicle cannot be locked or unlocked

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

1. Close the driver door.

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

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

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

1. Wait for about 10 seconds.
2. Try to activate the central locking system again.

Indicator lamp does not flash

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

Vehicle does not flash when locked

— All doors, the bonnet and the boot lid must be fully closed. The turn signals flash only if the vehicle is fully closed.

— Check whether the vehicle key is close enough to the vehicle.

— Check the charge level of the key battery.

The indicator lamp in the vehicle key must light up each time the buttons are pressed.

The central locking button lights up white.

— The vehicle is unlocked.

— Close all doors and operate the central locking button in the door.

— The central locking button lights up yellow when all doors have been locked from inside.

— If the central locking button still lights up white, the doors are not locked and there is a fault. Go to a qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Vehicle cannot be unlocked due to a flat key battery

1. Remove the manual key from the vehicle key *(→ Vehicle key)*.
2. Insert the manual key in the door lock cylinder and turn anticlockwise.

   On right-hand-drive vehicles, turn the manual key clockwise.

   The driver door is unlocked mechanically.
3. Open the driver door.
4. Switch on the ignition.

   The alarm is ended.
5. To unlock the other doors, operate the central locking button in the door.

Depending on equipment, an alarm is triggered when the door is opened.

Vehicle cannot be unlocked due to a flat vehicle battery

1. Remove the manual key from the vehicle key *(→ Vehicle key)*.
2. Insert the manual key in the door lock cylinder and turn anticlockwise.

   On right-hand-drive vehicles, turn the manual key clockwise.
3. The driver door is unlocked mechanically.
4. Open the driver door.

If the SAFELOCK function was not activated previously, all doors can now be opened and unlocked individually by pulling the respective interior door handle.

It is not possible to open the other doors if the SAFELOCK is activated.

The central locking functions will be available again after the convenience battery has been charged.

Additional or replacement vehicle keys can be obtained from an authorised Volkswagen repairer.

Introduction to the topic

Depending on equipment, the vehicle may be equipped with the Keyless Access function.

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

Unlocking or locking the vehicle with Keyless Access

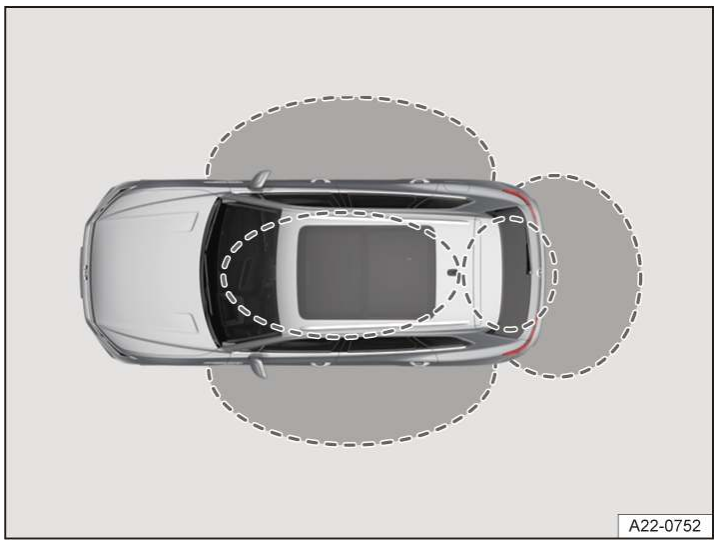


Fig. 1 Keyless Access: detection range (illustration).

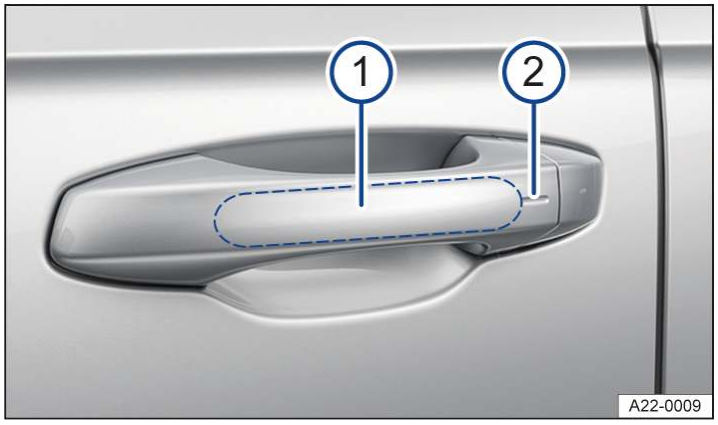


Fig. 2 In the door handle: sensors.

(1) Sensor surface on the inside of the door handle.

(2) Sensor surface on the outside of the door handle.

Unlock the vehicle

1. Tap the sensor → *Fig. 2* (1) on the inside of the door handle.

All turn signals flash twice.

Lock the vehicle

1. Switch off the ignition.
2. Close the door.
3. Tap the sensor → *Fig. 2* (2) on the outside of the door handle.

All turn signals flash once.

Locking and unlocking the boot lid

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

The boot lid is locked automatically after it is closed.

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

Deactivating and activating Keyless Access

Settings for Keyless Access can be adjusted in the Infotainment system.

Operating the convenience functions

All electric windows and the glass roof can be closed automatically.

1. After exiting the vehicle, place a finger on the sensor → *Fig. 2* (2) for a few seconds until the windows and glass roof have closed.

Settings for Keyless Access can be adjusted in the Infotainment system.

Select the **Vehicle settings** menu and adjust the settings in the **Opening and closing** submenu.

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

The vehicle can be locked only when the parking lock P is engaged.

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

Troubleshooting

Keyless Access does not work

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

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the vehicle key and lock the vehicle.

Automatic deactivation of the sensors

The sensors will be deactivated in the following circumstances:

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

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

Activating sensors again:

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

Vehicle cannot be unlocked or locked from inside due to discharged key battery

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

1. Hold the vehicle key against the lower section of the centre console *(→ Starting the engine)*.

   The vehicle key is recognised.

   The doors can be unlocked or locked again.

No valid vehicle key recognised

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

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

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

   Or: depending on the equipment, remove the vehicle key from the immediate vicinity of the wireless charging function. Then place the vehicle key in the drink holder in the centre console.

If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

If the message **Keyless system faulty** appears on the instrument cluster display, malfunctions may occur in the Keyless Access system. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

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

The central locking system enables you to centrally lock and unlock all the doors, the boot lid and the tank flap of the vehicle. The charging connector plugged into the charging socket will also be released.

The vehicle can be locked if the ignition has been switched off or the driver has left the vehicle after deactivating the vehicle's drive system.

Display with open doors

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



Do not drive on!

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

WARNING

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

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

NOTICE

Careless handling of components of the manual locking system may lead to vehicle damage.

- Proceed with caution when closing or opening manually.

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

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

Indicator lamp in the driver door

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

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

A red LED flashes for approximately 2 seconds at short intervals.

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

Vehicle with SAFELOCK

— The vehicle is locked with SAFELOCK if the red LED flashes at long intervals.

— If the red LED is not lit up, the vehicle is locked but without SAFELOCK.

Vehicle without SAFELOCK

— The vehicle is locked if the red LED flashes at long intervals.

The LED flashes at slow intervals after around 30 seconds.

Points to note

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

Automatic locking and unlocking

Central locking settings can be made in the Infotainment system:

Select the **Vehicle settings** menu and adjust the settings in the **Opening and closing** submenu.

Automatic locking (Auto Lock)

The vehicle can lock itself automatically at speeds above around 15 km/h (around 9 mph). The indicator lamp in the central locking button in the driver and front passenger doors lights up yellow when the vehicle is locked.

Automatic unlocking (Auto Unlock)

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

— The vehicle is at a standstill and the ignition has been switched off.

— The parking lock **P** is engaged.

— **Or:** the vehicle is stationary and the button has been pressed.

— **Or:** the door release lever has been operated.

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

Automatic unlocking gives emergency responders access to the vehicle.

Central locking button



Fig. 1 In the driver and front passenger doors: central locking button.

(1) Central locking button.



Fig. 2 In the driver door: button for opening the boot lid electrically.

(1) Button for electrically opening the boot lid.

- unlock the vehicle.

- lock the vehicle.

- open the boot lid.

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

If the button in the driver door is pulled, only the boot lid opens. All doors remain locked.

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

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

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

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

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

Opening and closing the driver door manually

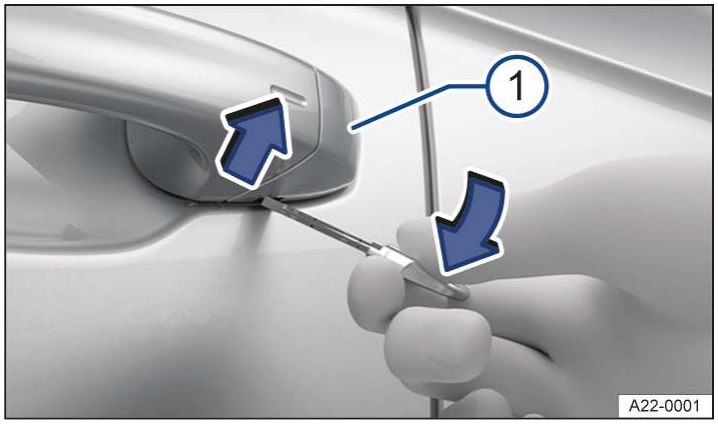


Fig. 1 Handle on the driver door: levering off the cover.

(1) Cap.

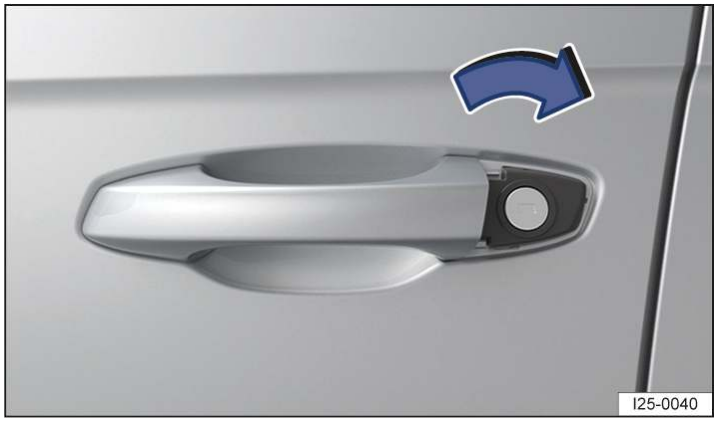


Fig. 2 Driver's door handle: manual closing.

When manual locking takes place, all doors are locked. With manual unlocking, only the driver door is unlocked.

Observe the information about the anti-theft alarm *(→ Anti-theft alarm)*.

1. Remove the manual key from the vehicle key *(→ Vehicle key)*.
2. Insert the manual key from below into the opening in the cap on the driver door handle → *Fig. 1* (1).
3. Pull the driver door handle and carefully lift the cap off from the bottom upwards → *Fig. 1* (arrow).
4. Insert the manual key into the lock cylinder and lock or unlock the vehicle → *Fig. 2*. Pull the driver door handle slightly if necessary.
5. Push the manual key into the opening in the vehicle key until it clicks into place.
6. Pull the driver door handle and fit the cap → *Fig. 1* (1) onto the lock cylinder from the rear towards the front.

Things to note when unlocking manually

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

— An emergency start must be performed after unlocking *(→ Starting the engine)*.

— Switch on the ignition to switch off the alarm.

The electronic immobiliser recognises a valid vehicle key.

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

Manually close the front passenger door and rear doors



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



Fig. 2 In the lock mouth of the rear right-hand door: locking the vehicle manually with the manual key.

The front passenger door and the rear doors can be locked manually. This does not activate the anti-theft alarm.

The manual locking mechanism is located on the end face of the doors → *Fig. 1* or in the lock mouth → *Fig. 2*.

1. Open the door.
2. If necessary, remove the rubber seal from the front edge of the door.
3. Insert the manual key into the vertical slot and turn in clockwise direction → *Fig. 1*, → *Fig. 2*.
4. Secure the rubber seal again if necessary.
5. Check that the door is locked.
6. Have the vehicle checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The manually locked door is unlocked again when the vehicle is unlocked or the door is opened from the inside.

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

Electric childproof lock

Depending on the equipment, the vehicle may have an electric childproof lock.

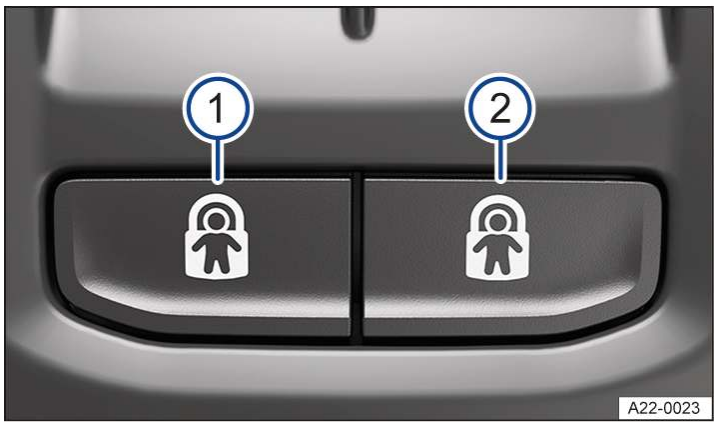


Fig. 1 In the driver door: buttons for the electric childproof lock.

(1) Left button for the electric childproof lock.

(2) Right button for the electrical childproof lock.

The electric childproof lock stops the doors from being opened and the electric windows in the doors from being operated . The electric window and door lock controls can be switched separately for the left or right side.

Switching on the electric childproof lock

1. Press the left button → *Fig. 1* (1) or the right button → *Fig. 1* (2).

The yellow indicator lamp lights up in the respective button when the function is switched on.

Switching off the electrical childproof lock

1. Press the respective button again → *Fig. 1*.

⚠ WARNING

When the electric childproof lock is activated, the door cannot be opened from the inside. This may mean that people lock themselves in the vehicle. In an emergency, they may not be able to leave the vehicle independently or to help themselves.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked.

⚠ WARNING

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

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

Power closing

The vehicle doors may be equipped with power closing. If a door is pulled manually to the first detent position, it will then be closed automatically.

The power closing function can be interrupted at any point by pulling the outside or inside door handle.

⚠ WARNING

Serious injuries can occur if the power closing system for the doors is used incorrectly or without due care and attention.

- Make sure that there are no objects or parts of the body in the path of the door when it is closing.

SAFELOCK

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

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

Deactivating SAFELOCK

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

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

— Touch the sensor on the outside of the door handle again within 2 seconds .

— Switch on the ignition.

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

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

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

The following applies when SAFELOCK is deactivated:

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

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

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

⚠ WARNING

The doors can no longer be opened from the inside once the SAFELOCK is activated. Careless or unsupervised use of SAFELOCK can lock people in the vehicle interior and cause serious injuries in the event of an emergency.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key.

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

Troubleshooting

Indicator lamp lights up continuously

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

There is a fault in the locking system.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Turn signals do not flash

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

1. Check to make sure that all the doors, the boot lid and the bonnet are closed.

Vehicle locks itself automatically

The vehicle will lock itself again automatically after around 45 seconds if all the following conditions apply:

— The vehicle was unlocked using the vehicle key or Keyless Access.

— The boot lid was not opened.

— No door was opened.

— The ignition was not switched on.

Manual locking and unlocking on vehicles with open door lock cylinder

1. To unlock manually, insert the vehicle key into the lock cylinder and turn it anticlockwise.

   On right-hand drive vehicles, turn the vehicle key clockwise.

   Only the driver door is opened.

   The anti-theft alarm sounds.
2. Switch on the ignition to turn off the anti-theft alarm.
3. The other doors can now be opened using the central locking button.

1. To lock manually, insert the vehicle key into the lock and turn it clockwise.

   On right-hand drive vehicles, turn the vehicle key anticlockwise.

   All doors are locked.

   The anti-theft alarm is activated.
2. Check that all doors are locked.

Response when locking the vehicle with a second vehicle key

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

1. To enable the vehicle key inside the vehicle for normal activation of the vehicle's drive system, press the button on the vehicle key inside the vehicle *(→ Activating the vehicle's drive system)*.

Unlocking and locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. The doors can be opened without a key by forcefully pulling the door handles.

Depending on the extent of the damage, the vehicle can be locked after an accident as follows:

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

The vehicle key has been locked in the vehicle

The vehicle can be locked when the boot lid or doors are open. If the key is then placed in the vehicle and the boot lid or doors are closed, the key can be locked in. On vehicles with Keyless Access, the vehicle flashes four times.

1. For vehicles with Keyless Access: Open the vehicle within a short time.
2. Unlock the vehicle with the second key.

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

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

Anti-theft alarm

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

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

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

If the vehicle is not opened with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to 5 minutes.

When does the system trigger an alarm?

— If the 12-volt vehicle battery is disconnected.

— When a door that was unlocked mechanically with the vehicle key is opened.

— When the bonnet is opened.

— When the boot lid is opened.

— If the ignition is switched on using an invalid key.

— If there is movement inside the vehicle (in vehicles with interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.

— If the vehicle is lifted or towed (vehicles with anti-tow alarm) *(→ Interior monitoring system and anti-tow alarm)*.

— If the vehicle is transported on a car ferry or by rail, for example (vehicles with anti-tow alarm or interior monitoring) *(→ Interior monitoring system and anti-tow alarm)*.

— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

— If the connection to a trailer connected to the anti-theft alarm system is interrupted .

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

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.
2. *On vehicles with Keyless Access locking and starting system:* when the vehicle key is within range for unlocking, grip the door handle .
3. Switch on the ignition.

Depending on the equipment, the alarm can be switched off by unlocking when approaching .

Interior monitoring system and anti-tow alarm



Fig. 1 In the roof console: sensors for the interior monitoring.

The interior monitoring system triggers an alarm if movement is detected in the interior of a locked vehicle *→ Fig. 1*.

The anti-tow alarm will be triggered if the vehicle is lifted.

Switching on the interior monitoring system and anti-tow alarm

1. Close the stowage compartments in the roof console so that unrestricted operation of the interior monitoring function is guaranteed.
2. Lock the vehicle.

When the anti-theft alarm is switched on, interior monitoring and the anti-tow alarm are also active.

Depending on the equipment, the function of interior monitoring may be impaired if a load guard is used.

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

The interior monitoring system and anti-tow alarm can be switched off temporarily in the **Opening and closing** submenu in the Infotainment system *(→ Vehicle settings menu)*. The interior monitoring system and anti-tow alarm remain deactivated until the next time the vehicle is locked.

Depending on the vehicle equipment, the interior monitoring system can also be switched off temporarily by tapping the function button.

Depending on the vehicle equipment, the function button appears when the ignition is switched off.

To avoid false alarms, deactivate interior monitoring and the anti-tow alarm in the following situations:

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle, transported or towed away.

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

Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if the vehicle is completely closed. Observe the legal requirements. A false alarm can be triggered in the following situations:

— If one or more windows or the glass roof are fully or partially open.

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

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

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

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

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

Introduction to the topic

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

If single door or vehicle side unlocking is activated in the opening and closing settings in the Infotainment system, press the button on the vehicle key twice to unlock the boot lid.

On vehicles with Keyless Access, operate the sensor on the inside of the driver or front passenger door handle twice, depending on setting.

WARNING

Incorrect and unsupervised unlocking, opening or closing of the boot lid can cause accidents and serious injuries.

- Open or close the boot lid only when there is no-one in the movement path of the boot lid.
- Always keep the boot lid closed while the vehicle is in motion.
- Close and lock the boot lid and all doors when the vehicle is not in use.
- Check that the closed boot lid is flush with the surrounding body parts.

WARNING

Temperatures inside a locked vehicle may be extremely hot or cold depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.

- Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the luggage compartment and shut the boot lid, thereby trapping themselves inside.

WARNING

It may not always be apparent that the boot lid is unlocked when a loaded luggage carrier is attached to it. If unlocked, the boot lid may open suddenly while the vehicle is in motion. This can cause serious injuries.

- Check that the closed boot lid is flush with the surrounding body parts.

WARNING

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

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

WARNING

If the boot lid is not closed correctly, this can cause the rear window to shatter and lead to serious injuries.

- Never close the boot lid by pressing with your hand on the rear window.

NOTICE

Incorrect use of the opening mechanism can damage the component and make it impossible to close the boot lid.

- Never use the opening mechanism to hold or fix a load.

NOTICE

Incorrect use of the rear window wiper can damage the component and lead to the component being torn off.

- Never use the rear window wiper to hold or fix a load.

NOTICE

Incorrect use of the boot lid or rear spoiler can damage the component and lead to the component being torn off.

- Never use the boot lid or roof spoiler to hold or fix a load.

Electrically opening and closing the boot lid



Fig. 1 In the boot lid: button for opening the boot lid.

(1) Button for opening the boot lid.

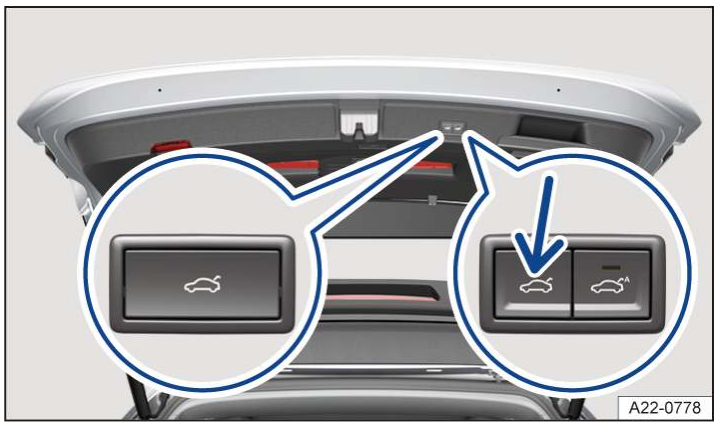


Fig. 2 In the open boot lid: button for closing boot lid electrically.

Electrically opening the boot lid

1. To unlock the boot lid, briefly press and hold the button on the vehicle key.

   Or: pull the button in the driver door upwards *(→ Central locking button)*.

   Or: press the button on the boot lid → *Fig. 1* (1).

The boot lid will then open.

Electrically closing the boot lid

1. Press the button in the open boot lid → *Fig. 1* (1).

   Or: with the ignition switched on, pull the button in the driver door upwards until the boot lid is closed *(→ Central locking button)*.

   Or: *in vehicles with keyless locking and starting system Keyless Access:* briefly press and hold the button on the vehicle key. The vehicle key must be in the detection range of the boot lid.

   Or: close the boot lid by moving it manually until the boot lid closes by itself.

The boot lid is closed.

The boot lid will also be locked when the doors are locked.

A symbol in the instrument cluster display indicates that the boot lid is opened or not properly closed.

The boot lid is locked automatically when the vehicle is moving.

Interrupting the opening or closing procedure

1. Press one of the buttons during the opening or closing procedure.

   Or: press the button on the boot lid during the opening or closing procedure → *Fig. 2*.

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

Pressing the button again will move the boot lid back to its starting position.

Acoustic signals

If the boot lid is opened or closed from the vehicle interior or with the vehicle key, acoustic signals will sound.

Changing and storing the opening angle

If the area behind or above the vehicle is smaller than the path of the boot lid, the opening angle of the boot lid can be changed.

1. Stop the opening procedure at the desired open position (at least half open).
2. Press and hold the button in the boot lid until the hazard warning lights flash → *Fig. 1* (1).

The changed opening angle will be stored.

The hazard warning lights flash and an acoustic signal sounds to confirm that the changed opening angle has been stored.

Resetting and storing the opening angle

The opening angle will have to be reset and stored again in order to fully open the boot lid again.

1. Press the open boot lid up by hand to the stop. You will need to use more force than usual.
2. Press and hold the button in the boot lid until the hazard warning lights flash → *Fig. 1* (1).

The opening angle will be reset.

The hazard warning lights flash and an acoustic signal sounds to confirm that the opening angle has been reset.

WARNING

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

- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

NOTICE

If the boot lid is opened or closed where there is insufficient clearance, this may result in damage.

- Check whether there is enough clearance before opening or closing the boot lid, for example in garages.

Boot lid with motion sensor (Easy Open)



Fig. 1 Illustration of the boot lid with sensor-controlled opening (Easy Open).

Depending on country, the boot lid can be unlocked and opened with a foot movement if there is a valid vehicle key within the detection range of the boot lid.

1. Stand centrally behind the bumper.
2. Move your foot and shin quickly towards the bumper → *Fig. 1*.
3. Then quickly move your foot and shin away from the bumper again.

Visual feedback is provided via the turn signals. The boot lid opens.

Activating or deactivating Easy Open

Easy Open can be activated and deactivated in the Infotainment system:

1. Select the **Vehicle** menu.
2. Select the **Exterior** submenu.
3. Swipe sideways and activate or deactivate **Easy Open**.

Or:

1. Swipe sideways and select the **Central locking** menu option.
2. Scroll down the list and activate or deactivate **Easy Open**.

If Easy Open is activated, Easy Close is also active, depending on the vehicle equipment *(→ Boot lid, automatic (Easy Close))*.

The Easy Open function is available only when Keyless Access is activated .

The Easy Open function can be triggered unintentionally in the following situations:

— If a fuel hose or charging cable is routed around the lower rear area of the vehicle when refuelling or charging.

— When sweeping below the rear bumper.

— By a strong water or steam jet.

— If maintenance and repair work is performed in the area of the rear bumper.

— By moving gates in the close range of the bumper.

⚠ CAUTION

If there is a valid vehicle key in the detection range of the boot lid, the Easy Open function may be activated unintentionally in some cases and the boot lid will then open. If the boot lid is opened by mistake it can cause damage to anyone in the path of the boot lid and material damage.

- After parking the vehicle, switch off the Easy Open function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts or garage doors, or in an underground car park with a low ceiling height.
- Always make sure that there are no valid vehicle keys left unattended in the detection range of the boot lid.
- Always switch off the Easy Open function via the Infotainment system before carrying out any maintenance or repair work on the vehicle.
- Always switch off the Easy Open function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Open function via the Infotainment system before fitting a bicycle carrier or attaching a trailer *(→ Trailer towing)*.

Closing the boot lid automatically with Easy Close

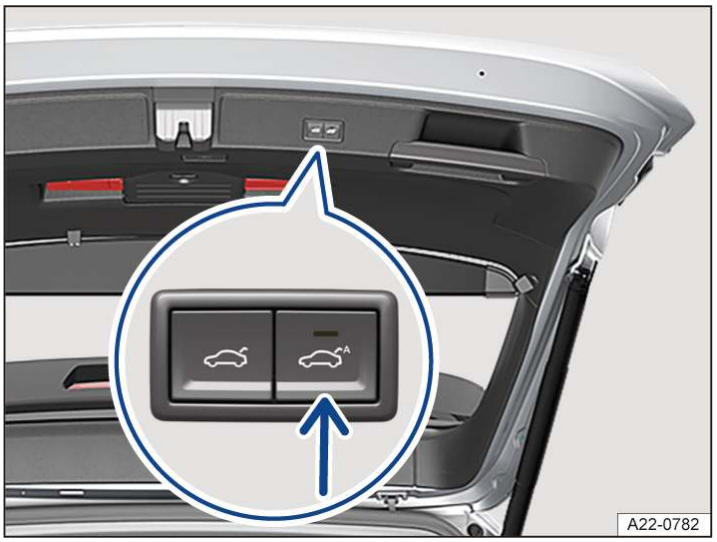


Fig. 1 In the open boot lid: button for closing boot lid automatically (illustration).

The Easy Close function can be activated only if there is a valid vehicle key in the detection range of the boot lid.

1. Press the button in the open boot lid → *Fig. 1*.

   The indicator lamp in the button lights up yellow.

Easy Close is activated for around 20 seconds. An acoustic signal confirms activation.

The boot lid will be closed as soon as all valid vehicle keys have been removed from the detection range of the boot lid.

Easy Close allows a maximum of one vehicle key to be locked into the boot.

The closing operation will be interrupted as soon as a vehicle key comes within the detection range again. The boot lid will then open again.

⚠ CAUTION

If there is a valid vehicle key in the detection range of the boot lid, the Easy Close function may be activated in the event of unintentional operation of the button and the boot lid will then close. If the boot lid is closed unintentionally, this can cause injuries to persons in the path of the boot lid and material damage.

- Always make sure that there are no valid vehicle keys left unattended in the detection range of the boot lid.
- Always make sure that no one is in the movement path of the boot lid.
- Do not hold on in the movement path of the boot lid.
- Do not use the Easy Close function after fitting a bicycle carrier or attaching a trailer *(→ Trailer towing)*.

The closing operation will be automatically interrupted if another boot lid function is activated during closing or if objects are detected in the area of the boot lid.

The boot lid locks automatically after closing if the vehicle is locked and the Easy Close button is pressed.

If the vehicle is completely unlocked and the Easy Close button is pressed, the boot lid will not lock automatically after closing.

Troubleshooting

Automatic boot lid cannot be opened or closed

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

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

— The drive switches off automatically in order to prevent overheating if the boot lid is opened or closed too frequently within a short space of time. The boot lid can be opened and closed by hand with increased force until the drive has cooled down.

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

Boot lid cannot be opened automatically (trailer towing)

When towing a trailer, the boot lid cannot be opened or closed automatically.

1. Open or close the boot lid by hand.

Manual boot lid is stiff

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

1. Guide the boot lid further upwards by hand.

Easy Open sensor-controlled luggage compartment opener is not working

Easy Open works only when the ignition is switched off.

— The sensors in the rear bumper are covered, dirty, displaced or damaged.

— The towing bracket is swivelled out.

— A towing bracket has been retrofitted to the vehicle.

— In order to prevent incorrect triggering, Easy Open may be deactivated in conditions with heavy precipitation.

Easy Close automatic closing is not working

— Switch off the ignition and close the driver door.

— The boot lid must be at least half open.

— Unhitch the trailer .

— There is more than one vehicle key in the luggage compartment.

— Press the Easy Close button again.

Opening and closing windows

The buttons are located in the doors *(→ Driver door)*.

Opening windows

1. Press the button.

Closing windows

1. Pull the button.

Press the button for the electric childproof lock in order to lock the electric windows and door release levers in the rear doors *(→ Childproof lock, electric)*. The indicator lamp in the button lights up.

The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing

1. Briefly pull the button for the corresponding window up to the second position.

One-touch opening

1. Briefly press the button for the corresponding window down to the second position.

Stopping the one-touch function

1. Press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

1. Press and hold the locking or unlocking button on the vehicle key.

   Or: *in vehicles with the keyless locking and starting system Keyless Access:* place your finger on the locking sensor in the door handle for a few seconds until the windows are closed . The vehicle key must be in the detection range of the boot lid.

2. To interrupt this function, let go of the locking or unlocking button.

   Or: remove your finger from the sensor.

For this purpose, a valid vehicle key must be within the detection range. After all windows and the glass roof have been closed, all turn signals will flash once as confirmation.

Settings for convenience opening can be made in the infotainment system:

1. Select the **Vehicle settings** menu and adjust the settings in the **Opening and closing** submenu.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Always take all vehicle keys with you every time you leave the vehicle.
- Please note that the windows can still be opened or closed using the buttons in the doors for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.
- When transporting children on the rear bench seat, the rear electric windows should always be deactivated using the safety button so that they cannot be opened or closed.

WARNING

When the vehicle is locked, the windows can no longer be opened and this makes it impossible to exit the vehicle interior. In an emergency situation, this can result in serious or fatal injuries.

- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked.

NOTICE

If it starts to rain or snow when the windows are open, this can soak the interior equipment of the vehicle and restrict the functions of the controls or damage them.

- Close all windows if it starts to rain or snow.

One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Convenience opening and closing works only when one-touch opening and closing is activated for all electric windows.

Electric window roll-back function

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

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

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

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

If the window still cannot be closed, the window stops where it is. The window will close without roll-back function if the window regulator switch is pulled again within a few seconds →⚠.

Closing windows without roll-back function

1. Attempt to close the window again within a few seconds by holding the window regulator switch. The roll-back function is deactivated in the process.

   If the closing procedure takes longer than several seconds, the roll-back function will be reactivated. If it is still stiff or obstructed, the window will stop and open again automatically.
2. Go to a suitably qualified workshop if the window still cannot be closed. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Closing the electric windows without the roll-back function can lead to severe injuries.
- Always take care when closing the windows.
- Close windows only when there is no-one in the operating path.
- Please note that the roll-back function does not prevent fingers and parts of the body being trapped against the window frame.

The roll-back function also takes place with convenience closing.

Troubleshooting

One-touch opening and closing does not work

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

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

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

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

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Open and close the glass roof

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

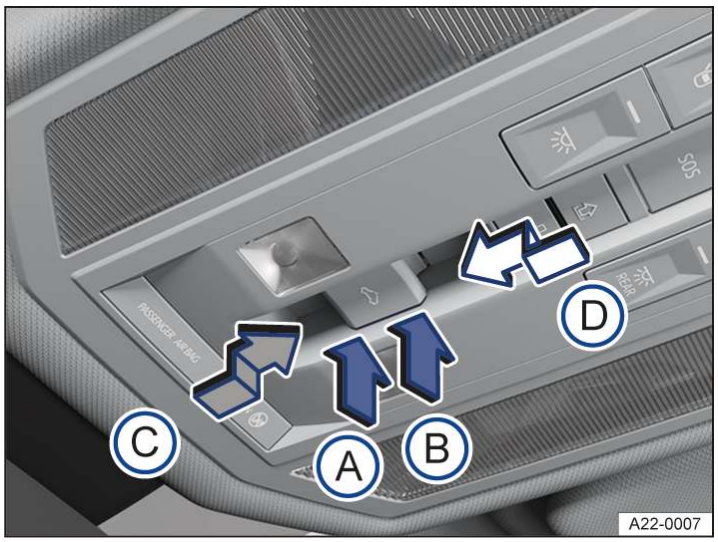


Fig. 1 In the roof: buttons for glass roof and sun blind.

- (A) Closing the tilted glass roof.
- (B) Tilting the glass roof.
- (C) Opening the glass roof or stopping the one-touch function.
- (D) Closing the glass roof or stopping the one-touch function.

The glass roof is a roof opening system featuring two glass elements. The rear glass element is fixed in place and cannot be opened.

The sun blind automatically opens at the same time as the glass roof if the blind is closed. The sun blind can be closed completely only once the glass roof has been closed.

The button has two positions.

First position: fully or partially tilt, open or close the roof.

Second position: automatically move the roof to the respective limit position.

Press the button again to stop the one-touch function.

Tilting the glass roof

— Manual operation: push button to the first position → *Fig. 1* (B).

— One-touch function: push button to the second position → *Fig. 1* (B).

Closing the tilted glass roof

— Manual operation: push button to the first position → *Fig. 1* (A).

— One-touch function: push button to the second position → *Fig. 1* (A).

Opening the glass roof

— Manual operation: push button to the first position → *Fig. 1* (C).

— One-touch function up to convenience position: push button to the second position → *Fig. 1* (C).

Closing the glass roof

— Manual operation: push button to the first position → *Fig. 1* (D).

— One-touch function: push button to the second position → *Fig. 1* (D).

Stopping the one-touch function for the opening or closing procedure

1. Press the button → *Fig. 1* (C) or → *Fig. 1* (D) again.

WARNING

Careless or unsupervised use of the glass roof can cause serious or fatal injuries.

- Open or close the glass roof only when there is no-one in the operating path of the roof.
- Please note that the glass roof can still be opened or closed for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.

WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could lock the vehicle, start the engine or switch on the ignition and operate the glass roof. This can result in accidents and serious or even fatal injuries.

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

NOTICE

If the glass roof is opened or tilted when it is raining or snowing, particularly in conditions with ice and snow, this can lead to damage to the vehicle interior and electrical system.

- At winter temperatures, always clear ice and snow from the vehicle roof before using the glass roof.
- Always close the glass roof when you leave the vehicle or if it starts to rain or snow.

NOTICE

The glass roof may be damaged if you operate the glass roof when a roof carrier is fitted.

- Always keep the glass roof closed when using a roof carrier.

Remove leaves and other loose items from the glass roof guide rails at regular intervals using a vacuum cleaner or by hand.

The roll-back function will not work properly if there is a fault with the glass roof. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Convenience opening or closing of the glass roof

Convenience opening and closing

The glass roof can be opened and closed from outside the vehicle using the vehicle key:

1. Press and hold the locking or unlocking button on the vehicle key. The glass roof is tilted or closed.

   Or: Vehicles with the Keyless Access locking and starting system: Place your finger on the locking sensor in the door handle for a few seconds until the glass roof is closed *(→ Keyless Access)*.

2. Release the locking or unlocking button to interrupt this function.

Convenience closing closes all windows in the doors and the glass roof. After all windows and the glass roof have been closed, all turn signals will flash once as confirmation.

Glass roof settings can be adjusted in the vehicle settings in the Infotainment system.

The open glass roof can be closed automatically to a small gap at speeds above around 30 km/h (around 19 mph) in special driving situations, for example, oversteering or understeering.

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes.

Glass roof roll-back function

The roll-back function reduces the risk of crush injuries → ⚠. If the glass roof is impeded during the closing process, it will open again immediately.

1. Check to see why the glass roof has not closed.
2. Try to close the glass roof again.
3. If the glass roof still cannot be closed, close it without the roll-back function.

Closing the glass roof without the roll-back function

1. If the glass roof cannot be closed, swipe forward over the function button within 5 seconds and hold until the glass roof is fully closed.
2. Go to a suitably qualified workshop if the glass roof still cannot be closed. Volkswagen recommends using an authorised Volkswagen repairer.

   Depending on the position of the glass roof, the glass roof will stop if the touch control is released prematurely or will open again fully.

⚠ WARNING

Closing the glass roof without the roll-back function can cause serious or fatal injuries.

- Always take care when closing the glass roof.
- Close the glass roof only when there is no-one in its operating path, particularly if it is closed without the roll-back function.
- Please note that the roll-back function does not prevent fingers and parts of the body being trapped against the roof frame.

The roll-back function is also activated if you use the convenience closing function on the vehicle key to close the windows and the glass roof.

Troubleshooting

The glass roof will not close

— The glass roof only works when the ignition is switched on. The glass roof can still be opened or closed for a short time after the ignition has been switched off, provided that the driver door or front passenger door is not opened.

— If it is not possible to close the glass roof electrically, it must be closed manually. The glass roof cannot be closed manually without removing vehicle components. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Introduction to the topic

Fixed or variable code

The garage door opener functions using a fixed or variable code. For products using variable codes, the system will have to be synchronised after programming has been completed *(→ Garage door opener)*.

Compatibility

Before purchasing a radio-controlled door opener or an electric drive, Volkswagen recommends consulting your authorised Volkswagen repairer to find out which products are compatible with the vehicle's garage door opener.

In some countries you are required to use a safety switch for garage doors and electric drives.

WARNING

Garage door openers and electric garage door drives operate with considerable force. Always take care when using the garage door opener otherwise you could cause severe or fatal injuries.

- Use the garage door opener only when there is no-one in its path and when you have a clear view of this.
- Observe the installation instructions and warnings provided by the manufacturer when operating a radio-controlled garage door opener or electric drive.
- Please note that garage door openers and electric drives without an obstacle detection function do not comply with the legal requirements in some countries.

WARNING

The garage door or electric drive could start moving during the programming process and cause serious or fatal injuries.

- Program the garage door only when there is no-one in its path.

NOTICE

The remote control can be damaged if the battery is not changed properly or if an unsuitable battery is used.

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

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries *(→ Product recycling)*. Volkswagen recommends having this service carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Programming and operating the garage door opener

Depending on the vehicle equipment, you can transfer the functions of up to three different external remote controls to the Infotainment system, e.g. electric drives for gates or garage doors, house alarm systems or lighting systems.

Programming must be completed within approximately 1 minute. If you exceed this time, the programming procedure will be cancelled.

Preparations

1. Familiarise yourself with the instructions issued by the product manufacturer.
2. Park the vehicle in close proximity to the device.
3. Switch on the ignition but do not start the engine. Leave the ignition switched on while programming.

Programming and operation

The garage door opener is programmed using the Infotainment system.

1. In the Infotainment system, select the **Vehicle settings** menu and adjust the settings in the **Opening and closing** submenu.
2. In the Infotainment system, select the desired action from **Button assignments** or **Delete button assignments**. Then follow the instructions on the Infotainment system.

Deleting the programming in the Infotainment system

Volkswagen recommends deleting all taught garage doors if you lend or sell the vehicle to somebody else.

1. Switch on the ignition.
2. In the Infotainment system, select the **Vehicle settings** menu and adjust the settings in the **Opening and closing** submenu. Then select the **Delete button assignments** function button.

Operation with the Infotainment system

Volkswagen recommends dragging the ⌂ icon for the garage door opener into the favourites bar on the left side of the screen. The taught garage door names are displayed when the ⌂ icon is pressed. The function is initiated when the garage door name is pressed. If the garage door name is pressed for longer than 2 seconds, this also activates teach-in mode.

Troubleshooting

Garage door does not respond

The garage door does not function.

1. Replace the button cell of the remote control.

   Or: try out different distances and angles to the receiver.

   Or: reprogram the garage door opener.

   Or: replace the garage door or electric drive.

Button cannot be programmed

The remote control switches off after a very short time or is not in the correct position.

1. Operate the remote control again.

   Or: position the remote control at a different distance or angle.

Adjusting the steering wheel position mechanically

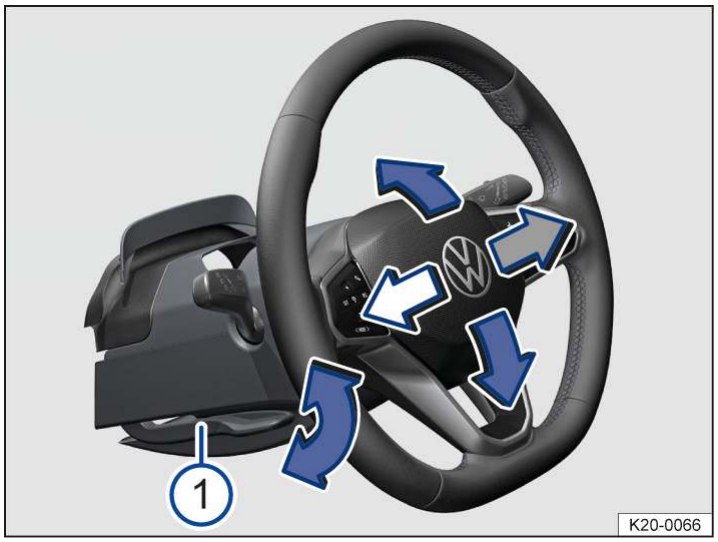


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position (illustration).



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

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

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

⚠ WARNING

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

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

Adjusting the steering wheel position electrically



Fig. 1 In the steering column trim on the left-hand side behind the steering wheel: switch for electrical adjustment of the steering wheel position.



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

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

1. Press and hold the switch →*Fig. 1* in the required direction until the steering wheel is in the required position.
2. Adjust the steering wheel so that you can hold it with both hands at the sides on the rim at the 9 o'clock and 3 o'clock positions →*Fig. 2* with your arms slightly bent →⚠.

Front seat convenience entry function

When the ignition has been switched off using the starter button for the keyless locking and starting system Keyless Access and the driver door has then been opened, the electrically adjustable steering wheel automatically moves to its uppermost position.

Once the ignition has been switched on and the driver door has been closed, the electrically adjustable steering wheel will move to the last position stored for the vehicle key being used →⚠.

When the electrically adjustable steering wheel automatically moves to the corresponding position and the switch →*Fig. 1* is pressed at the same time, the steering wheel will stop moving. This new position is then stored.

The convenient entry function can be activated and deactivated in the Infotainment system *(→ Front seats, Infotainment system)*.

⚠ WARNING

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

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

Introduction to the topic

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

⚠ WARNING

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

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

NOTICE

Sharp edges can damage the seats.

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

Mechanically adjusting the front seat

The following section contains a description of all possible controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the front passenger seat.

The seat may have a combination of mechanical and electrical controls.

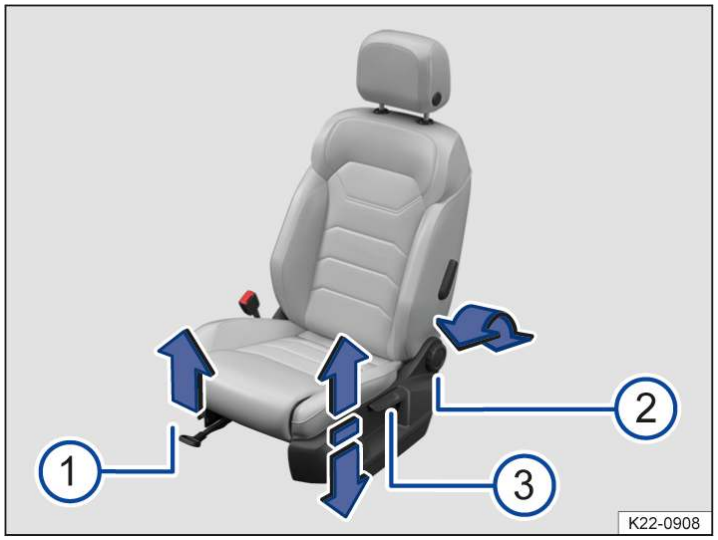


Fig. 1 Driver's seat: controls

1. To move the front seat forward or back, pull the lever. The front seat must engage after you release the lever!
2. To adjust the seat backrest, relieve the pressure on the backrest and turn the handwheel.
3. To adjust the seat height, move the lever up or down, repeating several times if necessary.

Electrically adjusting the front seat

The electric controls are country-specific and depend on the vehicle equipment and may vary depending on the seat type.

The controls are mirrored for the front passenger seat.

The seat may have a combination of mechanical and electrical controls.

Additional seat settings can be made via the Infotainment system *(→ Front seats, Infotainment system)*.

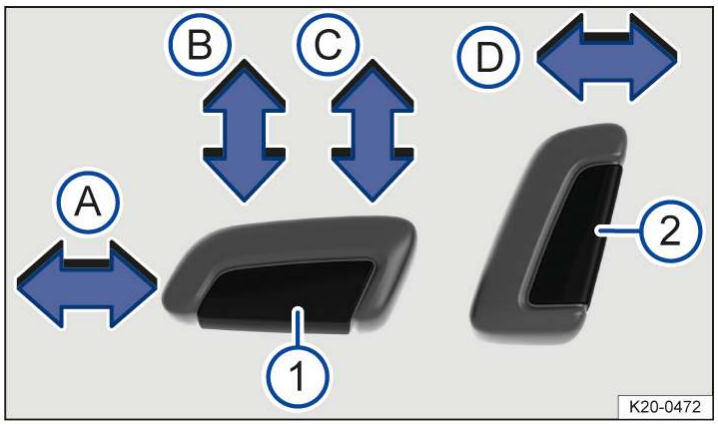


Fig. 1 Switches on the driver seat: adjusting the front seat forwards or backwards, adjusting the backrest and the seat cushion height and tilt.

Pressing the switch in the direction of the arrow:

1 (A) Slides the seat forwards or backwards.

(B) Adjusts the angle of the seat cushion.

(C) Raises or lowers the seat.

2 (D) Adjusts the angle of the backrest.

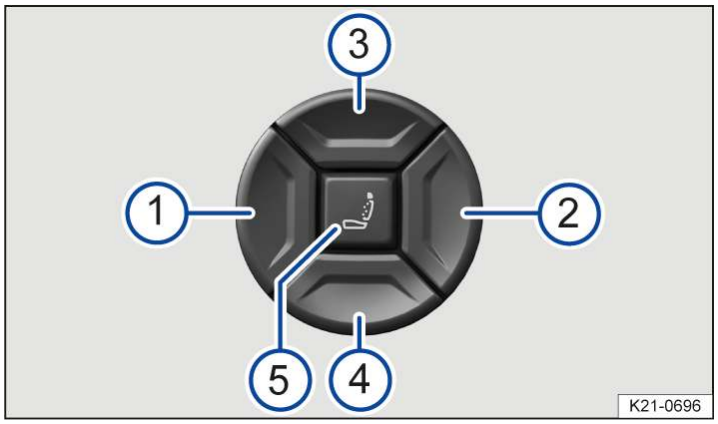


Fig. 2 Switch on the driver seat: adjusting the lumbar support.

Pressing the switch in the appropriate area:

1 Adjust the curve of the lumbar support forwards.

2 Adjust the curve of the lumbar support backwards.

3 Adjust the curve of the lumbar support upwards.

4 Moves the curve of the lumbar support down.

5 Switches the massage function on and off.

⚠ WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.

- The electrical front seat adjustment also works when the ignition is switched off. Never leave children or people requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

Improper use can damage the electric components in the front seats.

- Do not kneel on the front seats and do not apply point loads to the seat cushion and backrest.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

The seat adjustment procedure will be interrupted if the vehicle's drive system is activated.

Adjusting the front seats via the Infotainment system

Additional seat settings can be made using the controls on the front seat *(→ Front seat, electric)*.

Opening the Seat settings menu in the Infotainment system

1. Open MENU and select Seat settings.

   Or: tap the function button.

The following setting options are available in the Seat settings menu:

In the Comfort menu

— **Seat depth**: to adjust the length of the seat cushion, tap and hold the + or - function button.

— **Seat cushion bolsters**: to adjust the angle of the seat cushion bolsters, tap and hold the + or - function button.

— **Seat backrest bolsters**: to adjust the angle of the seat backrest bolsters, tap and hold the + or - function button.

In the Massage menu

A massage program can be selected and started in the menu:

— Off: switch off massage function.

— Select Waves (back).

— Select Waves (lumbar).

— Select Waves (shoulder).

— Select Circles (back).

— Select Upward strokes (back).

— Select Tapping (back).

— Select Relax.

— Select Vital.

The intensity of the massage is adjusted with the slider or the function buttons + and -.

The massage function switches itself off automatically after approximately 10 minutes.

In the Balance menu

— : adjust the balance between ventilation of the seat cushion and ventilation of the backrest with the slider *(→ Seat heating and seat ventilation)*.

— : adjust the balance between heating of the seat cushion and heating of the backrest with the slider *(→ Seat heating and seat ventilation)*.

In the Other seats menu (only driver seat)

— Sync passenger seat: after tapping the function button, the front passenger seat adjusted symmetrically to the driver seat. Tap and hold the Synchronise function button until adjustment of the front passenger seat has been completed.

Only the height and position of the seat and the angle of the backrest will be adjusted.

— Adjust passenger seat: after tapping the function button, the front passenger seat can be adjusted with the controls on the driver seat *(→ Front seat, electric)*. This does not include lumbar support adjustment.

— Rear seat heating: adjust the seat heating for the rear seats in the **Rear seat heating** menu *(→ Seat heating and seat ventilation)*.

In the Settings menu

— **Convenient entry function** Driver seat: to switch on the convenient entry function for the driver seat, activate the checkbox in the function button ☑.

— **Convenient entry function** Passenger seat: to switch on the convenient entry function for the front passenger seat, activate the checkbox in the function button ☑.

— **Automatic belt pre-tensioning** Driver seat: to switch on the belt pre-tensioning function of the proactive occupant protection system for the driver seat, activate the checkbox in the function button ☑.

— **Automatic belt pre-tensioning** Passenger seat: to switch on the belt pre-tensioning function of the proactive occupant protection system for the front passenger seat, activate the checkbox in the function button ☑.

⚠ WARNING

Careless or unsupervised use of the electric front seats can result in severe injuries.

- Adjust the front passenger seat using the Seat settings menu in the Infotainment system only when the front passenger seat is unoccupied.

⚠ WARNING

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

- Drive with your full attention and with responsibility.
- Operate the Infotainment system only when the vehicle is stationary or if the traffic situation permits.

NOTICE

Improper use can damage the electric components in the front seats.

- Do not kneel on the front seats and do not apply point loads to the seat cushion and backrest.

The unit software fitted in certain countries may require the vehicle's drive system to be activated for this process.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Introduction to the topic

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

⚠ WARNING

Incorrectly adjusted rear seats increase the risk of serious injuries in the event of an accident.

- Before all journeys, make sure that the rear seats are adjusted so that all occupants are sitting upright and with the seat belts fastened correctly.
- The rear seats must be adjusted only when there is no one in the adjustment area of the rear seats.

⚠ WARNING

If you adjust the rear seats while the vehicle is in motion, you will assume an incorrect sitting position. The rear seats may also move unexpectedly while the vehicle is in motion. In an accident, there is then an increased risk of serious injuries.

- Adjust the rear seats only when the vehicle is stationary.

⚠ WARNING

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

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

⚠ WARNING

Incorrect use of the rear centre armrest can cause serious injuries.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

NOTICE

When the rear seat is moved, objects in the luggage compartment can get into the space between the seat and the luggage compartment floor and cause damage.

- Before moving the rear seat, remove all objects that are located in the space between the seat and luggage compartment floor.

NOTICE

Sharp edges can damage the seats.

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

Adjusting the rear bench seat

Depending on equipment, the rear bench seat may be asymmetrically split. Each section can be adjusted separately.

Moving the rear bench seat in longitudinal direction



Fig. 1 Under the seat cushion of the rear bench seat: adjusting lever.

1. Pull up the right-hand or left-hand lever in the direction of the arrow → *Fig. 1* and move the corresponding element of the rear bench seat either forwards or backwards.
2. Release the lever and engage the rear bench seat element in position by pushing forwards and backwards gently.

Adjusting the rear seat backrest



Fig. 2 Left-hand side of the rear bench seat: adjustment lever.

The rear seat backrest can be adjusted only when the respective seat is occupied.

1. Pull the adjustment lever upwards in the direction of the arrow → *Fig. 2*.
2. Allow the rear seat backrest to fold forwards slightly.
3. Move the rear seat backrest backwards into the required seat position.
4. Release the adjustment lever and engage the rear seat backrest in position by pushing forwards or backwards gently.

Folding the backrest of the rear bench seat forwards and backwards

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

Folding the rear seat backrest forwards with the release lever



Fig. 1 Lower part of the rear bench seat: release lever on the left rear seat backrest (mirrored for the right-hand side).

1. Push the head restraint all the way down.
2. Fold up the centre armrest.
3. Unlock the rear seat backrest at the seat cushion on the seat → *Fig. 1*.

   The rear seat backrest folds forwards automatically.
4. Fold the rear seat backrest completely forward by hand → ⚠ and push downwards until it locks in place.

Folding rear seat backrest forwards with the remote release button

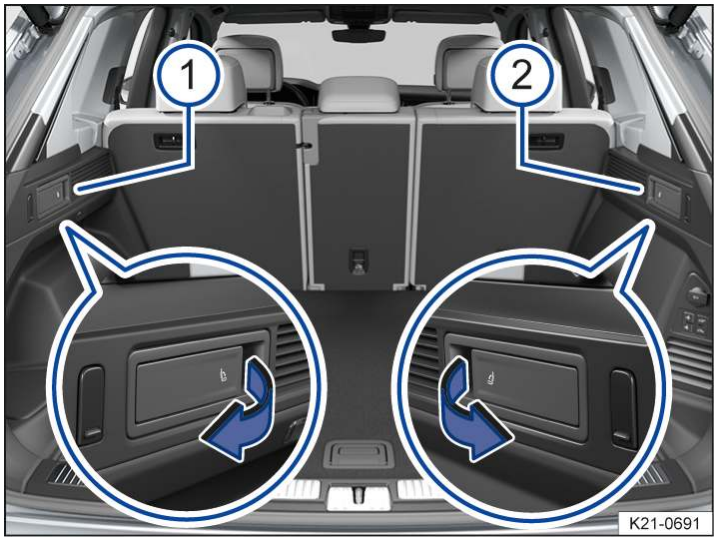


Fig. 2 In the luggage compartment: remote release lever for the left (1) and the right (2) parts of the rear seat backrest.

1. Push the corresponding rear seat back as far as it will go.
2. Fold up the centre armrest.
3. Pull the remote release lever → *Fig. 2* in the direction of the arrow for the section of the backrest that is to be folded forwards.

   The rear seat backrest folds forwards automatically.
4. Fold the rear seat backrest completely forward by hand → ⚠ and push downwards until it locks in place.

Folding back the rear seat backrest

1. Unlock the rear seat backrest at the seat cushion on the seat → *Fig. 1* or in the luggage compartment → *Fig. 2*.

   The rear seat backrest pops out of the catch.

2. Fold back the rear seat backrest and push it firmly into the catch so that it is securely engaged →⚠. The release lever on the seat must be in the basic position. The rear seat backrest must always be securely engaged.

3. After folding back the rear seat backrest, adjust the seat again *(→ Sitting position)*.

⚠ WARNING

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

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

NOTICE

Damage to the vehicle, vehicle components, particularly the seat belts and their components, or to other objects could be caused if the rear seat backrest is folded forwards and backwards in an uncontrolled way or without due care.

- Before folding the rear seat backrests forwards, always adjust the front seats so that the rear head restraints or rear seat cushions do not collide with the front seats.
- Before folding the rear seat backrest forward, make sure that there is no latch plate of a seat belt in a belt buckle.
- Before folding down the rear seat backrest, always make sure that there are no objects located in its path.
- Load the seat backrest parts that are folded forward with no more than 50 kg (around 110 lbs) in each case.

NOTICE

Items in the floor area in front of and behind the rear seats could be damaged when folding the rear seats forwards and backwards.

- Remove all items before folding the seats forwards and backwards.

Introduction to the topic

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

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

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is unoccupied, the respective head restraint can be pushed down as far as it will go.

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

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

Correct head restraint adjustment

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

In vehicles with head restraints that can be adjusted forwards and backwards, position the head restraints on the front seats as close as possible to the back of your head.

Head restraint adjustment for shorter people

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

Head restraint adjustment for taller people

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

⚠ WARNING

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

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

NOTICE

If you do not remove and fit the head restraints properly, this can result in damage.

- When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle.

Adjusting the head restraints

Adjusting the height of the front head restraint

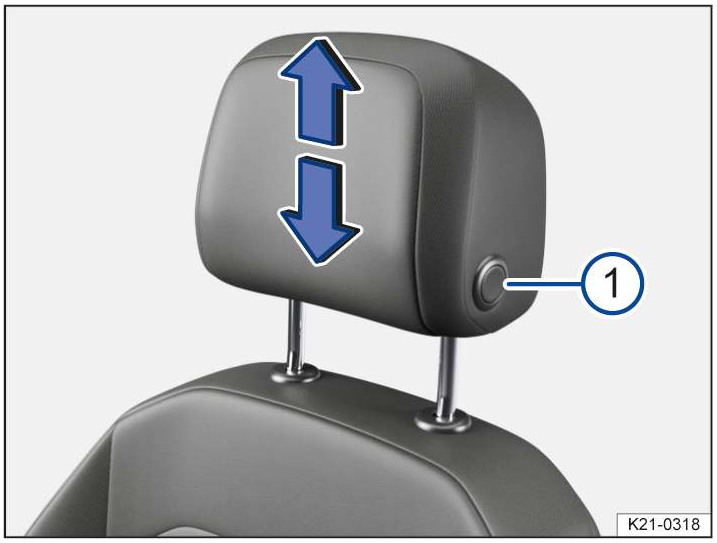


Fig. 1 Adjusting the height of front head restraint without longitudinal adjustment (illustration).

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

The head restraint must engage securely into position.

Adjusting front head restraint in longitudinal direction

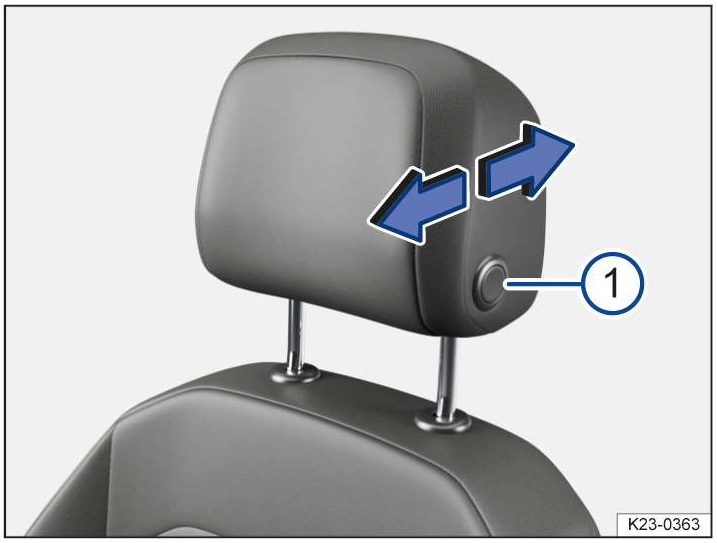


Fig. 2 Adjusting a front head restraint with longitudinal adjustment facility (illustration).

1. Push the head restraint forwards in the direction of the arrow or press and hold button → *Fig. 2* (1) and push it backwards.

The head restraint must engage securely into position.

Adjusting height of head restraint in the second seat row

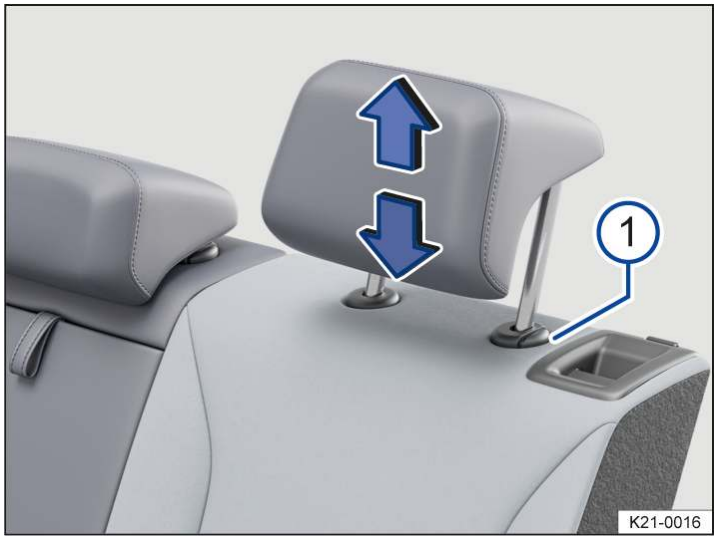


Fig. 3 Adjusting a rear head restraint (illustration).

1. While pressing the button → *Fig. 3* (1) if necessary, push the head restraint up or down in the direction of the arrows.

The head restraint must engage securely into position.

Removing and installing the head restraints

Removing the front head restraints

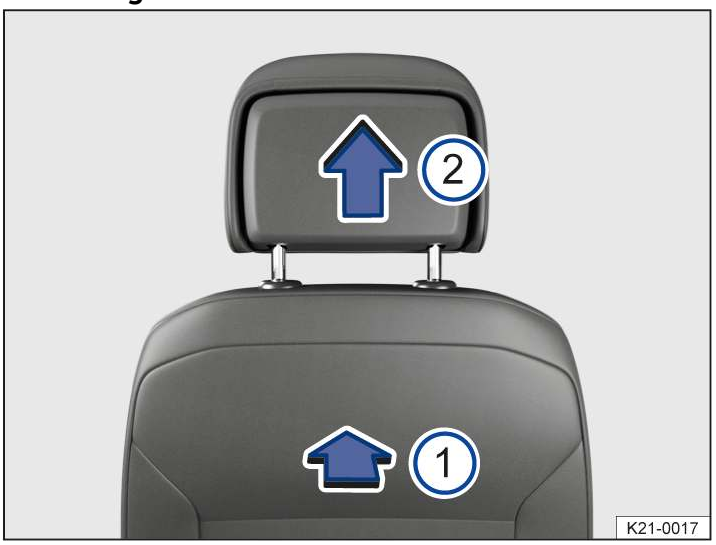


Fig. 1 Removing a front head restraint (illustration).

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

Fitting the front head restraints

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

Removing the rear head restraints



Fig. 2 Removing a rear head restraint (illustration).

1. If necessary, adjust the backrest so that the head restraint can be removed.
2. Push the head restraint all the way up.
3. Pull the head restraint out fully while pressing the button → *Fig. 2* (1).

Fitting the rear head restraints

1. Release the rear seat backrest and fold the backrest forwards slightly.
2. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
3. Press and hold the button → *Fig. 2* (1) and push down the head restraint.
4. Fold back the rear seat backrest and allow it to engage securely.
5. Adjust the head restraint so a correct sitting position can be assumed.

Centre armrest

Front centre armrest



Fig. 1 Front centre armrest.

Depending on the vehicle equipment, there may be a stowage compartment under the centre armrest.

— To lift: pull the centre armrest up gradually in the direction of the arrow → *Fig. 1*.

— To lower: pull the centre armrest all the way up. Then lower the centre armrest.

⚠ WARNING

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- Always keep stowage compartments closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect sitting position can cause serious injury.

Rear centre armrest



Fig. 2 In the backrest of the middle seat: fold-out rear centre armrest.

There may be a centre armrest in the rear bench seat that can be folded out of the middle seat .

— To fold down: pull the loop on the centre armrest in the direction of the arrow → *Fig. 2*.

— To fold back: fold the centre armrest upwards in the opposite direction of the arrow → *Fig. 2* and push it into the backrest as far as it will go.

Do not use the middle seat on the rear bench seat to transport passengers when the centre armrest is folded down.

⚠ WARNING

Incorrect use of the rear centre armrest can cause serious injuries.

- The centre seat on the rear bench seat must never be used when the centre armrest is folded down – neither by adults nor children.
- Never transport an adult or child on the centre armrest.

⚠ WARNING

Unsecured or incorrectly secured objects in the rear centre armrest can be thrown around during sudden braking or driving manoeuvres and cause serious injuries.

- Stow objects, e.g. drinks, in the available stowage places. *(→ Stowage areas)*.

NOTICE

Improper handling of the rear centre armrest can cause damage to the seat and the centre armrest.

- Remove all objects before folding back the rear centre armrest.

Memory function

Depending on the version of the vehicle, only the driver seat or the driver seat and front passenger seat may have the memory function.

Personalisation

The memory function saves the seat settings via the user account created using the personalisation function. Individual settings for the front seats, steering wheel position (if it can be adjusted electrically) and exterior mirrors can be assigned to a user account. The settings are adjusted automatically when the vehicle is unlocked with the vehicle key stored in the user account.

Every time the vehicle is locked, the current seat position, the steering wheel position (if it can be adjusted electrically) and the exterior mirror settings are stored again automatically and assigned to the activated vehicle key.

The newly stored settings will be applied automatically after the vehicle has been unlocked using the unlocking button in the vehicle key, or with the keyless locking and starting system Keyless Access, and after the driver door has been opened.

If two or more people use a vehicle, we recommend that each person always uses their “own” vehicle key.

In order for settings to be saved automatically to an individual’s own vehicle key, the vehicle key used to lock the vehicle must be the same vehicle key that was used to unlock the vehicle.

The seat responds to selecting or changing a user account as follows:

— Vehicle stationary or moving no faster than around 5 km/h (around 3 mph): seat is moved. You can cancel the movement at any time by tapping the appropriate function button in the Infotainment system or by pressing a button on the driver seat.
— Vehicle moving faster than around 5 km/h (around 3 mph): seat is not moved. All other settings are made.



Fig. 1 In the upper part of the driver and front passenger door trim: memory buttons for seat settings.

Storing settings with the memory buttons in the driver door

Three seat settings that are independent from the personalisation function can be stored with the memory buttons in the driver and front passenger door.

1. Sit on the driver seat and adjust the seat to the desired position.
2. Adjust both exterior mirrors.
3. Adjust the steering wheel position electrically.
4. Press the SET → *Fig. 1* button until the LED lights up (arrow).
5. Press the desired memory button 1, 2 or 3 within approximately 10 seconds → *Fig. 1*. The LED goes out and an acoustic signal confirms that the settings have been stored.

You can store the seat settings for the front passenger seat using the memory buttons on the front passenger side.

Storing front passenger side exterior mirror settings for reversing with memory buttons

1. Switch on the ignition.
2. Briefly press the required memory button 1, 2 or 3 → *Fig. 1* in the driver door.
3. Select reverse gear.
4. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.

   The settings for the mirror position will be saved automatically and assigned to the selected memory button.

The front passenger exterior mirror will leave the position saved for reversing automatically if the vehicle drives forwards at a speed of at least around 15 km/h (around 9 mph) or if you turn the rotary knob for the exterior mirror out of the R position and into another position.

Cancellation of storing process via memory buttons

The storing process will be cancelled if any of the following conditions are met:

— The charge level of the 12-volt vehicle battery is too low.

— Press the SET → *Fig. 1* button a second time within approximately 10 seconds.

— The seat position is adjusted again within around 10 seconds after the pressing the button SET → *Fig. 1*.

— Vehicle is locked.

Opening stored memory settings

— If the vehicle door is open and the ignition has been switched off, the stored positions can be accessed and adjusted automatically. To do this, briefly press the corresponding memory button 1, 2 or 3 → *Fig. 1* in the respective vehicle door.

After around 10 minutes, the stored positions can no longer be adjusted automatically. The adjustment process is cancelled if one of the memory buttons is pressed again.

— With the vehicle door closed and with the ignition switched on, press and hold the corresponding memory button in the driver door until the stored positions are reached.

Front seat convenience entry function

When the driver or front passenger door is opened, the corresponding seat automatically moves to a position which makes it easy to enter and exit the vehicle.

The seat moves back to its original position automatically as soon as the vehicle door is closed and the ignition is switched on.

The convenient entry function can be switched on and off in the Infotainment system *(→ Front seats, Infotainment system)*.

⚠ WARNING

Incorrect use of the seat functions can cause serious injuries.

- Always assume the correct sitting position before the start of the journey and maintain this position during the journey. This also applies to all passengers.
- Adjust the memory function only when the vehicle is stationary.
- Keep hands, fingers, feet and other body parts away from seat's moving parts and adjustment range.

Automatic seat movement to the stored seat position can be cancelled by the following actions:

— Press one of the memory buttons.

— Press the SET button.

— Press the button for unlocking the vehicle on the vehicle key.

— Press a seat adjustment button *(→ Front seat, electric)*.

Switching turn signals on and off

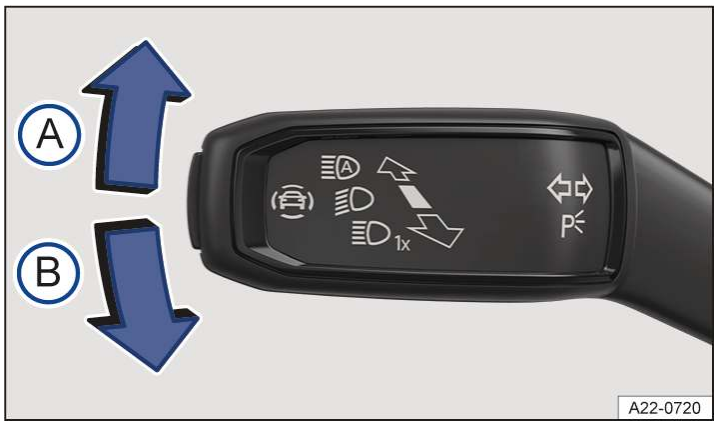


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Indicate right ➡.

(B) Indicate left ⬅.

Switching turn signals on and off

1. Switch on the ignition.
2. Move the lever from the centre position to the required position → *Fig. 1*.
3. To switch off the turn signal, move the lever to the basic position.

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

Convenience turn signal

1. Push the lever up or down to the point where you encounter resistance and then release the lever.

   The turn signal flashes three times.

To cancel the lane change flash, immediately move the lever in the opposite direction up to the pressure point and then release it.

⚠ WARNING

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

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Switching lights on and off



Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting.

Switching lights on

1. Switch on the ignition.
2. Tap the function button as often as required until the corresponding indicator lamps light up.

The dipped beam headlights are switched on. The indicator lamp lights up green.

AUTO

Automatic lighting control: dipped beam is switched on or off depending on the brightness level → ⚠, *(→ Automatic lighting control)*.

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

- -

Display only in the instrument cluster display: a text message appears stating that the lights are switched off. The automatic lighting control function **AUTO** is activated from a speed of around 10 km/h (around 6 mph) or when a distance of around 100 m (around 328 ft) has been covered.

Switching off the lights

1. Switch off the ignition.

AUTO

The orientation lighting can be switched on *(→ Orientation lighting)*.

Side lights or continuous parking light on both sides of the vehicle switched on . The indicator lamp lights up green.

- -

Display only in the instrument cluster display: a text message appears stating that the lights are switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the day.

If brightness is detected, the daytime running lights are switched on when the ignition is switched on.

The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (around 6 mph).

NOTICE

The headlights may ice up at very low outside temperatures. Improper cleaning may damage the vehicle.

- Do not use excessively hard or abrasive cleaning tools.
- Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and when visibility is poor.
- Regularly check that all lights and turn signals are working properly.

WARNING

The side lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you in darkness, rain or snow and conditions with poor visibility. This can cause accidents and serious or fatal injuries.

- Always switch on dipped beam when it is dark or raining and when visibility is poor.

WARNING

The automatic lighting control function AUTO assists the driver. The driver is responsible for the vehicle lighting being switched on correctly. The automatic lighting control function AUTO switches the dipped beam headlights on and off when there is a change in the level of brightness. An insufficiently lit road can cause accidents and serious or fatal injuries.

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

To illuminate the surroundings better when manoeuvring, the cornering lights are switched on for both sides of the vehicle when reverse gear is engaged.

Switching main beam on and off

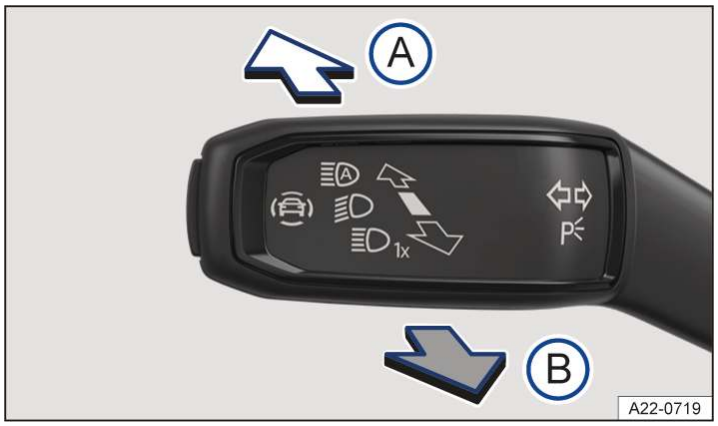


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Switch on the main beam.

(B) Operate the headlight flasher or switch off the main beam.

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

Switching on the main beam

1. Switch on the ignition.
2. Switch on dipped beam.
3. Press the lever forward from the centre position → *Fig. 1* (A).

Switching off the main beam

1. Pull the lever to the rear from the centre position → *Fig. 1* (B).

Switching the headlight flasher on and off

1. Pull the lever to the rear from the centre position and hold it → *Fig. 1* (B).

   Release the lever to switch off.

Main-beam control

Depending on the vehicle equipment, automatic main-beam control may be available *(→ Main-beam control (static))* *(→ Main-beam control (dynamic))*.

⚠ WARNING

Using the main beam incorrectly can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

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

Main-beam control (Light Assist)

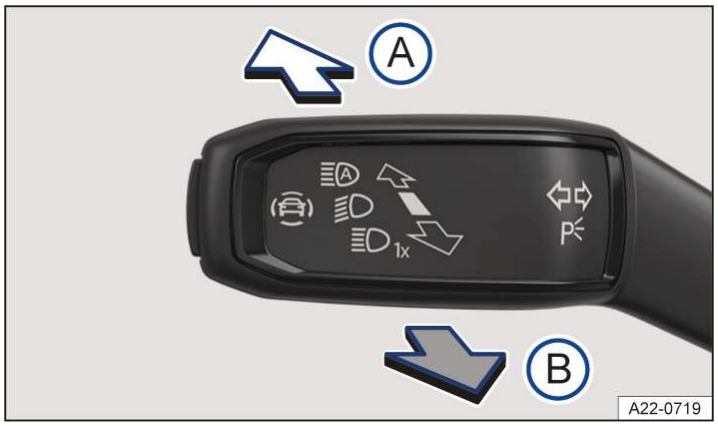


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

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

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

Switching on Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO *(→ Dipped beam)*.
3. Tap the lever forward from the basic position → *Fig. 1* (A).

When Light Assist is activated, the indicator lamp lights up white in the instrument cluster display. When Light Assist is switched on, the indicator lamp for the main beam lights up blue in the instrument cluster display.

Switching off Light Assist

1. Switch off automatic lighting control AUTO *(→ Dipped beam)*.

   Or: if Light Assist is switched on and active, pull the lever back → *Fig. 1* (B).

   Or: if Light Assist is switched on and not active, tap the lever forward → *Fig. 1* (A). Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever (B).

System limits

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

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In the case of crossing traffic at right-angled junctions.

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the camera window is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more.

— If the camera is faulty or the power supply is interrupted.

⚠ WARNING

Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Light Assist supports the driver. The driver is responsible for the vehicle lighting being switched on correctly. Improperly switching on the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it may cause dazzle to other road users.

⚠ WARNING

If the camera window is dirty, covered or damaged, the function of Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

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

Advanced main-beam control (Dynamic Light Assist)

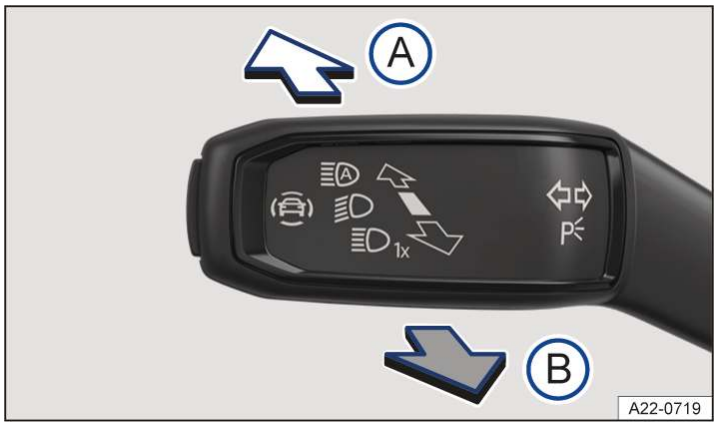


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

Advanced main-beam control (Dynamic Light Assist) provides maximum illumination for the road and the edges of the road. At the same time, it prevents vehicles in front or oncoming vehicles from being dazzled. The system uses a camera to detect other self-illuminated road users and their distance from your vehicle and deactivates areas within the light distribution in a targeted manner. If the system can no longer prevent other road users from being dazzled, main beam is switched off completely. Dynamic Light Assist normally also recognises illuminated areas such as towns and deactivates main beam while driving through them.

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

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch on the ignition.
2. Switch on automatic lighting control AUTO *(→ Dipped beam)*.
3. Tap the lever forward from the basic position → *Fig. 1* (A).

When Dynamic Light Assist is activated, the indicator lamp lights up white in the instrument cluster display. When Dynamic Light Assist is switched on, the indicator lamp for main beam lights up blue in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off automatic lighting control AUTO *(→ Dipped beam)*.

   Or: if Dynamic Light Assist is switched on and active, pull the lever back → *Fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and not active, tap the lever forward → *Fig. 1* (A). Manual main beam is now switched on. To switch off the manual main beam again, pull back the lever.

Additional IQ.LIGHT functions

Depending on equipment, the headlights are equipped with additional IQ.LIGHT functions that increase convenience and safety.

— Lane light:

If the system has detected that the vehicle is driving on multi-lane motorways or similar roads, the lane light illuminates the full width of the vehicle's driving lane. If vehicles driving in front are detected, the length of the illuminated range is automatically reduced. If the vehicle changes lane, the illuminated range is extended to both lanes for the duration of the manoeuvre.

— Orientation light:

If the system has detected road works or narrow road sections, the orientation light uses markings to approximately show the probable vehicle position in its lane depending on the current steering angle. The width of the markings corresponds approximately to the vehicle width, but they do not reproduce it exactly. The length of the markings is adjusted automatically depending on the speed and distance to vehicles driving in front.

— Marker light:

If the Night Vision system has detected persons, the marker light focuses on them several times to illuminate them and make it easier to recognise them. In addition, a line is projected onto the road to draw attention to the potential obstacle.

The additional IQ.LIGHT functions can be activated and deactivated in the vehicle settings in the Infotainment system.

System limits

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

— In badly lit towns that the system cannot recognise as towns.

— In poorly lit streets where there are highly reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In the case of crossing traffic at right-angled junctions.

— In tight bends, on steep hill crests or in dips in the road or when oncoming traffic is half-hidden.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In conditions where dust or sand has been blown up.

— Damage to the windscreen in the camera's field of vision.

— If the camera window is covered by condensation, dirt, a sticker, snow or ice.

— If the camera is switched off automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Dynamic Light Assist will also be available once more.

— If the camera is faulty or the power supply is interrupted.

⚠ WARNING

Dynamic Light Assist may not be able to recognise all driving situations correctly and may not work properly in certain situations. Dynamic Light Assist supports the driver. The driver is responsible for the vehicle lighting being switched on correctly. Improperly switching on the main beam can distract and dazzle other road users. This can cause accidents and serious or fatal injuries.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- Switch off the main beam manually if it may cause dazzle to other road users.

⚠ WARNING

If the camera window is dirty, covered or damaged, the function of Dynamic Light Assist may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlights are fitted. This can cause accidents and serious or fatal injuries.

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

Dynamic cornering light

The dynamic cornering light permits optimum illumination of the road.

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

The dynamic cornering light can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching poor weather light on and off

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

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

Switching on poor weather light

1. Switch on the ignition.
2. Tap button *(→ Dipped beam)*.

The indicator lamp in the button lights up green. In addition, the indicator lamp lights up for a few seconds in the instrument cluster display.

Switching off poor weather light

1. Press the button again.

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

Troubleshooting

Turn signal indicator lamp

The indicator lamp flashes green.

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

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required *(→ Exterior lighting)*.
2. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Exterior drive lighting not working

The indicator lamp lights up yellow.

Vehicle lighting not working partially or completely.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fault in rain and light sensor

The indicator lamp lights up yellow.

When automatic lighting control (AUTO) is switched on, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition off and on.
2. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Dynamic cornering light

In vehicles with driving profile selection, the selected driving profile can affect the swivelling motion of the lights.

A corresponding display appears in the instrument cluster if there is a dynamic cornering light fault. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Touch panels react differently than expected

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

1. Always keep touch panels clean and dry.

Light assist systems do not react as expected

Travel mode deactivates the dynamic cornering light.

1. Make sure that travel mode is not activated when it is not needed *(→ Vehicle settings menu)*.

Switching the rear fog light on and off

The rear fog light can only be switched on when the ignition is switched on *(→ Dipped beam)*.

Switching on the rear fog light

1. Tap the REAR function button.

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

Switching off the rear fog light

1. Tap the REAR function button again.

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

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Side lights

When the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate light and various buttons in the vehicle interior. The automatic lighting control is activated from a speed of around 10 km/h (6 mph) or when a distance of about 100 m (around 328 ft) has been driven.

If the vehicle is not locked from outside when the ignition is switched off and the side lights are switched on, the continuous parking light on both sides of the vehicle switches on automatically after around 10 minutes to reduce the load on the 12-volt vehicle battery *(→ Parking light)*.

Automatic switch-off of side lights and parking lights

The vehicle detects a weak 12-volt battery and switches off the side lights or parking lights in good time so that the vehicle's drive system can still be activated – however, at the earliest after two hours.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated →⚠.

⚠ WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Switching parking lights on and off

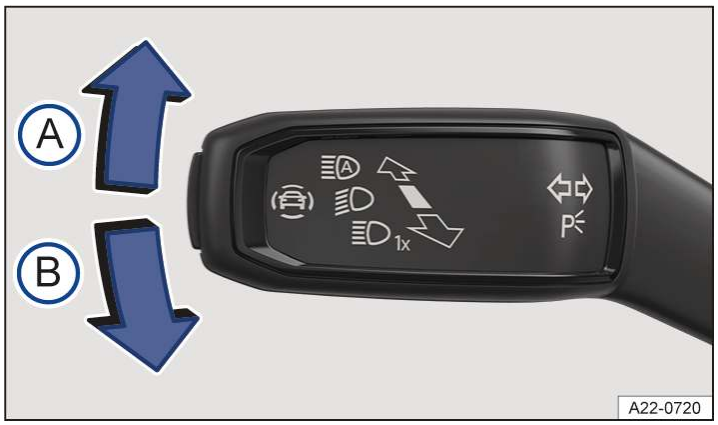


Fig. 1 On the left-hand side of the steering column: turn signal and main beam lever.

(A) Right-hand parking light P is switched on.

(B) Left-hand parking light P is switched on.

Switching one-sided parking lights on and off

When the parking lights are switched on, the headlight with side light and parts of the tail light cluster on the corresponding side of the vehicle light up. The activation duration of the one-sided parking light is generally twice that of the continuous parking light on both sides.

1. Switch off the ignition.
2. Move the lever from the centre position to the desired position → *Fig. 1*.
3. To switch off the one-sided parking light, move the lever to the basic position.

Switching the continuous parking light on both sides of the vehicle on and off

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

1. Switch on the side lights .
2. Switch off the ignition.
3. Lock the vehicle from outside.
4. To switch off the continuous parking light on both sides of the vehicle, unlock the vehicle from the outside.

Automatic switch-off of side lights and parking lights

The vehicle detects a weak 12-volt battery and switches off the side lights or parking lights in good time so that the vehicle's drive system can still be activated – however, at the earliest after two hours.

If the battery capacity is not sufficient for the side lights or parking light to remain switched on for two hours, the 12-volt vehicle battery may discharge so far that the vehicle's drive system can no longer be activated → .

WARNING

Accidents and serious or fatal injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting.
- Observe any applicable country-specific legal requirements.
- Switch on the parking light on the right or left side if possible if illumination of the vehicle for several hours is necessary.

Coming Home and Leaving Home function (orientation lighting)

The Coming Home and Leaving Home function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home and Leaving Home function is controlled automatically by a light sensor.

Switching on the Coming Home function

1. Switch off the ignition.

   The Coming Home lighting is switched on if the automatic lighting control function AUTO is switched on and the rain and light sensor has detected darkness.

The switch-off delay starts when the last vehicle door or the boot lid is closed.

Switching off the Coming Home function

1. Switch on the ignition.

   Or: press the light switch repeatedly until the light is switched off.

   Or: automatically after the set switch-off delay has elapsed.

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

Switching on the Leaving Home function

1. Unlock the vehicle.

   The Leaving Home lighting is switched on if the automatic lighting control function AUTO is switched on and the rain and light sensor has detected darkness.

Switching off the Leaving Home function

1. Switch on the ignition.

   Or: lock the vehicle.

   Or: press the light switch repeatedly until the light is switched off.

   Or: automatically after the set switch-off delay has elapsed.

Setting the Coming Home and Leaving Home functions

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

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

You can select from several display strategies:

— Classic.

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

— Animation.

The surround lighting, headlights and tail light clusters are switched on and off dynamically and in some cases with animation. The exterior lighting is animated in different ways depending on the set animation.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Cornering light

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

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

Automatic lighting control

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

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

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

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

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

Headlight range control

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

Dynamic headlight range control

The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on →⚠.

⚠ WARNING

Failure or malfunction in the headlight range control can cause the headlights to dazzle or distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible. Volkswagen recommends using an authorised Volkswagen repairer.

Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with advanced main-beam control or dynamic cornering light may dazzle oncoming traffic. For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the Infotainment system in the Vehicle settings menu (travel mode) *(→ Vehicle settings menu)*. Adjustment of the headlights is not necessary on vehicles without advanced main-beam control and without dynamic cornering light.

Travel mode may only be used for a short period. Please contact a suitably qualified workshop if permanent alteration is required. Volkswagen recommends using an authorised Volkswagen repairer.

Acoustic warnings if lights are not switched off

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

— If the parking light is switched on.

— If the side lights are switched on.

— If the rear fog light is switched on.

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

Instrument and switch lighting

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

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

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

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

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

Interior and reading lights, background lighting



Fig. 1 In the roof console and above the rear doors: touch-sensitive reading lights (depending on equipment).

Switching the interior and reading lights on or off

The functions and design of the controls in the roof vary depending on the vehicle equipment.

Tap the corresponding symbol:

Switches the front interior lights on or off.

Switches the rear interior lights on and off.

The interior lights switch on automatically when the vehicle is unlocked or left.

Touch-sensitive reading lights with manual dimming function

1. Tap the light surface to switch the reading light on or off.
2. To activate the manual dimming function, keep touching the light surface when the light is switched off until the desired brightness level is reached *→ Fig. 1*.

Glove box and luggage compartment lights

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

Background lighting

Depending on the equipment level, the background lighting provides indirect light in the various areas of the vehicle interior.

Some background lighting functions, e.g. the brightness, can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Operating the wiper lever

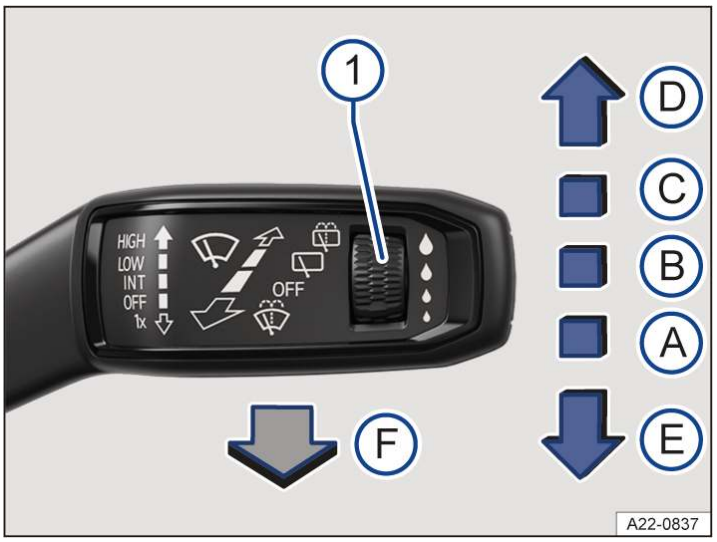


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

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

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



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

Move the wiper lever to the desired position→ⓘ:

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

⚠ WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view. This can cause accidents and serious or fatal injuries.

- At winter temperatures, use the window washer system only when adequate anti-freeze has been added.
- Never use the windscreen washer system at winter temperatures before the windscreen has been heated by the ventilation system.

⚠ WARNING

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

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

NOTICE

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

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.
- Do not switch on the wipers when the window is dry.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

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

Wiper function

Window wipe/wash system for cleaning the windscreen or rear window

The window wipe/wash system cleans the windscreen or rear window with the wipers and washer fluid. To ensure that the system functions correctly in all weather conditions, sufficient anti-freeze must be added to the washer fluid *(→ Washer fluid)*.

NOTICE

Washer fluid without sufficient anti-freeze can freeze in the water-carrying hoses and washer fluid reservoir at low temperatures. This can result in damage to the washer fluid pump.

- Always use washer fluid with sufficient anti-freeze.

Automatic activation of the rear window wiper

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

Headlight washer system

The headlight washer system cleans the headlight lenses and only works when the dipped or main beam headlights are switched on. If the indicator lamp for windscreen washer water level too low is lit up, the headlight washer system is not switched on *(→ Wipers)*.

Once the ignition has been switched on, the headlights will also be washed the first time the wash and wipe system is used, and every tenth time after this.

— Hardened dirt, such as insect remains, should be removed from the headlight lenses at regular intervals.

— In winter, you should remove any snow from the headlight washer system covers in the bumper to keep the system in working order. Remove any ice with a de-icer spray.

Rear view camera cleaning system

The rear view camera cleaning system cleans the rear view camera and works in conjunction with the wash and wipe system for cleaning the rear window.

If the view from the camera remains obscured after it has been cleaned several times, the camera lens must be cleaned manually *(→ Rear view)*, *(→ Vehicle care, exterior)*.

Thermal imaging camera cleaning system

The thermal imaging camera cleaning system cleans the night vision thermal imaging camera and works in conjunction with the headlight cleaning system.

If the view from the camera remains obscured after it has been cleaned several times, the camera lens must be cleaned manually *(→ Rear view)*, *(→ Vehicle care, exterior)*.

Rain and light sensor

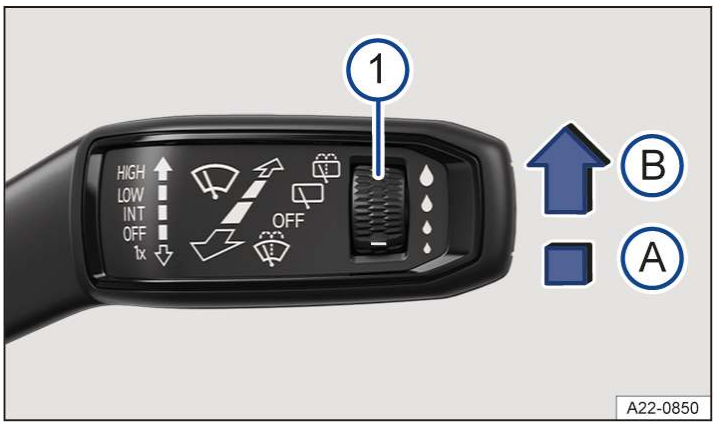


Fig. 1 On the right of the steering column: wiper lever.

(1) Switch for setting the sensitivity of the rain and light sensor.

(A) The rain and light sensor is deactivated.

(B) The rain and light sensor is activated, automatic wipe when necessary.

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

Activating and deactivating the rain and light sensor

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

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

Adjusting the sensitivity of the rain and light sensor

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

— Turn thumb wheel up – high sensitivity.

— Turn thumb wheel down – low sensitivity.

⚠ WARNING

The rain and light sensor cannot always detect all precipitation sufficiently and activate the wipers. If visibility is restricted, this can cause accidents and serious or fatal injuries.

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Troubleshooting

Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fault in rain and light sensor

The indicator lamp lights up yellow.

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

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Changes in the response of the rain and light sensor

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

— **Damaged wiper blades:** a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— **Insects:** insects hitting the windscreen surface can cause the wipers to be activated.

— **Salt deposits:** in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— **Soiling:** dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from a car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— **Crack in the windscreen:** a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain and light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. The size of the crack can affect the way in which the rain and light sensor activates the wipers.

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

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

General safety notes

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

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

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

WARNING

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

- Adjust the exterior mirrors and interior mirror only when the vehicle is stationary.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

WARNING

The fields of view of the exterior mirrors and interior mirror do not cover the entire area around the vehicle at the sides and rear. There may be objects and other road users in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lane, overtaking or turning, always pay careful attention to the area around the vehicle.

WARNING

Curved mirrors (depending on country: convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are. This leads to an inaccurate estimation of the distance from vehicles following behind, e.g. when changing lanes. This can cause accidents and serious or fatal injuries.

- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Ensure that you have a good view to the rear of the vehicle.

WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken. Contact with this fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. This can cause serious injuries.

- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.
- Immediately make sure that there is a sufficient supply of fresh air and get out of the vehicle or, if this is not possible, open all windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected location immediately with plenty of water for at least 15 minutes and consult a doctor.
- If your shoes or clothing come into contact with the electrolyte fluid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.

NOTICE

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

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

Interior mirror

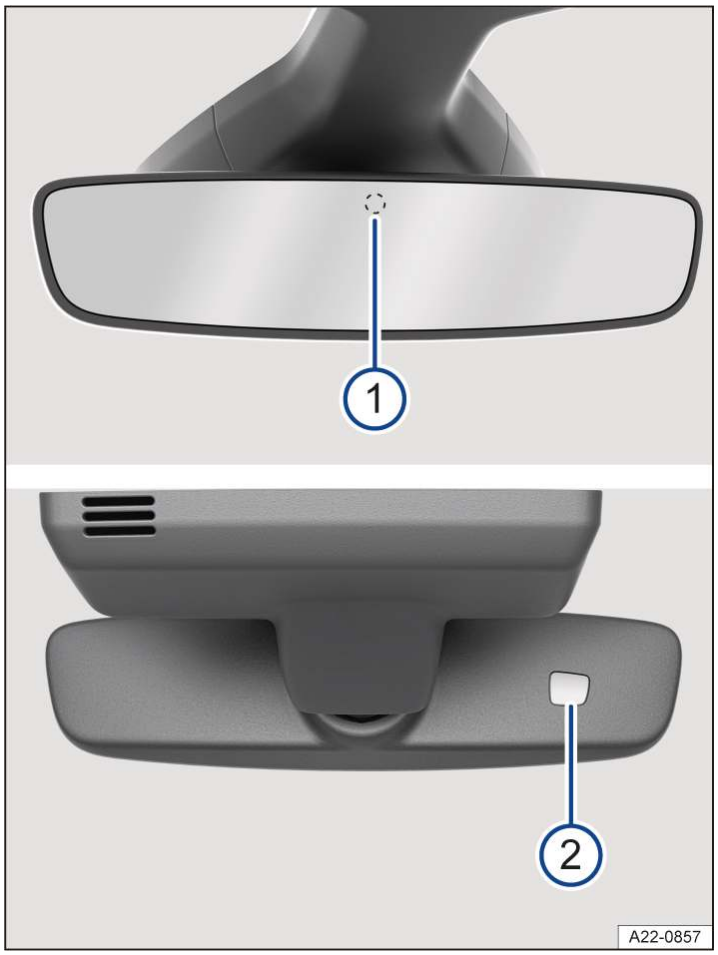


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

(1) Sensor for light incidence from the rear.

(2) Sensor for light incidence from the front.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear → *Fig. 1* (1) and from the front (2).

The interior mirror dims *automatically* depending on the values measured.

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

The automatic anti-dazzle function will be deactivated in some situations, e.g. when the interior lighting in the roof console is switched on or when reverse gear is engaged.

WARNING

The illuminated display of a mobile navigation system can interfere with operation of the automatic anti-dazzle interior mirror. As a result, the interior mirror cannot be used to check the exact distance between your vehicle and following traffic or other objects. This can result in accidents and serious or fatal injuries.

- Switch off the mobile navigation system in such cases.

Exterior mirrors

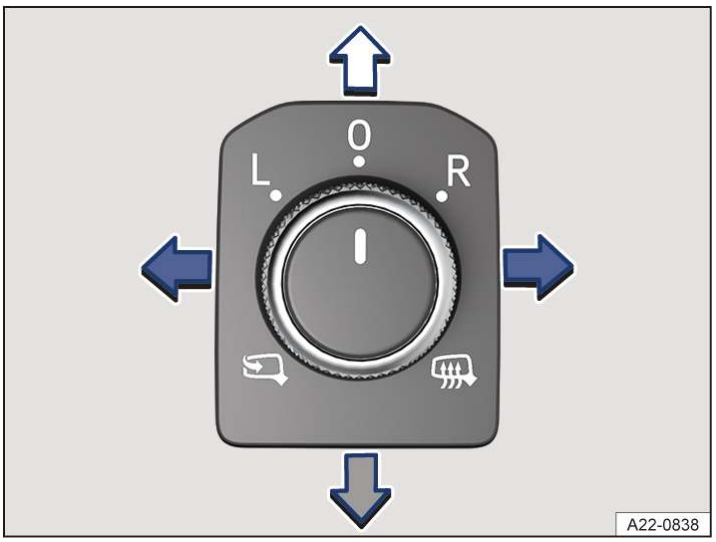


Fig. 1 In the driver door: rotary knob for the exterior mirrors.

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

Adjusting the exterior mirrors

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

Depending on the vehicle equipment, the scope and appearance of the controls in the driver door may vary:

Fold exterior mirrors into the body electrically →⚠.

Fold exterior mirrors into the body electrically →⚠.

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

L

Adjust the left-hand exterior mirror.

R

Adjust the right-hand exterior mirror.

0

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

Activating the exterior mirror functions

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

Synchronous mirror adjustment

The synchronous mirror adjustment function simultaneously adjusts the right exterior mirror when the left exterior mirror is adjusted.

1. Turn the rotary knob to position **L**.
2. Adjust the left-hand exterior mirror. The right-hand exterior mirror will be adjusted at the same time (synchronous adjustment).
3. To correct the adjustment of the right exterior mirror if necessary, turn the rotary knob to position **R** and adjust the right exterior mirror.

Automatic anti-dazzle exterior mirror on the driver side

The automatic anti-dazzle exterior mirror is controlled together with the automatic anti-dazzle interior mirror *(→ Interior mirror)*.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. In order for this to happen, the rotary knob must be in position , **L**, **R** or **0**.

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

Storing front passenger exterior mirror settings for reversing

1. Unlock the vehicle with the vehicle key to which the settings should be assigned.
2. Switch on the electronic parking brake.
3. Switch on the ignition.
4. Put the gearbox into neutral.
5. Select reverse gear.
6. Adjust the exterior mirror on the front passenger side so that you have a good view of the kerb area, for example.
7. Put the gearbox into neutral.
8. Switch off the ignition.

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

Activating the front passenger exterior mirror setting for reversing

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

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

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

WARNING

If the exterior mirrors are folded out or in without paying due attention, fingers can be trapped between the exterior mirror and the mirror base. This can cause serious injuries.

- Fold the exterior mirrors in or out only when there is no obstruction in the path of the mirror.

NOTICE

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

- Always fold in the exterior mirrors.

NOTICE

Folding in the electrically adjustable exterior mirrors mechanically can lead to increased wear or damage the electric drive.

- Do not fold electrically adjustable exterior mirrors in or out by hand.

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

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

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Sun visors



Fig. 1 In the front headliner: sun visor.

(1) Light.

(A) Pull out of the holder.

(B) Slide the cover open.



Fig. 2 In the front headliner: driver's double sun visor.

Adjustment options for the driver and front passenger sun visors:

— Folded down over the windscreen.

— Pulled out of the bracket and swung over towards the door → *Fig. 1* (A).

— If the sun visor is positioned over the door, it can be pushed back towards the rear → *Fig. 2*.

Illuminated vanity mirror

There is a vanity mirror behind a cover on the inside of the sun visor. The light (1) lights up when you slide open the cover → *Fig. 1* (B)

.

⚠ WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road. This can cause accidents and serious or fatal injuries.

- Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

In certain circumstances, the lamp above the sun visor will go out automatically after a few minutes. This prevents the 12-volt battery from discharging.

Sun blind in the glass roof

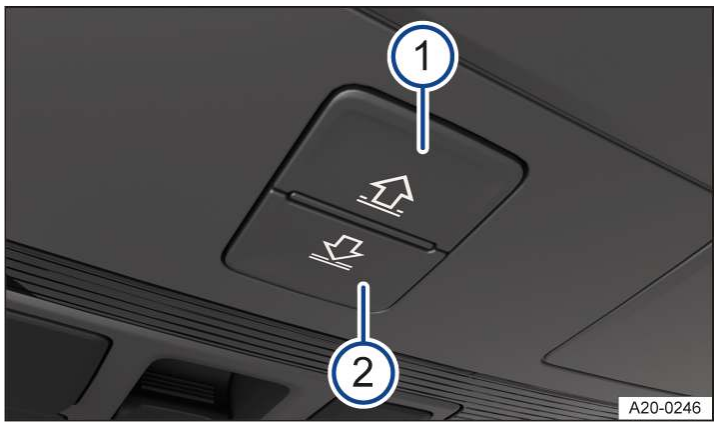


Fig. 1 In the roof: button for controlling the sun blind.

(1) Button for opening the sun blind.

(2) Button for closing the sun blind.

The electric sun blind works when the ignition is switched on.

When the glass roof is fully tilted, the sun blind is automatically moved to a ventilation position. The sun blind remains in the ventilation position even when the glass roof is closed.

The buttons → *Fig. 1* (1) and (2) have two positions. In the first position, the sun blind can be completely or partially opened or closed.

In the second position, the sun blind automatically moves to the final position when the button is operated briefly. Press the button again to stop the one-tap function.

Opening the sun blind

1. Push the button (1) to the first position.

   One-touch function: Push the button (1) briefly to the second position.

2. Press the button (1) again to stop the one-tap function for opening.

Closing the sun blind

1. Push the button (2) to the first position.

   One-touch function: Push the button (2) briefly to the second position.

2. Press the button (2) again to stop the one-tap function for closing.

The sun blind can be operated several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.

Roll-back function for the sun blind

The roll-back function can reduce the risk of injuries when closing the sun blind → ⚠. The glass roof or the sun blind will open again immediately if the sun blind is unable to close because it is stiff or obstructed.

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

   The sun blind will open again immediately if it is still unable to close because it is stiff or obstructed. After opening, the sun blind can be closed again within a short period of time without the roll-back function.

3. If the sun blind still cannot be closed, close it without the roll-back function.

Closing the sun blind without the roll-back function

1. Within approximately 5 seconds of the roll-back function being triggered, press and hold the button → *Fig. 1* (2) until the sun blind has closed completely.

   The sun blind will now close without the roll-back function.

2. Please go to a suitably qualified workshop if the sun blind still cannot be closed. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

Closing the sun blind without the roll-back function can cause serious injuries.

- Always take care when closing the sun blind.
- Ensure that nobody obstructs the path of the sun blind, especially if the roll-back function is not active when it is closed.

When the glass roof is open, the electric sun blind can be closed only up to the front edge of the glass roof.

Sun blind for the rear side windows

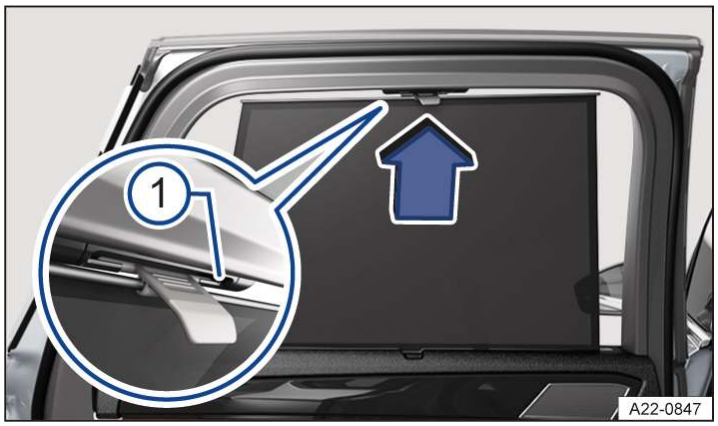


Fig. 1 In the rear window: sun blind (illustration).

The sun blinds for the rear side windows are fitted in the door trim at each window.

1. Use the protruding handle to fully pull up the sun blind in the direction of the arrow → *Fig. 1*.
2. Hook both rings on the bar into the corresponding brackets → *Fig. 1* (1).
3. Ensure that the extended sun blind is secured firmly in the bracket.

To retract the sun blind, unhook it at the top and guide it down by hand →.

NOTICE

Uncontrolled retraction of the sun blind can damage the sun blind or the interior trim.

- Always guide the sun blind down by hand and do not allow it to “snap” down.

Windscreen with communication window



Fig. 1 Next to the mirror base: communication window (illustration).

Heat-insulating glass windscreens may have an infrared-reflecting coating and can be heated wirelessly with some equipment levels. To ensure that any radio equipment purchased as an accessory, e.g. a toll system, functions properly, there are uncoated areas (communication windows) on either side of the interior mirror → *Fig. 1*.

The uncoated areas should not be covered either from the outside or the inside, nor should any stickers be applied to this area as this could cause a fault.

Overview of the Climatronic

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

The air conditioning block is displayed continuously at the bottom edge of the screen in the Infotainment system. You can find the currently set temperature there, for example.

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

Using the air conditioning system efficiently

The air conditioning system will work most effectively if the vehicle interior is kept closed. If heat has built up in the vehicle interior, cooling can be accelerated by briefly airing the vehicle.

Display of active functions

Function buttons are highlighted in colour in the Infotainment system to show functions that are switched on *(→ Air conditioning system menu in the Infotainment system)*.

Operating the air conditioning system with voice commands

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

⚠ WARNING

Iced-up, snow-covered or misted-up windows severely restrict visibility. This increases the risk of collisions and accidents, which can result in serious or fatal injuries.

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

Some settings can be stored in the user accounts of the personalisation function and therefore change when the user account changes .

Air conditioning system menu in the Infotainment system

Open the air conditioning menu via the air conditioning block in the Infotainment system.

The air conditioning menu contains the functions for air distribution, for example *(→ Air distribution of the air conditioning system)*.

Some functions and menus depend on the vehicle equipment level.

You can set up quick access for other air conditioning functions in the favourites bar at the left edge of the screen.

Air conditioning system operating conditions

The air conditioning system operating conditions are highlighted in colour:

Cooling.

Heating.

The seat is not occupied.

Air conditioning settings submenu

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

Disabling operation of the air conditioning block for the rear seats

Depending on the equipment and also on the vehicle's delivery condition (factory settings) and software version, the function for disabling the air conditioning block for the rear seats may not be available in the vehicle or may be available in combination with the electric childproof lock.

1. Open the air conditioning menu in the Infotainment system.
2. Open the **Air conditioning settings** submenu.
3. Tap the corresponding function to disable operation of the air conditioning block for the rear seats.

Switching the Climatronic on and off

In the air conditioning menu

OFF Switch off the Climatronic.

Adjust the blower speed.

1. To switch on the Climatronic, increase the fan speed.
2. To switch off the Climatronic, tap OFF.

Switching off the air conditioning block for the rear seats

REAR Open the settings for the rear seats in the air conditioning menu.

REAR Switch off the air conditioning block for the rear seats (depending on equipment).

1. Open the air conditioning menu in the Infotainment system.
2. Tap REAR to open the settings for the rear seats in the air conditioning menu.
3. Tap REAR to switch off the air conditioning block for the rear seats.

Climatronic automatic mode

In the air conditioning block

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

Selecting an air conditioning profile

You can adjust the blower speed in automatic mode by means of the air conditioning profiles.

1. Tap AUTO to switch on Climatronic automatic mode.
2. Tap AUTO again and select the desired air conditioning profile in the pop-up window.

Air Care

In the air conditioning menu

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

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

Temperature control

Adjust the temperature in the Infotainment system. The temperature settings are permanently displayed at the bottom of the screen in the Infotainment system.

The set temperature for the rear seat row is shown on the display of the air conditioning block for the rear seats.

In the air conditioning menu

A/C The air is cooled and dehumidified in cooling mode.

SYNC Adopt temperature settings of driver side for all seats.

Maximum cooling output and heating output

A/C MAX Select maximum cooling output in the favourites bar at the left edge of the screen.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

1. To set the maximum heating output, increase the temperature with until the Climatronic displays **HI**.

Air conditioning when seat is not occupied

The air conditioning is controlled in relation to the occupied seats in order to keep the energy consumption of the air conditioning system as efficient as possible. If a seat is not occupied, **Eco** may be displayed instead of the temperature on the Infotainment system.

If a person is seated while wearing a seatbelt and the vehicle's drive system is active, the vehicle detects the occupied seat.

Setting the temperature for the rear row of seats

REAR Open the settings for the rear seats in the air conditioning menu.

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

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

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

In the Infotainment system: stationary air conditioning in the e-manager menu

Operate the stationary air conditioning in the **e-manager** menu in the Infotainment system *(→ Stationary air conditioning)*.

With the stationary air conditioning, the vehicle interior can be cooled, ventilated or heated when stationary.

Air distribution and blower speed

Vents

There are vents in the vehicle in the following locations:

— Driver side.

— Front passenger side.

— Front centre console.

— Rear centre console.

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

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

Air distribution functions in the air conditioning menu or in the air conditioning block for the rear seats

Adjust the blower speed.

Direct air onto the windscreen.

Direct air towards upper body.

Direct air into the footwell.

Glove box with cooling function

When the air vent is open, fresh air flows into the glove box. When the air conditioning system is cooling the vehicle interior, the cooled air can also be routed into the glove box.

Defrost function

In the favourites bar at the left edge of the screen



The defrost function of Climatronic clears the windscreen of ice and condensation.

The air is dehumidified and the blower is set to a high speed.

Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior → ⚠.

Switch air recirculation mode on and off in the air conditioning menu.

Automatic air recirculation mode of Climatronic

Automatic air recirculation mode supports you within the system limits by temporarily switching the fresh air supply on or off if the fresh air entering the vehicle is of poor quality. The system cannot detect unpleasant odours.

1. Open the air conditioning menu in the Infotainment system.
2. Switch automatic air recirculation mode on or off with ▶ **Automatic recirculation mode**.

When does air recirculation mode switch off?

Air recirculation mode switches itself off automatically if one of the following conditions is met:

— The defrost function is switched on.

— A sensor detects that condensation might form on the vehicle's windows.

⚠ WARNING

A lacking fresh air supply can lead to restricted visibility due to misted-up windows and to fast driver fatigue due to the stale air. This can lead to collisions and accidents and cause serious or fatal injuries.

- Use air recirculation mode for a short period only.
- Switch off the air recirculation mode as soon as it is no longer required.

NOTICE

Tobacco smoke can leave a residue on the evaporator of the air conditioning system and the enhanced air filter with activated carbon, producing a lasting unpleasant odour.

- To prevent lasting unpleasant odours, do not smoke in the vehicle when air recirculation mode is switched on.

When reversing the vehicle or when the window wipe/wash system is being used, the air recirculation mode of Climatronic will switch on to prevent odours from entering the vehicle interior.

Overview of the seat heating and seat ventilation

The seat heating and seat ventilation functions work when the ignition is switched on. The front seats and outer rear seats can be heated in three settings →⚠. The front seats can be additionally ventilated in three settings.

The seat ventilation function ventilates the seat with the air from the vehicle interior. The moisture from the body is removed. There is no direct cooling of the seat.

Heating and ventilation settings

The operating states of the seat heating and seat ventilation are shown in red and blue in the Infotainment system.

Seat heating switched off.

Seat heating switched on at highest temperature setting.

Seat ventilation switched off.

Seat ventilation switched on at highest ventilation setting.

When should the seat heating and seat ventilation be switched off?

Switch off the seat heating and seat ventilation if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat →⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— Seat heating only: The temperature in the vehicle interior or the outside temperature is above +25°C (+77 °F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. In isolated cases, these magnetic fields can affect active medical implants, e.g. pacemakers.

- If you have a medical implant, you should consult your doctor or the implant manufacturer before operating the seat heating.
- Also make the other vehicle occupants aware of this.

WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) can sustain burns or cold injuries on their back, buttocks and legs when using the seat heating or seat ventilation. These injuries may take a long time to heal, or may never heal fully.

- Never use the seat heating and seat ventilation if you have reduced sensitivity to pain or temperature.
- Consult a doctor if you have questions about your own state of health.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in wet clothing.
- Do not place any wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

The heater elements of the seat heating can be damaged by point loads and insulating materials.

- Do not kneel on the seats and do not apply any other point loads to the seat cushion and backrest.
- Do not load the seat cushion and backrest with pointed objects.
- Switch off the seat heating if insulating materials are fitted on the seat, e.g. a protective cover or child seat.
- Use the seat heating only if the seat is equipped with the original seat covers.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Operating seat heating and seat ventilation

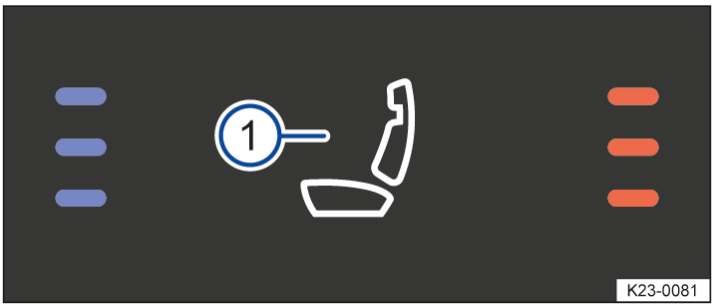


Fig. 1 In the Infotainment system at the bottom edge of the screen: seat ventilation, seat settings and seat heating.

Operating the seat heating and seat ventilation for the driver and front passenger seats

1. Tap or .
2. Select the desired temperature or ventilation setting in the pop-up window.

Operating the seat heating for the rear seats

1. To operate the seat heating in the air conditioning block for the rear seats, press the or button.

The seat heating for the rear seats can also be operated in the Infotainment system.

1. To open the **Seat settings** menu, tap function button → *Fig. 1* (1) on the driver side.
2. To adjust the seat heating for the rear seats, tap **Other seats** ▶ **Rear seat heating**.

To save energy, switch off the seat heating and seat ventilation as soon as possible.

Adjusting the balance of the seat heating and seat ventilation

The balance settings allow you to choose whether you wish a higher level of heating or ventilation for the seat cushions or seat backrests on the driver and front passenger sides (depending on equipment level).

1. To open the **Seat settings** menu, tap the function button → *Fig. 1* (1) for the driver or front passenger side in the air conditioning block.
2. To open the **Balance seat air conditioning** submenu, tap or .
3. Using the slider, adjust the balance setting for the seat heating or seat ventilation .

Seat heating and seat ventilation switch on and off automatically

The seat heating and seat ventilation are switched off when you switch off the ignition. The last temperature or ventilation setting selected for the driver seat is stored permanently. When you switch the ignition on again, the last selected temperature or ventilation setting for the driver seat is reactivated automatically. If you switch the ignition on again within 10 minutes, the most recent heating or ventilation setting is automatically activated for the driver seat.

Steering wheel heating

The steering wheel heating can function only when the vehicle's drive system is activated.

Switch the steering wheel heating on and off in the air conditioning menu.

Switch the steering wheel heating on and off on the multifunction steering wheel.

Temperature settings of the steering wheel heating

The steering wheel heating operating conditions are shown in colour in the Infotainment system. The symbol is coloured red at the highest temperature setting.

Highest temperature setting of the steering wheel heating.

Operating the heated steering wheel

1. Open the air conditioning menu in the Infotainment system *(→ Air conditioning system menu in the Infotainment system)*.
2. Tap to switch on the steering wheel heating at the highest temperature setting.

   Or: press on the multifunction steering wheel.
3. To adjust the temperature setting, tap repeatedly.
4. To switch off the steering wheel heating, tap repeatedly until the symbol is coloured white.

Steering wheel heating switches on automatically

The most recent temperature setting is switched on automatically if you activate the vehicle's drive system again within approximately 10 minutes.

Steering wheel heating switches off automatically

The steering wheel heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the steering wheel heating system.

Windscreen heating

The windscreen heating works when the vehicle's drive system is activated.

Switch the windscreen heating on and off in the air conditioning menu.

The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Automatic windscreen heating

The windscreen heating is switched on automatically if there is a risk of condensation forming on a window.

1. Open the air conditioning menu in the Infotainment system.
2. Switch the automatic windscreen heating on or off with ▶ **Automatic windscreen heating**.

Automatic windscreen heating is also active when the air conditioning system is switched off.

Windscreen heating using the defrost function

The windscreen heating will be switched on automatically when the defrost function is switched on and a sensor detects that condensation may form on the windscreen.

Windscreen heating switches off automatically

The windscreen heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the air conditioning system.

— The specified time has elapsed.

Rear window heating

The rear window heating works when the vehicle's drive system is activated.

Switch the rear window heating on and off in the air conditioning menu.

The rear window heating switches off automatically after around 10 minutes at the latest.

NOTICE

Stickers that are affixed over the heating conductors of the rear window heating on the inside of the rear window or objects that are in contact with the inside of the rear window can damage the rear window heating.

- Do not stick any stickers over the heating conductors of the rear window heating.
- Load the luggage compartment only up to a height where no objects are in contact with the rear window.

To save energy, switch off the rear window heating as soon as possible.

Introduction to the topic

With the stationary air conditioning, the vehicle interior can be cooled, ventilated or heated when stationary. In winter, operation of the system allows ice, condensation and a thin covering of snow to be cleared from the windscreen. The stationary air conditioning is supplied with power via the main socket or via the vehicle's high-voltage battery.

The stationary air conditioning system can be programmed and managed in the Infotainment system or via an app on your mobile telephone.

Information about the app, the requirements for use and availability, and about compatible end devices is available on the internet .

NOTICE

Foodstuffs, medicines and objects that are sensitive to heat or cold can be damaged or made unusable by the air flowing out of the vents.

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

The range of the vehicle will be reduced if you operate the stationary air conditioning without a connected charging cable. At extreme outside temperatures, the heating or cooling output of the stationary air conditioning may not be sufficient to achieve the set temperature.

Operating the stationary air conditioning system

The stationary air conditioning functions only if the high-voltage battery is sufficiently charged.

Opening the e-manager menu in the Infotainment system

e-manager menu in the Infotainment system.

1. Switch on the ignition.
2. Open the air conditioning menu in the Infotainment system.
3. Tap the function button.

Immediate air conditioning of stationary vehicle

You can switch on the stationary air conditioning manually using the app on a mobile telephone.

When the charging connector is plugged in, the vehicle is air-conditioned for around 30 minutes. If the charging connector is not plugged in, the air conditioning time reduces to 10 minutes.

If you switch on the stationary air conditioning manually with the app on the mobile telephone, the charging process of the high-voltage battery will be extended.

Alternatively, the vehicle can be air conditioned before a desired departure time *(→ Stationary air conditioning)*.

Switching off the stationary air conditioning

1. Activate the vehicle's drive system.

   Or: switch off the A/C function.

The stationary air conditioning switches off automatically

The stationary air conditioning switches itself off automatically if one of the following conditions is met:

— The maximum running time has elapsed.

— If the charge level of the high-voltage battery is too low .

Programming the stationary air conditioning system

The stationary air conditioning can be programmed for your planned departure time in the Infotainment system. The temperature of the vehicle interior will thereby be set at about +22 °C (approx. +72 °F).

Air conditioning the vehicle before departure

1. Open the air conditioning menu in the Infotainment system.
2. Tap the function button.
3. Set the planned departure time.
4. Switch on the functions **Air Conditioning** and **Charging** as required.

   If both the functions **Air Conditioning** and **Charging** are switched on at the same time, the high-voltage battery is first charged and then the vehicle is air conditioned.
5. To switch on the timer, activate the checkbox.

   When the charging connector is plugged in, the vehicle is air-conditioned about 30 minutes before the planned departure time. If the vehicle's drive system is not activated after the scheduled departure time, the vehicle will be air-conditioned for around another 15 minutes.

   If the charging connector is not plugged in, the running time of the air conditioning is reduced to around 10 minutes. The running time is extended by around 5 minutes if the vehicle's drive system is not activated.

   The auxiliary air conditioner will then switch off automatically.

Checking programming

When you switch off the ignition, the next activated timer and the activated functions will be shown in the Infotainment system.

Troubleshooting

Cooling mode A/C or the heater cannot be switched on or operation is restricted

Cooling mode A/C works only when the vehicle's drive system is activated and at ambient temperatures above +3°C (+38°F).

The heating and defrost function are more effective when the engine is warm.

Operation of cooling mode A/C, the heater and the defrost function may be restricted if the engine is very hot, the high-voltage battery is very hot, in extreme outside temperatures and if the charge level of the high-voltage battery is too low.

— Switch on the blower.

— Select Hybrid operating mode as the heating power is limited in E-MODE.

— Charge the high-voltage battery sufficiently.

— Check the fuse of the air conditioning system .

— Replace enhanced air filter with activated carbon .

— If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

If the air conditioning system is not working and is nevertheless still operated, this can cause secondary damage.

- If the air conditioning system does not cool or heat the air, switch it off immediately.
- Have the air conditioning system checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Condensation on the windows

Condensation may form on the windows if they are colder than the ambient temperature and the air is humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. In order to improve the heating and cooling output, keep the air intake in front of the windscreen free of ice, snow and leaves *(→ Vehicle care)*.
2. Keep the air slots in the rear area of the luggage compartment clear so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Defrost function)*.

The wrong unit of temperature has been set

You can change the unit of measurement for all temperature displays in the vehicle using the Infotainment system.

1. Open the **Vehicle** menu.
2. Open the **Settings** menu.
3. Select the **Units** menu option.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the ambient temperature is low, condensation may evaporate from the stationary air conditioning when it is running. If this is the case, steam may appear underneath the vehicle. This is not a sign that the vehicle is damaged.

The stationary air conditioning cannot be switched on

The high-voltage battery will be discharged if the stationary air conditioning runs several times for an extended period when the charging connector is not plugged in. The stationary air conditioning will not start if the charge level of the high-voltage battery is insufficient.

Operating noises when the stationary air conditioning is switched on

Operating noises when the stationary air conditioning is switched on are normal and not a sign of a malfunction.

Functions of the hybrid drive

The functions described below are regulated automatically (depending on the selected operating mode) by the vehicle management system. This guarantees that the vehicle is always in the optimal operating mode.

Automatic start of the combustion engine

Under certain conditions the combustion engine is automatically started:

— Very low ambient temperatures.

— High charge level of the high-voltage battery when in overrun mode. In this instance, the high-voltage battery can no longer absorb energy and the electric motor therefore cannot brake the vehicle. The combustion engine is switched on and works without fuel supply (engine braking).

— The bonnet is open.

— The combustion engine occasionally has to be run briefly so that self-diagnosis can be carried out.

— E-MODE was automatically deactivated, for example if the charge level of the high-voltage battery was low.

Combustion engine run required

For technical reasons, the combustion engine may sometimes need to be kept running for longer periods, e.g. if there is a build up of condensate in the engine oil. A message is shown on the instrument cluster display during this time.

Power output of the electric motor

The maximum torque of the electric motor is available as soon as you depress the accelerator.

Full acceleration (boost)

For full acceleration, the vehicle is powered by both the combustion engine and the electric motor. This operating mode is called “Boost” and is only available for short periods as it requires a lot of energy. The availability depends on the charge level of the high-voltage battery.

The boost mode is activated by fully depressing the accelerator (kickdown).

Regenerative braking (brake energy recuperation)

When the vehicle brakes, electrical energy is generated via the electric motor and then stored in the high-voltage battery. This will also occur if the vehicle decelerates to a stop or is driving downhill.

If the vehicle is braked soon enough and uniformly, the vehicle is braked by the electric motor. Most of the kinetic energy is then recuperated and can be stored in the form of electrical energy in the high-voltage battery. For very sudden strong braking manoeuvres, the conventional brake is also activated.

The degree of recuperation depends on the following factors:

— The gearbox is in Tiptronic mode.

— The position S has been selected.

Brake energy recuperation is indicated in the energy flow display on the Infotainment system display.

Start/stop behaviour

The combustion engine is operated as needed. When the vehicle is stationary, the combustion engine is generally off and the vehicle's electrical systems run on the high-voltage battery. The rev counter in the instrument cluster does not display any engine speeds and points to 0.

Depending on the driving conditions, the combustion engine will be switched off completely. This function is normal for a hybrid vehicle and is intended to save fuel. Power steering and the brake support systems will remain activated. In some cases, it may be necessary to run the combustion engine even when the vehicle is stationary. If the vehicle is stationary for a long time, e.g. in a traffic jam, the combustion engine will be switched on periodically when the vehicle is not moving in order to recharge the high-voltage battery for the following start/stop phases.

Noises in hybrid vehicles

There are noises, e.g. from the power steering, that cannot be heard when the combustion engine is running, but can be heard in electric drive. These noises are no cause for concern.

WARNING

A hybrid vehicle in E-MODE generates only very low levels of noise when stationary, when driving and during operation. Other road users, e.g. pedestrians and children, may therefore not hear the vehicle or hear it only with difficulty when driving in traffic-calmed zones or when manoeuvring or reversing. This can result in serious injury and accidents.

- Always remember that other road users may not hear the vehicle noise in E-MODE.

WARNING

When the vehicle's drive system is activated and a gear selector position is engaged, it is possible that the power transmission is not fully interrupted and the vehicle will crawl. Unintentional vehicle movements can cause serious or fatal injuries.

- Hold the vehicle by the foot brake if the vehicle's drive system is activated and the position **D/S** or reverse gear **R** is engaged.
- Never leave the vehicle in position **N** or **D/S**. The vehicle will roll downhill irrespective of whether or not the electric motor is activated.

WARNING

The higher the charge level of the high-voltage battery, the lower the engine braking effect from recuperation. This may mean that no engine braking effect is generated at all, and the braking behaviour can change as a result. This can cause serious injuries.

- Reduce your speed before driving down a steep gradient.
- Slow the vehicle using the vehicle brake when driving down a steep gradient.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

Steering

The power steering automatically adjusts itself to the vehicle speed, steering torque and steering angle of the wheels. The power steering works only when the vehicle's drive system is activated.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

In vehicles with driving profile selection, the selected driving profile can affect the behaviour of the power steering.

Electronic steering column lock

1. Stop the vehicle.
2. Depending on equipment: engage the parking lock P.
3. Switch off the ignition and then open the driver door.

   The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Counter steering assistance

Counter steering assistance provides the driver with steering assistance in some critical driving situations. In combination with the ESC, additional steering power helps the driver when counter steering →⚠.

Progressive steering

Depending on the vehicle equipment, progressive steering can adjust the required steering movement to the driving situation. The progressive steering functions only when the vehicle's drive system is activated.

In urban traffic, less steering input is required when parking, manoeuvring or turning sharply.

When driving on country roads or on the motorway, the progressive steering provides a more sporty, direct steering response and a dynamic feel when cornering, for example.

⚠ WARNING

The power steering only works when the vehicle's drive system is activated. If the power steering is not working, the ability to steer is greatly reduced due to the stiff steering wheel. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never allow the vehicle to roll when the vehicle's drive system is deactivated.

⚠ WARNING

It is no longer possible to steer the vehicle if the electronic steering column lock engages. This can lead to a loss of vehicle control, accidents, serious injuries and death.

- Never deactivate the electric drive while the vehicle is in motion.

⚠ WARNING

The counter steering assistance is not a substitute for the full attention of the driver and operates only within the limits of the system. Uncontrolled vehicle movements can occur in critical driving situations in spite of the counter steering assistance. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that the vehicle is not steered by the counter steering assistance.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical power steering or electronic steering column lock.

Do not drive on!

1. Seek expert assistance.

— If the warning lamp lights up red, the steering may be stiff because the electromechanical power steering has failed.

Steering fault

The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The indicator lamp lights up continuously:

1. Activate the vehicle's drive system again and drive a short distance slowly.
2. If the warning lamp stays lit, the system should be checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The indicator lamp flashes:

1. Turn the steering wheel back and forth.
2. Switch the ignition off and then on again.
3. Observe the messages on the instrument cluster display.
4. Do not continue your journey if the indicator lamp still flashes after the ignition is switched on. Seek expert assistance.

Fault in rear wheel steering

The warning lamp lights up red.

The message **Fault: Rear-axle steering** may be displayed on the instrument cluster display.

1. Immediately drive to the nearest suitably qualified workshop at reduced speed and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Fault in rear wheel steering

The indicator lamp lights up yellow.

The rear wheel steering has partially failed. The message **Fault: Rear-axle steering** may be displayed on the instrument cluster display.

1. In this case, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Information on the pedals

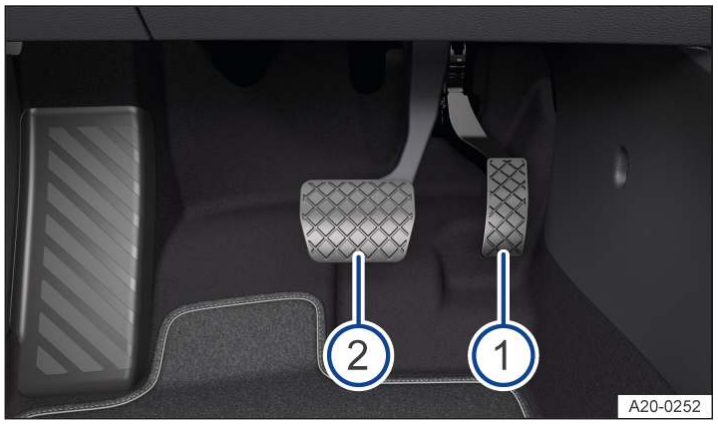


Fig. 1 In the footwell: pedals.

1 Accelerator.

2 Brake pedal

⚠ WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious or fatal injuries.

- Make sure that all pedals can always be operated without any hindrance.
- Use only floor mats that are suitable for your vehicle.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Always wear shoes that provide good grip for your feet when using the pedals.

⚠ WARNING

In order to bring the vehicle to a standstill, a longer brake pedal travel is required in the event of failure of a brake circuit. A longer braking distance can result in accidents and serious or fatal injuries.

- Continue pressing the brake pedal and press the pedal with more force than usual if the braking power is reduced.

Information on the brakes

Running in brake pads

New brake pads cannot generate the full braking effect during the first around 200 km to 300 km (around 100 mi to 200 mi) and must first be bedded in → ⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully run in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

Brake pad wear

The wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban trips or short journeys and is driven with a sporty driving style, the brake pads must be regularly checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

External influences on the brakes

When driving with wet brakes, for example after driving through water, after heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be "dried" as quickly as possible by careful braking at higher speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

Any salt layer accumulating on the discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking → ⚠. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

Corrosion on the brake discs and dirt in the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used or if they are corroded, Volkswagen recommends that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Please ensure that no other vehicles and no road users are put at risk as a result of this action → ⚠.

Vehicles with brake energy recuperation

On vehicles with recuperation, the braking effect is realised primarily through brake energy recuperation using the electric drive and not by the hydraulic brake system. In order to remove corrosion and other residue from the brake discs, it is necessary to apply the brake pads. In order to achieve this, the strength of braking must be higher than is possible by means of recuperation. Please ensure that no other vehicles and no road users are put at risk as a result of the braking operation → ⚠.

⚠ WARNING

Driving with worn brake pads or a faulty brake system can lead to loss of control of the vehicle, accidents and serious or fatal injuries.

- If you have reason to believe that the brake pads are worn or the brake system is faulty, go to a suitably qualified workshop immediately and have the brake system checked and have any worn brake pads replaced. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

New brake pads cannot generate the full braking effect during around the first 300 km (around 200 miles) and must first be run in. An insufficient braking effect can increase the risk of accidents. This can cause severe or fatal injuries.

- Increase the pressure on the brake pedal if you notice that the braking effect is reduced.
- Drive with particular care with new brake pads to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

⚠ WARNING

Constant braking will cause the brakes to overheat. This can significantly reduce the braking performance, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Never "ride" the brake pedal or depress the brake pedal too often and for too long.

⚠ WARNING

When driving downhill, the brakes are placed under particular strain and become hot very quickly. Overheated brakes reduce the braking effect and considerably increase the braking distance. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Before starting your journey, make sure that the air supply to the brakes is not covered, e.g. by non-standard or damaged front spoilers.

⚠ WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carefully test the brakes.
- If the visibility, weather, road and traffic conditions permit, apply the brakes gently a few times to dry the brakes and remove ice and salt.

⚠ WARNING

If the vehicle is driven at a high speed, the driver may have to exert more force to achieve sufficient braking efficiency. Inadequate braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- Never exceed the maximum permitted speed.
- Always observe the current traffic regulations and speed limits and think ahead when driving.

Regularly perform a visual check of the thickness of the brake pads through the openings in the wheel rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Volkswagen recommends using an authorised Volkswagen repairer.

In order to avoid premature wear of the brakes due to external influences, the brakes should be checked for corrosion at regular intervals and any residues removed by using the hydraulic brake system.

Troubleshooting

Brake system fault

The warning lamp lights up red. A text message may also be displayed.

1. **Do not drive on!** Seek expert assistance immediately.

Brake pad wear indicator

The indicator lamp lights up yellow. The brake pads are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
2. All brake pads should be checked and renewed as necessary.

Unusual noises when braking

If you hear scratching or squeaking noises each time you brake, this is an indication that your brake pads on the front and rear axle are worn.

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
2. All brake pads should be checked and renewed as necessary.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, for example, in the event of a sudden lengthening of the stopping distance:

1. In this case, go to a suitably qualified workshop immediately and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.
2. All brake pads should be checked and renewed as necessary.

Electronic immobiliser

The immobiliser helps to prevent the vehicle's drive system from being activated and driven with an unauthorised vehicle key.

Vehicles with starter button

The vehicle key contains a chip that automatically deactivates the immobiliser when a valid vehicle key is located in the vehicle interior.

The electronic immobiliser is automatically activated as soon as the ignition is switched off *(→ Starter button)*.

The vehicle's drive system can be activated only when a Volkswagen Genuine vehicle key with the correct code is used. Coded vehicle keys are available from an authorised Volkswagen repairer.

Starter button

The starter button replaces the ignition lock (Press & Drive).

The vehicle's drive system is activated by the starter button (Press & Drive).

The starter button can be operated only if there is a valid vehicle key in the vehicle.

Depending on equipment, the starter button flashes to indicate readiness for operation.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on or off



Fig. 1 In the lower section of the centre console: starter knob.

1. Press the starter button once without pressing the brake pedal.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent after the combustion engine is switched off, the ignition will be switched off automatically after a certain period of time.

⚠ WARNING

If the brake pedal is pressed when the ignition is switched on, the vehicle's drive system will be activated immediately. This can lead to unintentional vehicle movements and cause serious injuries.

- Avoid pressing the brake pedal when switching on the ignition if you do not want to activate the vehicle's drive system.

⚠ WARNING

If the vehicle key is left unattended in the vehicle, children or unauthorised persons could lock the doors and the boot lid, activate the vehicle's drive system or switch on the ignition and thus operate electrical equipment, e.g. electric windows. This can result in accidents and serious or even fatal injuries.

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

⚠ WARNING

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

- Take all vehicle keys with you when you leave the vehicle. Children or unauthorised persons could lock the vehicle, activate the vehicle's drive system or switch on the ignition and operate electrical equipment such as electric windows, which can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown in the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Activating the vehicle’s drive system

Once the hybrid drive has started, the vehicle’s drive system is ready for use. When the vehicle’s drive system has been activated, the electric drive is switched on. If the high-voltage battery’s charge level is insufficient for driving with the electric drive or high drive power is required, the combustion engine is automatically activated.

Prerequisites for activating the vehicle’s drive system

The vehicle’s drive system can be activated when the following conditions are fulfilled:

✓ The high-voltage battery is sufficiently charged.

✓ There is no charging cable connected.

✓ The temperature of the high-voltage battery is within the operating range.

✓ There is a valid vehicle key in the vehicle.

Activating the vehicle’s drive system

READY When the vehicle’s drive system has been activated, the indicator lamp lights up green in the instrument cluster.

1. Depress and hold the brake pedal.
2. Move the selector lever to **N** position or engage the parking lock **P**.
3. Press and hold starter button until the **READY** indicator lamp lights up in the instrument cluster display. Do not press the accelerator when doing this. Release the starter button when the **READY** indicator lamp lights up in the instrument cluster display.

   The needle in the power display moves from **OFF** to **0**.
4. If the **READY** indicator lamp does not light up, cancel and repeat the procedure.
5. the starter button is deactivated if the vehicle was locked using the vehicle key. If you are in the vehicle and must activate the electric drive again, unlock the vehicle first or perform an emergency start.

A “clicking” noise may be heard when activating the vehicle’s drive system. This is quite normal, and no cause for concern.

Recognising activation of the vehicle’s drive system

The electric drive produces no noticeable motor noises either while the drive system is being activated or while it is running. It is therefore not possible to recognise that the vehicle is ready to drive based on motor noises. Instead, the following features indicate that the vehicle is ready to drive:

— The needle in the power display in the instrument cluster display points to **0**.

— The illumination of the needles in the instrument cluster display is switched on irrespective of whether the vehicle’s exterior lighting is switched on.

— The **READY** indicator lamp lights up in the instrument cluster display.

— An acoustic signal will sound.

Activating the vehicle’s drive system at very low outside temperatures

The high-voltage battery may freeze and fail at very low outside temperatures of around -27°C (around -16°F) and colder. It is then not possible to activate the vehicle’s drive system.

The vehicle’s drive system can be activated again once the temperature of the high-voltage battery has increased sufficiently.

To ensure that the vehicle's drive system can be activated at very low outside temperatures, Volkswagen recommends parking the vehicle in an area that is protected from the weather.

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle when its drive system is active.
- Always switch off the ignition before you leave the vehicle.
- When parking or leaving the vehicle, always ensure that the selector lever is in position **P** and that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

NOTICE

Incorrect vehicle handling can increase component wear, e.g. on the engine, or lead to damage.

- When the engine is cold, avoid high engine speeds, strong acceleration and high engine loads.

NOTICE

Unburnt fuel can damage the catalytic converter.

- Do not tow or push the vehicle to start it.

Do not warm up the combustion engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

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

It may not be possible to activate the vehicle's drive system with the starter button if the button cell in the vehicle key is weak or flat, for example. In this case, use the emergency start function.

When the outside temperature is very low and the high-voltage battery becomes very cold, the combustion engine may not start as easily and the electrical range can be reduced.

Electronic engine sound

The electronic engine sound is a sound that warns other road users about the approaching vehicle.

After the vehicle's drive system is activated and a position is engaged, the vehicle sound is switched on.

When driving quickly, the electronic engine sound is gradually faded out. In vehicles with driving profile selection, an additional engine sound is played outside in the **Sport** driving profile, which can also be active when the combustion engine is running and at higher speeds.

WARNING

During electric driving, a hybrid vehicle generates only very low levels of noise when stationary, driving or during operation. Other road users, e.g. pedestrians and children, may therefore not hear the vehicle or hear it only with difficulty when driving in traffic-calmed zones or when manoeuvring or reversing. This can result in serious injury and accidents.

- Always remember that other road users may not hear the vehicle noise during electric driving.

Leaving the vehicle when the vehicle’s drive system is active

The vehicle’s drive system is automatically deactivated if the vehicle is left after stopping with active drive as well as a selected gear position.

This protects the vehicle from unauthorised use.

The electronic parking brake is switched on, except in **N** position.

Warning before leaving the vehicle

If the selector lever is not in **P** position when the driver door is opened, an acoustic warning signal sounds and a warning message appears in the instrument cluster display. This warns you that the vehicle could potentially roll away.

Vehicle’s drive system

If the vehicle is left with the vehicle’s drive system activated, it is possible to continue driving within 30 seconds without having to activate the vehicle’s drive system again. For this, the driver door must be closed and the seat belt fastened and one of the following conditions must be fulfilled:

— Accelerator is pressed.

— Electronic parking brake is switched off.

— Gear selector position is changed.

An acoustic signal indicates that the vehicle’s drive system is activated.

After 30 seconds have expired, the vehicle’s drive system can be reactivated by restarting the vehicle. Observe any messages that appear on the instrument cluster display.

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle’s drive system is active.
- Always switch the ignition off and move the selector lever to position **P** before leaving the vehicle.
- Always switch on the electronic parking brake when you park or leave the vehicle.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

Troubleshooting

Fault in engine management system

The warning lamp lights up red.

The drive power of the vehicle may be limited or there may be no power at all. It may not be possible to continue driving or this may be possible only with restrictions.

Do not drive on!

1. Park the vehicle safely.
2. Observe the text message on the instrument cluster display.
3. Seek expert assistance and have the engine management system checked.

Fault in engine management system

The indicator lamp lights up yellow.

The drive power of the vehicle may be limited.

1. The instrument cluster display shows a text message **Error: drive system. Please visit workshop.**
2. Have the engine checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fault in engine management system

The indicator lamp lights up in the digital instrument cluster.

The indicator lamp lights up yellow.

The vehicle power has been limited.

The power has been limited to prevent components of the engine management system from overheating.

— A display may appear in the instrument cluster display.

— It is possible to continue driving with reduced power.

The power limitation will be cancelled again in the following cases:

— The components of the engine management system are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed has been limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with Engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No valid vehicle key recognised

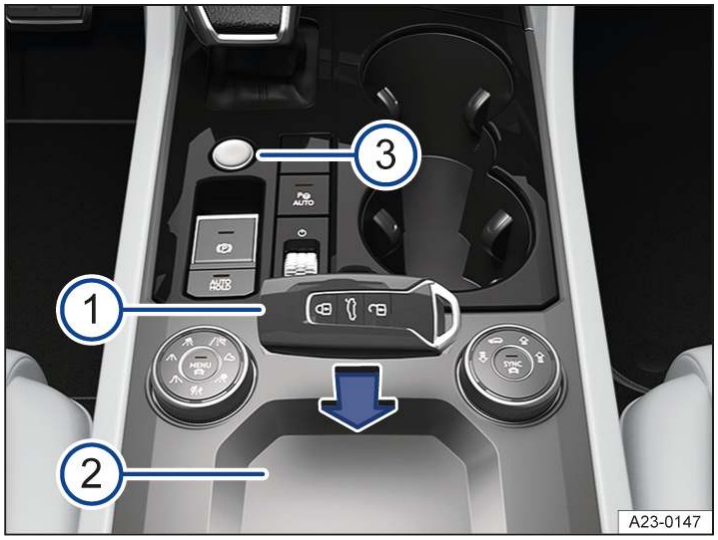


Fig. 1 In the handle recess of the centre armrest: emergency start function.

1. Vehicle key.
2. Handle recess.
3. Starter button.

A display will appear in the instrument cluster display.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start:

1. Depress and hold the brake pedal.
2. Place the vehicle key → *Fig. 1* (1) in the handle recess in the centre armrest (2).
3. Press the starter button (3).
4. Repeat the procedure if necessary.

The vehicle's drive system cannot be activated

A display will be shown in the instrument cluster display if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek expert assistance.

Switching off the ignition when leaving the vehicle

Automatic ignition switch-off

If, in E-MODE, the ignition is not switched off at the end of a journey when leaving the vehicle, it switches itself off automatically after a certain period of time in order to prevent accidental discharge of the 12-volt vehicle battery.

In order to protect the 12-volt vehicle battery, the ignition is switched off automatically when leaving the vehicle (under certain conditions) in order to ensure that the vehicle can be restarted.

Automatically switching on the side lights

If the headlights are switched on at the time the ignition is automatically deactivated, the side lights are switched on either until the vehicle is locked or for no more than about 30 minutes.

WARNING

An unattended vehicle that is ready to drive can move unintentionally. This can lead to accidents and serious injuries.

- Never leave the vehicle unattended when the vehicle's drive system is active.
- When parking or leaving the vehicle, always ensure that the ignition is switched off, the parking lock P engaged and the electronic parking brake switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

When leaving the vehicle, always switch off the ignition and observe any messages shown in the instrument cluster display.

Deactivating the vehicle's drive system

The actions should only be carried out in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle.
3. briefly press the starter button. If the vehicle's drive system cannot be deactivated, perform emergency switch-off.
4. Observe the messages that appear on the instrument cluster display.

⚠ WARNING

If the vehicle is left when it is ready to drive, the vehicle could move suddenly or something unexpected could happen that might cause damage, fire and serious injuries.

- Never leave the vehicle unattended with the engine running, particularly if a position is selected.
- Never leave the vehicle when its drive system is active.
- Always switch off the ignition before you leave the vehicle.
- When parking or exiting the vehicle, always ensure that the parking lock P is engaged and that the electronic parking brake is switched on.
- When leaving the vehicle always ensure that all doors, windows, the boot lid and bonnet are completely closed and locked.

⚠ WARNING

When the vehicle's drive system is deactivated, certain vehicle systems do not function or function only to a restricted extent, e.g. brake servo or power steering. As a result, more force has to be used for steering and more pressure has to be applied to the brake pedal to stop the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never deactivate the electric drive while the vehicle is in motion.

⚠ WARNING

The airbags and belt tensioners do not function when the vehicle's drive system is deactivated. This can result in accidents and serious or fatal injuries.

- Never deactivate the electric drive while the vehicle is in motion.

⚠ WARNING

When the ignition is switched off, the steering column lock may activate and you will no longer be able to steer the vehicle. If the vehicle is in motion, this can cause loss of control over the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition while the vehicle is in motion.

⚠ WARNING

Among other things, exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. If the engine is started in unventilated and closed spaces, toxic gases such as carbon monoxide can enter the vehicle interior and lead to unconsciousness and death.

- Never start the combustion engine in unventilated or closed spaces or allow it to run in unventilated or closed spaces.

⚠ WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

⚠ WARNING

Hot components and exhaust gases can ignite combustible or explosive materials located nearby, e.g. oil or fuel. This can lead to a fire and cause serious or fatal injuries.

- Never start the engine or allow the engine to run if highly flammable service fluids are close to the vehicle or are leaking from the vehicle.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off.

- Allow the engine to run in neutral for approximately 2 minutes before switching it off.

After the vehicle's drive system has been deactivated, the radiator fan in the bonnet space may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Troubleshooting

The vehicle’s drive system cannot be deactivated

The vehicle’s drive system cannot be deactivated by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure:

1. Press the starter button twice within a few seconds.

   Or: long press and hold the starter button once.

   The vehicle's drive system is ended automatically *(→ Starter button)*.

Operating mode selection

The vehicle features various operating modes to ensure that it can always be adapted to suit the respective driving situation. If all the necessary functional conditions are met, the **E-MODE** operating mode for electric driving is initially always active after the vehicle's drive system is activated.

In order to ensure optimum traction when driving off-road in snowy or icy conditions, switch to **Hybrid** operating mode beforehand.

Selecting operating mode

1. Activate the vehicle's drive system.
2. Switch on Infotainment system.
3. Press the menu button in the combined rotary switch for selecting the driving profile and operating mode in the centre console and tap the **E-MODE** or **Hybrid** function button in the Infotainment system.

The symbols vary depending on the active operating mode and the charge status of the high-voltage battery.

E-MODE (electric driving)

In the E-MODE operating mode, the vehicle is mainly driven in electric mode. Where possible, the combustion engine of the vehicle will not be used.

To enable E-MODE to be activated, the following conditions must all be met:

— The high-voltage battery is sufficiently charged.

— The vehicle speed is below approximately 130 km/h (80 mph).

— The temperature of the high-voltage battery is higher than around -10°C (around 14°F).

If E-MODE is active, this is displayed in the instrument cluster. While the vehicle is travelling in E-MODE, the combustion engine starts and overrides electric operation as soon as any of the necessary conditions for this mode are no longer met. In this case, the display lights up in the instrument cluster display and the E-MODE display goes out.

The combustion engine is switched on if the kickdown function is used in the E-MODE operating mode. The E-MODE remains activated when this happens.

Hybrid (use battery charge)

This is the most fuel-efficient operating mode.

Here, the operating mode control logic attempts to use the battery charge as much as possible. If route guidance is active, navigation data is also used for this.

In this operating mode, the electric motor and the combustion engine share the drive work.

The battery charge is used to provide optimum energy in the Hybrid operating mode. When route guidance is activated, the vehicle may recharge the high-voltage battery independently via the combustion engine.

Manual control of the battery charge

Manual control of the battery charge is possible using the symbols ⌃, = and ⌄. The setting you have chosen only applies up until the ignition is switched off or the operating mode is changed to Hybrid or E-MODE. Tap the corresponding function button:

⌃

Tapping this selects a higher target charge level. The vehicle then attempts to reach the new target charge level of the high-voltage battery while you drive.

The vehicle is powered by the combustion engine. When there is sufficient “surplus” power from the combustion engine, this power is used to charge the high-voltage battery.

This setting increases the fuel consumption. Volkswagen therefore recommends that you charge the high-voltage battery via the charging socket where possible.

=

Maintains the charge level of the high-voltage battery when the vehicle is moving.

If the driver accelerates strongly, or drives at a higher speed, the combustion engine is started. The vehicle will return to electric mode as soon as the level of acceleration and the vehicle's speed allows.

⌄

Tapping it selects a lower target charge level. The vehicle uses only the battery charge above the selected target charge level. The remainder is reserved until the end of the journey.

Displaying the active operating mode

The active operating mode is shown on the instrument cluster display, e.g. .

WARNING

Changing to a different operating mode while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Always change the operating mode only when the driving situation permits.

WARNING

Changing to a different operating mode can alter the vehicle handling. If the vehicle handling is not appropriate for the visibility, weather, road and traffic conditions, this can lead to accidents and serious or fatal injuries.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Never take any risks when driving.

Details about which operating mode is active as well as the charge status of the high-voltage battery are shown in the display of the instrument cluster.

Troubleshooting

Fault in the electric drive system

The warning lamp lights up red.

A text message is shown on the instrument cluster display.

There is a fault in the electric drive.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. Seek expert assistance.

If the warning message appears and you notice a burning smell or smoke, there is a risk of fire.

1. Get out of the vehicle and notify the fire service immediately.
2. Observe information on the risk of fire *(→ Charging operations)*.

Hybrid system faulty

The indicator lamp lights up yellow.

There is a fault in the hybrid system.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No brake energy recuperation possible

The indicator lamp lights up yellow.

The text message **Error: recuperation. Consult owner's manual.** is shown on the instrument cluster display.

Fault in brake energy recuperation.

The range can be limited.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Power restricted

The indicator lamp lights up yellow.

A text message is displayed in the instrument cluster and an acoustic warning sounds.

The combustion engine is not available and the power is restricted.

1. Observe the behaviour of the power display in the instrument cluster.
2. If the combustion engine is not available due to an empty fuel tank, refuel at the next opportunity.

The indicator lamp will go out when the combustion engine is available again.

Electronic engine sound is not working

The indicator lamp lights up and an acoustic signal sounds.

The instrument cluster shows the text message **Error: electronic engine sound. Please drive carefully.**

1. In this case, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

You can continue to drive.

E-MODE operating mode not available

The indicator lamp lights up white.

Driving with E-MODE (electric drive) is temporarily unavailable as one or more of the requirements are not met.

1. Meet the conditions for E-MODE *(→ Operating mode selection)*.

Selector lever

The selected position is shown in the instrument cluster display and on the selector lever when the ignition is switched on.

Selecting a position



Fig. 1 In centre console: selector lever of the automatic gearbox.

1. Lock button.
2. Button for the parking lock.

To change from neutral position **N** to a gear position, carry out the following:

1. Activate the vehicle's drive system.
2. Depress the brake pedal.
3. Press the selector lever in the desired direction → *Fig. 1*.

Changing position

To select the next selector lever position, press the lock button and move the selector lever forward or back to the first pressure point. The selector lever returns to its starting position.

To skip a selector lever position, move the selector lever beyond the pressure point to the desired selector lever position. The selector lever returns to its starting position. In this way, it is possible to shift directly from selector lever position **D** to selector lever position **R**, for example. The selector lever position **N** is skipped in this case.

Description of positions

P The drive wheels are blocked. Select only when the vehicle is stationary.

To engage the parking lock, press the (P) button on the selector lever → *Fig. 1* (2). **P** appears in the selector lever symbol display.

If the engine is switched off in the selector lever position **D/S** or **R**, the gearbox automatically engages the position **P** and the vehicle is secured to prevent it from rolling away.

R Reverse gear is selected. Select only when the vehicle is stationary.

N The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

If the engine is switched off in selector lever position **N**, the gearbox remains in neutral position **N** for around 30 minutes and only then engages the parking lock **P**.

D/S Position **D**: Normal mode.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Position **S**: Sport mode

The forward gears are automatically shifted up later and down earlier than in selector lever position **D**. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

To change between positions **D** and **S**, tap the selector lever to the rear ▽.

The selector lever will always move back into selector lever position **D/S**. This also functions in Tiptronic mode *(→ Tiptronic)*.

Selector lever lock

The selector lever lock in position **P** or **N** prevents a gear selector position from being engaged inadvertently and the vehicle being set in motion unintentionally as a result →⚠.

To release the selector lever lock, switch on the ignition and depress the brake pedal. Then press the lock button in the selector lever handle in the direction of the arrow → *Fig. 1* (1).

The selector lever lock is not engaged if the selector lever skips position **N**, for example when shifting from reverse to **D/S**. This makes it possible, for instance, to "rock" the vehicle backwards and forwards to free the vehicle if it is stuck in snow or mud. The selector lever lock engages if the brake pedal is not depressed and the lever is in position **N** for more than approximately 1 second and the vehicle is travelling no faster than around 5 km/h (around 3 mph) →⚠.

WARNING

The vehicle will start moving if the brake pedal is released when the engine is running and position **D/S** or **R** is engaged. This can lead to unintentional vehicle movements and cause accidents and serious injuries.

- Hold the vehicle by the foot brake if the engine is running and the position **D/S** or **R** is engaged.
- The driver must never leave the driver seat when the engine is running and a position has been selected.
- Always switch on the electronic parking brake and move the selector lever to **P** position if it is necessary to leave the vehicle with the engine running.

WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never press the accelerator when engaging a gear selector position.
- Never select reverse gear **R** or engage the parking lock **P** when the vehicle is in motion.

WARNING

If you leave the vehicle on uphill gradients in selector lever position **N**, the vehicle will roll downhill even if the engine is switched on. This can result in accidents and severe injuries.

- Never leave the vehicle in selector lever position **N**.

NOTICE

If the electronic parking brake is not switched on when the vehicle is stationary and the brake pedal is released when the parking lock **P** is engaged, the vehicle may move a few centimetres forwards or backwards. This can result in damage to the vehicle.

- Always switch on the electronic parking brake first before releasing the brake pedal.

If you accidentally shift to **N** when driving, take your foot off the accelerator and wait for the engine to reach idling speed in neutral position. Select a position only after this.

Tiptronic

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

Driving with Tiptronic

The gear that is currently selected will be maintained when the Tiptronic mode is selected. This remains the case as long as the system does not automatically carry out a change of gear due to the current driving situation.

As soon as the gearbox has switched to Tiptronic mode, this will be shown on the instrument cluster display with **M**.

If the engine is switched off when the gearbox is in Tiptronic mode, the selector lever will automatically return to its basic position and the gearbox will engage the parking lock **P**. The vehicle is then secured against rolling away.

Operating Tiptronic with the selector lever

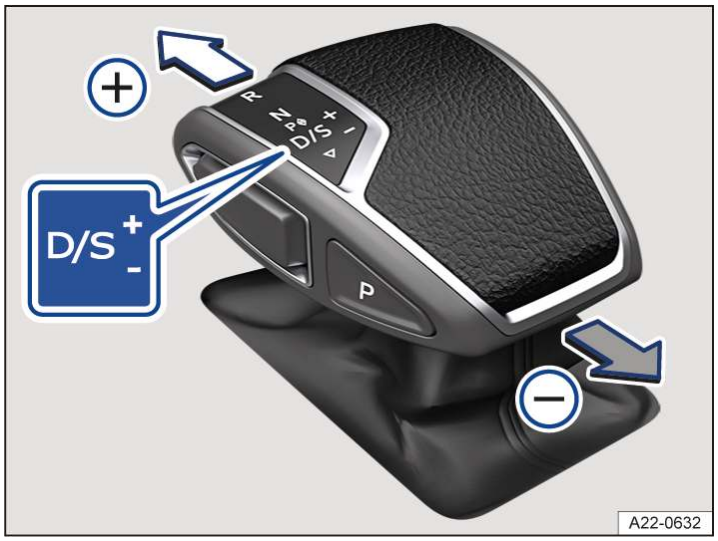


Fig. 1 In the centre console: selector lever in Tiptronic position.

1. Push the selector lever from position **D/S** to the right into the Tiptronic gate.
2. Tap the selector lever forwards (+) or back (–) to shift gear up or down → *Fig. 1*.

When tapping the selector lever in the Tiptronic gate, it is not necessary to press the lock button on the selector lever.

Operating Tiptronic with the paddles



Fig. 2 Behind the steering wheel: paddles for Tiptronic.

Tiptronic can be operated with the paddles in **D/S** selector lever positions or in manual mode **M** → *Fig. 2* (arrows):

— To shift up, pull the right paddle towards the steering wheel → *Fig. 2*.

— To shift down, pull the left paddle towards the steering wheel.

— To select the lowest gear, pull the left paddle towards the steering wheel and hold.

— To leave the Tiptronic mode, pull the right paddle towards the steering wheel for around 1 second.

Or: push the selector lever to the rear and release again.

The Tiptronic mode is automatically exited if the paddles are not operated for some time and the selector lever is not in the Tiptronic gate.

When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.

When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

Driving with an automatic gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position **N**.

1. Reduce your speed.
2. Shift the gearbox to Tiptronic mode.
3. To shift down, tap the selector lever to the rear.

   Or: shift down using the paddles on the steering wheel.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function.

When you stop the vehicle on an uphill gradient with a selected position, the vehicle must always be prevented from rolling by depressing the brake pedal or by applying the electronic parking brake. Do not release the brake pedal or switch off the electronic parking brake until you pull away →⚠.

Kickdown function

The kickdown function enables maximum acceleration in the selector lever positions **D** and **S** or in the Tiptronic position.

If the accelerator pedal is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine speed. This will make use of the full vehicle acceleration →⚠.

With the kickdown function, the gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the current gear.

When **Eco** driving profile is selected and the accelerator is depressed beyond the pressure point, the engine output is automatically regulated to ensure maximum vehicle acceleration.

Launch Control Program

The Launch Control Program gives the vehicle maximum acceleration from a standing start.

1. Switch off the traction control system (TCS).
2. Depress and hold the brake pedal with your left foot.
3. Move the selector lever to position **S** or to the Tiptronic position.
4. With your right foot, press the accelerator until the engine speed reaches approximately 3,200 rpm.
5. To start the vehicle with maximum acceleration, take your left foot off the brake →⚠.
6. Switch TCS back on again after acceleration.

The Launch Control Program is available only if the gearbox has been “driven warm” and the steering wheel is in “straight-ahead position”.

⚠ WARNING

Fast acceleration or switching off TCS or activation of ESC Sport can lead to a loss of traction and skidding. On slippery roads in particular, e.g. in wet or icy conditions or on dirty road surfaces, this can lead to loss of control over the vehicle, accidents and serious or fatal injuries.

- Always adapt your driving style to the traffic.
- Use the kickdown function, the Launch Control Program or fast acceleration only if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the vehicle acceleration and the driving style.
- Switch on TCS again after acceleration.

⚠ WARNING

Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely. This can result in accidents and serious or fatal injuries.

- Never “ride” the brake pedal or press the brake pedal too often and for too long.

NOTICE

The gearbox is not lubricated if the vehicle rolls with the engine switched off. The automatic gearbox could overheat and be damaged.

- If the vehicle is stopped on an uphill gradient with an engaged position, do not hold it by pressing the accelerator but by braking.
- Never allow the vehicle to roll in selector lever position **N**, particularly if the engine is switched off.

NOTICE

If the brake pads “rub” due to light pressure on the brake pedal, this will increase wear.

- Never let the brakes “rub” by applying light pressure to the brake when it is not necessary to brake.

Troubleshooting

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The automatic gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.

1. Stop at the next opportunity and allow the gearbox to cool down with engaged parking lock **P** and activated vehicle drive system →.
2. Do not drive on if the indicator lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Gearbox overheated

The warning lamp lights up red.

An acoustic signal may also be given. A text notification may also be shown on the instrument cluster display.

The automatic gearbox can become too hot as a result of moving off frequently on uphill gradients, for example.

Do not drive on!

1. Allow the gearbox to cool down with engaged parking lock **P** and activated vehicle drive system →.
2. Do not drive if the warning lamp does not go out.
3. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

Vehicle's drive system cannot be activated

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

Lock button prevents you from driving off

The indicator lamp flashes green.

The lock button in the selector lever is not engaged.

1. Check whether the lock button is engaged.
2. Engage the lock button if necessary.

Selector lever lock prevents you from driving off

The indicator lamp flashes green. A message is also shown on the instrument cluster display.

In rare cases, the selector lever lock may not engage in vehicles with an automatic gearbox.

The drive is then deactivated to prevent the vehicle from accidentally pulling away.

1. Depress the foot brake and then release it again.

   Or: move the selector lever to position **N**.

   Or: engage parking lock **P**, release and then engage a position.

Releasing the selector lever lock manually

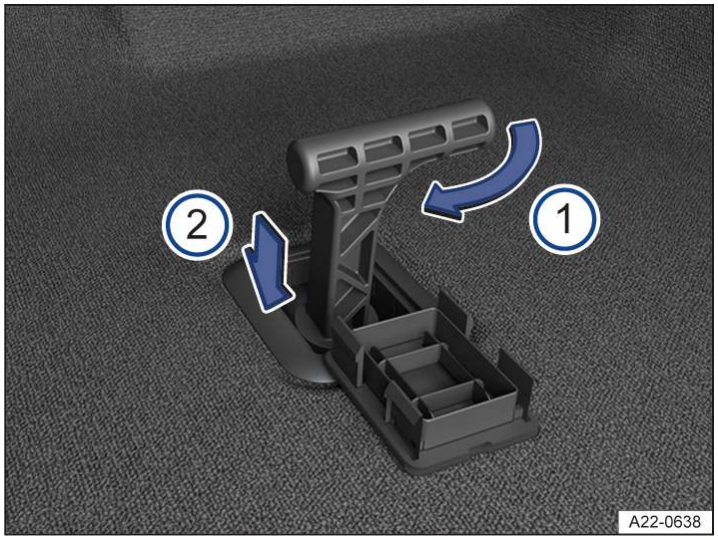


Fig. 1 In the driver footwell: releasing the selector lever lock manually.

1. Turn the socket wrench clockwise.
2. Press the socket wrench down.

If the power fails in the vehicle, e.g. due to a flat 12-volt vehicle battery, and the vehicle has to be pushed or towed, the selector lever lock must be released manually. Seek expert assistance.

Switch on the electronic parking brake. If the electronic parking brake cannot be switched on, the vehicle will have to be prevented from rolling off using other means.

Releasing the selector lever lock manually → ⚠:

1. Switch on the parking lock **P**. If the parking lock **P** cannot be switched on, the vehicle will have to be prevented from rolling off using other means.
2. There are two slot-type recesses on the cover. Pry out the cover by using a suitable tool, e.g. a screwdriver, at a recess.
3. Insert the socket wrench from the vehicle toolkit in the opening.
4. Turn the socket wrench in a clockwise direction as far as it will go → *Fig. 1* (1) and then press it down → *Fig. 1* (2) until it engages.
5. Leave the socket wrench inserted.

Engage the selector lever lock again:

1. Press the brake pedal and start the engine.
2. Keep the brake pedal depressed and successively engage the selector lever positions **N**, **D** and **N** again.
3. Switch off the engine again.
4. Grasp the socket wrench with both hands and carefully pull it out in upward direction.
5. Replace the cover.

Emergency mode

If the automatic gearbox is in emergency mode, a text message is displayed and the yellow indicator lamp ⚙ lights up in the instrument cluster display. Depending on the current system fault, the selector lever position may continue to be displayed. The text message will go out after a few seconds. The yellow indicator lamp ⚙ remains lit up for as long as the system fault is present.

In all cases, the automatic gearbox should be checked immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

If the parking lock P is released and the electronic parking brake is switched off, the vehicle can start moving unexpectedly when on uphill and downhill gradients. This can lead to accidents and serious injuries.

- Never release the parking lock P when the electronic parking brake is switched off.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and with the selector lever in the N position, the automatic gearbox will be damaged.

- Do not allow the vehicle to roll for an extended period or at high speed with the engine switched off and in gear selector position N, e.g. when being towed.

NOTICE

If the gearbox becomes too hot or overheats, this can lead to increased wear or damage to the component.

- Avoid moving-off operations and driving at walking pace as long as the gearbox is overheated.
- Drive faster than around 20 km/h (around 12 mph) or park the vehicle in a safe place immediately when a warning is displayed for the first time indicating that the gearbox has overheated.
- Park the vehicle in a safe place immediately and switch off the engine if the text message and acoustic warning are repeated around every 10 seconds.
- Allow the gearbox to cool down.
- Continue driving only when the acoustic warning is no longer emitted.

Information on brake support systems

Brake support systems can stabilise the vehicle in critical driving or braking situations and help to increase driving safety. The driver is responsible for driving safety →⚠.

— Continue to brake with the necessary force when a brake support system is performing a control intervention.

— Steer the vehicle if necessary.

⚠ WARNING

Brake support systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. Driving fast on icy, slippery or wet roads as well as driving too close to the vehicle in front can have an adverse effect on vehicle stability and lead you to lose control over the vehicle. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the correct tyres →⚠.

— If the ABS fails, ESC, TCS and EDS will also cease to function.

The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up, there is a fault. Go to a suitably qualified workshop immediately. Volkswagen recommends using an authorised repairer.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to changes to the suspension and wheel and tyre combinations that have not been approved. This can result in accidents and serious or fatal injuries.

- Have vehicle conversions and modifications carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Always use suitable tyres because driving stability depends on the grip of the tyres.

Electronic Stability Control (ESC)



ESC control intervention to reduce the risk of skidding and improve driving stability →⚠. The indicator lamp flashes yellow.

ESC can intervene with holding assistance when moving off on uphill slopes with a gradient of up to around 30% →⚠.

Traction control system (TCS)



TCS control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

TCS reduces the drive output if wheelspin occurs and adapts the output to suit the road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills →⚠.

Anti-lock brake system (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can still be steered →⚠.

Brake Assist system

BAS can help to reduce the stopping distance. If the driver depresses the brake pedal quickly in an emergency braking situation, the BAS will increase the braking force →⚠.

Electronic differential lock (EDL and XDS)

EDS brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

XDS is an extension of the electronic differential lock and improves traction by braking interventions in order to keep the vehicle on its intended course.

Automatic Post-Collision Braking System

If the airbag control unit has detected a collision in an accident situation, the Automatic Post-Collision Braking System will initiate braking automatically.

Requirements for automatic braking:

✓ The driver does not press the accelerator.

Electromechanical brake servo

The electromechanical brake servo supports the driver's foot movement only when the ignition is switched on and boosts the pressure applied by the driver on the brake pedal.

If the electromechanical brake servo is not functioning, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system → ⚠ *(→ Brake support systems)*.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance. This can lead to accidents with serious or fatal injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- Press the brake pedal with more force if the brake servo is not working or if the vehicle is being towed.
- Always keep the footwell under the pedals clear so that the brake pedal can move freely.

Switching a brake support system off and on

Driving situations

To prevent any safety risk, brake support systems should not be switched off under normal conditions →⚠.

⚠ WARNING

With the ESC switched off, there is a much greater chance of the vehicle breaking away. Inexperienced drivers may find it difficult to control the vehicle when driving at high speeds. This can result in accidents and serious or fatal injuries.

- Switch off ESC only if you are experienced in offroad driving.
- Switch on the ESC Sport only if you are driving on a closed road or track and have the necessary skills for sporty driving.
- Never take any safety risks.

TCS

It can help to switch off TCS when driving on loose terrain or when rocking the vehicle “backwards and forwards” if it has become stuck →⚠.



TCS Switched off manually. The indicator lamp lights up yellow.

ESC Sport

This function supports a sporty driving style. The ESC intervenes later to stabilise the vehicle, for example when taking bends in the road at high speed →⚠.



ESC Sport switched on. The indicator lamp lights up yellow.

ESC Off

This function supports experienced drivers when driving offroad. The ESC is switched off and no stabilising interventions take place. Always observe the safety warnings →⚠.



ESC Switched off manually. The indicator lamp lights up yellow.

Switching on and off



Fig. 1 In the centre console: button for TCS, ESC and ESC Sport.

Switching off TCS

1. Press the button for around 1 second → *Fig. 1*.
2. Press the button again to switch TCS back on.

Switching on ESC Sport

1. Select the driving profile **Eco**, **Comfort**, **Sport**, **Individual** or **Snow** *(→ Driving profile selection)*.
2. Press the button for around 3 seconds → *Fig. 1*.
3. Press the button again to switch ESC Sport back off again.

Switching off ESC

1. Select the **Offroad** driving profile *(→ Driving profile selection)*.
2. Press the button for around 3 seconds → *Fig. 1*.
3. Press the button again to switch ESC back on.

When the setting is no longer used, the brake support system should be switched back on fully → ⚠.

Troubleshooting

Brake servo fault

The indicator lamp lights up yellow.

A text message is displayed for a few seconds.

1. Press the brake pedal more firmly as the braking distance will increase due to the reduced brake servo support.
2. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Anti-lock brake system failure or fault

The indicator lamp lights up yellow.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The vehicle can be braked without ABS.

ESC fault

The indicator lamp lights up yellow. ESC has been switched off.

There is a fault or a malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approx. 15 km/h (around 9 mph) to 20 km/h (around 12 mph).
3. If the indicator lamp remains lit, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Noises of the brake support systems

The brake pedal may move or noises may occur while the brake support systems are performing a control intervention.

1. Continue to brake with the necessary force, and steer the vehicle if necessary.

WARNING

If the brake warning lamp lights up together with the indicator lamp, the control function of the ABS may have failed. This can cause the rear wheels to lock when you brake. This may cause you to lose control of the vehicle and can result in accidents with serious or fatal injuries.

- Drive at reduced speed to the nearest qualified workshop to have the brake system checked. Volkswagen recommends using an authorised Volkswagen repairer.
- Avoid sudden braking and driving manoeuvres.

WARNING

The ABS is not functioning correctly if the indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only. Any restriction of the ABS can cause accidents and may result in vehicle damage and serious or fatal injury.

- Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Hill Descent Control

Hill Descent Control helps the driver when driving down hills.

Function

Hill Descent Control initiates an automatic braking intervention on all four wheels to limit the speed when driving forwards and reversing on steep slopes. The wheels are prevented from locking as the anti-lock brake system remains active.

If you enter a downhill slope travelling at a speed under 30 km/h (19 mph), the vehicle speed will be limited to a minimum of 2 km/h (1 mph) and a maximum of 30 km/h (19 mph). By accelerating or braking, the driver can increase or reduce the speed within these specified speed limits at any time.

However, a prerequisite for this is that the tyres have sufficient grip on the driving surface. The Hill Descent Control system cannot perform its function when driving down an icy or slippery slope, for example.

Displays

One of the following indicator lamps will light up in the instrument cluster depending on the driving situation:

 Hill Descent Control is active. The indicator lamp lights up green.

 Hill Descent Control is not active. The indicator lamp lights up grey.

Function conditions

Hill Descent Control is activated automatically if the following conditions are met:

— The vehicle is ready to drive.

— The vehicle is in the **Offroad** driving profile.

— The speed is under about 30 km/h (about 19 mph) – the function display is shown on the instrument cluster display.

— The downhill gradient is at least 10 %.

— You do not brake or accelerate.

Hill Descent Control is deactivated if the speed exceeds about 30 km/h (about 19 mph), if the driver brakes or accelerates, or if the downhill gradient is less than 5%.

WARNING

Hill Descent Control is not a substitute for the full attention of the driver and operates only within the limits of the system. Hill Descent Control cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents due to unintentional vehicle movements. This can cause severe or fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Please note that Hill Descent Control cannot always hold the vehicle on an uphill gradient or sufficiently brake the vehicle on downhill gradients, e.g. on slippery or icy surfaces.
- Always be ready to brake, particularly on slippery or icy surfaces.
- Brake the vehicle manually if the vehicle becomes faster in spite of Hill Descent Control.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

Introduction to the topic

By selecting different driving profiles, the driver can adapt the characteristics of the vehicle systems to the current driving situation, the desired ride comfort and an economical driving style. The adaptable vehicle systems include the chassis, steering, drive and the air conditioning system.

Different driving profiles are available, depending on the vehicle equipment level. The effect on the vehicle systems in the individual driving profiles depends on the vehicle equipment level.

Vehicles with air suspension running gear

The **Comfort** driving profile is available only for vehicles with air suspension running gear.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

Selecting a driving profile

The driving profile can be selected when the ignition is switched on and when the vehicle is stationary or while driving.

If you have selected a driving profile while driving, the vehicle systems will be switched immediately to the new driving profile except for **Drive**.

1. To also activate the newly selected driving profile for the **Drive** system, briefly take your foot off the accelerator as soon as permitted by the traffic situation.

Selecting driving profile by means of rotary switch

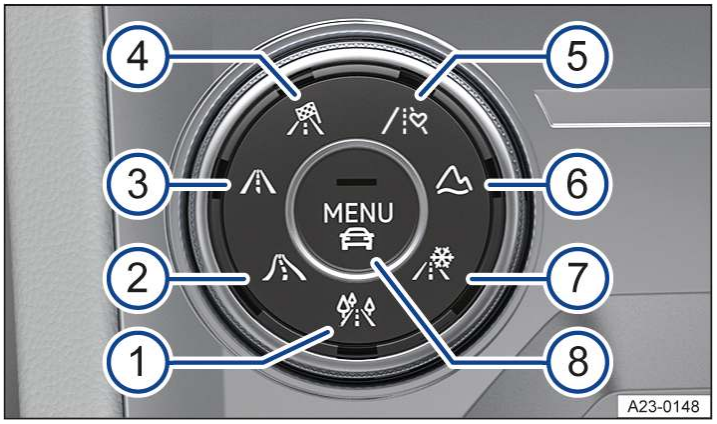


Fig. 1 In the centre console: rotary switch for driving profile selection.

1. **Eco** driving profile.
2. **Comfort** driving profile.
3. **Normal** driving profile.
4. **Sport** driving profile.
5. **Individual** driving profile.
6. **Offroad** driving profile.
7. **Snow** driving profile.
8. MENU button: open and close driving profile selection in the Infotainment system.

1. Turn the rotary switch until the LED next to the desired driving profile lights up → *Fig. 1*.

   Or: press MENU and tap the desired driving profile in the Infotainment system → *Fig. 1* (8).

Displaying information on the driving profile

1. To display further information on the selected driving profile, tap i in the Infotainment system.

Selecting the Individual driving profile

1. Turn the rotary switch until the LED lights up next to the **Individual** driving profile.
2. To open the **Individual** menu, tap Change or ⚙ in the Infotainment system.

Selecting the Offroad Expert driving profile

1. Turn the rotary switch until the LED lights up next to the **Offroad** driving profile.
2. Tap Expert in the Infotainment system.
3. To open the **Expert** menu, tap Change or ⚙.

⚠ WARNING

Selecting a driving profile while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.

Characteristics of the driving profiles

The selected driving profile is displayed in the instrument cluster.

It is not possible to select the **$** gear selector position in the **Offroad** and **Snow** driving profiles. When an offroad driving profile is selected, information is shown in the instrument cluster display.

1. Select a different driving profile in order to be able to select the **$** gear selector position.

The **Eco** driving profile switches the vehicle into economical mode and helps you to drive the vehicle in a fuel-efficient manner.

The **Comfort** driving profile creates a comfort-oriented vehicle setup and is suited to long journeys, for example.

The **Normal** driving profile corresponds to the basic settings of the vehicle systems and offers a balanced setup, e.g. for everyday use.

The **Sport** driving profile gives you a sporty driving feeling. If you select the **Sport** driving profile, position **S** will be selected on vehicles with an automatic gearbox.

You can use the **Individual** driving profile to tailor individual vehicle systems to suit your personal requirements.

The **Snow** driving profile can be used to improve grip on icy or snowy roads through more targeted power transmission.

Offroad driving profile

The **Offroad** driving profile includes secondary driving profiles, depending on equipment:

The **Offroad Auto** driving profile switches the vehicle systems to an offroad-oriented setup. The engine brake is always available and gearshifts can be prevented in critical situations.

On vehicles with air suspension running gear, it is possible to change to **Street** ride height *(→ Self-levelling suspension)*.

You can use the **Offroad Expert** driving profile to tailor individual vehicle systems to suit your personal requirements when driving offroad.

NOTICE

Using an offroad driving profile can cause increased fuel consumption and tyre wear and also additional noise during normal driving.

- Avoid using an offroad driving profile in normal road conditions.

Standard behaviour of the driving profiles and vehicle systems

The **Normal** driving profile corresponds to the basic settings of the vehicle systems when the ignition is switched on.

Behaviour of the driving profiles when the ignition is switched off and on

If you switch the ignition off and then back on again, the previously selected driving profile remains selected.

If you have previously selected an **Offroad** driving profile or the **Snow** driving profile, the **Normal** driving profile will be set.

Behaviour of the Drive vehicle system when the ignition is switched off and on

The settings of the **Drive** vehicle system are reset to the settings of the **Normal** driving profile as soon as you switch the ignition off and on again.

The other vehicle systems retain their settings.

You can switch the **Drive** vehicle system to the desired driving profile again.

1. Select the desired driving profile again.

Troubleshooting

The driving profiles or vehicle systems do not behave as expected.

1. Note the standard behaviour of the driving profiles and vehicle systems *(→ Driving profile selection)*.

Introduction to the topic

The air suspension running gear influences the ground clearance of the vehicle.

The instrument cluster display shows information about the current status of the air suspension running gear.

The air suspension running gear is influenced by the selected driving profile *(→ Self-levelling suspension)*.

Recommendations for safe trailer towing with the air suspension running gear

— When towing a trailer, a vehicle ride height must be selected that will not cause damage to the trailer or the towing bracket when driving. Volkswagen recommends the ride height **Street** for trailer towing.

— If you park the trailer using the support wheel or other trailer supports, you must disconnect the trailer from the vehicle. The vehicle or trailer may be damaged if the vehicle height is lowered or raised, e.g. due to a change in the load or changes in the self-levelling suspension.

— Applies to trailers with tandem axle: choose the ride height for vehicles with air suspension running gear so that uniform loading of the trailer axles is ensured and so that the trailer and towing bracket cannot be damaged. Volkswagen recommends the ride height **Street** for trailers with tandem axle.

— Always take into account the fact that the vehicle moves up and down while driving.

WARNING

Always take care when using the air suspension running gear as you could otherwise cause accidents or injuries.

- If the vehicle is lowered while stationary, never place any part of your body, e.g. arm or leg, under the vehicle or between the wheels and body.

WARNING

If the vehicle is raised with a jack or lifting platform, serious injuries can be caused as a result of unintentional adjustment of the air suspension running gear.

- Activate jacking-up mode before raising the vehicle *(→ Jacking-up mode)*.
- Always switch off the ignition before raising the vehicle and when carrying out work on the running gear.

NOTICE

If you switch off the ignition during adjustment of the air suspension running gear, adjustment will be continued and the selected ride height set. This can lead to damage to the vehicle, e.g. due to reduced ground clearance.

- When lowering the vehicle, ensure that there is sufficient clearance below the vehicle.
- When raising the vehicle, ensure that there is sufficient clearance above the vehicle.

Adjusting the ride height of the air suspension running gear

WARNING

Adjusting the air suspension running gear while the vehicle is in motion can distract you from the road. This can cause accidents and serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Always change the settings only when the driving situation permits.

Displaying the current ride height

At the rotary switch:

— The selected ride height is indicated by an LED next to the corresponding symbol.

On the display of the instrument cluster:

— A bar display is shown if the ride height is changed.

— The greater the number of bars that light up, the higher the ride height.

— A flashing bar on the instrument cluster display indicates that the selected ride height has not yet been reached. The process is complete as soon as the bar is lit up continuously.

— The bar diagram is shown continuously for the ride height settings **Load**, **Offroad** and **Offroad+**.

— A message will be shown on the instrument cluster display if the speed limit for the ride height settings **Load** and **Offroad+** is exceeded.

In the Infotainment system:

— Open the offroad display in the Infotainment system *(→ Offroad display)*.

Selecting a ride height

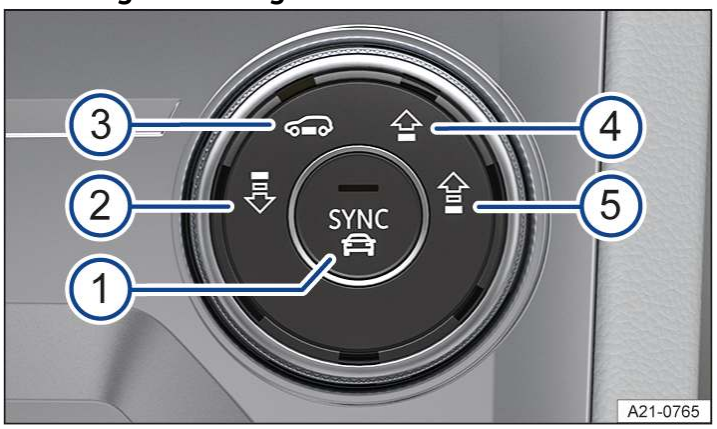


Fig. 1 In lower part of centre console: rotary switch for the air suspension running gear.

1. SYNC button.
2. **Load** ride height.
3. **Street** ride height.
4. **Offroad** ride height.
5. **Offroad+** ride height.

1. Start the engine.
2. Turn the rotary switch to the required ride height setting → *Fig. 1*.

SYNC button

— If the ride height has been adjusted manually, the SYNC button adapts the ride height to the currently selected driving profile *(→ Self-levelling suspension)*.

Load ride height

— Lowest ride height which is suitable for loading and unloading.

— The rear of the vehicle cannot be additionally lowered for loading in this ride height setting *(→ Loading mode)*.

— This ride height can be set only when the vehicle is stationary.

— The **Street** ride height is set automatically if the vehicle moves off.

— One bar lights up in the ride height display in the instrument cluster display.

Street ride height

— This ride height provides the standard ground clearance setting on surfaced roads and is regulated depending on the driving speed.

— If the driving profiles **Comfort** or **Normal** are selected, the vehicle is automatically lowered at speeds above approx. 140 km/h (approx. 87 mph), and is automatically raised again when the vehicle is driven at a speed of below around 100 km/h (approx. 62 mph) for longer than about 20 seconds.

— If the **Sport** driving profile is selected, the air suspension running gear is lowered and kept in that position, in order to improve the aerodynamic properties of the vehicle.

— If **Sport** driving profile has been selected, two bars light up in the ride height display in the instrument cluster display.

— If the **Comfort** or **Normal** driving profile has been selected, three bars light up in the ride height display in the instrument cluster display.

Offroad ride height

— Volkswagen recommends this ride height as the standard ground clearance setting for offroad driving.

— The ride height is regulated depending on the driving speed.

— The maximum speed for this ride height setting is around 70 km/h (approx. 44 mph). The **Street** ride height is automatically set if the vehicle is driven at higher speeds.

— If you drive slower than around 40 km/h (around 25 mph) for longer than around 30 seconds or if you stop, the **Offroad** ride height is set again automatically.

— Four bars light up in the ride height display in the instrument cluster display.

Offroad+ ride height

— Highest ride height for special offroad driving situations, e.g. when climbing over obstacles, driving through water or for freeing a vehicle when the underbody has come into contact with the ground.

— This ride height is not suitable for continuous operation.

— The vehicle is raised by around 70 mm (approx. 3 inches) in this ride height setting.

— If you drive faster than around 25 km/h (approx. 16 mph), the **Offroad** ride height is set automatically.

— Five bars light up in the ride height display in the instrument cluster display.

When jacking-up mode is activated, the air suspension running gear is automatically switched off *(→ Jacking-up mode)*.

If the **Offroad+** ride height is set when the steering is at the maximum steering wheel angle, the air suspension running gear will not travel to the maximum ride height until the steering wheel angle is reduced again. The bar diagram in the instrument cluster display will indicate when the ride height has been reached.

Synchronising the air suspension running gear with the driving profile selection

An air suspension running gear ride height is assigned to each driving profile. When a driving profile is selected, the air suspension running gear automatically sets the ride height corresponding to the driving profile.

Assignment of the ride heights to the driving profiles

If one of the following driving profiles is selected, the **Street** ride height is set automatically:

— **Eco**.

— **Comfort**.

— **Normal**.

— **Sport**.

— **Individual**.

— **Snow**.

— **Offroad gravel** (depending on equipment).

If one of the following driving profiles is selected, the **Offroad** ride height is set automatically:

— **Offroad auto**.

— **Offroad sand** (depending on equipment).

The ride heights **Load** and **Offroad+** can only be set manually.

The ride height is not set automatically for the **Offroad expert** driving profile.

LED in the SYNC button

— The LED lights up when the set ride height matches the selected driving profile.

— The LED does not light up if the ride height is set manually.

Synchronising

The LEDin the SYNC button is not lit.

— Press the SYNC button.

The LED in the SYNC button lights up and the air suspension running gear is adapted to the currently selected driving profile.

Lowering the rear of the vehicle for loading

Prerequisites

✓ The vehicle is stationary.

✓ All vehicle doors are closed.

✓ The boot lid is open.

✓ The jacking-up mode is switched off *(→ Jacking-up mode)*.

✓ The level **Street**, **Offroad** or **Offroad+** is selected.

✓ The electronic parking brake is switched on.

The rear of the vehicle can also be lowered when the ignition is switched on.

Lowering the rear of the vehicle and loading

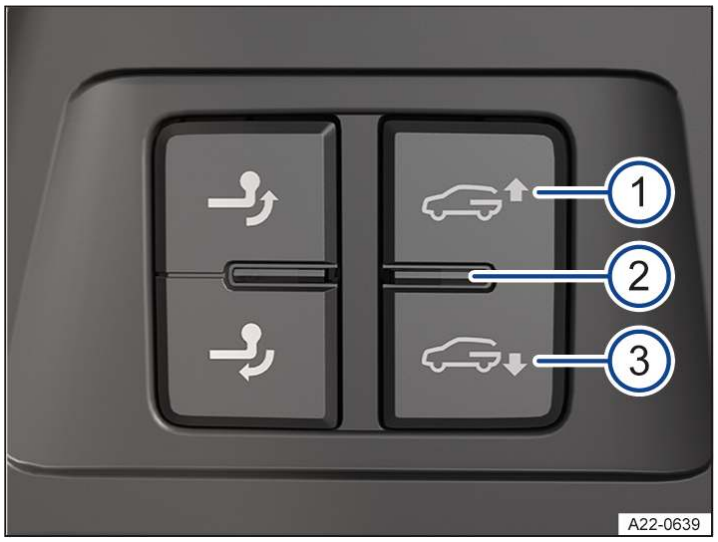


Fig. 1 On right of luggage compartment: buttons for lowering the rear of the vehicle.

(1) Raise the rear of the vehicle.

(2) LED.

(3) Lower the rear of the vehicle.

1. Open the boot lid.
2. Press → *Fig. 1* (3) until the rear of the vehicle has been lowered to a suitable height.

   The LED (2) lights up continuously.
3. Press → *Fig. 1* (1) until the rear of the vehicle has been raised fully again and the front and rear axles are at the same height.

   The LED (2) is not lit.

If the vehicle is driven off with the rear end still lowered, the rear of the vehicle will be automatically adjusted to the height of the front axle.

NOTICE

When unloading the luggage compartment and raising the rear of the vehicle, there must be sufficient space under the vehicle and above the open boot lid. If you are loading heavy objects into the luggage compartment or unloading them, the rear of the vehicle may be lowered further or raised upwards. This can cause damage to the bumper or the open boot lid.

- Make sure that there is sufficient clearance under the vehicle and above the open boot lid.

Troubleshooting

Fault in the air suspension running gear

The warning lamp lights up red.

The message **Stop! Fault: Suspension** may be displayed on the instrument cluster display.

1. Immediately drive to the nearest suitably qualified workshop at reduced speed and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Air suspension running gear has partially failed

The indicator lamp lights up yellow.

The message **Fault: Suspension. Please visit workshop.** may be displayed in the instrument cluster display.

1. In this case, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

The rear lowering LED indicator flashes and the rear of the vehicle cannot be lowered

1. Check the charge level of the 12-volt vehicle battery.
2. If the problem persists, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Offroad display

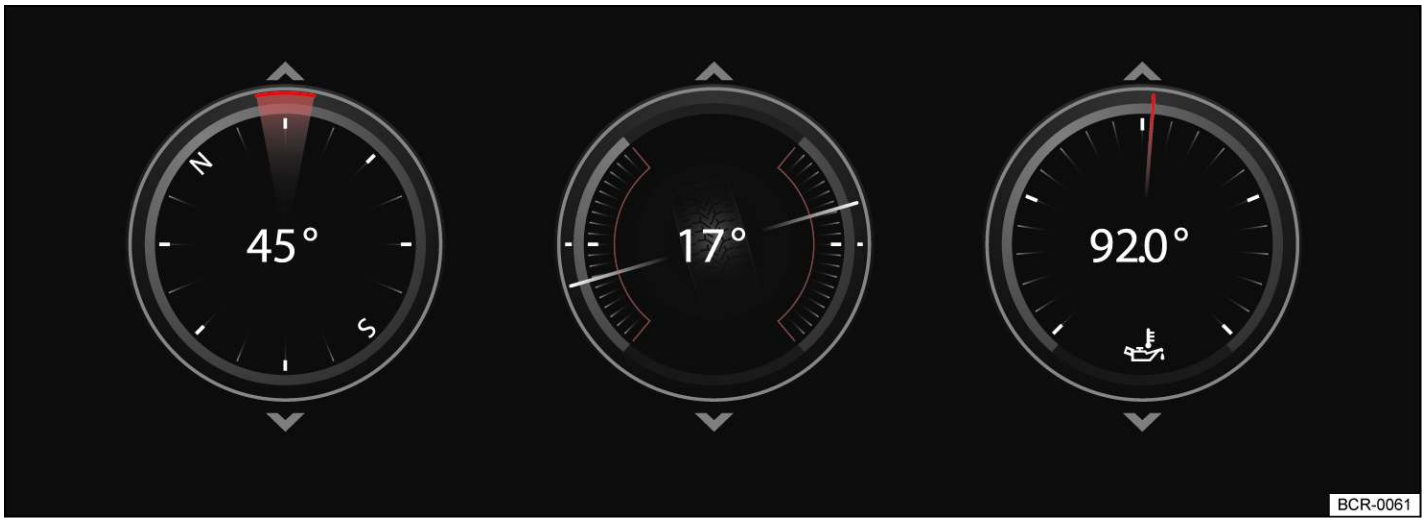


Fig. 1 In the Infotainment system: offroad display.

The offroad display contains digital instruments that show additional information about the vehicle and its surroundings. This makes it possible to assess the current driving situation more precisely.

Opening the offroad display

1. Press the MENU button in the Infotainment system.
2. Tap the Vehicle function button.
3. Tap the Selection function button.
4. Tap the Offroad function button.

Depending on the vehicle equipment, the offroad display can consist of the following views:

— **Offroad information** view.

— **Inclination** view (only with air suspension running gear).

Selecting instruments and setting units

The Infotainment system shows various instruments *→ Fig. 1*.

1. To change instruments, swipe vertically over the display.

The units of measurement can be adjusted for some instruments in the Infotainment system *(→ Vehicle settings menu)*.

Instruments in the offroad display

The options for selecting instruments depend on the vehicle equipment.

— **Compass:** the compass shows the current driving direction.

— **Steering angle display:** the steering angle of the vehicle is displayed. The value is positive for a left steering angle and negative for a right steering angle.

— **Altimeter:** the altimeter shows the current height above sea level (country-dependent).

— **Oil temperature display:** the display corresponds to the oil temperature display on the instrument cluster.

Adapting the display areas to the driving situation

The instruments displayed can be selected depending on the driving situation, the environmental conditions and the offroad conditions:

— **Sandy terrain:** oil and coolant temperature display, steering angle display.

— **Inclines:** steering angle display, coolant temperature display, altimeter (country-dependent).

— **Alpine terrain:** steering angle display, altimeter (country-dependent), compass

Inclination view

The view shows the following information:

— The current inclination angle and gradient angle of the vehicle.

— The selected driving profile.

— The current ride height of the air suspension running gear.

Introduction to the topic

The example stated in this chapter must be understood as general guidelines that are intended to help the driver to drive safely when driving offroad. However, it is not possible to predict whether these guidelines will be valid for all situations that could occur. Before driving in unknown terrain, it is crucial to obtain knowledge about the characteristics of the terrain ahead. This will enable you to assess potential danger in advance. The driver is responsible for deciding whether the vehicle is suitable for the terrain in question and whether it is possible to drive across the terrain.

Driving offroad demands different skills and driving styles in comparison to driving on roads.

The vehicle is not built for “expedition-type” travel.

Switch off the driver assist and parking systems when driving offroad.

Checklist

Before every journey, the following steps should be taken in order to be able to drive and control the vehicle away from surfaced roads:

✓ Observe the general safety notes for driving off-road *(→ Offroad driving)*.

✓ Fold in or remove the ball coupling.

✓ Adjust the seat position so that you have a good view to the front. Fasten seat belts *(→ Sitting position)*.

✓ Always wear suitable, well-fitting shoes that provide good grip for your feet when using the pedals.

A responsible driver should respect the environment when driving offroad. Remember that driving through undergrowth and on meadows can destroy animal and plant habitats.

Leaking service fluids due to vehicle damage can pollute the environment. Spilt service fluids must be collected and disposed of properly and with respect for the environment.

Take suitable accessories and equipment with you when driving offroad.

Safety notes for offroad driving

⚠ WARNING

ABS and ESC is not a substitute for the full attention of the driver. These systems were developed exclusively for driving on surfaced roads and operate only within the overall limits of the respective system. ABS and ESC are not suitable for offroad driving. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Always adjust your speed and driving style to suit the terrain conditions. Difficult ground conditions can lead to vehicle instability in spite of ABS and switched-on ESC, for example when braking hard or in bends.

⚠ WARNING

Driving offroad can be difficult and dangerous and lead to critical driving situations for the vehicle occupants. Such situations can lead to loss of control over the vehicle, damage to the vehicle, vehicle breakdown far away from any assistance and also to accidents and serious or fatal injuries.

- Never choose a dangerous route and do not take any risks.
- Turn around and choose another route if you are not able to continue or if you are unsure about the safety of the route.
- Explore the terrain on foot beforehand, even if it appears that driving over it is straightforward.
- Drive particularly carefully and think ahead when driving offroad.
- Never drive faster than the current terrain, road conditions, traffic and weather allow.

⚠ WARNING

Driving over embankments, ramps or slopes at an excessive speed can lead to the vehicle losing contact with the ground. If the wheels are not pointing straight ahead when the vehicle lands, it could roll over. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Do not drive at excessive speeds when driving offroad.
- Always keep the front wheels in the straight-ahead position if the vehicle should lift off the ground.

⚠ WARNING

Sport utility vehicles have a higher centre of gravity and therefore have a higher risk of rolling over when driving than a normal on-road vehicle that is unsuited for offroad driving *(→ Offroad driving)*. This can cause accidents and serious or fatal injuries.

- Make sure that all vehicle occupants have fastened their seat belts. In the event of an accident, vehicle occupants not wearing seat belts are subjected to a considerably higher risk of fatal injury than those wearing seat belts.
- Never drive too fast, particularly when driving through bends.
- Do not carry out any extreme driving manoeuvres.
- Always adjust your speed and driving style to suit the terrain conditions.

⚠ WARNING

Luggage and other items transported on the roof of the vehicle raise the centre of gravity and will make the vehicle more likely to roll over. This can cause accidents and serious or fatal injuries.

- Always stow luggage and other objects in the luggage compartment if possible. Stow heavy luggage and objects as low down as possible.

⚠ WARNING

Sections of terrain that appear harmless can be very dangerous and result in danger for the vehicle occupants. Potholes, hollows, ditches, precipices, obstacles, shallows, soft and boggy surfaces are often not recognisable as such and can be covered either fully or partly by snow, water, grass or branches lying on the ground. Driving over such sections of terrain can lead to the vehicle breaking down, accidents and serious or fatal injuries.

- Check any unknown sections of the route on foot carefully before driving through them.
- Never choose unsafe routes and do not take any risks.
- Turn around and choose another route if you are unsure about the safety of the route.
- Always adjust your speed and driving to match vehicle load levels and terrain, visibility and weather conditions.

⚠ WARNING

Driving at an angle across slopes can be dangerous. The combined centre of gravity of the vehicle and its payload (vehicle occupants and payload) can shift and cause the vehicle to roll over and roll down the incline. This can result in damage to the vehicle and cause accidents and serious or fatal injuries.

- Always avoid traversing a slope *(→ Traversing a slope)*.
- Always leave the vehicle calmly by the doors that are facing up the slope *(→ Traversing a slope)*.
- Never leave the vehicle by the doors that are facing down the slope if the vehicle stops on a slope and is tilted sideways.

⚠ WARNING

The driver assist systems were designed for use on surfaced roads only. The driver assist systems are not suited to driving offroad and therefore may even be dangerous. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Never use the driver assist systems when driving offroad.

WARNING

Driving the vehicle when the fuel level is too low could lead to your vehicle breaking down offroad. If the engine stutters or stalls due to low fuel or irregular fuel supply, the steering and brake support systems will not operate. This can cause accidents and serious or fatal injuries.

- Fill up with sufficient fuel before driving offroad.

NOTICE

Any rain entering the vehicle when the windows or glass roof are open can soak the interior equipment and cause damage to the vehicle.

- Always keep the windows and glass roof closed when driving offroad.

Explanation of technical terms

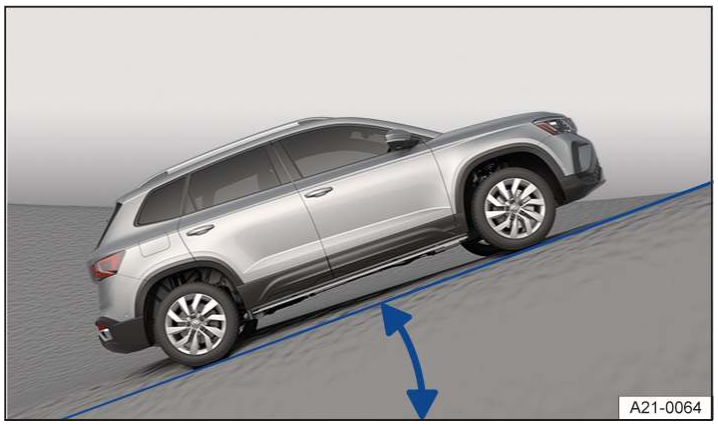


Fig. 1 Illustration: gradient angle.

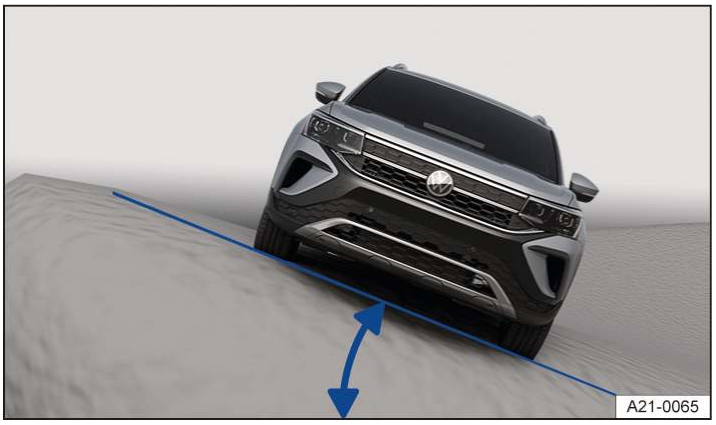


Fig. 2 Illustration: inclination angle.

Centre of gravity

The centre of gravity of a vehicle influences its propensity to roll over. The vehicle has a higher ground clearance and therefore a higher centre of gravity than “normal” road vehicles so that it can be driven offroad. The higher centre of gravity means that there is a greater danger of roll-over when driving. Always remember this fact when driving and follow the safety tips and warnings given in this owner's manual.

Ground clearance

This is the vertical distance between the road surface and the lowest point on the vehicle underbody.

Gradient

Indication of gradient that the vehicle can drive up under its own power. The number of metres in height gained over a distance of 100 m (approx. 330 ft) (uphill gradient) is specified as a percentage or in degrees → *Fig. 1*. The maximum gradient angle that the vehicle can overcome depends among other things on the road surface and engine power.

Inclination

Maximum angle at which the vehicle may be driven across a slope without the vehicle tipping over (dependent on the centre of gravity) → *Fig. 2*.

Breakover angle

Maximum permitted angle given in degrees that a vehicle driven at low speed can drive over a ramp without the underbody of the vehicle touching the ramp.

Ramp angle

Transition from the horizontal level surface to a gradient, or from a gradient back to the level surface. Maximum permitted angle given in degrees that a vehicle can clear a ramp without the underbody of the vehicle touching the ramp.

Fall line

This is the vertical drop route.

Articulation

The vehicle's torsional flexibility when driving over objects with just one side of the vehicle.

Checklist “Before driving offroad”

Checklist

To ensure your own safety and the safety of your passengers, observe the following points before driving offroad:

✓ Inform yourself sufficiently about the nature of the terrain ahead before you drive into the terrain.

✓ Fill the tank up to the maximum capacity. Fuel consumption is considerably higher offroad.

✓ Check whether the tyre tread of all tyres and the tyre type are suitable for the planned offroad trip.

✓ Check and adjust the tyre pressure for all tyres.

✓ Check engine oil level and refill engine oil as necessary. Oil will still reach the engine even when the vehicle is tilted only if the engine oil level is sufficient.

✓ Completely refill the washer fluid reservoir with water and washer fluid.

✓ Stow luggage in the vehicle as evenly and as low as possible. Secure all loose items.

General rules and driving tips

— Volkswagen recommends never driving offroad alone. You should drive offroad with at least two offroad vehicles driving as a team. Unexpected situations can always occur. We recommend that you carry equipment you can use for calling for help.

— Stop your vehicle when you reach difficult sections and check the route ahead on foot.

— Drive slowly over the crests of hills so the vehicle does not lose contact with the ground, become damaged and possibly leave you unable to manoeuvre.

— Drive slowly when the route is difficult. Shift up a gear when on slippery ground and always keep the vehicle in motion.

— The ground is predominantly soft when driving offroad meaning the tyres could sink into the ground. This will reduce ground clearance and the wading depth. If possible, always drive on flat and firm ground.

— Even when driving at low speeds, always keep your distance from other vehicles. If the first vehicle suddenly gets stuck, the following vehicle can stop without getting stuck.

NOTICE

If the bottom of the vehicle contacts the ground, this can cause serious damage to the vehicle underbody. This damage could cause the vehicle to break down and thus make it impossible to drive on.

- Always make sure that there is enough ground clearance underneath the vehicle.

Changing gear correctly

The choice of gear depends on the terrain.

Before attempting to drive through difficult terrain it can be helpful to stop and consider which gear you should select. After several trips offroad, you will learn which gear to select in conjunction with the step-down ratio for different types of terrain.

— With the correct gear selected, the vehicle will normally not have to be braked so much using the foot brake when driving downhill as the engine braking effect will normally be sufficient.

— Only accelerate as much as is necessary. If you accelerate too hard, the wheels could spin and you could lose control of the vehicle.

— Select position **D** when driving in normal, flat offroad terrain.

— Adjust your speed when driving on soft or slippery ground, and select the highest suitable position for the Tiptronic.

— On steep downhill or uphill gradients, select position **1** for the Tiptronic.

— When driving through mud, sand, water or hilly terrain, drive with the Tiptronic in positions **3** or **2** *(→ Automatic gearbox)*.

— Use the offroad display *(→ Offroad display)*.

— Use the Auto Hold function *(→ Auto Hold function)*.

Driving on rough terrain

— When driving on offroad terrain requiring greater ground clearance, select the **Offroad** ride height.

— To obtain the maximum ground clearance, switch to **Offroad+** ride height before slowly climbing over larger obstacles →ⓘ.

Even obstacles that are smaller than the available ground clearance could come into contact with the vehicle underbody and thus cause damage which could lead to a vehicle breakdown. This applies in particular if there is a ditch or soft ground either in front of or behind the obstacle. This also applies in cases when you drive too quickly over the obstacle causing the vehicle to bounce.

Standard situation

1. Select a suitable driving profile *(→ Driving profile selection)*.
2. Select a suitable ride height *(→ Self-levelling suspension)*.
3. You should drive through rocky terrain at no more than walking pace.

Difficult situations

1. If you are unable to drive around a stone, select the **Offroad+** ride height for this driving manoeuvre.
2. Drive carefully onto the stone with one front wheel and then drive slowly over it →ⓘ.

NOTICE

Objects that are larger than the ground clearance will damage components on the underbody if the vehicle is driven over them. This damage could cause the vehicle to break down and thus make it impossible to drive on.

- Never drive the vehicle over very large objects either centrally or on one side, e.g. rocks or tree stumps.

Driving through standing or flowing water

It is possible to carefully drive the vehicle through water levels up to the lower edge of the body.

The maximum fording depth is 250 mm (around 9.8 in).

— Observe the maximum fording depth of the vehicle.

— When driving through water, always select a section where the ground is solid and where the depth of the water does not exceed the maximum permitted fording depth of the vehicle.

— Observe further information on driving through water on roads *(→ Driving through water on roads)*.

Driving through flooded terrain or bodies of water can damage the vehicle →ⓘ.

Before driving through water

Stop the vehicle, get out and assess the situation →⚠:

1. Measure the depth of the water to the other side. Ensure that the ground is firm enough and also watch out for underwater hollows and obstacles →ⓘ.
2. Make sure that it is possible to drive into and out of the water safely.
3. Check the ramp angle and the firmness of the ground on the banks.
4. Select a suitable driving profile *(→ Driving profile selection)*.
5. Select the highest level *(→ Self-levelling suspension)*.

Driving through standing or slow-moving water

If the ground is firm enough, your vehicle can be driven through standing and slow-moving water →ⓘ.

1. Drive slowly into the water following the direction of flow. Never exceed the ramp and inclination angles.
2. Drive at constant speed to the opposite bank.

Driving with a constant speed makes it possible to avoid engine damage due to ingress of water. It also enables an air pocket to form in front of the engine which supplies the necessary oxygen to the engine. You will create a bow wave in front of the vehicle if you drive at speed into or through the water. This bow wave could get into the engine air intake duct and seriously damage the engine.

Driving through fast-flowing water

The force, speed and depth of the water can be unpredictable and dangerous →⚠. The vehicle can be can be swept away by the water. Even vehicles with greater ground clearance can get stuck if the ground under the vehicle is swept away. Flowing water builds up at one side of the vehicle, making it deeper at that point.

Do not take any risks. Find a calmer place to cross through the water or turn round.

After driving through water

1. Check the vehicle for damage.
2. Dry the brakes using careful braking manoeuvres.

WARNING

Flowing water can develop enormous power and can sweep the vehicle away. This can cause accidents and serious or fatal injuries.

- Never stop the vehicle in water.

WARNING

Soft ground surfaces, underwater obstacles and shallows or water in the bonnet space can lead to critical situations and can cause the vehicle to break down. This can cause accidents and serious or fatal injuries.

- Do not exceed the maximum fording depth of the vehicle.
- Always make sure that there is enough ground clearance underneath the vehicle.

NOTICE

If you drive through salt water, parts of the vehicle, such as the engine, drive train, running gear and vehicle electrics, could sustain severe damage.

- Never drive over salt, salt flats or through salt water as salt can cause corrosion.
- Immediately rinse all vehicle parts that have come into contact with salt or salt water using fresh water.

NOTICE

Objects in the water can enter the openings of the extended washer jets of the headlight washer system. The washer jets cannot then be retracted to their initial position.

- Do not use the headlight washer system when driving through water.

Driving in sand and mud

ESC and TCS must be switched on .

1. Select a suitable driving profile *(→ Driving profile selection)*.
2. Select a suitable gear and remain in this gear until you have reached more solid ground *(→ Changing gear correctly)*.
3. Always drive at a steady speed through sand or mud, do not make any manual gear changes and do not stop.

The tyres can lose their traction when driving through sand or mud.

— Do not change speed or direction.

— If the vehicle slides, steer in the direction needed to get the vehicle under control.

— If the tyres have lost their grip, turn the steering wheel back and forth quickly. This will briefly give the front wheel tyres better grip for these ground conditions.

⚠ WARNING

The vehicle can slip uncontrollably when driving through sand and mud. This can cause accidents and serious or fatal injuries.

- Always drive carefully through sand, mud and slush.
- Turn around or choose another route if you are not able to continue or if you have any doubts about the safety of the route.
- Never choose a dangerous route or take a risk that endangers you and the other vehicle occupants.

⚠ WARNING

Incorrect tyre pressures will increase the levels of wear on the tyres and will negatively affect the vehicle's driving response. This can cause overheating and sudden tyre damage, including tyre bursts and detachment of the tread surface, and can thus lead to loss of control over the vehicle. This can cause accidents and serious or fatal injuries.

- Adjust the correct tyre pressure again after driving through sand if you reduced it for this beforehand.

If your vehicle gets stuck

The vehicle is stuck if the wheels have sunk so deep into the ground that the vehicle can no longer drive forward or back under its own power.

Rocking a vehicle out of sand or mud requires a great deal of training and feeling for the vehicle. If you make a mistake when rocking the vehicle, it can sink deeper and you will need assistance to get the vehicle out.

Never allow the wheels to spin for long periods as this will cause the vehicle to sink deeper →⚠.

Preparations

1. Carefully dig out all the wheels and check that no other parts of the vehicle are stuck in the sand or mud.
2. Select reverse gear.
3. Accelerate carefully and reverse over your own tracks.

If this does not help, place brushwood, floor mats or sacking directly behind the wheels to increase grip and achieve improved traction →⚠.

Rocking the vehicle free

1. Switch off TCS .
2. Position the steering wheel so that it is facing straight ahead.
3. Reverse until the point where the wheels just start to spin.
4. Immediately select first gear and drive forwards until the wheels start to spin again.
5. Repeat driving to and fro until you have enough momentum to free yourself.
6. Switch TCS on again after rocking the vehicle free.

⚠ WARNING

Spinning wheels can propel stones, brushwood, pieces of wood or other objects that are in front or behind the wheels at high speed. Persons who are standing in front of or behind the vehicle can be injured as a result. In the event of a sudden vehicle movement, persons who are standing in front of or behind the vehicle can be injured or run over. This can cause severe or fatal injuries.

- Make sure that there is no-one either in front or behind the vehicle if you are attempting to free a stuck vehicle.

Driving in steep terrain

Driving up and down hills

Get out of the vehicle and assess the situation before you attempt to drive up or down a hill:

— Walk along the section and check the firmness of the ground. Look out for obstacles and other hidden dangers → ⚠.

— Check the section beyond the hill.

— You should not follow the route if it is too steep, uneven or if the ground surface is too loose. Select another route.

— Drive slowly and at constant speed straight up or down a slope.

— Never attempt to stop or turn on a slope.

— Accelerate only to the speed you need to climb the slope. Too much acceleration can cause the wheels to spin and lead to loss of control of the vehicle. Too little acceleration increases the probability of stalling the engine.

— Vehicles with an automatic gearbox Do not change gear during the climbing phase.

— Use the offroad display *(→ Offroad display)*.

If you cannot continue to drive up a hill

— Never turn the vehicle around on an uphill gradient.

— If the engine has stalled, depress the foot brake and start the engine again.

— Engage reverse gear and slowly move back on a straight path.

— Use the foot brake to keep a constant speed until you have reached safe and flat ground.

Driving downhill

There is an increased risk of rolling over when driving downhill. Concentrate on steering the vehicle, especially when driving downhill.

— Drive down steep inclines in first gear.

— Use the foot brake carefully so you do not lose control of the vehicle.

— Never exceed the inclination angle of the vehicle.

— If it is possible and not dangerous, drive straight down the slope on the maximum gradient (in the fall line).

— Use the offroad display and Hill Descent Control on steep downhill stretches *(→ Offroad display)*.

Automatic holding of the vehicle on uphill gradients

An automatic holding function prevents the vehicle from rolling backwards when moving off on an uphill gradient. Auto Hold need not be switched on for this.

The function depends on the selected driving profile:

— If the **Offroad** driving profile is selected, the vehicle is held on very steep inclines for a limited time. The indicator lamp ⛐ lights up red and an acoustic warning sounds after a few seconds. The text message **Depress the brake pedal!** is displayed. Brake immediately!

— If a different driving profile is selected, the vehicle is held on an incline of up to 30%. The electronic parking brake is switched on after a few minutes.

⚠ WARNING

If you drive on an uphill or downhill gradient that is too steep for the vehicle, the vehicle can slip, tip over or roll over. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- Make sure that the gradient or tilt angle is no greater than the maximum permissible value for the vehicle.
- Always drive up and down hills in the fall line.
- Never turn or turn round when driving up or down a gradient. The vehicle could tip over or slide away sideways.
- Carry out the described activities if the engine stops or if it is not possible to drive on → *If you cannot continue to drive up a hill*.
- If the engine does not start, press the brake pedal with constant force and allow the vehicle to roll back in its own path. Maintain a slow and constant speed.
- Never let the vehicle roll backwards down a slope in neutral.

Traversing a slope



Fig. 1 Illustration: steering into the fall line.

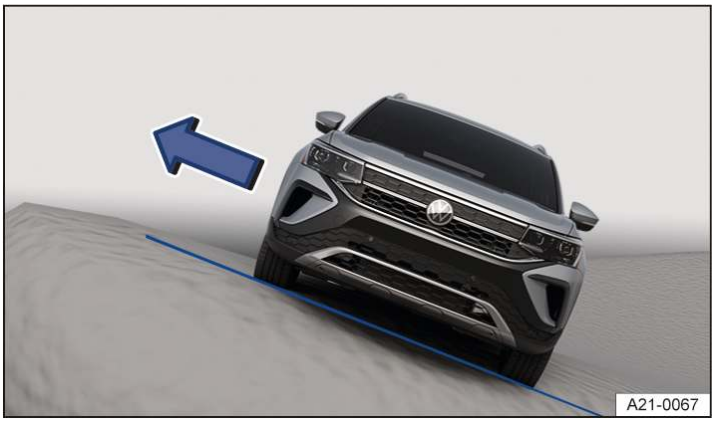


Fig. 2 Illustration: use the doors facing up hill to get out of the vehicle.

Traversing a slope is one of the most dangerous offroad situations →⚠.

Check whether you can use another safer route before driving across a slope.

If you have to traverse a slope:

— The vehicle's centre of gravity should be as low as possible. People with a larger or heavier build should sit on the higher side of the vehicle. Remove the roof carrier and secure heavy items. The vehicle could tip over if items were to slide suddenly →⚠.

— If possible, the ground must be firm. The vehicle is more likely to slip sideways and tip over on slippery or soft ground. Always make sure that the inclination angle does not become too great due to uneven ground. If the inclination angle is too great, the vehicle could tip and roll over.

— When driving across a slope at a large tilt angle, the wheels on the lower side of the vehicle must never enter dips or hollows. The wheels on the higher side of the vehicle must never drive over bumps, for example stones, tree trunks or other obstacles.

— If the vehicle threatens to tip over, steer immediately into the fall line and accelerate slightly →*Fig. 1*. If it is not possible to steer into the fall line, steer up the hill and accelerate slightly.

⚠ WARNING

A vehicle that is driving or standing sideways on a slope can slip uncontrollably, tip over, roll over and roll down the slope. This can cause accidents and serious or fatal injuries.

- Never try to drive at an angle on a slope, particularly if the slope is too steep for the vehicle.
- Never choose a dangerous route or take a risk that endangers you and the vehicle occupants.
- Turn around and choose another route if you are not able to continue or if you are unsure about the safety of the route.
- You should never underestimate the difficulty and danger of traversing a slope.
- Never allow the wheels on the lower side of the vehicle to enter dips or hollows.
- Never drive over bumps, for example stones, tree trunks or other obstacles, with the wheels on the higher side of the vehicle.
- Make sure that you can steer into the fall line before driving across a slope. Choose a different route if this is not possible.
- If the vehicle threatens to tip over, steer immediately into the fall line and accelerate slightly → *Fig. 1*.

⚠ WARNING

Getting out of a vehicle that is standing on a slope and tilted at a large sideways angle is dangerous. The overall centre of gravity can move to the side and the vehicle can lose its grip, tip over or roll over and roll down the slope. This can cause accidents and serious or fatal injuries.

- Avoid abrupt and uncontrolled movements in the vehicle.
- Always leave the vehicle calmly by the doors that are facing up the slope → *Fig. 2*.
- Never leave the vehicle through a door that is facing down the slope.
- When getting out the vehicle, make sure that the vehicle door which opens uphill does not close with its own weight or through carelessness thus potentially causing injury.

Driving through ditches

1. Check whether the slope and tilt angles are small enough to drive through the ditch with the vehicle. The tilt angle must not get too large when driving through the ditch →⚠.
2. Find a suitable place to cross the ditch.
3. If possible, cross the ditch at an acute angle →⚠.

⚠ WARNING

If the slope and tilt angle are too steep for the vehicle or the ditch is too deep, the vehicle may tip, slide and roll over. This can cause accidents and serious or fatal injuries.

- Never drive through a ditch if the slope and tilt angle are too steep for the vehicle and the ditch is too deep.

NOTICE

If you drive into the ditch at a right angle, the front wheels will fall in. The vehicle can bottom on the ground, be damaged and break down.

- Never drive through a ditch if the slope and tilt angle are too steep for the vehicle and the ditch is too deep.
- Please note that it is almost impossible to get out of the ditch despite having all-wheel drive.

After offroad driving

Checklist

✓ Clean the vehicle.

✓ Check the vehicle for damage.

✓ Check the tyres for damage and remove dirt, stones and other foreign bodies from the tyre tread.

✓ Inspect the vehicle underbody and remove all items that are jammed in the brake system, in the wheels, in the running gear, in the exhaust system and in the engine, such as branches, leaves or pieces of wood →⚠. If you find damage or leaks, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

✓ Check the bonnet space to see if dirt is affecting engine operation *(→ In the bonnet space)*.

⚠ WARNING

Objects caught underneath the vehicle underbody are a danger. The fuel lines, brake system, seals and other parts of the running gear could be damaged or flammable materials (e.g. dry leaves) could ignite on hot vehicle components. This can cause an accident, fire and serious or fatal injuries.

- Each time after driving offroad, always check for objects that are caught on the vehicle and remove them.
- Never drive if objects are trapped in the underbody, brake system, wheels, running gear, exhaust system and engine.
- Remove flammable materials (e.g. dry leaves) from the vehicle underbody.

General driving tips

Think ahead when driving

Repeated acceleration and braking will increase fuel consumption. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping your vehicle at a sufficient distance from the vehicle in front can help you to think ahead when driving.

Avoid strong acceleration

The rolling and air resistance increase at excessively high speeds. This in turn increases the force needed to move the vehicle. Never drive the vehicle at top speed.

Observe the correct tyre pressures

An inadequate tyre pressure does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use tyres with optimised rolling resistance.

Adjust the tyre pressure according to the vehicle load:

— Observe the information on the tyre pressure sticker *(→ Tyre pressure)*.

— Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.

— Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

Drive the engine warm

Frequent short journeys can lead to foreign substances, e.g. condensation water, accumulating in the engine oil, which in turn can lead to increased engine wear.

If the driving behaviour leads to an increased accumulation of foreign matter in the engine oil, a text message will appear in the instrument cluster display and **E-MODE** will be deactivated. In this case, drive the engine warm until the operating temperature is reached and the message disappears. **E-MODE** is then available again *(→ Operating mode selection)*.

At low outside temperatures, it may take longer for the engine to warm up and reach operating temperature. This is quite normal, and no cause for concern.

Use low-viscosity oil

Synthetic, low viscosity engine oils decrease frictional resistance in the engine and spread better and more quickly, especially for cold starts.

⚠ WARNING

Lack of attention when driving in traffic can cause accidents and serious or fatal injuries.

- Always observe the current traffic regulations and speed limits and think ahead when driving.
- When travelling long distances, stop and take a break regularly – at least around every 2 hours.

⚠ WARNING

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

- Do not drive under the influence of alcohol, drugs, medicines and narcotics.

⚠ WARNING

Driving at high speed and without a sufficient safety distance can lead to accidents and serious or fatal injuries.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

Running in the combustion engine

A new combustion engine has to be run in during the first 1,500 km (approx.) (about 1,000 miles). All moving parts have to adapt themselves to each other. During the first few operating hours, the combustion engine has higher internal friction than it does later.

Up to around 1,000 km (around 600 mi)

— Avoid strong acceleration.

— Do not operate the combustion engine at more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached.

Between around 1,000 km and 1,500 km (around 600 mi to 1,000 mi)

1. Gradually increase speed and engine speed.

The driving style during the first 1,500 km (approx.) (about 1,000 miles) will also affect the quality of the combustion engine. In order to reduce engine wear and increase the possible mileage, the vehicle should also be driven at moderate engine speeds afterwards – especially when the combustion engine is cold.

New tyres and brake pads have to be run in carefully.

If the new combustion engine is run in gently, its life will be increased and its oil consumption reduced.

Gear-change indicator

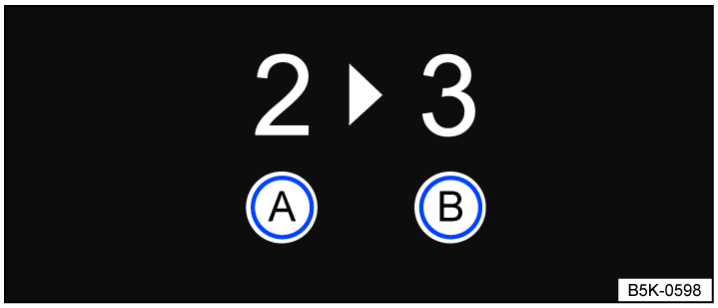


Fig. 1 On the instrument cluster display: gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate which gear should be selected in order to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

the gearbox must be in Tiptronic mode for this.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

⚠ CAUTION

The gear-change indicator is designed only to assist the driver and is not a substitute for the full attention and responsibility of the driver. Accidents and injuries can occur if an unsuitable gear is selected for the driving situation.

- Always select the correct gear for the respective driving situation, e.g. when overtaking or driving downhill.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the Tiptronic position is deselected.

Driving economically

Adopting the correct driving style can reduce fuel consumption, pollution and wear-and-tear on the engine, brakes and tyres. The following section lists a few tips for easing the strain on the environment and your bank account.

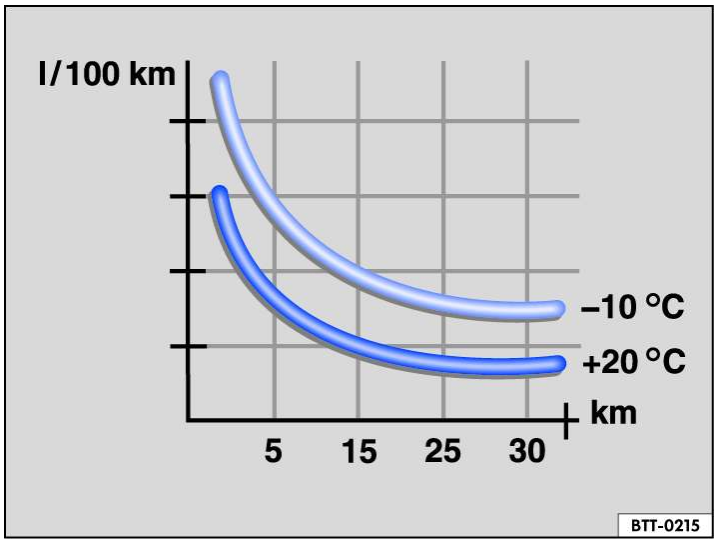


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Using Eco Assistance (country-dependent)

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent information *(→ Eco assistance)*.

Use coasting

On vehicles with automatic gearbox and active coasting function, the vehicle rolls (“coasts”) almost without consuming any energy *(→ Automatic gearbox)*.

Do not overfill the fuel tank

Filling the fuel tank all the way to the top will increase the vehicle weight. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

Engines consume a lot of fuel when cold. They do not reach optimum operating temperature until the vehicle has travelled a few kilometres (miles). The fuel consumption is above average at very low ambient temperatures, e.g. in winter *→ Fig. 1*. Plan your journeys economically and combine several short trips.

Have your vehicle serviced on a regular basis

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof carriers after use.

Save energy

The alternator powered by the engine generates electricity for convenience features, such as the air conditioning system, window heating or ventilation system. Saving electrical energy is easy, for example:

— At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window. Only then switch on the air conditioning system.

— Switch off all convenience features that are not needed.

Save electrical energy

Comfort consumers such as the air conditioning system, window heating or ventilation are operated by the air conditioning compressor and the high-voltage heater. Saving electrical energy is easy, for example:

— At high ambient temperatures, ventilate the car before starting a journey and drive a short distance with open window.

— If an external power supply is available, use the stationary air conditioning.

— Switch off convenience systems as soon as they have served their purpose.

— During a long standing period, deactivate the vehicle's drive system, e.g. in a traffic jam or at a level crossing.

NOTICE

The gearbox is not lubricated if the vehicle rolls down mountains or hills in neutral position **N**. The automatic gearbox could overheat and be damaged.

- Do not allow the vehicle to roll in neutral position **N**, particularly if the engine is switched off.

Your authorised Volkswagen repairer will gladly provide you with further information on correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following:

— Stow all items of luggage securely .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If applicable, observe the information concerning the roof carrier *(→ Roof carrier)*.

— If applicable, observe the information about driving with a trailer .

WARNING

Shifting loads can severely impair the vehicle's stability and driving safety and lengthen the braking distance in the event of hard or emergency braking. This can cause accidents and serious or fatal injuries.

- Secure the load properly to prevent it from slipping.
- Use suitable lashing or securing straps when securing heavy objects.
- Securely engage the rear seat backrests and also the adjustable rear seats, if installed.

NOTICE

Leaking liquids can get into the plug connections of the orange high-voltage cables. This can lead to damage to the electrical system and the high-voltage battery.

- Do not carry large quantities of liquid in the vehicle interior.

Driving with an open boot lid

Driving with an open boot lid is particularly dangerous. All objects and the open tailgate must be secured properly.

Appropriate measures must be taken to reduce the amount of toxic exhaust gases entering the vehicle.

WARNING

When driving with the boot lid unlocked or open, loose items can fall out of the vehicle and hit following road users. This can result in accidents and serious or even fatal injuries.

- Always drive with the boot lid closed.
- Stow all items securely in the luggage compartment.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this can cause the open boot lid to move unpredictably.
- If you have to drive with the boot lid open, always remove a luggage rack mounted on the boot lid together with its load.

WARNING

Items that protrude from the luggage compartment change the length of the vehicle and may endanger other road users. This can result in accidents and serious or even fatal injuries.

- Observe legal requirements.
- Mark any objects protruding from the luggage compartment to ensure that they are visible to other road users.
- Never use the boot lid to jam or fix objects in position.

WARNING

Among other things, exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. When driving with the boot lid open, toxic exhaust gases can enter the vehicle interior and lead to unconsciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- Always drive with the boot lid closed in order to prevent toxic exhaust gases from entering the vehicle.
- Close all windows.
- Close the glass roof.
- Switch off air recirculation mode.
- Open all vents in the dash panel.
- Switch the blower to the highest blower speed.
- If the load can be transported with the boot lid closed, always drive with the boot lid closed.

NOTICE

The height and possibly also length of the vehicle are different when the boot lid is open. This can lead to damage to the vehicle if due care is not taken when driving.

- Pay attention to the changed exterior dimensions, e.g. when driving through underpasses.

Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— The water level must be no higher than the lower edge of the vehicle body →⚠.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or deactivate the vehicle's drive system while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

⚠ WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter. This can cause you to lose control of the vehicle and lead to accidents and serious or fatal injuries.

- In order to brake the brakes dry and free of ice, perform careful braking manoeuvres.
- Do not endanger other road users when performing braking manoeuvres and do not ignore any legal requirements.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, e.g. electronics, could sustain severe damage or corrode.

- Never drive through salt water.
- Immediately rinse all vehicle parts that have come into contact with salt water using fresh water.
- Protect electronic components from contact with water.

Using the vehicle in other countries and continents

Registration regulations

The vehicle has been manufactured specifically for a particular country and complies with the requirements and registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad temporarily or for a short period, the relevant information must be observed.

Safety standards and regulations

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

Selling the vehicle abroad

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climatic region for a long period of time.

Functioning of the Infotainment system

Because different frequency bands are used in different countries, the factory-fitted Infotainment system may not work in other countries.

Charging abroad

Due to different legal regulations, charging at mains sockets is permitted only with reduced charging current in other countries. The charging cable limits the charging current corresponding to the infrastructure used. The lower value is used for charging if the settings differ *(→ Charging cable)*.

Due to different technical standards, charging at charging stations in another country is not possible or only using a suitable charging cable. Consult an authorised Volkswagen repairer for further information.

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

Volkswagen cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

WARNING

The density of air decreases with increasing altitude. The lower air density can result in a reduction in engine power and vehicle components may be damaged if the vehicle is driven for an extended period at very high altitudes. A reduction in the engine power can lead to accidents and serious or fatal injuries, e.g. when overtaking.

- Consult a suitably qualified workshop before driving abroad, particularly if the vehicle will be driven at altitudes of more than around 3,000 m (around 9,843 ft) above sea level. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Depending on the vehicle equipment, the vehicle has driver assist systems that increase comfort and convenience when driving. Some of these driver assist systems use sensors or cameras for operation (also referred to as “sensors” below). These are visible to you in some cases and in other cases not.

The sensors and cameras visually detect the vehicle surroundings using ultrasound or radar waves.

Installed sensors

Depending on the vehicle equipment, the following sensors may be installed:

— Radar sensor in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windscreen.

— Thermal imaging camera for assist systems in the front of the vehicle.

— Ultrasound sensors in the front of the vehicle.

— Ultrasound sensors in the rear of the vehicle.

Information on the respective sensor locations is provided in the vehicle overviews .

WARNING

The driver assist systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The driver assist systems cannot detect all driving situations and may not react or may warn or react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the limits of the sensors and the system limits of the individual systems.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Be ready at all times to override or cancel automatic interventions.
- Observe the information on the instrument cluster display and respond according to the displays if permitted by the traffic situation.
- Do not use the driver assist systems if you suspect there is a problem or damage.

Limits of the sensors

Limits of the radar sensors

Driver assist systems that use radar sensors can react unexpectedly, with a delay or not at all in the following situations:

— Driving in poor weather conditions, e.g. heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on winding roads, e.g. mountain roads.

— Over crests or through dips.

— Driving offroad.

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings.

— In complex driving situations, e.g. traffic islands.

— After external force on components in the area of the radar sensors, e.g. after a rear-end collision.

— The radar sensors are covered, dirty, displaced or damaged.

Limits of the camera behind the windscreen

Driver assist systems that use the camera behind the windscreen can react unexpectedly, with a delay or not at all in the following situations:

— Over crests or through dips.

— Driving through road works.

— Driving offroad.

— Driving in poor weather conditions, e.g. heavy rain, snow, fog or heavy spray, and on poor roads.

— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.

— The camera is temporarily unavailable due to prolonged exposure to direct sunlight or high ambient temperatures.

— The camera window is covered, dirty or damaged.

— The camera has been displaced.

Limits of the thermal imaging camera for assist systems

The thermal imaging camera for assist systems in the front of the vehicle is used by the Night Vision system. The system limits of Night Vision apply *(→ Night Vision)*.

Delayed response

If the sensor system is exposed to environmental conditions that impair sensor functioning, the driver assist systems may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving .

Limits in certain driving situations

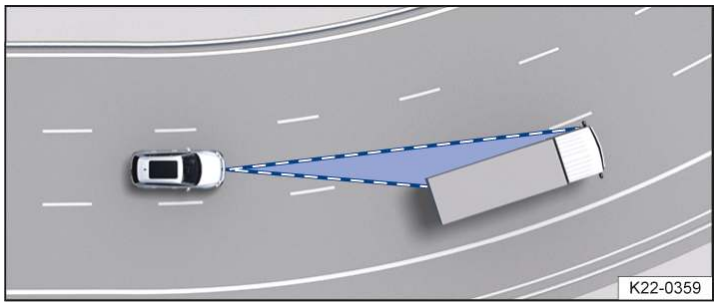


Fig. 1 Driving through bends.

The sensors always measure straight ahead. For this reason, vehicles may be incorrectly detected or vehicles driving ahead not detected in tight bends.

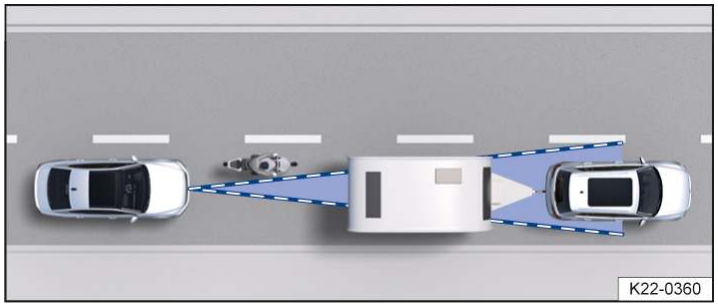


Fig. 2 Narrow vehicle.

Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes, cannot be detected.

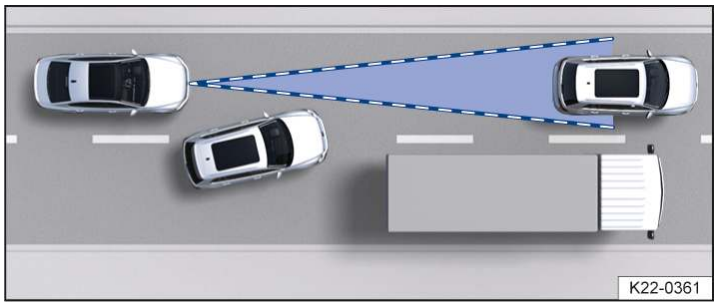


Fig. 3 Vehicle changes lane.

Vehicles that change into your lane directly in front of your vehicle cannot be detected. This also applies to vehicles with bodies or attachments that project beyond the vehicle.

Specific system limits

In addition to the limits of the sensors, each driver assist system also has additional functionally related system limits. Also observe these:

— Eco Assistance *(→ Eco assistance)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control system *(→ Predictive cruise control system)*.

— Automatic Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane keeping system (Lane Assist) *(→ Lane keeping system (Lane Assist))*.

— Semi-automated driving assistance (Travel Assist) *(→ Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane change system (Side Assist) *(→ Lane change system (Side Assist))*.

— Advanced Road Sign Display *(→ Advanced Road Sign Display)*.

Introduction to the topic

The cruise control system helps to maintain a speed set by the driver.

Speed range

The cruise control system is available when driving forwards at speeds from around 20 km/h (around 15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system.

One of the following indicator lamps will light up depending on the driving situation:

 Cruise control system switched on, control active.

 Cruise control system switched on, system control not active.

If no speed is stored, the instrument cluster display shows **---** instead of the speed.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

The use of the cruise control system can lead to accidents and serious injuries or even death if traffic does not allow you to drive at a safe distance from the vehicle in front at a constant speed.

- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions. The driver is responsible for the vehicle speed at all times.
- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces, e.g. due to snow, ice, on wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.

Operating the cruise control system



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button on the left-hand side of the multifunction steering wheel.
2. Press the button repeatedly until the cruise control system is selected.
3. Press the OK button on the right-hand side of the multifunction steering wheel or wait for a short time.

   No speed is stored. The system is not yet active.

Starting control

1. While driving, press the SET button.

   The cruise control system stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed during speed control by the cruise control system:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the – button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling system control

1. Briefly press the CNCL or button.

   Or: depress the brake pedal.

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

WARNING

There is a risk of an accident if you unintentionally resume a stored speed or if the stored speed is too high for the current road, traffic and weather conditions. This can cause serious injuries or death.

- Check whether the stored speed is suitable for the current road, traffic and weather conditions before you resume cruise control.
- Switch off the cruise control system when you do not need it.

Switching off

1. Press the button to end control.
2. Press the button again.

   The cruise control system is switched off and the stored speed is deleted.

Troubleshooting

Cruise control system not available

Malfunction. The indicator lamp lights up yellow.

1. Switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Control is interrupted automatically

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for forward travel.

— Brake support systems, e.g. TCS or ESC, have performed an intervention.

— The vehicle was braked by the Automatic Emergency Braking system (Front Assist).

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

The speed limiter helps to prevent the vehicle from exceeding a speed that you have stored.

Speed range

The speed limiter is available when driving forwards at speeds from around 30 km/h (around 20 mph).

Driving with the speed limiter

You can interrupt the speed limiter function at any time by fully depressing the accelerator beyond the point of resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed remains stored in the memory.

The speed limiter function is activated again automatically as soon as the speed drops below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter.

One of the following indicator lamps will light up depending on the driving situation:



Speed limiter switched on, system control active.



Speed limiter switched on, system control not active.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

Use of the speed limiter in adverse weather conditions is dangerous and can cause accidents and serious injuries or even death.

- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions. The driver is responsible for the vehicle speed at all times.
- Do not drive at full throttle if this is not necessary.
- Never use the speed limiter on slippery roads (e.g. as a result of aquaplaning, snow, ice or leaves).
- In order to avoid unintentional control interventions, switch off the speed limiter when you do not need it.

Operating the speed limiter



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button on the left-hand side of the multifunction steering wheel.
2. Press the button repeatedly until the speed limiter is selected.
3. Press the OK button on the right-hand side of the multifunction steering wheel or wait for a short time.

   The speed limiter is switched on.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the − button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

Cancelling system control

1. Press the button CNCL or .

   The speed remains stored in the memory.

Resuming control

1. Press the RES button.

Switching off

1. Press the button to end control.
2. Press the button again.

   The speed limiter is switched off and the saved speed is deleted.

Troubleshooting

Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, switch off the speed limiter and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

For safety reasons, the speed limiter switches itself off completely only when you release the accelerator once or switch off the system manually.

Control cannot be started

The selected driving profile does not allow control to be started.

1. Select a different driving profile and repeat the process.

Eco Assistance

The Eco Assistance function helps the driver to drive with an anticipatory driving style and to save energy by providing situation-dependent information.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of the driver assist systems. When you drive with route guidance, Eco Assistance also takes into account the entered route. The most probable route is used when you drive without route guidance.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

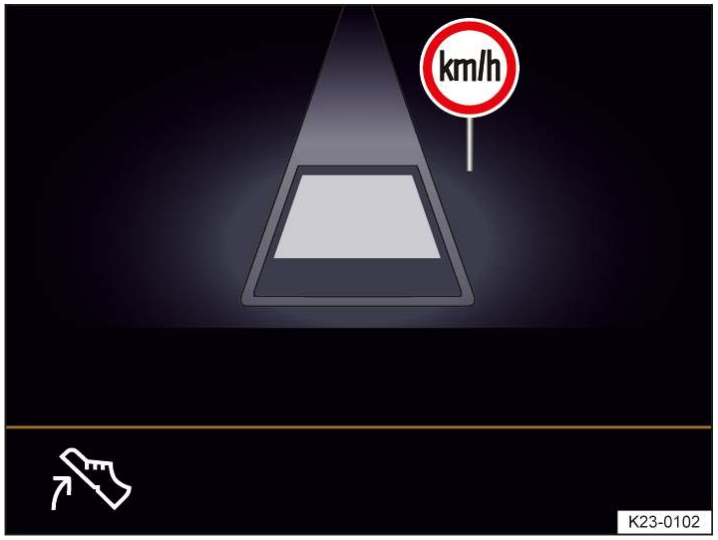


Fig. 1 On the instrument cluster display: Eco Assistance display (illustration).

When you approach a speed limit or a road section that has to be taken into account when driving on the route, the symbol and information on the type of event will be displayed on the head-up display and on the instrument cluster display.

A light progress bar indicates the distance covered in coasting mode → *Fig. 1*.

As soon as you take your foot off the accelerator, the vehicle adjusts the brake energy recuperation and the speed. The vehicle takes into account the selected driving profile and the distance to the event. In combination with the **D** selector lever position, Eco Assistance automatically adjusts energy recovery to the ideal level.

The available energy recovery level depends on the charge level of the high-voltage battery.

If the accelerator is not pressed, Eco Assistance also supports deceleration for a vehicle driving in front without any displayed message.

The system does not use the vehicle brake. When you are driving downhill, the system also cannot brake the vehicle sufficiently in all driving situations.

You can override Eco Assistance interventions at any time by accelerating or braking.

Displays

The following symbols are displayed, depending on driving situation:

 Remove foot from accelerator.

 Vehicle ahead.

 Junction ahead.

 Motorway exit ahead.

 Roundabout ahead.

 Bend to the left ahead.

 Bend to the right ahead.

 Slope ahead.

 Speed limit ahead, example.

Switching on and off

You can switch Eco Assistance on and off in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

The Eco Assistance function will be automatically deactivated temporarily in the following cases:

— The **Sport** driving profile is activated.

— When driving with Adaptive Cruise Control (ACC).

— When driving with the cruise control system.

However, Eco Assistance displays may still be shown, depending on the situation and driving behaviour.

Eco Assistance will be activated again when the reason for deactivation is no longer present if the function is switched on in the Infotainment system.

WARNING

Eco Assistance is not a substitute for the full attention of the driver and operates only within the limits of the system. Eco Assistance cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Please note that road signs on the road and traffic regulations always have priority over driving recommendations.

Introduction to the topic

The Adaptive Cruise Control (ACC) maintains a constant speed that you have set. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does the vehicle have ACC?

The vehicle is equipped with ACC if you can select ACC with the MODE button on the left-hand side of the multifunction steering wheel.

Speed range

You can set a speed between 20 km/h (15 mph) and 250 km/h (155 mph). Depending on equipment and country, the maximum speed that can be set may be lower.

Driving with ACC

You can override a control intervention by the ACC system at any time. Cruise control will be stopped if you brake. If you accelerate, control will be interrupted while you are accelerating and then resumed with the set speed.

The intervention by the ACC system is less dynamic when towing a trailer.

Driver intervention prompt

If automatic deceleration by the ACC system is not sufficient or the system limits have been reached, the ACC system will request you to brake additionally by a corresponding message on the instrument cluster. In addition, the red warning lamp lights up and an acoustic warning is given. Take over control of the vehicle and be prepared to brake.

WARNING

ACC is not a substitute for the full attention of the driver and operates only within the limits of the system. ACC cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Adaptive Cruise Control (ACC))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by ACC is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Predictive cruise control system

If the vehicle is equipped with the Dynamic Road Sign Display function, ACC can predictively adapt the vehicle speed to detected speed limits and the course of the road ahead .

Overtaking

If you indicate left (left-hand traffic: indicate right) to overtake, ACC can accelerate the vehicle and thus reduce the distance from the vehicle in front. Your set speed will not be exceeded.

If ACC does not detect any vehicle in front after you have changed lane, ACC will accelerate the vehicle up to the set speed.

Stop-and-go traffic

ACC can brake the vehicle to a standstill and keep it stationary. ACC remains active and the instrument cluster display shows **ACC ready to start** for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off and if no obstacle is detected.

Extending or reactivating readiness to drive:

1. Press the RES button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Moving off when readiness to drive has ended and the vehicle in front has already moved away:

1. Press the RES button.

   Or: depress the accelerator briefly.

ACC remains inactive in the following cases:

— The vehicle is stationary for several minutes.

— The driver door is opened.

— The ignition is switched off.

WARNING

If the message **ACC ready to start** is shown on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in serious injury and accidents.

- Always check the road ahead before moving off and brake the vehicle if necessary.

Inside Overtaking Prevention System

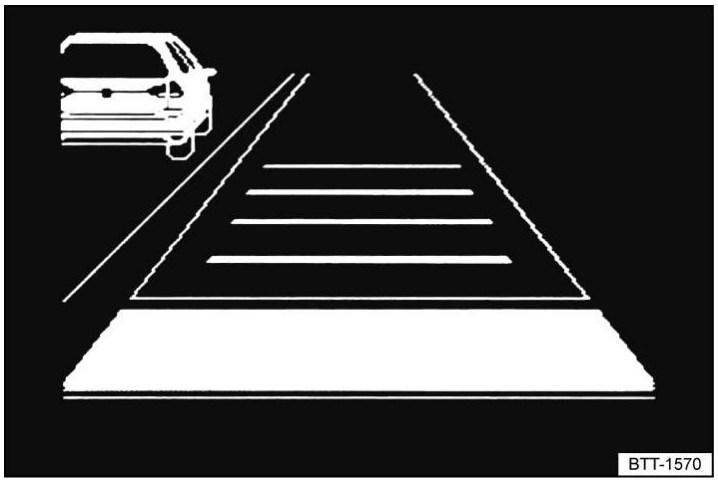


Fig. 1 On the instrument cluster display: slower vehicle detected in the left-hand lane (illustration).

Vehicles with Inside Overtaking Prevention System: If ACC detects a slower vehicle in the left-hand lane (left-hand traffic: in the right-hand lane), ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from a speed of around 80 km/h (around 50 mph).

Vehicles without Inside Overtaking Prevention System: When driving on a multi-lane road, cancel control if vehicles in the overtaking lane are driving more slowly.

System limits of ACC

Limits of the sensors

ACC detects driving situations by means of the radar and ultrasound sensors in the front of the vehicle and the camera behind the windscreen. The range of the radar sensor is up to approximately 200 m (around 650 ft).

⚠ WARNING

If you use ACC in driving situations that are outside the system limits, this could result in accidents and serious injuries as well as violations of legal regulations.

- Observe the limits of the sensors *(→ Sensors)* and cancel control in the specified situations.

Objects that cannot be detected

ACC detects only vehicles that are moving in the same direction or stationary. The following are not detected:

— Persons.

— Animals.

— Crossing or oncoming vehicles.

— Other stationary obstacles.

Stationary vehicles

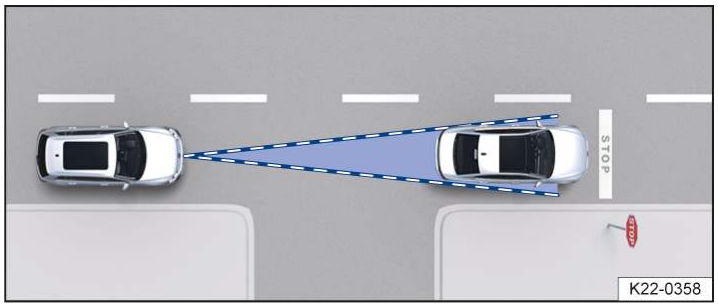


Fig. 1 Stationary vehicle.

ACC reacts to stationary vehicles to a limited extent up to a speed of around 60 km/h (around 37 mph), provided a stationary vehicle is detected and your own vehicle can be comfortably braked behind the stationary vehicle, subject to the system limits of the ACC. ACC does not perform emergency braking *→ Fig. 1*.

The response to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching the ACC on and off



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button on the left-hand side of the multifunction steering wheel.
2. Press the button repeatedly until ACC is selected.
3. Press the OK button on the right-hand side of the multifunction steering wheel or wait for a short time.

   ACC is switched on.

Starting control

1. While driving forwards, press the SET button.

   ACC stores the current speed and maintains the set distance. If the current speed is outside the defined speed range, ACC will set the minimum speed when driving more slowly than the limit or the maximum speed when driving faster than the limit.

   Relevant brake support systems are also activated *(→ Brake support systems)*.

The following indicator lamps light up, depending on the driving situation:

ACC has taken control; no vehicle detected ahead.

ACC has taken control; vehicle detected ahead.

ACC is not performing a control intervention; no vehicle detected ahead.

ACC is not performing a control intervention; vehicle detected ahead.

Cancelling system control

1. Briefly press the button.

   Or: depress the brake pedal while driving.

   The indicator lamp corresponding to the driving situation lights up grey, the speed and distance remain stored.

If a relevant brake support system is deactivated, control is automatically interrupted *(→ Brake support systems)*.

Resuming control

1. Press the RES button.

   ACC adopts the last set speed and last set distance. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Setting the ACC

Setting the distance

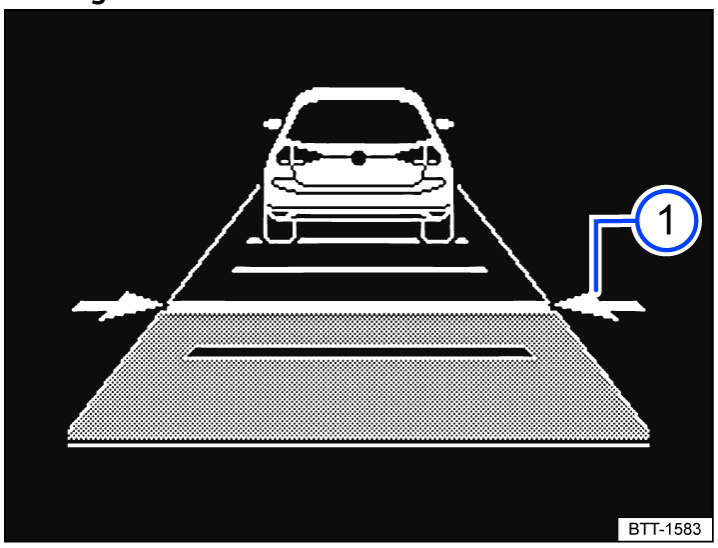


Fig. 1 On the instrument cluster display: set distance for control (illustration).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the button + or −.

   Or: press the button repeatedly until the required distance is selected.

   The instrument cluster display shows the chosen setting → *Fig. 1* (1). Please observe any country-specific regulations for the minimum distance.

Control always starts at the level that the respective user had set at the end of the last trip.

If the ACC has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.

Adjusting the speed

+ 1 km/h (1 mph):
Press the RES button, only when ACC is active.

- 1 km/h (1 mph):
Press the SET button, only when ACC is active.

+ 10 km/h (5 mph):
Press the + button.

The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
Press the − button.

The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

Press and hold the corresponding button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

⚠ WARNING

ACC cannot detect all driving situations correctly. If you do not maintain the minimum distance to the vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of ACC is insufficient, you are in danger of colliding with the vehicle in front. This can cause serious injuries or death.

- Always be prepared to brake the vehicle yourself.
- Press the accelerator to override Adaptive Cruise Control. ACC does not brake automatically in this case.
- Observe any country-specific regulations relating to the minimum distance.
- Always set a larger distance in wet or snowy conditions or when visibility is poor.

Setting the system behaviour

You can influence how dynamically ACC reacts:

— Vehicles with driving profile selection: Set preferred driving profile.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

ACC not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories and replacement parts)*.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts® or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The ACC does not function as expected

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care)*.

— The ultrasound sensors are dirty, covered or damaged. Clean the ultrasound sensors *(→ Vehicle care)*.

Keep the area around the ultrasound sensors clear and check whether there is any visible damage *(→ Accessories and replacement parts)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Allow the brakes to cool down and check their functionality again.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

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

Control cannot be started

Make sure that the following conditions are met:

— Vehicles with an automatic gearbox: A position has been selected for driving forward.

— The brake lights on the vehicle are working.

— The brake lights on the electrically connected trailer are in working order.

— ESC is not performing a control intervention.

— If control is to be started while the vehicle is stationary, depress the brake pedal. Otherwise, do not depress the brake pedal.

Unusual noises during automatic braking

This is normal and is not a fault.

Introduction to the topic

The predictive cruise control adapts the vehicle speed to detected speed limits and the course of the road ahead, e.g. bends, junctions, roundabouts.

The predictive cruise control is an extension of ACC and makes use of Dynamic Road Sign Display and navigation data provided in the Infotainment system.

The predictive cruise control function is dependent on the equipment level and is not available in all countries.

WARNING

The predictive cruise control system is not a substitute for the full attention of the driver and operates only within the limits of the system. The predictive cruise control system cannot detect all applicable speed limits and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is responsible for the stored vehicle speed at all times.
- Observe the system limits *(→ Predictive cruise control system)*.
- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- Keep the navigation data up-to-date.
- Always observe the maximum speed limit.
- Please note that the speeds regulated by the system do not necessarily correspond to your driving style.

Also observe the system limits and the information for ACC.

The system also uses navigation data even if the vehicle does not have a navigation system. Keep the navigation data up-to-date *(→ Navigation)*. If you have any questions, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

System limits of predictive cruise control

In addition to the system limits of the Dynamic Road Sign Display function and ACC, the predictive cruise control function is subject to the following additional, system-related limitations:

— The predictive cruise control function detects only road signs that show a speed limit. In particular, predictive cruise control does not take into account the right of way or traffic lights.

— Road signs that indicate a speed limit indirectly, e.g. place-name signs, will be detected only on the basis of the navigation data.

— Road signs with sub-plates containing a restriction that applies only at certain times, for example, will be taken into account only if they are included in the navigation data and if they are recognised by the Dynamic Road Sign Display system.

— Predictive cruise control is not available on roads which are not recorded in the navigation data or not recorded with sufficient accuracy.

— If a speed limit is announced on the basis of the navigation data but is not detected by the Dynamic Road Sign Display function, the announced speed will be reset to the last-stored speed.

— The predictive cruise control system cannot control speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

— The predictive cruise control system cannot detect the intention to turn off in the following situations, for example:

  — A dashed road lane marking was detected on the side on which you have set the turn signal.

  — You have not operated the turn signal for long enough.

Function limitations

In the following situations, it is possible that the predictive cruise control will not change the speed or will change it with a delay or in an unexpected way:

— There is a fault in the Dynamic Road Sign Display system. No speed limit is shown in the instrument cluster display.

— Road signs are not detected or are not detected correctly.

— The navigation data is out-of-date.

— You are driving without route guidance.

— You leave the route calculated by the navigation system.

— The vehicle position cannot be determined correctly due to imprecise GPS data.

— The intention to turn off was not detected or was incorrectly recognised as such.

— You have indicated an intention to turn off too late.

Activating predictive cruise control

You can adjust the settings for the events to which the vehicle should react:

— Reaction to the road layout.

— Reaction to the permitted speed.

In the Infotainment system:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Open the assist systems.
3. Adjust the setting as desired.

If you have activated at least one event, predictive cruise control will also be switched on automatically when ACC is switched on.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Driving with predictive cruise control

Driving with route guidance

When you drive with route guidance, the predictive cruise control will adapt the speed to the entered route.

Driving without route guidance

When you drive without route guidance, the predictive cruise control will adapt the speed to the most probable route.

Indicating the intention to turn off

If you indicate the intention to turn off by setting the turn signal, the predictive cruise control can brake the vehicle at the next possible turn-off – irrespectively of whether you are driving with or without route guidance.

Displays

A corresponding message is shown in the instrument cluster display as soon as the system has detected a speed limit or is going to reduce the speed based on the route.



Speed regulation due to speed limit.


Speed regulation due to cancellation of the speed limit.


Speed regulation due to a roundabout.


Speed regulation due to a junction.


Speed regulation due to a left-hand bend.


Speed regulation due to a right-hand bend.

When automatic speed control is assumed due to a speed limit, the detected speed is stored as the new desired speed. When automatic speed control is assumed due to the road layout, the vehicle will subsequently accelerate back up to the previously stored speed.

The behaviour of the predictive cruise control depends on the driving profile .

Cancelling speed adaptation

If you do not want to adopt an announced speed, you can cancel speed adaptation:

— Press the RES button.

The last-stored speed is resumed again.

— Press the SET button.

The current speed is adopted.

— Press the button.

Control is cancelled.

Prioritising speed adaptation

As soon as a higher speed than the currently stored speed is announced in the instrument cluster display, you can prioritise speed adaptation:

1. Press the + button to adopt the announced speed.
2. To prioritise speed adaptation, press the + button again.

   The vehicle will then accelerate to the detected speed.

Adjusting the announced speed

The announced speed can be adjusted only in the case of speed regulation due to a speed limit.

+ 10 km/h (5 mph):
  Press the (+) button. The first time it is pressed, it jumps to the next higher ten (km/h) or five (mph) increment.

- 10 km/h (5 mph):
  Press the (–) button. The first time it is pressed, it jumps to the next lower ten (km/h) or fives (mph) increment

If you adjust the announced speed excessively, predictive cruise control will be terminated.

If a speed limit is detected, the predictive cruise control function will adjust the stored speed even if ACC is deactivated. However, speed regulation will not take place.

When a speed limit is lifted on a motorway, the recommended speed will automatically be stored as the desired speed. However, if a higher speed has previously been stored on a motorway without a speed limit, this will be adopted instead of the recommended speed.

Troubleshooting

A message is displayed that predictive cruise control is currently not available or is not available in your country

1. If this message is displayed for an extended period and predictive cruise control is available in your country, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

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

Introduction to the topic

The Automatic Emergency Braking (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Swerve support.

— Oncoming vehicle braking when turning.

The listed functions are automatically active when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic steering interventions by steering in the opposite direction.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will then not be held permanently. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking operation.

⚠ WARNING

Front Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Front Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Autonomous Emergency Braking (Front Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- You should consider cancelling the automatic interventions by Front Assist if necessary.
- If Front Assist issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the obstacle.
- If you are unsure about what systems your vehicle has depending on the vehicle equipment and country, please enquire at a suitably qualified workshop before starting your journey. Volkswagen recommends using an authorised Volkswagen repairer.

Warning levels and braking intervention

Speed ranges

Front Assist provides assistance in the following maximum speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph).

— Reaction to bicycles and motorcycles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph); in the case of cyclists, from around 5 km/h (around 3 mph) up to around 85 km/h (around 53 mph).

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph).

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning



Front Assist detects when safety is endangered by driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take avoiding action.

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take avoiding action.

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed means that it is possible to minimise the consequences of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

System limits of Front Assist

Limits of the sensors

Front Assist detects traffic situations using the radar sensor in the front of the vehicle and a camera behind the windscreen.

Observe the limits of the sensors *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

After vehicle start

Front Assist is not available or its functions are restricted for around 20 seconds immediately after the vehicle is started. The indicator lamp lights up in the instrument cluster display during this time.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Oncoming vehicles.

— Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.

— Oncoming cyclists; additionally no reaction to stationary or crossing cyclists without Cyclist Monitoring.

— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

— Animals.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Front Assist may not react or may react with a delay or in an undesired way in the following situations, among others:

— Reversing.

— Driving with a trailer.

— If ESC is active, switched off or faulty.

— If ESC Sport (depending on equipment) is on *(→ Brake support systems)*.

— If Hill Descent Control is performing a control intervention.

— If several brake lights on the vehicle are faulty.

— If the vehicle accelerates strongly or the accelerator is fully depressed.

— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.

— When driving into and out of tunnels.

— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off →⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. off-road or on a race track.

— If the vehicle is being towed or is loaded onto another vehicle.

— If add-on parts cover the radar sensor or camera.

— If the camera or the radar sensor is faulty.

— After external force on components in the area of the radar sensor, e.g. after a rear-end collision.

— If the windscreen is damaged in the area of the camera window.

— If the vehicle is cleaned in an conveyor car wash.

— In the event of multiple unwanted interventions.

⚠ WARNING

If you use Front Assist in the situations mentioned, this can result in accidents and serious injuries or even death.

- Switch off Front Assist in the specified situations.

Swerve support

The swerve support function can help to steer the vehicle around an obstacle in critical driving situations.

If you steer to avoid an obstacle after an urgent warning, swerve support can help you. Swerve support brakes individual wheels and supports you with a corrective steering intervention as long as you steer.

Speed range

Swerve support is available in a speed range from around 50 km/h (35 mph) up to a maximum speed of around 150 km/h (90 mph).

Limits

The swerve support function does not react to persons, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then be kept in its own lane and a collision avoided.

Speed range

The oncoming vehicle braking when turning function is available up to around 10 km/h (around 6 mph).

Limits

The oncoming vehicle braking when turning function is available only if you move off and indicate after the vehicle has been stationary. The oncoming vehicle braking when turning function does not react to persons, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Operating Front Assist

Front Assist and all the included functions (depending on equipment and country) are automatically switched on when you switch on the ignition.

 However, Front Assist is not available or only partially available as long as the indicator lamp is on.

Volkswagen recommends that Front Assist and all the included equipment- and country-dependent functions are switched on at all times. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually when the vehicle is stationary.

On the display of the instrument cluster:

1. Press the button on the turn signal and main beam lever.
2. Switching Front Assist on or off.

In the Infotainment system:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Switch Front Assist on or off in the corresponding submenu.



If you switch off Front Assist, all the included equipment- and country-dependent functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

Setting

If Front Assist is switched on, you can adjust the following settings in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*:

— Switch the distance warning on and off.

— Switch swerve support on and off.

— Switch the oncoming vehicle braking when turning function on and off.

Troubleshooting

Front Assist is starting up

The indicator lamp lights up yellow.

— Front Assist is temporarily unavailable or limited. After a short time, the indicator light goes out and Front Assist is available.

Front Assist not available or availability restricted

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor is impaired by add-on parts, number plate holders with trim frames or stickers. Keep the area around the radar sensor free *(→ Accessories and replacement parts)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Front Assist will also be available once more.

— Paint work or structural modifications were carried out on the front of the vehicle *(→ Repairs and technical modifications)*.

— The genuine Volkswagen badge is not used. Volkswagen recommends using Volkswagen Genuine Parts® or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Front Assist does not function as expected or is triggered unnecessarily several times

— The sensors are not working correctly. Check remedies for sensors that are not available or whose availability is restricted → *Front Assist not available or availability restricted*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— Low sun or darkness.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Night Vision can detect pedestrians, cyclists and larger wild animals in front of the vehicle when it is dark, and can warn about an imminent collision.

Night Vision is not available in all countries.

Thermal imaging camera

Night Vision uses a thermal imaging camera in the front of the vehicle to detect driving situations within a range from around 10 m (around 33 ft) to around 130 m (around 426 ft).

When is a warning issued?

Night Vision issues a warning if an object has been detected and this is located in a defined warning area. A warning is also issued if an object may possibly enter the warning range due to its direction of movement (only for persons).

The size of the warning area depends on the following factors:

— Current speed.

— Data of Drowsiness Monitor.

— Type of object (person or wild animal).

Detected objects outside the warning area are marked yellow in the thermal image.

How is a warning issued?

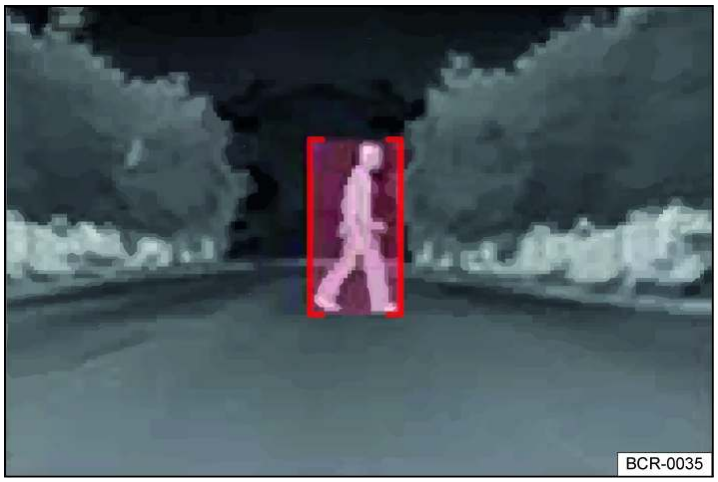


Fig. 1 On the instrument cluster display: detected person in the warning range (illustration).

If the thermal image is displayed on the instrument cluster, a warning about a potential collision is issued as follows:

— The detected object is marked red in the thermal image → *Fig. 1*.

If the thermal image is not displayed on the instrument cluster, a warning about a potential collision is issued as follows:

Speed less than around 50 km/h (around 30 mph): the thermal image is not shown. In the instrument cluster, the red warning lamp lights up.

Speed higher than around 50 km/h (around 30 mph): the thermal image is shown. The detected object is marked red in the thermal image → *Fig. 1*.

In addition, a warning is issued as follows in the described cases:

— The red warning lamp lights up in the head-up display (depending on equipment).

— An acoustic warning is given.

— The vehicle is prepared for braking, but it does not brake automatically.

— Vehicles with LED matrix headlights: the marker light is activated if the vehicle is driving faster than around 60 km/h (around 37 mph) outside built-up areas and there is a risk of an imminent collision with a person. A segment of the headlight then flashes in the direction of the person.

⚠ WARNING

Night Vision is not a substitute for the full attention of the driver and operates only within the limits of the system. Night Vision cannot detect all situations and objects and may not issue a warning or may warn with a delay or in an undesired way. In addition, Night Assist cannot independently prevent accidents. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits *(→ Night Vision)*.
- Ensure that your speed is always appropriate for the current visibility, weather and road/traffic conditions.
- If Night Vision issues a warning, brake your vehicle immediately depending on the traffic situation or avoid the object.

System limits of Night Vision

Night Vision has physical and system-related limitations. Always pay due attention and intervene yourself if necessary.

Objects that cannot be detected

Among other things, Night Vision cannot detect the following objects:

— Vehicles.

— Persons who are bent over.

— Persons who are fully or partially hidden.

— Small animals.

Function limitation

Night Vision may not react or may react with a delay or with an unwanted response in the following situations:

— The temperature difference between the surroundings and object is too small. For this reason, the warning functions are active only up to around +28°C (around +82°F).

— Persons or animals appear in front of the vehicle at a very short distance (less than around 10 m (around 33 ft)).

— The thermal imaging camera for assist systems is incorrectly adjusted due to a faulty headlight range control system.

Activating Night Vision

Night Vision is switched on automatically when you switch on the ignition. The warning functions are automatically active if the following conditions are all met at the same time:

— It is dark.

— Automatic lighting control AUTO or dipped beam is switched on.

— The outside temperature is a maximum of around +28°C (around +82°F).

Setting Night Vision

Displaying the thermal image

You can also display the thermal image on the instrument cluster in bright conditions. The warning functions are deactivated in this case. The yellow indicator lamp lights up in the instrument cluster display

1. Press the or button on the multifunction steering wheel until the thermal image is displayed.

Adjusting the thermal image

You can adjust the brightness and contrast of the thermal image:

1. Display the thermal image.
2. Press the or button on the multifunction steering wheel.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

Night Vision fault

— The thermal imaging camera is dirty. Operate the wash and wipe system with the wiper lever *(→ Wipers)*. Refill washer fluid if necessary *(→ Washer fluid)*.

— The view of the thermal imaging camera is impaired due to the weather conditions, e.g. snow. The heater of the thermal imaging camera is faulty. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— The thermal imaging camera has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The view of the thermal imaging camera is impaired by add-on parts or stickers. Keep the area around the radiator grille free *(→ Accessories and replacement parts)*.

— The headlight range control system is faulty. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Structural modifications have been made to the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, switch off Night Vision and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Warning functions deactivated

The indicator lamp lights up yellow.

— The necessary conditions are not met *(→ Night Vision)*.

— The system limits have been exceeded *(→ Night Vision)*.

— If the problem persists, switch off Night Vision and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Within the system limits, the lane keeping system (Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

If your vehicle moves too close to a road lane marking that Lane Assist has recognised, it will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

Within the limits of the system, Lane Assist is ready to perform control interventions (system status active) when road lane markings are detected at speeds between around 65 km/h (approx. 40 mph) to around 255 km/h (approx. 160 mph).

⚠ WARNING

Lane Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Lane Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for staying in the lane.
- Observe the system limits *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Immediately override any undesired intervention by the system by steering.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.

System limits of Lane Assist

Limits of the sensors

Lane Assist detects road lane markings by means of the camera behind the windscreen.

Observe the limits of the camera *(→ Sensors)*. Always pay due attention and intervene yourself if necessary.

Road lane marking that are not detected or not detected correctly

Lane Assist cannot recognise all road lane markings correctly. If road lane markings are not recognised or are incorrectly recognised as such, this may mean that supporting control interventions do not take place or Lane Assist may perform undesired control interventions. In addition to the situations specified in the section on the camera limits, this can occur in the following situations, among others:

— If there are no road lane markings.

— If the driving style is very dynamic.

— When not driving on motorways or well-developed country roads.

— On poor roads, or if road structures or objects are present.

— If there are reflections or glare effects.

Always pay attention and intervene yourself and override an undesired system intervention immediately if necessary. Switch off Lane Assist temporarily if necessary.

Lane Assist not ready to perform control interventions

Lane Assist is not ready to perform control interventions under the following conditions (passive system status):

— The Electronic Stability Control (ESC) is switched off.

— ESC Sport is active.

— The driving speed is less than around 60 km/h (around 35 mph) or more than around 255 km/h (around 160 mph).

— Lane Assist has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— If the driver oversteers a system intervention.

— If there is an intervention by the Automatic Emergency Braking system (Front Assist).

Lane Assist is also not ready to perform a control intervention if the turn signal is switched on in the direction of the planned lane change.

Driving with Lane Assist

Switching on and off

Depending on country, Lane Assist is always switched on when the ignition is switched on. In this case, the Infotainment system shows an overview of individual automatically activated systems and functions in the entry menu *(→ Entry menu)*. You can deactivate Lane Assist directly if required.

On the display of the instrument cluster:

1. Press the button on the turn signal and main beam lever.
2. Switch Lane Assist on or off.

In the Infotainment system:

1. Open the vehicle settings.
2. Switch Lane Assist on or off in the corresponding submenu.

If you switch Lane Assist off, the yellow indicator lamp will light up in the instrument cluster, depending on country.

If there is a system fault, Lane Assist can switch itself off automatically.

Displays

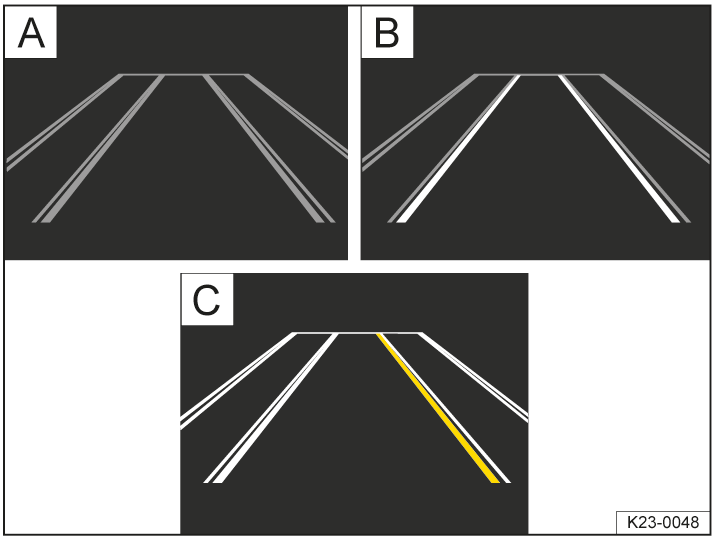


Fig. 1 On the instrument cluster display: Lane Assist displays.

A The system is not ready to intervene on the side shown.

B Road lane markings detected. The system is ready to intervene on the side shown.

C Road lane markings detected. System is actively intervening on the indicated side (yellow line).

One of the following indicator lamps will light up in the instrument cluster depending on the driving situation:

System switched on, passive and not ready to perform control interventions.

System active and ready to intervene on at least one side.

System is actively intervening on the shown side (corrective steering intervention).

If Travel Assist is actively performing a control operation, there is no steering intervention and no display by Lane Assist.

Driver intervention prompt

If there is no steering activity, a corresponding display is shown on the instrument cluster display and acoustic warnings sound.

If you do not react to this, Emergency Assist will be activated, depending on the vehicle equipment.

Independently of the steering activity, a corresponding display is also shown on the instrument cluster display in combination with acoustic warnings if a corrective steering intervention is performed for an extended time.

Steering wheel vibration

You can select the **Steering wheel vibration** option in the vehicle settings of the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives over a detected road lane marking when Lane Assist is active.

Troubleshooting

Lane Assist not available

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free *(→ Accessories and replacement parts)*.

— The camera has been displaced or damaged, e.g. due to damage to the windscreen. Check whether damage is visible *(→ Accessories and replacement parts)*.

— The camera was deactivated automatically due to a high ambient temperature or prolonged exposure to direct sunlight. When the camera is available again, Lane Assist will also be available once more. Deactivate and reactivate the vehicle's drive system.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

It can take a few seconds before a system fault is detected after the ignition is switched on.

If the Lane Assist is not available, Emergency Assist is also not available.

If Lane Assist is not available, Travel Assist is also not available.

The system is not responding as expected

1. Do not attach any objects to the steering wheel.

Introduction to the topic

Within the system limits, Travel Assist allows the vehicle to maintain a distance from the vehicle in front that has been preselected by the driver and stay in the preferred position within the lane (adaptive lane guidance).

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if you can select Travel Assist with the MODE button on the left-hand side of the multifunction steering wheel.

Speed range

You can set a speed between 20 km/h (15 mph) and 250 km/h (155 mph). This speed range may differ depending on country.

System limits of Travel Assist

Travel Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist).

Observe the system limits and information for ACC and Lane Assist. Always pay due attention and intervene yourself if necessary.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

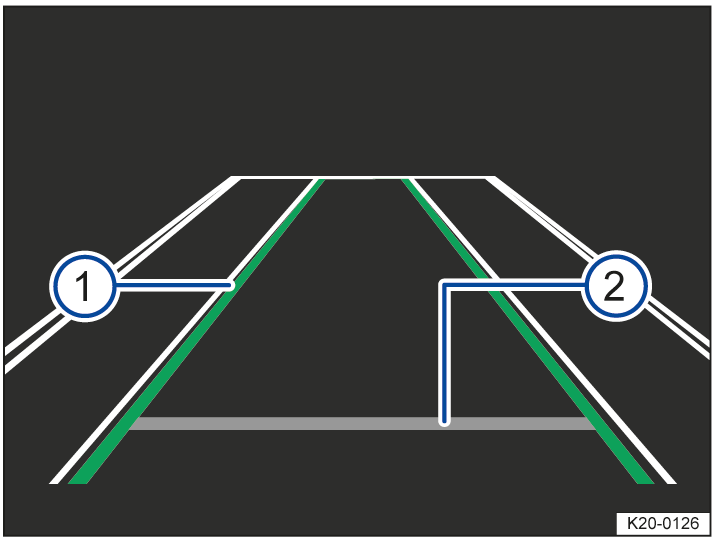


Fig. 1 On the instrument cluster display: active regulation displayed.

1 Adaptive lane guidance active.
2 Set distance, no vehicle detected ahead.

With some equipment levels, a display is also shown on the head-up display

Depending on the vehicle equipment, indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist passive, Adaptive Cruise Control active, adaptive lane guidance passive.

Travel Assist deactivated, no regulation.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, Emergency Assist will be activated (with some equipment levels). Travel Assist will be deactivated if Emergency Assist is not available.

WARNING

Travel Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Travel Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Take control of the vehicle immediately if requested to do so by a prompt on the instrument cluster display or if the speed reduction by Travel Assist is not sufficient.
- Brake if the vehicle starts moving unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button on the left-hand side of the multifunction steering wheel.
2. Press the button repeatedly until Travel Assist is selected.
3. Press the OK button on the right-hand side of the multifunction steering wheel or wait for a short time.

   Travel Assist is switched on.

Starting control

If you switch from Adaptive Cruise Control (ACC) to Travel Assist, the vehicle will change to the following system statuses in Travel Assist, depending on the driving situation:

— When ACC is active, Travel Assist maintains the current speed and the preset distance to the vehicle in front (system status passive).
When lane markings are detected, the vehicle is simultaneously kept in the lane by steering movements (system status active).
— If ACC is not active, Travel Assist is switched on but remains deactivated.

You must start system control if you were previously driving with another assist system or if Travel Assist remains deactivated after switching on:

1. Press the SET button.

   Travel Assist switches to active or passive system status according to the driving situation.

   The indicator lamp corresponding to the driving situation lights up in the instrument cluster display.

Cancelling system control

1. Press the button.

   Or: depress the brake pedal.

   The set distance remains stored.

Making other settings

The other operating functions of Travel Assist correspond to operation of ACC *(→ Adaptive Cruise Control (ACC))*.

Troubleshooting

Travel Assist is not available or does not function as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC or Lane Assist.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— The system limits have been exceeded.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Take over steering

The indicator lamp lights up white and a message is displayed in the instrument cluster display.

You have released the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over vehicle control.

Take over steering immediately

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is issued or the steering wheel vibrates, depending on the driving situation.

You have let go of the steering wheel for an extended time or the system limits have been reached.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have released the steering wheel for an extended period of time.

— Fault or malfunction. Deactivate and reactivate the vehicle's drive system.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Control is interrupted unexpectedly

— You have activated the turn signal.

Introduction to the topic

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

System limits of Emergency Assist

Emergency Assist detects driving situations with the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system (Lane Assist).

⚠ WARNING

Emergency Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Emergency Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. In addition, Emergency Assist cannot always independently prevent accidents. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane keeping system (Lane Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- If the vehicle behaves differently than expected, cancel the intervention of Emergency Assist.

Driving with Emergency Assist

Prerequisites

Emergency Assist is always switched on after the ignition is switched on and is active if the following prerequisites are met:

— A position has been selected for driving forward.

— The system has detected at least one road lane marking on the left or right of the vehicle.

If there is a system fault, Emergency Assist is not available.

If the lane keeping system (Lane Assist) is not available, Emergency Assist is also not available.

Driver intervention prompt

If there is no driver activity, Emergency Assist prompts the driver to take control of the vehicle by visual and acoustic warnings and by braking jolts.

Depending on equipment, the proactive occupant protection system is triggered at the same time.

System intervention

If the driver does not respond, the system can brake the vehicle and keep it in lane if road lane markings are detected.

One of the following warning lamps lights up in the instrument cluster display, depending on the driving situation:



Emergency Assist performing control intervention, adaptive lane guidance active.



Emergency Assist performing control intervention, adaptive lane guidance passive.

You can cancel control at any time by accelerating, braking or steering strongly as appropriate for the driving situation.

The hazard warning lights will be switched on after a short time to warn other road users if Emergency Assist is actively intervening. If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electronic parking brake is switched on.

— The doors will be unlocked.

— The interior lighting will be switched on.

— An emergency call will be made, depending on the vehicle equipment.

Troubleshooting

Emergency Assist not available

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The system is triggered in an undesired way or behaves differently than expected

Fault or malfunction.

— Switch off the lane keeping system (Lane Assist).

— Do not use semi-automated driving assistance (Travel Assist).

— Go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

The lane change system (Side Assist) helps the driver to recognise the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed in relation to other vehicles and uses visual signals in the exterior mirror housings to inform the driver.

Use Side Assist only on surfaced roads.

Speed range

When Side Assist is switched on, Side Assist is active from a speed of around 15 km/h (around 9 mph). Side Assist is deactivated at a vehicle speed below around 10 km/h (around 6 mph).

⚠ WARNING

Side Assist cannot replace the driver's attention and operates only within the limits of the system. Side Assist cannot recognise all driving situations or all objects in the surroundings and may possibly not issue a warning or may issue a warning with a delay or when not desired. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks and lane changes.
- Observe the system limits *(→ Lane change system (Side Assist))*.
- Adapt your speed and the distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time.
- Observe the displays in the exterior mirror housings and on the instrument cluster display and act in accordance with the requests.

System limits of Side Assist

Limits of the sensors

Side Assist recognises driving situations using the radar sensors at the rear of the vehicle.

Observe the limits of the radar sensors *(→ Sensors)* and always pay due attention.

Function limitations

In addition to the situations specified in the section on the limits of the sensors, Side Assist may not interpret the traffic situation correctly in the following situations, among others:

— When driving in the middle of two lanes.

— When road lanes are of varying width.

— Where there are special roadside structures, e.g. high or offset crash barriers.

Side Assist also does not detect stationary vehicles.

Restricted visibility

It may be hard to see the display in the exterior mirror in direct sunlight.

Driving with Side Assist

Switching on and off

You can view the current activation status of Side Assist on the instrument cluster display and in the Infotainment system. You can also switch Side Assist on and off there.

On the display of the instrument cluster:

1. Press the button on the turn signal and main beam lever.
2. Switch Side Assist on or off.

Depending on equipment, in the Infotainment system:

1. Open the vehicle settings *(→ Vehicle settings menu)*.
2. Switch Side Assist on or off in the corresponding submenu.

After switching on, the yellow indicator lamps in the exterior mirror housings light up once briefly.

If there is a system fault, Side Assist can switch itself off automatically.

Deactivation for trailer towing

If you use the factory-fitted towing bracket and have set up the necessary electrical connection, Side Assist switches off automatically. Once a trailer is electrically connected to the vehicle and the driver pulls away, a notification appears in the instrument cluster display to inform the driver that Side Assist has been deactivated. After you have disconnected the electrical connection, Side Assist will be switched back on.

If the towing bracket is not a factory-fitted towing bracket, you must manually switch off Side Assist and then switch it back on again.

Displays in the exterior mirror



Fig. 1 In the exterior mirror housing: Side Assist displays.

- Flashing: a vehicle has been detected in the blind spot and the turn signal has also been activated in the direction of the detected vehicle.
- Lit up: your vehicle is being overtaken or you are overtaking another vehicle with a speed difference of up to around 15 km/h (around 9 mph).

  No display will be shown if the overtaking manoeuvre is much faster.

The quicker the vehicle approaches, the earlier it causes the indicator in the exterior mirror housing to light up.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system (Lane Assist) and it is switched on and ready to perform control interventions, you will be warned by a corrective steering intervention when changing lanes during a possible critical situation (information level, warning level). The steering intervention also occurs when you have activated the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the vehicle settings of the Infotainment system.

Brightness

The brightness of the visual display will change automatically depending on the ambient light levels.

You can adjust the basic brightness of the display in the vehicle settings menu in the Infotainment system. Side Assist is not active during the adjusting procedure.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes.

Troubleshooting

Side Assist fault

Fault or malfunction. The indicator lamp in the instrument cluster display lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Deactivate and reactivate the vehicle's drive system.
2. If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No sensor visibility, fault message, system switches itself off

— Clean the radar sensors and remove stickers or accessories from the radar sensors or bumper *(→ Vehicle care, exterior)*, *(→ Accessories and replacement parts)*.

— Check for any visible damage *(→ Accessories and replacement parts)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The system will be available again only after you have switched the ignition off and back on again and switched on Side Assist.

The system is not responding as expected

— The radar sensors are dirty. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The radar sensors are covered by water.

— The view of the radar sensors is impaired due to the weather conditions, e.g. snow, or due to dirt, detergent deposits or coatings. Clean the radar sensors *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Lane change system (Side Assist))*.

— The vehicle is damaged in the area of the radar sensors, e.g. due to parking collisions. Check for any visible damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is impaired by add-on parts, bicycle carrier systems or stickers. Keep the area around the radar sensors free *(→ Accessories and replacement parts)*.

— Paint work or structural modifications have been carried out in the area of the radar sensors, at the rear of the vehicle or on the running gear *(→ Repairs and technical modifications)*.

— The side windows have been retrofitted with tinted window films *(→ Repairs and technical modifications)*.

— If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Parking

1. Depress and hold the brake pedal.
2. Engage the parking lock **P**.
3. Switch on the electronic parking brake.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
5. Deactivate the vehicle's drive system and switch off the ignition.

   The Ⓟindicator lamp in the instrument cluster display lights up red →⚠.
6. Release the brake.
7. Get out of the vehicle →⚠. Watch out for other road users!
8. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the Ⓟ indicator lamp lights up red in the instrument cluster display.
- Always follow the described sequence when parking the vehicle.

⚠ WARNING

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

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

Parking spaces and surrounding area

To avoid damage and dangerous situations, always park the vehicle in a suitable parking location.

NOTICE

The vehicle can slip on uneven, loose, slippery or icy ground. It cannot always be held securely despite the electronic parking brake being switched on. This can result in damage.

- Always park the vehicle on a level and suitable surface.

NOTICE

Low-lying vehicle components such as bumpers, spoilers and parts of the running gear can collide with obstacles protruding from the ground when driving over them. The vehicle may be damaged.

- Drive carefully over drives, ramps, kerbs, borders and dips.

Rear seat reminder

The function depends on the vehicle equipment.

When the ignition is switched off, a text message in the Infotainment system reminds you not to leave any passengers behind in the rear seats →⚠.

If a rear door was used before the journey, a text message is also displayed in the instrument cluster and an acoustic warning may sound. The acoustic warning can be activated and deactivated using the vehicle settings in the Infotainment system.

Rear seat reminder muted.

Electronic parking brake

The electronic parking brake secures the stationary vehicle against rolling away. In an emergency, the vehicle's brakes can be applied.



Fig. 1 In centre console: button for the electronic parking brake.

Switching on

1. When the vehicle is stationary, pull and hold the Ⓟ button for the electronic parking brake → *Fig. 1*.

   The indicator lamp in the Ⓟ button lights up yellow.

Ⓟ The indicator lamp in the instrument cluster lights up red when the electronic parking brake is switched on.

Switching off

1. Switch on the ignition.
2. Depress the brake pedal and press the Ⓟ button.

   The indicator lamp in the Ⓟ → *Fig. 1* button and the red indicator lamp Ⓟ in the instrument cluster go out.

Automatic switch-on if the driver does not leave the vehicle correctly

In vehicles with automatic gearbox, the electronic parking brake may switch itself on automatically if the system detects that the driver has not left the vehicle correctly →⚠.

⚠ WARNING

If the vehicle is not parked properly, it can roll away even on a slight downhill gradient. This can result in accidents and serious or fatal injuries.

- Always follow the described sequence when parking the vehicle *(→ Parking)*.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the Ⓟ indicator lamp lights up red in the instrument cluster when the ignition is switched off.

Automatic switch-off when driving off

If the driver door is closed and a gear selector position is then engaged and the accelerator pressed, the electronic parking brake will switch off →⚠.

⚠ WARNING

If the accelerator is unintentionally pressed when the electronic parking brake is engaged, the electronic parking brake may release. The vehicle starts to move. This can result in accidents and severe injuries.

- If the vehicle is to be kept stationary, do not press the accelerator when the engine is running and a gear is engaged.

Moving off on uphill gradients with increased vehicle weight

If higher engine power is required when moving off on a gradient, the electronic parking brake can be prevented from switching off automatically for a maximum of 30 seconds by pulling the Ⓟ button.

This can make it easier to move off when towing a trailer.

1. Select a gear position.
2. Pull the Ⓟ button.
3. Press the accelerator.
4. Release the Ⓟ button when sufficient engine power is available.

   The electronic parking brake is switched off.

Holding force on steep gradients

If the slope of the parking location is too steep, it may not be possible for the vehicle to be held continuously.

Ⓟ The indicator lamp in the instrument cluster display flashes red and a text message is displayed.

1. Park the vehicle in another parking space with less of a gradient.

The vehicle is not held securely until the Ⓟ indicator lamp lights up continuously.

Using a car wash

If you do not want the electronic parking brake to be switched on automatically (e.g. in a car wash), observe the following.

1. Automatic gearbox: Select neutral position **N**.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake→ ⚠!

1. Pull and hold the Ⓟ button.

   The vehicle brakes strongly. An acoustic warning sounds at the same time.

⚠ WARNING

The electronic parking brake is not designed to brake the vehicle, as this increases the braking distance. This can result in accidents and severe or fatal injuries.

- To brake the vehicle, always use the foot brake and never the electronic parking brake, except in an emergency.

Noises may be heard when the electronic parking brake is switched on or off. This can also be the case with an automatic test.

Troubleshooting

Fault in electronic parking brake

The warning lamp lights up red. A text message is displayed.

There is a system fault. The electronic parking brake does not switch on completely or does not switch off when driving.

Do not drive on!

1. Switch the ignition off and then back on again.
2. Operate the button again.

   The vehicle is safely parked if the indicator lamp lights up red in the digital instrument cluster without any other warning lamp lighting up.

Red warning lamp remains lit

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1. **Do not drive on!**
2. Park the vehicle on flat ground if possible and secure against rolling away by engaging the parking lock **P**.
3. Seek expert assistance.

Fault in electronic parking brake

The yellow warning lamp remains lit continuously. A text message is displayed.

There is a system fault.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

/ Button for the electronic parking brake is defective or faulty

When the button for the electronic parking brake is operated, the indicator lamp flashes red and the yellow warning lamp lights up continuously.

The button may be faulty or it is operated for longer than around 30 seconds.

1. If the button was operated for too long, hold the vehicle with the brake pedal and release the button.
2. To park the vehicle safely, switch on the electronic parking brake again and check whether the indicator lamp lights up continuously.

   Or: if the fault is still displayed, engage the parking lock **P**.
3. If the button is faulty, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The electronic parking brake is working but does not switch itself off

— Charging connector is plugged in.

— The 12-volt vehicle battery is discharged *(→ Jump starting)*.

Auto Hold function

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.



Fig. 1 In the centre console: button for the Auto Hold function.

Prerequisites

✓ The driver door is closed.

✓ The vehicle's drive system is activated.

When the gearbox is in neutral, the Auto Hold function does not engage or disengages. The vehicle will not be kept stationary automatically → ⚠.

Switching on

1. Press the AUTO HOLD button → *Fig. 1*.

   The indicator lamp in the AUTO HOLD button lights up yellow.

   Auto Hold is ready for use, but the car is not necessarily stopped → ⚠.

The Auto Hold function remains active when the ignition is switched on again.

Keeping the vehicle stationary with the Auto Hold function

1. Bring the vehicle to a standstill using the brake with the Auto Hold function switched on.
2. Release the brake pedal.

   The vehicle will be kept stationary.

Ⓟ The indicator lamp in the digital instrument cluster lights up green when the Auto Hold function is active.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off

1. Press the AUTO HOLD button.

   The indicator lamp in the AUTO HOLD → *Fig. 1* button goes out.

   The electronic parking brake switches on automatically to hold the vehicle securely.

However, the electronic parking brake will not switch on if the brake pedal is depressed when the Auto Hold function is switched off → ⚠.

Switching off temporarily with the Ⓟ button

When manoeuvring, it may be necessary to turn the Auto Hold function off once temporarily to enable the vehicle to roll more easily.

1. Press the brake pedal with the vehicle's drive system activated.
2. Press the Ⓟ button.

   The Auto Hold function is switched off.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed when the vehicle has come to a standstill.

WARNING

The Auto Hold function is not a substitute for the full attention of the driver and works exclusively within the system limits. The vehicle cannot be held securely under all circumstances, for example on slopes or slippery surfaces. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Make sure that the indicator lamp for the Auto Hold function on the digital instrument cluster display lights up if the vehicle is to be held securely.
- Never leave the vehicle while the vehicle's drive system is active, even if the Auto Hold function is active.

NOTICE

In car washes where the vehicle is towed, an active Auto Hold function can lock the wheels. This could lead to vehicle damage.

- Switch off the Auto Hold function before driving into a car wash.

Safety notes

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →.

— Some objects may not be detected under certain circumstances, such as trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, as well as open or opening boot lids →.

— Environmental and weather conditions can impair functioning, e.g. heavy rain, snow, severe temperature changes.

— The detection ranges of the parking systems have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow, as well as residue from cleaning agents or coatings *(→ Vehicle care, exterior)*.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— Certain objects, for example narrow posts or railings, may be difficult or impossible to see on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

WARNING

The parking systems is not a substitute for the full attention of the driver and operate only within the limits of the respective system. The parking systems cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- When parking, always look in the direction of travel and observe the vehicle surroundings.
- Pay special attention to small children, animals and objects when parking.
- Do not allow the parking system displays to distract you from the traffic around you.
- Please note that the parking system may not react if an obstacle is approached too fast and will then not issue a warning.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The vehicle can be damaged by obstacles when manoeuvring in parking spaces without kerb borders.

- Observe a safety distance of around 50 cm (around 20 in) from walls and buildings.

Volkswagen recommends that drivers practise using the parking systems in a traffic-calmed area or car park in order to familiarise themselves with their functions.

Prerequisites

General information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system screen.

✓ The doors and boot lid are closed.

✓ Exterior mirrors are not folded in.

✓ Sensors or cameras are not covered by add-on parts, e.g. a bicycle carrier, or number plate holders with trim frames. The number plate holder with trim frame must not project at the sides or downwards.

✓ The surrounding area has a flat surface.

✓ Vehicle does not have a heavy load at the rear or on one side.

✓ The vehicle's drive system is activated.

✓ Brake support systems such as ESC or TCS are switched on.

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation. This does not apply when reverse gear is engaged. The parking function cannot be deactivated in this case.

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions due to legal requirements.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to avoid a collision as soon as an obstacle is detected.

Parking systems with braking intervention

Depending on equipment, the vehicle may have parking systems with a manoeuvring or emergency braking function →⚠.

The automatic braking intervention of Park Distance Control is possible only in combination with Park Assist Plus.

⚠ WARNING

The automatic braking intervention function is not a substitute for the full attention of the driver and operates only within the limits of the system. In some driving situations, the automatic braking intervention may be restricted or undesired or there may be no intervention at all. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to brake the vehicle in a hazardous situation before an obstacle.
- React early to warnings from the parking system (e.g. Park Distance Control).

When is the automatic braking intervention available?

✓ The driver has switched on a parking system.

✓ Park Distance Control on vehicles equipped with Park Distance Control: manoeuvre braking is switched on in the Infotainment system.

✓ The vehicle speed does not exceed a maximum of around 10 km/h (around 6 mph) when manoeuvring.

✓ The running gear is set to the **Normal** ride height .

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

After an automatic brake intervention, the function may not be available again until after a short distance or a gear selector position change.

What happens when an automatic braking intervention takes place?

As soon as an obstacle is detected, the vehicle is braked to a standstill and is held for around 2 seconds.

Park Assist or Park Assist Plus: In the event of a braking intervention, the parking procedure will be cancelled and the vehicle held by the electronic parking brake. If necessary, the parking procedure can be continued with the START function button. A text message is displayed on the Infotainment system.

Automatic braking intervention by manoeuvre braking. Hold the vehicle with the foot brake!

Automatic braking intervention of Rear Traffic Alert. Hold the vehicle with the foot brake!

A text message may also be shown on the Infotainment system or instrument cluster display, depending on the vehicle equipment.

Manoeuvre braking function of Park Distance Control

If the vehicle is equipped with Park Assist Plus, the manoeuvre braking function is activated after the ignition is switched on.

The function can be permanently deactivated in the menu settings for Park Distance Control.

Temporary deactivation is possible by means of the function button on the display.

If Park Distance Control is activated automatically when driving forwards, there will be no automatic braking intervention in the front area *(→ Park Distance Control)*.

Manoeuvring with the trailer manoeuvring system (Trailer Assist)

An automatic braking intervention can take place in the following situations:

— Speed exceeded.

— Steering interventions by driver.

— Diver door is open.

1. Depress and hold the brake pedal after the automatic braking intervention.

Driving with a trailer

The automatic braking intervention at the rear of the vehicle is deactivated if a trailer is electrically connected to the vehicle.

The parking system must be switched off manually for trailer towing if a non-factory-fitted towing bracket is used.

Troubleshooting

The parking system is not responding as expected

— The prerequisites for the parking system are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)* →.

— The ultrasound signal is subject to interference from external noise sources, for example when driving over cobblestones →.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions or an accident →.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear →.

— The detection ranges of the sensors or camera are blocked by add-on parts, such as bicycle carriers.

Fault displays

1. Observe the text messages on the instrument cluster display and in the Infotainment system.

NOTICE

The vehicle may be damaged if the parking system is used in spite of a fault in the sensors or cameras or restricted detection ranges.

- In the event of a fault in the parking system, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

No screen display of parking function after activation

The parking system was switched on or activated and the Infotainment system display does not change to the function-specific screen (e.g. the segment display of Park Distance Control or the camera display of Park Assist Plus).

1. Switch the parking system off and then back on again.
2. If the screen display still does not appear, there is a fault in the system. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Automatic brake intervention occurs when not desired or too often

The vehicle is braked when not desired, e.g. when driving on off-road terrain or through high grass or when entering a garage.

1. Switch off the parking system temporarily.

   Or: switch off the manoeuvre braking function in the menu settings of Park Distance Control in the Infotainment system.

Rear Traffic Alert fault

Rear Traffic Alert has been deactivated. An error message is displayed.

1. Check sensors on the vehicle for damage or dirt.
2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Park Distance Control assists the driver when parking and provides warnings about obstacles.

Function

Park Distance Control uses ultrasound sensors to detect the distance of the vehicle from an obstacle.

Park Distance Control warns about a collision by means of colour segments on the Infotainment system screen and acoustic signals →.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching *(→ Automatic braking intervention)*.

WARNING

The Park Distance Control system is not a substitute for the full attention of the driver and operates only within the limits of the system. Park Distance Control may possibly not detect some obstacles and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- React promptly to the visual and acoustic warnings of Park Distance Control.
- Use the foot brake to brake the vehicle before an obstacle.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path. The collision area has been reached when the penultimate segment is displayed on the Park Distance Control screen or a continuous acoustic warning sounds, if not before. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before an obstacle.

NOTICE

With some equipment levels, distances to obstacles in the side areas are also displayed. An obstacle entering these areas from the outside will not be displayed. This may result in damage to the vehicle.

- Drive the vehicle a few metres forwards or backwards in order to scan and display the side areas in full.

Driving with a trailer

The rear and side sensors (depending on equipment) of Park Distance Control are not switched on if a trailer is electrically connected:

— No warnings are given for obstacles.

— The manoeuvre braking function is also automatically deactivated.

Operating Park Distance Control

Switching on

1. Select reverse gear.

   Or: tap the P function button on the Infotainment system. Then tap the function button if necessary.

   Or: the vehicle rolls backwards.

Switching off

1. Shift out of an engaged reverse gear.
2. Tap the P function button or the ▢ home button on the Infotainment system.

   Or: switch on the electronic parking brake.

   Or: press the button for the parking lock on the selector lever.

Park Distance Control also switches itself off if the vehicle is driven forwards at higher speed.

Display

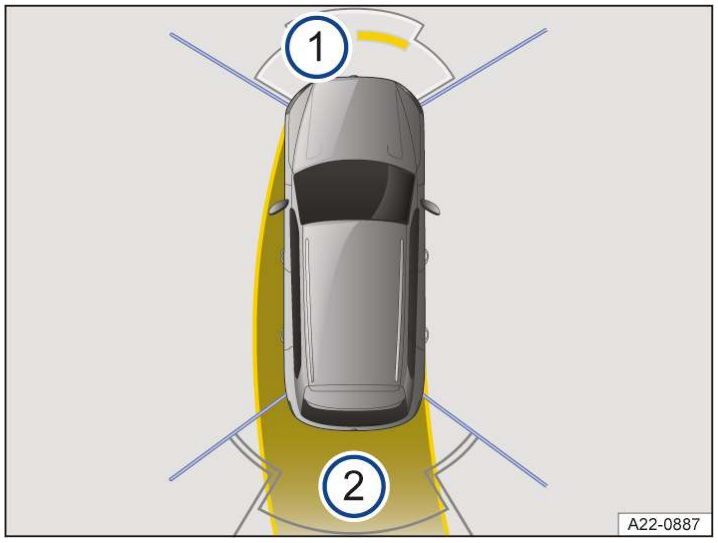


Fig. 1 Infotainment system: Park Distance Control display.

(1) Obstacle detection.

(2) Steering wheel angle.

Red image segment: close obstacle. The vehicle is at risk. Brake!

Yellow image segment: obstacle in the vehicle path. The vehicle is at risk. Adjust the steering wheel angle.

White image segment: obstacle outside the path of the vehicle.

Deactivate manoeuvre braking.

Mute audio signals.

Park Distance Control settings

Depending on the vehicle equipment, settings for Park Distance Control can be made in the vehicle settings in the Infotainment system, such as automatic activation upon driving forwards *(→ Vehicle settings menu)*.

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed.

Automatic activation when driving forwards

Park Distance Control is activated automatically at speeds below around 15 km/h (around 9 mph) when an obstacle is encountered in the front area, e.g. when driving into a garage.

The function can be switched on and off in the Infotainment system.

No automatic braking intervention takes place *(→ Automatic braking intervention)*.

The screen display in the Infotainment system appears first. An acoustic signal will sound if the obstacle is very close.

Automatic activation takes place only once. It is available again under the following conditions:

— If the vehicle was accelerated to a speed above around 15 km/h (around 9 mph), slow down below this speed again.

— **Or:** switch the ignition off and then back on again.

Troubleshooting

! No sensor visibility, or there is a fault in the Park Distance Control

The sensor area is switched off permanently if a sensor fails. The **!** symbol indicates the affected sensor area in the Infotainment system.

An acoustic signal sounds if there is a fault in the Park Distance Control system. A text message is displayed on the Infotainment system.

Park Distance Control may be switched off completely.

1. Check whether one of the above causes applies.
2. Switch the system on again once you have rectified the source of the fault.
3. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

Function

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment level, orientation lines aid the view to the rear →⚠.

⚠ WARNING

The reversing camera is not a substitute for the full attention of the driver and works exclusively within the system limits. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Note that camera lenses can enlarge and distort the field of view.

In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

No orientation lines for the rear area will be shown in the camera image when a trailer is electrically connected to the factory-fitted towing bracket.

No orientation lines will be shown when the boot lid is open on vehicles where the camera is installed in the boot lid.

Switch the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: tap the P function on the Infotainment system and then P.

Switching off

1. Shift out of an engaged reverse gear.
2. Tap the P function button.

   Or: tap the P function button or the ▢ home button.

The rear view camera system also switches itself off if the vehicle is driven forwards at higher speed.

Driving into a parking space (rear view camera system with parking mode selection)

Displays

Perpendicular parking: Guide lines provide support when reversing into a parking space at right angles to the road.

Crossing traffic: Shows a wide-angle view of the area behind the vehicle and the side areas.

Trailer or off-road support: Shows the area directly behind the vehicle with an enhanced zoom factor and guide lines (depending on equipment).

Red line: boundary or vehicle safety clearance.

Yellow lines: vehicle path depending on the steering angle.

Green horizontal lines: boundaries.

Parking mode: parking perpendicular to the road

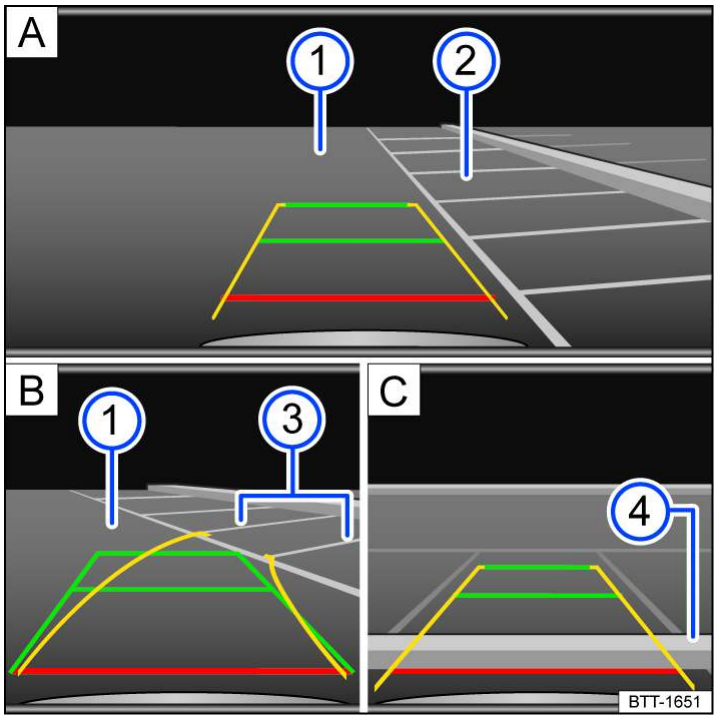


Fig. 1 Infotainment system: parking perpendicular to the road.

- (A) Choose parking space.
- (B) Drive towards the selected parking space.
- (C) Align the vehicle in the parking space.
- (1) Road.
- (2) Parking space.
- (3) Side limit of the parking space.
- (4) Rear limit of the parking space.

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1. Before driving past the selected parking space, tap the [P] function button for the parking menu.
2. Tap the [P] function button.
3. To select the parking mode, tap the function button on the screen.
4. Position the vehicle in front of the parking space → *Fig. 1* [A] (2).
5. Steer the vehicle so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → *Fig. 1* [B] (3).
6. Stop when the red line reaches the rear boundary → *Fig. 1* [C] (4).

Parking mode: trailer support

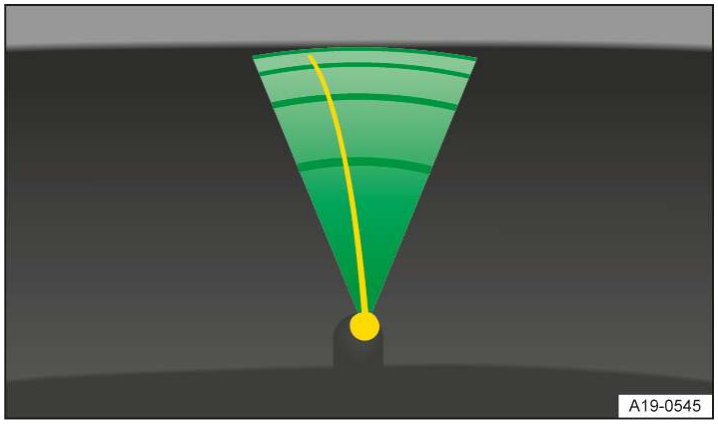


Fig. 2 Infotainment system: trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. To select the parking mode, tap the function button.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guide lines assist the manoeuvring process → *Fig. 2*.

Green lines: distance to towing bracket.

Orange line: predicted path of the towing bracket, depending on the steering angle.

Troubleshooting

Fault in camera image of the rear view camera system

The camera image is unclear, is flickering or has been disabled.

There may be a technical fault.

1. Clean the rear view camera system if the camera image is unclear *(→ Vehicle care, exterior)*.

   Or: check whether there is a fault in the parking system due to an external cause *(→ Parking systems)*.

2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Area View can show the entire vehicle surroundings in real time. This function can help you to detect obstacles at an early stage in confusing situations.

Function

Area View uses several cameras, e.g. in the rear area of the vehicle, at the front and in the exterior mirrors, to show the area around the vehicle, → ⚠.

⚠ WARNING

Area View is not a substitute for the full attention of the driver and operates only within the limits of the system. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Note that camera lenses can enlarge and distort the field of view.

Switching on and off

Switching on

1. Tap the (P) function on the Infotainment system and then (P).

   Or: engage reverse gear.

Switching off

1. Disengage an engaged reverse gear.
2. Tap the (P) function button.

   Or: tap the (P) function button or the ▢ home button.

Area View also switches itself off if the vehicle is driven forwards at higher speed.

Changing the camera view

Screen areas

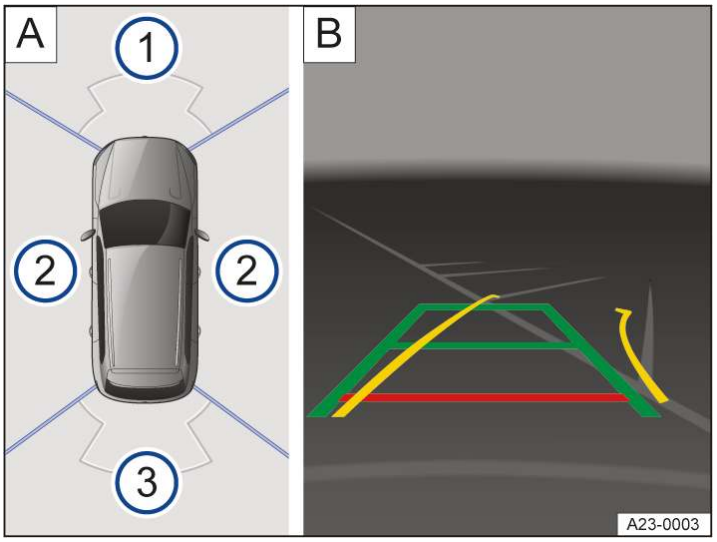


Fig. 1 Infotainment system: Area View with “perpendicular parking mode” camera image (illustration).

- (A) Bird’s eye view with selectable screen areas.
- (B) Camera image.
- (1) Area of the screen showing the front camera image.
- (2) Area of the screen showing the camera image for both sides of the vehicle.
- (3) Area of the screen showing the rear camera image.

Two screen areas are displayed on the Infotainment system → *Fig. 1*:

1. To display the desired camera image on the right, → *Fig. 1* (B), tap the area of the screen on the left for the front, rear or side view → *Fig. 1* (A).

Changing the screen display

Other displays of the area around the vehicle can be shown on the screen depending on the selected camera image.

1. Tap the corresponding function button at the edge of the screen.



Front perpendicular parking.

Guide lines provide support when driving forwards into a parking space at right angles to the road.



Front crossing traffic.

Area in front of the vehicle with a wide angle.



Off-road support.



Rear perpendicular parking.

Guide lines provide support when reversing into a parking space at right angles to the road.



Rear crossing traffic.

Area behind the vehicle with a wide angle.



Trailer or off-road support: Shows the area directly behind the vehicle with an enhanced zoom factor and guide lines (depending on equipment).



Both areas next to the vehicle.



Area on left next to the vehicle.



Area on right next to the vehicle.



3D view.

Other screen displays

Red line: boundary or vehicle safety clearance.

Yellow lines: vehicle path depending on the steering angle.

Green horizontal lines: boundaries.

3D view

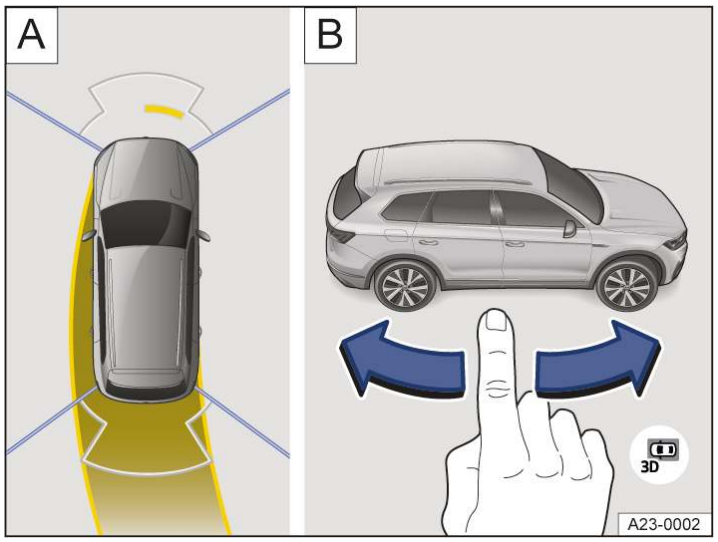


Fig. 2 Infotainment system: 3D view of Area View.

(A) Park Distance Control.

(B) 3D view with adjustable perspective.

A 3D view is available depending on the vehicle equipment.

1. Tap the 3D function button.
2. To change the perspective of the vehicle view, tap on the screen and move the view in the desired direction → *Fig. 2*.

Troubleshooting

Observe the troubleshooting information for the rear view camera system *(→ Rear view camera system)*.

Area View camera faulty

A camera is malfunctioning. The Area View image cannot be created.

There may be a technical fault.

1. Check the cameras in the exterior mirrors as well as in the front and rear areas of the vehicle for damage or contamination.
2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Function

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space, while the driver operates the accelerator, the selector lever and brake → ⚠.

Available functions

— Display suitable parking spaces on the Infotainment system.

— Change parking space on the Infotainment system.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a parallel parking space.

The driver must always monitor the area around the vehicle → ⚠. An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs *(→ Automatic braking intervention)*.

An automatic braking intervention can occur if the driver accelerates too strongly during the parking procedure. The parking manoeuvre can then be continued.

When driving past the parking space, the maximum speed for parking spaces parallel to the road should be around 40 km/h (around 25 mph). The maximum speed for parking spaces perpendicular to the road should be around 20 km/h (around 12 mph).

The distance when driving past the parking space should be between around 0.5 m (around 1.6 ft) and around 2 m (around 6.5 ft).

Driving with a trailer

Park Assist cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist must be switched off manually if a non-factory-fitted towing bracket is used.

⚠ WARNING

Park Assist is not a substitute for the full attention of the driver and operates only within the limits of the system. Park Assist cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to slow the vehicle in a hazardous situation.

⚠ WARNING

If another function is operated on the Infotainment system when manoeuvring with the parking system, all active parking functions, including the acoustic warnings, will be switched off. No warnings are then given about a collision and no preventive interventions take place. This can result in accidents and serious or fatal injuries.

- Do not operate any other function in the Infotainment system while manoeuvring.

NOTICE

Park Assist uses parked vehicles, kerbs and other objects for orientation. If there are obstacles that are close to the ground, this can result in damage to components located low down on the vehicle such as tyres and wheel rims.

- Pay attention to obstacles that are close to the ground when parking.
- Brake and end the parking manoeuvre if necessary.

NOTICE

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

- Do not use Park Assist if add-on parts are fitted on the vehicle.

Looking for a parking space

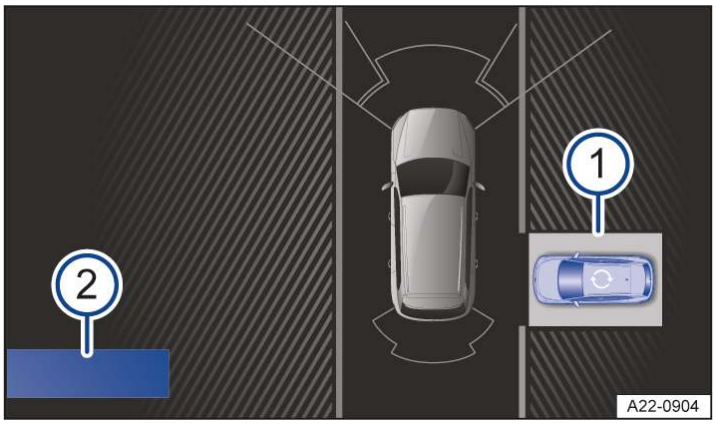


Fig. 1 Infotainment system: selecting a parking space.

(1) Selected preferred parking space (blue vehicle).

↻ symbol: change parking space.

(2) Start parking procedure.

Available parking mode

The following parking modes are displayed by the parking spaces shown horizontally and vertically on the Infotainment system:

— Forward perpendicular parking.

— Reverse perpendicular parking.

— Reverse parallel parking.

Looking for a parking space

1. Tap the (P) function button for the parking menu on the Infotainment system.

   Park Assist is active when the P symbol is lit.

2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist automatically searches for possible parking spaces.

   Park Assist selects a preferred parking space and shows it on the Infotainment system as a vehicle graphic highlighted in blue → *Fig. 1* (1).

3. Decelerate to a stop and press and hold the brake pedal.

Changing the parking space

It is possible to change the parking space if Park Assist has detected several parking spaces on the road.

1. Tap the ↻ symbol at the preferred parking space (blue vehicle) on the screen → *Fig. 1* (1).

   The parking space changes and a new preferred parking space is displayed (blue vehicle).

Park Assist can be activated retrospectively. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

Prerequisites

✓ Park Assist has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position.

Driving into a parking space

1. Hold the vehicle with the brake pedal.
2. Tap START in the Infotainment system.
3. Release the steering wheel.
4. Release the brake.
5. Observe the messages on the Infotainment system.
6. Accelerate carefully.
7. Brake the vehicle when an acoustic signal sounds, the display lights up or when a text message appears on the Infotainment system.
8. If a change of direction is indicated on the Infotainment system, change gear accordingly. Observe the text messages.
9. To ensure the best possible parking result, always wait until the steering wheel movements have been completed →⚠.
10. If necessary, carry out several parking manoeuvres.

    At the end of the parking manoeuvre, a text message is displayed on the Infotainment system.
11. Park the vehicle.

⚠ WARNING

The steering wheel is turned quickly during manoeuvring. Reaching into the steering wheel can cause serious injuries.

- Take over steering only when the system requests you to do so.
- Take over steering in a hazardous situation.

Driving into a parking space after an unfinished manoeuvre



Fig. 1 Infotainment system: taking control of the driver's parking procedure.

1. Vehicle not fully parked in the parking space.
2. Start parking procedure.

In a difficult parking situation in which the driver has started driving into a space but has not completed the manoeuvre, Park Assist can take control of the parking procedure and guide the vehicle into the parking space → *Fig. 1*.

Prerequisites

✓ Park Assist is not activated.

✓ The front of the vehicle is positioned in a parking space (the driver has started to park the vehicle).

Driving forwards into a parking space

1. Hold the vehicle with the brake pedal.
2. Tap the P function button on the Infotainment system.
3. To start the parking procedure, tap START on the Park Assist display.
4. Release the steering wheel.
5. Release the brake and follow all the instructions for driving into a parking space from step 5 onwards.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Driving out of a parking space

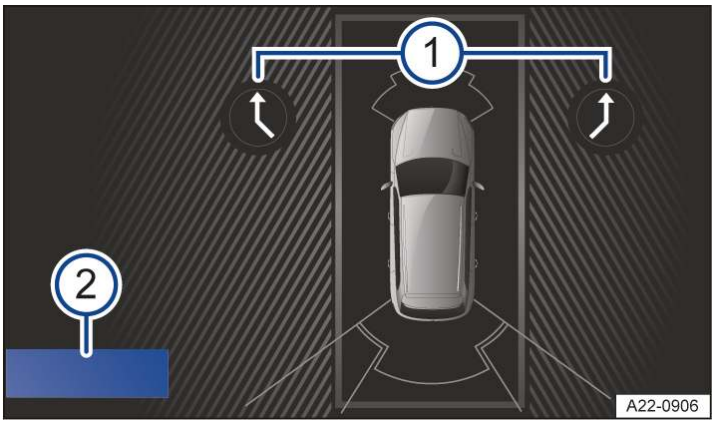


Fig. 1 Infotainment system: driving out of a parking space.

(1) Select the side of the road.

(2) Start to drive the vehicle out of the parking space.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist in the Infotainment system.
4. Select the side of the road using the function button with the direction arrow → *Fig. 1* (1).
5. Tap START on the Infotainment system screen.

   Or: engage reverse gear.
6. Release the steering wheel.
7. Release the brake.
8. Accelerate carefully.
9. Observe the messages on the Infotainment system.
10. Brake the vehicle when an acoustic signal sounds, the display lights up or when a request to drive forwards appears on the Infotainment system.

    Depending on the parking space, Park Assist can guide the vehicle onto the road → ⚠.

    At the end of the exiting procedure, a text message is displayed on the Infotainment system and an acoustic signal sounds.
11. Take control of the vehicle.

⚠ WARNING

When driving out of a parking space, there is a danger that the vehicle could drive into moving traffic. This can lead to an accident and to serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Troubleshooting

Park Assist cancels parking manoeuvre automatically

Park Assist will cancel the parking manoeuvre if one of the following situations occurs:

— Function button is pressed.

— The driver intervenes using the steering wheel.

— The driver door is opened.

— The time limit or number of manoeuvres for parking are exceeded.

— There is a system fault.

1. Restart the parking procedure.

Park Assist parks inaccurately after a wheel change

If Park Assist does not park correctly after a wheel change, e.g. vehicle is too far away or too close to the kerb, the system may have to first adapt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist automatically adapts the new wheel circumferences.

Air suspension running gear is switched on and parking systems do not function as normal

If the air suspension running gear is at the “Offroad” or “Offroad+” ride height, it is not possible to switch on Park Assist, Park Assist Plus or Park Assist Plus with remote parking capability, depending on the vehicle equipment level.

Park Distance Control may not be able to reliably detect low obstacles.

1. When parking the vehicle, do not use the air suspension running gear in the highest ride height settings if possible.

Introduction to the topic

Park Assist (Park Assist Plus) detects a suitable parking space and manoeuvres the vehicle automatically into the space.

Function

Park Assist Plus takes control of the steering, changes in gear selector position, acceleration and braking of the vehicle →, →.

Available functions

— Display suitable parking spaces on the Infotainment system.

— Change parking space on the Infotainment system.

— Drive into suitable parallel and bay parking spaces.

— Drive out of a suitable parallel parking space. Bay parking spaces are not supported.

The driver must always monitor the area around the vehicle →. An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs *(→ Automatic braking intervention)*.

Automatic hands-free parking with Park Assist Plus may be prohibited or restricted in some countries or regions. Observe legal requirements.

When driving past the parking space, the maximum speed for parking spaces parallel to the road should be around 40 km/h (around 25 mph). The maximum speed for parking spaces perpendicular to the road should be around 20 km/h (around 12 mph).

For safety reasons, Park Assist Plus is not available in fast-moving traffic at speeds above around 50 km/h (around 32 mph).

Driving with a trailer

Park Assist Plus cannot be activated if a trailer is electrically connected to the vehicle.

Park Assist Plus must be switched off manually if a non-factory-fitted towing bracket is used.

WARNING

Park Assist Plus is not a substitute for the full attention of the driver and operates only within the limits of the system. Park Assist Plus cannot detect all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Use the foot brake to slow the vehicle in a hazardous situation.
- Only park the vehicle if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.
- Do not leave the driver seat during the parking manoeuvre.
- Do not park in parking spaces without structural boundaries, such as those close to the edge of bodies of water or close to slopes without any structural separation.

WARNING

The system can respond only to a limited extent to quickly changing external conditions. This can result in collisions with other road users and can lead to vehicle damage as well as serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure when facing oncoming traffic or across several lanes.

WARNING

The vehicle can swing out or move into the path of oncoming traffic during the automatic parking procedure. This can result in accidents and serious or fatal injuries.

- Pay careful attention to the parking procedure and the traffic around you and brake the vehicle if necessary.

WARNING

In slippery conditions, the parking procedure cannot be carried out correctly and the vehicle may begin to slide. This can cause accidents and vehicle damage.

- Do not park using Park Assist Plus on icy or frozen roads.

NOTICE

Park Assist Plus may suggest parking spaces that are not suitable for the parking procedure due to the lack of boundaries or due to adjacent objects that could interfere with the parking procedure. This can result in damage to the vehicle.

- Do not park next to overhangs, e.g. loading ramps and parked trailers or under hanging objects.
- Pay close attention to the parking procedure in multi-storey car parks where the parking space is limited by pillars.

Park Assist Plus may not be available in some regions of a country for technical reasons.

— Observe the display on the Infotainment system.

Looking for a parking space

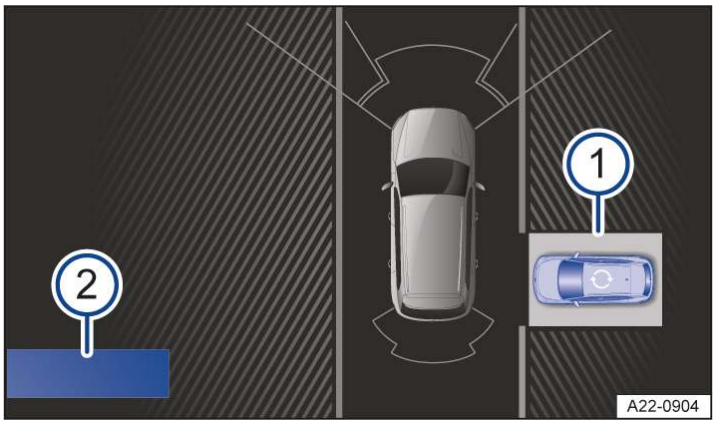


Fig. 1 Infotainment system: selecting a parking space.

(1) Selected preferred parking space (blue vehicle).

↻ symbol: change parking space.

(2) Start parking procedure.

Available parking mode

The following parking modes are displayed by the parking spaces shown horizontally and vertically on the Infotainment system:

— Forward perpendicular parking.

— Reverse perpendicular parking.

— Reverse parallel parking.

Looking for a parking space

1. Tap the (P) function button for the parking menu on the Infotainment system.

   Park Assist Plus is active when the P symbol is lit.

2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist Plus automatically searches for possible parking spaces.

   Park Assist Plus shows the preferred parking space as a blue vehicle graphic → *Fig. 1* (1).

3. Decelerate to a stop and press and hold the brake pedal.

Changing the parking space

If several parking spaces are detected along the road, it is possible to change to another parking space.

1. Tap the ↻ symbol on the blue vehicle on the screen → *Fig. 1* (1).

   A new preferred parking space is displayed (blue vehicle).

Park Assist Plus can be activated later. If the vehicle has previously driven past a suitable parking space, it will be displayed.

Driving into a parking space

Prerequisites

✓ Park Assist Plus has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and the path is shown in blue on the Infotainment system.

Driving into a parking space

1. Hold the vehicle with the brake pedal.
2. Tap Start on the Infotainment system.

   The parking procedure for driving into a space starts.

   The $P_{(P)}$ symbol and a text message are displayed on the Infotainment system →⚠.
3. Observe any other displays on the Infotainment system.

   If necessary, Park Assist Plus will independently change the vehicle's direction of travel.
4. To ensure the best possible parking result, always wait until the steering wheel movements have been completed →⚠.

   At the end of the parking manoeuvre, a text message is displayed on the Infotainment system and an acoustic signal sounds.

   The electronic parking brake is switched on.
5. Park the vehicle.

⚠ WARNING

The steering wheel is turned quickly during manoeuvring. Reaching into the steering wheel can cause serious injuries.
- Take over steering only when the system requests you to do so.
- Take over steering in a hazardous situation.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Driving into a parking space after an unfinished manoeuvre



Fig. 1 Infotainment system: taking control of the driver's parking procedure.

1 Vehicle not fully parked in the parking space.

2 Start parking procedure.

In a difficult parking situation in which the driver has started driving into a space but has not completed the manoeuvre, Park Assist Plus can take control of the parking procedure and guide the vehicle into the parking space → *Fig. 1*.

Prerequisites

✓ Park Assist Plus is not activated.

✓ The front of the vehicle is positioned in a parking space (the driver has started to park the vehicle).

Driving forwards into a parking space

1. Hold the vehicle with the brake pedal.
2. Tap the P function button on the Infotainment system.
3. To start the parking procedure, tap START on the Park Assist Plus display.
4. Observe the messages on the Infotainment system.

The speed for automatic parking can be reduced by operating the brake pedal.

When parking on the opposite side of the road, indicate.

Driving out of a parking space

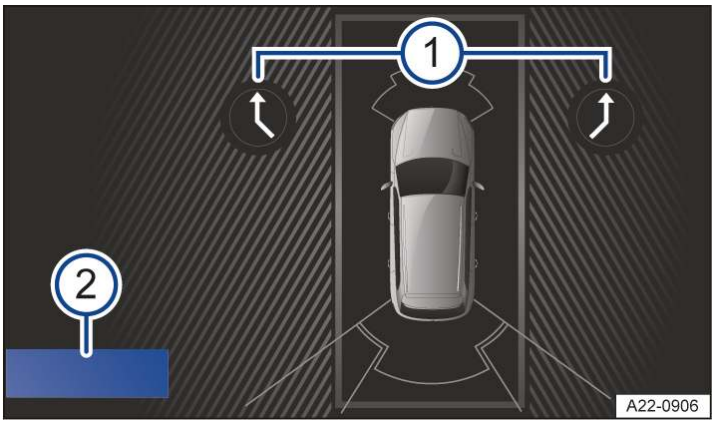


Fig. 1 Infotainment system: starting the procedure for driving out of a parking space.

(1) Select the side of the road.

(2) Start to drive the vehicle out of the parking space.

Park Assist Plus can be used to drive out of parallel parking spaces.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist Plus P in the Infotainment system .
4. Select the side of the road using the function button with the direction arrow → *Fig. 1* (1).
5. Tap Start on the Infotainment system screen.

   The P symbol and a text message are displayed on the Infotainment system.
6. Observe any other displays on the Infotainment system.

   Depending on the parking space, Park Assist Plus can guide the vehicle onto the road →⚠.

   At the end of exiting procedure, a text message is displayed on the Infotainment system and an acoustic signal sounds.
7. Take control of the vehicle.

⚠ WARNING

When driving out of a parking space, there is a danger that the vehicle could drive into moving traffic. This can lead to an accident and to serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

⚠ WARNING

Park Assist Plus does not support exiting from bay parking spaces as obstacles in traffic cannot be fully detected. There is a risk of accidents and serious injuries.

- When driving out of bay parking space, park independently and keep an eye on the traffic.

Troubleshooting

Park Assist Plus was deactivated or cancelled

The parking system has been deactivated or there is a fault. The indicator lamp and a text message are displayed in the Infotainment system.

1. Take over control of the vehicle if necessary. Park Assist Plus is deactivated after an automatic braking intervention or after the end of the parking procedure.

   Or: in the event of a fault, observe the text message on the Infotainment system and restart Park Assist Plus.

2. If the issue persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Park Assist Plus parks inaccurately after a wheel change

If Park Assist Plus does not park correctly after a wheel change (e.g. vehicle is too far away or too close to the kerb), the system may have to first adopt the new wheel circumferences.

1. Drive a longer distance with the vehicle, including curves.

   Park Assist Plus automatically learns the new wheel circumferences after an ignition change.

Introduction to the topic

The parking manoeuvre can be controlled from outside the vehicle using the mobile telephone.

Function

Park Assist Pro with remote parking capability uses the functions of Park Assist Plus and carries out part of the parking manoeuvre via the Volkswagen app on the mobile telephone.

The driver has all vehicle keys in the proximity of the vehicle with them and operates the app on the mobile telephone. The parking system carries out steering, acceleration and braking of the vehicle →⚠.

Function button or display on the Infotainment system.

Available functions of Park Assist Pro

— Drive into suitable parallel and bay parking spaces.

— Garage parking.

— Manoeuvres from driving out of a suitable parallel or bay parking space.

In the case of a parallel parking space, the vehicle is positioned so that the driver has to drive fully out of the parking space.

The driver must always monitor the area around the vehicle →⚠. An automatic braking intervention can occur if there are obstacles in the vehicle's path or if a hazardous situation occurs *(→ Automatic braking intervention)*.

Remote parking with Park Assist Pro may be prohibited or restricted in some countries or regions. Observe legal requirements.

⚠ WARNING

Park Assist Pro is not a substitute for the full attention of the driver and operates only within the limits of the system. The parking system cannot detect all driving situations and may not react at all or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Carefully observe the remote parking procedure from outside the vehicle and cancel the parking procedure in the Volkswagen app if there is a dangerous situation.
- Only park the vehicle and drive it out of parking spaces if you hold a valid driving licence.
- Observe the road traffic regulations of the respective country.
- Leave the driver seat only when the vehicle requests you to do so.
- Do not use the parking system for parking spaces without structural boundaries (e.g. close to bodies of water, watersides or slopes without any barriers).

⚠ WARNING

The system can respond only to a limited extent to quickly changing external conditions. This can result in collisions with other road users and can lead to vehicle damage as well as serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always observe at least one vehicle length from junctions.
- Do not perform a parking procedure when facing oncoming traffic or across several lanes.

⚠ WARNING

The vehicle can swing out or move into the path of oncoming traffic during the automatic parking procedure. This can result in accidents with vehicle damage and serious or fatal injuries.

- Do not stand in the path of the vehicle.
- Carefully observe the parking procedure and traffic and cancel the parking procedure in the Volkswagen app if there is a dangerous situation.

⚠ WARNING

In slippery conditions, the parking procedure cannot be carried out correctly and the vehicle may begin to slide. This can lead to accidents with vehicle damage and to serious injuries.

- Do not park using parking system on icy or frozen roads.

NOTICE

The parking system may suggest parking spaces that are not suitable for the parking procedure due to the lack of boundaries or due to adjacent objects. This can result in damage to the vehicle.

- Do not park next to overhangs, e.g. loading ramps and parked trailers or under hanging objects.
- Pay close attention to the parking procedure in multi-storey car parks where the parking space is limited by pillars.

Connecting a mobile telephone

Volkswagen app for remote parking

The Volkswagen app for Park Assist Pro is available in the respective app stores →⚠, →⚠.

⚠ CAUTION

The remote parking function may not be carried out correctly if the mobile telephone is damaged (e.g. touchscreen damage) or if functions are restricted (e.g. delayed reactions when operating). This can result in accidents with vehicle damage and injuries.

- Use only a fully functional and compatible mobile telephone.

⚠ CAUTION

Technical manipulation by the user can interfere with the remote parking procedure. This can result in accidents with vehicle damage and injuries.

- Do not perform any modifications to the software, the mobile telephone or its operating system or the vehicle.

⚠ WARNING

There may be functional restrictions if an incompatible mobile telephone is used (e.g. delayed vehicle reaction during remote parking). Vehicle damage and serious injuries can occur as a result.

- Observe the information on compatibility in the app on your mobile telephone.

Adding the vehicle to a myVolkswagen user account

The vehicle must first be added to an online user account before the Volkswagen app can be used.

1. Create a myVolkswagen user account at www.myvolkswagen.net *(→ Virtual vehicle)*.
2. Add vehicle.
3. Define a primary user.
4. Install the Volkswagen app from the app store on the mobile telephone and log in with the Volkswagen ID.

Also observe the information on the Volkswagen mobile online services.

✓ Before the parking manoeuvre, a user is logged into the Infotainment system for the mobile online services.

✓ Bluetooth® is activated on the mobile telephone.

If the driver is close enough, the vehicle and the mobile telephone will be automatically paired via Bluetooth®.

Driving into a parking space

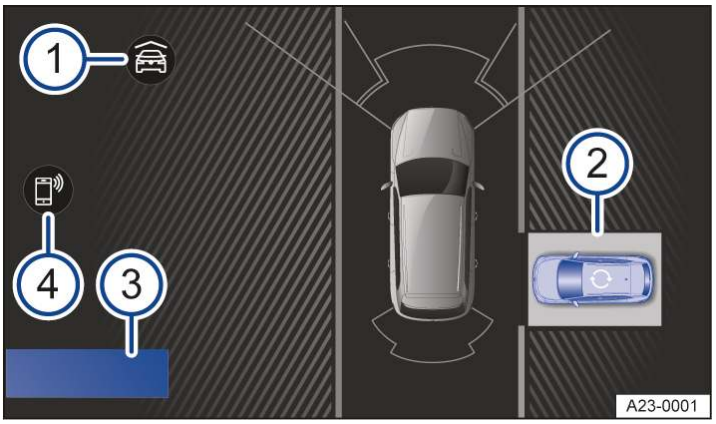


Fig. 1 Infotainment system: select remote parking or garage parking.

1. Garage parking available.
2. Change preferred parking space (blue vehicle) and parking space (↻).
3. Start parking procedure without remote parking.
4. Start remote parking.

Prerequisites

✓ An online user account has been created *(→ Park Assist Pro for remote parking)* and the driver is logged into the vehicle and app with the Volkswagen ID.

✓ The Bluetooth® connection between the vehicle and the paired mobile telephone is active.

✓ All vehicle keys in the vicinity are with the driver.

✓ The mobile telephone is a maximum of about 6 m (about 19 ft) away from the vehicle for remote parking →⚠.

Looking for a parking space

1. Tap the (P) function button for the parking menu on the Infotainment system.

   Park Assist Pro is active when the P symbol is lit.

2. Drive slowly past a row of parked vehicles, paying attention to the traffic.

   Park Assist Pro automatically searches for possible parking spaces.

   Park Assist Pro selects a preferred parking space and shows it as a vehicle graphic highlighted in blue → *Fig. 1* (2).

3. Decelerate to a stop and press and hold the brake pedal.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by Park Assist.

Driving into a parking space

1. Tap the function button for remote parking on the Infotainment system → *Fig. 1* (4).

   The symbol lights up white and the function is activated.

2. Get out of the vehicle swiftly.
3. Check the driving path and start the parking procedure with the Volkswagen app → ⚠.

   When the parking procedure has been completed, a text message will be displayed in the Volkswagen app.

4. Park the vehicle safely *(→ Parking)*.

⚠ WARNING

The parking procedure may be aborted if the driver is located too far away from the vehicle. This can lead to accidents and serious injuries.

- Stay in a safe and suitable position in the vicinity of the vehicle.

Do not use the remote parking function if the vehicle has just been jump-started.

Parking in a garage

1. If available, open the garage with the synchronised garage door opener in the roof of the vehicle interior .
2. Drive the front of the vehicle into the garage entrance so that the vehicle can drive straight ahead into the garage.
3. Tap the P function button for the parking menu on the Infotainment system.
4. As soon as the garage entrance has been detected and the vehicle is stationary, tap the → *Fig. 1* (1) function button on the Infotainment system.
5. Leave the vehicle quickly, taking all vehicle keys located nearby with you.
6. Follow the instructions in the Volkswagen app on the mobile telephone.

Park the vehicle in the garage so that the driver door can still be opened.

Driving out of a parking space

Driving out of a parking space

1. Open the Volkswagen app.
2. Activate the vehicle's drive system with the Volkswagen app.
3. Select the parking procedure in the app.
4. Check the driving path and start the exiting procedure with the Volkswagen app →⚠.
5. When the procedure for driving out of the parking space has been completed, take over control of the vehicle to continue driving and observe the text messages on the Infotainment system →⚠.

⚠ WARNING

When driving out of a parking space, there is a danger that the vehicle could drive into moving traffic. This can lead to an accident and to serious or fatal injuries.

- Drive the vehicle out of the parking space only when permitted by the traffic situation.

⚠ WARNING

The parking procedure may be aborted if the driver is located too far away from the vehicle. This can lead to accidents and serious injuries.

- Stay in a safe and suitable position in the vicinity of the vehicle.

Do not use the remote parking function if the vehicle has just been jump-started.

Troubleshooting

Bluetooth® connection of Park Assist Pro with remote parking capability is lost

The parking procedure was started on the mobile telephone and is interrupted suddenly, e.g. when a phone call is received.

— Driving into a parking space: Drive past the parking space again and select the desired parking space on the Infotainment system.

— Driving out of a parking space: Open the Volkswagen app and start the exiting procedure again.

Introduction to the topic

The trailer manoeuvring system (Trailer Assist) helps the driver when manoeuvring the vehicle backwards when towing a trailer.

Trailer Assist steers a trailer in the direction set by the driver (using the rotary knob for adjusting the exterior mirror position). The driver operates the accelerator and the brake →⚠.

Trailer Assist determines the required data using the rear view camera system.

⚠ WARNING

Trailer Assist works solely within the system limits and is not a substitute for the driver paying full attention. Trailer Assist provides support when manoeuvring a trailer and does not detect any obstacles in the area around the vehicle. In rare cases, the trailer may move differently than set. If you do not pay due attention, there is a risk of accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Always pay close attention to the movements of the trailer and break off the manoeuvre yourself if necessary.
- Do not rely solely on the displays in the digital instrument cluster.
- Use the foot brake to slow the vehicle in good time when an obstacle is encountered.

For technical reasons, Trailer Assist cannot always detect trailers with LED tail light clusters correctly.

Trailer Assist requirements

Prerequisites

✓ The trailer has unsteered axles and is correctly attached.

✓ The drawbar must not be covered.

✓ The vehicle and trailer are stationary.

✓ Driver door and boot lid are closed.

✓ The maximum vehicle and trailer angle (jackknifing angle) is not exceeded.

✓ Exterior mirrors are not folded in.

✓ ESC is switched on.

✓ A driver interaction must take place within around 3 minutes, otherwise the manoeuvring procedure will be terminated and Trailer Assist ended.

Synchronising the trailer

In order to determine the drawbar length again, the trailer must be synchronised each time the vehicle and trailer combination is changed.

There is a maximum of four end stops for the angle display: around 30°, 45°, 60° and 75°.

The more accurately it can determine the length of the drawbar, the more angles are available when manoeuvring.

1. Attach the one- or two-axle trailer and connect electrically to the vehicle.
2. Perform as many different turning and cornering manoeuvres with the trailer as possible.

Manoeuvring the vehicle and trailer

Switching on

1. Stop the vehicle.
2. Select reverse gear.
3. Tap the P function button on the Infotainment system.
4. Tap the function button.

   The symbol lights up when the function is active.

Manoeuvring

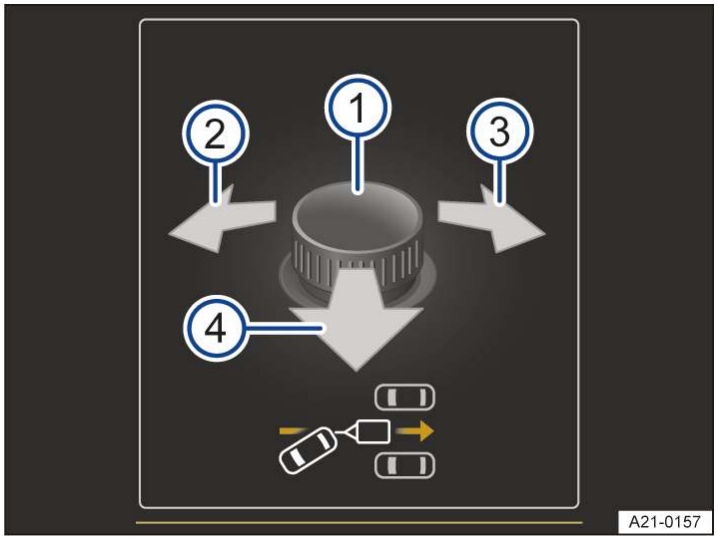


Fig. 1 In the instrument cluster display: operating the rotary knob in the driver door.

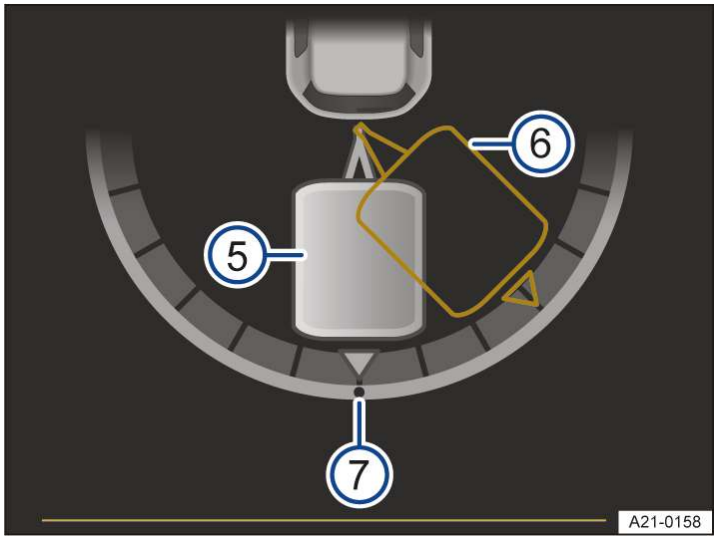


Fig. 2 In the instrument cluster display: adjusting the vehicle and trailer angle.

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(1) Rotary knob for adjusting the exterior mirror position.

(2) Align the trailer to the left.

(3) Align the trailer to the right.

(4) Drive into the towing bracket.

(5) Current position of the trailer (grey).

(6) Target trailer position (orange).

(7) Zero position on the angle display.

---

1. Check that the prerequisites for Trailer Assist are met *(→ Trailer manoeuvring system)*.
2. Release the steering wheel →⚠.
3. Tilt the rotary knob in the driver door until the desired direction is reached.

   A representation of the vehicle and trailer in the current position → *Fig. 2* (5) and target position → *Fig. 2* (6) is shown on the instrument cluster display for orientation purposes
4. Slowly accelerate and reverse. Keep an eye on the area around the vehicle.
5. Correct the angle with the rotary knob if necessary → *Fig. 1* (1).

6. Press the rotary knob to the left or right to determine the direction of travel.
7. Pull the rotary knob to the rear to drive in the direction of the trailer.
8. Manoeuvre the vehicle until the required position is reached.

WARNING

The steering wheel is turned quickly during manoeuvring. Reaching into the steering wheel can cause serious injuries.

- Take over steering only when the system requests you to do so.
- Take over steering in a hazardous situation.

The exterior mirrors cannot be adjusted while Trailer Assist is active.

The vehicle cannot be driven at speeds above around 6 km/h (around 4 mph) while Trailer Assist is active.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic at the rear when reversing out of a parking space or manoeuvring.

Function

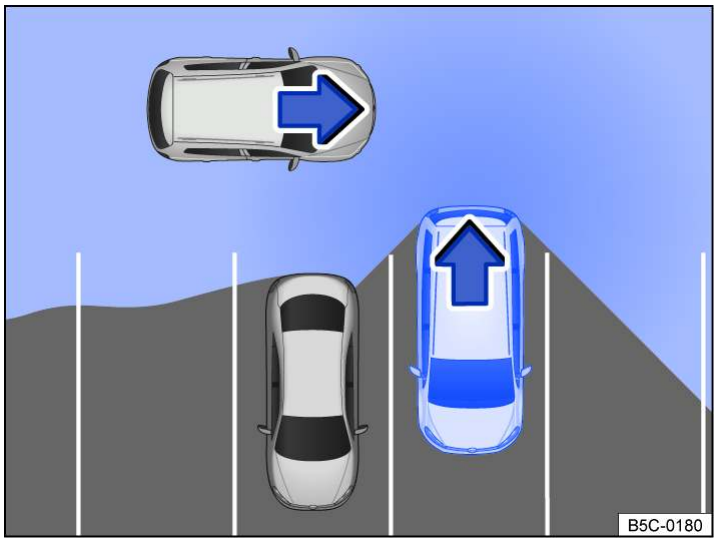


Fig. 1 Monitored area around the vehicle leaving the parking space (illustration).

Radar sensors behind the rear bumper cover monitor the rear and side areas of the vehicle.

The system detects approaching moving objects and warns the driver about the obstacle → *Fig. 2*, → ⚠. A warning signal is issued and the obstacle area is shown in colour in the Infotainment system → *Fig. 2*.

An automatic braking intervention can take place if the driver does not react *(→ Automatic braking intervention)*.

⚠ WARNING

Rear Traffic Alert is not a substitute for the full attention of the driver and operates only within the limits of the system. For stationary, slow-moving or very fast approaching objects, the system may not react or may not react in time. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Pay attention to the traffic situation and the area around the vehicle when driving out of a parking space.
- React promptly to the visual and acoustic warnings of Rear Traffic Alert.

Switching on and off

1. Switch on the ignition.
2. Select position **R** or **D**.
3. To select the function on the digital instrument cluster, press the button for driver assist systems on the steering wheel.

   Or: open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
4. Switch Rear Traffic Alert on or off.

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

Display

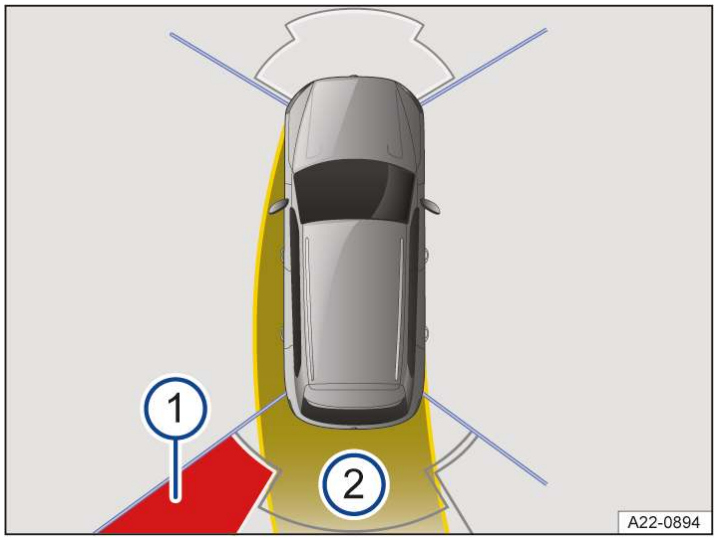


Fig. 2 Infotainment system: Rear Traffic Alert (illustration).

1 Obstacle detection.

2 Steering wheel angle.

Red image segment: close obstacle. The vehicle is at risk. Drive carefully out of the parking space and brake if necessary.

Yellow image segment: other road users in the vicinity of the vehicle.

Calibration

The radar sensors calibrate themselves once in the first few kilometres after vehicle delivery and if the sensors are repaired. The sensor range may be limited during the calibration phase.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is electrically connected to the vehicle. After the trailer connection is disconnected, Rear Traffic Alert will be activated again after the ignition is switched off and then back on again.

Rear Traffic Alert must be switched off manually if a non-factory-fitted towing bracket is used.

Introduction to the topic

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.
- Do not place mobile devices or similar objects in the stowage system of the rear centre armrest while the vehicle is in motion.
- The coat hooks in the vehicle should only be used for lightweight clothing weighing max. 2.5 kg (approx. 5.5 lbs).
- Never leave any heavy, hard or sharp objects in the pockets of clothing.

WARNING

Incorrect use of the drink holders can cause injury. While driving, in the event of a sudden braking manoeuvre or in the event of an accident, objects located in the drink holder can be flung about the vehicle and hot drinks spilled. This can cause serious injuries and serious scalding.

- Place only soft, break-proof and closed containers in the drink holder.
- Integrated stowage systems in the rear centre armrest must always be used in the locked end positions.
- Never place hot drinks in a drink holder.
- Make sure that only drinks of the appropriate size are placed in the drink holder. Drinks must always be stored securely in the drink holder.

WARNING

If the glove box is open while driving, objects could be flung through the vehicle interior. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Any lighters in the vehicle could be damaged or lit without being noticed, for example by high surface temperatures. This could lead to serious burns and other injuries.

- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or burst in extremely cold temperatures and cause serious injuries.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

WARNING

Items located behind the rear seat backrest may limit the effect of the Automatic Rollover Support System and be flung through the vehicle interior. This can lead to loss of control over the vehicle and cause accidents and serious or fatal injuries.

- Never stow items on the area behind the rear seat backrest.
- There should be no objects in the deployment area of the Automatic Rollover Support System.

NOTICE

Objects kept in the vehicle could be damaged or could cause damage to the vehicle when exposed to strong sunlight or the effects of heat or cold.

- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle.
- Please note that objects made of translucent materials, e.g. transparent suction pads on the windows, concentrate sunlight.

NOTICE

Depending on equipment and model, the rear centre armrest may have a stowage system. Folding in the rear centre armrest when the stowage system is open can damage the drink holder.

- Before folding in the rear centre armrest, make sure that any objects have been removed and that the integrated stowage systems are closed or folded in.

Drink holders in the rear centre armrest



Fig. 1 In the backrest of the middle seat: fold-out rear centre armrest (illustration).



Fig. 2 In the rear centre armrest: drink holder (illustration).

There is a drink holder in the rear centre armrest.

— To fold down: pull the loop on the centre armrest in the direction of the arrow → *Fig. 1*.

— To fold back: fold the centre armrest upwards in the opposite direction of the arrow and push it into the backrest as far as it will go → *Fig. 1*.

Do not use the middle seat on the rear bench seat to transport passengers when the centre armrest is folded down.

Ashtray and cigarette lighter



Fig. 1 In the storage compartment in the front centre console or on the rear centre console: cigarette lighter (depending on vehicle equipment and country).

1. With the ignition switched on, press the knob on the cigarette lighter into the socket.

   The lighter knob will jump out when the wire spiral is hot enough.

2. Pull out the cigarette lighter →⚠.

⚠ WARNING

Improper use of the cigarette lighter or ashtray could cause fires, burns and other serious injuries.

- Always use the cigarette lighter properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other objects that could cause a fire in the ashtray.

The cigarette lighter socket can also be used as a 12-volt socket *(→ Sockets)*.

Introduction to the topic

Electrical equipment can be connected to the sockets in the vehicle.

The 12-volt socket will work only when the ignition is switched on.

WARNING

Improper use of the sockets and connected electrical accessories can cause fires and serious or fatal injuries.

- Switch off electrical devices immediately and disconnect them from the power supply if the electrical devices become too warm.
- Please note that sockets and devices connected to them can also be used when the ignition is switched off, e.g. by children in the vehicle.

NOTICE

Unsuitable, non-approved or incorrectly connected electrical devices can cause damage to the vehicle and the electronic components.

- Never connect electrical devices that supply electric power, such as solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- Do not use faulty devices.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before activating the vehicle's drive system.
- Observe the operating instructions of the electrical devices.

NOTICE

The vehicle's electrical system can be damaged if the maximum power output is exceeded.

- Never connect electrical devices requiring more than the rated power to a 12-volt socket.

The 12-volt vehicle battery will be discharged if electrical devices are switched on when the vehicle's drive system is deactivated.

With some equipment levels, unshielded devices can cause interference with the Infotainment system and vehicle electronics.

Sockets in the vehicle

The maximum power of the sockets must not be exceeded. The power consumption of the external devices is specified on their type plates.

12-volt socket



Fig. 1 In the storage compartment in the front centre console or on the rear centre console: fold-open 12-volt socket (illustration).

The continuous power of all 12-volt sockets in the vehicle is 120 W in total *(→ Sockets)*.

The maximum power of a 12-volt socket in the vehicle is a total of 180 W when the vehicle's drive system is activated.

NOTICE

The fuse can blow as a result of extended operation of the 12-volt sockets at maximum power.

- Never use the 12-volt sockets at maximum power for longer than 10 minutes.
- Always use only one 12-volt socket with maximum power.

230-volt socket with earthing contact



Fig. 2 On the rear centre console: 230-volt socket with earthing contact (depending on equipment).

The maximum power is 150 W (300 W peak power).

The socket is activated automatically as soon as a plug is inserted when the vehicle's drive system is activated. If there is sufficient energy in the system, the socket can also be used when the vehicle's drive system is deactivated →⚠.

Connecting an electrical device

1. In order to release the child socket protection, open the cover if necessary and plug the plug into the socket as far as it will go.

   Electricity will not flow until the child socket protection has been unlocked.

Temperature switch-off

The inverter in the 230-volt socket with earthing contact will switch itself off automatically if the temperature exceeds a specific value. The switch-off function prevents the connected device from overheating when the power consumption is too high or if the ambient temperature is too high. The 230-volt socket with earthing contact cannot be used again until after the cool-down phase.

The plug on the connected device must first be removed and then reinserted before using the 230-volt socket with earthing contact again after the cooling phase. This prevents the electrical devices being switched on again unintentionally.

Functional restrictions may occur with some devices when they are connected to the 230-volt socket due to the lower power output (wattage).

DANGER

Contact with the high voltage in the electrical system, e.g. sockets, can cause electric shocks, serious burns and death.

- Do not spill any liquids over the sockets.
- Do not plug any adapters, power strips, multiple adapters or extension cables into the 230-volt socket.
- Never insert any items made of conductive materials, e.g. a screwdriver, into the contacts of the 230-volt socket.
- Do not use faulty devices with the 230-volt socket.
- Disconnect devices from the 230-volt socket if a fault occurs.

NOTICE

The vehicle sockets can be damaged if they are not used correctly. This can result in damage to the electronics and vehicle.

- Only connect devices to the socket with a voltage that matches the voltage of the socket.
- Do not plug any very heavy devices or plugs, such as mains adapters, directly into the socket.

If devices with a high starting current are prevented from being switched on, this may be due to the integrated overcurrent cut-out function. In this case, disconnect the power supply from the electrical device and connect again after waiting approximately 10 seconds.

Functional restrictions may occur with some devices when they are connected to the 230-volt socket with earthing contact due to the lower power output (wattage).

Charging options for mobile devices

Mobile devices can be charged in the vehicle either via the installed USB-C connections or wirelessly.

Charging via the USB-C ports

The following USB-C ports may be available in the vehicle:

Identification of a USB connection for data transfer and charging.

Identification of a USB connection suitable only for charging.

Available charging capacity

Voltages of up to 20 V are made available via the USB port. These voltages permit a charging capacity of up to 45 W.

Depending on equipment, the following charging profiles can be supported by the USB connections:

— Legacy charging (2.5 W).

— BC1.2 (7.5 W).

— USB-C charging (15 W).

— USB power delivery (up to 45 W).

The charging capacity actually tapped by the connected device depends on the following:

— Supported charging profiles.

— Charge level of the device.

— Device temperature.

— Charging cables used.

In the case of double USB ports, the charging capacity can be split between both ports.

Wireless charging function



Fig. 1 In the centre console: lining mat for the wireless charging function (illustration). The charging capacity is 5 W.

The wireless charging function is dependent on the equipment level and is not available in all countries.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance for Qi-capable mobile telephones.

The lining mat with shelf area for the wireless charging function is located in the area of the centre console and is designed for only one Qi-capable mobile telephone → *Fig. 1*.

In some vehicles, the lining mat has a telephone symbol which marks the centre position → *Fig. 1*.

When the air conditioning system is cooling the vehicle interior, cool air is also routed into the stowage compartment, depending on the equipment and model.

Qi standard

The Qi standard enables wireless charging of suitable Qi-certified mobile telephones. Consult the operating instructions for the mobile telephone to find out if it is compatible with the Qi standard. An overview of Qi-certified mobile telephones can be found at the following external link of Wireless Power Consortium, Inc.:

https://www.wirelesspowerconsortium.com/products

Volkswagen AG does not assume any liability for the completeness and correctness of this list. The manufacturer of the mobile telephone can provide further information on compatibility, if necessary.

There may be charging restrictions with mobile telephones that are not Qi-certified.

The Qi symbol is displayed on the Infotainment system to indicate the wireless charging status.

Charging a mobile telephone wirelessly

Prerequisite

✓ The optimum operating temperature in the vehicle for wireless charging is between -40°C and +35°C (around -40°F to +95°F).

✓ A suitable mobile telephone that is not larger than the marked shelf area and is Qi-certified.

1. Remove any foreign objects from the stowage compartment before charging →⚠.
2. After removing the protective cover and any other foreign material, place the mobile telephone in the centre of the shelf area with the display facing upwards and so that its entire surface is flat on the area.

   The charging process starts automatically.
3. Follow the operating instructions for the mobile telephone.

The Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment.

Depending on equipment, the charging function can be deactivated manually in the Infotainment system.

If the ambient temperature in the vehicle is outside the temperature range of -40°C to +35°C (around -40°F to +95°F), the charging process may be interrupted or the charging time extended.

Wireless charging will function normally again as soon as the ambient temperature in the vehicle is within the temperature range.

Meaning of the Qi symbols

The number of Qi symbols displayed in the Infotainment system varies depending on the equipment and model.

The white Qi symbol with the On/Off switch indicates that wireless charging is switched off.

The white Qi symbol indicates that the mobile telephone is being charged.

The red Qi symbol indicates that wireless charging is not possible.

Depending on equipment and model, it is possible to tap the Qi symbol for explanations on the status and to switch on wireless charging if necessary.

Stowage compartment cover



Fig. 2 In the front centre console: stowage compartment with open cover (illustration).

The stowage compartment for the wireless charging function has a cover.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

1. Place the mobile telephone in the stowage compartment.
2. Keep the cover closed when driving so that the mobile telephone display is fully covered →⚠.

⚠ WARNING

Notifications on the mobile telephone display can distract the driver. This can lead to an accident and cause serious or fatal injuries.

- Drive with your full attention and with responsibility.
- Never operate the mobile telephone while the vehicle is in motion.

⚠ WARNING

Loose objects in the stowage compartment may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can lead to an accident and cause serious or fatal injuries.

- Make sure that no objects impede the closing function of the cover.
- Always keep the cover closed while the vehicle is in motion.

⚠ WARNING

Metallic objects on the shelf can become very hot. This can cause burns or fires.

- Do not place any metal or metallic objects on the shelf for the wireless charging function.
- Remove any foreign objects immediately.

NOTICE

If cards or objects with a magnetic stripe or chip are placed on the shelf for the wireless charging function, this may damage the data stored on them.

- Do not place any ID, bank and credit cards etc. with a magnetic stripe or chip on the shelf for the wireless charging function.

The mobile telephone can become hot during wireless charging. Depending on the equipment and model, some lining mats have ventilation grooves. Keep the ventilation grooves clean as they improve the airflow around the mobile telephone → *Fig. 1*.

Troubleshooting

Mobile telephone is not charged

A message about a foreign object in the stowage compartment may be displayed on the Infotainment system.

An unfavourable position of the mobile telephone on the lining mat can impair the charging function. This can already be the case in the event of small changes in position, e.g. due to vibrations.

The position of the mobile telephone must be corrected to re-establish the correct charging function.

1. Align the mobile telephone centrally on the shelf.

The charging function can also be impaired by metal and above all magnetic parts of a mobile telephone or its protective cover.

1. Turn the mobile telephone by around 180° and align on the shelf with the display still facing upwards.

If cards or objects with a magnetic stripe or chip are placed on the lining mat for the wireless charging function, this may damage the data stored on them.

Depending on model, an error message with the red Qi symbol may be displayed on the Infotainment system. It is then not possible to use the wireless charging function.

1. Remove ID cards, bank cards and credit cards with magnetic stripe or chip from the lining mat. The error message closes automatically.

   You can then charge the mobile telephone again using the wireless charging function.

If the mobile telephone becomes too hot on the mat, it may switch off for safety reasons. It is then not possible to use the wireless charging function.

1. Remove the mobile telephone from the mat and allow it to cool down in another stowage compartment. You can then charge it again using the wireless charging function.

Cybersecurity

Cybersecurity comprises measures to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units. Connectivity components in particular are subject to the risk of unauthorised access or internet attacks.

Connectivity components are control units for data transmission, interfaces, media and diagnostic connections via which information and data can be exchanged between the vehicle and mobile devices or the internet.

Connectivity components are equipped with security mechanisms that minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic port.

— Control unit with eSIM card.

— Mobile phone interface.

— App-Connect.

— Wi-Fi® hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— SD card slot.

The type and number of connectivity components present in your vehicle depend on the equipment and country.

Software and security mechanisms

The software and security mechanisms in the vehicle are subject to ongoing development. Like with computers or the operating systems of mobile telephones, the software and security mechanisms in the vehicle may also be updated at irregular intervals.

Updates improve the security, stability and running speeds of the vehicle systems. An update is a preventive measure to optimise functionality and protect against malware, for example.

The software of vehicle control units is updated with an update.

There are two options for updating your vehicle, depending on vehicle and country:

— Updates by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Update via an over-the-air update.

WARNING

Malware can access data and information that is stored in control units, in the Infotainment system and on connected or paired mobile devices. In spite of integrated security mechanisms and regularly performed over-the-air updates, malware can still damage or cause malfunctions of the control units and vehicle. Damage to and malfunctions of the control units and vehicle can also occur if you connect mobile devices to the vehicle that are infected with malware. The damage may mean complete loss of the data, and malfunctions can lead to serious accidents and fatal injuries.

- If the vehicle functions or reacts differently than normal, reduce speed in a controlled manner and contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- After updates are made available, carry them out as quickly as possible or have them installed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Protect mobile devices by means of a suitable anti-virus program and generally known precautionary measures. Regularly update the appropriate anti-virus program with the updates from the respective provider.

Minimising risks

You too can reduce the risk of unauthorised access to vehicle systems and functions:

— Do not use data media, Bluetooth devices and mobile telephones in the vehicle that contain manipulated data or malware.

— Have updates installed by a suitably qualified workshop as soon as possible after they are made available. Volkswagen recommends using an authorised Volkswagen repairer. Depending on vehicle and country, if you have the option to perform over-the-air updates, request download of the update and install the update as soon as the download has been completed. If the driver repeatedly rejects an over-the-air update, it is then necessary to visit a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Have the vehicle serviced, repaired and maintained only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Over-the-air updates keep the software of your vehicle up to date, e.g. in order to optimise the vehicle functions and for protection against malware.

Over-the-air updates and app updates

Two types of updates are offered to you in your vehicle: over-the-air updates and app updates.

The over-the-air updates are comprehensive updates and update the vehicle's entire control software. Over-the-air updates are available to you only after you have concluded a contract with Volkswagen AG for use of the online services.

Further information on using mobile online services .

App updates update the apps available in the vehicle and are also available without a current contract with Volkswagen AG for use of the online services.

How can you recognise that an over-the-air update is available?

As soon as an over-the-air update is available, you will be informed in the Infotainment system.

You also have the possibility of checking in the Infotainment system whether an over-the-air update is available: ⚙ ▶ **System settings** ▶ **System information** ▶ **Online download** ▶ **Updates**.

Depending on vehicle and equipment, it is possible that no detailed information about the over-the-air updates is shown in the Infotainment system.

If several over-the-air updates are available for the vehicle at the same time, one over-the-air update must first be completed successfully before the next over-the-air update can be performed.

In your own interest, over-the-air updates should be carried out as soon as possible. If the driver repeatedly rejects the over-the-air update, it is then necessary to visit a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

It is possible in very rare cases that a control unit will not function properly after an over-the-air update. Malfunctions of a control unit and the vehicle can lead to serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual when driving.
- Please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the instrument cluster does not function after an over-the-air update, no instruments, warning lamps, symbols or text messages can be displayed. Driving with an instrument cluster that is not working can cause serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer Care.

NOTICE

If special modifications have been performed on vehicles that are outside the scope of responsibility of Volkswagen AG (e.g. for emergency services vehicles or taxis), there is a risk that the special functions (e.g. taximeter) will no longer function correctly after an over-the-air update.

- Consult your authorised Volkswagen repairer before you carry out an over-the-air update.

A measure to increase performance or efficiency (e.g. engine tuning) that has not been performed by Volkswagen may be deleted by an over-the-air update.

As long as the requirements for over-the-air updates are met, an over-the-air update can be started with any user role *(→ System update)* .

Prerequisites for an over-the-air update.

The following prerequisites must be met so that an over-the-air update can be downloaded and so that you can perform software installation of the over-the-air update:

✓ The over-the-air update function is offered in your country.

✓ The vehicle is in an area with sufficient mobile reception.

✓ Your current privacy settings allow data and information to be transmitted and received *(→ Privacy settings)*.

✓ The 12-volt vehicle battery is appropriately charged.

If the charge level is too low, installation cannot be started. Volkswagen recommends a charge level of at least 50% for the over-the-air update.

Downloading and installing an over-the-air update

Download costs

Download of over-the-air updates takes place via the factory-fitted control unit with eSIM card and is free of charge. Volkswagen pays the connection costs.

Time of download

As soon as a new software version is available, you will receive a notification that you can download this. Choose a time for downloading the new software version when the vehicle does not have to be driven by yourself or others.

The duration of a download process depends on the network quality, file size and type of over-the-air update. It is possible that the download process may be interrupted. The download process will be resumed as required when the ignition is switched on.

Installing the over-the-air update

Choose a time for the over-the-air update when the vehicle does not have to be driven by yourself or others.

WARNING

Control units will be deactivated and will not function during installation. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Never use your vehicle during an installation procedure.

1. Park the vehicle safely in accordance with legal requirements and local conditions.
2. Stop the engine and switch on the electronic parking brake.
3. Close the bonnet, boot lid, all windows and all doors.
4. Confirm installation on the Infotainment system.
5. Make sure that all vehicle occupants get out and that no animals are left behind in the vehicle.
6. Take all vehicle keys with you and get out of the vehicle.
7. Lock the vehicle.

Functional limitations during installation

Control units, the central computer, functions and displays are not available during installation. Do not use the vehicle and do not operate the Infotainment system during this time.

— Mobile online services are not available.

— The Emergency Call Service and Breakdown Call are not available.

— Park Distance Control is not available.

— The diagnostic connection is deactivated.

— Park Assist Plus is not available.

After installation

After installation and before starting the engine, read the message in the Infotainment system or instrument cluster about completed installation. The vehicle requires up to 1 minute to display the status of the over-the-air update.

— The vehicle can be used again after successful installation.

— If installation failed: *(→ System update)*.

Troubleshooting

Installation of an over-the-air update has failed

— If installation of an over-the-air update is unsuccessful, you will be informed about this on the Infotainment system or instrument cluster.

Control units will no longer function or will not function correctly in the event of a critical installation error. Functions and displays are not available until the error is corrected. Do not use the vehicle. In this case, contact Volkswagen Customer Care.

Can I interrupt installation of an over-the-air update?

No, this is not possible.

What happens if installation of an over-the-air update is interrupted?

If installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete installation of the over-the-air update.

Introduction to the topic

Mobile devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle.

The type and number of cable and wireless connections depend on the vehicle equipment.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

If unsuitable or damaged connecting cables are used or if the connecting cable connector is inserted with strong pressure or in the wrong position, this can lead to malfunctions and damage to the device, e.g. the device connection and the connecting cable connector may be damaged.

- Use only suitable and undamaged connecting cables.
- When inserting the plugs of the connecting cables into the appropriate connection, ensure that they are correctly positioned and apply only light pressure.
- Make sure that the connecting cable is not trapped or sharply bent.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

USB connection

The USB port allows data transfer and device charging or only device charging.

USB-C port



Fig. 1 USB-C port in the vehicle (illustration).

The following USB-C ports may be available in the vehicle:

Identification of a USB connection for data transfer and charging.

Identification of a USB connection suitable only for charging.

Information on charging options and charging capacity is provided in this owner's manual *(→ Charging options for mobile devices)*.

Possible fitting locations of USB connections

The number and fitting locations of USB connections depend on the equipment and the connections are not available in all countries.

— In the centre console.

— In front of the roof console.

— On the interior mirror base.

— In the centre console stowage compartment.

— In the compartment under the centre armrest.

— In the armrest of the third seat row.

— Two USB connections on the rear of the centre console for the second seat row.

USB ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB data transfer functions are available, depending on equipment:

— App-Connect .

— Media playback .

— Update function, e.g. for navigation data *(→ Navigation)*.

Notes and restrictions

— Use only suitable USB connecting cables. The USB connecting cable must match the USB connection installed in the vehicle.

— Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

— Differences in the quality of data media from different manufacturers can interfere with media playback.

— If USB extension cables, USB plug adapters or USB hubs are used, this can lead to faults or failure of the USB functions.

Bluetooth® interface

The Bluetooth interface is a wireless connection. In Bluetooth audio mode, audio files from a mobile device that is connected via Bluetooth, e.g. mobile telephone, can be played over the vehicle loudspeakers.

Bluetooth audio mode is available if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

A maximum of two mobile devices can be connected via Bluetooth at the same time.

The following Bluetooth functions are supported:

— Telephony and handsfree mode.

— Music playback.

— Displaying and operating music playback.

— Transmission of Cover Arts.

— Access to phone book and call lists.

— Access to Text message and email.

Pairing a mobile device with the vehicle via Bluetooth

1. In the app overview, tap ⚙ ▶ **Bluetooth**.
2. Activate **Bluetooth**.
3. Activate **Bluetooth Audio (A2DP/AVRCP)**.
4. Open the list of available Bluetooth devices on the mobile device and select the device name of the Infotainment system.
5. Observe the messages on the mobile device and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile device will be stored in the user profile.
6. *Optional:* confirm message for data transfer on the mobile device.

Controlling playback

The extent to which the Infotainment system can be used to control the mobile device connected via Bluetooth depends on the respective mobile device.

With mobile devices that support the AVRCP Bluetooth profile, playback on the mobile device can be automatically started or stopped upon switching to Bluetooth audio mode or to a different audio source.

Due to the large number of possible mobile devices, it is not possible to guarantee fault-free operation of all described functions.

Always switch off the warning and service tones on a connected mobile device, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some devices, the Bluetooth audio connection will be disconnected automatically if a mobile device is simultaneously connected to the Infotainment system via Bluetooth and the USB port ⇢.

Introduction to mobile online services

Mobile online services, referred to below as online services, allow you to connect your vehicle to the internet. This allows you to extend the scope of various vehicle functions with online functionalities, e.g. receive real-time data for navigation. The general availability of online services is country-dependent. You can find out whether online services are offered in your country from your authorised Volkswagen repairer. A description of all available online services and further information on registration and help can be found on the internet at:

https://connect.volkswagen.com



You can find the myVolkswagen customer area on the internet at:

https://www.myvolkswagen.net/start/en.html



Mobile online services can be activated only after concluding a contract with Volkswagen AG for use of the mobile online services, whereby this may be subject to a charge. Mobile online services are subject to a country-dependent restriction of the contract term.

The provision and availability of mobile online services can vary from country to country and depend on the vehicle and vehicle equipment. For further information, refer to the Terms and Conditions for the mobile online services.

In areas with insufficient mobile phone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

Observe the warnings .

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

Only download apps from secure sources, e.g. from the Volkswagen website, and only use the official Volkswagen app.

An overview of your activated online services and their contract terms is available in your Volkswagen ID user account.

Execution of mobile online services using the app can consume data and cause costs. The transmission speed will be reduced if the contractually agreed data volume is exceeded, and this can cause delays in execution of the mobile online services.

Registering for mobile online services

To use the mobile online services in the vehicle, you must carry out the following steps:

1. Create a Volkswagen ID user account via myVolkswagen or in the Volkswagen app *(→ Volkswagen ID)*.
2. In the Volkswagen ID user account, add the vehicle to **My Vehicles & Products**.
3. Become the primary user *(→ Manage users)* and carry out the Volkswagen Ident process if necessary in order to use security-relevant online services *(→ Volkswagen Ident process)*.
4. If necessary, create additional users *(→ Manage users)*.

Data processing

Valid in EU countries where the General Data Protection Regulation of the European Union is effective:

When using the mobile online services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. about driving behaviour. You can find the Privacy Policy for use of the Volkswagen mobile online services in the app overview in the Infotainment system under **Legal information**.

Permanent transfer of the vehicle

If the vehicle has been purchased as a used vehicle or handed over to you by another person for permanent use, mobile online services may already be activated and the previous user may still have the possibility to view collected data and control certain vehicle functions via mobile online services.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you must first reset the Infotainment system to the factory settings and then register yourself as the primary user for the vehicle.

Prerequisites for using the online services

In order to be able to use the full scope of the mobile online services, the following prerequisites must be met:

✓ The hardware for use of the online services was also ordered for the vehicle and has been installed at the factory.

✓ The vehicle and user are located in the area covered by the services.

✓ Data transmission is possible without restrictions at the location of the user and vehicle.

✓ The mobile device is compatible with the app.

✓ The privacy settings in the Infotainment system allow data transmission.

✓ The settings in the mobile device allow data transmission for the mobile online services.

✓ A personal Volkswagen ID user account has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract with Volkswagen AG for use of the online services.

✓ A vehicle has been added to the Volkswagen ID user account *(→ Virtual vehicle)*.

✓ Neither the online connectivity unit nor individual online services are deactivated or decommissioned.

WARNING

Using apps, online services and functions while the vehicle is in motion can distract you from the road. Serious accidents and fatal injuries can occur if the driver is distracted.

- Drive with your full attention and with responsibility.
- Only operate the instrument cluster and the Infotainment system when the vehicle is stationary or the traffic situation permits.

WARNING

Using online services without due care or unsupervised can result in the serious injury or even death of people in and around the vehicle, e.g. if they are locked inside the vehicle unintentionally.

- Always carry out the online services carefully and responsibly.

The vehicle added in the Volkswagen ID user account must first be driven for a few kilometres before individual online services can record, transmit and display correct data.

Do not disclose your login data, your password, the registration code, where applicable, or the S-PIN to others and keep them safe from access or viewing by other persons.

Change your password at regular intervals.

Impaired functionality

Even when the prerequisites for using the online services are met, the provision of the online services can be impaired or interrupted due to factors that are beyond the control of Volkswagen. Such factors include in particular:

— Maintenance, repairs, deactivations, updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.

— The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from LTE or UMTS to EDGE or GPRS.

— An existing mobile telecommunications standard has been switched off by the telecommunications provider.

— Disturbance, interference or interruption of mobile and GPS reception, e.g. due to high speeds, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells.

— If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, multi-storey car parks, underpasses, mountains and valleys.

— Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.

— Countries, states and regions where mobile online services are not available.

Activation-free online services

The following online service can also be used if the vehicle is not added to a Volkswagen ID user account:

— Emergency Call Service .

In Europe, further information is available on the internet and on the Volkswagen website.

Setting up a Volkswagen ID user account

The Volkswagen ID user account provides personal access to the digital world of Volkswagen. The Volkswagen ID user account enables you to log into Volkswagen apps and websites.

You need a Volkswagen ID user account in order to use the online services. You can register for the Volkswagen ID user account via myVolkswagen or via the Volkswagen app, referred to below as app.

Registering via myVolkswagen

1. Open www.myvolkswagen.net.
2. Create a Volkswagen ID user account in the **Login or register** area.
3. Follow the instructions on the screen.

Registering via the app

1. Install the app.
2. Follow the instructions in the app.

Carrying out Volkswagen Ident

The identity of the primary user must be confirmed in order to use security-relevant online services. You can provide proof of identity either personally at an authorised Volkswagen repairer or through Volkswagen Ident directly in the Volkswagen app.

1. When a message about the identity check is displayed upon using a security-relevant online service for the first time, observe the information and tap **Start**.
2. Have your identity document ready.
3. Follow the instructions on the screen.

   A message confirms that the identity check has been performed successfully.

Managing vehicles

After you have set up your Volkswagen ID and thus created your Volkswagen ID user account, you must add your vehicle to your Volkswagen ID user account by entering the 17-character vehicle identification number. You will be prompted to do so when creating your Volkswagen ID user account. As soon as your vehicle has been added to your Volkswagen ID user account, you can activate online services. To be able to activate some online services, you must link your Volkswagen ID user account to your vehicle.

Adding vehicles

You can add vehicles either via myVolkswagen or the app. Log in with your Volkswagen ID user account and follow the instructions in the corresponding area.

If you wish to verify yourself as the primary user for the vehicle, please refer to the chapter on the primary user *(→ Manage users)*.

Depending on the equipment, you can create user profiles in your vehicle. If you add the vehicle to your Volkswagen ID user account, the user profile for the Volkswagen ID user account is not automatically also created in the vehicle. To do this, you must log in as a new user in your vehicle's Infotainment system or enter the activation code in the Infotainment system *(→ Manage users)*.

Removing a vehicle via the app or myVolkswagen

If you are logged in as a user in your vehicle and delete this vehicle from your Volkswagen ID user account via the app or myVolkswagen, the user profile will also be deleted from this vehicle.

If you remove the vehicle with which you are logged in as the primary user in your vehicle, this is equivalent to restoring the factory settings of the Infotainment system. All user profiles will be deleted in the vehicle and will lose the rights assigned to their respective role to use online services.

The vehicle must be in online mode and have an internet connection in order to completely remove the link between the vehicle and the Volkswagen ID user account.

1. Open the vehicle overview and tap **Delete vehicle** or **Remove vehicle**.

Setting or changing the S-PIN

The S-PIN is requested in addition to the password as part of user authentication and acts as a second security level to protect security-relevant online services from unauthorised access.

The S-PIN is a four-digit number sequence that you set.

When creating the S-PIN, avoid easy-to-guess number sequences and generally known birthday dates. You must treat the S-PIN as strictly confidential. For security reasons, you should change the S-PIN if the S-PIN is disclosed to a third party.

Setting the S-PIN via myVolkswagen and via the app

— When adding your vehicle to the Volkswagen ID user account, you will be prompted to set the S-PIN.

The S-PIN should consist of four non-identical digits that are not sequential in either ascending or descending order.

Changing the S-PIN via myVolkswagen and via the app

To change the S-PIN, you must enter and confirm both the previous and new S-PIN.

— In myVolkswagen, you can change the S-PIN under **Mobile online services settings**.

Please note that it is only possible to change the S-PIN in myVolkswagen if your vehicle is listed under **My vehicles & products**, you are logged into the vehicle and your vehicle is in online mode.

— In the app, you can change the S-PIN in your user profile.

If you enter the S-PIN incorrectly several times, the input field will be blocked for a certain period.

Getting help

Various information sources are available to get help on the functions or operation of individual online services.

Help via myVolkswagen or the app

Depending on country, information on registration, individual services and frequently asked questions (FAQ) is available in the **Help & Contact** area under **Help for apps and digital services**.

Introduction to the topic

Depending on country and equipment, user profiles can be created for different vehicle users. This allows you to personalise your vehicle, i.e. assign individual vehicle settings, e.g. for the air conditioning system, to a user profile and call them up directly the next time you start a journey.

To personalise your vehicle, user profiles must be created in the vehicle. To do this, create a Volkswagen ID user account and then link it to your vehicle *(→ Manage users)*.

When the ignition is switched on, you will be asked which user profile you want to use to log in. If the selected user profile has been protected with an S-PIN, the S-PIN must be entered. After selecting the desired user profile, the settings stored there are loaded in the vehicle.

To avoid being asked for your S-PIN when selecting a user profile, you can activate the **Remember S-PIN** option. However, remember that third parties can then access your personal data.

Description of the user roles

Primary user

— The “primary user” is the person who orders the mobile online services for a vehicle using their Volkswagen ID user account and verifies themselves in the vehicle. The primary user should be the owner, keeper or another person who mainly uses the vehicle, e.g. lessee, company car user, and who is authorised for this role.

— One primary user can log in for each vehicle. If a new primary user verifies themselves for the vehicle, the previous primary user will automatically lose their user role and will be informed about this.

Secondary user

— The “secondary user” role is intended for users who also use the vehicle regularly. Secondary users derive their role from the primary user and must be invited for the vehicle by the primary user. Secondary users have access to a selection of mobile online services.

Guest user with Volkswagen ID

— The “guest user with Volkswagen ID” is intended for users who use a vehicle occasionally. Guest users with a Volkswagen ID have access to certain online services. “Guest users with Volkswagen ID” do not have access to vehicle data in the app.

Local guest user

— The “local guest user” role is not protected by an S-PIN. The “local guest user” has only restricted access to certain online services.

Anonymous guest

— The “anonymous guest” is a non-personal user profile that exists locally in the vehicle and is intended for persons who have access to the vehicle but do not log in. This user profile exists once and cannot be deleted. If the “anonymous guest” user profile is activated in the vehicle, e.g. by deleting a currently selected user profile, all users who are logged in on the vehicle are temporarily logged out. The current vehicle settings are saved in the “anonymous guest” user profile and are kept until a person-specific user profile is selected again.

If no user is logged into the vehicle or a user logs out, the “anonymous guest” user profile is activated. The “anonymous guest” remains activated until a user logs in to the vehicle again.

Becoming the primary user

The primary user should be the owner, keeper or another person who mainly uses the vehicle, e.g. lessee, company car user, and is authorised for this role. The user role of “primary user” can only be assigned once per vehicle.

If other user profiles have already been created, the factory settings of the Infotainment system must be restored before the registration process for the primary user. Restoring the Infotainment system to the factory settings deletes all existing user profiles.

A mobile telephone that can scan QR Code®s is helpful for becoming the primary user.

1. If not already done, create a Volkswagen ID user account via myVolkswagen or the Volkswagen app.
2. Add your vehicle to the Volkswagen ID user account.
3. In the app overview on the Infotainment system, tap **Users** ▶ **Become primary user**.
4. Log in using the displayed QR Code® or alternatively by means of **Log in with e-mail**.
5. *Optional:* provide proof of identity *(→ Volkswagen Ident process)*. This is necessary only if security-relevant online services are to be activated.

After successful registration, you are the primary user of the vehicle. The online services are activated.

Inviting secondary users via myVolkswagen

After successful registration and verification as the primary user, you can assign rights to other vehicle users.

1. Open the **Manage users** area.
2. Click **Invite as secondary user** next to the user you want to invite as a secondary user.
3. Confirm the invitation with the S-PIN.

   An email can also be sent to the invited person.

   The invited person receives a notification in the app that they have been invited as a secondary user. You can activate the online services for this person as soon as they accept the invitation.

You can withdraw invitations again if necessary in the **Manage users** area.

Creating a new user

You do not need a Volkswagen ID user account if you want to create a local user.

To create a new user profile in the vehicle, you must first create a Volkswagen ID user account in the Volkswagen app on the mobile telephone or online via myVolkswagen. If you want to log in as the primary user, you must add your vehicle in your Volkswagen ID user account under **My vehicles & products** before starting the registration process *(→ Manage users)*. Mobile online services cannot be used as long as no primary user has registered in the vehicle.

Register the primary user first before creating other users.

Creating users with a Volkswagen ID user account

1. Tap **Change users** ▶ ⊕.

   Or: open the app overview and tap **Users** ▶ **Other** ▶ ⊕.

2. Tap **VW Connect user**.

   The login menu is opened.

3. If a Volkswagen ID has already been created, tap **Log in**.

   Or: create a Volkswagen ID via the app on the mobile telephone or via myVolkswagen on the internet and tap **Log in**.

4. Follow the instructions on the Infotainment system.

5. Log in using the displayed QR Code® or alternatively by means of **Log in with e-mail**.

Creating a local guest user

1. Tap **Change users** ▶ ⊕ ▶ **Local guest user**.

   Or: in the app overview, tap **Users** ▶ **Other** ▶ ⊕ ▶ **Local guest user**.

   The login menu is opened.

2. Enter data and confirm with **Save**.

Protecting your user profile

Your Volkswagen ID user account and user profile are protected by your personal password or S-PIN. The password and S-PIN can be changed using the app or online via myVolkswagen.

As the default setting, your user profile is protected against unauthorised changes by an S-PIN. Your user profile is no longer protected if you have activated the **Save S-PIN** function in the welcome menu. If you want to protect your user profile with an S-PIN again, you can activate the S-PIN. Login is then possible only after entering the S-PIN. If you protect your user profile by means of an S-PIN, you must enter your S-PIN each time before starting a journey.

1. Tap **Users** ▶ ⚙ ▶ **Protect user account with S-PIN**.
2. Activate **Protect user account with S-PIN**.

Deleting a user

Every vehicle user can delete every user profile in the vehicle. In this case, only the user profile is deleted from the user management, but not the Volkswagen ID user account and data linked to the Volkswagen ID user account. If you also want to remove the link with the Volkswagen ID user account, the vehicle must have an internet connection.

Deleting the primary user

If you sell your vehicle or someone else is to take over the role of primary user for your vehicle, you should restore the factory settings of the Infotainment system. This will also delete the primary user and the service-specific data that is stored in the vehicle.

1. Set privacy settings to “Share my position” mode or “Online”.
2. In the app overview, tap ⚙ ▶ **Restore factory settings**.

Deleting other users

Only the data from the vehicle is deleted when a user profile with Volkswagen ID is deleted. The associated Volkswagen ID user account continues to exist and can be linked to the vehicle again by means of the login process. Local guest users will lose all saved data after deletion.

1. Tap **Users** ▶ **Other** ▶ ✎.

   User profiles that can be deleted are marked with 🗑.

   Or: tap **Users** ▶ ⚙ ▶ **Delete active user** ▶ **Delete**.
2. Tap 🗑 next to the user profile that is to be deleted.

   The selected user profile is deleted.
3. Tap ✎ to return to the user management area again.

When an active user profile is deleted, the “anonymous guest” role is activated. Some vehicle settings, e.g. the seat settings, are saved in this user profile.

Troubleshooting

Where is my user profile?

If you have previously created a user profile in the vehicle and it is no longer visible in the user management area, it is possible that it has been deleted. Log into the vehicle again *(→ Manage users)*.

I have forgotten my S-PIN

If you have forgotten your S-PIN, you can have it reset again via myVolkswagen or via the app.

Privacy settings

Using the “Privacy settings” function, it is possible to allow or prevent data transfer between the vehicle and internet in several levels.

Please note that every vehicle user can adjust individual settings in the “Privacy settings” function. These settings may be different from those preferred by the vehicle keeper.

Note that the privacy settings for vehicles assigned to a fleet, e.g. rental cars, may differ. Please contact your fleet manager for more information.

If data transfer is restricted, online vehicle functions such as updates cannot be executed.

The restrictions also apply to new online vehicle functions that are provided for the vehicle in future.

Data transfer by mobile devices and communication by these devices with the vehicle or legally required online services cannot be blocked or deactivated by settings made in the “Privacy settings” function.

Some online vehicle functions and tracking services are dependent on the equipment and are not available in all countries.

Connection to the Internet – Display

Depending on the selected status, the following symbols are shown in the top display bar of the Infotainment system:

Offline mode:

Your vehicle is offline. The mobile online services are not available.

Online mode (currently no connection):

Online mode is selected but it is not currently possible to connect to the internet.

Online mode:

Your vehicle can transmit and receive data for activated online services.

Online mode with location data:

Your vehicle is in online mode and can transmit additional location data for use of other activated online services.

Online mode with signal strength display:

Your vehicle is connected to the internet with the displayed mobile radio standard and signal strength.

There is no signal strength display in the event of faults in the eSIM card.

Even if offline mode is activated, online mode can be activated briefly by online services that are security-relevant and legally required.

No mobile online services are activated and no data of these services is transmitted during this time. Offline mode will be reactivated again automatically after successful transfer of the security-relevant or legally required data.

Opening the Privacy settings menu

1. Switch on the ignition.

   The set mode of the “Privacy settings” function is shown in the top display bar of the Infotainment system.

2. In the app overview, tap ▶ ▶ **Privacy settings**.

Selecting online or offline mode

1. Open the **Privacy settings** menu.
2. Activate **Vehicle/Usage data** in the menu with the same name.

   Depending on the mode, either or will be displayed.

Effects of offline mode

— Online services are deactivated and do not send any data.

— It is not possible to update information and data stored in the control units, e.g. emergency call numbers, when in offline mode. Out-of-date information and data can restrict functions and online services or mean that they are not available.

Legally required online services cannot be deactivated and still transmit data.

Effects of online mode

— Online services can transmit and receive data depending on their settings in the user profile.

— The eSIM card is activated.

Data transmission is possible for all vehicle functions that require an online connection.

— The signal strength display of the eSIM card is available.

Selecting online mode with location data

1. Open the **Privacy settings** menu.
2. Activate **Send location data** in the menu with the same name.

   is displayed.

Effects of online mode with location data

— Online services can transmit and receive data depending on their settings in the user profile.

— The primary user can access the location data of the vehicle via the myVolkswagen customer area or the app.

— Data transmission is possible for vehicle functions that require an online connection.

— The signal strength display of the eSIM card is available.

Managing online services

The following functions are available for deactivating and activating the online services:

— Blocking or allowing data transfer by means of the privacy settings *(→ Privacy settings)*.

— Individual activation and deactivation via myVolkswagen or via the app.

If data transmission is restricted by the “privacy settings”, it is not possible to activate or deactivate services individually.

The respective online services can be run again only after the corresponding deactivation is cancelled.

In Europe, further information is available online at:

https://connect.volkswagen.com

If you deactivate all online services individually, the control unit with the eSIM card can still transmit data.

Legally required online services and their data transmissions cannot be switched off and cannot be deactivated, e.g. the statutory eCall Emergency System eCall.

Introduction to the topic

Personalised vehicle settings, e.g. your preferred air conditioning settings, allow you to adapt your vehicle to your preferences in the best possible way. The personalised vehicle settings are saved in a user profile in the vehicle and are synchronised with the Volkswagen ID user account when there is an internet connection. In this way, you can also transfer your settings to another vehicle, if this is possible depending on the equipment, by logging into the other vehicle with your user profile.

Personalisation is particularly useful if several users use the vehicle.

In order to use personalisation, you may need a fee-based contract to use the mobile online services.

Further information on mobile online services .

Every time you change a personalised vehicle setting, it is automatically assigned to the active user profile, saved and synchronised with the Volkswagen ID user account, provided there is an internet connection.

For information on which vehicle settings can be personalised, see *(→ Online personalisation)*.

Information on creating a user profile *(→ Manage users)*.

Opening the configuration wizard for personalised vehicle settings

1. In the app overview, tap ⚙ ▶ **Configuration wizard**.

   Or: in the app overview, tap ⚙ ▶ **Configuration** ▶ **Configuration wizard**.

Personalised vehicle settings

The personalised vehicle settings are dependent on the equipment and are not available in all countries. The personalised vehicle settings are assigned to the user profile locally in the vehicle.

The following functions can be personalised:

— Ambient settings.

— Selected settings of driver assist systems.

— Selected Infotainment system settings, e.g. radio station.

— Settings for light and visibility.

— Air conditioning system settings.

— Navigation setup.

— Wiper settings.

— Settings for single door unlocking, convenience opening and windows.

— Driving profile selection.

— Seat and mirror settings.

Introduction to the topic

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using for the first time

Before using the Infotainment system for the first time, please observe the following points so you can make full use of the available functions and settings:

— Read the safety notes *(→ Infotainment system)*.

— If you want to delete the settings stored in the Infotainment system, restore the factory settings of the Infotainment system *(→ Introduction to the Infotainment system)*.

— To have quick access to favourite radio stations, also simply referred to as “stations” in the following, search for them and save them to presets .

— To make telephone calls via the mobile phone interface, pair and connect a mobile telephone .

— To use mobile online services, register for the mobile online services .

Other applicable documents

In addition to this owner’s manual, please observe and read the following documents when using the Infotainment system and its functions:

— Supplements to the vehicle wallet of your vehicle.

— Operating instructions for the mobile telephone, external data media, audio and media sources and devices.

— Instructions for retrofitted or additionally used accessories for the Infotainment system.

— Digital owner’s manual in the Infotainment system, depending on equipment and not available in all countries.

Safety notes

Some functions may contain links to websites that are operated by third parties. Volkswagen does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

Some functions may contain external information supplied by third parties. Volkswagen is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

The radio stations or owners of the data storage media and audio sources are responsible for the content provided.

Tunnels, tall buildings, street canyons, garages, multi-storey car parks, underpasses, mountains and valleys or other electrical devices such as battery chargers can impair reception of mobile communications, GPS and radio signals.

Observe the other applicable documents .

⚠ WARNING

The central computer of the Infotainment system is networked with the control units in the vehicle. In the event of improper repair or improper removal and installation of the central processor, there is an increased risk of accident and injury due to a control unit that is not functioning or not functioning correctly.

- Never replace the central computer with a used central computer taken from an older vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Operating the Infotainment system, reading information on the screen, connecting, inserting or removing a data medium or an audio source can distract you from the traffic situation. Unfavourable light conditions and a damaged or dirty screen may result in information not being read or not being read correctly from the screen, which can distract you from the traffic situation. Accidents and serious or fatal injuries can occur if the driver is distracted while the vehicle is in motion.

- Drive with your full attention and with responsibility.
- Only operate the Infotainment system when the vehicle is stationary or when the traffic situation permits.
- Have damaged screens repaired by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Clean dirty screens.

⚠ WARNING

If the volume is set too high, acoustic signals may not be heard, which can cause accidents and injuries.

- Adjust the volume so that you can always hear acoustic signals, e.g. emergency service sirens.

⚠ WARNING

A volume that is too loud can damage the hearing, even if the hearing is exposed to loud volumes only for a short time.

- Adjust the volume so that it is pleasant for all vehicle occupants.
- Avoid volumes that are too loud.

⚠ WARNING

Sudden changes in volume, such as when changing or connecting an audio or media source, can distract the driver and cause accidents and injuries.

- Reduce the volume before switching the audio or media source or connecting a new source, for example.

⚠ WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are restricted, interrupted or not possible:

- Your current emergency call location is in an area with no or insufficient mobile communications and satellite signal reception.
- The mobile communications network of telecommunication providers is not available in areas with sufficient mobile communications and satellite reception.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working, or do not have sufficient electrical power.
- The battery of the mobile telephone is empty or does not have a sufficient charge level.

⚠ WARNING

Radio stations can transmit catastrophe and danger warnings. If catastrophe and danger warnings cannot be received or output, this can cause accidents and injuries. The following conditions can prevent these warnings from being received or issued:

- Your current location is in an area with no or insufficient radio signal reception.

- The frequency bands of the radio stations are subject to interference or are not available in areas with adequate radio signal reception.
- The loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have sufficient electrical power.

WARNING

In some countries and mobile networks, a call for assistance or an emergency call can be made only subject to the following prerequisites:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- Sufficient network coverage is available.

WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for all vehicle occupants.

- Maintain a minimum distance of 20 cm (around 8 inches) between the aerials on the mobile telephone and an active medical implant (e.g. a pacemaker) since the mobile devices may impair the function of active medical implants.
- Do not carry a mobile telephone that is operational close to or directly above an active medical implant, for example in a breast pocket.
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant (e.g. a pacemaker) or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are loose, unsecured or not properly secured can be flung though the vehicle interior and cause accidents and serious injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow mobile telephones, external devices and accessories outside the deployment zone of the airbags.
- Always secure or stow mobile telephones, external devices, audio sources and accessories securely in the provided stowage areas and holders in the vehicle so that they cannot be flung through the vehicle interior and hinder the driver.
- Never leave any heavy, hard or sharp objects in the pockets of clothing.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and displayed traffic signs of the navigation may deviate from the current traffic situation and must not tempt you to take a safety risk.

- Always drive with due care and attention and be ready to intervene at all times.
- Always remember that road signs, traffic signals, traffic regulations and local conditions take precedence over driving recommendations and displays provided by the navigation system.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

NOTICE

The loudspeakers can be damaged if the volume is set at too high a level and by playback which is too loud or distorted.

- Choose the volume setting so that the loudspeakers are not damaged.

Notes on use

The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures. During system startup, only the rear view camera image can be displayed. The Infotainment system must start up completely before all displays are available and before it is possible to execute functions.

When using the Infotainment system and the corresponding accessories, e.g. headphones, please observe the country-specific regulations and legal requirements.

There may be restrictions on the use of Bluetooth® devices in some countries. Information is available from the local authorities.

To ensure that the Infotainment system functions correctly, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

A missing function button on the screen does not constitute a fault in the unit; It reflects the equipment that is available in the country in question.

If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must also be in selector lever position **N** or **P** . This is not a malfunction, but simply a legal requirement.

Use only suitable audio sources and data media .

In certain vehicles with Park Distance Control, the volume of the current audio source is lowered automatically when reverse gear is engaged. It is possible to adjust the volume reduction *(→ Park Distance Control)*.

Use current map data for the navigation system.

To clean the screen of the Infotainment system, observe the information in the section on caring for the vehicle interior *(→ Vehicle care, interior)*.

Switch the ignition on before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

The Infotainment system is automatically switched off when the vehicle's drive system is deactivated and when the charge level of the 12-volt vehicle battery is low.

Information on the included software and the licence conditions is stored in the Infotainment system, e.g. under **Legal information**.

If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external audio and media sources and data media are removed where applicable.

Some functions in the Infotainment system require an active Volkswagen ID user account for mobile online services for the vehicle and a connection to the internet . The data transfer must not be restricted for the execution of the functions.

Marks, licences, copyright

Marks and licences

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Copyright law

Audio and video files saved on mobile telephones, data media, audio and media sources and devices are normally subject to national and international copyright laws. Observe the legal requirements.

Infotainment system overview



Fig. 1 Overview of the Infotainment system, view of the app overview (illustration).

1 Home button: ▢ (below: HOME).

2 Menu button: ⁙.

3 App favourite.

Further information and tips for operating the Infotainment system are provided in these operating instructions *(→ Introduction to the Infotainment system)*.

1 Home button: ▢ (below: HOME)

There are tiles that allow you to access other apps and functions on the home screen. Apps and functions are available as function buttons. If you tap the home button, you will always return to the home screen.

1. Tap HOME to open the home screen.
2. To open an app on the home screen, tap the corresponding function button.

   Or: to open a function of an app within a tile, tap the corresponding function button.

2 Menu button: ⁙

The apps are available as function buttons in the app overview. If you tap the Menu button, the app overview will be displayed above the home screen.

1. Tap ⁙ to open the app overview.
2. Tap the corresponding function button to open an app in the app overview.

3 App favourite

App favourites are function buttons and are always visible. Apps can be saved in the app favourites for quick access. The app favourites can be personalised *(→ Introduction to the Infotainment system)*. The **Vehicle** app in the app favourites cannot be changed or removed.

1. Tap the corresponding function button to open an app in the app favourites.

Function favourites (without item number)

Function favourites are function buttons and are visible only on the home screen → *Fig. 1*. For quick access, functions can be saved as function favourites in the favourites bar on the left of the home screen → *Fig. 1* (2). Several apps can be saved as function favourites within some tiles on the home screen → *Fig. 1* (3). The function favourites can be personalised *(→ Introduction to the Infotainment system)*.

1. Open the home screen.
2. Tap the corresponding function button to open a function favourite in the favourites bar.

   Or: to open a function favourite within a tile on the home screen, tap the corresponding function button.

Proximity sensor (without item number)

Depending on country, it is also possible to activate the proximity sensor.

1. Open the app overview and tap ⚙ ▶ **Screen** ▶ **Proximity sensor**.

Gesture control (without item number)

Depending on country, it is also possible to activate gesture control. When gesture control is activated, this is indicated on the screen.

1. Open the app overview and tap ⚙ ▶ **Screen** ▶ **Hand gesture**.

Operating the Infotainment system

Resetting the Infotainment system to the factory settings

1. Deactivate Bluetooth in the Infotainment system and in nearby mobile devices.
2. Open the app overview and tap ⚙ ▶ **Restore factory settings**.

   After confirmation, the factory settings of the Infotainment system will be restored. This can take several minutes.

Observe the information in this regard in the section on mobile online services .

The vehicle settings are deleted by resetting to the factory settings. This also includes personal data, where applicable. Mobile online services can then no longer be used in this vehicle. The services can be used again only after renewed activation. If there is a primary user in the vehicle, this user will also be deleted. For further information, refer to the section on mobile online services .

Switching the Infotainment system on or off

To switch on the Infotainment system manually, press the control for the Infotainment system in the centre console *(→ Centre console)*.

The Infotainment system switches on automatically in the following case:

— When the ignition is switched on if the Infotainment system was not manually switched off before.

If the last set volume does not exceed the preset maximum switch-on volume, the Infotainment system will start up at this volume.

The Infotainment system switches off automatically in the following cases:

— Vehicles with starter button: if the driver door is opened when the ignition is inactive.

— After around 30 minutes without a user input if you switch on the Infotainment system manually when the ignition is inactive.

If the Infotainment system no longer reacts, the Infotainment system can be restarted. To do this, press the control for the Infotainment system in the centre console *(→ Centre console)* and hold for around 10 seconds.

⚠ WARNING

During a restart of the Infotainment system, functions such as the display of the rear view camera system, acoustic and visual warnings of Park Distance Control and Rear Traffic Alert, Park Distance Control, Rear Traffic Alert and other acoustic warnings, may be temporarily unavailable. This can lead to accidents and serious injuries.

- Always pay due attention and do not rely exclusively on the systems. The driver is always responsible for all driving tasks.
- Pay attention to the traffic situation and the area around the vehicle when driving into and out of a parking space.
- Use the foot brake to slow the vehicle in a hazardous situation.
- Wait until the Infotainment system and other systems have started up completely.

Control for the Infotainment system in the centre console

The control for the Infotainment system in the centre console *(→ Centre console)* can also be used to adjust and mute the volume and switch off the screen.

— Press the control *(→ Centre console)* briefly to mute the volume.

— Press the control *(→ Centre console)* and hold for around 2 seconds to switch off the screen.

Any audio source currently being played is stopped while the Infotainment system is muted.

Reduce the volume of the Infotainment system before switching to another audio source.

Operating the screen (touchscreen)

You can operate the functions of the Infotainment system using the screen. You can find the quick guide in the system settings, if available.

1. Open the app overview and tap ⚙ ▶ **Quick guide**.

Apps in the app overview

Opening apps

Apps are available as function buttons in the app overview and on the home screen.

1. Tap the corresponding function button to open an app, e.g. △ for the navigation system.

The following apps may be available as function buttons in the app overview:

App-Connect .

Vehicle .

Sound *(→ Introduction to the Infotainment system)*.

Air conditioning .

e-manager, **Charging manager** .

Media .

Navigation .

Users, **User management** .

Radio .

Legal.

Settings *(→ Introduction to the Infotainment system)*.

Telephone .

Configuring the app overview

You can configure the layout of the apps in the app overview in the Infotainment system.

1. Open the app overview.
2. Tap a function button and hold until the function button is visibly highlighted.
3. Move the function button to the desired position and release.

Personalisation

Personalise the pages on the home screen *(→ Introduction to the Infotainment system)*.

Personalising the Infotainment system

You can personalise the Infotainment system for faster access to your favourites or frequently used apps and functions.

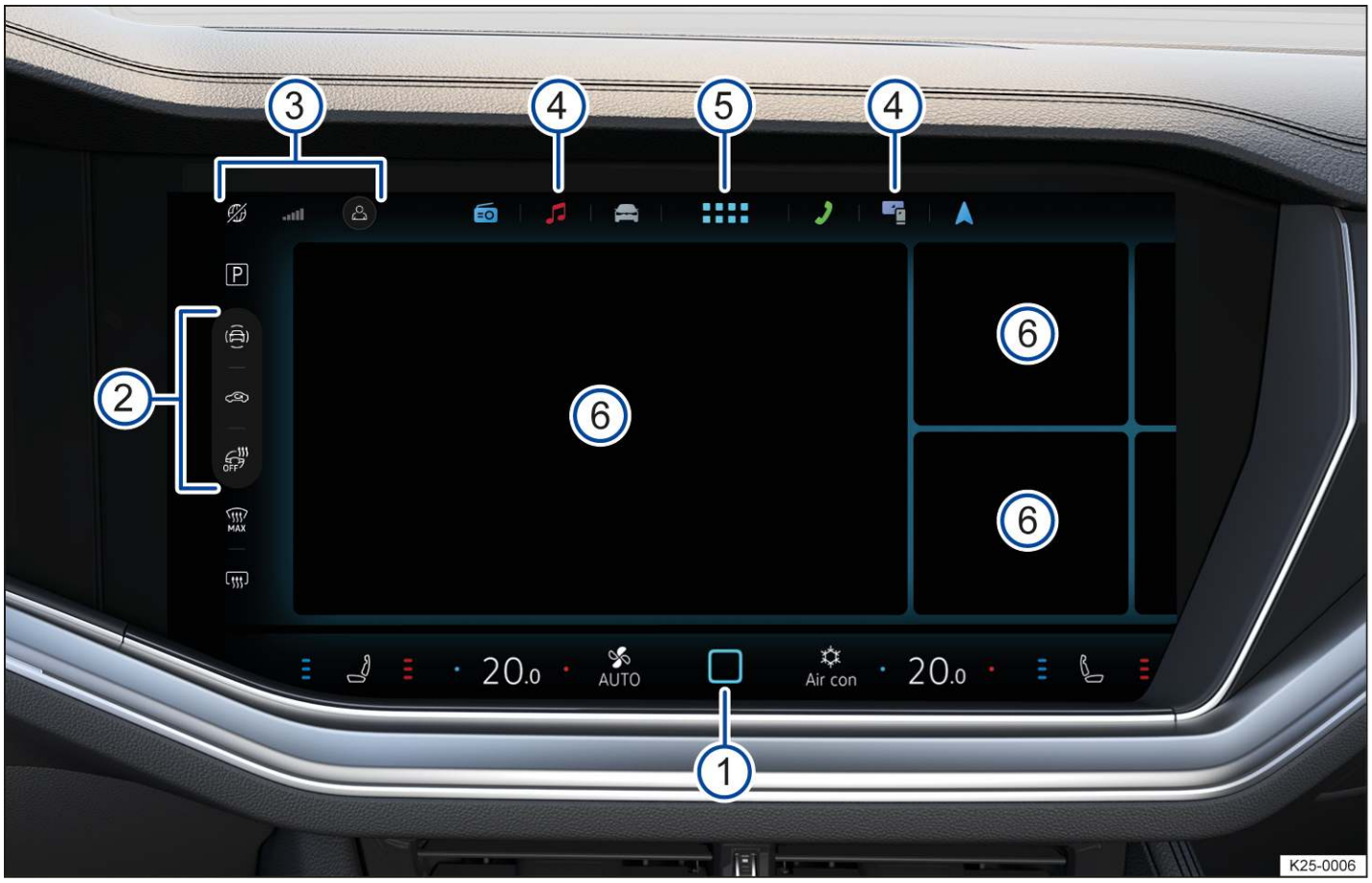


Fig. 1 Overview of the Infotainment system, view of the home screen (illustration).

1. Home button: ▢ (below: HOME).
2. Favourites bar with function favourites.
3. Display of the "Privacy" function *(→ Privacy settings)* and signal strength as well as user management (available depending on country).
4. App favourites.
5. Menu button: ⁙.
6. Tiles.

Adapting tiles

Adapt the tiles → *Fig. 1* (6) and the displayed tile functions on the home screen of the Infotainment system to customise the Infotainment system to suit your needs.

1. Open the home screen.
2. Tap a tile and hold until the selection of possible apps opens.
3. Tap the desired app. Various functions are available depending on the size of the tile.

   Or: tap a free area on the screen to return to the page.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe up or down in the additional window to see all functions.

Several apps can be saved as function favourites within some tiles on the home screen. These function favourites can be personalised → *Personalising the Infotainment system*.

Personalising function favourites

You can personalise the function favourites on the home screen of the Infotainment system for faster access to favourite or frequently used functions.

1. Open the home screen.
2. Tap and hold function favourites in the favourites bar → *Fig. 1* (2) on the left of the home screen until the function selection for favourites is shown as an additional window.
3. Tap the desired function and hold until the function is visibly highlighted.
4. Move the function to the desired position and release.

   The function can be moved to the left for display in the favourites bar → *Fig. 1* (2) or to the right for display within a tile → *Fig. 1* (6), the “Favourites” tile.
5. To close the additional window, tap ✕.

More functions are available in the function selection for function favourites than are visible at first glance. Swipe to the left or right in the additional window to see all functions.

Customising the “Favourites” tile

1. Open the home screen.
2. Tap the “Favourites” tile and hold until an additional window opens.
3. Tap the desired function.

Personalising app favourites

You can add frequently used apps to the app favourites → *Fig. 1* (4). These are also always displayed on the home screen.

1. Open the app overview.
2. Tap and hold the desired app until it can be moved on the screen.
3. Move the app to the app favourites and release.

Opening tips for personalisation (if available)

You can find further information and tips for personalisation in the quick guide for the Infotainment system.

1. Open the app overview.
2. Tap ⚙ ▸ **Quick guide** ▸ **Custom**.

System and sound settings

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑, ◉ or ⬭ The setting is selected and activated or switched on.

☐, ◯ or ⬭ The setting is not selected and is deactivated or switched off.

▽ or ﹀ Open the drop-down list.

\+ Increase the setting values.

− Decrease the setting values.

< Gradually back.

> Gradually forwards.

Change setting values with the slider control (infinitely variable).

ⓘ Show more information.

System settings

Depending on country, the following functions, information and setting options may be available in the system settings:

— Reset to default settings.
— Screen.
— Bluetooth.
— Copyright.
— Remove data media safely.
— Data connection.
— Units.
— Configuration wizard.
— Quick guide.
— Licence information.
— Manage mobile devices.
— Voice control.
— Language.
— System information.
— Time and date.
— Additional keyboard languages.

Opening system settings

1. Open the app overview and tap ⚙.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

Opening sound settings

1. Open the app overview and tap .

Adjusting the volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to **Medium** or **Loud**.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to **Medium** or **Quiet**.

Speed-dependent volume control

The speed-dependent volume control automatically adjusts the volume in line with the speed of the vehicle.

The level the volume increase is set in steps.

If a low value is set, the volume increases only slightly as the speed of the vehicle increases. At a high setting the volume increases further. Speed-dependent volume control is switched off at **0**.

Electronic Voice Enhancer

The Voice Enhancer is equipment-dependent and is only available in some countries.

When the Voice Enhancer is activated, the spoken words of the driver and front passenger are transmitted to the speakers in the rear seats via the hands-free system microphone. This enables good communication between the driver, front passenger and passengers in the rear seats, even at high speeds. The driver can communicate with the vehicle occupants of the rear seats, while driving, without having to turn around or speak more loudly.

Activating or deactivating the Voice Enhancer

1. Open the app overview and tap ▶ **Volume**.
2. To activate the function, increase the volume in the **Voice enhancer** menu option.

   Or: to deactivate the function, reduce the volume to the minimum setting in the **Voice enhancer** menu option.

Adjusting the volume of the Voice Enhancer

1. Open the app overview and tap ▶ **Volume**.
2. Adjust the volume in the **Voice Enhancer** menu option.

The Voice Enhancer is not active during telephone calls and navigation announcements.

If the Voice Enhancer is activated, this affects recognition of the activation word for the voice assistant . In this case, start the voice assistant via the multifunction steering wheel *(→ Voice control)*.

Introduction to the topic

In radio mode, you can receive available radio stations using different reception modes and store your favourites for quick access.

The available reception modes are dependent on the equipment level and are not available in all countries. Frequency bands and reception modes may be discontinued, deactivated or no longer offered in individual countries.

With some equipment levels and in some countries, you can also use Internet Radio *(→ Online functions, radio)*.

- The radio stations are responsible for the content of the information sent.
- Additional electrical devices connected in the vehicle can interfere with reception of the radio signal and cause noises in the loudspeakers.
- Foil or metal-coated stickers on the aerial and windows may affect reception, especially in vehicles with window aerials.

Function descriptions

Selecting reception mode

Different stations are available depending on the reception mode. The available reception modes are dependent on the equipment level and are not available in all countries.

1. Tap **Source** to open the list of reception modes.
2. Select the reception mode, e.g. FM.

Searching for and selecting stations

You can search for and select stations in different ways. The possibilities vary depending on reception mode.

Searching for stations in SCAN mode

In SCAN mode, the stations of the frequency band are automatically set successively and played for around 5 seconds in each case.

1. Tap ⚙ ▸ **SCAN** to start the SCAN function.

   The SCAN function starts and the currently set station is shown on the display.

   The **SCAN** function button is shown.
2. To select a station, tap **SCAN**.

   The SCAN function stops and the station is set.

Selecting stations using the multifunction steering wheel

Depending on equipment, you can select stations from the station list or from the favourites using the multifunction steering wheel.

— To select the previous station, press ⏮ on the multifunction steering wheel.

— To select the next station, press ⏭ on the multifunction steering wheel.

Selecting stations using the frequency band

1. Tap **Band**.
2. Select reception mode AM or FM.
3. To open the frequency band, tap 〰.
4. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency is set.

Selecting stations from a station list

If you have left the region since the station list was last opened, you may have to manually update the station list. In the FM/DAB reception mode, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set.

   In the FM/DAB reception mode, the best reception mode is selected automatically, depending on the availability of the station.

Selecting a station and storing as a favourite

You can store up to 30 stations or frequencies from different reception modes as favourites.

Saving stations as favourites

1. Set the desired station.
2. Tap ▭▭▭.

   Or: tap and hold a station in the station list.

   The memory locations are displayed.
3. Tap and hold the memory location until the station is stored.

   The station is stored in the selected memory location.

   If a station was already stored in the memory location, this station will be removed from the memory location and replaced by the new station.

Automatic station tracking: switching to other DAB stations

If a DAB station can no longer be received, the Infotainment system first attempts to set another DAB station with the same programme. If no other DAB station with the same content can be found, it tries to set a corresponding FM station, provided that one can be received. These are often stations of neighbouring regional broadcasters. The DAB station can indicate the alternative station you may wish to switch to.

Automatic station tracking: switching from DAB to FM and FM to DAB

If a station is available in both frequency bands in FM/DAB mode, the DAB station is always used. If digital radio reception is weak, the system automatically switches to the FM frequency band and **(FM)** is displayed after the station name. The system automatically switches back to DAB mode and **(DAB)** is displayed after the station name when digital radio reception is strong enough again.

The requirement for cross-frequency station tracking is that the DAB station and the FM station broadcast the same station ID.

Or: DAB indicates which FM station corresponds to the DAB frequency band, and the FM station has sufficient reception.

If the reception of the selected DAB station is lost and the station cannot be found on the FM frequency band, the radio will be muted.

Or: if Hybrid Radio is activated in the settings, the system searches for the set station in the “NET” frequency band (if available).

Changing view in radio mode

1. Tap **View**.

Some DAB stations also offer an image-based slideshow. Radio stations can transmit information to the Infotainment system in the form of digital pictures using the slideshow.

After changing station, it may take a while for the slideshow broadcast by the selected DAB station to be loaded in the background.

It is possible to increase the size of displayed images and radio text in some cases by tapping them. Tap again to zoom out.

The radio stations are responsible for the content of the information sent.

Hybrid Radio

The Infotainment system can use Hybrid Radio mode to ensure the best possible reception of stations in FM/DAB mode or in FM mode. An active internet connection of the Infotainment system must be available for this.

If reception of a station in the DAB and FM frequency band is too weak when Hybrid Radio mode is activated, the system searches for this station in Internet Radio mode and switches to it. The DAB/FM frequency band remains selected. **(NET)** is displayed after the station name. The station is automatically played via DAB or FM again as soon as the signal strength of the station in the DAB and FM frequency band is strong enough again.

Activating and setting up Hybrid Radio

1. In radio mode, tap ⚙ ▶ **Advanced settings**.
2. Tap and activate **Hybrid Radio (streaming/station logos)**.
3. Tap **FM/DAB ⟷ Hybrid radio**.
4. Select **Automatic** or **Ask**.
5. Adjust the audio quality.

Deactivating Hybrid Radio

1. Tap and deactivate **Hybrid Radio (streaming/station logos)**.

Other functions in radio mode

The functions listed below depend on the equipment level and are not available in all countries.

Radio Data System (RDS)

Additional services are possible, such as the display of station names, automatic station tracking (AF), Radio Data System (RDS) with display of the radio text and Traffic Programme (TP).

Some additional services are not available everywhere and not for every station.

Activating or deactivating radio text (RDS)

1. Select reception mode FM or FM/DAB.
2. In radio mode, tap ⚙.
3. Tap and activate **Radio text**. To deactivate radio text, tap and deactivate **Radio text**.

Traffic Programme function (TP function)

The Traffic Programme function (TP function) monitors the traffic announcements from a set traffic news station for Traffic Programme monitoring and automatically outputs them during radio or media mode. Reception of a traffic news station must be possible and the TP function must be activated in the settings in order to receive traffic announcements. Traffic news stations are not available in all countries. Some stations that do not broadcast their own traffic news support the TP function through a corresponding traffic news station (EON).

Provided that a traffic news station can be received, a traffic news station is automatically set in the background in the AM frequency band and in media mode.

No TP will be shown on the display if no traffic news station can be received. The unit automatically searches for a receivable traffic news station. As soon as a new traffic news station can be received, the status in the display changes to **TP** again.

Switching on the TP function

1. In radio mode, tap ⚙ and activate ☑ **Traffic Programme (TP)**.

   Or: in media mode, tap ⚙ ▶ **Media** and activate ☑ **Traffic Programme (TP)**.

Station logos

In Internet Radio mode, the Infotainment system accesses station logos from an online database and automatically assigns them to the stations.

Deleting station logos from memory locations

1. Select the desired frequency band.
2. In radio mode, tap ⚙.
3. Tap **Delete presets**.

   Either individual or all entries can be deleted.
4. Tap the desired memory location from which you wish to delete the station logo.

   Or: delete station logos from all memory locations.

Functions and symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— AM tuner.

— FM dual tuner (antenna diversity).

— Combined station list.

  — Combination of FM- and DAB stations in one list.

— Combined preset list for favourites.

— Display of station logos.

— Aerial amplifier.

— DAB/DAB+.

— DAB slide show.

  — Stationary images are transmitted parallel to the current broadcast.

— Internet Radio.

Symbols

The symbols depend on the equipment and are not available in all countries.

General symbols

1. To open the main menu, open the app overview and tap *(→ Introduction to the Infotainment system)*.

AM Select AM reception mode.

FM Select FM reception mode.

FM/DAB Select FM/DAB reception mode.

Internet Radio Select Internet Radio reception mode.

< Select previous station from the station list or favourites.

> Select next station from the station list or favourites.

Open additional information for the selected station.

Switch between preset list for favourites and station view.

Open preset list for favourites.

Small in a station list: station already saved as a favourite.

Open frequency band for manual selection of the AM or FM frequency.

Possible only if the combined station list is switched off in the settings in Radio mode.

Open station list of AM, FM or, depending on the country, FM/DAB stations.

Update station list manually.

2 In the instrument cluster: station saved as a favourite. The number on the symbol indicates the position in the favourites, here, for example, position 2.

Open the settings.

TP

Traffic Programme function (TP function) for traffic news monitoring is activated.

No TP

The selected traffic news station is not available.

Symbols in the FM/DAB frequency band

No DAB reception possible.

DAB station supports slide show.

Slide show is not available for the DAB station.

Symbols in Internet Radio mode

 Open search.

 Switch between preset list for favourites and station view.

 Open the most recently listened to Internet Radio stations.

 Switch between podcast and station.

 No Internet Radio reception possible.

 Open the station selection.

 Open the most recently listened to Internet Radio stations.

 Open the 100 most listened to Internet Radio stations.

 Open available Internet Radio podcasts.

 Open Internet Radio stations from the desired country.

 Open Internet Radio stations that broadcast their programmes in the desired language.

 Open Internet Radio stations whose programmes belong to the desired genre.

Online functions

With some equipment levels, the Infotainment system has online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include Internet Radio, for example.

Prerequisite for using online functions in radio mode:

✓ The requirements for using the services have been fulfilled *(→ Online services)*.

Internet Radio

Internet Radio is a reception mode for Internet Radio stations and podcasts which is independent of AM, FM and DAB. Due to transmission via the internet, reception is not regionally restricted. Internet Radio is available only when the Infotainment system has an active internet connection. Costs may be incurred for data transmission from the internet when using Internet Radio mode.

In some countries, functioning of Internet Radio depends on the privacy settings in the vehicle.

Searching for and filtering stations

In Internet Radio mode, it is possible to search for or filter stations by category.

1. Open the station selection.
2. Select the category according to which you wish to filter the stations.

   Or: tap ◯ to start the full-text search.

   The input field is displayed.
3. Enter the name of the station or category you want to search for.

   The list of found stations is automatically updated during input.
4. Tap the desired station.

Introduction to the topic

In media mode, you can play media files from data media on the Infotainment system and, depending on equipment, store your favourites for quick access.

With some equipment levels, the following data media can be used as a media source:

— USB data medium, e.g. USB stick.

— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files can be played back:

— Audio files, e.g. music.

— Video files.

Restrictions and notes on data media

Dirty, overheated or damaged data media may be unusable. Observe the manufacturer's instructions.

Differences in the quality of data media from different manufacturers can interfere with media playback.

Incorrect configuration of a data medium can render it unreadable.

The read time of data media can be increased by the storage capacity, usage state (copying and deletion processes), file system, folder structure, and the amount of stored data.

Playlists simply specify a playback sequence. They link to the location of the media files within the folder structure. There are no media files stored in a playlist. To play a playlist, the media files must exist in the locations on the data medium referenced by the playlist.

No liability can be accepted for damaged, modified or lost files on data media.

Playing a media file

Connecting and playing a media source

1. Connect media source.
2. Tap **My media** and select the desired media source.

Searching for and selecting media files

You can search for and play media files from a media source in various ways.

Searching in a selected media source

All media files on the connected media source can be found by means of a folder structure or by using the full-text search.

1. Show folder structure.
2. Search through the folder structure for the desired track.

   Or: tap ◯ to start the full-text search.

   The input field is displayed.
3. Enter the name of the desired track.

   The list of found tracks is automatically updated during input.
4. Tap the desired track.

   If the selection is located in a folder on a media source at the start of playback, the media files located in this folder will be added for playback.

   If a playlist is played, all available tracks in the playlist will be added for playback.
5. Close the selection with ×.

Saving a media file as a favourite

Only media files that are saved to **My Media** in the **Music** and **Video** folders can be stored as favourites. You can save individual tracks, albums, artists and genres.

1. Start playback of the desired track.
2. Open favourites list.
3. Tap a free memory location.

   Or: tap an already assigned memory location and hold for around 3 seconds.
4. Make a selection from the list (e.g. a music track).

   The selection options in the selection list depend on the data attached to the media file. If no genre is specified for music files, for example, the genre cannot be saved as a favourite.

   If a video file is currently being played, only this video can be saved as a favourite.

   The selection is saved as a favourite at the selected memory location. If the memory location was already assigned, the previously stored favourite is replaced by the selection.

Selecting a media file from favourites

1. Open favourites list.
2. Tap the desired favourite.

   Depending on the selected favourite, all tracks that belong to it are added to the current playback content.

Entertainment playback via the Infotainment system

You can play music and videos on the Infotainment system.

Video mode

In video mode, the Infotainment system display can play a video from a data medium or from the internal memory.

The video soundtrack is played on the vehicle loudspeakers.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. The video audio can continue to be heard.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

Functions and symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via connected media sources.

— Audio playback in the following formats:

  — AAC.

  — APE.

  — ALAC.

  — FLAC.

  — MP2.

  — MP3.

  — MP4.

  — Vorbis.

  — OPUS.

  — WMA.

  — WAV.

— Video playback in the following formats:

  — MPEG-1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database: **My media**.

  — The data of all media sources connected to the Infotainment system is stored in a media database, **My media**.

  — If **My media** is selected, categories, e.g. music, and connected media sources are displayed first.

  — All media files of USB devices are filtered according to categories, e.g. albums. This category view is always displayed in **My media**. The classic folder structure of the individual USB data media is additionally located in the **My media** folder.

— Media search.

Symbols

The symbols depend on the equipment and are not available in all countries.

General symbols

1. To open the main menu, open the app overview and tap *(→ Introduction to the Infotainment system)*.

 Start playback.

 Pause playback.

 Go to previous track.

 Go to next track.

 Repeat current track.

 Repeat all tracks.

 Activate shuffle mode.

 Search current media source.

 Close list view.

 Go back to higher-level folder of the media source.

 Open favourites list.

 Find and play similar tracks.

 Open the settings.

Symbols for media sources

 **My media**: select the cross-source media database **My media** as the media source. Connected USB devices and their folder structure can be selected under **My media**.

 **Bluetooth audio**: select a device connected via Bluetooth as the media source.

 Select an external data storage device (USB stick) as the media source.

Symbols for categories and groups of media files

 Music tracks.

 Videos.

 Playlists.

 Albums.

 Artists.

 Genres.

 Podcasts.

 Audio books.

Symbols for video playback

 Play video in full-screen mode.

 Minimise playback.

Introduction to the topic

The current vehicle position is determined by means of a global satellite system. To enable optimal navigation to the destination, all readings and possible traffic information are compared with the available map material. Acoustic navigation announcements and visual guidance direct the driver to the destination.

Depending on the country, some Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

If you sell or loan the vehicle, Volkswagen recommends resetting the Infotainment system to the factory settings *(→ Introduction to the Infotainment system)*. This is the only way of deleting all personal data, e.g. information used for navigation. For further information, refer to the section on mobile online services (section availability is country-dependent) .

⚠ WARNING

Operating the navigation system can distract you from the road. Accidents and serious or fatal injuries can occur if the driver is distracted while the vehicle is in motion.

- Drive with your full attention and with responsibility.
- Only operate the Infotainment system when the vehicle is stationary or when the traffic situation permits.

The navigation may recalculate the route if the driver misses a turning.

The quality of the output navigation recommendations depends on the navigation data available and, depending on country, any reported traffic disruptions.

Depending on the vehicle and country, select online mode and a mode with location data in the privacy settings before using the mobile online services of the navigation system *(→ Privacy settings)*.

The corresponding prerequisites must be met to use mobile online services, e.g. depending on country, Online Traffic Information *(→ Online navigation function)*. Only then will Online Traffic Information be output in the navigation system, for example. If no Online Traffic Information is available, this is displayed in the Infotainment system *(→ Navigation)*.

Restrictions during navigation

When the Infotainment system cannot receive any data from GPS satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or are not completely included in the Infotainment memory, the Infotainment system will also try to enable route guidance.

If navigation data is unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

The course of the road is subject to constant changes, e.g. roadworks. In the case of obsolete navigation data, there may be errors or inaccuracies during navigation.

Function descriptions

Adapting the navigation map

For optimal viewing, you can also adapt the navigation map and map view with advanced finger gestures.

Moving the navigation map

Recommendation: use your index finger.

1. Use your finger to move the navigation map.

Enlarging or reducing the map view

Recommendation: use your index finger.

1. Tap the map twice in succession and keep your finger on the screen.
2. Move your finger downwards to zoom in on the map view.

   Or: move your finger upwards to zoom out from the map view.

Enlarging or reducing the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers together to zoom out from the map view.

   Or: move your fingers apart to zoom in on the map view.

Tilting the map view

Recommendation: use your index and middle finger.

1. Using two fingers that are horizontal to each other at the same time, tap the map and keep your fingers on the screen.
2. Move your fingers upwards to tilt the map view forwards.

   Or: move your fingers downwards to tilt the map view backwards.

Rotating the map view

Recommendation: use thumb and index finger.

1. Using two fingers at the same time, tap the map and keep your fingers on the screen.
2. Turn your fingers clockwise or anticlockwise to rotate the map view.

Navigation announcements

Navigation announcements are acoustic driving instructions for the current route. The type and frequency of navigation announcements depends on the settings and the driving situation, e.g. start of route guidance, driving on a motorway or in a roundabout. The volume of a navigation announcement can be adjusted or muted during output of the announcement. All other navigation announcements are given with this volume setting or are muted.

A navigation announcement informing you that you have reached the destination area is given if the exact destination cannot be reached, e.g. because it is located in a non-digitised area. In addition, information on the direction and distance to the destination are displayed on the screen.

During dynamic route guidance, you receive information about reported traffic jams on the route. An additional navigation announcement may be given if the route is recalculated due to a traffic disruption or changed driving style.

Navigation announcements are not given if the Infotainment system has been muted.

Route plan

The route plan contains your route and possible stopovers. Several destinations and stopovers can be defined in sequence, moved or deleted. The starting point is always the vehicle position determined by the Infotainment system. The route plan contains information on relevant events, e.g. stopovers, if navigation data is available. You can move the stopover destinations to another position within the list. When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings.

Opening the route plan

1. Tap ▶ **Route information**.

Stopping route guidance

1. Tap ▶ **Stop route guidance**.

Editing route guidance

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap ≡ next to the desired destination.
2. Move the destination to the desired position and release.

   The route will be recalculated.

Additional window on the route plan

If you tap the entries of the route plan, an extra window with additional options can appear. The possible options depend on the entry tapped.

Functions in the additional window:

Display on map
Display the selection on the map.

Add stopover
Add a stopover to the route guidance.

Direct route
Start direct route guidance.

Delete
Delete stopover from route guidance.

Stop route guidance
End the current route guidance.

Closing the additional window on the route plan

1. Tap a free area outside the additional window.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week. Each suggested destination is based on a previously recorded route. Destinations are learned only after a standstill time of at least 30 minutes.

The navigation system can suggest learned routes.

A forecast arrival time will be displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Prerequisite:

✓ A primary user for VW Connect is logged in in the vehicle.

Activating or deactivating “Learn usage pattern”

1. To open the settings for this function, tap ⚙ ▶ **Route options**.
2. Tap and activate **Learn usage pattern**. To deactivate the function, tap and deactivate **Learn usage pattern**.

Deleting stored data for “Learn usage pattern” function

1. To open the settings for this function, tap ⚙ ▶ **Manage memory**.
2. Tap **Delete user data**.
3. Tap confirmation to delete.

Stored data

The Infotainment system stores certain data, e.g. frequently driven routes and positioning data, so that you can enter destinations quickly and enjoy the most efficient route guidance.

Deleting stored data

1. Tap ⚙ ▶ **Manage memory** ▶ **Delete user data**.
2. Tap confirmation to delete.

Satellite Maps display

The Infotainment system can display a satellite view of the navigation map in the digital instrument cluster and on the Infotainment system.

Prerequisites:

✓ There is a valid contract for use of the services .

✓ “Location data” is selected in the privacy settings.

Activating Satellite Maps display

1. Tap ▶ **Satellite map**.

Functions and symbols

Functions

The navigation functions depend on the equipment and are not available in all countries.

— Destination input and route calculation.

— Two navigation maps are displayed simultaneously on the screen of the Infotainment system and instrument cluster.

— Personal POIs.

— Online Map Update.

— Online Traffic Information.

— Range (electric and hybrid vehicles).

Symbols

The symbols depend on the equipment and are not available in all countries.

General symbols

1. To open the main menu, open the app overview and tap △ *(→ Introduction to the Infotainment system)*.

 Open the route plan. The destination search is displayed if the route guidance function is not active.

 Show all saved destinations.

 Adapt map view and display on the map.

 Repeat the previous navigation announcement. Visible only if route guidance is active.

 Show traffic information, e.g. list of traffic disruptions. Visible only if route guidance is active.

 Navigation setup.

Other symbols

The function buttons and displays depend on the settings and the current driving situation.

Display current position.

Determine driving orientation and map tilt.

Map scale.

Centre the map.

Display route overview and alternative routes for current route guidance.

Repeat the previous navigation announcement. Visible only if route guidance is active.

Probable arrival time at the destination.

Probable time to the destination (journey time).

Calculated distance to the destination.

Range.

Example of a traffic disruption on the map, here a traffic jam.

No Online Traffic Information available.

Traffic disruptions

Depending on equipment and in some countries, the map displays symbols for POIs and traffic information, e.g. traffic disruptions, if navigation data is available *→ Traffic disruptions (→ Online navigation function)*. Example of a traffic disruption on the map: ⚠ for traffic jam. Depending on country, “Online Traffic Information” must be activated to display the mobile online service. Depending on the vehicle, the following symbol is displayed if no Online Traffic Information is available: .

Opening details of traffic disruptions

1. Tap .
2. Tap a traffic disruption to open an additional window showing details *(→ Navigation)*.

Entering a destination and starting route guidance

Depending on the vehicle equipment, different functions are available for destination input. Certain functions are available only in some countries.

The different functions for destination input can be found in the main menu of the navigation system *(→ Navigation)*.

You can more precisely limit the search by indicating preferences in the results list, such as “nearby”.

Further information about the symbols on the Infotainment system display can be found in this owner’s manual *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system will suggest known destinations during input. You can also enter a new, as yet unknown address for route guidance.

Selecting a destination and starting navigation

1. Tap **Enter destination**.
2. Enter the address of the destination and select the desired destination.
3. Tap **Start**.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Destination suggestions

The navigation system uses stored data such as the last and learned destinations, favourites, and home and work addresses so it can use this data for route guidance.

Selecting a destination and starting navigation

1. Tap .
2. Select the desired destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores the most recent destinations in order to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap **Last destinations**.
2. Tap the desired destination.
3. Tap **Start**.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. Enter a destination and tap **Save** in the additional window.

Selecting a destination and starting navigation

1. Tap **Favourite**.
2. Tap the desired destination.
3. Tap **Start**.

Selecting on the map

The navigation map contains active areas at many locations which are suitable for destination input. To enter a destination, tap the desired position or location on the map for a few seconds. You can start route guidance if map data is available at this location.

Destination input via the navigation map depends on the data status and is not possible for all positions.

Use the off-road navigation function to enter a destination point with unknown data.

Off-road navigation

The off-road navigation function calculates routes to selected destination points with unknown data. If a destination point is not on known roads or there is no positioning data available for this point, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start off-road navigation, tap a free area without positioning data for a few seconds.

Starting navigation

1. Tap .
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended tap gestures *(→ Navigation)*.
3. Tap the desired destination or any destination point on the map without positioning data.
4. Tap **Start**.

Using the address data of a contact

Start navigation using the stored address data of a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .
2. Tap the desired contact and address data.
3. Tap **Route**.

For route guidance, the stored address in the stored destinations is used. If the address data of a contact in the stored destinations is out of date, route guidance may be incorrect.

— When starting route guidance, make sure that the stored address of a contact is up-to-date.

— If you have changed the address of a contact on the mobile telephone, start route guidance via the **Telephone** menu.

Adjusting the range

For hybrid and electric vehicles, the “Range” function shows the possible range with the current charge level of the high-voltage battery. The display shows only an estimated range calculated on the basis of the current consumption figures. The display may change during the journey, and peripheral areas must also be understood as an estimate *(→ Charge level display and range)*.

Activating the “Range” function

1. Tap and activate ≡ ▶ .

   Or: tap and activate ▶ **Range**.

   Or: tap and activate ▶ **Show range on map**.

If the charge level of the high-voltage battery is too low, the range is hidden automatically. When the high-voltage battery is recharged, the range will be shown again.

To show the complete range on the map, you may need to adjust the map view *(→ Navigation)*.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

In order to carry out route guidance correctly and make full use of the functions offered, the Infotainment system always requires up-to-date navigation data.

NOTICE

If you use obsolete data, navigation may be impaired. Current routes cannot be determined or route guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Online navigation data – expansion

Regions in the navigation data that are not used by the user may be removed from the system under certain circumstances, for example, if there is limited memory space in the navigation data memory. If these regions should be needed again at a later point in time, the navigation system will download them again on request. Whether and which regions are downloaded depends on the current location and, where applicable, also on the active route guidance. If navigation data can be updated online, a notification may be displayed. No contract for mobile online services is needed for this service. The service depends on the vehicle equipment and is available only in some countries.

1. Switch on the ignition.
2. Establish an internet connection, if this does not already exist.
3. Depending on the country, also select “Online mode with location data” in the privacy settings *(→ Privacy settings)*.
4. Accept notifications.

   Or: tap ⚙ ▶ **Version information** to start the update.

Anyone who uses the vehicle as an anonymous guest must reset the privacy settings each time they start the vehicle *(→ Privacy settings)*.

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the internet at www.volkswagen.com and stored on a suitable USB data medium available commercially. If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on a USB data medium.
2. Switch on the vehicle ignition.
3. Connect a USB data medium to the Infotainment system when the vehicle is stationary *(→ USB connection)*.
4. Tap ⋯ ▶ **Settings** ▶ **System information** ▶ **Update software**.
5. Follow the instructions on the screen.

   The navigation data is automatically updated in the background.
6. Wait until the navigation data has been completely updated and remove the USB data medium from the Infotainment system.

If you update the navigation data manually, the USB data medium must remain connected until the navigation data has been completely and successfully downloaded and installed.

Depending on country, leave the USB data medium connected to the Infotainment system for approximately 1 hour until the navigation data has been completely and successfully downloaded and installed. Installation takes place automatically in the background while driving. Failure to do so will cancel the update.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USBdata storage device nor an internet connection.

Displaying map data version

1. Tap ⚙ ▶ **Version information**.

Online functions

Online functions of the navigation system are available depending on the equipment and in some countries. Online functions are not available in all vehicle models.

Online functions include, for example, Online Traffic Information.

Online Traffic Information

Reception of Online Traffic Information depends on the vehicle equipment and is not available in all countries. The Infotainment system automatically receives detailed traffic information when connected to the internet. This information is indicated by symbols and colouring of the road network on the map *(→ Navigation)*.

Reception of traffic information depends on the privacy settings in some countries. No traffic information is received in offline mode *(→ Privacy settings)*.

Prerequisites for using Online Traffic Information:

✓ The requirements for using the services have been fulfilled *(→ Online services)*.

✓ You have ordered the service and activated it in your vehicle.

✓ Depending on the country, online mode and a mode with location data are selected in the privacy settings *(→ Privacy settings)*.

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map *(→ Navigation)*.

The list of traffic disruptions shows current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the list of traffic disruptions.

Displaying list of traffic disruptions

1. Tap .

Dynamic route guidance

Dynamic route must be activated in the route options in order to use dynamic route guidance.

If a traffic report that refers to the current route is received during route guidance, an alternative route is calculated if the Infotainment system determines that this can save time.

If no time saving is calculated for a diversion, you will be routed through the traffic jam. In both cases, there is a spoken message.

During route guidance, traffic disruption that is not on the calculated route is shown in grey.

Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by colouring of the road network.

Coloured warning symbols show the start of a traffic jam immediately ahead. Traffic jams with grey warning symbols are not on the planned route.

The colouring of the road network is not available in all countries and not all colours are available for all countries.

Orange

Slow-moving traffic. Traffic is congested on this section of the road.

Red

Traffic jam or stop-and-go traffic. There is a major traffic jam on this route section.

Green

Freely moving traffic. No traffic jams are reported at present.

Traffic flow settings

1. Open ⚙ ▶ **Map** ▶ **Traffic flow settings**.

   Or: tap **Map** ▶ **Traffic flow settings**.

Introduction to the topic

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. Sound is played back using the via the vehicle loudspeakers. Depending on equipment, you can connect up to two or three mobile telephones to the Infotainment system simultaneously *(→ Mobile phone interface)*.

Functions depend on the equipment and are not available in all countries – and depend on the mobile phone used and its operating system.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once for each technology, Bluetooth or Wi-Fi. The device connection to the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

During a telephone call, the volume of the call can be adjusted using the volume control *(→ Introduction to the Infotainment system)*.

Areas where special regulations apply

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

— The area around vehicles which run on liquid gas, such as propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the vehicle's drive system must be deactivated or the mobile telephone switched off.

WARNING

In places where there is a risk of explosion, e.g. near filling stations, and in places with special regulations, ignition sparks, e.g. caused by electrostatic discharges or mobile phones, can lead to an explosion or fire and cause serious or fatal injuries.

- Switch off the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.
- Do not operate the mobile telephone and mobile phone interface in potentially explosive areas, e.g. near filling stations, and in locations where special guidelines apply.

Types of mobile phone interface

Depending on the country and vehicle equipment, the following mobile phone interface types may be present in your vehicle:

— Basic equipment of the mobile phone interface.

The mobile phone interface uses the Bluetooth Hands-Free Profile (HFP) for transmission. This profile allows use of telephone functions via the Infotainment system and output via the vehicle speakers. If a mobile telephone is connected to the mobile phone interface via the Bluetooth profile HFP, you can make calls wirelessly via the hands-free system.

— Comfort mobile phone interface.

The Comfort mobile phone interface uses the HFP Bluetooth profile like the basic version of the mobile phone interface.

The Comfort mobile phone interface may be equipped with a wireless charging function *(→ Charging options for mobile devices)*. In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment for the wireless charging function *(→ Charging options for mobile devices)*.

Pairing, connecting and managing

Pair a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface.

Depending on equipment, you can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device is active and can be used to make calls. You can use the second connected device to receive calls via the Infotainment system and for media playback.

The available functions depend on the mobile telephone used and its operating system.

The functions listed below may not be available in all Infotainment systems depending on the equipment and country.

Pairing a mobile telephone

The mobile telephone must be paired with the Infotainment system before the first connection is established. A user profile for the device is automatically saved in the Infotainment system *(→ Mobile phone interface)*. The pairing process can take a few minutes.

1. Activate Bluetooth on the mobile telephone.
2. Activate Bluetooth on the Infotainment system.
3. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
4. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
5. *Optional:* confirm message for data transfer on the mobile telephone.

Pairing via the Infotainment system

1. Open the app overview and tap ▶ **Device**.
2. Tap **Select mobile phone**.

   Or: tap ▶ **Select mobile phone**.

   Once the search process is complete, the names of all mobile telephones found will be displayed on the screen.
3. Select the mobile telephone to be paired from this list of mobile telephones.

   The Infotainment system and the mobile telephone are paired.
4. If necessary, confirm the pairing on the mobile telephone.
5. Confirm the PIN shown on the devices.

   The telephone book, call lists and text messages (Text message) stored on the mobile telephone or on the SIM card are loaded automatically if the mobile telephone supports this function.

⚠ WARNING

Pairing a mobile device, e.g. a mobile telephone, can distract you from the traffic situation. Accidents and serious or fatal injuries can occur if the driver is distracted while the vehicle is in motion.

- Drive with your full attention and with responsibility.
- Carry out pairing as the driver only when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the mobile telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

Depending on equipment, the wireless charging function may be deactivated while you are in the **Known mobile phones** menu. The wireless charging function will be reactivated when you leave the menu.

Connecting a mobile telephone

1. Pair the mobile telephone with the Infotainment system → *Pairing a mobile telephone*.
2. Activate Bluetooth on the mobile telephone.

Unpairing a mobile telephone

1. Open the app overview and tap ▶ ▶ **Bluetooth** ▶ **Paired devices**.
2. Tap next to the desired device in the list.

Function descriptions

User profile for the device

An individual user profile is automatically created for the device for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details. A maximum of four user profiles can be stored in the Infotainment system simultaneously. If another mobile telephone is connected, the user profile that has not been used for the longest amount of time will be deleted automatically. You can perform a manual update of the telephone book data on the mobile telephone via the **User profile settings** menu.

Completely deleting stored data

1. Reset the Infotainment system to the factory settings *(→ Introduction to the Infotainment system)*.

Active and passive connection

At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active

Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

Passive

Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. No other functions are available.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Changing the connection type (passive to active)

Prerequisite:

✓ Several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap .

   Or: tap the name of the active mobile telephone.

   Or: tap **Replace**.

   The mobile telephone with an active connection is highlighted.

2. Tap the name of the mobile telephone you require.

   Other mobile telephones then automatically have a passive connection.

Managing connections

Prerequisite:

✓ The mobile telephone is paired and connected.

1. Open the app overview and tap ▸ **Mobile devices**.
2. Tap the technology desired for the connection.

Telephone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone. Depending on equipment, up to 10000 contact entries can be stored in the telephone book. The telephone book is updated each time the mobile telephone is connected to the Infotainment system. The still existing telephone book can be used during the update.

If conference calls are supported, the telephone book can be opened during a call and a further participant added to the call.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Using the telephone

Select a telephone number to start the call. Different functions are available for selecting a phone number.

Using contact data

If there are several phone numbers for each contact, you must select the phone number you require.

1. Tap .

   Or: tap and enter the name of the contact in the input field to search for a contact.

   Or: tap a favourite in the main menu of the mobile phone interface to call a favourite.

2. Tap a contact in the list to start the call.

When searching for a contact, enter the surname and first name separated by a space.

Using the call list

The mobile phone interface displays the call list of the mobile telephone. Frequently used phone numbers are displayed as favourites. Start calls via the call list.

1. Tap ▶ **All**.

   Or: tap and filter entries in the call list (e.g. missed calls).

2. To start the call, tap a number or, where applicable, a contact in the list.

Entering a phone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

Selecting a contact on the search screen

1. Tap **Search** to open the search screen.
2. Enter the name you are searching for.

   A contact can be displayed in the input field after each character input. The number of matching entries is shown next to the input field.

3. Browse the contact list and tap the required contact to make a call.

While you are entering a phone number, contacts that match the number will be shown on the Infotainment system display.

Calling voicemail (if available)

1. Tap to set up the connection.
2. If no telephone number is stored yet for the voicemail, enter the number and confirm it with OK.

Favourites

A contact from the telephone book can be saved as a favourite. If an image is stored in the entry, this will be displayed in the memory location for the favourite.

Favourites must be added manually and are assigned to a user profile *(→ Mobile phone interface)* *(→ Bluetooth)*.

Saving a contact as a favourite

1. Tap a free memory location.
2. Tap a contact from the telephone book or search for the contact using the search bar. If several phone numbers are stored for a contact, tap a number from the list.

Editing favourites

1. Tap and hold the memory location until the telephone book opens.
2. Tap a new contact from the telephone book. If several phone numbers are stored for a contact, tap a number from the list.

Calling a favourite

1. Tap an assigned memory location.

Favourites are not automatically updated. If the phone number of a contact changes, the memory location must be assigned again.

Deleting favourites

1. Tap ▸ ▸ **Manage favourites**.

   Tap at the desired memory location to delete a favourite.

   Or: tap ▸ .

   Or: tap **Delete all** to delete all favourites from all favourite locations.
2. Tap confirmation to delete.

Sending and receiving text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive Text message text messages and emails via the mobile phone interface in some countries.

The ability to send and receive emails also depends on the app being used on the mobile telephone.

Sending text messages

1. Tap ▸ **Text message** ▸ **New message** and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap **OK** to send the message.

Sending emails

1. Tap ▸ **E-mail** ▸ **New message** and enter the message on the screen.
2. Enter the desired contact in the search bar.
3. Tap **OK** to send the message.

Functions and symbols

Functions

The functions are dependent on the equipment level and are not available in all countries. The available functions depend on the mobile telephone used and its operating system.

— Hands-free function.

— Text message functions via Bluetooth:

  — Read Text message.

  — Write Text message.

  — Have Text message read out loud.

  — Message history.

— Email functions via Bluetooth:

  — Read emails.

  — Write emails.

  — Have emails read out loud.

Symbols

The symbols depend on the equipment and are not available in all countries and may also differ in appearance depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap *(→ Introduction to the Infotainment system)*.

 Opens the contact list.

 Open call lists for incoming and outgoing calls.

 Dial phone number.

 Open text messages, Text message and, depending on country, email.

 Change active device.

 or  Open the settings.

Symbols for phone calls

Start call, continue call or bring to foreground for handling.

End or reject call.

Mute hands-free system.

Hold call.

Continue call.

Add a participant to a conference or start conference.

SOS or Make emergency call (SOS).

Obtain help in the event of breakdown.

Voicemail.

Obtain information about the Volkswagen brand and selected value-added services relating to traffic and travel.

Symbols for call lists

1. Tap to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Frequent calls or favourites from the mobile telephone, if supported by the mobile telephone.

Phone number (work).

Phone number (private).

Mobile telephone number.

Start route guidance to the contact if complete address data is stored for the contact.

Symbols for text messages

1. Tap to open the text messages.

Received text message.

Sent text message.

Have text messages read out loud.

Introduction to the topic

The voice control allows you to perform certain functions by spoken commands.

Does my vehicle have voice control?

Voice control is installed in the vehicle if the button is present on the multifunction steering wheel and voice control is started after pressing it, or if your vehicle understands the activation word *(→ Voice control)*.

Voice control is active and will recognise the spoken words.

Test voice control while the vehicle is stationary before starting a journey in order to familiarise yourself with the function.

The activation word is activated with the factory settings.

Voice control features

Depending on country and the set language in the Infotainment system, the system language, voice control is available offline or online.

Depending on the system language, voice commands *(→ Voice control)* can be formulated freely and colloquial. Voice commands depend on the system language and equipment. For example, the statement “How long do I still have to drive?” leads to output of the remaining time until the destination is reached.

Depending on the system language, voice commands that are evaluated online allow an optimised POI search, e.g. for POIs. To use voice control function online, the prerequisites for online mode of advanced voice control must be met → *Prerequisites*.

In some system languages, the voice commands must be formulated according to a certain pattern in order to guarantee recognition, e.g. “Navigate to [*Town, Street name, House number*]”.

Further examples and suggestions for voice commands depend on the system language. These can be found in the Infotainment system *(→ Voice control)*.

Online mode of advanced voice control

Prerequisites

✓ You have a valid contract for the vehicle for the use of mobile online services .

✓ The privacy settings are set to online mode with location data and vehicle data *(→ Privacy settings)*.

✓ You have agreed to the declaration of consent for online voice recognition → *Accepting the declaration of consent for online voice recognition*.

Accepting the declaration of consent for online voice recognition

1. Open the app overview and tap ▸ **Voice control**.
2. Tap **Agree to online voice recognition**.
3. Tap and read **Consent**.

   The **Use of voice data Use of location data** selection fields are greyed out until the user has read the declaration of consent for data usage
4. If you agree to the declaration of consent for data use, return to the **Online voice recognition settings** menu and tap and activate **Use of voice data** and **Use of location data**.

   Advanced voice control can be used online.

- The number of languages available in your country depends on the vehicle equipment and country.
- If advanced voice control is available for your language, this will be used when voice control is activated.
- Voice control recognises only voice commands in the language set in the Infotainment system.
- Loud interior and exterior noises can cause malfunctions and misleading sentences and answers.

Help for voice control function

The help for voice control explains the basic operation of voice control. The most important voice commands are shown in the current context. Start voice control to open the help for the voice control function *(→ Voice control)*.

Seat-based voice control

Depending on the model and equipment and in some countries, voice control can detect whether the driver or front passenger is speaking by means of additional microphones. This enables you to open seat-related functions in the supported languages, e.g. switching on the seat heating.

Activation word and voice commands

Activation word

The spoken words are analysed continuously in the vehicle and overwritten after around 15 seconds. Voice control is started as soon as the Infotainment system recognises the activation word as part of this analysis. If the voice control function is available online and activated, (voice) data is also transferred from the vehicle as from this time. Otherwise there is no transmission of data or words spoken in the vehicle.

Recognition of the activation word can be deactivated in the settings → *Activation word and voice commands*.

The voice control system recognises “Hello Volkswagen” as the activation word.

BG Здравей Volkswagen.

BR Olá Volkswagen.

CDN Bonjour Volkswagen.

CZ Ahoj Volkswagen.

D Hallo Volkswagen.

DK Hej Volkswagen.

E Hola Volkswagen.

F Bonjour Volkswagen.

FIN Hei Volkswagen.

GB Hello Volkswagen.

GR Γεια σου Volkswagen.

I Ciao Volkswagen.

MEX Hola Volkswagen.

N Hallo Volkswagen.

NL Hallo Volkswagen.

P Olá Volkswagen.

PL Cześć Volkswagen.

ROK 안녕 Volkswagen.

RUS Привет Volkswagen.

S Hej Volkswagen.

TR Merhaba Volkswagen.

USA Hello Volkswagen.

Activating and deactivating the activation word

If the activation word is deactivated, voice control cannot be activated using the activation word.

1. Open the app overview and tap ⚙ ▶ **Voice control** ▶ **Start voice control with "Hello Volkswagen"**.

Voice commands

Voice control recognises only voice commands in the language set in the Infotainment system.

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak slightly louder at higher speeds.

✓ Avoid excessive emphasis or strong dialect.

✓ Do not leave long pauses when speaking.

✓ Avoid exterior and background noise.

✓ Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Open the home screen and say the activation word *(→ Voice control)*.

   Or: press 🎤 on the multifunction steering wheel.

ℹ Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

Starting and stopping voice control

Starting the voice control function

1. Say the activation word *(→ Voice control)*.

   Or: press on the multifunction steering wheel.

Depending on the mobile telephone and operating system and on some Infotainment systems, voice control of a connected mobile telephone can be started by pressing and holding the button on the multifunction steering wheel.

Pausing voice control

1. Tap on the Infotainment system to pause a dialogue.

Ending voice control manually

1. Say the “Cancel” voice command.

   Or: press the button on the multifunction steering wheel twice in quick succession.

Voice control is ended automatically in the following cases:

— The button on the multifunction steering wheel is pressed during a voice command.

— The voice dialogue window in the Infotainment system is closed.

— Functions are used on the Infotainment system.

— The parking system is activated.

— During an incoming call.

— During voice outputs and warnings of the navigation system.

— During traffic announcements.

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct system language in the Infotainment system.

— Start voice control using the activation word or the button on the multifunction steering wheel.

— Voice commands are not recognised due to a system error. Please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Say the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

Introduction to the topic

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen. For this, the mobile telephone must be connected to the Infotainment system using a USB interface with data transfer function. Some technologies can also be used wirelessly with App-Connect Wireless via the Bluetooth interface and the Wi-Fi® hotspot of the Infotainment system.

Technologies

The following technologies may be available:

— Apple CarPlay®.

— Apple CarPlay® Wireless.

— Android Auto®.

— Android Auto® Wireless.

The above-named technologies are operated by third parties and are not made available by Volkswagen. Volkswagen is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle. There may be problems with compatibility with third-party apps. We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems.

The availability of the App-Connect technologies is country-dependent and may vary according to the mobile telephone. A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

For more information please visit the Volkswagen website.

Apps, their use, and the necessary mobile network connection may be subject to charges.

WARNING

Using apps can distract you from the road. Accidents and serious or fatal injuries can be caused if the driver is distracted while the vehicle is in motion.

- Drive with your full attention and with responsibility.
- Only operate the Infotainment system when the vehicle is stationary or when the traffic situation permits.

WARNING

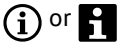
Use of unsuitable apps or incorrect use of apps can cause damage to the vehicle and accidents with serious injuries, or even death.

- Protect the mobile telephone with its apps against misuse.

Volkswagen is not responsible for damage to the vehicle caused by poor-quality or faulty third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data media, computers, tablets and mobile telephones.

Symbols

The symbols are equipment-dependent and are only available in some countries.

 Show more information.

 Select Apple CarPlay technology.

 Select Android Auto technology.

Connecting a mobile telephone with App-Connect

In order to use App-Connect or App-Connect Wireless, you must connect the mobile telephone to the Infotainment system via **App-Connect** in the app overview. With App-Connect Wireless, the connection is initiated via Bluetooth® and then established via the Wi-Fi® hotspot of the Infotainment system.

As long as a mobile telephone is connected via App-Connect, no other mobile telephones can be used via the Infotainment system, e.g. to make phone calls via the Bluetooth mobile phone interface.

If Apple CarPlay is used, the Bluetooth connection is terminated again as soon as the connection via the Wi-Fi hotspot of the Infotainment system has been established.

If Android Auto is used, the Bluetooth connection is maintained.

Connecting a mobile telephone via USB cable

1. Connect the mobile telephone to the Infotainment system using a USB cable.
2. Grant the Infotainment system the necessary permissions. To do this, confirm the permission requests on the mobile telephone.

   App-Connect is now set up.

Connecting a mobile telephone for App-Connect Wireless

1. Connect the mobile telephone with Bluetooth *(→ Bluetooth)*.
2. Select the desired technology in the pop-up menu.

   Or: in the app overview, tap and select the desired technology.
3. To grant the necessary permissions to the Infotainment system, confirm the permission requests on the mobile telephone.

   App-Connect Wireless is now set up.

App-Connect and App-Connect Wireless will not be available if you do not confirm the pop-up menus during the connection process. In this case, Volkswagen recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Apple CarPlay®

Prerequisites

The following conditions must be fulfilled in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ The Siri voice assistant must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without any restrictions.

✓ For Apple CarPlay Wireless, Bluetooth and the Infotainment system as a Wi-Fi hotspot must be activated on the iPhone.

✓ If Apple CarPlay Wireless is not possible, the iPhone must be connected to the Infotainment system via a USB connection with data transfer capability. Only USB ports with data transfer capability are suitable for using Apple CarPlay.

✓ The USB cable used should be an approved USB cable certified by Apple, e.g. the original USB cable from Apple or a USB cable from Volkswagen Genuine Accessories.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability is available on the Volkswagen and Apple CarPlay websites or from your authorised Volkswagen repairer.

Opening Apple CarPlay

1. Open the app overview and tap .
2. Tap to establish a connection with the iPhone.

Disconnecting the connection

1. To open the **App-Connect** main menu when in Apple CarPlay mode, tap .
2. Tap to disconnect the active connection.

How the function buttons are displayed on the screen may vary.

Points to note

Please note the following points during an active Apple CarPlay connection:

— Telephone functions are possible only via Apple CarPlay for the iPhone that is connected to the Infotainment system via Apple CarPlay.

— The connected iPhone cannot be used as a media device in the **Media** main menu.

— It is not possible to use the Apple CarPlay navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— Depending on the Infotainment system, the instrument cluster display may show information about telephone mode.

— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice control

The “voice control” function is equipment-dependent and is only available in some countries.

Starting the voice control function

1. Tap briefly to start voice control of the Infotainment system.

   Or: long-tap to start the Siri voice assistant of the connected iPhone.

Android Auto®

Prerequisites

The following conditions must be fulfilled in order to use Android Auto:

✓ The smartphone must support Android Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ For Android Auto Wireless, Bluetooth must be activated on the smartphone and in the Infotainment system. In addition, the Infotainment system must also be activated as a Wi-Fi hotspot.

✓ If Android Auto Wireless is not possible, the smartphone must be connected to the Infotainment system using a USB port with data transfer capability. Only USB connections with data transfer capability are suitable for using Android Auto.

✓ The USB cable used should be an approved USB-cable certified by the smartphone manufacturer, e.g. the original USB cable from the smartphone manufacturer or a USB cable from Volkswagen Genuine Accessories.

The availability of the technologies depends on the country and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability is available on the Volkswagen and Android Auto websites or from your authorised Volkswagen repairer.

Opening Android Auto

1. Open the app overview and tap **Android Auto**.

Disconnecting the connection

1. To open the **App-Connect** main menu when in Android Auto mode, tap .
2. Tap or to disconnect the active connection.

Points to note

The following points apply when an Android Auto connection is active:

— An active Android Auto device can be simultaneously connected to the Infotainment system via Bluetooth (Hands-free Profile, HFP).

— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.

— It is not possible to use the Android Auto navigation at the same time as the internal navigation. The last route guidance to be started terminates the previous active route guidance.

— The instrument cluster display shows information about the telephone mode.

— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Voice assistant

The “voice assistant” function is available depending on the vehicle equipment.

Starting the voice assistant

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1. Briefly tap on the multifunction steering wheel to start the IDA voice assistant of the Infotainment system.

   Or: long-tap on the multifunction steering wheel to start the voice assistant of the connected smartphone.

Stowing luggage and loads

Stowing luggage safely in the vehicle

— Always distribute any loads in the vehicle as evenly as possible. Do not cover any ventilation openings.

— Always stow luggage and heavy objects in the luggage compartment and place them as far forwards as possible →⚠.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure luggage in the luggage compartment to the fastening rings using suitable fixing and securing straps.

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range. Vehicles with dynamic headlight range control adapt automatically to the load.

— Adjust the tyre pressure according to the vehicle load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

— If necessary, adapt the tyre monitoring system to the new load level.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior.

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Secure animals in the vehicle using a system that is suitable for their weight and size.
- Always keep stowage compartments closed while the vehicle is in motion.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface behind the rear seat backrest or on the dash panel.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

⚠ WARNING

If an incorrect sitting position is assumed due to stowed objects, serious or fatal injuries can occur in the event of sudden driving and braking manoeuvres and in accidents.

- Never stow objects on a seat if this is to be occupied and used by a person.

⚠ WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured can change the vehicle handling, e.g. as a result of the load slipping. This can lead to loss of control over the vehicle and cause serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Secure loose objects to prevent them from slipping.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual if the vehicle is heavily loaded.

NOTICE

Rubbing objects on the rear windows can cause damage, e.g. to the heating conductors of the rear window heating.

- Load the luggage compartment only up to a height where no objects are in contact with the rear windows.

NOTICE

Carrier systems that are fixed on the rear spoiler can damage the vehicle.

- Do not secure any luggage carriers or other carrier systems such as bicycle carriers on the vehicle's rear spoiler.

Opening and closing the luggage compartment cover

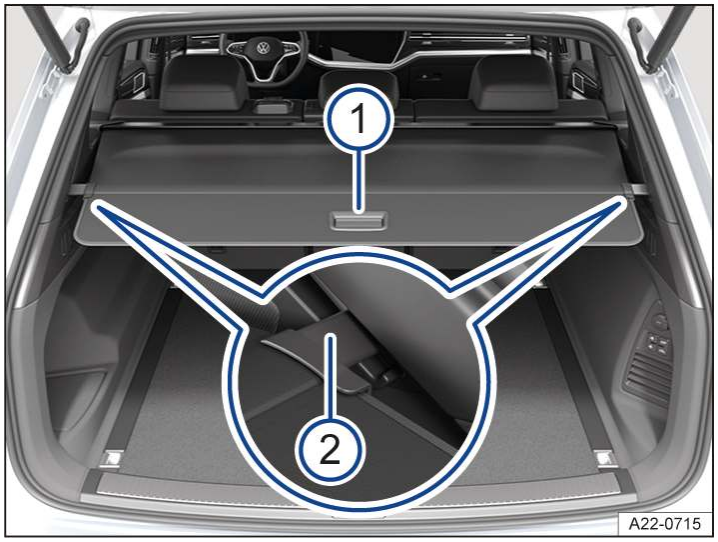


Fig. 1 In the luggage compartment: unhooking the luggage compartment cover.

Opening the luggage compartment cover

1. Open the boot lid. The luggage compartment cover now opens automatically and moves up.

Closing the luggage compartment cover

1. Close the boot lid. The luggage compartment cover moves downward and closes automatically.

Disengaging the luggage compartment cover

1. Grasp the handle of the luggage compartment cover → *Fig. 1* (1) and unhook the rear fastenings (2) from the side holders in downward direction.
2. Guide the luggage compartment cover forwards centrally by hand. The luggage compartment then rolls up.

Securing the luggage compartment cover in place

1. Pull the rolled-up luggage compartment cover by the handle → *Fig. 1* (1) evenly to the rear and hook the rear fastenings (2) into the recesses on the left and right from below. Do not push the luggage compartment cover upwards.

The luggage compartment cover will be automatically picked up by the side drive elements when the boot lid is closed.

When the boot lid is next opened, the luggage compartment cover will open automatically and move upwards.

⚠ WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious or fatal injuries in the event of sudden driving and braking manoeuvres or accidents.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

Installing and removing the luggage compartment cover



Fig. 1 In the luggage compartment: removing the luggage compartment cover.

(1) Side part of the luggage compartment cover.

Removing the luggage compartment cover

1. Unhook the luggage compartment cover from the rear side holders *(→ Electric luggage compartment cover)*.
2. Press and hold the side part of the luggage compartment cover in the direction of the arrow → *Fig. 1* (1).
3. Lift the luggage compartment cover up out of the mounting.
4. Release the side part of the luggage compartment cover.

Fitting the luggage compartment cover

1. Position the luggage compartment cover in the left mounting in the side trim.
2. Press the side part of the luggage compartment cover → *Fig. 1* (1) in the direction of the arrow and place the luggage compartment cover in the right mounting in the side trim.
3. Release the side part of the luggage compartment cover.
4. Check that the luggage compartment cover is securely engaged.
5. Hook the luggage compartment cover into the rear side holders *(→ Electric luggage compartment cover)*.

Opening and closing the luggage compartment floor

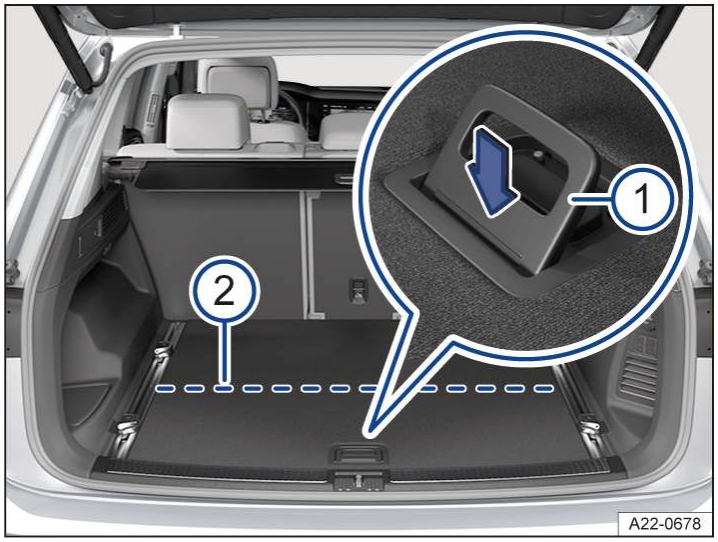


Fig. 1 In the luggage compartment: luggage compartment floor

(1) Handle recess in the luggage compartment floor.

(2) Fold luggage compartment floor down.

There is a stowage compartment under the luggage compartment floor.

Opening the luggage compartment floor

1. Open the luggage compartment cover, if necessary.
2. Press on the rear part of the handle to fold the handle → *Fig. 1* (1) out of the luggage compartment floor → *Fig. 1* (arrow).
3. Lift the rear part of the luggage compartment floor by the handle and fold it forward → *Fig. 1* (2).

Closing the luggage compartment floor

1. Fold back the luggage compartment floor and carefully lower it into position.

NOTICE

Incorrect use can damage the luggage compartment floor or the trim of the luggage compartment.

- Do not allow the luggage compartment floor to fall when closing it, but always guide it downwards carefully.
- Always distribute loads over as wide an area as possible on the luggage compartment floor in order to avoid point loads.

Reversible floor covering



Fig. 1 In the luggage compartment: turning over the reversible floor covering (illustration).

The luggage compartment floor can be adapted to the type of loads carried by means of the reversible floor covering.

Turning over the reversible floor covering

1. Lift the reversible floor covering at the rear edge in the direction of the arrow → *Fig. 1*.
2. Turn over the reversible floor covering and place on the luggage compartment floor.

Installing and removing the net partition

A fitted net partition can help to prevent objects from being flung from the luggage compartment into the passenger compartment, e.g. in the event of a braking manoeuvre.

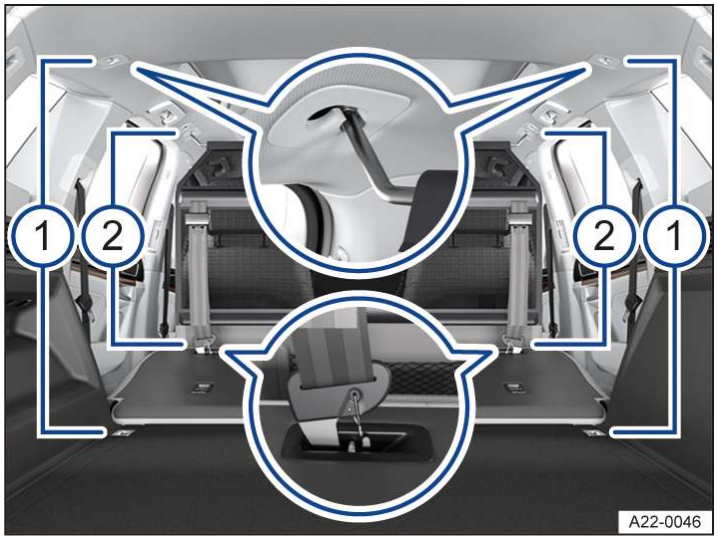


Fig. 1 In the luggage compartment: mounting points for the net partition.

(1) Net partition mounting points behind the rear bench seat.

(2) Net partition mounting points behind the front seats (depending on the vehicle equipment).

The mounting points for the net partition are located behind the rear bench seat → *Fig. 1* (1) or, depending on the vehicle equipment, behind the front seats → *Fig. 1* (2) when the second-row seat backrests are folded down.

Installing the net partition

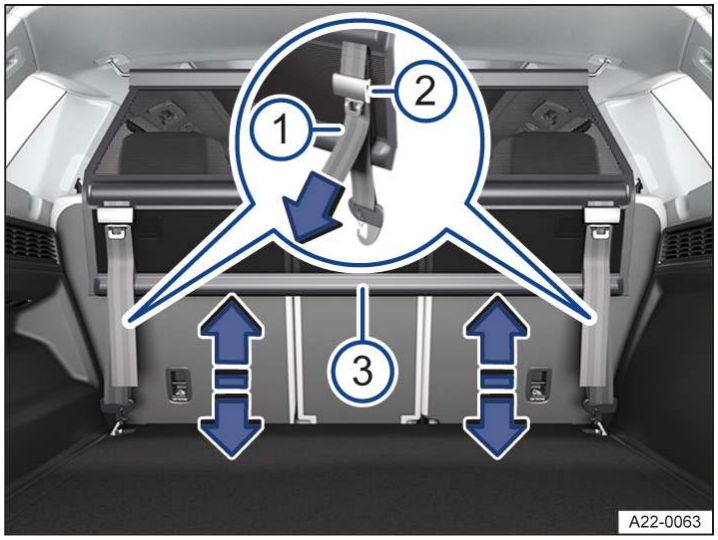


Fig. 2 In the luggage compartment: installing the net partition.

(1) Securing straps.

(2) Strap buckles.

(3) Lower transverse rod of the net partition.

1. Remove the net partition from the bag and unroll.
2. Remove the luggage compartment cover, if necessary.
3. When fitting the net partition behind the front seats, fold down the second-row seat backrests.
4. Adjust the backrests in front of the net partition to an upright position and engage as close as possible to the net partition.
5. Attach one retaining hook of the top transverse rod to the fixture on the roof, lift it slightly and push forwards to engage the rod.
6. Attach the second retaining hook of the top transverse rod to the fixture on the opposite side of the roof by compressing the transverse rod, lifting it slightly and pushing forwards to engage the rod.
7. Attach the lower retaining hooks to the fastening rings in the luggage compartment or to the rings on the folded-down backrests → *Fig. 1*.

Tensioning the net partition

1. Pull the ends of the securing straps firmly in the direction of the arrow (close-up) until the net partition is securely tensioned → *Fig. 2* (1) → ⚠.
2. Slide the bottom crossbar of the net partition to the desired height → *Fig. 2* (3).
3. Check the tension of the net partition again if the seat position of the backrests in front of the net partition has been changed.

Removing the net partition

1. Remove the luggage compartment cover, if necessary.
2. Loosen the securing straps of the net partition → *Fig. 2* (1) by pulling on the lever of the locking device (2).
3. Unhook the lower retaining hooks from the fastening rings or the rings on the backrests.
4. Lift one of the retaining hooks on the top transverse rod slightly, pull it backwards out of the fastener and unhook the it from the fixture in the roof by compressing the transverse rod.
5. Unhook the second retaining hook on the transverse rod from the fixture in the roof and set down the net partition.
6. Roll up the net partition and stow securely in the bag.
7. If necessary, fold up the second-row seat backrests and replace the luggage compartment cover.

WARNING

In the event of a sudden braking manoeuvre or accident, objects could be flung through the interior of the vehicle and lead to severe or fatal injuries.

- Check that the net partition is not damaged.
- Never use a damaged net partition.
- Adjust all backrests in front of the net partition so that they are upright and engaged in position.
- Always check after installation to make sure that the retaining hooks of the net partition are correctly engaged.
- Check to make sure that the net partition is tensioned at regular intervals.
- Additionally secure all objects in the luggage compartment even when the net partition is installed.
- Make sure that there are no persons behind the fitted net partition when the vehicle is in motion.

NOTICE

If the net partition is not secured at the mounting points provided for this purpose, this may result in damage.

- Always secure the net partition only to the designated mounting points.

Fastening rings



Fig. 1 In the luggage compartment: folding fastening ring.

There are fastening rings in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps → *Fig. 1* , .

⚠ WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach the lashing, retaining and securing straps securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Observe the signs on stowing loads that may be affixed in the luggage compartment depending on the vehicle equipment.
- Never secure a child seat using the fastening rings.

⚠ WARNING

Elastic tensioning straps must be stretched in order to secure them at the fastening rings and are therefore under tension. If elastic tensioning straps slip off and snap towards the body, the hooks attached to them can cause serious injuries.

- Protect your eyes and face when installing and removing the luggage net.
- Always hold the luggage net hooks tightly to prevent them from jumping out of the fastening ring during installation or removal.
- Always first secure the elastic tensioning straps to the fastening rings in the front area of the luggage compartment. Then pull the elastic tensioning straps towards the load sill. Secure the elastic tensioning straps to the fastening rings so that they snap away from the body if they slip.

Suitable lashing, retaining or securing straps and load securing systems are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Movable fastening rings

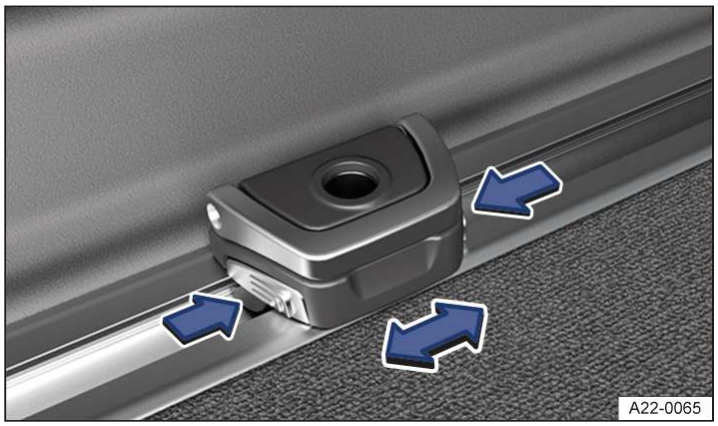


Fig. 1 In the luggage compartment: movable fastening rings.

Depending on the equipment, the luggage compartment may have fastening rings that can be adjusted longitudinally and used to secure loose objects and luggage with the help of lashing, retaining and securing straps.

The position of the movable fastening rings can be adjusted corresponding to the items that are to be secured.

Observe the manufacturer's assembly instructions when fitting movable fastening rings.

Fitting movable fastening rings

1. Take the movable fastening ring out of the bag provided.
2. Simultaneously press and hold the buttons on the movable fastening ring in the direction of the arrows → *Fig. 1*.
3. Position the fastening ring at the desired position on the rail and release the buttons.
4. Make sure that the movable fastening ring engages securely in the rail system.

Securing cargo

1. Fold up the retaining clip of the fastening ring → *Fig. 1* and secure the cargo.

Removing movable fastening rings

1. Simultaneously press and hold the buttons on the movable fastening ring in the direction of the arrows → *Fig. 1*.
2. Remove the movable fastening ring from the rail and stow it in the bag provided.

⚠ WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach them securely to the fastening rings.
- Never exceed the maximum load rating of the fastening rings when securing objects.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat objects.
- Observe the signs on stowing loads that may be affixed in the luggage compartment depending on the vehicle equipment.
- Never secure a child seat using the fastening rings.

Suitable lashing, retaining or securing straps and load securing systems are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer for this purpose.

Luggage net

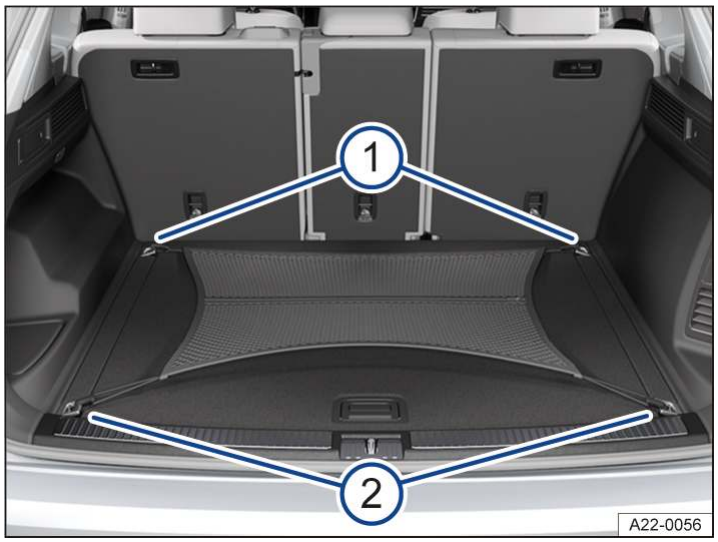


Fig. 1 In the luggage compartment: luggage net fitted flat.

(1) Front fastening rings.
(2) Rear fastening rings.

The luggage net can help to prevent light items of cargo from sliding around in the luggage compartment. The luggage net also has a built-in pocket with a zip that can hold smaller items.

Hooking the luggage net flat on the luggage compartment floor

1. Clip the luggage net hooks into the fastening rings → *Fig. 1* (1) , →⚠.

   The luggage net zip must face upwards.

2. Attach the hooks on the other end of the luggage net to the fastening rings under the load sill → *Fig. 1* (2).

It may be necessary to fold out fastening rings in order to use them .

Removing the luggage net

When fitted, the luggage net is held taut →⚠.

1. Unhook the hooks of the luggage net.
2. Stow the luggage net in the luggage compartment.

⚠ WARNING

An elastic luggage net must be stretched in order to secure it at the fastening rings and is therefore under tension. If an elastic luggage net slips off and “snaps” towards the body, the hooks attached to the net can cause serious injuries.

- Protect your eyes and face when installing and removing the luggage net.
- Always hold the luggage net hooks tightly to prevent them from jumping out of the fastening ring during installation or removal.
- Always attach the luggage net hooks in the described order so that the luggage net “snaps” away from the body if it slips.

⚠ WARNING

If they are not used correctly, the luggage net hooks can tear off in the event of a braking manoeuvre or accident. This could cause objects to be flung through the vehicle interior and lead to severe or fatal injuries.

- Use the luggage net hooks only for securing a luggage net.
- Never secure a child seat using the luggage net hooks.

Bag hook

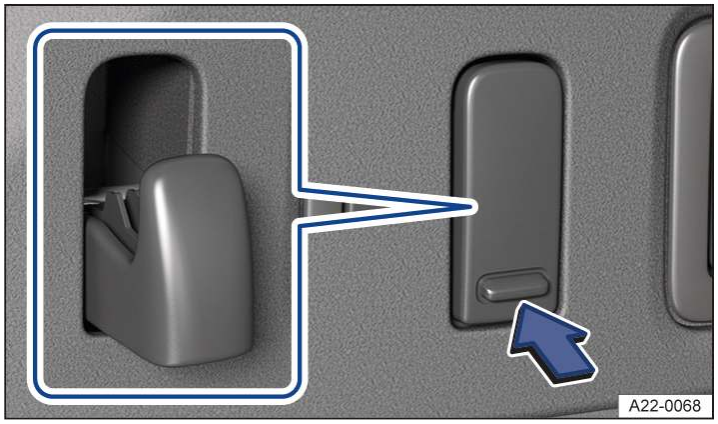


Fig. 1 In the luggage compartment on the left: bag hook.

In the luggage compartment, there may be a fold-out bag hook for hanging light shopping bags.

1. Press on the bottom of the bag hook → *Fig. 1* (arrow) and fold it out (close-up)
2. Fold the bag hook back in after use.

⚠ WARNING

Items of luggage and other objects that are secured at bag hooks can tear off and be flung through the vehicle interior in the event of a braking manoeuvre or accident. This can lead to a loss of control over the vehicle and cause serious or fatal injuries.

- Never use the bag hooks to lash down items of luggage or other objects.
- The bag hooks in the vehicle should only be used for lightweight object weighing max. 2.5 kg (approx. 5.5 lbs).

Load-through hatch

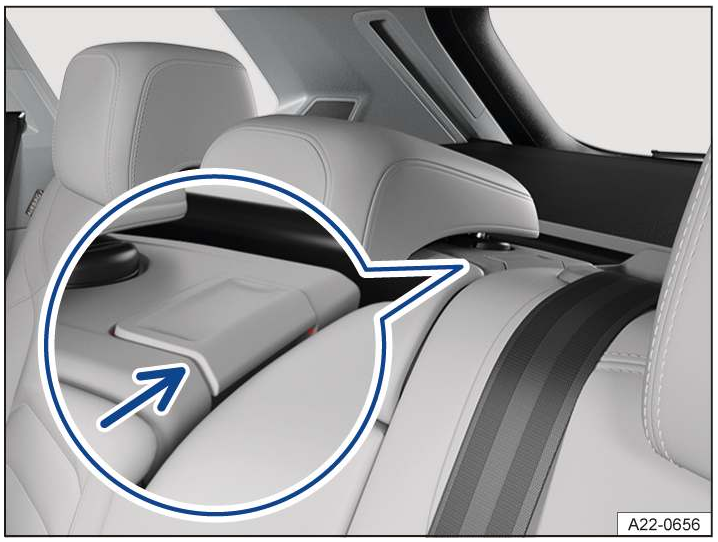


Fig. 1 In the rear seat backrest: release button.

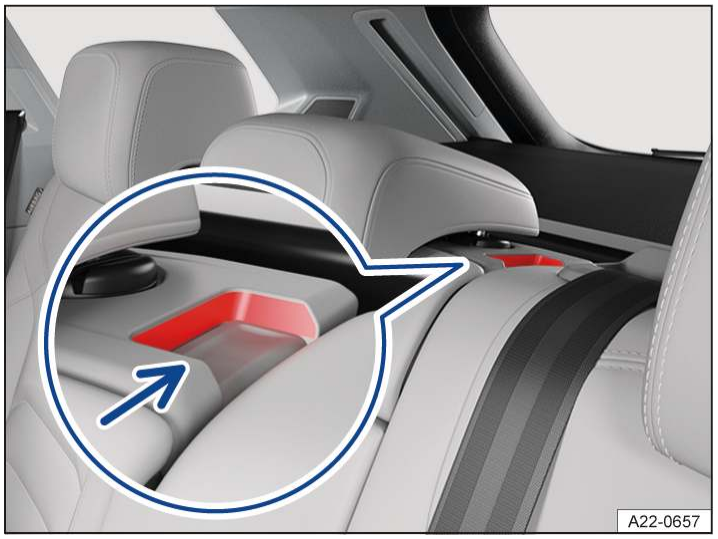


Fig. 2 In the rear seat backrest: pressed release button with red marking.

Depending on the vehicle equipment, a load-through hatch may be located in the middle of the rear seat backrest. This can be used to transport long objects in the vehicle interior, such as skis.

Opening the load-through hatch

1. If necessary, push the centre head restraint down.
2. Push the release button down → *Fig. 1* (arrow) and fold the centre part of the rear seat backrest fully forwards → ⚠.
3. Open the boot lid.

   Or: open the load-through hatch from the luggage compartment: press down the release button and fold the centre part of the rear seat backrest forwards.
4. Push long objects through the load-through hatch from the luggage compartment.
5. Secure the objects with the seat belt.
6. Close the boot lid.

Closing the load-through hatch

1. Fold the centre part of the rear seat backrest with the load-through hatch towards the rear and allow it to engage in position. The red marking should no longer be visible → *Fig. 2* (arrow) → ⚠.
2. If necessary, adjust the centre head restraint.

⚠ WARNING

Serious or fatal injuries could be caused if the load-through hatch is folded forwards or backwards carelessly or in an uncontrolled way.

- Never fold the load-through hatch forwards or backwards while the vehicle is in motion.
- Ensure that the seat belt is not trapped or damaged when folding back the load-through hatch.
- Always keep hands, fingers, feet or other body parts away from the swivel area when folding the load-through hatch forwards and backwards.
- Always make sure that the red mark on the locking indicator is never visible when the load-through hatch is in the upright position. The load-through hatch is not engaged properly if you can see a red marking.
- Never transport a person, particularly a child, on this seat if the load-through hatch is folded forward or not securely engaged.

Introduction to the topic

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

The additional trailer load will affect the amount of wear, fuel consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

If the vehicle is driven under high loads, certain functions, e.g. the output of the air conditioning system, may be reduced or switched off to stop the vehicle from breaking down. Avoid long or steep uphill gradients. The engine torque of the combustion engine may be reduced temporarily if the vehicle is driven under load for an extended time in order to avoid overheating of the combustion engine or gearbox. Reduce your speed and observe the messages and illuminated warning and indicator lamps in the instrument cluster. The reduction in engine torque will be cancelled when the engine and gearbox are operating in the optimum temperature range again.

The load that a vehicle can actually pull decreases under the following conditions:

— Driving on uphill gradients.

— Driving at high altitudes.

— Driving at high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

Trailer with function check for lighting

No trailer with tail lights and brake lights must be operated with this vehicle that requires a function check of the tail and brake lights in its approval. Ask the trailer manufacturer about the approval that is valid for your trailer.

Unused ball coupling

Swivel in the ball coupling or remove it if there is no trailer, bicycle carrier or similar attached to the ball coupling. This applies in particular if the unused ball coupling covers the number plate or the lighting at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

Points to note

Before driving with a trailer, pay attention to possible functional restrictions of the assist and parking systems.

⚠ DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

⚠ WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious or fatal injuries.

- Attach and use the trailer in accordance with the instructions supplied by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket. If required by the trailer manufacturer's installation instructions, removal of the coating on the ball head is permitted.

⚠ WARNING

When the ball coupling is swivelled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists when vehicles are parked and also in the event of rear-end collisions.

- Swivel in the ball coupling or remove it when it is not in use.

⚠ WARNING

The vehicle was not designed for "weight-distributing" or "load-compensating" towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle. This can result in accidents and severe injuries.

- Never install a "weight-distributing" or "load-balancing" towing bracket on the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Please note that a trailer with a high centre of gravity can tip over more easily than a trailer with a low centre of gravity.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Accelerate particularly carefully and gently.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Do not drive faster than 80 km/h (50 mph) when towing a trailer, or also 100 km/h (60 mph) in exceptional cases. This also applies to countries where higher speeds are permitted.
- Reduce speed, particularly on uphill gradients and when driving downhill.
- Always observe the country-specific maximum permitted speed for vehicles with trailer.
- Take particular care when overtaking and reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Due to the higher load for the towing vehicle, pay attention to possible messages and to any warning and indicator lamps that light up in the instrument cluster.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered *(→ Anti-theft alarm)*.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km (600 miles) *(→ Running in the engine)*.

Some retrofitted towing brackets may cover the opening for fitting the towing eye. If so, the towing eye cannot be used for towing or tow-starting other vehicles. For this reason, the removed ball coupling of a retrofitted towing bracket should be stored in the vehicle at all times.

Hitching a trailer

Trailer socket

The electrical connection between the towing vehicle and the trailer requires a 13-pin trailer socket. The pin assignment is in accordance with DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift up the closure cap of the socket and insert the plug.
2. Turn the plug by quarter of a turn in clockwise direction until it completely engages in the socket.
3. Release the cap to lock the plug in position.
4. Check that the entire lighting system is working before starting your journey.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

✓ When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

✓ When the trailer is electrically connected to the towing vehicle via the trailer socket.

✓ When the vehicle and trailer electric systems are functional, fault-free and undamaged.

✓ When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

For technical reasons, trailers with LED tail light clusters cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED tail light clusters is interrupted.

Safety cable

In some countries, unbraked and braked trailers must be secured by means of a safety or breakaway cable.

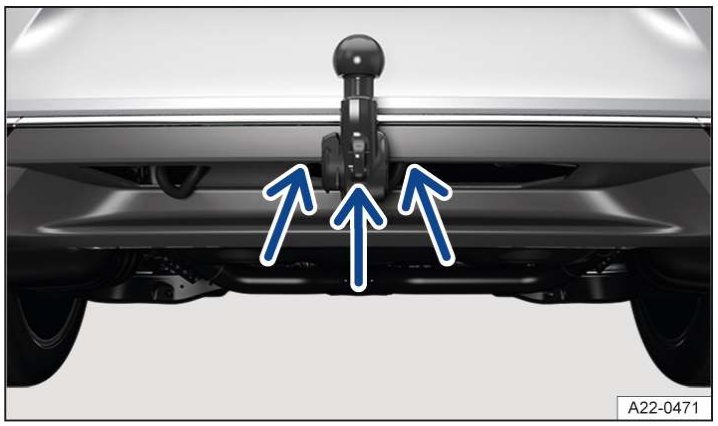


Fig. 1 On the towing bracket: eye for securing the safety or breakaway cable (illustration).

Depending on model, the eye for securing the safety or breakaway cable may be located on the neck of the ball head or next to the ball head directly on the ball coupling carrier → *Fig. 1* (arrows).

Observe the country-specific regulations on using a safety cable.

Secure the safety or breakaway cable at the eye provided for this purpose on the ball coupling → *Fig. 1*:

1. Guide the cable through the eye and hook into the snap hook →⚠.

WARNING

Any electrical cables that are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious or fatal injuries.

- Have all work on the electrical system carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

If the trailer is not properly secured, this could cause accidents and serious or fatal injuries.

- Never place the trailer's safety or breakaway cable loosely over the ball coupling.

NOTICE

If a trailer hitched to the vehicle is parked using the support wheel or on the trailer supports, the vehicle height may be lowered or raised due to any changes in the load or tyre damage. Powerful forces then act on the towing bracket and the trailer. This can cause damage to the vehicle and trailer.

- Please note that a trailer that is parked using the support wheel or the trailer supports must not remain hitched to the vehicle.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

Loading a trailer

Basic information

If the vehicle is approved for towing a trailer, observe any local regulations for driving with a trailer and using a towing bracket.

Always make sure that the vehicle and trailer are well-balanced. Do not load the trailer with more weight either at the front or rear. Always stow heavy items as close as possible to or over the axle. Always secure the load on the trailer properly →⚠.

Maximum trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull.

The drawbar load is the weight that is exerted vertically from above on the ball coupling of the towing bracket.

Volkswagen recommends always making full use of the maximum permitted drawbar load . The response of the trailer on the road will be poor if the drawbar load is too small. However, the maximum permitted load exerted by the trailer drawbar on the ball coupling of the towing bracket must not be exceeded →⚠.

The actually present drawbar load increases the weight on the rear axle and reduces the maximum load of the vehicle as a result.

A higher drawbar load can be used in some countries subject to certain conditions. Observe the country-specific information and regulations.

Gross combination weight

The gross combination weight is made up of the actual weight of the loaded vehicle and loaded trailer.

In some countries, trailers are divided into different classes. Volkswagen recommends that you contact a suitably qualified workshop to find out about suitable trailers. Volkswagen recommends using an authorised Volkswagen repairer.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Moving loads can severely impair the stability and driving safety of the vehicle and trailer, which can cause accidents and serious or fatal injuries.

- Always load the trailer correctly.
- Always secure loads using suitable and undamaged lashing, retaining or securing straps.

⚠ WARNING

Accidents and serious or fatal injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the specified values .

Driving with a trailer

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes gently at first and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— On downhill stretches, use the engine as an additional brake. The brake system could otherwise overheat and fail.

— In automatic gearbox Tiptronic mode, select a lower gear.

— The vehicle's centre of gravity and in turn the vehicle handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on uphill gradients when towing a trailer

A vehicle towing a trailer is liable to roll back a short distance when moving off on an uphill slope depending on the gradient and the gross weight of the trailer and vehicle.

When towing a trailer, pull off on uphill gradient as follows:

1. Depress and hold the brake pedal.
2. Engage selector lever position **D/S**.
3. Pull the (P) button once and hold it in this position to hold the vehicle and trailer with the electronic parking brake.
4. Release the brake pedal.
5. Pull away slowly.
6. Release the (P) button only when the engine generates sufficient power to move off.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious or fatal injuries.

- Please note that the vehicle handling changes when towing a trailer and when transporting heavy or bulky objects.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Always pay attention to the road ahead and drive carefully.
- Take particular care when overtaking.
- Reduce your speed if the trailer shows even the slightest sign of snaking.
- Accelerate particularly carefully and gently.
- Brake earlier than usual because the braking distance may be longer than normal.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Reduce speed particularly when driving downhill.
- Never try to stop a vehicle and trailer from snaking by increasing your speed.
- Keep to speed limits, which may be lower for vehicles with trailers than for vehicles without trailers.

⚠ WARNING

If there is insufficient visibility to the rear when towing a trailer, this can lead to accidents and serious or fatal injuries.

- Make sure that you have an adequate view to the rear.
- Fit suitable additional rear view mirrors so that there is sufficient visibility to the rear.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide countersteer.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC).

If trailer snaking is detected, the trailer stabilisation function automatically helps to reduce the trailer's motion by means of counter steering assistance.

Prerequisites for trailer stabilisation

— The vehicle has a factory-fitted towing bracket or a compatible towing bracket has been retrofitted.

— Electronic Stability Control (ESC) and the traction control system (TCS) are active. The indicator lamp or in the instrument cluster is not lit up.

— The trailer is electrically connected to the towing vehicle via the trailer socket.

— The vehicle speed is higher than approximately 60 km/h (37 mph).

— The maximum drawbar load is being used.

— The trailer must have a rigid drawbar.

— Trailers with brakes must have a mechanical overrun system.

System limits

The trailer stabilisation system cannot react or will react in a restricted way in the following driving situations.

— Trailer stabilisation is switched off when ESC is deactivated.

— Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.

— A trailer can still jack-knife on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.

— Trailers with a high centre of gravity might tip over before snaking starts.

— Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer (e.g. for a bicycle carrier with lighting).

WARNING

The trailer stabilisation system is not a substitute for the full attention of the driver and operates only within the limits of the system. The trailer stabilisation system therefore cannot recognise all driving situations and may not react or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention and do not rely exclusively on the system. The driver is always responsible for all driving tasks.
- Observe the system limits → *System limits*.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator if a system is performing a control intervention.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

Swivelling the ball coupling out and in

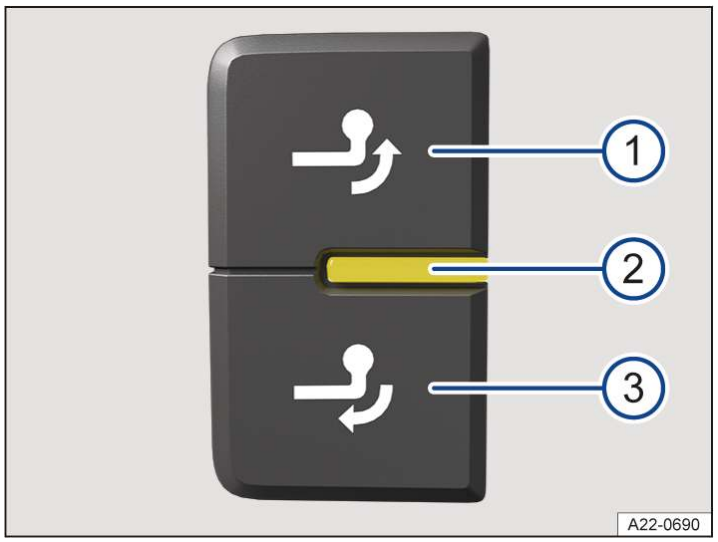


Fig. 1 On the right of the luggage compartment: button for swivelling the ball coupling out and in.

1. Button for swivelling out the tow-bar.
2. Indicator lamp.
3. Button for swivelling in the tow-bar.

The ball coupling is located in the bumper. The electrically swivelling ball coupling cannot be removed.

Releasing and swivelling out the ball coupling

1. Stop the vehicle and switch on the electronic parking brake.
2. Adjust the ride height of the pneumatic suspension to the lowest level *(→ Self-levelling suspension)*.
3. Deactivate the vehicle's drive system.
4. Open the boot lid.
5. Briefly press the button in the luggage compartment → *Fig. 1* (1).

   The ball coupling swivels out automatically and engages in position.
6. Close the boot lid.

Swivelling in the ball coupling

1. Stop the vehicle and switch on the electronic parking brake.
2. Deactivate the vehicle's drive system.
3. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapters from the trailer socket.
4. Open the boot lid.
5. Briefly press the button on the right-hand side of the luggage compartment → *Fig. 1* (3).

   The ball coupling swivels in automatically and engages in position.
6. Close the boot lid.

If the indicator lamp lights up in the instrument cluster display when the ignition is switched on and a corresponding text message is displayed, the tow-bar on the towing bracket is not locked properly *(→ Towing bracket indicator lamp)*.

Meaning of indicator lamp in the button

The indicator lamp lights up only when the boot lid is open.

— The indicator lamp in the → *Fig. 1* (2) button flashes while the ball coupling is swivelling out or in → ⚠.

— The ball coupling is correctly engaged in the extended or retracted position if the indicator lamp in the → *Fig. 1* (2) button lights up continuously.

— If the indicator lamp in the → *Fig. 1* (2) button does not light up or flash, there is a malfunction. In this case, go to a suitably qualified workshop and have the system checked. Volkswagen recommends using an authorised Volkswagen repairer.

— If the indicator lamp in the → *Fig. 1* (2) button flashes continuously, it was not possible to fully extend or retract the tow-bar. The system must be re-initialised manually:

  — remove any obstacles if necessary.

  — Press and hold the button and completely swivel out the ball coupling until it engages properly → *Fig. 1* (1).

  Or: press and hold the button and completely swivel in the ball coupling until it engages properly → *Fig. 1* (3).

  — Release button → *Fig. 1* (1) or → *Fig. 1* (3).

  — If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Improper use of the towing bracket can cause accidents and serious or fatal injuries.

- Never use the towing bracket if the diameter of the ball at the smallest point is less than 49 mm (1.9 in).
- Use the ball coupling only if it is properly engaged in position and if there are no faults in the electrical system or on the towing bracket itself.
- Make sure that no people, animals or items are in the path of the ball coupling.
- Never interrupt the swivel movement of the ball coupling with items or tools.
- Never press the buttons if a trailer is attached or if a luggage carrier or other add-on parts are fitted to the ball coupling.
- Have the ball coupling checked by a suitably qualified workshop if it cannot be fitted or if there are faults in the electrical system or on the towing bracket itself. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

Incorrect cleaning of the vehicle could damage seals or wash off the grease required for lubrication.

- Never aim the jet of a high-pressure cleaner or steam cleaner directly at the swivelling ball coupling or the fitted trailer socket.

At extremely low outside temperatures, it may not be possible to swivel the ball coupling in or out. If this happens, it is sufficient to place the vehicle in a warmer room, e.g. a garage.

When towing a trailer, a vehicle ride height must be selected that will not cause damage to the trailer or the towing bracket when driving. Volkswagen recommends the Street ride height for trailer towing.

Dimensions and mounting points for retrofitting a towing bracket

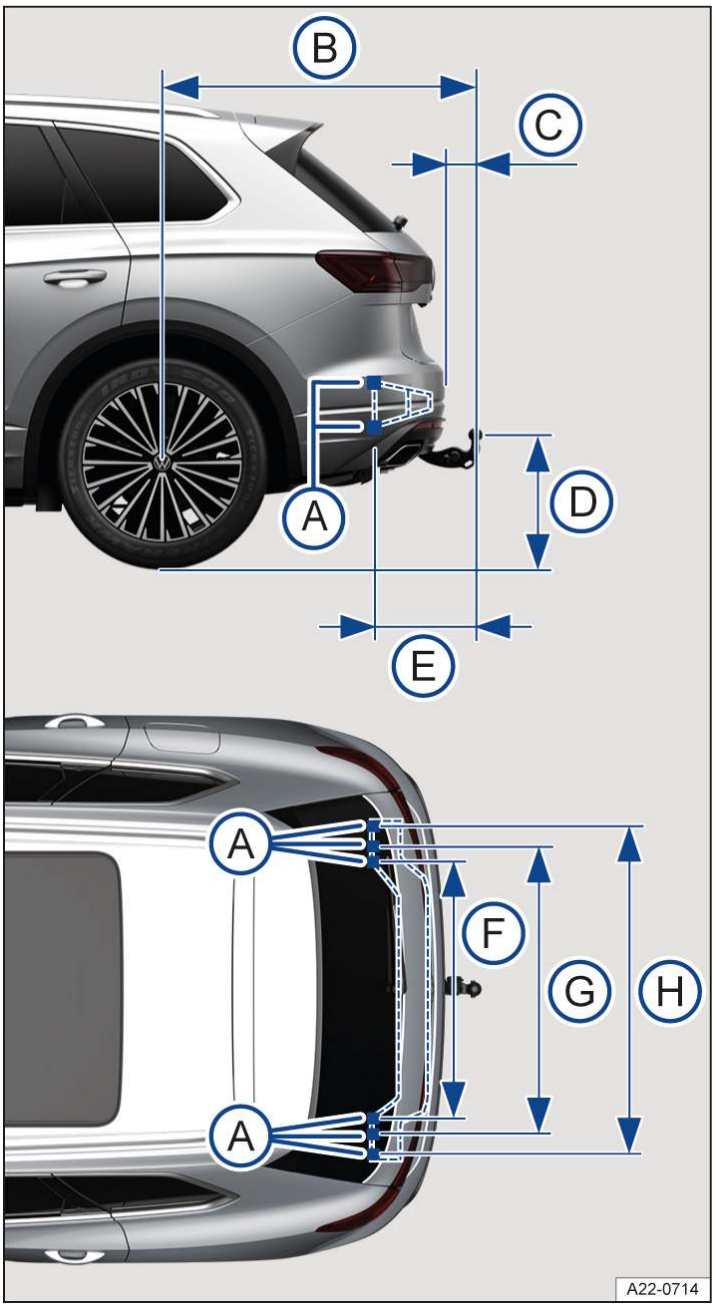


Fig. 1 Dimensions and mounting points for retrofitting a towing bracket.

The distance dimensions → *Fig. 1* must be observed in all cases when retrofitting a towing bracket. Always observe the minimum distance given from the middle of the ball coupling (D) to the surface of the road. This also applies when the vehicle is fully laden, including maximum drawbar load.

(A) Attachment points.
(B) 1,119 mm (approx. 44 in)
(C) at least 65 mm (approx. 2.6 in)
(D) 350 to 420 mm (approx. 13.8 to 16.5 in)
(E) 373 mm (approx. 14.7 in)
(F) 872 mm (approx. 34.3 in)
(G) 942 mm (approx. 37 in)
(H) 1,122 mm (approx. 44.2 in)

Volkswagen recommends having the towing bracket retrofitted by a suitably qualified workshop. It may be necessary to perform conversion work on the cooling system or to fit heat shields, for example. Volkswagen recommends using an authorised Volkswagen repairer.

Mount the towing bracket in accordance with the supplied installation instructions.

A retrofitted, non-removable towing bracket must not cover either the number plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket.

Due to legal and technical requirements, the vehicle may not be approved for trailer towing in some countries.

In this case, it is also not allowed to retrofit a towing bracket.

Consult a suitably qualified workshop if you have any questions about retrofitting a towing bracket. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Electrical cables that are not connected properly or are connected incorrectly can cause faults in the entire vehicle electronics system and also cause accidents and serious or fatal injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable power sources.
- Use only suitable connectors to connect the trailer.
- Have retrofitting of a towing bracket on the vehicle performed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the towing bracket is incorrectly fitted or unsuitable, the trailer can become detached from the towing vehicle while driving, causing accidents and serious or fatal injuries.

- Have work on the towing bracket or the retrofitting of a towing bracket carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

Troubleshooting

Ball coupling of the towing bracket is not locked

The indicator lamp lights up yellow.

1. Do not use towing bracket. Check the towing bracket locking mechanism *(→ Ball coupling, electric)*.
2. If the problem persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fitting a rear carrier system or bicycle carrier on the ball coupling

Rear carrier systems include equipment such as bicycle carriers or hunters' boxes, for example, which are installed on the ball coupling.

Use only rear carrier systems that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version →⚠.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

Mount the rear carrier system in accordance with the manufacturer's assembly instructions.

Maximum load of the rear carrier system

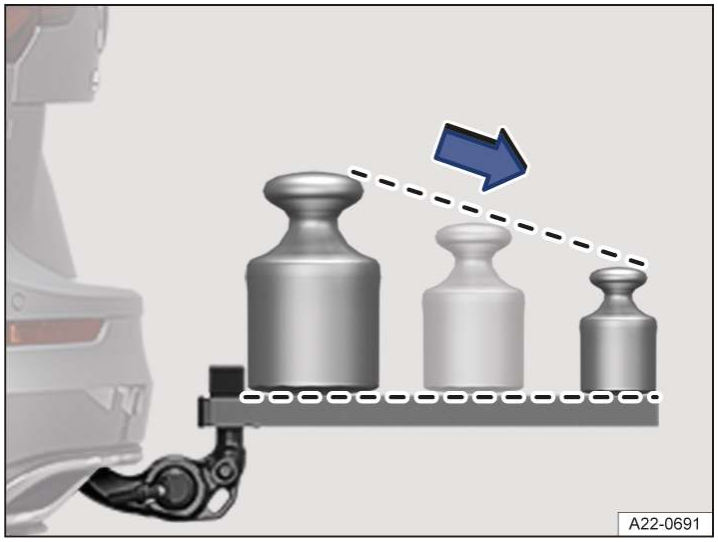


Fig. 1 Recommended weight distribution on the rear carrier system.

The load is made up of the rear carrier system and the items transported on it.

The maximum recommended load of the rear carrier system installed on the ball coupling can deviate from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

Due to the lever effect, the load capacity decreases the further the centre of gravity of the rear carrier system is away from the ball head.

Position heavy items as close as possible to the ball coupling → *Fig. 1*.

Vehicle-specific maximum load

In order to find out the recommended maximum load for your vehicle, check the drawbar load of your vehicle . The corresponding maximum load can then be read from the following table. Volkswagen recommends observing the specified number of bicycles on the rear carrier system in accordance with Regulation UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
from 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

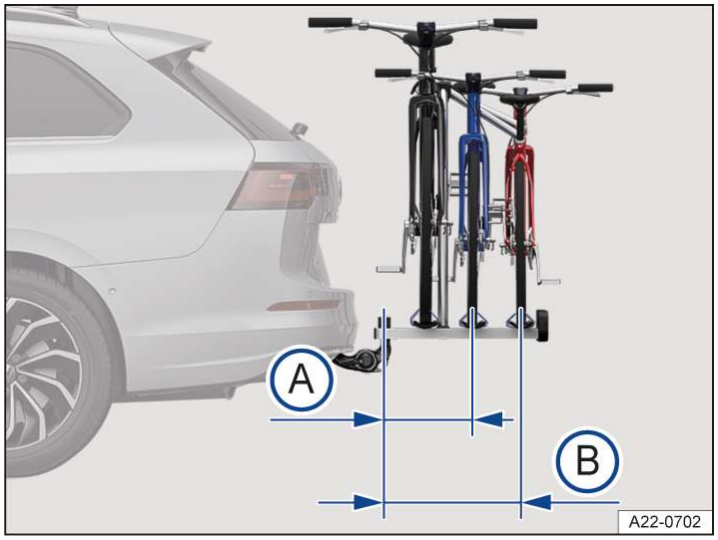


Fig. 2 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With a load of up to 55 kg (121 lbs): 500 mm (approx. 19.7 in).

(B) With a load of 75 kg (165 lbs): 700 mm (approx. 27.6 in).

For bicycle carrier systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 in) → *Fig. 2* (A) from the middle of the ball head to the middle of the rail of the last bicycle carrier. The overhang must not exceed 700 mm (approx. 27.6 in) → *Fig. 2* (B) for bicycle carrier systems with three bicycles.

WARNING

Incorrect use of a rear carrier system mounted on the trailer coupling of the towing bracket can lead to accidents and serious or fatal injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and observe the fitting instructions of the rear carrier system's manufacturer.
- Never secure a rear carrier system on the ball neck below the ball head. The rear carrier system could slip due to the shape of the ball neck.

Volkswagen recommends that you remove all add-on parts of the load on the rear carrier system before setting off. This includes bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction to the topic

Some vehicle models are designed for fitting a roof carrier.

Roof carriers can be used to transport bulky items on the roof of the vehicle.

If you are unsure whether a roof carrier can be fitted on your vehicle, please contact a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Only use roof carriers that have been approved by Volkswagen for your vehicle type.

If the vehicle is not approved for use with a roof carrier, do not use or retrofit a roof carrier.

WARNING

When transporting large, heavy, long or flat loads on the roof carrier, the vehicle's handling and aerodynamics will change due to a shift in the centre of gravity and an increased susceptibility to crosswinds. This can cause accidents and serious or fatal injuries.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

If the vehicle is not approved for use of a roof carrier or a roof carrier is fitted that is not approved for the vehicle, this can become detached while the vehicle is in motion and fall off the vehicle roof. This can cause accidents and serious or fatal injuries.

- Use only roof carriers that have been approved by Volkswagen for your vehicle.
- Do not fit a roof carrier if the vehicle is not approved for this.

NOTICE

Securing a roof carrier of any kind to a vehicle that is not approved for use with a roof carrier can lead to severe damage.

- Do not fit a roof carrier if the vehicle is not approved for this.

Driving with a fitted roof carrier increases the air resistance of the vehicle and thus also the energy consumption of the electric drive or the fuel consumption of the combustion engine. The possible range of the vehicle is reduced as a result. This applies to all roof carriers and the objects transported on them, e.g. bicycles and skis.

Fitting a roof carrier

Special roof carriers must be used to transport luggage, bicycles, skis, surfboards or boats safely. The roof carriers for mounting on the roof railings are specifically called roof bars, while those for direct mounting on the vehicle roof are called base carriers.

Use only roof carriers that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer.

Fitting the roof bars on the roof railings

Fit the roof bars in accordance with the supplied installation instructions.

Once you have fitted the roof bars, you can then secure the respective load carrier on this → ⚠.

Remove the roof carrier in the following situations

— The roof carrier is no longer needed.

— Before entering a car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

The height of the vehicle is changed by the installation of a roof carrier and the load secured to it. The vehicle can be severely damaged if the clearance height is insufficient, e.g. in the case of underpasses and garage doors.

- Check and compare the height of the vehicle with clearance heights.

NOTICE

The vehicle may be damaged if the roof carrier and the load interfere with equipment-dependent components on the vehicle roof, e.g. roof aerial, and the movement path of the boot lid.

- Make sure that the roof carrier is positioned correctly on the roof and that there is no interference with any components.

WARNING

The luggage and the entire structure can become detached from the vehicle roof if the roof carrier and carrier structure are not secured and used correctly. This can cause accidents and serious or fatal injuries.

- Always fit the roof carrier and carrier structure correctly and in accordance with the manufacturer's assembly instructions.
- Attach the roof carrier only at the specified mounting points.
- Always fit special carrier attachments for bicycles, skis, surfboards etc. correctly and in accordance with the manufacturer's assembly instructions.
- Use the roof carrier and load carrier only if they are undamaged and fitted correctly.
- Check that the roof carrier is secured before starting your journey and tighten as necessary after driving a short distance.
- During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to the roof carrier or the load carrier.

Fitting a roof carrier increases air resistance and may reduce the vehicle's range.

Loading a roof carrier

Maximum permissible roof load

The maximum permissible roof load is 75 kg (165 lbs). For vehicles with air suspension running gear, the maximum permissible roof load is 100 kg (220 lbs).

The roof load limit refers to the combined weight of the roof carrier and the load carried on the roof →⚠.

Make sure you are aware of the weight of the roof carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum roof load if you are using a roof carrier with a lower weight rating. In this case, do not exceed the maximum weight limit for the roof carrier which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly →⚠.

Checking mounting

After fitting the roof carrier, drive a short distance and then check all mounting elements. Check again at regular intervals.

⚠ WARNING

Accidents, vehicle damage and serious or fatal injuries can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof carrier, even if the maximum roof load has not been reached.

⚠ WARNING

If loose or improperly secured loads fall off the roof carrier, this can cause accidents and serious or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

The vehicle can be damaged if the boot lid collides with the roof load.

- When opening the boot lid, make sure that it does not collide with the roof load.

Safety information on using fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Switch off the engine, ignition, your mobile phone and other radio equipment before refuelling.
- Avoid electrostatic discharges by not entering the vehicle during refuelling.
- Make sure that the tank cap is closed properly and no fuel can escape.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious or fatal injuries and vehicle damage.

- Use only fuels that have been approved for the vehicle.
- Do not use fuels that contain metals and use only Volkswagen-approved service additives in the approved quantity.
- Immediately remove any fuel that is spilled from all vehicle components.

CAUTION

Fuel may leak out of the fuel canister and ignite. This could cause fire and injuries.

- Do not carry a fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

The tank flap cannot be opened manually. Seek expert assistance in an emergency.

Introduction to the topic

The tank flap is located at the rear right-hand side of the vehicle.

Identification of fuels and fuel standards



Fig. 1 On the inside of the tank flap: fuel information label (illustration).

Fuel information label

Different engines require different fuels. There is a factory-fitted fuel information label in the tank flap that indicates the fuel that must be used for the vehicle → *Fig. 1*.

In accordance with European standard DIN EN 16942, the compatibility identifiers for ethanol content can be found in the following locations:

— On the vehicle on the fuel information label in the tank flap → *Fig. 1*.

— On the fuel pumps or fuel nozzles suitable for your vehicle.

The designation and frame indicate the fuels that are suitable for the vehicle. The vehicle must not be refuelled with lower-quality fuels or other fuel types →.

Fuel standards and compatibility

The fuels approved in accordance with the information on the tank flap must comply with one of the standards described below.

Where fuel complying with the specified standards is not available, a suitably qualified workshop will have information on which available fuels are suitable for the vehicle. Volkswagen recommends using an authorised Volkswagen repairer.

Ethanol content of petrol fuels

A distinction is made between MPI®, TSI® and eTSI® models for Volkswagen vehicles with a petrol engine.

NOTICE

The designation MPI®, TSI® or eTSI® stands for vehicles equipped with petrol engines which can be operated with the following petrol fuels E5 and E10. E20 will not be available in the European Union until a later date.

- After introduction of E20 fuel, ask a qualified workshop whether your vehicle may be refuelled with this type of fuel. Volkswagen recommends using an authorised Volkswagen repairer.

Please also observe the information on the recommended octane number *(→ Petrol)*.

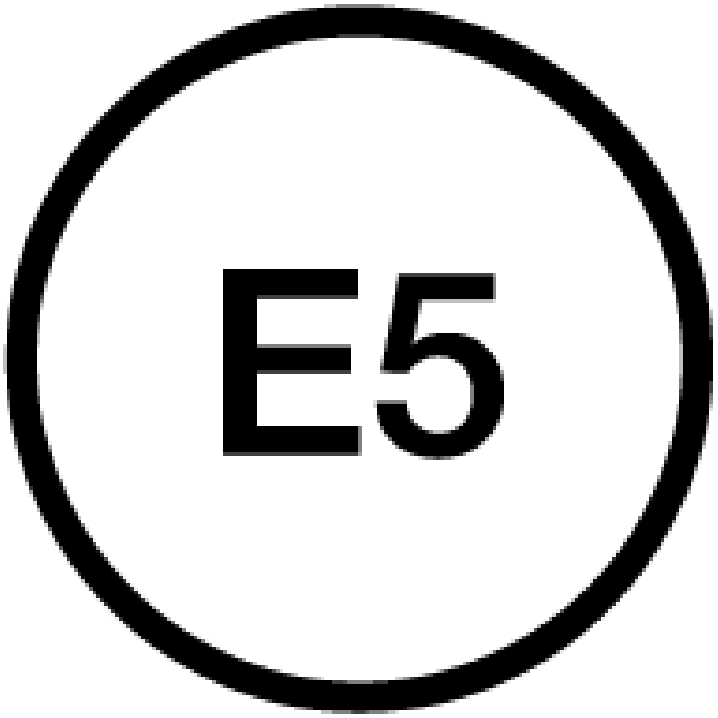


Fig. 2 Identification for petrol fuels with an ethanol content of 5%.

E5 stands for petrol fuel with a maximum ethanol content of 5%.

Petrol fuels with an ethanol content of 5% are available throughout the EU.



Fig. 3 Identification for petrol fuels with an ethanol content of 10 %.

E10 stands for petrol fuel with a maximum ethanol content of 10 %.

Petrol fuels with an ethanol content of 10 % are available throughout the EU.



Fig. 4 Identification for petrol fuels with an ethanol content of 20 %.

E20 stands for petrol fuel with a maximum ethanol content of 20 %.

Petrol fuels with an ethanol content of 20% will be available in the EU only in the future.

Fuel standard:

— EN 228 in the current version.

— DIN EN 228 in the current version.

— Resolucao ANP N° 57 (Brazil) in the current version.

— Resolucion 478/1283 (Argentina) in the current version.

— NOM-086 (Mexico) in the current version.

— AZS 388-2011 (Azerbaijan) in the current version.

NOTICE

Using fuel that does not comply with the applicable standards and are not approved may reduce performance and cause damage to the engine and fuel system.

- Only refuel with fuels of the specified grades that comply with the fuel information label in the tank flap.

Petrol

Petrol grades

The fuel information label in the fuel filler flap provides information on the fuel to be refuelled.

Petrol grades differ with respect to their Research Octane Number (RON). The vehicle may also be filled with petrol that has a higher RON than the engine requires. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label may show several petrol grades (e.g. RON 95 min. 91). The highlighted octane number – RON 95 in the example – is the preferred petrol grade for which the vehicle has been designed and optimised The petrol grade listed as an alternative – RON 91 in the example – can be used for refuelling only if the preferred grade – RON 95 in the example – is not available.

Only refuel petrol engine vehicles with metal-free petrol (without lead, manganese or iron) that does not have a higher ethanol content than stated on the fuel information label →.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable fuel additives →.

In some regions, e.g. North America, Central America and South America, fuels are offered in special fuel grades. Volkswagen recommends using “TOP TIER detergent gasoline” for the specified countries. Information on “TOP TIER detergent gasoline” is available on the official website:

https://www.toptiergas.com

NOTICE

Incorrect refuelling or unsuitable fuel additives can cause damage to the vehicle.

- Only refuel with fuels of the grades that comply with the fuel information label in the tank flap.
- Refuel only with petrol that has the specified or a higher RON.
- Use only Volkswagen-approved service additives in the approved quantity if necessary.

NOTICE

If petrol fuel with too low an octane number is filled in an emergency, engine damage can occur if the vehicle is driven with a high engine load.

- Only run the engine at medium speeds and with a low engine load.
- Refuel with petrol with the correct octane number as soon as possible.

Refuelling



Fig. 1 Behind the tank flap: tank cap (illustration).

Venting air from the fuel tank



Fig. 2 In the driver door: button for tank flap release.

(1) Button for releasing the tank flap.

The fuel tank is vented automatically when the release button in the driver door is pressed.

An acoustic signal sounds and a message about automatic fuel tank venting is shown on the instrument cluster display.

Observe any messages in the instrument cluster display if the tank flap cannot be opened.

Refuelling process

1. Unlock the tank flap with the button in the driver door → *Fig. 2*.
2. Open the tank flap.
3. Unscrew the tank cap and place it in the opening provided in the tank flap → *Fig. 1*.
4. Insert the nozzle in the tank filler neck and start refuelling.

   Hold the nozzle so that the handle is facing downwards in order to guarantee optimum refuelling →.

   The fuel tank is full when the filler nozzle clicks off for the first time →.
5. Screw the tank cap onto the tank filler neck.
6. Close the tank flap.

If you continue to refuel after the nozzle switches off, the expansion chamber in the fuel tank may fill up with fuel, e.g. due to heating up. This can cause the automatic fuel tank breather to stop working *(→ Emission-relevant components)*.

WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This could cause explosions, fires and serious or fatal injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

NOTICE

If the fuel tank content is not consumed up to the reserve quantity at regular intervals, this may result in the fuel quality and system functions necessary for vehicle operation not being maintained.

- Refuel only when the indicator lamp lights up, at least every six months.

NOTICE

If the fuel tank has been driven empty and an insufficient quantity of fuel has been refuelled, the system may not be able to detect that there is fuel in the tank. This can lead to the engine not starting.

- Refuel with at least around 15 l (around 16 qt) of fuel.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

Introduction to the topic

The components relevant to emission control reduce harmful emissions:

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on equipment) *(→ Particulate filter)*.

— Maintenance .

⚠ WARNING

Toxic gases can enter the vehicle interior if the engine runs in closed spaces. This can cause serious injuries and lead to death by suffocation.

- Do not allow the engine to run in enclosed spaces.
- Do not leave the vehicle unattended if the engine is running.

⚠ WARNING

The components of the exhaust system become very hot and can ignite highly flammable materials, e.g. undergrowth, leaves, dry grass or spilt fuel. This can lead to a fire and cause serious or fatal injuries.

- Always park the vehicle so that no part of the exhaust system can come into contact with highly flammable materials underneath the vehicle.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

Catalytic converter

Observe the following information to help ensure the long-term functionality of the exhaust system and the catalytic converter in the petrol engine:

— Only use fuel that has been approved for the vehicle.

— Do not run the fuel tank empty *(→ Fuel types and refuelling)*.

— Do not overfill engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle. Use jump leads *(→ Jump starting)*.

If you notice misfiring, loss of power or uneven running when driving, reduce speed immediately and have the vehicle checked by a suitably qualified workshop *(→ Emission-relevant components)*. Volkswagen recommends using an authorised Volkswagen repairer. Otherwise unburned fuel can enter the exhaust system and escape into the environment. The catalytic converter can also be damaged by overheating.



The emissions may have a sulphur-like smell even if the emission purification system is working properly.

Particulate filter

Function

The particulate filter is dependent on the vehicle equipment and filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example, if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, Volkswagen recommends that you avoid making frequent short journeys.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Troubleshooting

Irregular engine running and faults

Irregular engine running or faults when driving may be a sign of poor fuel quality.

1. Reduce speed immediately.
2. Drive to the nearest suitably qualified workshop at medium engine speeds and low loads on the engine. Volkswagen recommends using an authorised Volkswagen repairer.
3. If these symptoms occur immediately after refuelling, switch off the engine immediately to avoid any subsequent damage.
4. **Do not drive on!** Seek expert assistance.

Particulate filter clogged with soot

The indicator lamp lights up yellow.

The particulate filter is saturated with soot and requires regeneration.

Prerequisite for regeneration trip: the engine is at operating temperature.

1. Drive at a speed of at least 80 km/h (around 50 mph).
2. To allow the vehicle to coast while a gear is engaged, take your foot off the accelerator completely for a few seconds.
3. Accelerate and then allow the vehicle to coast as often as necessary until the indicator lamp goes out.
4. If the indicator lamp does not go out after some time, go immediately to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If a message requesting you to refuel appears additionally during the regeneration drive, the regeneration process of the particulate filter could be interrupted.

1. Refuel if necessary and then continue the regeneration drive.

Failure of automatic venting of the fuel tank

If the fuel tank is opened without prior venting, fuel vapour will escape from the filler neck. This may result in a brief fuel smell.

Open the fuel tank without venting:

1. Press the release button .

   The tank flap is released without venting.
2. Open the tank flap.

Refuelling if automatic venting of the fuel tank is not working:

1. Hold the nozzle so that the handle is facing downwards in order to guarantee optimum refuelling.
2. If automatic venting still does not work, proceed to a suitably qualified workshop immediately to have the venting system checked. Volkswagen recommends using an authorised Volkswagen repairer.

While refuelling, the nozzle may switch off early due to a lack of venting. Only in this case, continue to refuel with caution until the fuel tank is full.

Emissions-relevant fault

The indicator lamp lights up yellow.

There is a fault in an emissions-relevant component that can damage the vehicle.

1. Go to a suitably qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using an authorised Volkswagen repairer.

Misfiring

The indicator lamp flashes yellow.

Misfiring is occurring that can damage the vehicle.

1. Go to a suitably qualified workshop and have the engine and exhaust system checked. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

Sudden braking or driving manoeuvres, for example when an indicator lamp lights up or due to irregular engine running, can lead to accidents. This can cause severe or fatal injuries.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Always observe the applicable country-specific traffic regulations.

There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction to the topic

DANGER

The components of the high-voltage system are under high electrical voltage. Contact with live components of the high-voltage system will result in burns, serious injuries or fatal electric shock.

- You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange-coloured high-voltage cables. Damage to high-voltage components is not visible in all cases.
- Never remove the orange-coloured high-voltage cables and never damage or modify these cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never open or modify the cover of the high-voltage battery and never remove this cover.
- Never carry out repair and maintenance work on orange-coloured high-voltage cables or high-voltage components. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work. Volkswagen recommends using an authorised Volkswagen repairer.
- Never carry out work with cutting, forming and sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables.

NOTICE

The underbody or the high-voltage battery may be damaged after an accident or if the vehicle bottoms out.

- Have the vehicle checked by qualified and trained personnel. Volkswagen recommends using an authorised Volkswagen repairer.

The vehicle is no longer ready to drive if the high-voltage system has been switched off for safety reasons.

— Secure the vehicle and seek expert assistance if the system has been deactivated.

DANGER

Damage to the vehicle or to the high-voltage battery or a fire in the battery cells can cause toxic gases or fluids to leak out. High-voltage components may be live in this case. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not breathe in any gases that are emitted.
- Never touch any fluids that escape.
- Leave the vehicle quickly and with all vehicle occupants.
- Move away from the immediate vicinity of the vehicle.
- Observe the warning information on the fire hazard in the instrument cluster.

⚠ and Danger of high-voltage battery fire

The ⚠ central warning lamp in the instrument cluster display lights up red. The text message **High-voltage battery: risk of fire! Pull over safely ASAP and leave the vehicle. Call emergency services!** is displayed. A continuous acoustic warning sounds. The horn may also sound if the vehicle is parked or charging.

The warning lamp appears on the digital instrument cluster.

The temperature of the high-voltage battery is too high.

1. **Do not drive on!** Stop the vehicle as soon as possible taking into account the traffic situation.
2. Park the vehicle in a safe place in the open air and away from buildings and other vehicles.
3. Switch on the hazard warning lights if possible.
4. Engage the parking lock **P**.
5. Switch on the electronic parking brake.
6. Switch off the ignition.
7. Leave the vehicle key in a visible place in the vehicle (e.g. in the centre console).
8. Get out of the vehicle with all vehicle occupants and move to a location at a greater distance from the vehicle, if possible behind a crash barrier.
9. Inform the emergency services.
10. Do not attempt to extinguish the fire yourself.

The constant acoustic warning can only be turned off by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Other functions on the vehicle may also be triggered with the warning message, e.g. charging is ended.

Warning signs for the high-voltage system

Some warning signs indicate a danger due to a hazardous contact voltage on high-voltage components and orange-coloured high-voltage cables → *Fig. 1*, → *Fig. 2*.

Where are warning signs on the vehicle?

— On covers and caps behind which high-voltage components are located.

— On high-voltage components, including the high-voltage battery.

— Under the bonnet.



Fig. 1 Warning sign on high-voltage components.



Fig. 2 Warning sign in the bonnet space.

The surfaces of high-voltage components can become very hot and should not be touched → *Fig. 3*.



Fig. 3 Warning sign on the battery charger.

The illustrations may differ slightly from the warning signs in the vehicle.

Troubleshooting

Fault in high-voltage system

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

There is a fault in the high-voltage system. High-voltage components may be damaged →.

It is not possible to charge the high-voltage battery.

DANGER

In the event of a fault in the high-voltage system, high-voltage components including the high-voltage battery and high-voltage cables may be damaged and live. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not touch the high-voltage components and high-voltage cables.

1. **Do not drive on!** Stop the vehicle taking into account the traffic situation.
2. Park the vehicle safely.
3. Deactivate the vehicle's drive system.
4. Seek expert assistance immediately.

Fault in high-voltage system

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

There may be faults in high-voltage components.

You can continue to drive.

1. Have the high-voltage system checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

Prerequisites

✓ The vehicle's drive system has been deactivated.

✓ The charging cable and charging infrastructure are in fault-free and tested condition →⚠.

Among other things, the maximum possible charging capacity is influenced by the charging capacity of the local charging station, the charging cable, vehicle equipment and the ambient or battery temperature. Further information and technical specifications for your vehicle can be obtained from an authorised Volkswagen repairer.

Charging modes

— AC charging at a public charging station or wall box with alternating current *(→ Charging operations)*.

— AC charging at a socket with alternating current and very low charging capacity. The availability of this charging method is country-dependent. The domestic electrical installation must be checked to ensure it is in perfect working order →⚠ *(→ Charging operations)*.

Charge with the maximum available AC charging capacity at the charging station for better energy efficiency.

⚠ WARNING

Failure to observe the operating and safety instructions and incorrect handling of the high-voltage battery and charging cable can cause a short circuit, electric shock, explosions and fire. There is a risk of damage, as well as serious or fatal injuries.

- Do not charge with damaged charging accessories, e.g. if there is wear damage on charging connectors or charging cables.
- Never charge in marked explosion-hazard areas or where flammable gases may be present. Components of the charging cable can cause sparks and thus ignite flammable or explosive vapours.
- For safety reasons, do not carry out any work in or on the vehicle during charging.
- Observe the safety and operating instructions for the supplied charging cable.
- Always protect electrical connectors against direct ingress of water, moisture and other liquids.
- Always end charging before removing the charging connector so that you do not come into contact with residual energy in the charging storage device.
- Carry out home charging only at a connection that is suitable for electric vehicles and that has been installed and checked by qualified personnel.

Compatible charging connections

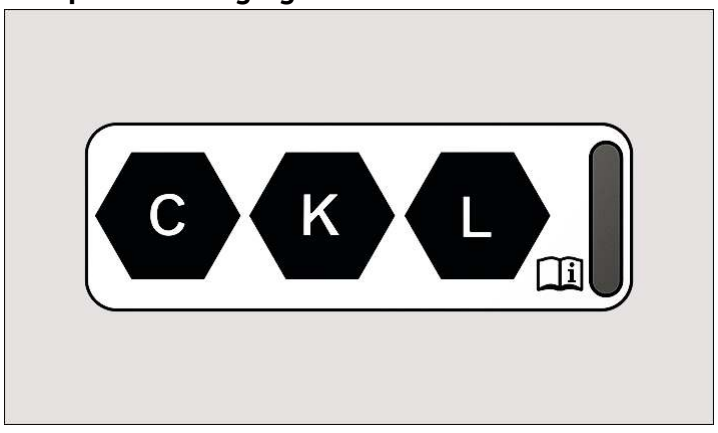


Fig. 1 On the charging socket: sticker for AC charging (C) and DC charging (K, L) with a voltage of up to 920 volts.

The symbols on the charging socket can also be found on suitable charging stations, charging cables or charging accessories →*Fig. 1*.

The requirements of the respective country and the following standards apply to the charging components:

— IEC 61851 and IEC 62196.

Handling the high-voltage battery

Reliability and capacity of the high-voltage battery

Lithium-ion batteries are subject to a physical and chemical ageing and wear process during their useful life. Careful handling of the high-voltage battery makes a significant contribution to maintaining a high usable capacity and range over the long term. Volkswagen therefore recommends observing the following care instructions.

Please also observe the valid Volkswagen warranty and guarantee terms for the high-voltage battery. Please contact your authorised Volkswagen repairer for further information.

Charging instructions

— Do not charge the high-voltage battery after every journey if only a short distance has been driven electrically, but charge only when necessary.

— Plan the charging process for a later departure time with the departure times in the Infotainment system *(→ Timer-controlled charging)*. This improves the performance of the high-voltage battery when driving off.

— If you fully charge the high-voltage battery, drive off shortly afterwards if possible or plan charging with a departure time in the Infotainment system *(→ Timer-controlled charging)*.

Vehicle standing times

— Park the vehicle with a charge level of between 40% and 70% if the vehicle will be left standing for a long time →ⓘ.

— In the case of long standing times, avoid high outside temperatures if possible, particularly with exposure to direct sunlight.

NOTICE

A fully discharged high-voltage battery can lead to total discharge if the vehicle is stationary for a long time. This can lead to irreversible damage to the high-voltage battery.

- Charge the high-voltage battery at the latest after four months if the vehicle is not used for an extended period.

NOTICE

Tampering with the high-voltage battery is not permitted and it must not be used as a stationary power source. This can cause irreversible damage to the high-voltage battery.

- Never perform technical modifications or interventions on the high-voltage battery and high-voltage components.

Charging

The charger installed in the vehicle converts the power from the AC grid into direct current.

Connecting the charging cable



Fig. 1 Behind the charging socket flap at the rear left: charging socket.

1. Immediate charging button and button for charging for a departure time.
2. Charging process display.
3. Charging socket.

1. Unlock the vehicle.
2. Open the charging socket flap by lightly pressing on the flap.
3. Remove the charging cable from the charging station or connect the charging cable to the power supply and fully unwind.

   Charging cable for mains sockets: The protective device of the charging cable will carry out a self-test *(→ Charging cable for mains sockets)*.
4. Insert the charging connector into the charging socket and check that it is straight and fully inserted → *Fig. 2*.

   The charging connector is locked automatically.

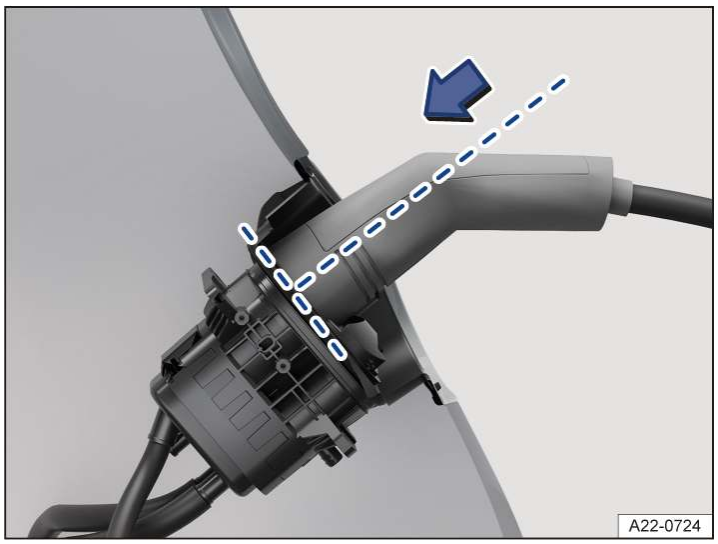


Fig. 2 Fully inserted charging connector (illustration).

The indicator lamp in the digital instrument cluster lights up when the charging connector is plugged in.

Starting the charging process

1. If necessary, activate the charging station.

   Charging starts immediately or for a departure time based on the settings in the e-manager.

The indicator lamp in the digital instrument cluster flashes green while the high-voltage battery is charging. The LED on the charging socket pulses green.

Ending the charging process prematurely

1. If the vehicle is not locked, press the immediate charging button → *Fig. 1* (1).

   Or: press the release button on the vehicle key. Remove the charging connector within 30 seconds, as the charging process will continue after this time.

   Or: when a departure time is activated, press the button on the charging socket → *Fig. 1* (1).

2. Remove the charging connector.

Charging will start again after 30 seconds if the charging connector is not removed.

After charging

Once the desired charge level has been reached, the charging process display lights up green → *Fig. 1* (2).

1. Unlock the vehicle.
2. Remove the charging connector within 30 seconds.
3. Disconnect the charging cable from the power supply and fit protective cap.
4. Close the charging socket flap so that it engages audibly.

If the charging connector is not unlocked, it is possible to prevent the vehicle from becoming stranded by releasing the connector manually *(→ Charging connector)*.

If the charging cable is left connected after charging, the high-voltage battery will not be discharged by electrical consumers in the vehicle.

Charging process display

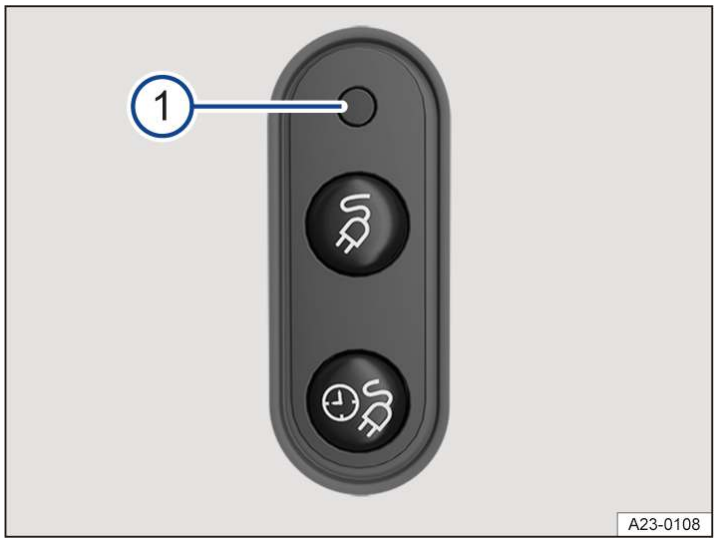


Fig. 1 Behind the charging socket flap: LED on the charging socket.

(1) Charging process display.

An LED on the charging socket → *Fig. 1* shows the status of the charging process → *Fig. 2*. There is a sticker on the inside of the charging socket.

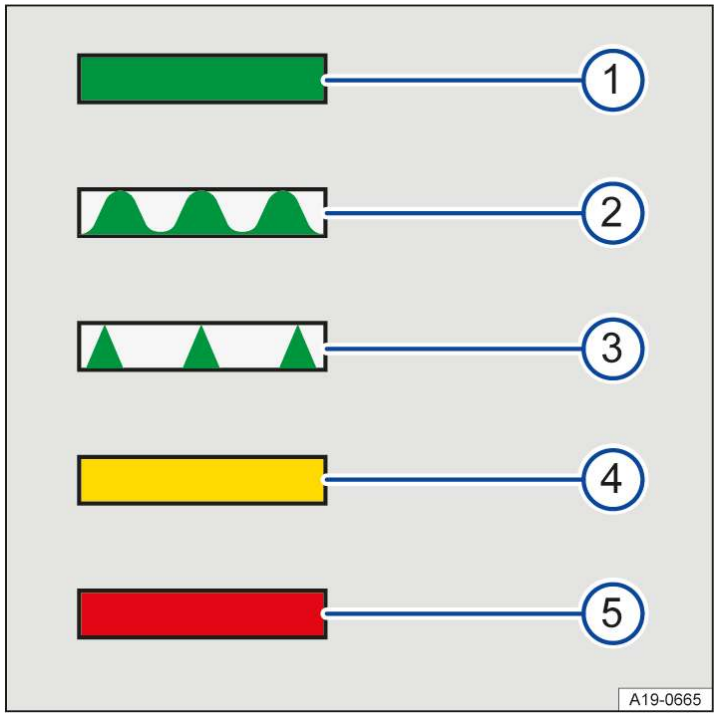


Fig. 2 On the inside of the charging socket flap: information about the charging process display.

(1) Lit up green: charging completed successfully.

(2) Pulsating green: the high-voltage battery is being charged.

(3) Blinking green: charging for a departure time has been activated but has not yet started.

(4) Lights up yellow briefly: charging connector is inserted in the charging socket and has been detected by the vehicle.

Lights up yellow continuously: no electricity mains has been detected. Have the power supply and electricity mains checked. When the mains charging cable is being used, the status of the electricity mains is displayed on the protection unit.

(5) Lit up red: it was not possible to lock the charging connector.

Flashing red: charging system is faulty or a fault has occurred.

If the charging process display continually indicates a fault in the power supply or in the charging system of the vehicle, contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Troubleshooting

Charging not possible or aborted

The charging process display on the charging socket flashes or lights up red.

Before you visit a suitably qualified workshop, you can perform the following troubleshooting measures:

1. Connect the charging cable again.

   Or: check that the charging connector is inserted correctly.

   Or: check whether a fault is indicated on the charging station or, depending on the equipment, on the charging cable protection unit.

If the fault cannot be remedied, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Charging will not resume automatically after a power failure. Restart the charging process.

Manually releasing the charging connector

Manual release of the charging connector should only be performed if the charging connector cannot be removed normally.

✓ The vehicle is unlocked.

✓ The charging process has been completed or interrupted.

✓ The charging connector is not at an angle in the charging socket, e.g. due to the weight or position of the charging cable.

Manual release may not be possible in the case of charging for a departure time or if stationary air conditioning is active.

Manually releasing the charging connector via the central locking system

1. Press and hold the immediate charging button on the charging socket. At the same time, press the button on the vehicle key.
2. Remove the charging connector.
3. If the problem persists, manually release the charging connector in the luggage compartment.

Manually releasing the charging connector in the luggage compartment



Fig. 1 In the fuse compartment on the left side of the luggage compartment: loop for manual release.

(1) Loop for manual release.

1. Check that the charging process is interrupted. The LED on the charging socket lights up white continuously or no active charging process is displayed in the Infotainment system.
2. Open the luggage compartment.
3. Remove the fuse compartment cover at the bottom left in the luggage compartment using a suitable object.
4. Remove the loop from the holder and pull → *Fig. 1* (1).
5. Remove the charging connector immediately.
6. Insert the loop back into the holder in the fuse box.
7. Replace the cover.
8. Have the charging socket checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Manually releasing the charging socket flap

When the vehicle is unlocked, the charging socket flap can be opened by pressing it lightly.

In the event of a malfunction, the charging socket flap can be released manually in the luggage compartment → *Fig. 1*.

Only release the charging socket flap manually in the event of vehicle malfunction.

Manually releasing the charging socket flap



Fig. 1 On the left-hand side of the luggage compartment: manual release for the charging socket flap.

(1) Tab for manual release.

The loop for manual release is situated in an opening on the left-hand luggage compartment wall → *Fig. 1*.

1. Open the luggage compartment.
2. Remove the loop and pull → *Fig. 1* (1).

   The charging socket flap is released and can be opened.
3. Attach the loop again.

   The high-voltage battery can be charged.
4. Have the charging socket flap checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

You can set and adjust charging settings with the e-manager. This includes charging for programmed departure times and electric heating and cooling of the vehicle.

Opening the e-manager

1. Switch on the ignition.
2. Switch on Infotainment system.
3. Open the vehicle settings or air conditioning settings in the Infotainment system *(→ Vehicle settings menu)*.
4. Tap .

e-manager menu in the Infotainment system.

Immediate charging: If charging for a departure time has not been activated in the Infotainment system, the high-voltage battery will be fully charged immediately.

Charging for a departure time

The desired time of the charging process is set with a departure time in the Infotainment system.

Setting departure time



Fig. 1 Infotainment system: menu for departure time programming.

1. Tap the function button for a departure time in the **e-manager** overview.

   The profile of a departure time is opened.

2. Select the desired setting or place a tick ☑ in the checkbox.

   — Time.

   — Day of the week.

   — Use departure time once or weekly.

   — Air conditioning: the vehicle interior is heated or cooled for the departure time *(→ Stationary air conditioning)*.

   — Charging: the high-voltage battery is fully charged for the departure time.

   — Low-tariff or off-peak: a preferred period can be set for charging.

3. Close the profile of the departure time.

If the vehicle is air conditioned for a departure time, this can result in a considerably longer charging time depending on the charging cable used. This applies particularly to charging from mains sockets since these permit only a low charging capacity.

Activating departure time

1. Open the overview of departure times in the **e-manager**.
2. Activate the departure time by placing a “tick” ☑ in the checkbox.

Departure time displays

Charging of the high-voltage battery activated.

Air conditioning of the vehicle interior activated.

Departure time is used regularly.

Buttons on the charging socket

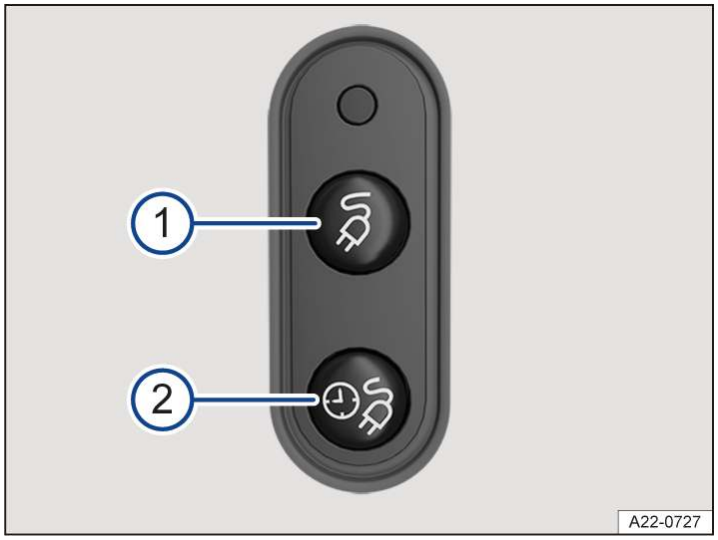


Fig. 2 Behind the charging socket flap: buttons for immediate charging and charging for a departure time.

(1) Immediate charging button.

(2) Button for charging with a departure time.

If charging takes place without an activated departure time, the immediate charging button → *Fig. 2* (1) lights up.

1. To change from an active departure time to immediate charging, press the immediate charging button → *Fig. 2* (1).

If a departure time is active and the charging cable is connected, the button for charging with a departure time → *Fig. 2* (2) lights up.

1. To cancel charging for a departure time, press the button for charging with a departure time → *Fig. 2* (2).
2. Remove the charging connector.

Introduction to the topic

Instructions for charging cable

The charging cable supplied with the vehicle depends on the scope of delivery and the country-specific technical requirements, e.g. charging connector connections for mains sockets.

Volkswagen recommends that you use only the supplied charging cable and observe the following instructions for the charging cable →⚠, →⚠.

— Handle with care.

— Unwind or wind up completely.

— Do not fold or bend over sharp edges.

— Do not trap or drive over cable.

— Pull only at the charging connectors.

— Children must not use the charging cable.

— Keep animals away from cable.

— Stow safely without kinks after use.

⚠ DANGER

Use of a damaged charging cable or a charging cable that has been tampered with can lead to an electric shock. This will result in serious or fatal injuries.

- Always check the charging connectors and charging cable for damage, e.g. cracks, before use.
- Never open the charging cable and its components.
- Never use a damaged charging cable or a charging cable that has been tampered with.
- Have the charging cable checked by a suitably qualified workshop if there is a malfunction. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the high-voltage battery is charged with an unsuitable charging cable, this can cause a short circuit and an electric shock. This can damage the charging cable and result in serious or fatal injuries.

- Please always observe the specifications given on the charging cable.
- Make sure to find out the type of electrical installation available locally before travelling abroad.
- Before driving abroad, find out about the correct country-specific charging cable and the maximum permissible charging current.

Stowing the charging cable

⚠ WARNING

An unsecured or incorrectly secured charging cable can be flung through the vehicle interior in the event of sudden driving or braking manoeuvres. This can result in accidents and severe injuries.

- Stow the charging cable in the supplied charging cable bag and hook the bag into a front fastening ring in the luggage compartment (depending on equipment).
- If the rear seat backrest has been folded forward, stow the charging cable in the charging cable bag in the footwell in front of the rear seat.

Instructions for charging connectors and charging cable protection unit

— Do not reach into the contacts of the charging connector.

— Protect against intense sunlight. The ambient temperature must not be higher than 50°C (122°F).

— Do not drop.

— Protect against submerging in liquids, such as rainwater.

— Fit the protective caps after use.

WARNING

If the charging cable for mains power sockets is connected or used incorrectly, this can lead to a serious malfunction. This can result in damage to the electrical installation and the charging cable, and can also cause a fire and serious injuries.

- Never connect the charging cable to an extension cable, a cable reel, a multiple socket outlet or an adapter such as a regional adapter or timer.

The charging cable may be subject to a regular testing requirements as mobile electrical equipment. A test adapter is required.

Comply with the maximum load for the safety circuit used. If the charging cable is connected to a mains socket with other electrical consumers in the same electrical circuit, the fuse in the electrical circuit can be tripped.

Charging cables must be disposed of in an environmentally friendly way and must not be disposed of as household waste.

Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly moistened cloth →, →.

DANGER

When cleaning a plugged-in charging cable, there is a risk of coming into contact with the voltage of the high-voltage system. This can lead to an electric shock with burns and serious or fatal injuries.

- Clean the charging cable only when it is disconnected.

NOTICE

If the charging cable is not cleaned correctly, this can result in damage.

- Use only water on the surface and no additional cleaning agents.
- Make sure that no water gets into the contacts of the charging cable.

Charging cable for charging stations with alternating current (AC)



Fig. 1 Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and depends on the infrastructure used, the charging cable and the equipment of the battery charger.

WARNING

If the charging cable for charging stations is used as an extension cable, it is unlocked and a serious malfunction can occur. This can result in damage and can also cause a fire and serious injuries.

- Never use the charging cable as an extension of another charging cable.

NOTICE

Incorrect operation of the charging station can damage the vehicle's high-voltage system.

- Observe the manufacturer's information and instructions when using the charging station.

The electrical installation abroad may be designed according to different technical rules than in your own country. This means that a charging cable with a cross-section of 5 x 6 mm^2 may be required locally to achieve the maximum charging capacity available.

Charging with a charging cable with a rating of 16 A is not possible at some charging stations that support 32 A. This depends on the equipment of the charging station.

— Inform yourself about the available charging technology before charging.

Charging cable for mains power sockets



Fig. 1 Charging cable for mains sockets (illustration)

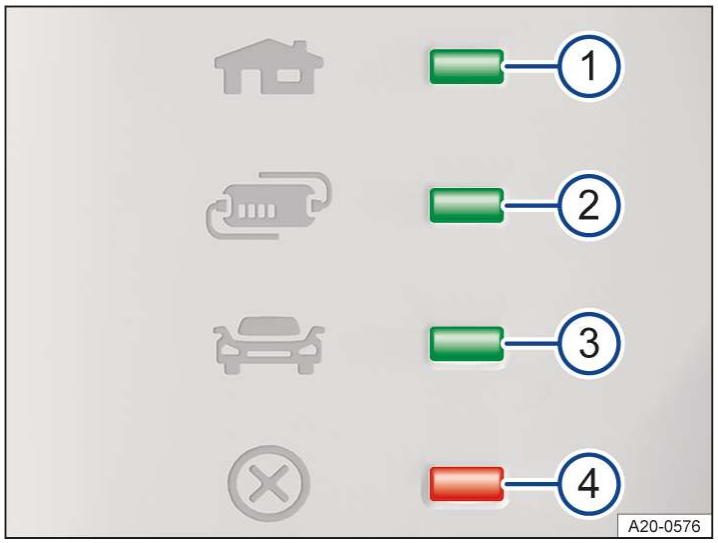


Fig. 2 Charging cable protection unit: LED lights.

1. Indicator lamp for plug and power supply.
2. Indicator lamp for protection unit
3. Indicator lamp for vehicle
4. Fault warning lamp.

Information on the charging cable

Before using the charging cable, also pay attention to the information on the charging cable and on the rear of the protection unit.

Charging cables that were supplied with the vehicle outside Norway may not be suitable for charging from a mains socket in Norway.

Protection unit

The charging connector is de-energised by the electronic protection unit until it is inserted in the vehicle's charging socket.

Self-test

When the charging cable is connected to a mains socket, the protection unit will automatically perform a self-test. All warning and indicator lamps will briefly light up and go out one after another. The current operating status is then displayed.

Status indicators

One or more indicator lamps on the protection unit light up green → *Fig. 2* (1), (2) or (3).

Display and meaning
— (1) Lit up: The charging cable is connected to the mains network but not to the vehicle.
— (1), (2) lit up, (3) flashing: High-voltage battery is being charged.
— (1), (2) and (3) lit up: Charging process ended. High-voltage battery has been charged.

Setting charging current

The charging cable limits the charging current corresponding to the available power supply.

Depending on the equipment, the charging current can be reduced in the charging settings of the Infotainment system if charging is not to take place with the maximum charging current at the local power supply *(→ Timer-controlled charging)*.

Temperature monitoring

The temperature monitoring function of the charging cable is triggered if the charging cable overheats, e.g. due to storage in an overheated luggage compartment or strong sunlight.

If charging is interrupted, the current status indicator goes out and one of the indicator lamps flashes green. The warning lamp → *Fig. 2* (4) flashes red.

1. Remove the charging cable and leave it to cool.
2. If the fault occurs again, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

It is not necessary to remove the charging cable if only the warning lamp → *Fig. 2* (4) flashes red and the status indicator remains lit. Charging will take place with a lower charging current until the charging cable has cooled down after a certain period. The charging current will be increased again automatically.

Fault displays

If the warning lamp → *Fig. 2* (4) flashes or lights up red without an indicator lamp → *Fig. 2* (1), (2) or (3) being lit continuously, there is a fault present.

Display and meaning
— (1) flashing, (4) lit or flashing: Fault in the power supply.
— (2) flashing, (4) lit or flashing: Fault in the safety device.
— (3) flashing, (4) lit or flashing: Vehicle malfunction.

The charging process will be interrupted or aborted.

1. Observe the information on the rear of the protection unit.
2. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the vehicle is connected to the power grid via an additional connection or is located in direct proximity to high-voltage lines during the charging process, charging at a mains socket may not be possible. Additional connections to the power grid:

— Connection of a charger for 12-volt vehicle battery.

— Contact with working equipment connected to the power grid, e.g. lifting platform.

Introduction to the topic

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

⚠ WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose breakdown set, spare wheel, temporary spare wheel or loose vehicle toolkit could be flung though the vehicle interior. This can result in serious or fatal injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel or temporary spare wheel are always properly secured in the luggage compartment.

⚠ WARNING

Working with unsuitable tools or damaged tools from the vehicle toolkit can lead to accidents. This can result in serious or fatal injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.
- Seek expert assistance if no suitable vehicle tools are available.

Stowage

The vehicle toolkit may be located in various places in the vehicle, such as under the luggage compartment floor or in a side stowage area of the luggage compartment.

Depending on the equipment level, the luggage compartment may contain a loose box with the vehicle toolkit. This enclosed vehicle toolkit is intended for a possible winter tyre change and does not need to be carried in the vehicle at all times .

Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. The following describes the maximum content.

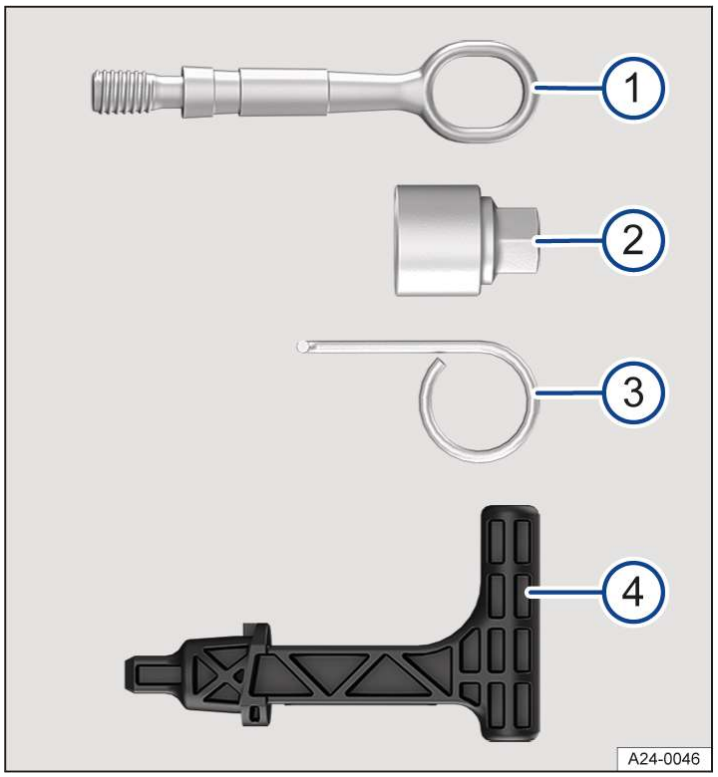


Fig. 1 Contents of the toolbox (illustration).

1. Screw-in towing eye.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends that you carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if it is lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
4. Socket wrench for releasing the selector lever lock manually.

Additional vehicle tools

Depending on equipment, vehicles may have additional vehicle tools with a jack. It is not necessary to always carry the additional vehicle tools with jack in the vehicle.

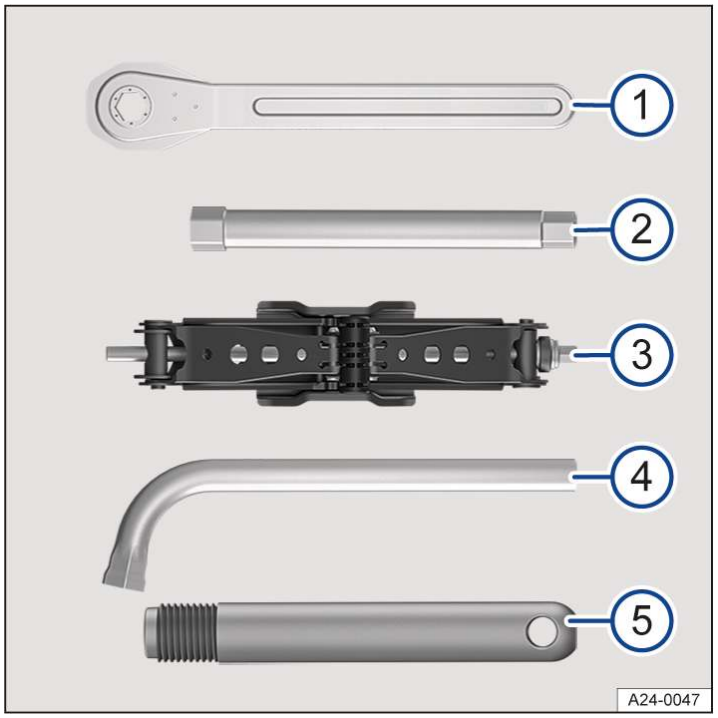


Fig. 2 Additional tools in the vehicle toolkit (illustration).

1. Ratchet.
2. Extension for attaching and screwing in the wheel bolts.
3. Jack.
4. Wheel wrench for loosening and tightening the wheel bolts.
5. Assembly pin.

After using the jack, crank it back to its original position so that it can be stowed safely.

Servicing the jack

If a jack is included in the vehicle toolkit, it is not generally subject to any maintenance intervals.

1. Grease the jack with a universal lubricant when necessary.

Tyre pressure gauge

In some countries, there may also be a tyre pressure gauge in the vehicle.

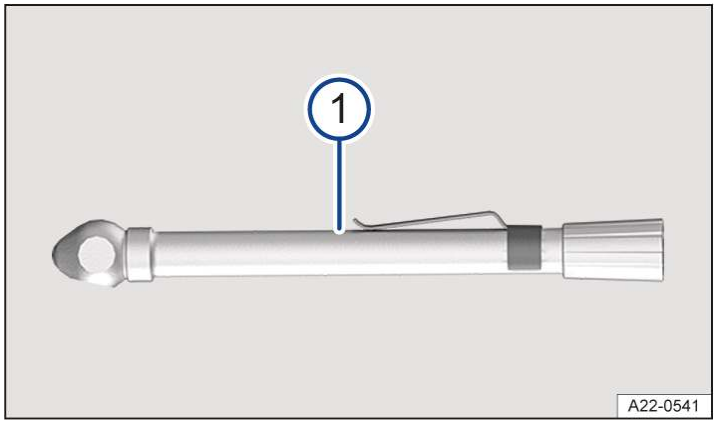


Fig. 3 Additional tool in the vehicle toolkit (illustration).

(1) Tyre pressure gauge (country-dependent).

Moving the windscreen wipers to service position

The wiper arms can be lifted off the windscreen when in the service position.



Fig. 1 Wipers in service position.

Activating the service position via the Infotainment system

1. Close the bonnet if necessary.
2. Switch on the ignition.
3. Open the vehicle settings in the Infotainment system.
4. Select the Mirrors and wipers function button.
5. Tap the Wipers in service position function button to activate or deactivate the service position.

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

Lifting the windscreen wiper arms

1. Move the wiper arms to the service position before lifting →ⓘ.
2. Lift the wiper arms, making sure that you hold them only in the area of the wiper blade mounting.

Placing the wiper arms on the windscreen

1. Before starting your journey, place the wiper arms carefully on the windscreen, making sure that you hold the wiper arms only in the area of the wiper blade mounting.
2. To move the wiper arms back to their starting position, operate the “flick wipe” function with the ignition switched on *(→ Wipers)*.

   The wiper arms move back to their initial position.

NOTICE

If due care is not taken when working on the wiper arms, this can result in damage to the bonnet, windscreen or wiper arms.

- Lift the wiper arms carefully and always only when in service position.
- Never open the bonnet when the wiper arms have been lifted.
- Always place the wiper arms carefully back on the windscreen before starting a journey.

Cleaning and changing wiper blades

The factory-fitted windscreen wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the window. If the graphite coating is damaged, the wiper will become louder.

— Check the condition of the wiper blades on a regular basis.

— Wiper blades that judder should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Cleaning wiper blades

1. Move the wiper arms to the service position *(→ Wiper blades)*.
2. Lift the wiper arms, holding hold them only in the area of the wiper blade mounting.
3. Clean the wiper blades carefully using a damp sponge →ⓘ.
4. Place the wiper arms carefully back onto the windscreen.

Changing the windscreen wiper blades

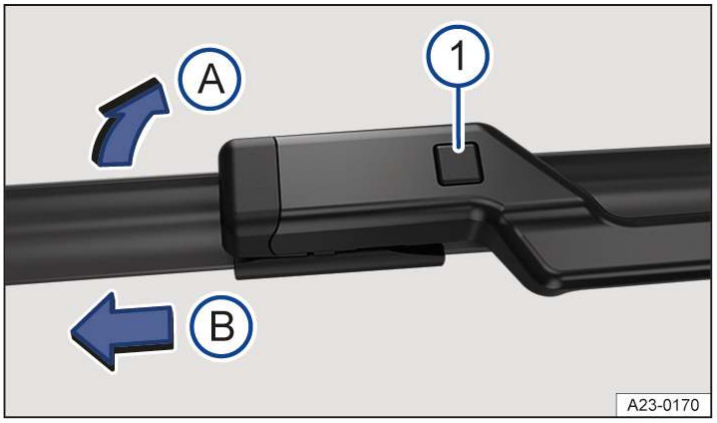


Fig. 1 Changing the windscreen wiper blades.

(1) Release button for the wiper blade.

1. Move the wiper arms to the service position before lifting *(→ Wiper blades)*.
2. Lift the wiper arms, holding hold them only in the area of the wiper blade mounting.
3. Press and hold the release button → *Fig. 1* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 1* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 1* (B). The wiper blade must be in folded-down position to do this → *Fig. 1* (A).
6. Place the wiper arms carefully back onto the windscreen.

Changing the wiper blade for the rear window

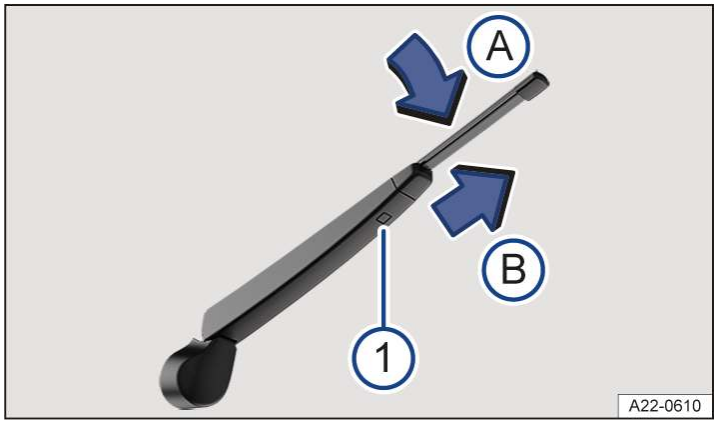


Fig. 2 Changing the wiper blade for the rear window.

(1) Release button for the wiper blade.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm against the direction of the arrow. Push it on until it engages → *Fig. 2* (B). The wiper blade must be in folded-down position to do this → *Fig. 2* (A).
6. Carefully place the wiper arm back onto the rear window.

⚠ WARNING

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

- Always clean dirty wiper blades.
- Always change the wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Cleaning the wiper blades or windows with unsuitable cleaning agents can cause damage.

- Do not use fuel, nail varnish remover, paint thinner or similar liquids to clean the wiper blades and windows.
- Do not clean the wiper blades with hard sponges and other sharp objects.

If wax residue from car washes and other care products remains on the vehicle windows, this can cause the wipers to rub. Remove wax residue using a special cleaning product or cleaning cloths.

Exterior lighting in LED technology

The exterior lighting uses LED technology. Owners cannot replace the LEDs themselves. If individual LEDs fail, this may be an indication that more LEDs are on the point of failure. In this case, have the light units checked and renewed if necessary by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

It may be illegal to drive with faulty exterior lights.

⚠ WARNING

If the vehicle lighting is not switched on as appropriate for the weather conditions, the road will not be illuminated sufficiently. Other road users may have difficulty seeing the vehicle or may not see it at all. This can cause accidents and serious or fatal injuries.

- Check the lighting system of the vehicle regularly.
- Have the lighting system repaired immediately if necessary.

Introduction to the topic

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can obtain more information about the fuse assignment from a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Several electrical consumers can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified.

1. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Fuses for emergency services

A fuse for the high-voltage system in the dash panel fuse box is labelled with a special tag to allow emergency services to de-energise the vehicle as quickly as possible. Never attempt to replace these fuses or swap them with other fuses in other slots → ⚠. If this fuse is faulty, always have it replaced by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

⚠ WARNING

The voltage in the high-voltage system can cause electric shocks, serious burns and death.

- Never touch the electrical cables in the bonnet space.
- Never repair or replace fuses of the high-voltage system yourself.
- Always have work performed by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

⚠ WARNING

Using unsuitable fuses, repairing fuses and bridging an electrical circuit without fuses can cause serious damage or a fire in the vehicle. This can result in serious or fatal injuries.

- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

The high-voltage fuses identified with special tags in the fuse box in the dash panel are intended for use only by the emergency services so that they can de-energise the vehicle in an emergency situation. If these high-voltage fuses are removed improperly, this can result in damage to the vehicle.

- Never remove the specially tagged fuses in the dash panel.
- Seek expert assistance if the high-voltage system was switched off. The vehicle is no longer ready to drive.

NOTICE

If a fuse is replaced when the ignition is switched on, the vehicle's drive system is activated, lights are switched on or when other electrical consumers are switched on, this can damage the electrical system.

- Always deactivate the vehicle's drive system and switch off the lights and other electrical consumers.
- Make sure that it is not possible to activate the vehicle's drive system when changing a fuse.

NOTICE

Damage can also be caused at other locations in the electrical system if a fuse is replaced with a fuse that has a higher rating.

- Never replace a fuse with a fuse that has a higher rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes against the ingress of dirt and moisture.
- Avoid causing short circuits in the electrical system.
- Check that the covers of the fuse boxes are closed tight again and are not damaged.

There are also other fuses in the vehicle. These should be changed only by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Fuses in the dash panel

Opening the fuse box in the dash panel (left-hand drive vehicle)



Fig. 1 To the left of the steering wheel: fuse box cover in the dash panel (left-hand drive vehicle).

Removing the cover

1. Open the stowage compartment on the driver side and remove the contents if necessary.
2. Open the stowage compartment all the way over the resistance of the upper stop and pull it out towards the rear in the direction of the arrow → *Fig. 1*.

Installing the cover

1. Insert the stowage compartment in the bottom mounts.
2. Carefully close the stowage compartment over the resistance of the upper stop in the opposite direction to the arrow → *Fig. 1*.

Opening the fuse box in the dash panel (right-hand drive vehicle)

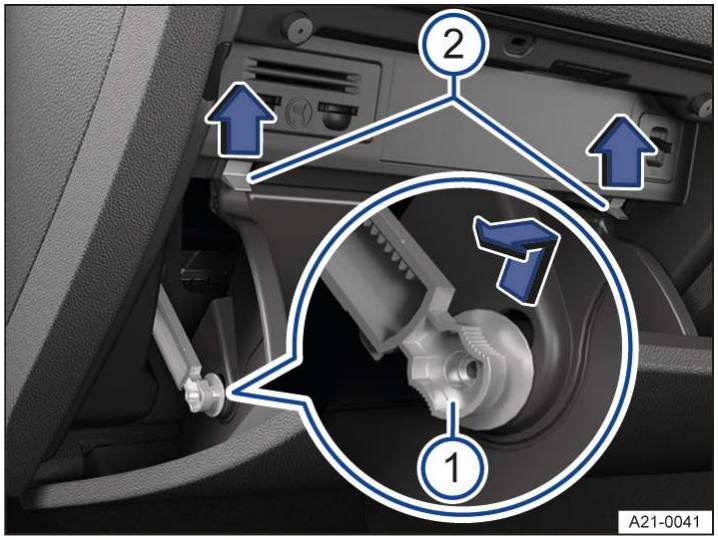


Fig. 2 On the front passenger side: fuse box cover in the dash panel (right-hand drive vehicle)

(1) Restrictor.

(2) Catches.

Removing the cover

1. Open the glove box and empty if necessary.
2. Push restrictor upwards into the opening of the holder and pull out to the side in the direction of the arrow → *Fig. 2* (1).
3. Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).

Installing the cover

1. Move glove box into position.
2. Insert the restrictor into the opening in the holder and slide upwards in the opposite direction to the arrow until it engages → *Fig. 2* (1).
3. Close the glove box carefully over the resistance of the stop pins.

Fuse overview of the fuses in the dash panel

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a correspondingly qualified workshop for the exact fuse layout. Volkswagen recommends using a Volkswagen dealership.

Fuse assignment

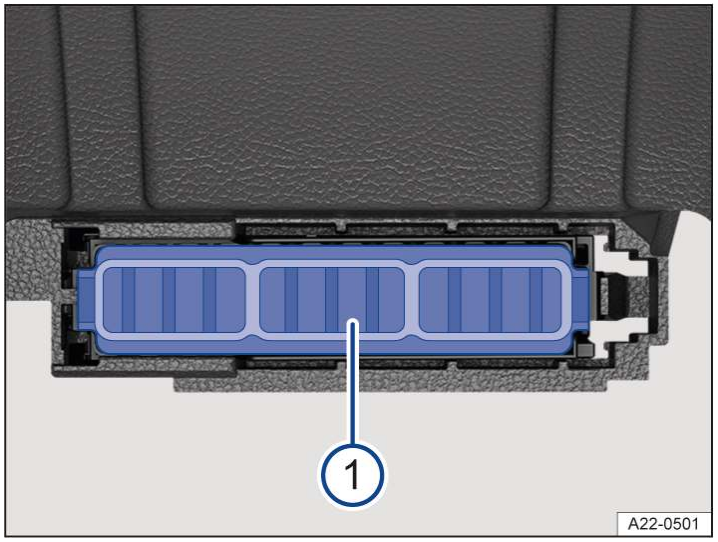


Fig. 1 Under the stowage compartment behind a cover: fuse locations.

(1) Fuse carrier.

Assignment of the fuse locations behind the cover → *Fig. 1* (1):

D 2

5 amps, MINI®, telephone.

D 10

5 amps, MINI®, display and Infotainment system control panel.

D 11

5 amps, MINI®, light buttons.

Fuses in the front footwell

Opening and closing the fuse compartment in the footwell

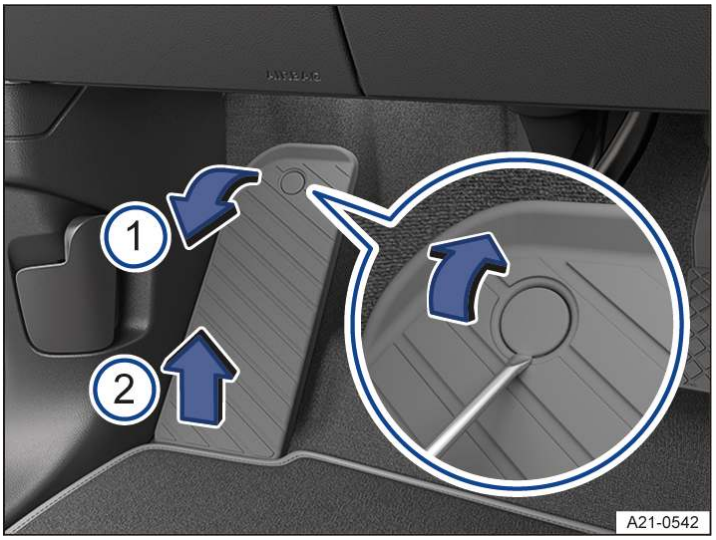


Fig. 1 In the front left footwell: fuse box cover.

1 Cap.
2 Foot rest.

You need a suitable screwdriver to remove the cover.

Removing the cover

1. Use a screwdriver to prise the foot rest cap out of the catch → *Fig. 1* (1).
2. Unscrew the screw.
3. Remove the foot rest from the fuse compartment in the direction of the arrow → *Fig. 1* (2).

Installing the cover

1. Fit the foot rest on the fuse compartment again in the opposite direction to the arrow → *Fig. 1* (2).
2. Screw in the screw again.
3. Press the cap into the foot rest again until it audibly engages in position → *Fig. 1* (1).

Fuse overview of fuses in the front footwell

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a suitably qualified workshop for the exact fuse layout. Volkswagen recommends using an authorised Volkswagen repairer.

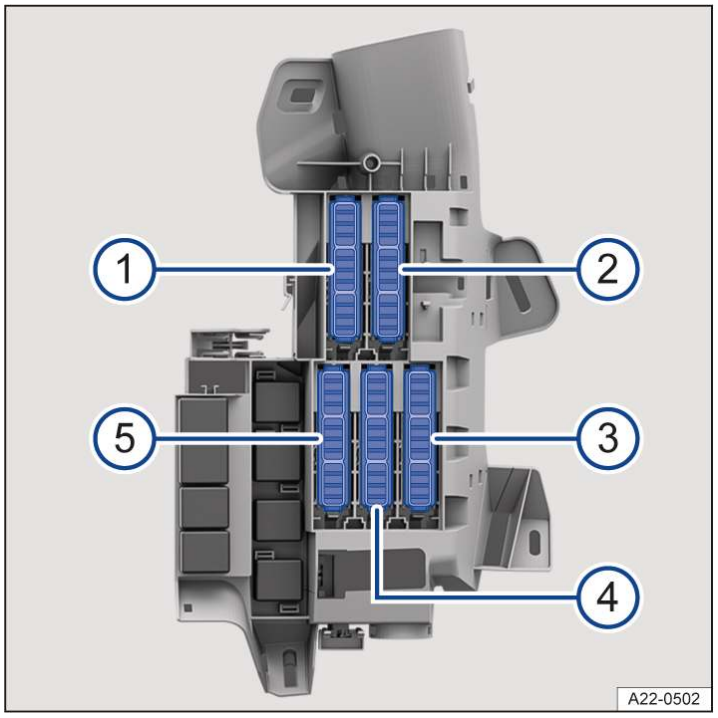


Fig. 1 In the front left footwell under a cover: fuse locations.

1. Fuse carrier.
2. Fuse carrier.
3. Fuse carrier.
4. Fuse carrier.
5. Fuse carrier.

Assignment of the fuse locations under the cover → *Fig. 1* (1):

A 5

5 amps, MINI, brake light sensor.

Assignment of the fuse locations under the cover → *Fig. 1* (2):

B 9

30 amps, ATO, front heater blower.

Assignment of the fuse locations under the cover → *Fig. 1* (3):

C 3

20 amps, ATO, socket.

C 4

30 amps, ATO, glass roof.

C 5

30 amps, ATO, left-hand headlight.

C 7

30 amps, ATO, front wipers.

C 9

30 amps, ATO, right-hand headlight.

C 10

35 amps, ATO, headlight washer system.

Assignment of the fuse locations under the cover → *Fig. 1* (4):

D 14

15 amps, ATO, rear wiper.

Assignment of the fuse locations under the cover → *Fig. 1* (5):

E 1

5 amps, MINI, anti-theft alarm.

E 4

7.5 amps, MINI, selector mechanism for automatic gearbox.

E 5

15 amps, MINI, horn.

E 6

5 amps, MINI, electronic parking brake.

E 12

10 amps, MINI, rain and light sensor.

E 13

20 amps, MINI, air conditioning system.

Fuses in the luggage compartment

Opening and closing the fuse compartment in the luggage compartment

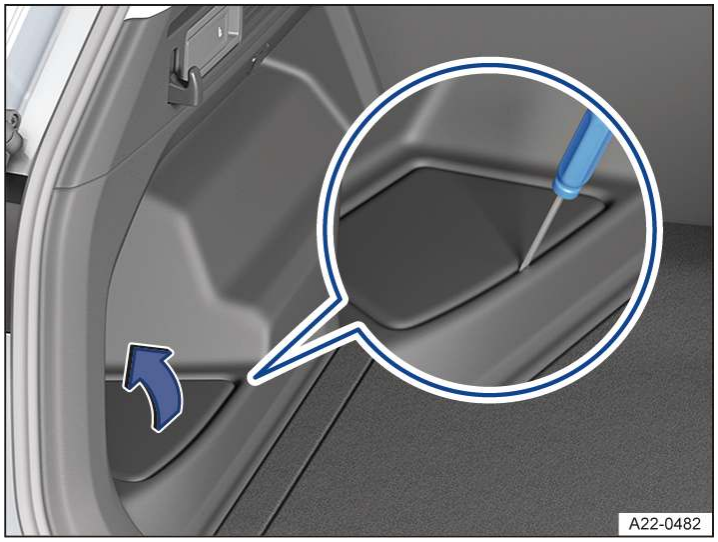


Fig. 1 In the luggage compartment on the left: cover for fuse compartment.

Removing the cover

1. Use a suitable object such as a screwdriver to unlock the cap on the fuse compartment → *Fig. 1*.
2. Lift the cover in the direction of the arrow → *Fig. 1* and pull the cover out of the guide.

Installing the cover

1. Place the cover on the fuse compartment again in the opposite direction to the arrow.
2. Push the cover down until it clicks into place.

Fuse overview of the fuses in the luggage compartment

The overview shows the fuse locations of the electrical consumers relevant for the driver. The first column in the overview contains the location. The other columns contain the amp rating, the fuse type and the electrical consumer protected by the fuse.

Depending on country and on the equipment of your vehicle, the fuse numbers and positions may differ to those given in the overview. If necessary, ask a suitably qualified workshop for the exact fuse layout. Volkswagen recommends using an authorised Volkswagen repairer.

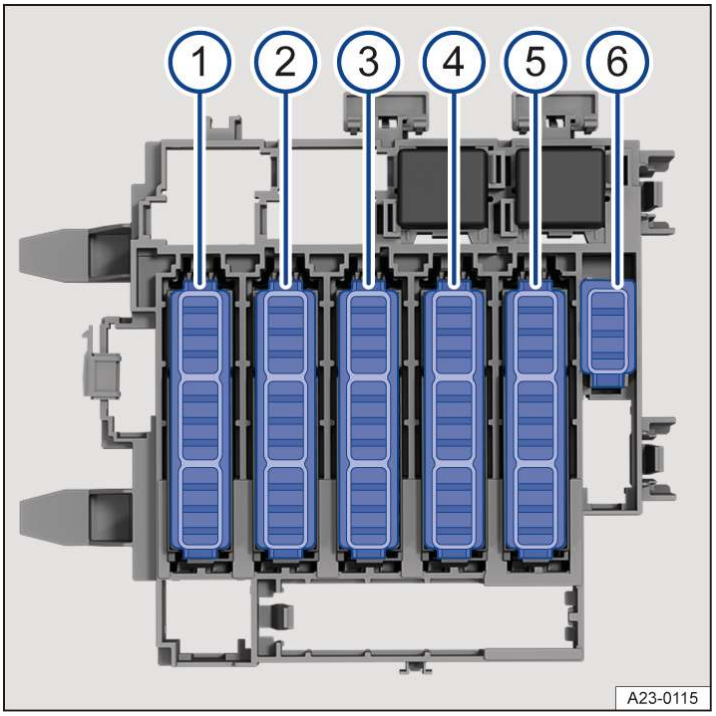


Fig. 1 On the left of the luggage compartment under a cover: fuse locations.

1 Fuse carrier.
2 Fuse carrier.
3 Fuse carrier.
4 Fuse carrier.
5 Fuse carrier.
6 Fuse carrier.

Assignment of the fuse locations under the cover → *Fig. 1* 6:

7

40 amps, cartridge fuse®, rear window heating.

Assignment of the fuse locations under the cover → *Fig. 1* 5:

A 8

25 amps, ATO®, rear seat heating.

Assignment of the fuse locations under the cover → *Fig. 1* 4:

B 1

20 amps, ATO®, left tail light clusters.

B 5

25 amps, ATO®, trailer control unit.

B 7

15 amps, ATO®, trailer charging cable.

B 9

15 amps, ATO®, trailer control unit.

B 2

30 amps, ATO®, left-hand headlight.

B 11

30 amps, ATO®, right-hand headlight.

Assignment of the fuse locations under the cover → *Fig. 1* (3):

C 11

2 amps, MINI®, roof aerial.

C 14

20 amps, ATO®, right tail light clusters.

Changing blown fuses

Preparations

1. Deactivate the vehicle’s drive system and switch off the lights and all electrical consumers.

Detecting a blown fuse

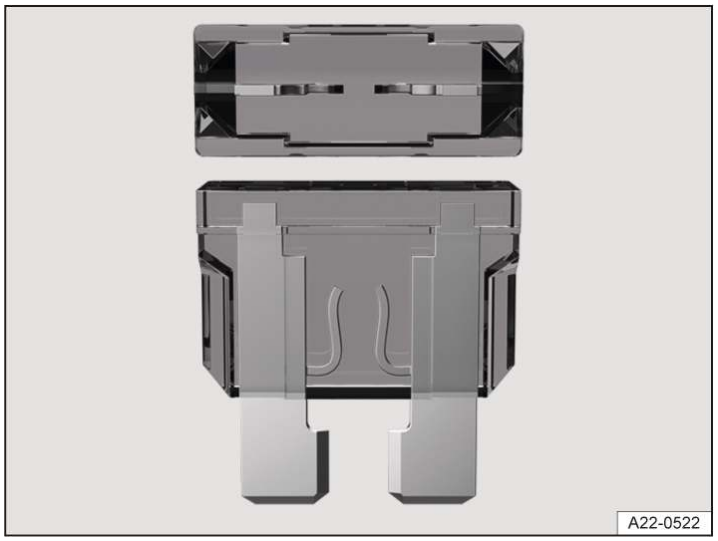


Fig. 1 Blown fuse (illustration).

1. Shine a torch onto the fuse box.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip → *Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour	*Amp rating*
Black	1 amps
Purple	3 amps
light brown	5 amps
Brown	7.5 amps
Red	10 amps
Blue	15 amps
Yellow	20 amps
White or transparent	25 amps
Green	30 amps
Orange	40 amps
Red	50 amps

Changing fuses

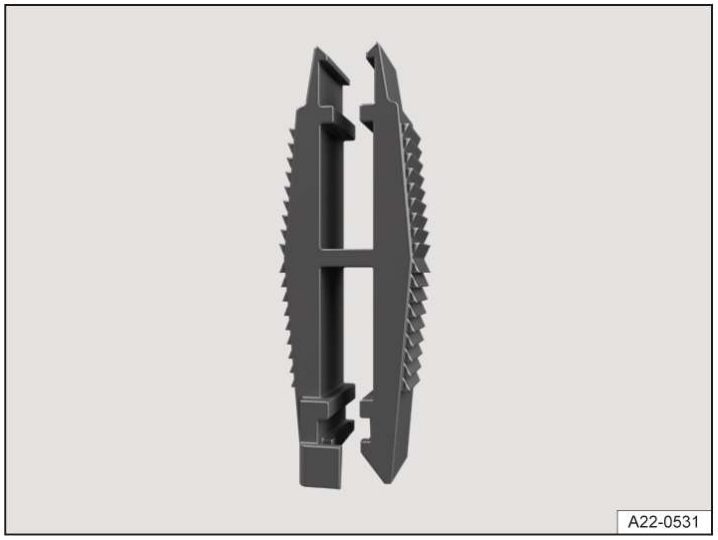


Fig. 2 Plastic grippers for pulling out and inserting a fuse (illustration).

1. If present, take the plastic grippers out of the fuse box or the cover of the fuse box → *Fig. 2*.
2. Push the plastic grippers clip suitable for the fuse type onto the fuse from the top or the side.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse with the same rating (same colour and same markings) and same size →ⓘ.
5. Once the new fuse has been inserted, put the plastic grippers back in the cover.
6. Insert the cover again or close the fuse box cover.

NOTICE

You can damage another location in the electrical system by using a fuse with a higher amp rating.

- Never replace a fuse with a fuse that has a higher rating.

Introduction to the topic

For technical reasons, your vehicle may not be push-started →ⓘ. If the vehicle's drive system cannot be activated because the 12-volt vehicle battery is discharged, you can use the 12-volt vehicle battery in another vehicle to activate the vehicle's drive system.

For technical reasons, the jump-start connection points on hybrid vehicles are not suitable for being used to jump start other vehicles →ⓘ.

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the jump leads must always be connected to the jump-start connection points in the bonnet space.

⚠ WARNING

Using the jump leads incorrectly or performing the jump start procedure incorrectly can cause the 12-volt vehicle battery to explode. This can result in serious injuries.

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never perform jump starting on a vehicle with a frozen or thawed 12-volt vehicle battery.

⚠ WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started. The explosive gas can ignite due to sparks when carrying out jump starting. This can result in serious injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery.

NOTICE

Tow-starting the vehicle can cause considerable damage to the exhaust purification system of the vehicle.

- Carry out jump starting to activate the vehicle's drive system.

NOTICE

The electrical system of a hybrid vehicle is not designed to provide another vehicle with jump starting assistance. This can cause serious damage to the electrical system of the hybrid vehicle.

- Never use a hybrid vehicle to provide jump starting assistance to another vehicle.

Preparing for jump starting

If the vehicle's drive system cannot be activated because the 12-volt vehicle battery is discharged, another vehicle can be used to jump start the vehicle.

NOTICE

A discharged 12-volt vehicle battery can already freeze at temperatures around 0°C (around +32°F) and can be damaged and fail.

- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

Preparations

Observe the following when performing jump starting:

— Wear eye protection and protective gloves →⚠.

— Observe the jump lead manufacturer's operating instructions.

— Open the bonnet.

— When performing jump starting, always use jump leads with fully-insulated terminal clamps and defect-free insulation →⚠.

— Make sure that there is sufficient distance between the vehicle providing jump starting assistance and the vehicle receiving it. If the vehicles touch metallically, current can already flow when the positive terminals are connected →ⓘ.

— Ensure that the terminal clamps have good metal-to-metal contact with the terminals.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries.

- Always wear suitable eye protection and protective gloves.
- Never bend over the 12-volt vehicle battery.
- Always first connect the positive lead and then the negative lead.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Make sure that there is no contact between the uninsulated parts of the terminal clamps.
- Make sure that the insulation of the leads is in perfect condition.
- Do not allow the lead attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.

Jump leads

A suitable jump lead is needed in order to jump start another vehicle or have your vehicle jump started.

The cable cross-section of the jump leads must be at least 25 mm^2 (0,038 in^2).

Vehicle receiving jump starting assistance

1. Make sure that the discharged 12-volt vehicle battery is properly connected to the 12-volt vehicle electrical system.
2. If a 12-volt vehicle battery with a battery window is installed, check the colour of the window . If the battery window is light yellow or colourless, do not jump start the vehicle. Seek expert assistance.

Vehicle providing jump starting assistance

1. Observe the vehicle manufacturer's operating instructions.
2. Make sure that the vehicle battery providing assistance has the same voltage (12 volts) and approximately the same capacity as the flat 12-volt vehicle battery. Observe the information on the label of the vehicle battery in the vehicle providing jump starting assistance.

NOTICE

Please observe the following in order to avoid damage to the electrical system due to a short circuit:

- Always connect the jump leads as described.
- Avoid contact between the vehicles.

Attaching the jump leads

Earth jump-start connection point

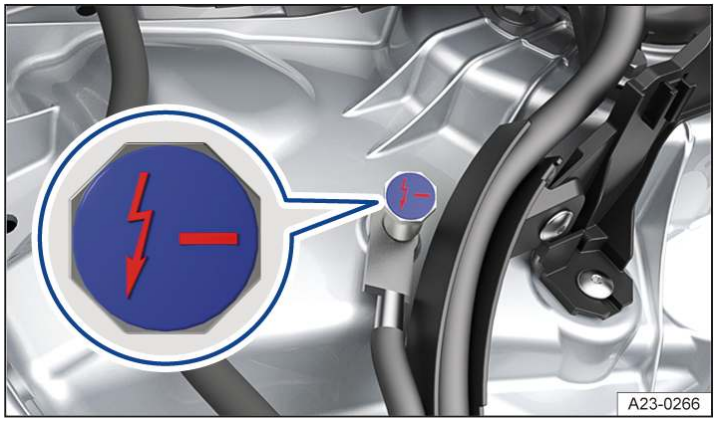


Fig. 1 In the bonnet space on the right: earth jump-start connection point.

(–) The earth jump-start connection point is used for connecting the black jump lead.

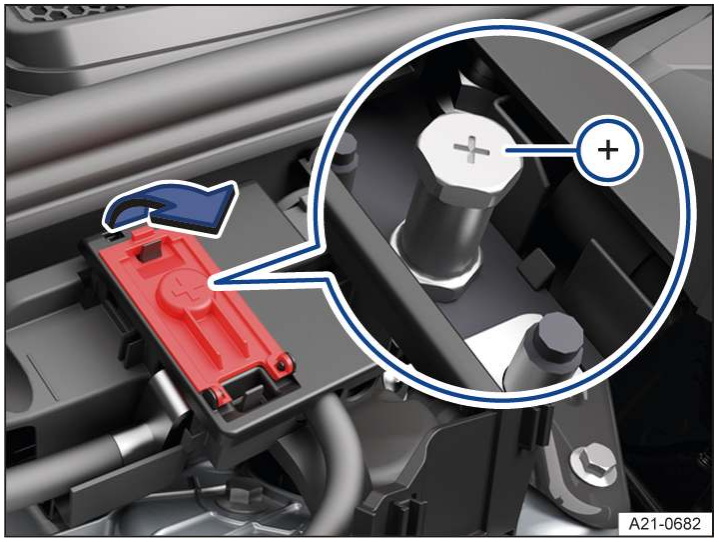


Fig. 2 In the bonnet space under a cover: positive jump-start connection point, (variant 1).

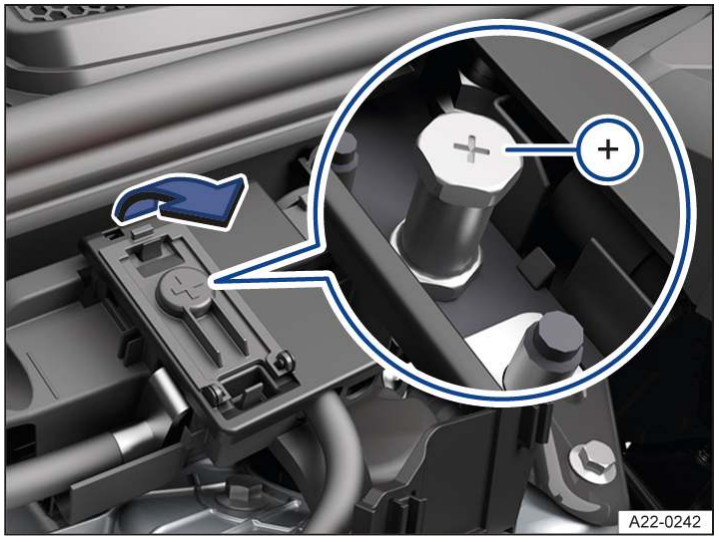


Fig. 3 In the bonnet space under a cover: positive jump-start connection point, (variant 2).

(+) The jump-start connection point (positive) for connecting the red jump lead.

Connecting jump leads to the 12-volt vehicle battery in the vehicle interior

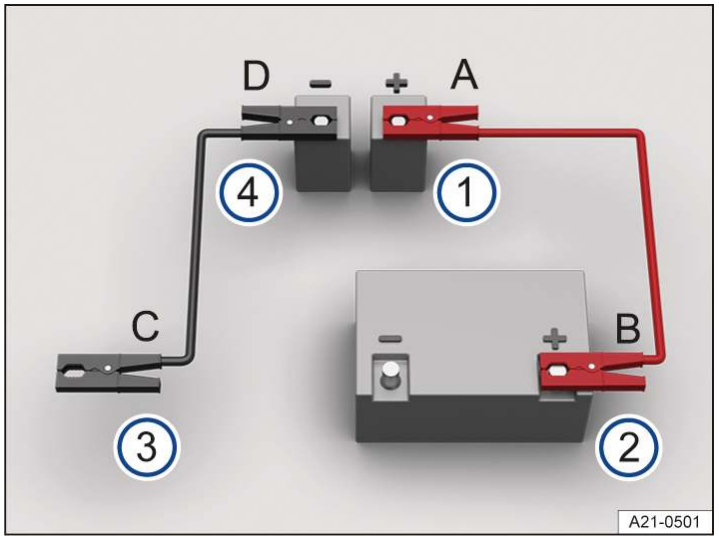


Fig. 4 Diagram showing how to connect jump leads in vehicles with a 12-volt vehicle battery in the vehicle interior.

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(1) Jump-start connection point (positive) on the vehicle being jump-started .

(2) Positive battery terminal on the vehicle that is providing jump starting assistance.

(3) Suitable earth connection of the vehicle that is providing jump starting assistance. Preferably a jump-start connection point (earth), otherwise a solid metal part that is securely bolted onto the cylinder block, or the cylinder block itself.

(4) Jump-start connection point (earth) on the vehicle being jump-started .

The vehicle can be jump-started or be used to jump-start another vehicle via the earth and positive jump-start connection points.

Connect the jump leads only in the order A – B – C – D → *Fig. 4*.

1. Switch off the ignition in both vehicles.
2. If present, fold open the cover on the positive jump-start connection point **+** in the bonnet space.
3. Connect one end of the red jump lead to the positive jump-start connection point **+** of the vehicle with the discharged 12-volt vehicle battery → *Fig. 4* (1).
4. Connect the other end of the red jump lead to the positive battery terminal **+** of the vehicle providing assistance → *Fig. 4* (2).
5. Connect one end of the black jump lead to an earth jump-start connection point **–** on the vehicle with the 12-volt vehicle battery providing assistance → *Fig. 4* (3).

   Or: if no earth jump-start connection point **–** is present, connect the end of the black jump lead to a solid metal part that is securely bolted onto the cylinder block or to the cylinder block itself on the vehicle with the 12-volt vehicle battery providing assistance → *Fig. 4* (3).
6. Connect the other end of the black jump lead to the earth jump-start connection point **–** on the vehicle with the discharged 12-volt vehicle battery → *Fig. 4* (4).
7. Position the leads in such a way that they cannot come into contact with any moving parts in the bonnet space.

Activating the vehicle's drive system

1. Start the engine of the vehicle that is providing jump starting assistance and let it run at idle.
2. Activate the drive system on the vehicle with the discharged 12-volt vehicle battery. If the vehicle's drive system cannot be activated, stop the starting procedure after about 10 seconds and try again after about 1 minute.

Please contact an expert if the vehicle's drive system still cannot be activated.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the dipped beam headlights, if switched on.
2. Turn on the air conditioning blower and rear window heater in the vehicle with the discharged 12-volt vehicle battery. This helps minimise the voltage peaks generated when the leads are disconnected.
3. After jump starting, the jump leads should be removed only in the order 4 – 3 – 2 – 1 .
4. If present, close the cover of the positive terminal **+**.

After jump starting, have the 12-volt vehicle battery checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

If a vehicle can no longer be moved under its own power, the vehicle can be transported with a breakdown truck or towed by another vehicle.

Make sure that both drivers are familiar with how to tow a vehicle. This applies in particular if no tow-bar is used.

Observe any legal requirements when towing.

NOTICE

Tow-starting the vehicle can cause considerable damage to the vehicle's exhaust purification system.

- Carry out jump starting to activate the vehicle's drive system.

NOTICE

When towing off paved roads, there is always a risk of overloading the fastening parts and causing considerable damage to the vehicles.

- Make sure that no excessive pulling forces occur and take care to avoid jerking movements when towing.

Useful information for vehicle recovery

Transport is where a vehicle that cannot be driven is transported by a breakdown truck.

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for transport and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

NOTICE

Pushing the vehicle by hand can cause damage to the vehicle, e.g. deformation or detachment of add-on parts.

- When pushing the vehicle by hand, do not press on the tail light clusters, large panels and side or rear spoilers.

1. Inform the people involved, in particular the organisation office and the transport company, that your vehicle is a hybrid vehicle.

Transport with a breakdown truck

The vehicle can be transported with all four wheels standing on a breakdown truck or with the front axle raised.

Note that it may be necessary to transport the vehicle standing with all four wheels on a breakdown truck *(→ Towing)*.

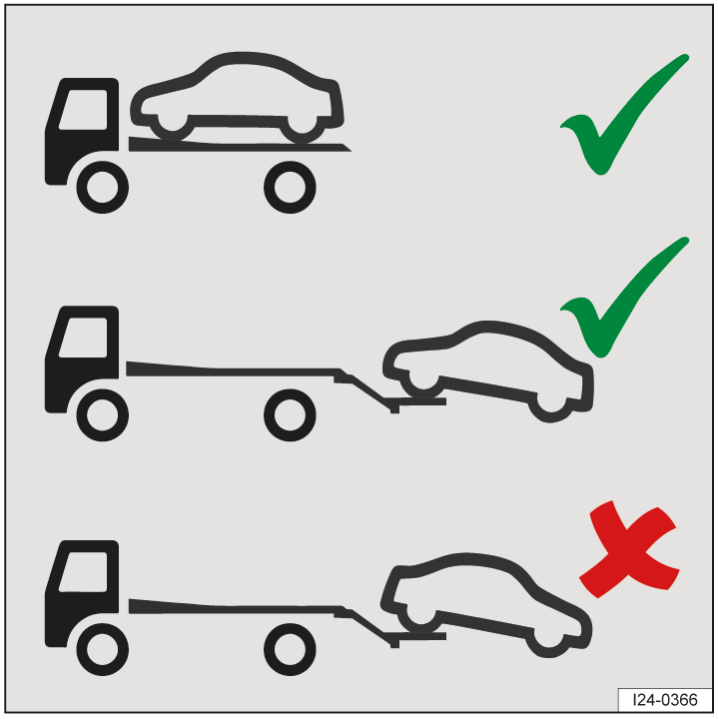


Fig. 1 Transport with a breakdown truck.

Information on the mounting points for transport at the front and rear *(→ Front towing eye)* *(→ Rear towing eye)*.

If the vehicle is to be transported with the front axle raised:

— The maximum permitted speed is 50 km/h (around 30 mph).

— The maximum permitted distance is 50 km (around 30 miles).

— The roll-away protection is deactivated .

— Deactivate the Auto Hold function.

— Make sure that the vehicle key is always in the vehicle during towing *(→ Keyless Access)*.

— Deactivate Front Assist.

— switch off the interior monitoring system and anti-tow alarm *(→ Interior monitoring system and anti-tow alarm)*.

NOTICE

The wheels may lock if the electronic parking brake switches on during towing. This can result in serious damage to the vehicles.

- End towing immediately.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Towing the vehicle with another vehicle

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle. The vehicle can be towed with a tow-bar or a tow-rope:

— The maximum permitted speed is 50 km/h (around 30 mph).

— The maximum permitted distance is 50 km (around 30 miles).

In which situations may the vehicle not be towed?

In case of a fault or damage, the vehicle must be transported standing with all four wheels on a breakdown truck if one of the following situations applies.

— The 12-volt vehicle battery is discharged.

— The power supply for the 12-volt vehicle electrical system cannot be guaranteed.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (around 30 miles).

— The selector lever of the automatic gearbox cannot be moved to neutral (**N** position).

— The electronic parking brake cannot be released.

— The steering column lock cannot be released.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

It is easier and safer to tow a vehicle with a tow-bar. Use a tow-rope only if you do not have a tow-bar. The tow-rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow-rope made of synthetic fibre or similarly elastic material.

WARNING

If a vehicle is being towed, the vehicle handling and braking efficiency will change significantly. This can lead to a loss of control over the vehicle, accidents and serious or fatal injuries.

- Please note that greater force is needed for steering and braking during towing.

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— Ball coupling.

WARNING

Vehicle components can be severely damaged by incorrectly secured tow-ropes or tow-bars. The risk of accident is increased and serious or fatal injuries may be caused.

- Attach the vehicle only at the points provided for recovery and towing.
- Never attach the tow-rope or tow-bar to axle or running gear components.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye can become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Observe the legal regulations and notes on towing in the owner's manual of the other vehicle.

Pulling vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator with particular care.
3. Avoid sudden braking and driving manoeuvres.
4. Do not exceed the maximum permitted trailer weight.

Pulled vehicle (rear)

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal and main beam lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing again automatically as soon as the turn signal and main beam lever is moved back to the neutral position.

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and you can operate the turn signals and wipers if necessary. The brake servo and power steering function only when the vehicle's drive system is activated. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.
2. Make sure that the vehicle key is always in the vehicle during towing *(→ Keyless Access)*.
3. Deactivate Front Assist.
4. In vehicles with an automatic gearbox: Select position **N**.
5. Release the electronic parking brake.
6. Ensure that the tow-rope is always taut.

NOTICE

The wheels may lock if the electronic parking brake switches on during towing. This can result in serious damage to the vehicles.

- End towing immediately.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

NOTICE

The electronic parking brake and steering column lock cannot be released if the charge level of the 12-volt vehicle battery is not sufficient. The vehicle can be damaged during towing.

- In the event of power failure or malfunctions, switch on the ignition or activate the vehicle's drive system, if necessary by jump starting, in order to release the electronic parking brake and steering column lock.
- Seek expert assistance and have the vehicle transported standing on a breakdown truck if necessary.

Front mounting point

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that the mounting with screw thread is available for the towing eye.
2. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle →.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the towing eye at front



Fig. 1 In the front bumper on the right and left: removing the cover, variant 1.



Fig. 2 In the front bumper on the right and left: removing the cover, variant 2.



Fig. 3 In the front bumper on the right or left: screwing in the towing eye, variant 1.



Fig. 4 In the front bumper on the right or left: screwing in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch → *Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary →.
4. Screw the towing eye into the mounting in the direction of the arrow and tighten as far as possible → *Fig. 3* , →. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before starting towing, check that the towing eye is fully screwed in.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Rear mounting point

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check that the mounting with screw thread is available for the towing eye.
2. If this is not the case, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle →ⓘ.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle toolkit or another suitable towing eye for towing.

Fitting the rear towing eye (version 1)

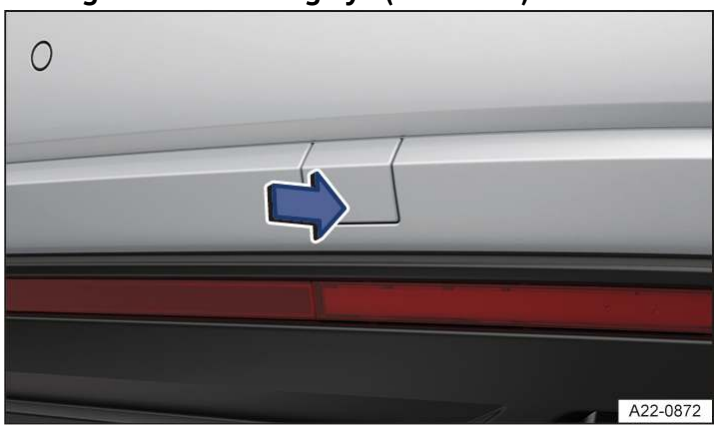


Fig. 1 In the rear bumper on the right: removing the cover.



Fig. 2 In the rear bumper on the right: screwing in the towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press the marked area of the cover in the direction of the arrow to release the cover catch →*Fig. 1*.
3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary →ⓘ.
4. Screw the towing eye into the mounting as shown by the arrow and tighten as far as possible →*Fig. 2*, →⚠. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place it back in the vehicle toolkit in the luggage compartment.

Fitting the rear towing eye (version 2)



Fig. 3 In the rear bumper on the right: removing the cover.

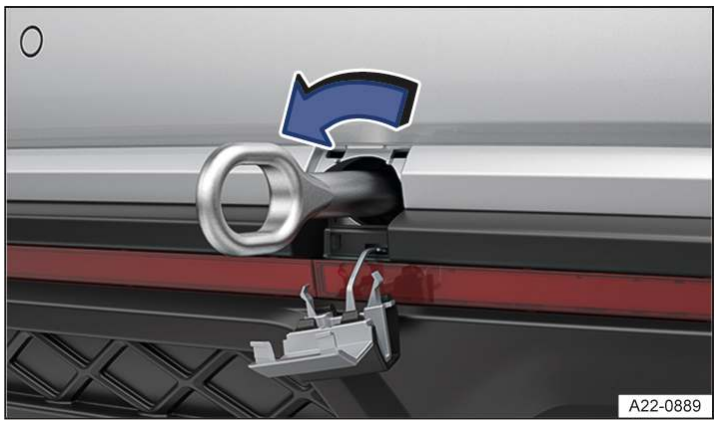


Fig. 4 In the rear bumper on the right: screwing in the towing eye.

1. Take the towing eye and hook for the hubcaps out of the vehicle toolkit in the luggage compartment *(→ Vehicle toolkit)*.

   If there is no hook present, use a suitable object.
2. To release the catch of the cover, position the hook in the recess on the cover and pull carefully in the direction of the arrow *→ Fig. 3*.
3. To screw in the towing eye *→ Fig. 4*, follow the actions described for variant 1 from step 3.
4. Clean the towing eye if necessary and place it together with the hook back in the vehicle toolkit in the luggage compartment.

⚠ WARNING

If the towing eye is not screwed fully and securely into the mounting, it may be wrenched out of the mount. This can result in accidents and severe injuries when towing.

- Before starting towing, check that the towing eye is fully screwed in.

NOTICE

Improper removal and fitting of the cover and towing eye can cause damage the vehicle's paint and body.

- Always remove and fit the cover and the towing eye carefully.

Vehicles with towing bracket

In vehicles with a factory-fitted towing bracket there is no mounting for the screw-in towing eye behind the cover.

1. Swivel out or fit the ball coupling and use this for towing.

NOTICE

If you use an unsuitable tow-bar, the ball coupling and the vehicle could be damaged.

- For towing, always use only a tow-bar that is specifically intended for fitting on a ball coupling.
- Use a tow-rope for towing if you do not have access to a suitable tow-bar.

Safety notes for working in the bonnet space

The bonnet space of a vehicle is a hazardous area. You should only carry out work in the bonnet space if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all work carried out by a suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The bonnet space is a hazardous area. Accidents and serious or fatal injuries can occur during all work in the bonnet space.

- Always be extremely careful and cautious during all work.
- Only perform any work in the bonnet space if you know exactly how to carry it out.
- Have the necessary work carried out by a suitably qualified workshop if you are unsure how to carry out work in the bonnet space. Volkswagen recommends using an authorised Volkswagen repairer.
- Switch on the electronic parking brake before working in the bonnet space.
- Engage the gear selector position **P**.
- Switch off the ignition and keep the vehicle key in a safe place far enough away from the vehicle to prevent any risk of the vehicle's drive system being activated accidentally and supplying power to the electrical system.
- Never touch hot components of the hybrid drive.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the bonnet space.
- Always keep children away from the bonnet space and never leave children unsupervised.

⚠ WARNING

There are rotating parts in the bonnet space. When working in the bonnet space, especially during a starting process or when the vehicle is ready to drive, contact with rotating parts (e.g. rotor blades of the radiator fan) can cause serious or fatal injuries.

- Never touch the radiator fan or the radiator fan area even when the vehicle is ready to drive or the ignition is switched off. The fan is temperature-controlled and could start automatically.
- Before starting work, remove any jewellery and ties, tie up long hair and pull clothes in tightly.
- Always take due care and attention when depressing the accelerator. The vehicle could start moving even if the electronic parking brake is switched on.

⚠ WARNING

Escaping hot steam or hot coolant and hot vehicle parts can cause severe burns.

- Never open or close the bonnet if steam or coolant is escaping.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the hybrid drive is hot. If the cap is opened carelessly, coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the hybrid drive is hot.
- If you have to open the cap of the coolant expansion tank, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

⚠ WARNING

Additional insulating materials, e.g. blankets in the bonnet space, or objects left in the bonnet space, e.g. cleaning cloths or tools, can cause malfunctions, damage to the hybrid drive and fire. This can result in serious or fatal injuries.

- Never cover the hybrid drive with blankets or other insulating materials.
- Never leave objects in the bonnet space.

Always park the vehicle on a horizontal and firm surface before carrying out any work in the bonnet space → ⚠ *(→ Parking)*.

⚠ WARNING

If the vehicle is not secured against rolling away during maintenance work, unintended vehicle movement may occur. This can result in accidents and severe or fatal injuries.

- Never work underneath a vehicle if it is not adequately secured against rolling away.
- Make sure that the vehicle is on a horizontal and firm surface and that the wheels are blocked when working under the vehicle while the wheels are touching the ground.
- In addition, support the vehicle securely with suitable trestles when working under the vehicle. The jack is not sufficient for this task and can fail.

Any work on the high-voltage system must only be carried out by suitably qualified workshops in accordance with Volkswagen guidelines → ⚠. After an accident, or after the underside of the vehicle has struck an obstacle, the high-voltage battery must be checked by appropriately qualified and trained experts.

⚠ DANGER

The components of the high-voltage system are under high electrical voltage. Contact with live components of the high-voltage system will result in burns, serious injuries or fatal electric shock.

- You should always assume that the high-voltage battery is fully charged and that all high-voltage components are live. This can also be the case when the ignition is switched off.
- Never touch high-voltage components or orange-coloured high-voltage cables. Damage to high-voltage components is not visible in all cases.
- Never remove the orange-coloured high-voltage cables and never damage or modify these cables.
- Never disconnect the high-voltage cables from the high-voltage network.
- Never open or modify the cover of the high-voltage battery and never remove this cover.
- Never carry out work with cutting, forming or sharp-edged tools or heat sources in the vicinity of high-voltage components and high-voltage cables. Any work on the high-voltage system must be carried out only by a suitably qualified workshop with corresponding approval for this work. Volkswagen recommends using an authorised Volkswagen repairer.
- Never carry out repair and maintenance work on orange-coloured high-voltage cables or high-voltage components.

⚠ DANGER

Damage to the vehicle or to the high-voltage battery or a fire in the battery cells can cause toxic gases or fluids to leak out. High-voltage components may be live in this case. There is a risk of serious injury, burns, or lethal electrical shock.

- Do not breathe in any gases that are emitted.
- Never touch any fluids that escape.
- Leave the vehicle quickly and with all vehicle occupants.
- Never remain in the direct vicinity of the vehicle.
- Observe all information on behaviour in the event of a fire risk *(→ High-voltage components)*.

⚠ WARNING

High voltage of the electrical system can cause electric shocks and burns. This can result in serious or fatal injuries.

- Never short circuit the electrical system. The 12-volt vehicle battery could explode.
- Never touch the high-voltage components, the high-voltage battery and particularly the orange-coloured high-voltage cables when the vehicle's drive system is activated.

Preparing the vehicle for working in the bonnet space

The following steps should always be carried out in the given order before working in the bonnet space:

1. Park the vehicle safely on a horizontal and firm surface *(→ Parking)*.
2. Secure the vehicle against rolling away.
3. Remove the vehicle key from the vehicle and keep in a location outside the vehicle so that the vehicle is not put into operation accidentally.
4. Allow the combustion engine and electric drive to cool sufficiently.
5. Always keep other persons away from the bonnet space.

Opening and closing the bonnet

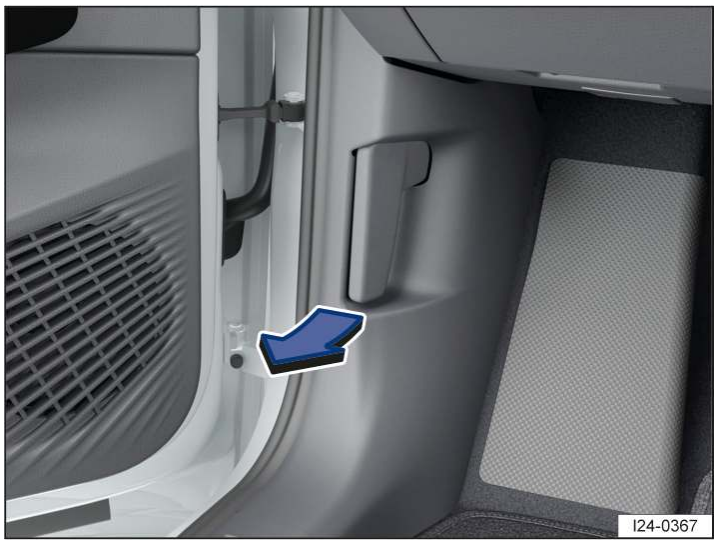


Fig. 1 In the footwell on the driver side: bonnet release lever (illustration).



Fig. 2 Above the radiator grille: bonnet control lever.

Opening the bonnet

1. Open the driver door and pull the release lever in the direction of the arrow → *Fig. 1*.

   The bonnet jumps out of the lock on the lock carrier →.

2. To open the bonnet fully, lift the bonnet slightly while simultaneously pressing the opening lever in the direction of the arrow → *Fig. 2*.

   The bonnet is held by the gas strut in the fully open position.

Closing the bonnet

1. Pull the bonnet down until the force of the gas struts is overcome →.
2. Let the bonnet drop into the catch of the lock carrier from a height of about 20 cm (about 8 inches) – do not press it down.

   The bonnet is flush with the body parts around it when it is closed properly →.

WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can result in accidents and serious or fatal injuries.

- After closing bonnet, always check that the catch is properly engaged in the lock carrier.
- If you notice while driving that the bonnet is not closed properly, park the vehicle safely and close the bonnet.

WARNING

Careless opening and closing of the bonnet can lead to serious injuries.

- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display for open bonnet



Fig. 3 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → ⚠.

Do not drive on!

1. Stop the vehicle as soon as possible and when safe to do so.
2. If necessary, lift the bonnet and then close it again.

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

WARNING

Failure to observe displayed warnings can lead to your vehicle breaking down in traffic and can cause accidents, serious injuries and even death.

- Never ignore warnings.
- Stop the vehicle as soon as possible and when safe to do so.
- Do not drive on and seek expert assistance if the warning lamp does not go out.

Service fluids and consumables

All service fluids and consumables, e.g. coolant, engine oils and batteries, are being constantly further developed.

1. Have service fluids and consumables replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

WARNING

When work is performed on the fuel system, electrical discharge and flying sparks can cause fires and serious or fatal injuries.

- Always disconnect the 12-volt vehicle battery.
- Always have a fully functional and tested fire extinguisher to hand.
- Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.

WARNING

Service fluids can be toxic. Improper use and storage can cause serious or fatal injuries.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.

WARNING

Service fluids and some materials in the bonnet space are highly flammable and can ignite upon contact with hot surfaces, sparks and naked flames. This can lead to a fire and cause serious or fatal injuries.

- Never smoke in the vicinity of the bonnet space.
- Never work in the direct proximity of sparks or naked flames.
- Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Never spill service fluids onto the hybrid drive.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

Use of service fluids that do not correspond to the specification can cause serious malfunctions and damage the hybrid drive.

- When refilling or replacing service fluids, ensure that the service fluids correspond to the respective specification.
- Fill service fluids only into the filler openings intended for them.

Any service fluids leaks from the vehicle are harmful to the environment.

- Regularly check the ground underneath the vehicle.
- If there are patches of oil or other fluids on the ground, the vehicle should be inspected by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Any spilt service fluids must be disposed of properly and with respect to environmental legislation.

Washer fluid

Basic information

The washer fluid reservoir is located in the bonnet space.



Fig. 1 In the bonnet space: washer fluid reservoir cap (illustration).

The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.

1. The washer fluid level should be checked regularly and refilled as necessary.

Preparations

1. Prepare the vehicle for working in the bonnet space .
2. Open the bonnet.

Checking and refilling

1. Check whether there is enough washer fluid in the reservoir *(→ Washer fluid reservoir)*.
2. Use only clear water with a suitable alcohol-based windscreen washer fluid for refilling. Observe the mixture instructions on the packaging of the windscreen washer fluid →⚠, →ⓘ.
3. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze. Observe the mixture instructions on the packaging of the anti-freeze agent.

There is a strainer in the filler throat of the washer fluid reservoir. The strainer keeps large dirt particles away from the washer jets when refilling →ⓘ.

Do not use distilled water to refill the washer fluid reservoir. This is a prerequisite for enabling monitoring of the washer fluid level.

⚠ WARNING

Unsuitable additives in the washer fluid can leave an oily film on the vehicle windows. This can reduce visibility and increase the risk of accidents and can cause serious or fatal injuries.

- Never mix coolant additive or other unsuitable additives into the washer fluid.

NOTICE

Use of an acidic cleaning agent can lead to damage and to failure of the washer jets.

- Never fill an acidic cleaning agent, e.g. a vinegar-based cleaner, into the washer fluid reservoir.

NOTICE

Mixing different windscreen washer fluids can lead to flocculation of ingredients in the fluid and cause clogging of the washer jets.

- Use only suitable alcohol-based windscreen washer fluids.
- Never mix different windscreen washer fluids with each other.

NOTICE

When refilling windscreen washer fluid, dirt particles can enter the washer fluid reservoir if the strainer is damaged or not present. The washer jets could become clogged.

- Remove the strainer only for cleaning.
- Replace the strainer if it is damaged or missing.

Introduction to the topic

Engine oils are matched to the requirements of the hybrid drives, exhaust purification systems and fuel quality. Due to the way in which a hybrid drive works, engine oil always comes into contact with combustion residues and fuel, which has an effect on the ageing process of the oil. The correct engine oil is important for the function and service life of the engine. The hybrid drive has been filled with a special high-lubricity oil at the factory that can normally be used as an all-season oil.

The vehicle can consume engine oil. Engine oil consumption can vary and can change during the service life of the vehicle. Depending on driving style and operating conditions, engine oil consumption can be up to 1 l (1 qt) per 2,000 km (approx. 1,200 miles). In new vehicles, it is likely to be higher for the first 5,000 km (approx. 3,100 miles). The engine oil level must therefore be checked at regular intervals, e.g. before long journeys.

WARNING

Engine oil becomes extremely hot during operation of the hybrid drive. If engine oil is handled without due care, this can cause serious burns to the body. This can result in serious or fatal injuries.

- Always allow the hybrid drive to cool down before performing any work with engine oil.

WARNING

Engine oil is toxic. Contact with engine oil, and especially ingestion of engine oil, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing engine oil.
- Seek medical attention if you have health problems after working with engine oil.
- Always keep engine oil out of the reach of children and only in the original sealed container. This also applies to used oil until it is disposed of.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the engine oil.
- To avoid damaging the skin, avoid regular contact with engine oil.
- Protect skin, face and especially eyes while working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Leaking or spilt engine oil can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Engine oil standards

Vehicles with an engine oil sticker

There is a sticker on the lock carrier at the front of the bonnet space that indicates which engine oil is to be used for filling → *Fig. 1*.



Fig. 1 Area for the engine oil sticker (illustration).

If you need to add engine oil, use an oil that complies with the specified engine oil standard and engine oil viscosity → *Fig. 2*.

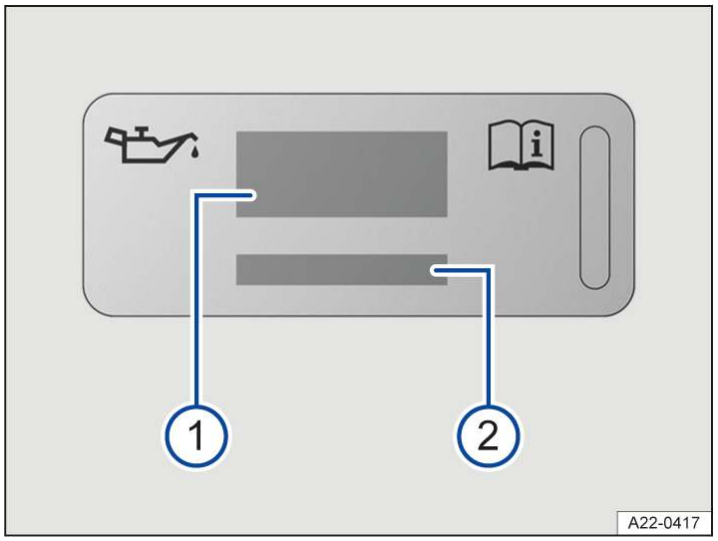


Fig. 2 Sticker with information on the engine oil standard and engine oil viscosity (illustration).

(1) Information about the engine oil standard.

(2) Information about the engine oil viscosity.

If the specified engine oil → *Fig. 2* is used, the engine oil level can be corrected as often as necessary *(→ Engine oil)*.

If you do not have access to engine oil that complies with the prescribed standard, in an emergency you may top up with a maximum of 0.5 l (0.5 qt) of the following oils once before the next regular oil change:

— Hybrid drives: standards VW 504 00 and ACEA C3, ACEA C4, API SP or ILSAC GF-6A. All viscosity classes of these standards are permitted.

It is recommended to have the oil change carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Vehicles without an engine oil sticker

You can obtain information about the specified engine oil standard and engine oil viscosity from a suitably qualified workshop. If it is necessary to add engine oil, use an oil with the specified engine oil standard and viscosity. If the specified engine oil is used, the level can be corrected as often as necessary *(→ Engine oil)*.

NOTICE

The use of engine oils that are not approved in accordance with the corresponding VW standard can cause engine damage.

- Use only engine oils that meet the quality requirements of the corresponding VW standard for refilling.
- Only in an emergency, add a maximum of 0.5 l (0.5 qt) engine oil of the differently specified engine oil standards.

Volkswagen recommends Volkswagen genuine oil.

Changing engine oil

The engine oil must be changed regularly and in accordance with the service interval *(→ Service)*.

Additives in the engine oil can cause new engine oil to discolour quickly even if the hybrid drive has only been running for a short time. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

Engine oil can cause environmental damage, severe burns or a fire if the engine oil is changed carelessly. This can result in serious or fatal injuries.

- Always allow the hybrid drive to cool down completely before changing the engine oil.
- Always wear eye protection when changing engine oil.
- When you unscrew the oil drain plug with your fingers, keep your arms horizontal so that the escaping oil cannot run down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire fill quantity of the hybrid drive.

NOTICE

Oil and filter changes require special tools and expert knowledge. Vehicle damage can result if this work is not carried out correctly.

- You should always have engine oil and filter changes performed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Engine oil can pollute the environment. Dispose of the engine oil in a proper and environmentally responsible manner and only at a collection point for used oil, e.g. a recycling centre or specialist company.

Checking the engine oil level and adding engine oil

Preparations



Fig. 1 In the bonnet space: cap of engine oil filler opening (illustration).

To avoid an incorrect reading of the engine oil level, observe the following steps:

1. Park the vehicle safely on a horizontal and firm surface with the hybrid drive at operating temperature *(→ Parking)*.
2. Wait for at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet.
4. Identify the engine oil filler opening and oil dipstick.

The engine oil filler opening can be recognised by the symbol on the cap → *Fig. 1* and the oil dipstick has a coloured handle.

Checking the engine oil level on vehicles with an oil dipstick

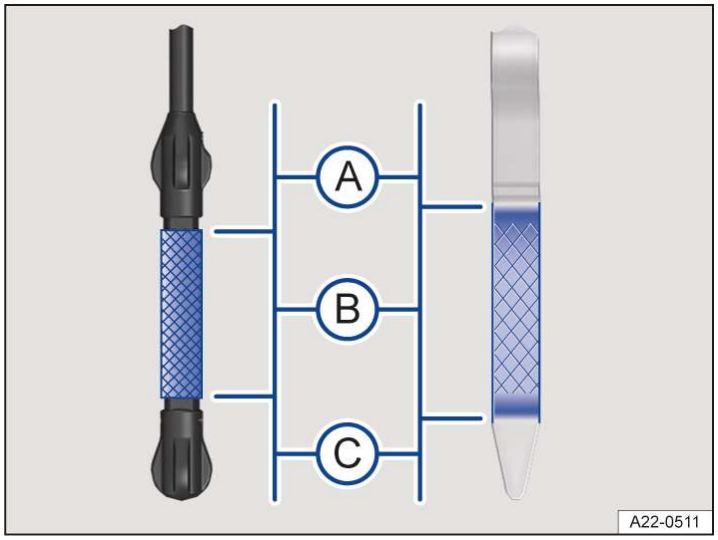


Fig. 2 Engine oil level markings on the oil dipstick (variants).

(A) Engine oil level is too high.

(B) Engine oil level in the normal range.

(C) Engine oil level too low.

The steps should be carried out in the given order only:

1. Pull the oil dipstick out of the guide tube and wipe it off with a clean cloth.
2. Insert the oil dipstick into the guide tube again as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
3. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows → *Fig. 2*:

   (A) Engine oil level is too high. Observe any messages on the instrument cluster display or seek expert assistance if necessary.

   (B) Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, e.g. if the engine is operated at high loads →⚠.

   (C) Engine oil level too low. It is essential to add engine oil. If necessary, observe the messages in the instrument cluster display →⚠.
4. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go.

When the vehicle is working particularly hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes.

Checking the engine oil level on vehicles with a digital display

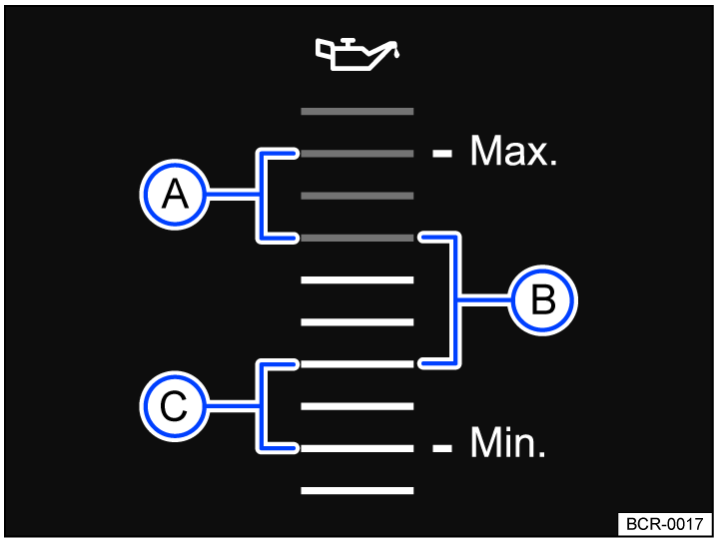


Fig. 3 On the Infotainment system: engine oil level indicator (illustration).

(A) Engine oil level is too high.

(B) Engine oil level in the normal range.

(C) Engine oil level too low.

To check the engine oil level on the Infotainment system, perform the following steps *(→ Vehicle settings menu)*:

1. Switch on the ignition.
2. Tap the ⁝⁝ function button.
3. Select and tap the Vehicle function button.
4. Tap the Selection function button.
5. Select vehicle status.
6. Tap the function buttons ▶ to select the menu option **Oil level**.

Possible measures after reading off the engine oil level on the Infotainment system:

— (A) Do not add engine oil. Observe any messages on the instrument cluster display or seek expert assistance if necessary.

— (B) Engine oil level in the normal range. The engine oil can be filled to the upper limit of this range, e.g. if the engine is operated at high loads → ⚠.

— (C) Engine oil level is low. It is essential to add engine oil. If necessary, observe the messages in the instrument cluster display → ⚠.

When the vehicle is working particularly hard, the engine oil level should be kept within the upper permissible area, for instance during extended motorway trips in summer or when climbing mountain passes.

Adding engine oil

WARNING

If engine oil leaks or overflows when adding oil and gets onto parts of the hybrid drive that are hot or can become hot, the engine oil may ignite. This can cause fires or burns. This can result in serious or fatal injuries.

- Always ensure that the engine oil filler opening cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube.
- Always use a suitable filling aid when adding engine oil.

These steps should be followed in the given order only → ⚠ → ⓘ:

1. Unscrew the cap of the engine oil filler opening → *Fig. 1*.
2. Fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the recommendation on the instrument cluster display. Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.
3. In order to avoid overfilling, you must wait at least 1 minute after each refill step so the engine oil can flow into the sump.
4. Read the engine oil level on the oil dipstick or digital oil level display again before refilling with a further small quantity of engine oil. After filling, the engine oil level should be in the middle of the area → *Fig. 2* or → *Fig. 3* (B).
5. Do not activate the vehicle's drive system if you have added an excessive amount of engine oil by accident and the engine oil level is thus above area → *Fig. 2* or → *Fig. 3* (A) → ⓘ. Seek expert assistance.
6. After refilling, close the engine oil filler opening with the cap → *Fig. 1*.
7. Close the bonnet.

NOTICE

If the engine oil level is too high after refilling and driving readiness is established, this can cause damage to the hybrid drive.

- Do not activate the vehicle's drive system and seek qualified professional assistance.

NOTICE

The use of incorrect service fluids can result in serious malfunctions and damage to the hybrid drive.

- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings.

Displaying service information on the Infotainment system

You can access the current scheduled service event here when the ignition is switched on, the engine is not running, and the vehicle is stationary *(→ Service interval display)*.

After a service event, the service message will be updated after around five days or after you have driven around 500 km (311 miles). Until then, the Infotainment system screen shows **Inspection in --- km / --- days Oil change: in --- km / --- days** *(→ Vehicle settings menu)*.

Volkswagen recommends the use of approved engine oils in accordance with the respectively relevant VW standard.

If you are not sure where the cap and oil dipstick are located, please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Troubleshooting

Engine oil pressure too low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Check the engine oil level *(→ Engine oil)*.
4. Do not drive on or activate the vehicle's drive system if the warning lamp is flashing even though the engine oil level is correct. This can result in damage to the hybrid drive. Seek expert assistance.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or activate the vehicle's drive system if the warning lamp is lit up even though the oil level is correct. This can result in damage to the hybrid drive. Seek expert assistance.

Engine oil level too low

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

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, fill engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or observe the filling recommendation on the instrument cluster display.
5. Do not drive on or activate the vehicle's drive system if the indicator lamp is lit up even though the oil level is correct. This can result in damage to the hybrid drive. Seek expert assistance.

Engine oil level too high

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

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive on or activate the vehicle's drive system. This can result in damage to the hybrid drive. Seek expert assistance.

Fault in engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

1. Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

You should only carry out work on the cooling system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all work carried out by a suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

The vehicle's cooling system comprises a cooling circuit for the electric drive and a cooling circuit for the engine that each have their own coolant tank in the bonnet space. The cap of the coolant expansion tank for the electric drive (smaller reservoir) must be unscrewed only by qualified and trained personnel →⚠.

⚠ WARNING

Coolant is toxic. Contact with coolant, and especially ingestion of coolant, can cause serious or fatal injuries.

- Seek medical attention immediately after swallowing coolant.
- Seek medical attention if you have health problems after working with coolant.
- Always keep coolant out of the reach of children and only in the original sealed container.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Avoid regular contact with coolant to avoid damaging the skin.
- Protect skin, face and especially eyes while working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

⚠ WARNING

Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. This can lead to the heating no longer working in the vehicle. Vehicle occupants with inadequate winter clothing could freeze to death.

- Make sure that the quantity of coolant additive is adjusted to the lowest expected ambient temperature at which the vehicle will be operated.
- Use only coolant additives that have been approved by the manufacturer.

⚠ WARNING

When filling coolant in the coolant expansion tank of the electric drive, coolant could make its way inside the high-voltage battery and cause a short circuit or hot coolant could spray out. Vapours that are harmful to health can be emitted and there is a risk of fire. This can lead to serious injuries and death.

- Never unscrew the cap of the coolant expansion tank of the electric drive and do not add any coolant.

Coolant and coolant additives can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 744-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed a violet colour. The mixture of water and a coolant additive offers anti-freeze protection down to around -25°C (around -13°F), protects the alloy parts in the cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% of the coolant additive G12evo must be used in order to obtain the optimum corrosion protection →.

NOTICE

The colour of the coolant results from mixing the violet coolant additive with distilled water. If the liquid in the coolant expansion tank is not violet but brown, for example, the suitable coolant has been mixed with another unsuitable coolant. This can result in serious malfunctions or damage to the drive and cooling system.

- Use only coolant additives that have been approved by the manufacturer.
- Have the coolant replaced immediately by a suitably qualified workshop if it has a brown colour. Volkswagen recommends using an authorised Volkswagen repairer.
- When adding coolant additives, never mix genuine coolant additives with other coolant additives that have not been approved by Volkswagen.

NOTICE

The coolant must always have the correct mixture ratio. If the mixing ratio is not correct, serious malfunctions or damage to the drive and cooling system may result.

- Have the correct mixing ratio checked by a suitably qualified workshop and restored if necessary if there is any doubt about the mixing ratio. Volkswagen recommends using an authorised Volkswagen repairer.

Checking coolant level and refilling coolant

Preparations

1. Park the vehicle safely on a horizontal and firm surface *(→ Parking)*.
2. Allow the hybrid drive to cool down →⚠.
3. Open the bonnet.

The coolant expansion tank can be recognised by the red symbol on the cap → *Fig. 1*.



Fig. 1 In the bonnet space: coolant expansion tank (illustration).

⚠ WARNING

Escaping hot steam or hot coolant and hot vehicle parts can cause severe burns.

- Never open the bonnet if steam or coolant is visibly or audibly emerging from the bonnet space.
- Always wait until you can no longer see or hear steam or coolant coming from the bonnet space.

⚠ WARNING

The cooling system is under pressure when the hybrid drive is hot. If the cap is opened carelessly, coolant can spray out and cause severe burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the hybrid drive is hot.
- If you have to open the cap of the coolant expansion tank, always protect your face, hands and arms from hot coolant or steam with a large, thick cloth.
- Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.

Checking coolant level



Fig. 2 In the bonnet space: markings on the coolant expansion tank (illustration).

The coolant may be above the marked area upon delivery of new vehicles or after repairs to the cooling system. This is normal. The coolant does not have to be sucked off.

The coolant level cannot be checked accurately in all models as visibility of the fluid level in the coolant expansion tank may be obstructed. If the coolant level cannot be read exactly, contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

1. Check the coolant level at the side markings of the coolant expansion tank when the coolant is cold → *Fig. 2*. The coolant level must be between the marks.
2. Have coolant added if the fluid level in the coolant expansion tank is below the minimum marking “min”. If the coolant is warm, the coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank →ⓘ.

Topping up coolant

1. Unscrew the lid carefully →⚠.
2. Add only new coolant in accordance with the Volkswagen specification up to the upper level marking *(→ Coolant)*. After adding the coolant, the coolant level must be between the markings on the coolant expansion tank → *Fig. 2*.
3. Close the cap tightly.
4. Check the coolant level after one day. If the level of the coolant expansion tank drops below the “min” marking again, visit a suitably qualified workshop and have the cooling system checked. Volkswagen recommends using an authorised Volkswagen repairer.

If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a suitably qualified workshop as soon as possible. Volkswagen recommends using an authorised Volkswagen repairer →ⓘ.

NOTICE

Coolant expands when it is heated. If coolant is added so that the level is above the marked area, excess coolant could escape and damage the vehicle.

- Do not fill coolant above the top edge of the marked area on the coolant expansion tank.

NOTICE

Air may have entered the cooling system if there is no longer any coolant in the coolant expansion tank. This could cause damage to the hybrid drive.

- Do not drive on.
- Do not add coolant.
- Seek expert assistance.

NOTICE

Use of water other than distilled water can cause considerable corrosion damage in the engine or in the electric drive due to the chemical substances contained in the water. This can lead to failure of the engine or the electric drive.

- Refill only with distilled water!
- If you have not used distilled water for refilling, the fluid in the cooling system should be completely replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

Use of the wrong service fluids can cause serious malfunctions and damage the hybrid drive.

- When adding or replacing service fluids, ensure that you pour the correct service fluids into the corresponding openings.

Troubleshooting



Fig. 1 In the bonnet space: two coolant expansion tanks (illustration).

(1) Coolant expansion tank of the engine.

(2) Coolant expansion tank of the electric drive cooling system.

The coolant temperature is too high or the coolant level is too low

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

STOP Do not drive on! This can result in damage to the hybrid drive.

The coolant temperature of the engine is too high or the coolant level of the engine or electric drive is too low.

1. Stop the vehicle as soon as possible and when safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Allow the hybrid drive to cool down.

Engine cooling system:

1. Check the coolant level → *Fig. 1* (1) *(→ Coolant)*.
2. Do not drive on if the warning lamp does not go out even though the coolant level is correct. Deactivate the vehicle's drive system immediately.
3. STOP Do not drive on!

   Seek expert assistance.

High-voltage cooling system:

1. Check the coolant level on the outside of the coolant expansion tank → *Fig. 1* (2).
2. Do not add coolant if the coolant level is low.
3. STOP Do not drive on!

   Seek expert assistance immediately.

together with Fault in high-voltage cooling system

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

STOP Do not drive on!

1. Stop the vehicle immediately as soon as it possible and safe to do so *(→ Parking)*.
2. Deactivate the vehicle's drive system.
3. Seek expert assistance immediately.

Introduction to the topic

Brake fluid will gradually absorb water from the surrounding air over the course of time. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce the braking efficiency, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times.

WARNING

Brake fluid is toxic. Contact with brake fluid – particularly if swallowed – can lead to serious or fatal injuries.

- Consult a doctor immediately if you have swallowed brake fluid.
- Consult a doctor if you experience health problems after working with brake fluid.
- Always keep brake fluid out of the reach of children and only in the closed original container.
- Never store brake fluid in empty food containers, bottles or any other non-original containers as people finding these containers could drink the brake fluid in them.
- Avoid regular contact with brake fluid in order to prevent damage to the skin.
- Protect your skin, face and particularly your eyes when working with brake fluid.
- Do not eat, drink or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Brake fluid that has leaked or been spilled will attack vehicle surfaces. The vehicle paintwork, plastic parts and tyres could be damaged as a result.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.
- Then rinse all components with sufficient amounts of water.

Brake fluid can pollute the environment.

- Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Brake fluid specification

Volkswagen has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from authorised Volkswagen repairers.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid can be used that is compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 with the additional designation CLASS 6.

Not all brake fluids that are compliant with DIN ISO 4925 or US standard FMVSS 116 DOT 4 with the additional designation CLASS 6 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements of DIN ISO 4925 or US standard FMVSS 116 DOT 4 with the additional designation CLASS 6.

Checking the brake fluid

Preparations

1. Park the vehicle safely on a horizontal and firm surface *(→ Parking)*.
2. Open the bonnet.

Checking the brake fluid level



Fig. 1 In the bonnet space: cap of the brake fluid reservoir.

The brake fluid reservoir can be recognised by its cap → *Fig. 1*.

The brake fluid level cannot be checked accurately in all models as a flap or engine components may partially conceal the brake fluid container.

— If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— If the brake fluid is not between the min. and max. markings of the brake fluid reservoir, seek assistance from a suitably qualified workshop →⚠. Volkswagen recommends using an authorised Volkswagen repairer.

The brake fluid level drops slightly during vehicle operation as the brake pads wear and the brakes are automatically adjusted.

⚠ WARNING

An overly low brake fluid level or unsuitable brake fluid can cause brake failure or reduced braking efficiency. This can result in accidents and serious or fatal injuries.

- Have the brake system and brake fluid level checked regularly.
- Make sure that the correct brake fluid is used.
- Use only brake fluid that is explicitly compliant with VW standard 501 14.
- Use a high-quality brake fluid according to DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 only in exceptional cases if a brake fluid according to VW standard 501 14 is not available.

Changing the brake fluid

Suitably qualified workshops can provide information on the intervals for changing the vehicle's brake fluid. Volkswagen recommends using an authorised Volkswagen repairer.

— The brake fluid should be changed regularly.

— Only brake fluid that conforms with the required specification should be used.

⚠ WARNING

Old brake fluid can form vapour bubbles due to absorbed moisture when the brakes are subjected to heavy use and reduce the braking effect to the point of total failure. This can result in accidents and serious or fatal injuries.

- Have the brake fluid changed regularly.
- Have the brake system filled only with new brake fluid.

Troubleshooting

Brake fluid level

The warning lamp lights up red. The brake fluid level is too low.

Do not drive on! This can result in brake failure.

1. Stop the vehicle immediately as soon as it possible and safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Introduction to the topic

The 12-volt vehicle battery is a component of the electrical system and in event of the high-voltage system failing, supplies the safety-relevant systems of the vehicle with energy. In the scope of maintenance work, the 12-volt vehicle battery is checked and where required, replaced.

You should only carry out work on the electrical system if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Battery switch-off in an accident in which the airbag is triggered

In vehicles with a 12-volt vehicle battery in the vehicle interior or luggage compartment, the electrical connection to the 12-volt vehicle battery is automatically disconnected pyrotechnically in the event of an accident in which the airbags are triggered. This prevents a short circuit. You can find further information on the location of the vehicle battery in the section *(→ 12-volt vehicle battery)*.

Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fire, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is charging!

Always keep children away from electrolyte and the 12-volt vehicle battery!

Always observe the owner's manual!

⚠ WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. This can cause severe injuries.

- Always read and observe the warnings on the 12-volt vehicle battery.
- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Always wear eye protection and protective gloves.
- Never short circuit battery terminals.
- All work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

A highly explosive gas mixture is produced when working on the 12-volt vehicle battery. The explosive gas emitted from the 12-volt vehicle battery could be ignited by sparks. This can cause severe or fatal injuries.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.

NOTICE

Ultraviolet radiation can damage the battery housing.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended period.

NOTICE

The 12-volt vehicle battery can freeze and be destroyed as a result.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

System settings after battery replacement

System settings may have been changed or deleted if the 12-volt vehicle battery has been replaced or after jump starting.

1. Check the date and time and adjust if necessary.
2. Check the personal convenience settings and adjust and save if necessary.

12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead. Dispose of the 12-volt vehicle battery in a proper and environmentally responsible manner and only at a collection point for used batteries, e.g. a recycling centre or specialist company.

Electrolyte can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them in a proper and environmentally responsible manner.

Checking the electrolyte level of the 12-volt vehicle battery

The 12-volt vehicle battery is maintenance-free.

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries.

Location of 12-volt vehicle battery

The 12-volt vehicle battery is located in the vehicle interior behind a cover in the front footwell on the right-hand side.

Checking the electrolyte level

The electrolyte level of a 12-volt vehicle battery in the vehicle interior cannot be checked for technical reasons.

1. Go to a suitably qualified workshop to have the 12-volt vehicle battery checked. Volkswagen recommends using an authorised Volkswagen repairer.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a suitably qualified workshop and have the 12-volt vehicle battery checked. Volkswagen recommends using an authorised Volkswagen repairer.

Explanation of the warnings on the positive cable of the 12-volt vehicle battery

⚠ Caution, danger!

12-volt vehicle battery. Live component, incorrect handling can lead to short circuits. Battery acid can cause serious injuries. The hose for the central gas venting system of the 12-volt vehicle battery must always be attached on the negative terminal side and the opening on the positive terminal side must always be sealed.

Always observe the information on the 12-volt vehicle battery in the instructions for use and in the vehicle Owner's Manual *→ Replacing the 12-volt vehicle battery*.

All work on the 12-volt vehicle battery must only be carried out by a qualified workshop *→ Replacing the 12-volt vehicle battery*.

Exceptions to this are:

— Charging the 12-volt vehicle battery *→ Charging the 12-volt vehicle battery*.

— Jump starting the vehicle *(→ Jump starting)*.

Incorrect handling of the 12-volt vehicle battery can cause serious injuries or death. Have maintenance work on the 12-volt vehicle battery performed only by properly qualified and trained specialist personnel.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery is also charged when the vehicle is charged. If it is not possible to charge the 12-volt vehicle battery while charging the vehicle, the 12-volt vehicle battery should be charged by a suitably qualified workshop, as the technology of the factory-fitted 12-volt vehicle battery requires voltage-limited charging →⚠. Volkswagen recommends using an authorised Volkswagen repairer.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its installation location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. For component information on size and the required maintenance, capacity and safety features, please contact a suitably qualified workshop, which must have the necessary technical documentation and equipment. Volkswagen recommends using an authorised Volkswagen repairer. The hose for the central gas venting system of the 12-volt vehicle battery must always be attached on the negative terminal side: the gas vent on the positive terminal side must always be sealed →⚠.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. Only suitably qualified workshops have the technology required to carry out this adjustment and also the correct replacement batteries →⚠.

⚠ WARNING

If the hose for the central gas venting system is not correctly secured on the 12-volt vehicle battery, the highly explosive gas mixture that is produced during vehicle operation can enter the vehicle interior. The explosive gas can ignite and cause serious or fatal injuries.

- Always make sure that the opening on the positive terminal side of the 12-volt vehicle battery is sealed.
- In vehicles with the 12-volt vehicle battery in the vehicle interior or luggage compartment, make sure that the hose for the central gas venting system is connected properly to the 12-volt vehicle battery. The vent line must always be attached on the negative terminal side of the 12-volt vehicle battery.

⚠ WARNING

Use of a 12-volt vehicle battery that does not have the same specifications and dimensions as the factory-fitted 12-volt vehicle battery can lead to short circuits or cause a fire. This can result in serious or fatal injuries.

- Always use a maintenance-free and leak-proof 12-volt vehicle battery that has the same specifications and dimensions as the factory-fitted 12-volt vehicle battery.

⚠ WARNING

Improper mounting of 12-volt vehicle batteries can lead to short circuits or cause a fire. This can result in serious or fatal injuries.

- Always secure the 12-volt vehicle battery at the mounting points provided in the vehicle.
- Fit all covers necessary for the vehicle on the battery again.

Disconnecting the 12-volt vehicle battery

Please note the following if the 12-volt vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm.
3. First disconnect the negative cable and then the positive cable → ⚠.

Connecting the 12-volt vehicle battery

Please observe the following if the 12-volt vehicle battery has to be connected to the electrical system in the vehicle:

1. Switch all electrical consumers off.
2. First reconnect the positive cable and then the negative cable → ⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of around 15 km/h to 20 km/h (around 10 mph to 12 mph). If the indicator lamps stay lit, the vehicle should be checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due *(→ Service interval display)*. Observe the maximum permissible service intervals .

⚠ CAUTION

Incorrectly connected cables can cause a short circuit. This can damage the vehicle electronics system and cause injuries.

- First connect the positive cable and then the negative cable.

Vehicles with starter button: Perform the following actions if the ignition cannot be switched on after connecting the 12-volt vehicle battery:

1. Lock and unlock the vehicle from the outside.
2. Try to switch on the ignition again.
3. Please seek expert assistance if the ignition cannot be switched on.

Automatic switch-off for electrical consumers

After deactivation of the vehicle's drive system, the 12-volt vehicle battery may reach a low charge level if the vehicle is stationary for a long time, electrical consumers are used or the outside temperature is very low.

In order to maintain the starting capability of the vehicle, the intelligent onboard supply management system automatically performs various measures at a low charge level of the 12-volt vehicle battery.

— To ensure that the vehicle's drive system can still be activated, the power output of larger electrical consumers can be limited or, if necessary, switched off completely, and online functions are no longer available.

Discharge of 12-volt vehicle battery

It may not be possible to activate the vehicle's drive system if the battery is discharged. The 12-volt vehicle battery is discharged in the following situations:

— By long standing periods without activating the vehicle's drive system.

— If the ignition is switched on continuously.

— Through use of electrical consumers when the vehicle's drive system has been deactivated.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged. Sparks or naked flames can ignite the explosive gas mixture. This can result in serious burns.

- 12-volt vehicle batteries should only be charged in well-ventilated spaces.
- Keep sparks and naked flames away from the 12-volt vehicle battery.
- Avoid electrostatic charges.

CAUTION

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C (around +32°F). Acid can leak from a 12-volt vehicle battery that has frozen and then thawed again. This can cause injuries and damage to the vehicle in the long term.

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- The 12-volt vehicle battery must be replaced if it has ever frozen.

NOTICE

If the 12-volt vehicle battery is disconnected or connected when the ignition is switched on or when the vehicle's drive system is activated, this can result in damage to the electrical system and electronic components and lead to electrical malfunctions.

- Never connect or disconnect the 12-volt vehicle battery if the ignition is switched on or the vehicle's drive system is activated.

NOTICE

If accessories that supply electric power are connected to the 12-volt socket to charge the 12-volt vehicle battery, this can damage the electrical system and the electronic components and lead to electrical malfunctions.

- Never connect equipment that supplies electric power, e.g. solar panels or a battery charger, to the 12-volt socket to charge the 12-volt vehicle battery.

Troubleshooting

12-volt power supply

The warning lamp lights up red.

Do not drive on! Possible failure of the electrical system.

A message is shown on the instrument cluster display.

1. Stop the vehicle immediately in a safe place.
2. Switch off any electrical consumers that are not required.
3. Deactivate the vehicle's drive system.
4. Seek expert assistance.

12-volt power supply

A message with information on the 12-volt power supply is shown on the instrument cluster display.

1. Seek expert assistance.

12-volt vehicle battery charge level

The indicator lamp lights up yellow.

A message with information on the charge level of the 12-volt vehicle battery is shown on the instrument cluster display.

1. Activate the vehicle's drive system so that the 12-volt vehicle battery can be charged again.

   Or: charge the 12-volt vehicle battery by charging the high-voltage battery. The 12-volt vehicle battery is charged only for as long as the high-voltage battery is charged.
2. Seek expert assistance if the message about the charge level of the 12-volt vehicle battery does not disappear after a few minutes in spite of the measures performed.

Introduction to the topic

Wheels are the most heavily loaded and most underestimated parts of a vehicle. Wheels consist of matched tyre and wheel rim combinations. Wheels are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

Tyres and wheel rims approved by Volkswagen are precisely matched to the vehicle and to each other.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Wheel rims, tyres and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If different wheel rims are fitted, the tyres approved for these rims and the wheel bolts with the correct length and correctly shaped bolt heads must be used. This ensures that the tyres do not rub on the wheel housings, the brakes can work properly and that the vehicle drives quietly and safely. For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also apply to wheel rims of the same vehicle type. Always contact a suitably qualified workshop if you wish to change to other tyre and wheel rim combinations. Volkswagen recommends using an authorised Volkswagen repairer.

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

Declaration of conformity for wheels and tyres

Applies only in India: Tyres fitted in the vehicle meet the requirement of BIS and comply with the requirements under the Central Motor Vehicle Rules (CMVR), 1989.

⚠ WARNING

Incorrect handling of wheels can reduce vehicle safety and cause serious accidents and fatal injuries.

- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres and wheel rims regularly for damage and wear.
- Never exceed the top speed and load permitted for the fitted tyres.
- All four wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread pattern.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Never loosen the bolts on wheel rims with bolted-on rim ring.
- Only carry out work on wheels yourself if you have the necessary knowledge and tools.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking efficiency.

This can cause serious accidents and fatal injuries.

- Run in new tyres as they will initially have reduced grip and braking efficiency. Therefore, drive with appropriate caution during the first 600 km (370 mi).
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. If you are unsure whether it is possible to continue driving safely, seek expert assistance.
- If you notice unusual vibrations, or if the vehicle pulls to one side when driving, stop immediately and check the tyres and wheel rims for damage.
- Do not use tyres or wheel rims if you do not know their history. Used tyres and wheel rims could be damaged, even if the damage is not visible.
- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.
- Have worn or damaged tyres replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim ring.

⚠ WARNING

Improper mounting of the tyre on the rim can cause the rim to be damaged and the tyre to suddenly lose air or burst while driving.

This can cause serious accidents and fatal injuries.

- Have tyres fitted on the wheel rims only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Handling wheels

Avoiding damage to wheels

— Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time →⚠.

— There is an increased risk of damage to the tyres and wheel rims on poor and unsurfaced roads and when driving offroad, particularly if the vehicle is fitted with low-profile tyres.

— Check the tyre pressure regularly.

— Inspect the tyres regularly for damage, e.g. holes, cuts, cracks or bulges.

— Have damaged or worn tyres replaced immediately by a suitably qualified workshop . Volkswagen recommends using an authorised Volkswagen repairer.

— Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.

— Protect the tyres from contact with aggressive substances, including grease, oil, petrol and brake fluid →⚠.

— Replace missing dust caps on the valves immediately →⚠.

— Remove foreign bodies that have not yet penetrated to the inside of the tyre .

— Observe all warnings of the Tyre Pressure Monitoring System *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

— Missing hubcaps can lead to damage to the wheel rims and wheel bolts.

Fit missing hubcaps before every journey.

— Check the wheel rims regularly for damage, e.g. cracks, dents or kinks →⚠.

— Have damaged wheel rims replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— Use only wheel rims that have been approved for the vehicle →⚠.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.
This can cause serious accidents and fatal injuries.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

Storing tyres

— Always store tyres in a cool, dry and preferably dark place.

— Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

Tyres that are more than six years old

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age more quickly than tyres that are used all the time.

Volkswagen recommends replacing tyres that are more than six years old with new tyres. This also applies to tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-season tyres also largely lose their effectiveness through ageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre lettering and tyre type)*.

⚠ WARNING

Old tyres can suddenly lose air or burst, especially at high speeds.
This can cause serious accidents and fatal injuries.

- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times, even if the tyres have never been used.

New tyres

— Drive particularly carefully for the first 600 km (370 mi) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency → ⚠.

— All wheels must be fitted with radial tyres of the same type, size (rolling circumference) and the same tread.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.
This can lead to loss of vehicle control, serious accidents and fatal injuries.

- Run in new tyres. Drive with appropriate caution during the first 600 km (370 mi).

New tyre sizes may differ significantly from the actual dimensions and tyre dimensions for different tyre brands.

Replacing tyres

— The vehicle may be fitted with optimised rolling resistance tyres at the factory. Only with these tyres can the indicated fuel consumption values be achieved. Make sure that any new tyres purchased have optimised rolling resistance *(→ Driving economically)*.

— Seek advice from a suitably qualified workshop before purchasing new reduced rolling resistance tyres. Volkswagen recommends using an authorised Volkswagen repairer.

— Always replace tyres at least on an axle-by-axle basis.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen for the vehicle type.

— Never use tyres with an effective size that is larger than Volkswagen-approved tyres → ⚠.

⚠ WARNING

Wheels must have the necessary clearance. If there is no clearance, the tyres may come into frictional contact with parts of the running gear, bodywork and brake lines.
This can lead to failure of the braking system, detachment of the tread surface, tyre bursting and thus serious accidents and fatal injuries.

- Only use tyres whose dimensions are not larger than the dimensions of the tyre brands approved by Volkswagen and which do not rub against parts of the vehicle.

Volkswagen Genuine tyres

The vehicle may be fitted with Volkswagen Genuine tyres at the factory. These tyres are marked with the ⊕ symbol and have been especially matched to this vehicle. When used correctly Volkswagen Genuine tyres meet the highest standards with respect to safety and vehicle handling.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised each time one or more wheels is changed. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

Vehicles fitted with a Tyre Pressure Monitoring System

— If you replace factory-fitted wheels, make sure that the new wheels are equipped with sensors that are compatible with the Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

— Drive the vehicle at a speed of over around 25 km/h (around 15 mph) for an extended period so that the new wheels can be detected.

Volkswagen recommends that a new valve set and set of seals is used every time the sensors are replaced or modified →⚠.

Further information on the Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

⚠ WARNING

Incorrect replacement or conversion of the sensors of the Tyre Pressure Monitoring System can cause the valves to leak, with the result that the tyre loses air.
If the tyre pressure is too low, it is possible that the tyre will heat up to such an extent when driving that this can result in tread separation and the tyre bursting, which can cause serious accidents and serious injuries.

- When replacing and converting sensors, always use a new valve and seal set.

A new valve set and set of seals must always be used every time the sensors of the tyre pressure monitoring system are replaced or modified. Otherwise, the tyre pressure monitoring system may indicate a malfunction *(→ Tyre Pressure Monitoring System)*.

Spare wheels

For technical reasons, your vehicle is not equipped with a spare wheel supplied from the factory. Before purchasing and using a spare wheel, always make sure that the spare wheel is approved for your vehicle. For information on the tyre and wheel rim sizes approved for your vehicle, refer to the registration documents or the EC Certificate of Conformity, or consult a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Wheel rims with bolted rim rings or trim elements

Rims with bolted-on rim rings or trim elements consist of several components. These components are joined together using special bolts. Have all work on wheel rims with bolted-on rim ring carried out by a suitably qualified workshop →⚠. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Incorrect loosening and tightening of the bolts on wheel rims with bolted-on rim rings can cause serious accidents and fatal injuries.

- Never loosen the bolts on wheel rims with bolted-on rim ring.
- Have all work on wheel rims with bolted-on rings carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Wheel rim identification

In some countries, new wheel rims must contain information on certain properties. The following information may be provided on the wheel rim:

— Seal of conformity.

— Rim size.

— Name of manufacturer or brand name.

— Date manufactured (month/year).

— Country of origin.

— Production number.

— Raw materials batch number.

— Product code.

⚠ WARNING

Dirt can damage the valves and cause them to leak so that the tyre loses air.

If the tyre pressure is too low, it is possible that the tyre will heat up to such an extent when driving that this can result in tread separation and the tyre bursting, which can cause serious accidents and fatal injuries.

- Never drive without valve caps.

⚠ WARNING

The use of unsuitable or damaged wheel rims can impair vehicle safety and cause accidents and serious injury.

- Use only wheel rims that have been approved for the vehicle.
- Check the wheel rims regularly for damage, e.g. cracks, dents, kinks, and have damaged wheel rims replaced immediately by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

Driving over potholes and kerb edges can deform the wheels.

This can cause damage to the tyres and wheel rims.

- Avoid strong impacts and drive around obstacles if possible.

NOTICE

When swapping to other wheels, the valves can be damaged.

- Do not drop dismounted wheels on the rim.

Old tyres should be disposed of properly and as required by legislation.

If the spare wheel is not the same as the normal wheels fitted on the vehicle, the spare wheel must be used only for a short period of time in the event of a breakdown and appropriate care taken when driving. Replace the spare wheel with a normal wheel as soon as possible.

Volkswagen-approved tyres and wheel rims are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres or wheel rims, the tyre seller must provide a certificate from the tyre or wheel rim manufacturer stating that the tyre or wheel rim is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Checking the tyre pressure

The wrong tyre pressure will have a negative effect on the vehicle's response and lead to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

— Check the tyre pressure at least once a month.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level → *Fig. 2*.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the Tyre Pressure Monitoring System.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

— If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

Tyre pressure sticker on the vehicle

The sticker provides the correct tyre pressure for approved tyres and is located either on the driver door pillar → *Fig. 1* or inside the tank flap.



Fig. 1 On the driver door pillar: tyre pressure sticker (alternatively on the inside of the tank flap).

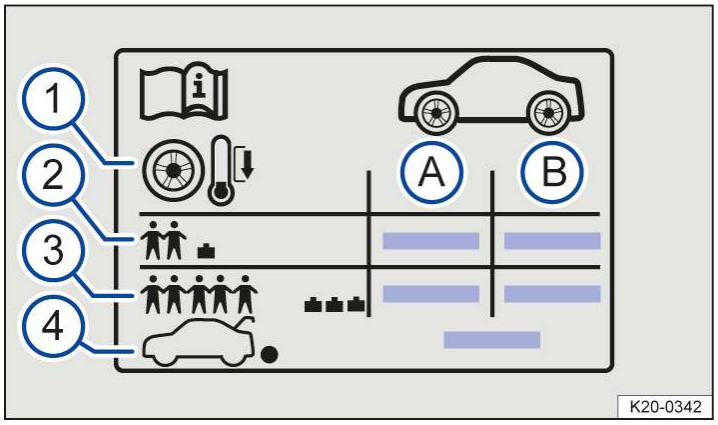


Fig. 2 Symbols on the tyre pressure sticker.

(A) Tyre pressure for the tyres on the front axle.

(B) Tyre pressure for the tyres on the rear axle.

(1) Note: check the tyre pressure when the tyres are cold.

(2) Tyre pressure for partial load.

(3) Tyre pressure for full load.

(4) *Depending on vehicle:* tyre pressure for the spare wheel.

The appearance of the sticker may differ between vehicles. It may contain additional tyre sizes that are not approved for your specific vehicle. For information on the tyre sizes approved for your vehicle, refer to the vehicle registration certificate or the EC Certificate of Conformity, or ask an authorised Volkswagen repairer.

Comfort tyre pressure

Depending on the vehicle, the tyre pressure sticker may show details of a comfort tyre pressure → *Fig. 2*. The comfort tyre pressure allows increased driving comfort. Fuel and energy consumption may increase when driving with comfort tyre pressure.

WARNING

Underinflation can cause the tyre to suddenly lose pressure while the vehicle is motion, the tread to peel off or the tyre to burst. If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.

Incorrect tyre pressure can cause serious accidents and fatal injuries.

- Check tyre pressures regularly, at least once a month, and before every long journey.
- Always adjust the tyre pressure to the corresponding load condition.
- Never reduce the increased tyre pressure of warm tyres.

WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

NOTICE

Careless handling of the tyre pressure gauge can damage the valve.

- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem.

Underinflated tyres can contribute to an increase in fuel and energy consumption.

Checking the tightening torque

The correct wheel bolts must be used for all vehicle types; these bolts must always be tightened with the correct tightening torque. The tightening torque of the wheel bolts must be checked regularly with a properly functioning torque wrench. In addition, the tightening torque must be checked immediately after every wheel change with a properly functioning torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked. Never grease or oil the wheel bolts or the threads of the wheel hubs.

Tightening torque for wheel bolts

The tightening torque for wheel bolts is specified in the chapter Changing a wheel *(→ Wheels and tyres)*.

⚠ WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using a Volkswagen dealership.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause the wheel bolts to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim rings.

Rotating wheels

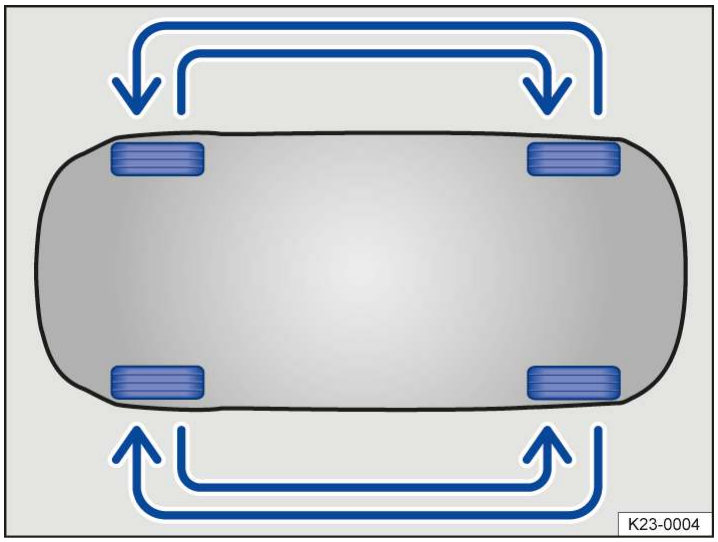


Fig. 1 Diagram showing how to swap wheels (illustration).

Regularly rotating the wheels as shown in the illustration → *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen recommends having a wheel change carried out by a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Checking the tread depth

Tread depth

Most driving situations require the highest possible tread depth. The tyres should have the same tread depth, at the minimum on each axle → ⚠. This is especially true in wet or wintry road conditions.

In most countries, the minimum tread depth required by law is 1.6 mm (1/16 in), measured in the tread grooves next to the tread wear indicators. Observe any deviating country-specific legal regulations.

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-year tyres.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Unbalanced wheels will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear. Volkswagen recommends using a Volkswagen dealership.

Tyre wear due to sporty driving

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

If you drive with a sporty driving style, check the tread depth every 5,000 to 10,000 km (around 3,107 to 6,214 mi).

Tread wear indicators in tyres



Fig. 1 In the tread grooves: tread wear indicator.

There are 1.6 mm (1/16 in) high wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tread depth is just down to the tread wear indicator.

The tread wear indicators of all tread grooves must be checked when the tread depth is checked.

⚠ WARNING

Worn tyres are a safety risk and make it difficult to control the vehicle well. They also increase the braking distance and the risk of skidding.

Worn tyres have significantly reduced grip. On wet roads in particular, the vehicle will be more at risk of aquaplaning.

Worn tyres can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Replace the tyres with new tyres at the latest when the tyres are worn down to the tread wear indicators.

Winter tyres

Summer tyres have less grip on icy or snow-covered roads. Winter or all-season tyres improve the handling and braking characteristics in winter road conditions. Volkswagen recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions. This also applies to models with all-wheel drive.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (around 5/32 in).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Only use winter tyres that have the same belt type, size and the same tread pattern *(→ Wheels and tyres)*.

— Observe the maximum speed permitted by the speed rating.

Speed warning

Winter tyres have a speed limit depending on the speed rating *(→ Tyre lettering and tyre type)*.

You can set a speed warning using the menu in the Infotainment system.

1. Tap ⋯.
2. Tap Vehicle.
3. Tap Settings.
4. Tap Tyres.
5. Tap **Warning at**.
6. Use the slider to adjust the desired speed.
7. Tap the **Speed warning** box to activate the speed warning.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a suitably qualified workshop about the maximum permitted speed and required tyre pressure. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The improved vehicle handling as a result of winter tyres on wintry roads does not constitute a reason to take safety risks, as this may result in loss of vehicle control and serious injuries.

- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

The vehicle handling is better if summer tyres are fitted at temperatures above +7°C (+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher in this case.

In vehicles with a Tyre Pressure Loss Indicator, the system has to re-synchronise after changing to winter tyres *(→ Tyre Pressure Loss Indicator)*.

On vehicles with Tyre Pressure Monitoring System, winter tyres must be fitted with compatible sensors for the Tyre Pressure Monitoring System to ensure the system works properly *(→ Tyre Pressure Monitoring System)*. If the dimensions of the winter tyres are different from those of the summer tyres and require a different tyre pressure, the tyre pressure values for the Tyre Pressure Monitoring System must be adjusted *(→ Tyre Pressure Monitoring System)*.

The speed limit and load capacity of winter tyres may differ from those of summer tyres.

Ask a suitably qualified workshop about the permitted winter tyre sizes. Volkswagen recommends using an authorised Volkswagen repairer.

Snow chains

Please observe legislation and also the maximum permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will improve traction and braking response.

Snow chains may be fitted only to the front wheels. They may be fitted only to the following tyre and wheel rim combinations:

Touareg		
Tyre size	Wheel rim	Type of snow chains to use
235/65 R 18	8 J x 18 ET 25	Only fine-linked snow chains that add no more than around **13.5 mm (around 17/32 in)**.
255/60 R 18	8 J x 18 ET 25	
255/55 R 19	8 J x 19 ET 28	

Touareg R		
Tyre size	Wheel rim	Type of snow chains to use
255/55 R 19	8 J x 19 ET 28	Only fine-linked snow chains that add no more than around **13.5 mm (around 17/32 in)**.

Volkswagen recommends that you ask a suitably qualified workshop for information about appropriate wheel, tyre and snow chain sizes. Volkswagen recommends using an authorised Volkswagen repairer.

Snow chains may only be used on tyre and wheel rim combinations that are approved for driving with snow chains.

Remove hubcaps and trim rings before fitting snow chains. For safety reasons, cover caps must then be fitted over the wheel bolts. Caps are available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Using snow chains with a fitted spare wheel

If the spare wheel differs from the tyre and wheel rim combinations approved for operation with snow chains, the use of snow chains on the spare wheel is not permissible for technical reasons. In this case, proceed as follows:

1. In event of a flat tyre on one of the front wheels, mount the spare wheel to the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Observe the direction of rotation.

Volkswagen recommends fitting the snow chains before fitting the wheel.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause serious accidents and fatal injuries.

- Always use the correct snow chains.
- Use snow chains only on the tyre and wheel rim combinations approved by Volkswagen.
- Observe the fitting instructions of the snow chain manufacturer.
- When snow chains are fitted, never exceed the maximum speed specified by the snow chain manufacturer or the legally permitted maximum speed.

NOTICE

If snow chains are used on road sections where there is no snow, they will adversely affect the vehicle handling and damage the tyres and will also be quickly destroyed.

- Always remove the snow chains on road sections where there is no snow.

NOTICE

Snow chains that are in direct contact with the wheel rim can scratch or damage it.

- To avoid damage, use snow chains with integrated wheel rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Troubleshooting

Damage to tyres and wheel rims is often hidden →⚠.

If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.

Pulling to one side or unusual vibrations

The vehicle pulls to the left or right when driving or there are unusual vibrations. This can be a sign of tyre damage or inadequate tyre pressure.

STOP Check the tyres.

Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.

1. Check the tyres and wheel rims for damage.
2. Do not drive on if a tyre is damaged.
3. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
4. If there is no visible damage, drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

Foreign body embedded in the tyre

A foreign body is embedded in the tyre or between the tread blocks.

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.

   Go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Tyres lose grip

The vehicle suffers from loss of grip when cornering and breaks away. The braking distance is longer and the traction control system (TCS) and anti-lock brake system (ABS) intervene earlier.

The tyres may be worn so much that they can no longer guarantee sufficient grip *(→ Tread depth and tread wear indicators)*.

1. Drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

Wheel bolts are difficult to undo

The wheel bolts can corrode over the course of time. This makes it difficult to undo the wheel bolts.

1. Seek expert assistance or drive slowly and cautiously to the next suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If you notice unusual vibration or the car pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

Tyre damage can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage, e.g. holes, cuts, cracks and bulges.
- Never drive on if tyres or wheel rims are damaged. Seek expert assistance instead.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked. Volkswagen recommends using an authorised Volkswagen repairer.

Function of the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator warns the driver when the tyre pressures are too low.

The Tyre Pressure Loss Indicator is a Tyre Pressure Monitoring System and uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels when the vehicle is in motion.

If a tyre loses air or the tyre pressure is too low, the rolling circumference decreases and the speed of rotation increases.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) indicator lamp in the instrument cluster.

The following situations can also lead to a change in the speed of rotation:

— If the tyre pressure has been changed.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Monitoring System (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The recommended tyre pressure for the tyre sizes approved by Volkswagen for the vehicle type can be found on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC or ABS *(→ Brake support systems)*.

Reference pressure

The reference pressure for the Tyre Pressure Monitoring System is the recommended tyre pressure for cold factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. This adjusts the reference pressure to the current tyre pressure.

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The Tyre Pressure Monitoring System does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Monitoring System does not give any warning that the tyre pressure is too low.

The Tyre Pressure Monitoring System additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the indicator lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the Tyre Pressure Monitoring System indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Monitoring System can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Monitoring System is functioning properly *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

⚠ WARNING

The Tyre Pressure Monitoring System is not a substitute for the full concentration of the driver and operates only within the limits of the system. The Tyre Pressure Monitoring System cannot detect all driving situations and may not react at all or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention, and do not rely exclusively on the Tyre Pressure Monitoring System. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Loss Indicator)*.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.

⚠ WARNING

If the vehicle is driven with a tyre pressure that is too low, the tyre could heat up to such an extent that the tread becomes detached and the tyre bursts. This could cause the driver to lose control of the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, reduce vehicle stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the Tyre Pressure Monitoring System. If the (!) indicator lamp lights up, stop immediately in a place that is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The Tyre Pressure Monitoring System cannot function correctly unless all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest suitably qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*. Volkswagen recommends using an authorised Volkswagen repairer.
- Always adapt the Tyre Pressure Loss Indicator correctly *(→ Tyre Pressure Loss Indicator)*.

⚠ WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

Underinflated tyres will increase energy consumption, fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off tyre pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the Tyre Pressure Monitoring System. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Limits of the Tyre Pressure Loss Indicator

Regular maintenance

The Tyre Pressure Loss Indicator does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not give any warning that the tyre pressure is too low.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

The recommended tyre pressure for the tyre sizes approved by Volkswagen for the vehicle type can be found on the tyre pressure sticker *(→ Tyre pressure)*.

Malfunction not remedied

If the Tyre Pressure Loss Indicator shows a malfunction, tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Loss Indicator can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Delayed display or no display

In the following situations, the Tyre Pressure Loss Indicator may not display anything or may react with a delay:

— Driving with snow chains.

— Driving on snow-covered or icy roads or unsurfaced roads.

— With sporty driving.

Adapting the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be adapted again under the following conditions:

— If the tyre pressures have been changed.

— If one or more wheels have been changed.

— If the wheels have been swapped round, e.g. from front to rear *(→ Wheels and tyres)*.

The Tyre Pressure Loss Indicator may only be adapted again if all the tyres have been filled at the correct tyre pressure when measured on a cold tyre. Before measuring the tyre pressure on a cold tyre, park the vehicle for 1 hour out of direct sunlight.

In the event of a low tyre pressure warning, you cannot calibrate the Tyre Pressure Loss Indicator until you have met one of the following two conditions:

— Switch the ignition off and then back on again.

— Wait for 60 seconds with the vehicle's drive system activated and the vehicle stationary.

1. Tap ⁝⁝⁝.
2. Tap Vehicle.
3. Tap Settings.
4. Tap Tyres.
5. Tap (!) SET.
6. When all four tyre pressures correspond to the required values, tap Confirm.

   The (!) indicator lamp flashes for around 6 seconds. An acoustic signal also sounds and a text message is displayed on the instrument cluster display.

   After an extended driving time of at least 20 minutes and driving at different speeds, the system will automatically learn the new values and monitor them.

If the (!) indicator lamp flashes for around 6 seconds without the Tyre Pressure Loss Indicator having been newly adapted beforehand, go immediately to the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

If the Tyre Pressure Loss Indicator is adapted when the tyre pressure is too high or too low, the Tyre Pressure Loss Indicator may issue incorrect warnings or not issue a warning even though the tyre pressure is dangerously low.
This can result in accidents and serious or even fatal injuries.

- Make sure that the tyre pressure of all tyres is correct before adapting the Tyre Pressure Loss Indicator.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Stop the vehicle immediately in a place that is safe from traffic.
2. Check the tyres for visible damage.
3. If the tyres are not visibly damaged, drive slowly to the nearest filling station and check the tyre pressures. Adjust the tyre pressures if necessary.
4. If a tyre is damaged, replace the damaged wheel . Seek expert assistance if necessary.

   Or: seal damaged wheel with the breakdown set and inflate .
5. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
6. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

There is a system fault.

1. Stop the vehicle immediately in a place that is safe from traffic.
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Driving on unpaved roads for long periods or a sporty driving style can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for about 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Function of the Tyre Pressure Monitoring System

The Tyre Pressure Monitoring System warns the driver if the tyre pressures are too low.

The Tyre Pressure Monitoring System is a tyre monitoring system and monitors the tyre pressure of the four wheels while the vehicle is in motion using pressure sensors on the tyres.

The tyre pressure of all tyres including the spare wheel or temporary spare wheel must be checked monthly on a cold tyre and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker. If the tyre size of the mounted tyres differs from the specifications on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

As an additional safety feature, the vehicle is equipped with a Tyre Pressure Monitoring System (TPMS) where an indicator lamp for low tyre pressure lights up if the pressure in one or more of the tyres is much too low. If the indicator lamp for low tyre pressure lights up, you should therefore stop the vehicle as quickly as possible, check the tyres, and inflate them to the correct pressure. Driving with a tyre pressure that is much too low will lead to the tyre overheating and can damage the tyre. A tyre pressure that is too low also reduces the fuel efficiency and service life of the tyre tread and can negatively affect the driving behaviour and braking capability of the vehicle.

The Tyre Pressure Monitoring System does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the Tyre Pressure Monitoring System does not give any warning that the tyre pressure is too low.

The Tyre Pressure Monitoring System additionally has a fault indicator that issues a warning if the system is not functioning properly. This fault indicator is coupled with the indicator lamp for low tyre pressure. If the system detects a fault, the indicator lamp flashes for around 1 minute when the vehicle is started and then lights up continuously. This sequence is then repeated each time the vehicle is started as long as the fault is present.

If the Tyre Pressure Monitoring System indicates a malfunction, the tyre pressure cannot be monitored correctly. A malfunction of the Tyre Pressure Monitoring System can have various causes, e.g. due to replacement of a wheel or tyre. When a wheel or tyre has been replaced, check whether the (!) indicator lamp is indicating a system malfunction to ensure that the Tyre Pressure Monitoring System is functioning properly *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

Display of tyre pressures on the instrument cluster display

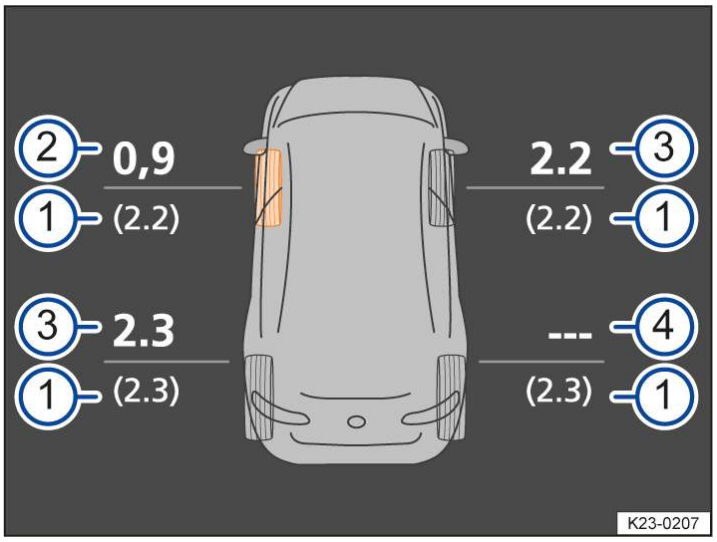


Fig. 1 Display on the instrument cluster display or Infotainment system: current tyre pressures (illustration).

1. Target pressure in bar.
2. Loss in pressure at front left.
3. Actual pressure in bar.
4. System fault at rear right.

1. Open the **Vehicle settings** menu *(→ Vehicle settings menu)*.

   Or: open the **Vehicle status** menu in the instrument cluster display.

   The vehicle is displayed with the target and actual pressures of all the wheels → *Fig. 1*.

When the ignition is switched on, the last tyre pressures received at the end of a journey will be displayed first. These values will be updated when the journey is started.

If the tyre pressure is too low, the affected tyres are highlighted → *Fig. 1*.

A message is additionally shown on the instrument cluster display in the event of pressure loss or a flat tyre *(→ Tyre Pressure Monitoring System)*.

If the tyres are in rest state, the sensors will not transmit any tyre pressures. This stops the sensor batteries discharging.

If no tyre pressures are transmitted, the last received tyre pressures are shown in grey.

If a set of tyres is fitted to the vehicle where the tyres either do not have tyre pressure sensors or have tyre pressure sensors that are not compatible with the vehicle, the (!) indicator lamp will flash for approximately 1 minute and will then remain lit continuously. The tyre pressures will not be monitored. The system cannot be switched off.

Observe any country-specific legal requirements for the Tyre Pressure Monitoring System.

⚠ WARNING

The Tyre Pressure Monitoring System is not a substitute for the full concentration of the driver and operates only within the limits of the system. The Tyre Pressure Monitoring System cannot detect all driving situations and may not react at all or may react with a delay or in an undesired way. If you do not pay due attention, there is a risk of accidents and serious or even fatal injuries.

- Always pay due attention, and do not rely exclusively on the Tyre Pressure Monitoring System. The driver is always responsible for ensuring that the tyre pressure is correct.
- Observe the system limits *(→ Tyre Pressure Monitoring System)*.
- Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*.
- Check the tyres regularly for signs of wear or damage and replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.

⚠ WARNING

If the vehicle is driven with a tyre pressure that is too low, the tyre could heat up to such an extent that the tread becomes detached and the tyre bursts. This could cause the driver to lose control of the vehicle.

If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.

Different tyre pressures or tyre pressures that are too low can increase tyre wear, reduce vehicle stability, extend the braking distance and lead to tyre damage, tyre failure and loss of control over the vehicle.

This can result in serious accidents and fatal injuries.

- Always observe the warnings of the Tyre Pressure Monitoring System. If the (!) indicator lamp lights up, stop immediately in a place that is safe from traffic and check all tyres *(→ Tyre pressure)*.
- The driver is responsible for the correct tyre pressure. Check the tyre pressure regularly when the tyres are cold and always maintain the specified pressure corresponding to the tyre pressure sticker for the tyres fitted on the vehicle *(→ Tyre pressure)*. The Tyre Pressure Monitoring System cannot function correctly unless all cold tyres have the correct tyre pressure.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest suitably qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Excessive speeds and overloading of the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread.

This can cause serious accidents and fatal injuries.

- Never exceed the maximum load capacity of the fitted tyres *(→ Tyre lettering and tyre type)*.
- Never exceed the permitted maximum speed of the fitted tyres *(→ Tyre lettering and tyre type)*.

Underinflated tyres will increase energy consumption, fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off tyre pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen for the vehicle type.

Do not rely only on the Tyre Pressure Monitoring System. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Limits of the Tyre Pressure Monitoring System

Regular maintenance

The tyre monitoring system does not remove the need for regular maintenance and inspection of tyres. The driver is responsible for ensuring the correct tyre pressure is maintained at all times, even if the tyre monitoring system does not give any warning that the tyre pressure is too low.

The tyre pressure of all tyres must be checked monthly on the cold tyres and correspond to the vehicle manufacturer's specifications on the tyre pressure sticker.

The recommended tyre pressure for the tyre sizes approved by Volkswagen for the vehicle type can be found on the tyre pressure sticker *(→ Tyre pressure)*.

Fault in radio transmission

The function of the system may be temporarily impaired by radio transmitters that operate in the same frequency range as the tyre pressure sensors *(→ Tyre Pressure Monitoring System)*.

NOTICE

Incorrect handling of the tyre valves can damage the pressure sensors and impair functioning of the Tyre Pressure Monitoring System.

- The pressure sensors are secured to special aluminium valves that are screwed rigidly in place. When inflating the tyres and checking the pressure, do not bend the valves into position.
- Missing valve caps could lead to damage to the valve and the sensors. Therefore always make sure that all valve caps are fully screwed on while driving.
- Do not use metal valve caps.
- Do not use "convenience valve caps" as they do not form a proper seal. This can cause damage to the sensors. "Convenience valve caps" are valve caps that do not need to be unscrewed in order to inflate the tyre.

Adjusting the Tyre Pressure Monitoring System

Adjusting the tyre pressure

Following any relevant change in the load level, the tyre pressure must be altered as necessary. The tyre pressures recommended for the vehicle and load level are stated on the tyre pressure sticker *(→ Tyre pressure)*.

There may be differences between readings on the pressure gauge when filling the tyres and the values determined by the Tyre Pressure Monitoring System. The Tyre Pressure Monitoring System provides more accurate results.

Selecting target pressures for partial or full vehicle load level

The driver must select the appropriate target pressure depending on the vehicle load level.

1. Switch on the ignition.
2. Tap ⋯.
3. Tap Vehicle.
4. Tap Selection.
5. Select the **Vehicle status** menu option.
6. Tap < or > until the **Tyre Pressure Monitoring System** menu appears.
7. Select the **Tyres** menu option.
8. Select the **Load** menu option.
9. Select the load level.

Selecting the tyre size

If the tyre size is changed, it may be necessary to adjust the target pressure in the Tyre Pressure Monitoring System to the new tyres. If no adjustment is necessary, the selection menu will not be available.

1. Switch on the ignition.
2. Tap ⋯.
3. Tap Vehicle.
4. Tap Settings.
5. Select the **Tyres** menu option.
6. Select the appropriate tyre size.

If the tyre sizes are fitted that do not correspond to the factory-specified sizes, the corresponding target tyre pressures can be entered by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Troubleshooting for Tyre Pressure Monitoring System

Low tyre pressure

The indicator lamp lights up yellow.

The text message **Flat tyre!** is shown in the instrument cluster.

The tyre pressure of one or more tyres is below 1.4 bar (20 psi/140 kPa) or there is a critical loss of tyre pressure.

1. Stop the vehicle immediately in a place that is safe from traffic. Slowly turn the steering wheel only slightly and brake carefully.
2. Check the tyres for visible damage .
3. If the tyres are not visibly damaged, drive slowly to the nearest filling station and check the tyre pressures. Adjust the tyre pressures if necessary.
4. If a tyre is damaged, replace the damaged wheel *(→ Changing a wheel)*. Seek expert assistance if necessary.

   Or: seal the damaged tyre with the breakdown set and inflate *(→ Breakdown set)*.

The indicator lamp lights up yellow.

The text message **Tyres pressure too low!** is shown in the instrument cluster.

The warning indicates at least one tyre with a critical tyre pressure.

1. Drive on carefully and go immediately to a filling station. Slowly turn the steering wheel only slightly and brake carefully.
2. Check the tyre pressure of all tyres and adjust if necessary *(→ Tyre pressure)*.
3. If a tyre cannot hold the tyre pressure, have the tyre replaced.

   Or: replace the damaged wheel with a spare wheel and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer .

   Or: seal the damaged tyre with the breakdown set and go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer .

The text message **Please check tyre pressures** is shown in the instrument cluster.

The warning indicates at least one tyre with a reduced tyre pressure.

1. Avoid long journeys and high speeds as long as the warning is displayed.
2. Check the tyre pressure of all tyres and adjust if necessary *(→ Tyre pressure)*.

Fault in the Tyre Pressure Monitoring System

The indicator lamp flashes for about 1 minute and then remains lit continuously yellow.

One or more wheels with a tyre pressure sensor have been fitted but have not yet been detected by the system.

1. Drive for a few minutes until the indicator lamp goes out.

One or more wheels without a tyre pressure sensor have been fitted or a tyre pressure sensor is faulty.

1. Fit wheels with functional tyre pressure sensors.

There is a transmission fault between the sensor and the system. The function of the system may be temporarily impaired if there is interference from signals in the same frequency range as these transmitters.

1. Switch off or avoid any interference sources, e.g. two-way radios, remote controls or children's toys.

There is a system fault.

1. Switch the ignition off and then back on again. If the fault persists, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Introduction to the topic

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the vehicle is delivered from the factory with a jack, this must be used only if one wheel on the vehicle is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, the factory-supplied jack must not be used. Instead, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

The following steps must be carried out in order to change a wheel:

1. Prepare vehicle for the wheel change *(→ Changing a wheel)*.
2. Vehicle- and equipment-dependent: remove subwoofer *(→ Subwoofer)*.
3. Remove wheel cover or wheel bolt caps *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.
4. Loosen the wheel bolts *(→ Wheel bolts)*.
5. Jack up the vehicle *(→ Jack)*.
6. Remove the damaged wheel and fit the spare wheel *(→ Wheels and tyres)*.

WARNING

Changing a wheel at the side of the road can be dangerous.
If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Stop the vehicle as soon as possible and when safe to do so.
- To reduce the risk of unintentional vehicle movement, park the vehicle properly at a safe distance from moving traffic *(→ Parking)*.
- Apply the electronic parking brake.
- Move all vehicle occupants and particularly children so that they are at a safe distance from the work area and away from moving traffic.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- Jack up the vehicle only on a flat and firm surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use an anti-slip surface covering, such as a rubber mat, to prevent the jack from slipping on a slippery surface (e.g. a tiled floor).
- Always use suitable and undamaged tools to change the wheel.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

Preparing the vehicle

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel → ⚠:

1. Park the vehicle at a safe distance from moving traffic. Observe all the important information on parking *(→ Parking)*. The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Adjust the steering wheel so that the wheels point straight forwards.
6. Air suspension running gear: activate jacking-up mode *(→ Jacking-up mode)*.
7. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or another suitable object.
8. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
9. Remove any items of luggage from the luggage compartment.
10. Remove the vehicle toolkit from the luggage compartment.

⚠ WARNING

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

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

If the vehicle is raised with a jack or lifting platform, serious injuries can be caused as a result of unintentional adjustment of the air suspension running gear or roll stabilisation system.

- Switch on jacking-up mode before raising the vehicle *(→ Jacking-up mode)*.
- Always switch off the ignition before raising the vehicle and before carrying out work on the running gear.

Jacking-up mode

On vehicles with air suspension running gear, the jacking-up mode must be switched on if a wheel is changed or the vehicle raised on a lifting platform.

The jacking-up mode switches off the air suspension running gear control. This prevents the air springs adjusting when the vehicle is raised.

Switching on jacking-up mode

1. Switch on the electronic parking brake.
2. Switch on the ignition, but do not activate the vehicle's drive system.
3. Set the ride height **Offroad+** on vehicles with widened side members *(→ Self-levelling suspension)*.
4. Tap ⁝⁝⁝.
5. Tap Vehicle.
6. Tap Settings.
7. Scroll down in the list and select the **Service** menu option.
8. Select the **Jacking-up mode** menu option.
9. Switch off the ignition.

   Active jacking-up mode is shown on the instrument cluster display.

Subwoofer

The subwoofer is located at the load sill under the luggage compartment floor. Never attempt to repair or remove the subwoofer yourself.

NOTICE

The subwoofer could be damaged if any liquids get into the luggage compartment.

- Remove any liquids that have leaked out immediately, e.g. with a dry cloth.

Removing and fitting the centre wheel trim

Removing the centre wheel trim



Fig. 1 Removing the centre wheel trim by pulling off.

The centre wheel trim protects the wheel bolts and must be fitted again after changing the wheel.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)* and insert it in the hole in the centre wheel trim.
2. Use the hook to pull off the centre wheel trim in the direction of the arrow.

Fitting the centre wheel trim

1. Place the centre wheel trim centrally on the wheel rim and press against the wheel rim until you feel the trim engage in position.

⚠ WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.

Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Check that the wheel cover has engaged securely around the entire circumference.

⚠ WARNING

Incorrectly fitted hubcaps can interrupt or reduce the air supply for cooling the brakes. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

This can cause serious accidents and fatal injuries.

- Check that the wheel cover has engaged securely around the entire circumference.

Removing and fitting the wheel bolt caps

Removing the caps



Fig. 1 Removing the wheel bolt caps.

The caps protect the wheel bolts and should be fitted fully back in position after changing the wheel.

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap.
3. Use the hook to pull off the cap in the direction of the arrow → *Fig. 1*.

Fitting the caps

1. Press the caps onto the bolts as far as they will go.

The anti-theft wheel bolt has a separate cap. This cap only fits onto the anti-theft wheel bolt and not onto the conventional wheel bolts.

Loosening wheel bolts and inserting the assembly pin



Fig. 1 Loosening wheel bolts.

Use a suitable box spanner to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.

1. Fit the box spanner over the wheel bolt as far as it will go.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise →⚠.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Loosening the anti-theft wheel bolt

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Push the adapter onto the anti-theft wheel bolt as far as it will go.
3. Push the box spanner onto the adapter as far as it will go.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise →⚠.

If one of the wheel bolts is very tight, you may be able to loosen it by pushing down the end of the box spanner carefully with your foot. Hold on to the vehicle for support and ensure that you have a secure footing.

Inserting the assembly pin

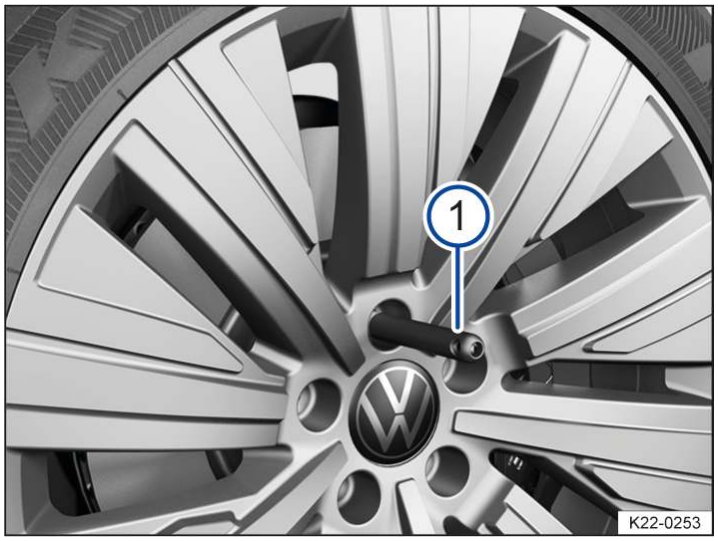


Fig. 2 Assembly pin in the upper hole.

1. Unscrew the top loosened wheel bolt and place on an appropriate surface.
2. Screw the assembly pin → *Fig. 2* (1) from the vehicle toolkit into the hole that is now free by hand.

⚠ WARNING

If the wheel bolts are removed or undone by more than one turn before the vehicle is raised with the jack, the wheel can fall off and the vehicle could tip as a result.

This can cause serious injuries.

- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never place any part of your body, e.g. your arm, underneath the vehicle while you are loosening the wheel bolts.

Lifting the vehicle with the jack

Jacking points

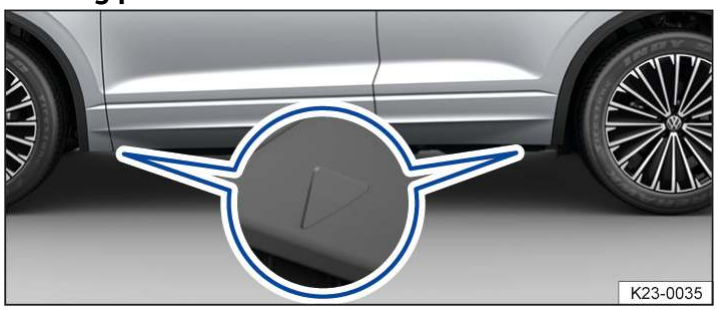


Fig. 1 On the sill: markings for the jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel that is being changed → ⚠.

Applying the jack

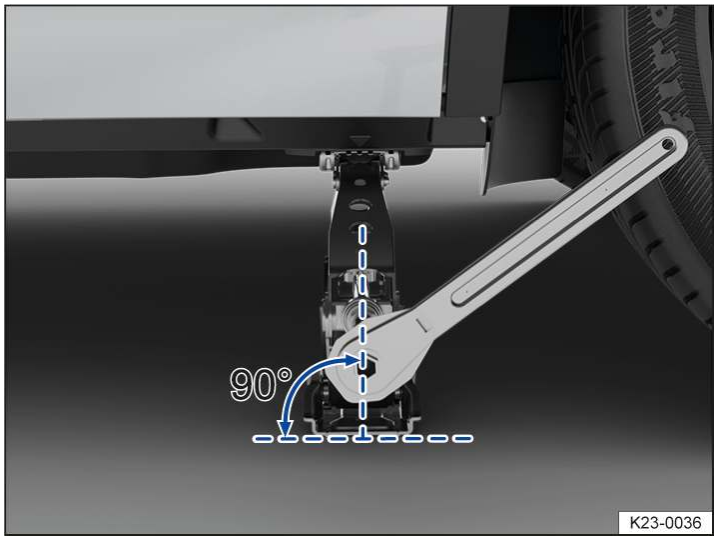


Fig. 2 Correct alignment of the jack.

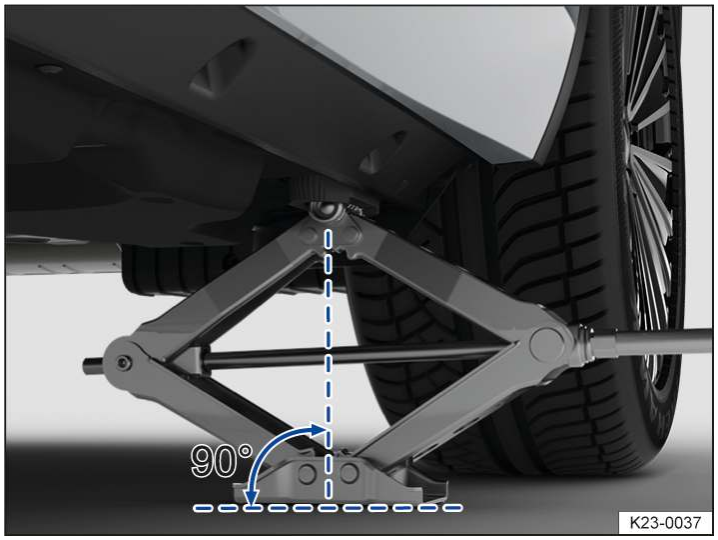


Fig. 3 At the rear left-hand side of the vehicle: jack applied.

Checklist

For your own safety, carry out the following points in the specified order →⚠:

1. Insert the hand crank into the opening on the jack.
2. Find the jacking point under the vehicle →*Fig. 1* which is closest to the wheel that is being changed.
3. Crank up the jack until it just fits under the jacking point of the vehicle.
4. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that the foot of the jack is positioned vertically directly beneath the jacking point →*Fig. 2* and →*Fig. 3*.
5. Position the jack and simultaneously continue to crank the claw up until it is in position around the jacking point underneath the vehicle →*Fig. 3*.
6. Crank the jack further until the wheel is just clear of the ground.

⚠ WARNING

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

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

⚠ WARNING

If the vehicle is raised without activated jacking-up mode, serious injuries and accidents can be caused by unintentional adjustment of the pneumatic suspension.

- Activate jacking-up mode before raising the vehicle *(→ Jacking-up mode)*.
- Always switch off the ignition before raising the vehicle and before carrying out work on the running gear.

⚠ WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to serious or fatal injury.

- Never jack up the vehicle if more than one wheel is damaged.
- Never jack up the vehicle if the vehicle's drive system is activated.
- Never activate the vehicle's drive system when the vehicle is jacked up. Vibrations can cause the vehicle to fall off the vehicle jack.
- Fit the jack only at the described jacking points. The jack claw must grip the vertical rib under the side member securely →*Fig. 3*.
- Never fit the vehicle jack on the high-voltage battery.
- Use only vehicle jacks that have been approved by Volkswagen for your vehicle. Other vehicle jacks could slip out of position – this includes vehicle jacks supplied with other Volkswagen models.
- Jack up the vehicle only on a flat and firm surface. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- Use a non-slip base such as a rubber mat to prevent the jack from slipping on a smooth surface, such as a tiled floor.
- Never place any part of your body, e.g. your arm, underneath the vehicle if the latter is only supported by the jack. If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

Changing a wheel

Removing the wheel



Fig. 1 Unscrew the wheel bolts with the wheel wrench.

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts and insert the assembly pin *(→ Wheel bolts)*.
3. Jack up the vehicle *(→ Jack)*.
4. Unscrew the loosened wheel bolts completely with the wheel wrench *→ Fig. 1* and place them on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used for the vehicle. With two-piece wheel bolts, the ball seat is loosely connected to the head.

Single-piece wheel bolts may not be used. If you are not sure which wheel bolts can be used for your vehicle, consult a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Fitting the spare wheel

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Screw in four wheel bolts.
4. Unscrew assembly pin and screw in the remaining wheel bolt.
5. Use the adapter for the anti-theft wheel bolt.
6. Lower the vehicle with the jack.
7. Use the box spanner to tighten every wheel bolt securely in a clockwise direction *→ Fig. 1*. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
8. Fit caps or hubcaps *(→ Centre wheel trim)* *(→ Wheel bolt caps)*.

After changing a wheel

1. Clean the tools and place them back in the foam rubber holder in the luggage compartment.
2. Stow the changed wheel securely in the luggage compartment.
3. Have the tightening torque of the wheel bolts checked as soon as possible at the nearest qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
4. The damaged tyre should be replaced as soon as possible.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheel rims:

— **160 Nm (118 ft-lbs)**.

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or oil the wheel bolts or the threads of the wheel hubs.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

WARNING

If the tightening torque of the wheel bolts is too low, the wheel bolts and thus the wheel can become loose while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

Incorrectly tightened or missing wheel bolts can lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench available, tighten the wheel bolts with the wheel wrench and have the torque checked immediately by the nearest suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Make sure that the wheel bolts and threads of the wheel hubs are clean, smooth running and free of oil and grease.
- Never loosen the bolts on wheel rims with bolted-on rim ring.

WARNING

If the wrong wheel bolts are used, the wheel bolts can come loose while driving and lead to loss of control over the vehicle, serious accidents and fatal injuries.

- Always use wheel bolts that match the wheel rims and the vehicle type.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

After changing a wheel, the indicator lamp for the Tyre Pressure Monitoring System may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

If the dimensions of the new tyres are different from those of the tyres removed and require a different tyre pressure, the tyre pressure values for the Tyre Pressure Monitoring System must be adjusted *(→ Tyre Pressure Monitoring System)*.

Introduction to the topic

You can use the breakdown set to temporarily seal a tyre securely if the tread has been damaged by a foreign body or a puncture up to around 6 mm (around 15/64 in) in diameter. Do not remove foreign objects (e.g. screws) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

Seek expert assistance if more than one of the vehicle's tyres is damaged. The breakdown set is designed to fill only one tyre.

Use the breakdown set only when the vehicle has been safely parked and you know the work and safety precautions needed. Otherwise seek expert assistance.

The tyre sealant must not be used:

— If the wheel rim is damaged.

— If the outside temperature is below -30 °C (-22 °F).

— If there are cuts or punctures in the tyre that are larger than 6 mm (around 15/64 in).

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

⚠ WARNING

The use of breakdown sets at the edge of the road can be dangerous.
If the vehicle and work area are not adequately secured, this can result in serious accidents and fatal injuries.

- Only use the breakdown set if you are familiar with what is required. Otherwise, seek assistance from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Stop the vehicle as soon as possible and when safe to do so.
- Park the vehicle at a safe distance from moving traffic *(→ In an emergency)* *(→ Parking)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- To warn other road users, switch on the hazard warning lights and set up the warning triangle.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

⚠ WARNING

Tyres that have been filled with sealant will not handle in the same way as an undamaged tyre.
Excessive loads on the sealed tyre can cause serious accidents and fatal injuries.

- Never drive faster than 80 km/h (50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h (50 mph) for no longer than 10 minutes before stopping to check the tyre.
- Tyres that have been sealed using the breakdown set should be replaced immediately. Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ CAUTION

The sealant can be harmful if it comes into contact with the skin.

- It the sealant comes into contact with your skin, remove it from your skin immediately with a cloth or other suitable object.
- Keep the breakdown set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Preparing the vehicle

Checklist

Always carry out the following actions in the given order → ⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a flat and firm surface. Observe all the important information on parking *(→ Parking)*.
2. Switch on the hazard warning lights *(→ Centre console)*.
3. Ensure that all occupants exit the vehicle and go to a safe place away from moving traffic, e.g. behind the safety barrier. Observe country-specific regulations on high-visibility waistcoats.
4. Place the warning triangle in position to draw the attention of other road users to your vehicle.
5. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
6. When towing a trailer: unhitch the trailer from the vehicle and park it properly .
7. Remove any items of luggage from the luggage compartment.
8. Take the breakdown set out of the luggage compartment.
9. Do not remove the foreign object, e.g. a screw, from the tyre.

⚠ WARNING

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

- Always observe the items on the checklist.
- Observe the generally valid safety precautions.

Sealing and inflating tyres

The breakdown set is located underneath the floor covering in the luggage compartment.

Sealing the tyre (variant 1)

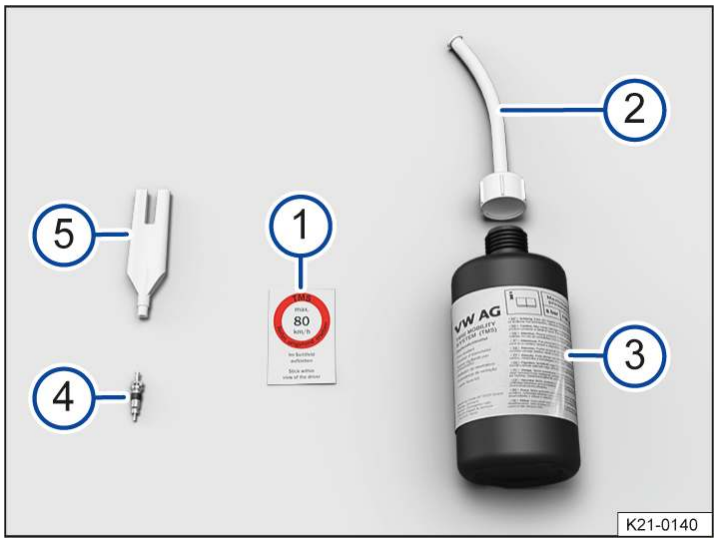


Fig. 1 Contents of the breakdown set (illustration).

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Tyre sealant tube with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot for the valve core on the lower end of the valve core extractor → *Fig. 1* (5). This is required for extracting the valve core from the tyre valve and then screwing it back into the valve again. This also applies to the spare valve core (4).

1. Take the sticker from the breakdown set → *Fig. 1* (1) and stick it on the dash panel within the driver’s field of vision.
2. Unscrew the cap from the tyre valve.
3. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
4. Shake the tyre filler bottle → *Fig. 1* (3) vigorously to and fro several times.
5. Screw the tyre sealant tube → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction. The seal on the top of the bottle is pierced when doing so.
6. Remove the plug from the filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
7. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
8. Remove the empty tyre filler bottle from the valve.
9. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre (variant 1)

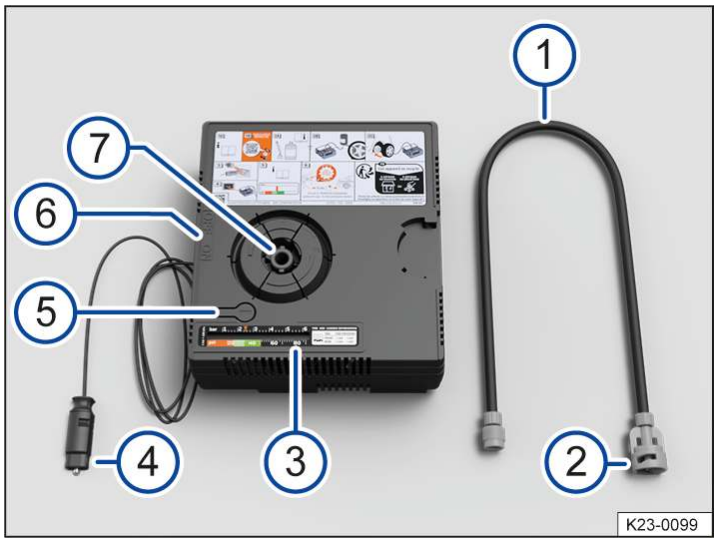


Fig. 2 Compressor in the breakdown set (illustration).

1. Tyre filler hose.
2. Wing nut.
3. Tyre pressure display.
4. 12-volt plug.
5. Air bleed button.
6. ON/OFF switch.
7. Mount for tyre filler hose.

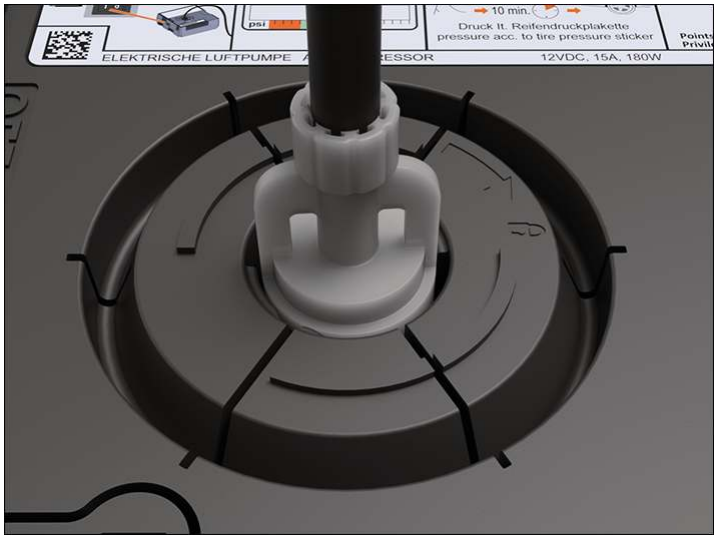


Fig. 3 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Remove the tyre filler hose → *Fig. 2* (1) from the rear of the compressor.
2. Insert the tyre filler hose → *Fig. 2* (1) with the wing nut (2) into the mount for the tyre filler hose (7) so that the wing nut is pointing to → *Fig. 3*.
3. Turn the wing nut → *Fig. 2* (2) in clockwise direction until the wing nut is pointing to → *Fig. 3*.
4. Screw the tyre filler hose → *Fig. 2* (1) of the compressor tightly onto the tyre valve.
5. Activate the vehicle's drive system.

6. Insert the 12-volt plug → *Fig. 2* (4) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
7. Switch on the compressor with the ON/OFF switch → *Fig. 2* (6).
8. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa). **Maximum running time: 10 minutes**
9. Switch off the compressor.

If a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi / 200 – 250 kPa) cannot be achieved:

---

1. Unscrew the tyre filler hose from the tyre valve.
2. Drive (or reverse) the vehicle approximately 10 metres (approximately 33 ft) so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor's tyre filler hose firmly back onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on → ⚠. Seek expert assistance.

Sealing and inflating tyres (variant 2)



Fig. 4 Tyre filler bottle.

1. Valve of the tyre filler bottle.
2. Tyre filler hose of the tyre filler bottle.

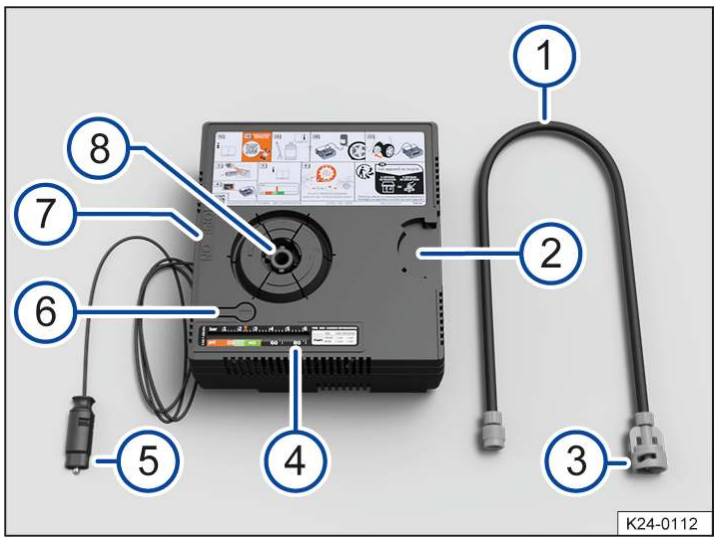


Fig. 5 Compressor in the breakdown set (illustration).

1. Tyre filler hose.
2. Notch for tyre filler bottle.
3. Wing nut.
4. Tyre pressure display.
5. 12-volt plug.
6. Air bleed button.
7. ON/OFF switch.
8. Mount for tyre filler hose.

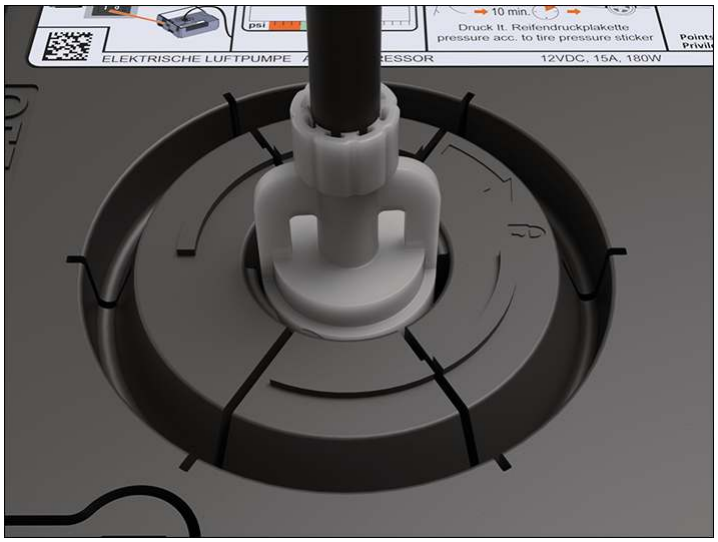


Fig. 6 Connecting the tyre filler hose.

The compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the compressor exceeds the maximum power rating of the socket.

1. Remove the sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph” from the underside of the tyre filler bottle → *Fig. 4* and affix it to the dash panel in the driver’s field of vision.
2. Unscrew the cap from the tyre valve.
3. Shake the tyre filler bottle → *Fig. 4* vigorously to and fro several times.
4. Remove the tyre filler hose → *Fig. 5* (1) from the rear of the compressor.
5. Insert the tyre filler hose → *Fig. 5* (1) with the wing nut → *Fig. 5* (3) into the mount for the tyre filler hose → *Fig. 5* (8) so that the wing nut is pointing to → *Fig. 6*.
6. Turn the wing nut → *Fig. 5* (3) in clockwise direction until the wing nut is pointing to → *Fig. 6*.
7. Screw the tyre filler hose → *Fig. 5* (1) of the compressor tightly onto the valve of the tyre filler bottle → *Fig. 4* (1).
8. Screw the tyre filler hose of the tyre filler bottle → *Fig. 4* (2) tightly onto the tyre valve.
9. Hold the bottle upside down and press the top of the tyre filler bottle into the notch in the compressor → *Fig. 5* (2).
10. Place the compressor → *Fig. 5* together with the tyre filler bottle → *Fig. 4* on a level surface.
11. Activate the vehicle’s drive system.
12. Insert the 12-volt plug → *Fig. 5* (5) into one of the vehicle’s 12-volt sockets *(→ Sockets)*.
13. Switch on the compressor with the ON/OFF switch → *Fig. 5* (7).
14. Run the compressor until the tyre pressure has reached 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa). **Maximum running time: 10 minutes.**
15. Switch off the compressor.

If a tyre pressure of 2.0–2.5 bar (29– 36 psi / 200–250 kPa) cannot be achieved

1. Unscrew the tyre filler hose of the tyre filler bottle from the tyre valve.
2. Drive (or reverse) the vehicle around 10 m (around 33 ft) so that the sealing compound is evenly distributed in the tyre.
3. Screw the compressor’s tyre filler hose directly onto the tyre valve and inflate the tyre again.
4. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on → ⚠. Seek expert assistance.

Continuing your journey

1. Disconnect the compressor and unscrew the tyre filler hose from the tyre valve.

2. Immediately drive on at a speed of no more than 80 km/h (50 mph) once a tyre pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. Check the tyre pressure after driving for 10 minutes.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.
2. Reconnect the tyre filler hose → *Fig. 2* (1) or → *Fig. 5* (1) and read off the tyre pressure on the tyre pressure display → *Fig. 2* (3) or → *Fig. 5* (4).

1.8 bar (26 psi/180 kPa) and lower:

1. **Do not drive on!** The tyre cannot be sealed adequately with the breakdown set → ⚠. Seek expert assistance.

1.9 bar (27 psi/190 kPa) and higher:

1. Adjust the tyre pressure back to the correct value.
2. Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph). Volkswagen recommends using an authorised Volkswagen repairer.
3. Have the damaged tyres replaced by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

The tyre filler hose and compressor can become hot when inflating the tyre and cause burns if touched.

- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose or the hot compressor on any inflammable materials.
- Allow the tyre filler hose and compressor to cool down before you stow them.

⚠ WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving.

This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.

- If the tyre will not inflate to at least 2.5 bar (36 psi/250 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on and seek expert assistance instead.
- Do not carry on driving if the tyre pressure is 1.8 bar (26 psi/180 kPa) or less after driving for 10 minutes. Seek expert assistance instead.

Tyre labelling and tyre type

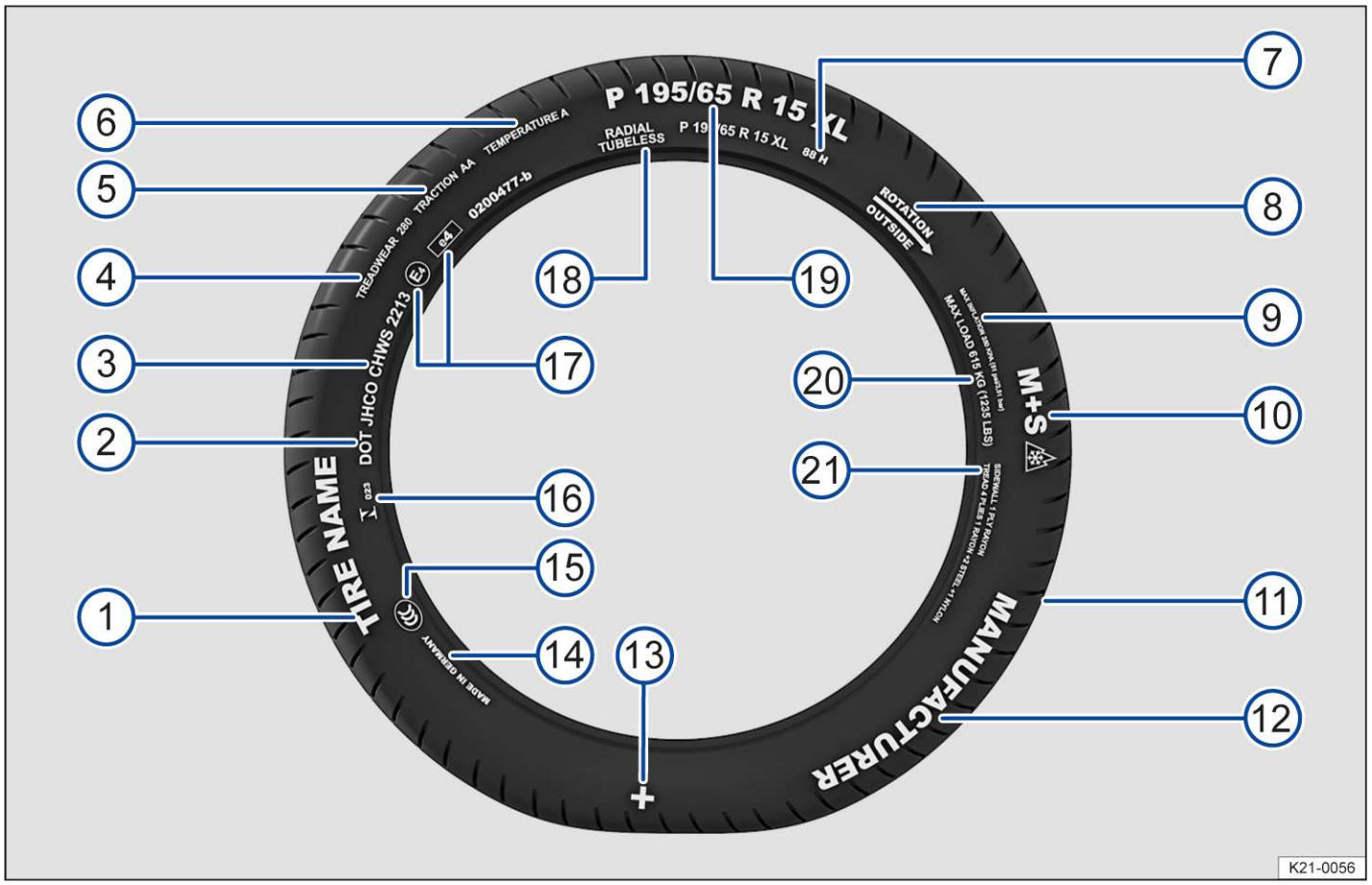


Fig. 1 International tyre labelling.

→ *Fig. 1* Tyre labelling (example), meaning			
1	*Product name*	Individual tyre designation of the manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre identification number (TIN – may be only on the inner side of the wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2,213	Date of manufacture: 22nd week in 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure) :			
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. Tyres with the specification *280* wear at a rate of 2.8 times more slowly than standard tyres that have a treadwear value of 100. The performance of tyres is determined by how they are used and can significantly deviate from standard values due to driving style, maintenance, road surface and climatic conditions.	
5	TRACTION AA	Wet braking performance of the tyre (*AA*, *A*, *B* or *C*). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked *C* have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration and lateral stability or aquaplaning and traction under maximum load.	
6	TEMPERATURE A	Temperature stability of the tyre at high speeds on a test bed (*A*, *B* or *C*). *A* and *B* tyres exceed legal requirements. The temperature evaluation is based on tyres with correct pressure and does not allow for excess pressure. Excessive speed, incorrect pressure or excess pressure can cause heat build-up or tyre damage. This applies to one or a combination of these factors.	
7	88 H	Load index → *Tyre load* and speed rating → *Speed rating*.	
8	Rotation and arrow	Denotes direction of rotation of the tyres → *Tyres with directional tread pattern*.	
	Or: Outside	Denotes outside of tyres → *Asymmetrical tyres*.	
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limitation for the maximum air pressure.	
10	M+S *or* M/S *or* ⛷	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an *E* after the *S*.	
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.	
12	*Brand name*, *logo*	Manufacturer.	
13	⊕	Marking for Volkswagen Genuine tyres *(→ Wheels and tyres)*.	
14	Made in Germany	Country of manufacture.	
15	㊾	Country-specific identification for China (China Compulsory Certification).	
16	⌅ 023	Country-specific identification for Brazil.	
17	E4 e4 0200477-b	Indicates conformity with international regulations with the number of the country that granted approval. Approved tyres which comply with ECE regulations are identified with *E*,	

→ *Fig. 1* Tyre labelling (example), meaning			
		tyres which comply with EC regulations are identified with *e*. This is followed by the multiple-digit approval number.	
(18)	RADIAL TUBELESS	Tubeless radial tyre.	
(19)	P 195/65 R 15 XL	Size designation:	
		P	Identification for passenger vehicle.
		195	Tyre width from wall to wall in mm.
		65	Aspect ratio in %.
		R	Tyre construction: radial.
		15	Rim diameter in inches.
		XL	Heavy-duty tyres (extra load tyres).
(20)	MAX LOAD 615 KG (1,235 LBS)	US load data for the maximum load per wheel.	
(21)	SIDEWALL 1 PLY RAYON	Details of the tyre carcass components: 1 ply of rayon (artificial silk).	
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Details of the tread components: In the example there are 4 plies under the tread surface: 1 ply of rayon (artificial silk), 2 steel belt plies and 1 nylon ply.	

The tyre labelling is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific codes.

Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower side walls than conventional wheel/tyre combinations. Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This guarantees the best possible running characteristics.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Always observe the correct tyre position on the wheel rim.

Tyre load

The load index indicates the maximum load capacity of an individual tyre in kilograms (tyre load).

Examples:

78

425 kg (936 lbs)

81

462 kg (1,018 lbs)

83

487 kg (1,073 lbs)

85

515 kg (1,135 lbs)

87

545 kg (1,201 lbs)

88

560 kg (1,234 lbs)

91

615 kg (1,355 lbs)

92

630 kg (1,388 lbs)

93

650 kg (1,433 lbs)

95

690 kg (1,521 lbs)

97

730 kg (1,609 lbs)

99

775 kg (1,708 lbs)

100

800 kg (1,763 lbs)

101

825 kg (1,818 lbs)

102

850 kg (1,873 lbs)

103

875 kg (1,929 lbs)

104

900 kg (1,984 lbs)

Speed rating

The speed rating indicates the maximum permitted speed that may be driven with the tyre.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), also ZR depending on manufacturer

Maximum load and speed range for tyres

Vehicles in the EU and the EU user states are issued an EC Certificate of Conformity. The EC Certificate of Conformity details the size, diameter, tyre load and speed range of all tyres approved by Volkswagen for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC Certificate of Conformity.

— If there is no type plate, or no row marked “Permit” the vehicle does not have an EC Certificate of Conformity.

Service work and digital service schedule

Recording the service work performed (“digital service schedule”)

The service records are stored in a central system by your suitably qualified workshop. Volkswagen recommends using an authorised repairer. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen recommends asking for a printed service record, which contains all service work stored in the system.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some countries. In this case, your suitably qualified workshop will inform you about the documentation process for service work. Volkswagen recommends using an authorised repairer.

Service work

The following information is documented in the digital service schedule by your suitably qualified workshop or Volkswagen dealership:

— When which service was carried out.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every due inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised repairer.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Fixed service interval or flexible service interval

The service events differ according to oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder for the due date of the next service event.

Either the fixed service interval or flexible service interval will be used for the oil change service, depending on the vehicle equipment, the engine type and the operating conditions.

The engine code can be accessed via the Service menu *(→ Driving data display (multifunction display))*.

How do I know which type of service applies to my vehicle?

Information on the type of service that the vehicle requires can be obtained from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Point to note for the flexible service interval

With the flexible service interval, you need to have an oil change service carried out only if your vehicle requires one. To determine this point in time, individual operating conditions and personal driving style are taken into account. An important part of the flexible service interval is the use of LongLife engine oil instead of the conventional engine oil.

Observe and follow the information on the motor oil specification according to the VW standard .

If you do not wish to have the flexible service interval, you can opt for the fixed service interval instead. However, a fixed service interval can affect your service costs. Your service advisor will be pleased to advise you.

Service interval display

Depending on the vehicle equipment, scheduled services for your vehicle may be displayed in the service interval display in the instrument cluster display *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. This service interval display provides information on services that include an oil change or inspection. When the respective service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The specified service intervals and scope of service always apply to vehicles used under normal operating conditions.

If the vehicle is operated under heavy-duty conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Extreme conditions include:

— Fuels containing sulphur.

— Use in areas with high levels of dust.

— Regular trailer towing.

— Driving mainly in winter conditions

— Driving frequently with electric drive with only occasional activation of the combustion engine, which results in increased entrainment of fuel and water into the engine oil.

This applies particularly to the following components (depending on the vehicle equipment):

— Enhanced air filter with activated carbon

— Air Care enhanced air filter with activated carbon.

— Air filter.

— Toothed belt.

— Engine oil.

The service advisor at your qualified workshop will be pleased to advise you whether your vehicle requires more frequent work due to the conditions under which it is used.

WARNING

Inadequate servicing and failure to adhere to service intervals can result in breakdowns, accidents and serious or fatal injuries.

- Service work should be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Volkswagen is not responsible for any vehicle damage caused by inadequate service work or the lack of availability of parts.

Scope of service

The scope of service includes all inspection work and servicing work that is necessary in order to keep your vehicle roadworthy. This work depends on the operating conditions and vehicle equipment, e.g. engine, gearbox, brakes or service fluids. A suitably qualified workshop can provide information on the work that is required for your vehicle and on the wear limits that apply to components. Volkswagen recommends using an authorised Volkswagen repairer. Alternatively, you can find this out using the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

For example, the components and scope of work listed below can be checked.

Electrics

— 12-volt vehicle battery.

— Lighting.

— High-voltage components.

— Horn.

— Headlight setting.

— Reset service interval display.

Engine and gearbox

— Exhaust system.

— Gearbox and final drive.

— Poly V-belt.

— Cooling system.

— Engine and components in bonnet space.

— Engine oil level.

Running gear

— Swivel joints and track rods.

— Tyres.

— Brake system.

— Drive shaft boots.

— Coupling rod and stabiliser mountings.

— Pneumatic suspension.

— Breakdown set.

— Shock absorbers and coil springs.

Body

— Roof systems.

— Windscreen.

— Body for corrosion.

— Window wipe/wash system.

— Underbody.

— Water drains.

Servicing work

Depending on the operating conditions and vehicle equipment such as engine type, gearbox or fluid used, some maintenance work must be performed on your vehicle in addition to the inspection work. This work is dependent on *time* and *mileage* or only *time* or *mileage*.

For example, the following service fluids and components can be changed.

— Exhaust purification system.

— Interior filter.

— Brake fluid.

— Gear oil and gearbox oil filter.

— Air filter.

— Engine oil and engine oil filter.

— Oils in the final drive and differential.

— Toothed belt and tensioning roller.

— Spark plugs.

A test drive is then carried out.

It is also possible to have servicing work carried out in between the displayed scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your suitably qualified workshop always has the latest information about any changes. Volkswagen recommends using an authorised Volkswagen repairer.

Notes on vehicle care

Regular and expert care helps to maintain your vehicle's condition.

The longer contamination or dirt is left on the surface of vehicle components, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove contamination or dirt.

Consult a suitably qualified workshop if you have any questions about care products or if components are not listed. Volkswagen recommends using an authorised Volkswagen repairer.

Appropriate accessories are available from a suitably qualified workshop. Volkswagen recommends using Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer. Follow the application instructions on the packaging.

WARNING

Improper care, impregnation and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use suitable cleaning agents. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

WARNING

Improper cleaning of the vehicle can cause serious injuries.

- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.
- Use cleaning agents only in accordance with the manufacturer's instructions.

WARNING

Dirty, misted-up or iced-up windows reduce visibility and can prevent the safety features of the vehicle from functioning properly. This can result in accidents and serious or even fatal injuries.

- Drive only when you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

WARNING

Care products may be toxic, highly flammable and caustic. Improper use of care products or the use of unsuitable care products can cause burns and poisoning and can lead to accidents and serious or fatal injuries.

- Observe the instructions supplied with the product.
- Store care products only in the closed original container.
- Keep children away from all care products.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use turpentine, engine oil, fuel, nail varnish remover or other volatile fluids for vehicle care.

NOTICE

Contamination with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, e.g. even if left for only a short time on seat covers or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a suitably qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint.

Vehicles with a matt paint finish require special care due to the special paint characteristics.

To wash your vehicle correctly and properly, please observe the following information →, →.

WARNING

After a car wash, the braking action may be delayed as the brake discs and brake pads will be wet, or iced up in winter. The braking distance will increase as a result. This can cause you to lose control of the vehicle and can lead to accidents and serious or fatal injuries.

- Carry out a few careful braking operations to dry the brakes and remove any coating of ice when visibility, weather, road and traffic conditions permit.

NOTICE

Improper vehicle cleaning can cause severe damage to the vehicle.

- Always observe the described tasks for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

NOTICE

Wet components can freeze in cold weather and this may prevent them from functioning properly.

- Never aim a water jet directly at doors or the boot lid in cold weather.

Removing stubborn dirt on matt paint

— Soften adhering insects or bird droppings immediately with water if possible and spray with a special cleaner for matt paints.

— Remove tar stains on the paint surface with standard commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and flash rust particles with a special cleaner for matt paints and cleaning clay. Move over the affected locations with the cleaning clay without exerting pressure.

— Spray grease and fingerprints with a special cleaner for matt paint and rub off with a soft microfibre cloth.

— Rinse off petrol residue immediately with plenty of water.

Automatic car washes

NOTICE

Washing the vehicle incorrectly can damage the matt paint surface and destroy the matt paint effect.

- Never use wash programs with wax preservation.
- For cleaning, use only cleaning agents that do not contain solid matter or abrasives, e.g. cleaning shampoos or insect remover.
- Do not use insect sponges or coarse sponges.

— For vehicles with matt paint, never select a wash program with wax or use a drying agent.

— For vehicles with matt paint, use only textile car washes and never car washes that use brushes.

— Do not select cleaning programmes with hot wax for vehicles with decorative and protective films.

— Preferably use car washes without brushes.

— To remove residues, also have the underside of the vehicle washed thoroughly on a regular basis.

— Please observe information of the car wash operator, especially where add-on parts such as spoilers are concerned →.

Checklist for car wash

✓ The windows must be closed and the exterior mirrors must be folded away.

✓ The Auto Hold function is switched off.

✓ The electronic parking brake must be switched off.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash, the steering must not lock *(→ Steering)*.

✓ Vehicles with an automatic gearbox: If the vehicle is pulled mechanically through the car wash (tunnel wash), the gearbox must be in neutral position **N**.

✓ The windscreen wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

✓ If present: the roof aerial was unscrewed and removed.

NOTICE

Car washes that scan the contours mechanically can damage the vehicle and add-on parts, e.g spoilers.

- Observe the information of the car wash operator, particularly if there are add-on parts on the vehicle.

Wash the vehicle in dedicated cleaning areas only. This prevents any waste water contaminated by oil from entering the sewage system.

High-pressure cleaner



Fig. 1 In the bonnet space: do not use a high-pressure cleaner.

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Only use water up to a maximum temperature of +60°C (around +140°F).

— Move the jet of water uniformly so that the nozzle is at least 50 cm (around 20 inches) away from all components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.

— Never use a high-pressure cleaner to clean windows that are iced up or covered in snow.

NOTICE

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

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

The vehicle may be unlocked if the jet of a high-pressure cleaner or steam cleaner is pointed directly at the sensors in the door handles.

Hand wash

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. In the case of matt paint, remove insects, grease stains and fingerprints with a special cleaner for matt paints. Apply the product with a microfibre cloth with gentle pressure.
3. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo only for very stubborn dirt.

   In the case of matt paint, clean from top to bottom with a neutral cleaning shampoo and a microfibre cloth. Thoroughly wash out the microfibre cloth at short intervals.
4. Clean wheels and side members with a clean sponge.
5. Rinse off with plenty of water.
6. Allow the vehicle to dry in the air.
7. Remove water residue with a chamois leather.

If the dirt on the paintwork could not be removed by hand washing, isolated dirt can be removed with cleaning clay.

Notes on the high-voltage system

End the charging process and completely close the charging socket before washing the vehicle.

Also observe the safety information for the high-pressure cleaner →⚠.

⚠ WARNING

Improper handling of a high-pressure cleaner can damage the high-voltage system and the 12-volt vehicle electrical system. This could cause accidents and serious or fatal injuries.

- Never point the jet from the high-pressure cleaner straight at the orange high-voltage cables or at components belonging to the high-voltage system or the 12-volt vehicle electrical system.

Caring for and cleaning the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care may cause vehicle damage.

- Always follow the manufacturer's instructions.
- Do not use excessively hard or abrasive cleaning tools.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

— Clean the wiper blades or replace them as required.

Paint

Always treat surfaces with care so as not to remove the paint.

— Use a clean, soft cloth and a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

— Remove overflowing fuel or service fluids immediately.

— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.

— Have corrosion removed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

— In the event of paint damage, go to a suitably qualified workshop and have the paint damage repaired. Volkswagen recommends using an authorised Volkswagen repairer.

Waxing protects the paintwork. The vehicle should be protected again using a preservative wax at the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is clean.

— In the case of matt paint, use a soft sponge to apply a special wax for matt paints to the cleaned vehicle. Remove excess wax with a microfibre cloth.

Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

NOTICE

The surface of matt paintwork will be irreparably damaged by polishing the paint.

- Never polish matt-painted surfaces.

Even if a preservative wax is used regularly in the car wash, Volkswagen recommends protecting the paint with suitable hard wax or with Volkswagen Genuine hard wax at least twice a year.

Plenum chamber, bonnet space

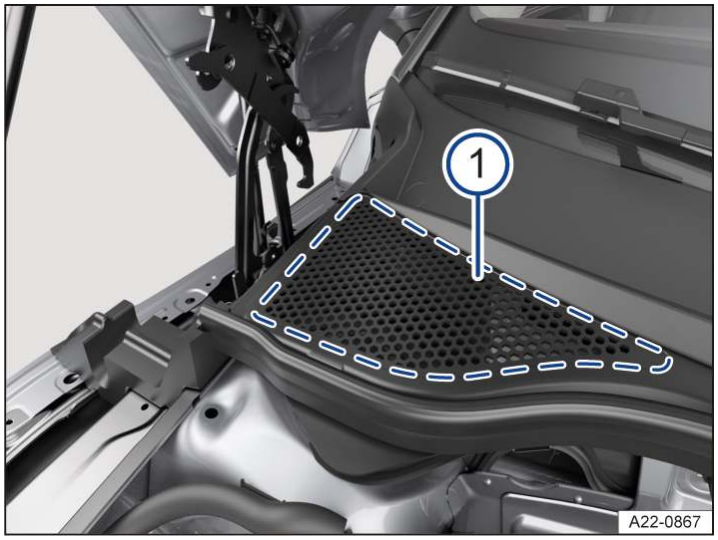


Fig. 1 Between the bonnet space and the windscreen: plenum chamber (illustration).

(1) Perforated cover on plenum chamber.

WARNING

There is a risk of accident and fire when working in the bonnet space. Serious injuries may occur.

- Note the operations required and the necessary safety precautions before performing any work in the bonnet space *(→ In the bonnet space)*.
- If you are not familiar with the work, have the work carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

The drainage channels for the plenum chamber may become blocked by leaves and dirt. Water that does not drain off can get into the vehicle interior and cause damage.

- Have the area under the perforated cover cleaned regularly by a suitably qualified workshop → *Fig. 1* (1). Volkswagen recommends using an authorised Volkswagen repairer.

NOTICE

Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects on the perforated cover with a vacuum cleaner or by hand → *Fig. 1* (1).
- Make sure that large quantities of water do not enter the plenum chamber, e.g. due to use of a high-pressure cleaner.
- Always have the bonnet space checked by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Sensors, camera lenses



Fig. 2 At the rear of the vehicle: rear view camera system on the handle button (illustration).

— Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

— Use the same method to clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen as used for glass surfaces (depending on vehicle equipment).

— Remove snow with a hand brush.

— Never use warm or hot water.

— Thaw ice with a suitable de-icer or with Volkswagen Genuine de-icer.

Decorative films, protective films

— Remove soiling in the same way as for paint. Use a suitable plastic cleaner or Volkswagen Genuine plastic cleaner for matt decorative films.

— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply the wax. Do not use hot wax – also not in car washes!

— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

The durability and colour of decorative and protective films may be affected by environmental influences such as sunlight. Decorative films may show signs of wear and ageing after around one to three years, and protective films after two to three years. In very hot climates, decorative films may become faded within one year and protective films within two years.

Trim parts made of chrome-plated plastic, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

— Chrome-plated trim parts can be preserved with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Clean dirty alloy wheels with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner. Volkswagen recommends treating the wheel rims with a suitable hard wax or with Volkswagen Genuine hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. Go to a suitably qualified workshop if necessary. Volkswagen recommends using an authorised Volkswagen repairer.

— Remove brake dust with a suitable wheel rim cleaner or with Volkswagen Genuine wheel rim cleaner.

Door lock cylinders

1. Thaw door lock cylinders with a suitable door lock de-icer or with the Volkswagen Genuine de-icer.

   Do not use door lock de-icer containing degreasing substances.

Cleaning and care of the vehicle interior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Improper cleaning and care may damage the vehicle.

- Always observe the described tasks for vehicle care and cleaning.
- Do not use a steam cleaner, brushes or hard sponges etc.
- Have stubborn stains removed by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Windows

— Clean windows with a glass cleaner.

— Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Regularly remove dirt particles adhering to surfaces with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove dirt with a suitable interior cleaner or with Volkswagen Genuine interior cleaner.

— In the case of grease-based soiling such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh contamination using a cotton cloth with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— Treat dried-in stains with a suitable leather cleaner or Volkswagen Genuine leather cleaner.

— For grease-based soiling such as oil, remove fresh stains with an absorbent cloth.

— Apply leather care agent for seating furniture regularly and each time after the leather is cleaned. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution (consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water), use a solvent-free plastic cleaning agent or Volkswagen Genuine plastic cleaner if necessary.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water in a dust-free environment.

— Treat anodised surfaces with a suitable chrome and aluminium care product or with the Volkswagen Genuine chrome and aluminium care product.

Control elements

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls.

Displays and screens

Do not clean the instrument cluster display and Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system before cleaning.
2. Use a suitable clean, soft cleaning cloth or Volkswagen Genuine cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner →.

In the case of stubborn dirt:

1. Moisten dirt with only a little water and allow to soak in →.
2. Carefully remove dirt with a clean, soft cloth.

NOTICE

The screen can become cloudy, be damaged or scratched if it is cleaned with the wrong cleaning agents or when dry.

- Use only gentle pressure.
- Do not use aggressive or solvent-based cleaning products.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Regularly treat with a suitable rubber care product or the Volkswagen Genuine rubber care product.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Improper cleaning of the seat belts, their anchorages and the belt retractors can cause damage and prevent them from functioning properly. This can result in serious or fatal injuries in the event of an accident.

- Never carry out any modifications on the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Wooden trims

Clean with a soft cloth and some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

Cleaning seat covers

If clothing, such as denim, leaves stains on the seat covers, this is not a defect of the cover fabric. If you want to clean the seat covers yourself, please always note that parts of the airbag system and electrical connectors are installed in the seat covers. Improper cleaning, impregnation or soaking can damage these components or interfere with correct functioning of the components. This can in turn then also lead to damage to other parts of the vehicle's electrical system →⚠.

Depending on the vehicle equipment, seat cushions with seat heating have electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Never use impregnation agents.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Improper care, impregnation and cleaning of components can irreparably damage the safety features of the vehicle, e.g. the airbag units, and prevent them from functioning properly. This can lead to serious injuries in the event of an accident.

- Always use suitable cleaning agents. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Do not use cleaning agents that contain solvents.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

The signs of wear and soiling visible due to normal use are naturally more easily visible in the case of light-coloured materials in the vehicle interior. These signs of use cannot be prevented and also represent unavoidable ageing due to normal use. Please observe the corresponding care instructions.

Accessories and replacement parts

Seek advice from a suitably qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. Qualified workshops can provide information on legal requirements and also recommend accessories, replacement parts and service fluids. Volkswagen recommends using an authorised Volkswagen repairer.

Volkswagen recommends using Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from an authorised Volkswagen repairer. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety. A suitably qualified workshop also has the specialist skills for correct installation. Volkswagen recommends using an authorised Volkswagen repairer.

Although the market is constantly scrutinised, Volkswagen cannot assume responsibility for the reliability, safety and suitability of products Volkswagen has not approved. Volkswagen can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Always contact a suitably qualified workshop if you wish to change to different tyre and rim combinations. Volkswagen recommends using an authorised Volkswagen repairer.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen for use in your vehicle and bear the **e** mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled damping systems, for example.

Any additional electrical components fitted that do not serve to control the vehicle itself must bear the CE mark (manufacturer declaration of conformity in the European Union). Such devices include refrigerator boxes, computers and ventilator fans.

⚠ WARNING

Use of unsuitable replacement parts and accessories can lead to vehicle malfunctions. This also applies to work, modifications and repairs that are not performed correctly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using an authorised Volkswagen repairer.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Objects in the deployment zone of the airbags can be flung through the vehicle interior if the airbags are triggered. This can cause severe or fatal injuries.

- Never secure or position objects in the deployment zones of the airbags.

Sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. lowering the suspension, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can interfere with important functions of driver assist systems →⚠.

— Observe the positions of sensors and cameras in the vehicle overview when performing repairs or modifications.

Add-on parts or modifications in the area of sensors and cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered, e.g. due to incorrect installation of number plates, number plate holders with trim frames, additionally applied films or paintwork on the sensors and similar, this may prevent correct functioning of the driver assist systems. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Always ask a suitably qualified workshop whether installation of a number plate or number plate holder with trim frame is possible for your vehicle. Volkswagen recommends using an authorised Volkswagen repairer.
- When installing, ensure that there is a sufficient distance from sensors and cameras.
- Make sure that the number plate or the number plate holder with trim frame is installed only in the specified position.
- Do not apply any additional films in front of or around sensors.

NOTICE

Incorrect installation of number plate holders with trim frames or number plates can damage components, e.g. cables or sensors.

- Always ask a suitably qualified workshop whether installation of a number plate or number plate holder with trim frame is possible for your vehicle. Volkswagen recommends using an authorised Volkswagen repairer.

The number plate holder with trim frame is used for mounting the official number plate.

The radar sensor can be installed either below the number plate or behind the Volkswagen badge. The number plate or the Volkswagen badge can impair the view of the radar sensor in the front area. Therefore, mount the number plate at a sufficient distance from the radar sensor or only operate the vehicle with the original Volkswagen badge or a badge approved by Volkswagen.

Damage in the area of sensors and cameras

⚠ WARNING

If the area around sensor and cameras is damaged, e.g. by stone chips or impacts when parking, this can prevent the driver assist systems from functioning correctly. Failure of the driver assist systems can lead to accidents and cause serious or fatal injuries.

- Have the component replaced by a suitably qualified workshop in the event of damage in the area of the sensors and cameras. Volkswagen recommends using an authorised Volkswagen repairer.

After replacement of components, the sensors and cameras may have to be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

If the windscreen has been damaged in the viewing field of the sensors and camera, e.g. by stone chips, the windscreen must be replaced. Repair of the stone chip damage can lead to malfunctions or functional faults in the driver assist systems. After replacing the windscreen, the cameras and sensors must be adjusted and calibrated by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Repairs and technical modifications

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair vehicle safety, lead to excessive wear of components and also invalidate the type approval for the vehicle.

The authorised Volkswagen repairer cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The authorised Volkswagen repairer is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen guarantee.

Have all repairs and technical modifications carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer that supplies Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen Service information and official Volkswagen repair information can be obtained for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer. Alternatively, you can register on the internet portal **erWin** (electronic repair and workshop information):

https://erwin.volkswagen.de

Customers in North America and Canada:

To order printed service information please contact:

Volkswagen Technical Literature Ordering Center

literature.vw.com

You can also register online in the **erWin** internet portal:

https://erwin.vw.com

Diagnostic interface (OBD)

There is a diagnostic interface in the vehicle interior for reading the event memories (OBD). Event memories document any errors that have occurred and any deviations from the nominal values in the electronic control units → ⚠.

The diagnostic interface (OBD) is located in the footwell on the driver side underneath the dash panel, or behind a cover next to the bonnet release lever.

The event memory should only be read and reset by a suitably qualified workshop. Additional information on the stored data is available from suitably qualified workshops. Volkswagen recommends using an authorised Volkswagen repairer.

After a fault has been rectified, the information in the event memory relating to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Vehicles with special auxiliary equipment or body parts

Auxiliary equipment and second stage manufacturers must ensure that the equipment and bodies (conversions) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner must keep all assembly documentation for these conversions and pass it on to the scrapping company upon vehicle handover if the vehicle is scrapped. This is intended to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Engine and transmission guard

An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and sump, for example when driving over kerbs, drive entrances or unsurfaced roads.

Have retrofitting carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

An engine and transmission guard may not be available in all countries.

⚠ WARNING

Incorrect repairs and modifications to the vehicle can impair the effectiveness of the driver assistance systems and the airbags when they trigger. This can cause malfunctions and lead to accidents and serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Incorrectly performed repairs and modifications on the vehicle, e.g. through use of unsuitable parts, can damage the vehicle and cause accidents and serious or fatal injuries.

- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.
- Volkswagen recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories. These parts and accessories have been specially tested by Volkswagen for suitability, reliability and safety.

⚠ WARNING

If the vehicle is raised with a jack or lifting platform, accidents and serious injuries can be caused as a result of unintended adjustment of the air suspension running gear.

- Activate jacking-up mode before raising the vehicle *(→ Jacking-up mode)*.
- Always switch off the ignition before raising the vehicle and when carrying out work on the running gear.

⚠ WARNING

Use of the diagnostic connection for other than its intended purpose can cause malfunctions and lead to accidents and serious or fatal injuries.

- Never read the event memory yourself using the diagnostic interface.
- Never upload data to the vehicle yourself using the diagnostic connection.
- The event memory should be read only by a suitably qualified workshop using the diagnostic connection. Volkswagen recommends using an authorised Volkswagen repairer.

Repairs and faults in the airbag system

Repairs and technical modifications must always be carried out according to Volkswagen specifications → ⚠.

Modifications and repairs to the front bumper, the doors, the front seats, the roof or the bodywork should only be carried out by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer. System components and airbag system sensors might be fitted on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

Regulations must be observed to ensure that the effectiveness of the airbags is not reduced and that removed parts do not cause any injuries or environmental pollution. These requirements are known to suitably qualified workshops. Volkswagen recommends using an authorised Volkswagen repairer.

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using wheel rim/tyre combinations that have not been approved by Volkswagen, lowering the vehicle or making modifications to the suspension rate including work on the springs, struts and shock absorbers etc., could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Use of unsuitable replacement parts and accessories can cause malfunctions and damage to the vehicle and impair the effectiveness of the airbag system. This also applies to work, modifications and repairs that are not performed correctly. This can lead to vehicle damage and accidents with serious or fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel. Volkswagen recommends using an authorised Volkswagen repairer.
- Please note that the airbag unit cannot be repaired, but must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.

⚠ WARNING

Modification of the vehicle suspension, including the use of non-approved wheel rim and tyre combinations, can change how the airbag functions. This can result in serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Use only wheel rim and tyre combinations that have been approved by Volkswagen for your vehicle type. More detailed information is available from a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior may occur in areas with poor signal in particular, for instance in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using the telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket →⚠ or stow it in a storage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal requirements and the manufacturer's operating instructions for operating two-way radios. The retrofitting of two-way radios requires authorisation.

Ask a qualified workshop for further information on installation of a two-way radio. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ WARNING

Mobile telephones that are not secured or not properly secured could be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre or accident and cause serious injuries.

- Secure or stow a mobile telephone and accessories safely and outside the deployment zone of the airbags.

⚠ WARNING

If a mobile telephone or two-way radio that is not connected to an external aerial is used, electromagnetic radiation in the vehicle could exceed limit values. This also applies to external aerials which have not been correctly installed. This can endanger the health of the driver and the vehicle occupants.

- Keep a distance of around 20 cm (around 8 inches) between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry device which is operationally ready close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

Volkswagen dealership warranty

Volkswagen dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen dealership for details of the warranty and guarantee conditions.

Guarantee for paint and body

In addition to the guarantees and warranties in the purchase agreement for new vehicles, authorised Volkswagen repairers also fulfil the guarantee that exists in many countries that no paint defects or corrosion perforation will occur on the body for a certain period of time.

Depending on country, the following periods apply:

— A three-year guarantee against paint defects.

— A twelve-year guarantee against corrosion perforation. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

If such damage occurs nevertheless, it will be repaired free of charge for parts and labour by any authorised Volkswagen repairer.

Guarantee exclusion

Details of the guarantee cover can be found in the guarantee conditions applicable to your vehicle in your country.

The guarantee does not cover the following:

— Damage caused by external influence or insufficient care.

— Imperfections on the body or paintwork which are not repaired promptly according to manufacturer specifications.

— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your authorised Volkswagen repairer will confirm your warranty against corrosion perforation for the repaired area.

Guarantee for high-voltage batteries in electric and hybrid vehicles

In addition to the above warranties and guarantees, authorised Volkswagen repairers also fulfil the warranty for high-voltage batteries that exists in many countries.

Please refer to your sales contract or contact your authorised Volkswagen repairer for details of the warranty conditions.

LongLife mobility guarantee

In many European countries, Volkswagen dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen, Volkswagen will issue the LongLife mobility guarantee from the time of delivery until the first due inspection.

Your Volkswagen service partner will extend the LongLife mobility guarantee until the following inspection if the due inspection is carried out at that workshop. The service costs include the entire guarantee package.

Please ask your Volkswagen dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

Operating data and data storage

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive from vehicle sensors, generate themselves or exchange with each other, for example. Some control units are required for the safe functioning of your vehicle. Other control units support you when driving (driver assist systems), while others enable convenience features or additional functions of the Infotainment system.

Operating data in the vehicle

Control units process data for a specific purpose for vehicle operation.

These include, for example:

— Vehicle status information, e.g. deceleration, deactivation times of the speed warning function and display of fastened seat belts.

— Ambient conditions, e.g. temperature, data from sensors for Adaptive Cruise Control.

— Image recordings, e.g. data from camera-assisted driver assist systems.

Storage of operating states

Recordings and other data for a specific purpose are normally fleeting and are normally processed directly in the vehicle itself and not stored.

However, control units can also contain data memories that record data and store it permanently or temporarily.

This includes the following information, for example:

— Vehicle health.

— Component loads.

— Upcoming maintenance requirements.

— Other events.

Depending on the technical equipment, the following data is stored:

— Operating states of system components, e.g. filling levels, tyre pressure, status of the vehicle battery.

— Faults or malfunctions in important system components, e.g. lights, brakes.

— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of driver assist systems.

— Information on events which damaged the vehicle.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that would normally only be volatile.

Reading out data

If you make use of services, e.g. repairs or maintenance work, the stored operating data can, if necessary, be read and used together with the vehicle identification number. The data can be read from the vehicle by employees of the service network (e.g. qualified workshops) or third parties (e.g. breakdown services). The same applies to warranty cases and quality assurance measures.

The data is read via the legally prescribed OBD connection (on-board diagnosis) in the vehicle. The operating data that is read documents the technical status of the vehicle or individual components thereof and provides support with fault diagnosis, compliance with warranty obligations and quality improvement. This data, in particular information on component loads, operating errors and other faults, is transmitted to Volkswagen together with the vehicle identification number in cases where this is expedient. In addition, Volkswagen may use the data for reasons related to product liability and product safety, e.g. for recall campaigns. This data can also be used to check the customer's warranty and guarantee claims.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

Personal reference

Each vehicle has a unique vehicle identification number. Depending on country, this vehicle identification number can be traced back to the current and former owners of the vehicle using information provided by the relevant authorities. There are also other ways of tracing the vehicle to the owner or driver, via data collected for the vehicle e.g. the registration number.

The data generated or processed by control units may therefore be personal data or under certain conditions is personal data. Depending on the vehicle data available, it may be possible to draw conclusions, e.g. about your driving behaviour, your location or your route or your usage behaviour.

Your rights regarding data protection

In accordance with the valid data protection legislation in your country, you may have certain rights vis-à-vis Volkswagen when your personal data is processed.

Accordingly, you may be entitled to receive comprehensive information free of charge from Volkswagen and third parties, e.g. commissioned qualified workshops, if they have stored your personal data. You are entitled to request information concerning what personal data and for what purpose it is stored as well as where the data originates from. Your right to information may also include the transfer of data to other bodies.

Data that is only stored locally in the vehicle can be read out with expert assistance, for example at a suitably qualified workshop. This service may be subject to a fee. Volkswagen recommends using an authorised Volkswagen repairer.

Further information on your legal rights, e.g. your right to deletion or correction of the data, can be found in the applicable data protection information on the website of Volkswagen, including contact details and information about the Data Protection Officer.

Detailed information on data processing can be found in the Infotainment system in the app overview under **Legal information**.

To ensure that the information under **Legal information** is up to date, the vehicle must not be permanently in offline mode. Otherwise, the information cannot be updated. If the information is out of date, you will be informed of this via a pop-up.

Legal requirements for the disclosure of data

Depending on country, Volkswagen AG as the vehicle manufacturer is legally obliged to transmit the following information relating to the use of driver assist systems, e.g. ACC, to the responsible authority:

— Relationships of the times or distances covered with driver assist systems switched on and off.

— Relationships of the times and distances covered in compliance with and in violation of the detected speed limits.

— Where appropriate, average time between the driver switching the driver assist system on and off.

When vehicles visit a qualified workshop, the qualified workshop reads the specified data out of the vehicles and transmits this data to Volkswagen AG. Volkswagen AG processes this data so that there is no longer any direct link to you, your vehicle or the VIN of your vehicle. Volkswagen AG forwards the information processed in the way to the responsible authority, which processes the data in order to fulfil legal tasks.

If legal requirements exist, Volkswagen is obliged to disclose data stored at Volkswagen to the extent required to government agencies in individual cases, e.g. as part of a police investigation of a criminal offence.

Within the framework of applicable law, government agencies are also authorised to read data from vehicles themselves in individual cases. In the event of an accident, information can be read from the airbag control unit to help clarify the situation.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Depending on country, the reprogramming can be entered into the digital service schedule by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

A suitably qualified workshop can provide information about any potential reprogramming. Volkswagen recommends using an authorised Volkswagen repairer.

Convenience features

You can personalise convenience settings, save them in the vehicle, change them, retrieve data from the vehicle when using online services, or reset or delete settings *(→ Introduction to the Infotainment system)*.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system *(→ Introduction to the Infotainment system)*.

Integration of mobile telephones

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle when the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and further general vehicle information, depending on the type of integration.

This enables you to use selected mobile telephone apps in the vehicle, e.g. for navigation. The mobile telephone and vehicle do not interact in any other ways than those described here; in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. The settings that you can adjust here depend on the app you are using and the operating system on your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. This mobile network connection enables you to use online functions. This includes online services and apps provided by Volkswagen or other third-party providers.

Manufacturer services

In the case of Volkswagen online services, Volkswagen describes the respective functions in a suitable place, e.g. in a separate service description or on an Internet page, and the associated privacy information is provided. Personal data may be required in order to provide online services. For this, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which are subject to a fee and in some cases also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's data protection policy and terms and conditions of use. Volkswagen has no influence on the data processing that takes place here and the content exchanged as part of these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

Event data recorder

This vehicle is equipped with an event data recorder (EDR). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

— How various systems in your vehicle were operating;

— Whether or not the driver and passenger safety belts were buckled/fastened;

— How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,

— How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

Data from driver assist systems is also recorded. In addition to information about whether the systems were switched on or off, available only to a restricted extent or inactive, it is also possible to determine whether these functions steered, accelerated or braked the vehicle in the above-described situations. Depending on the vehicle equipment, these systems include the following:

— Adaptive Cruise Control (ACC).

— Lane keeping system (Lane Assist).

— Park Assist.

— Emergency braking functions (Front Assist).

NOTE: EDR data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read or process data from the event data recorder unless the vehicle keeper grants their permission. Exceptions to this are contractual or legal provisions.

Due to its legal product monitoring obligations, Volkswagen is entitled to use the data for field monitoring and also for research purposes and quality improvements. For research purposes, Volkswagen makes the data available to third parties in anonymous form, in other words without any reference to the individual vehicle or vehicle keeper.

Infotainment system and antennas

The aerials for the Infotainment system are installed at different points in the vehicle:

— On the inside of the rear window.

— On the inside of the windscreen.

— On the roof of the vehicle.

Aerials on the interior of the windows can be identified as thin conductors.

NOTICE

Aerials located on the inside of the windows could be damaged by corrosive or acidic substances or if hard objects rub against the window.

- Do not affix any stickers over metal conductors, e.g. in the area of the rear window.
- Never clean the aerials with corrosive or acidic agents.

NOTICE

A retrofitted Infotainment system that is not compatible with the aerial amplifier fitted as standard can damage the aerial amplifier.

- Consult a suitably qualified workshop before retrofitting an Infotainment system. Volkswagen recommends using an authorised Volkswagen repairer.

Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a correspondingly qualified workshop to legitimately install or replace components and control units. Volkswagen recommends using a Volkswagen dealership.

The component protection prevents the full operation of factory-supplied components outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop. Volkswagen recommends using a Volkswagen dealership.

Third-party copyright information

Open source

Some of the products installed in the vehicle contain software components for which Open Source licences are required.

A list of the open source software components used, including information on copyright, as well as the respective open source licence conditions and the corresponding licence texts can be obtained via the website specified below. Volkswagen can make the source code available to you in accordance with the relevant licence conditions. You will be charged only for the actual costs of provision, e.g. shipping costs. You can find the necessary information on the website

https://www.volkswagen.com/softwareinfo

Information stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the bonnet space and on certain vehicle parts.

— Never remove stickers and plates or render them illegible.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly in the same place on the new parts by a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

Safety certificate

There is a safety certificate on the door pillar of the driver door which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the vehicle identification number may also be listed. Observe notes in the owner's manual.

High-voltage warning sticker

Stickers with warnings about the high voltage in the vehicle electrical system are affixed in the vehicle front end and on high-voltage components, including the high-voltage battery *(→ High-voltage warning signs)*.

⚠ WARNING

Removal of stickers and signs reduces the amount of information about sources of danger and can result in less attention being paid when working on the vehicle. This can lead to serious accidents and fatal injuries.

- Never remove stickers or signs or make them illegible.
- Observe legal requirements.
- Observe the owner's manual.

NOTICE

Removal of stickers and signs increases the risk of incorrect operation and can result in damage to the vehicle.

- Never remove stickers or signs or make them illegible.
- Observe legal requirements.
- Carry out servicing work in accordance with the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the area of the bonnet space contains information regarding the type and quantity of refrigerant used in the vehicle's air conditioning system. The sticker is located at the front of the bonnet space or on the underside of the bonnet → ⚠.

Details of the refrigerant used

The air conditioning system contains fluorinated greenhouse gas.

Valid for vehicles with refrigerant R-1234yf:

Refrigerant weight	CO_2 equivalent	Global warming potential
740 g	0.0004 t	0.501

Refrigerant oil in the air conditioning system

The air conditioning system is filled with a refrigerant oil. Consult a suitably qualified workshop for information about the type and quantity of the refrigerant oil used. Volkswagen recommends using an authorised Volkswagen repairer.

Warning: maintenance of the air conditioning system requires qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for authorised Volkswagen repairers).

Maintenance of the air conditioning system requires qualified personnel.

Flammable refrigerant.

Make sure you dispose of all components correctly and never install components taken from older vehicles or recycling facilities into the vehicle.

⚠ DANGER

Maintenance of the air conditioning system by unqualified personnel may cause serious and fatal injuries.

- To service the air conditioning system, contact qualified personnel who are trained according to the nationally required standards, e.g. SAE standard J2845.
- Observe the service intervals specified by Volkswagen. Please contact a suitably qualified workshop. Volkswagen recommends using an authorised Volkswagen repairer.

⚠ DANGER

The refrigerant is flammable and can lead to serious and fatal injuries if maintenance is not performed correctly.

- Have the air conditioning system serviced by suitably qualified personnel.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant is pressurised and can explode if heated. This can lead to serious accidents and fatal injuries.

- Have the air conditioning system serviced by suitably qualified personnel.
- Keep the vehicle away from naked flames, sparks and other sources of ignition.

⚠ DANGER

The refrigerant can form toxic vapours if it comes into contact with hot surfaces. If these are breathed in, this can result in poisoning or even death.

- Have the air conditioning system serviced by suitably qualified personnel.

NOTICE

Repairing or replacing the evaporator with spare parts from end-of-life vehicles or recycling may damage the air conditioning system.

- Never have repairs on the evaporator carried out with replacement parts from end-of-life vehicles or from recycling.

Information in accordance with the EU Chemicals Regulation REACH

In keeping with the European regulation on chemicals REACH, Volkswagen would like to inform you about substances that may be contained in your vehicle.

You can access this information online using your vehicle identification number:

https://reachinfo.volkswagen.com

Recycling symbols

Recycling information for France



Fig. 1 Recycling information for France.

Observe the recycling information → *Fig. 1*, which includes the following items:

— Vehicle key.



Fig. 2 Recycling information for France.

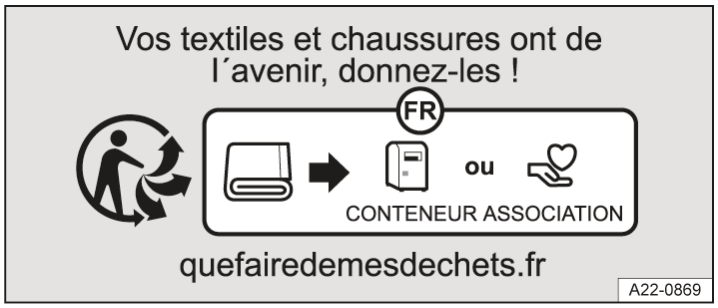


Fig. 3 Recycling information for France.

Observe the recycling information → *Fig. 2*, → *Fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following items:

— Vehicle wallet.

The Triman logo and Info-tri symbol contain important sorting information for the end user.

Product recycling

Disposal of used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries →.

— In EU member states and other states, device batteries and vehicle batteries can be returned to your authorised Volkswagen repairer or approved return systems.

— You can return high-voltage batteries to your authorised Volkswagen repairer.

— Further information on return and recycling can be obtained from your authorised Volkswagen repairer or at:

https://www.volkswagen.com

Disposal of old electrical and electronic devices

Your vehicle contains electrical and electronic devices, e.g. remote controls. These devices are marked with a symbol showing a crossed-through waste bin.

The corresponding legal regulations stipulate that old devices with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local collection points or any nationally authorised return systems.

In Germany, retailers with a sales area of at least 400 m2 for electrical devices and food retailers with a total sales area of at least 800 m2 who offer new electrical devices are obliged to take back these devices free of charge. When purchasing a new device, the end user is entitled to return an equivalent old device. The same also applies for delivery to private households and sale via the internet. Small old devices can be returned to retailers even if no new device is purchased. Your authorised Volkswagen repairer is also obliged to take back up to three old devices with an edge length of less than 25 cm free of charge.

— Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You must delete all stored personal data before disposing of the old devices.

Further information on return and recycling can be obtained from your authorised Volkswagen repairer.

WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion. This can result in serious or fatal injuries.

- Handle batteries containing lithium with special care.
- Never heat batteries containing lithium.
- Never damage batteries containing lithium.
- Never short circuit the battery terminals.

Batteries that contain heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can damage the health of human beings and animals and can accumulate in the environment.

- To avoid this, please ensure that your used batteries are collected separately and returned properly.

Returning and scrapping end-of-life vehicles

Returning end-of-life vehicles

At the end of its life, your vehicle must be recycled and disposed of in an environmentally appropriate way. For this reason, the last vehicle keepers in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen has already made the corresponding preparations for this: a comprehensive network of vehicle return centres is available in all EU countries and many other countries, where you can hand over your vehicle. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

You can obtain information about vehicle return centres from your authorised Volkswagen repairer.

Scrapping

The relevant safety requirements must be observed when scrapping the vehicle or its individual components, e.g. the airbag system and belt tensioners. These requirements are known to suitably qualified workshops.

Declaration of conformity

Placing of manufactured goods on the GB market (England, Wales and Scotland):

UK
CA

The UKCA (UK Conformity Assessed) marking is a new UK product marking that is used for goods being placed on the market in Great Britain (England, Wales and Scotland).

UK Product Safety and Metrology Regulations

This vehicle has various devices installed that are subject to UKCA product regulations. The following acts as the importer of these devices for the United Kingdom market within the meaning of the Product Safety and Metrology Regulations:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Simplified EU Declaration of Conformity

Your vehicle is equipped with various radio systems. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declaration of conformity is available at the following internet address:

www.volkswagen.com/generalinfo CE

The corresponding legal regulations stipulate that radio equipment with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems *(→ Product recycling)*.

Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS Directive.

Declaration of Conformity for radio systems in EU user states and outside the European Union



Fig. 1 Overview of a selection of approval symbols for radio systems.

1. Argentina.
2. Zambia.
3. Brunei.
4. Philippines.
5. Paraguay.
6. South Africa.

Approval symbol for radio systems in countries outside the EU where radio systems are approved and permitted according to European Directives.

Approval symbol for radio systems in England, Wales and Scotland.

Approval symbol for radio systems in Ukraine.

Approval symbol for radio systems in Brazil.

Approval symbol for radio systems in Argentina.

Approval symbol for radio systems in Malaysia.

Approval symbol for radio systems in Australia or in Australia and New Zealand.

Approval symbol for radio systems in New Zealand.

Approval symbol for radio systems in Russia and in countries where radio systems are approved and permitted according to EAC Directives.

Approval symbol for radio systems in Vietnam.

Approval symbol for radio systems in Belarus.

Approval symbol for radio systems in Serbia.

Approval symbol for radio systems in the USA and countries where radio systems are approved and permitted according to the US FCC Directive.

Approval symbol for radio systems in Mexico.

Approval symbol for radio systems in Mexico.

Approval symbol for radio systems in Armenia.

Approval symbol for radio systems in Mongolia.

Approval symbol for radio systems in Sierra Leone.

Approval symbol for radio systems in Sierra Leone.

Approval symbol for radio systems in Thailand.

Approval symbol for radio systems in the United Arab Emirates.

Approval symbol for radio systems in Ghana.

Approval symbol for radio systems in Pakistan.

Approval symbol for radio systems in Nigeria.

Approval symbol for radio systems in Malawi.

Approval symbol for radio systems in Oman.

 Approval symbol for radio systems in Indonesia.

 Approval symbol for radio systems in Indonesia.

The manufacturer hereby declares that the following radio systems are in compliance with the basic requirements and other relevant regulations and laws at the time of production of the vehicle:

The following radio systems are not available in every market and are not present in every vehicle.

— Connection to the external aerial.

— Aerial.

— Aerial amplifier.

— Bluetooth.

— Vehicle key.

— Garage door opener.

— Digital instrument cluster

— Infotainment system.

— Wireless charging function

— Keyless Access.

— Instrument cluster, electronic immobiliser.

— Radar sensors for assist systems.

— Tyre pressure sensors.

— Control units with embedded eSIM card.

— Mobile phone interface.

— Central control unit.

— NFC valet keycard.

— USB charging connector.

Further information at: www.volkswagen.com/generalinfo.

EU-related documents, e.g. for Ghana, can be found on the website under the EU English button.

 The corresponding legal regulations stipulate that radio equipment with this marking must be collected and disposed of separately from normal household waste. You can hand in these devices at local disposal centres or any nationally authorised return systems *(→ Product recycling)*.

 Marking for the restricted use of certain hazardous substances in electrical and electronic equipment in accordance with the RoHS Directive.

The Radio Equipment Regulations 2017

This vehicle has various radio equipment devices installed. The following acts as importer of the radio equipment devices for the United Kingdom market within the meaning of The Radio Equipment Regulations 2017:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Manufacturers' addresses

For components that, due to their size or nature, cannot be provided with the manufacturer’s address, the respective manufacturers’ addresses as required by law are listed here:

Door handle with NFC radio technology

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit)

Digades GmbH

Dresdner Straße 16 a

02763 Zittau

GERMANY

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Bury GmbH & Co. KG

Robert-Kochstraße 1-7

32584 Löhne

GERMANY

Tyre pressure sensors

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Wireless charging function

Molex Technologies GmbH

Mizarstrasse 3

12529 Schönefeld

GERMANY

Molex CVS Dabendorf GmbH

Märkische Straße 72

15806 Zossen

GERMANY

Bury Sp. Z o.o.

Wojska Polskiego 4

39-300 Mielec

POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

LG Electronics Deutschland GmbH.

Alfred-Herrhausen-Allee 3-5

D-65760 Eschborn

GERMANY

Mapping tables

What the two letters in the tables mean (e.g. AF) *(→ Radio Equipment Directive (RED))*.

Safety

This section contains the certificate numbers of the following components:

— Garage door opener, Keyless Access, vehicle key, digital instrument cluster, electronic immobiliser.

Garage door opener:

ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AG
ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AK

Keyless Access:

RSB19	AO
Kessy MQB37W	AF
Kessy MQB-A, **5ZA 010 176**, **MQB-B B**, **MQB-B H**,	AC
013854	AD
VWTOUA PKETOUA	AJ
UWBBLE22, **UWBtrx22**	BO

Remote control key (vehicle):

VK2, **FS19**, **FS19S**, **FS191S**, **FS197**, **FS19R**, **FS1903R**	AF
FS09, **FS12A**, **FS12P**, **FS12PM**, **FS125C**, **FS14**, **FS14K**, **FS14T**, **FS14TK**, **FS1744**, **FS1744M**, **FS173JR**, **FS94**	AI
VWTOUA RKETOUA	AJ
I22U	BQ

Instrument cluster, electronic immobiliser:

COLOUR5C, **MEDIUM 5C**, **MEDIUM 5C_21**	AB
eNSF, **LCW05-VWE1**, **LCW05-VWE5**, **LCW05-SEE5**, **EZS-VW-Touareg**, **Immobilizer integrated in dashboard module instrument cluster**, **17101001**, **17101002**, **17101010**, **17101021**, **17101022**, **17101023**, **17101031**, **17101032**, **17101033**, **17101034**, **17101041**, **17101042**, **17101043**, **17101051**, **17101052**, **17101053**, **17101054**, **17101055**, **17101056**, **17101057**, **17101071**, **17101072**, **18020501**, **18020531**, **18020532**, **18020533**, **18020534**, **18031410**, **18100931**	AC
FPK8 IMMO5D, **Instrument cluster 1**, **Instrument cluster 2**, **Instrument cluster 3**, **BNF_HL**, **BNF_LL**, **NSF_HL**, **NSF_LL1**, **NSF_LL3**, **FPK8I5DTR2**, **FPK GEN1**, **FPK GEN2**	AD
MQB_A0 Clusters, **MQBG01**, **MQBM01**, **MQBS01**	BE
DTCO 1381	AT
EFAS-4.10	

Air conditioning

This section contains the certificate numbers of the following components:

— Remote control (auxiliary heater), auxiliary heater (transmitter and receiver unit).

Remote control (auxiliary heater):

EasyStart R, **Funkfernbedienung**, **STH VW-50000884**, **STH VW D-50001194**, **Telestart**	AK

Auxiliary heater (transmitter and receiver unit):

Funkempfänger STH, **50000864 D208L VW**, **50001219 D208L VW**, **MQBclassical**, **MLBevo**	AK

Tyres

This section contains the certificate numbers of the following components:

— Tyre pressure sensors.

Tyre pressure sensors:

AG2FW4, **TSSRE4Dg**, **TSSRE4Uf**, **TSSSG4G5**, **TSSSG4G5b**, **TSSTsc**, **TMSE6A4**, **A55BT**, **TSSDA4Pb**	AG

Control unit

This section contains the certificate numbers of the following components:

— Central control unit, door control unit, key card for the Digital Key, wireless charging function, wireless seat belt warning system.

Central control unit:

5WK50254	AH
BCM MQB37W,BCM MQB37WBL, **BR21**, **BR22**, **MQB37W**, **BCM37WBL**	AF
KFG: Max, **KFG2 Max**	BG
BCM2, **BCM2R**, **BCMevo**, **BCMevoC**, **BCMevo5**	BH
BCM MQB27, **BCM PQ25**, **BCM PQ26 ROW (502N1xFOx)**, **BCM PQ35**, **BCM PQ37H**, **BR11**, **5WK50248**, **5WK50254 MIB2H**	XX
BC-Module, **5WK50474**	

Door control unit:

HUF71110, **HUF71254**, **DHA20**, **DHSEQ5NFCNFCTGS**, **Mobile Key 4K0.959.754.xx**, **3G0.837.205**, **3G0.837.206**	AD
DHSEQ5NFC, **NFCTGSAU336**, **NFCTGS**, **4K0.959.754.XX**, **FLUSHNFC**, **BUEGELNFC**	AE
CDIS 2.0	BD

Wireless charging function:

WCH-183, **WCH-185**, **WCH-186**, **WCH-304**, **WPC003-1**, **WPC003-5**, **3G0.980.611**, **Koppelantenne Gen.3**, **SCB**, **DCB**, **SCB-Lite**, **WPC039**	AA
3G0.980.611, **SCB**, **DCB**	BK

Wireless seat belt warning system:

wSBR F-SG, **wSBR S-SG**	AL

Driver assist systems

This section contains the certificate numbers of the following components:

— *Radar sensors for assist systems*.

Radar sensors for assist systems:

LCA 2.0A, **BSD 3.0**	AP
RS4	AQ
ARS4-B, **ARS410VW63**, **ARS4-B ARS5-B**, **FR5CPEC**, **LRR3**, **MRR1Plus**, **LRR4**, **MRR1Rear**, **LRR4R**, **MRRe14FCR**, **MRRevo14F**, **R3TR**, **F5CP42**, **RS5.3**, **RS5.5**	AR
CPD001	BN
HFA30	BP

Infotainment system and online communication

This section contains the certificate numbers of the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, mobile phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

New Radio Ultra Low SBB, **New Radio Ultra Low SBB DAB**, **New Radio Ultra Low SBT**, **7CO.035.153**, **7LA.035.153.A**, **Radio Ultra Low Touch**, **Radio Ultra Low Touch DAB**	AL
A473/A476/A750, **A475/A754**, **L40VW2**, **L41VW2**, **L42VW2**, **L53VW2**, **L56VW2**, **L62VW2**, **L69VW2**, **L73VW2**, **L77VW2**, **MIB Global Entry/Standard**, **MIB2**, **MIB2 PQ MIN**, **MIB2STD**, **MIB Standard 2 – PQ +/NAV with BT**, **MIB Standard 2 – ZR with BT**, **MIB Standard 2 – ZR +/Nav with BT**, **MIB3E_MQB_BT**, **MIB3E_MQB37w_BT**, **OE-PP 87BT**	AL
MIB3TOP, **MIB3TOP2**, **TKCMOD11000**, , **TKCMOD12C000**, **TKCMOD11000W**, **TKCMOD12E00W**	AV
MEB ICAS3, **MEB ICAS3GP**, **MEB ICAS3CHNGP**	AW
MIB3 OI (LGE)	AX
MIB3 OI, **MIB3 OI nf**, **MIB3 VR-E**, **MIB3GP**, **MIB3 EI GP MQBevo**, **MIB3 EI GP MQBc**	AY
MIB Standard 2 – ZR +/Nav mit BT and WLAN, **MIB Standard 2 – PQ +/NAV with BT and WLAN**, **MIB2STD Nav**, **MIB2STD Radio**	AZ
MIB3E_MQB_BTWIFI, **MIB3E_MQB37w_BTWIFI**	BA
A580/A270	BB
MIB HS, **MIB2H**	BC
MMI3G	BF
CONBOX-High, **CB20CHN08**, **CONBOX-Low**	BM
MMI3G RU	XX
RRVW402B, **RRVW401***, **RRVW402***	XX

Bluetooth:

HT-5	BI

Wi-Fi hotspot:

HT-5	BI
CCU4	BJ

Mobile phone interface:

HT-5	BI

Online connectivity unit (OCU):

DataPlug	AL
HT-6d, **HT-6e**, **TUVM01IU-G**, **TUVM02IU-C**, **TUVM02IU-E**, **TUVM03IU-C**, **TUVM03IU-E**	AS
TLAHW3IU-E, **TLAHW3IU-R**, **TLVHM3IU-E**, **TLVHM3IU-R**, **TLVHW3IU-E**, **TLVHW3IU-R**, **TLVLM3IU-E**, **TLVLM3IU-R**, **TLVUM3IU-W**, **TLVUW3IU-W**, **TLVHE4IU-E**, **TLVHE4IU-R**, **TLVHM3IU-W**, **TLVHW3IU-W**, **TLVHE4IU-W**, **TLVUM3IU-E**, **TLVUM3IU-R**, **TLVUW3IU-E**, **TLVUE4IU-E**, **TLVUE4IU-W**, **TLVLM3IU-N**, **TLVHE4IU-N**, **TLVUM3IU-N**, **TLVUW3IU-N**, **TLVHM3IU-N**, **TLVLP3IU-N**, **TLAHW3IU-N**, **TXVLP3IN-N**, **TLVLM3IU-CR**, **TLVLM3IU-CM**, **TLVLM3IU-C**, **TLAHW3IU-CM**, **TLAHW3IU-W**, **TLVHW3IU-N**, **TLVUW3IU-R**, **TLVHE4IU-C**, **TLVUE4IU-N**, **TLVUM3IU-W-H09-0603**, **TLVUE4IU-W-H11-0388**.	AU
TLVHM3IU-C, **TLVHM3IU-CM**, **TLVHW3IU-CM**, **TLAHW3IU-CM**	AU (China)

Aerials

This section contains the certificate numbers of the following components:

— Aerials, aerial amplifier, connection to the external aerial.

Connection to the external aerial:

LTE-MBC-EU, **LTE-MBC-EU2**	BC
CM01TN-VWW, **CM01XN-VWE**, **CM02XN-VWE**, **CM02TN-VWW**	AN
UMTS/GSM-MMC, **UMTS/GSM-MMC-AG2**, **UMTS/GSM-MMC-AG3**	AS

Aerial amplifier:

CSA-1	AN
DDAECE01, **4N0.035.503.E**, **4N0.035.503.F**, **4N0.035.503.J**, **4N0.035.503.L**, **4N0.035.503.M**, **4N0.035.503.Q**, **4N0.035.503.AB**, **4N0.035.503.AC**, **4N0.035.503.AF**, **4N0.035.503.AG**, **4N0.035.503.BP**, **4N0.035.503.DC**, **4N0.035.503.DG**	AL
FAM027, **FAM028**	BL
0-07-26-1912-00, **756xxxx**, **AM/FM1/DAB2/TV ECE (Impedance Converter)**, **AM/FM Antenna Base**	XX
, **1S0.035.577.A**, **2G0.035.577.A**, **2GM.035.577.A**, **2S0.035.577.A**, **1V50933V2C1**, **1V50933V1C1**, **1V50933V3C1**	XX
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**, **3V5.035.577.A**, **3V5.035.577.B**, **3V5.035.577.F**, **4S0.035.225.A**, **4S0.035.225.D**, **2G7.035.577.A**, **4K0.035.456**, **4K0.035.456.B**	XX
510.035.577, **510.035.577.A**, **510.035.577.B**, **565.035.577**, **565.035.577.A**, **565.035.577.C**, **575.035.225**, **575.035.225.A**, **575.035.225.B**, **5C3.035.552**, **5C3.035.552.A**, **5C3.035.552.B**, **5C5.035.552**, **5C5.035.552.A**, **5C5.035.552.B**, **5E6.035.577**, **5E6.035.577.A**, **5E6.035.577.B**, **5E7.035.577**, **5E7.035.577.A**, **5E7.035.577.B**, **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**, **5L0.035.501.A**, **5L7.035.577.A**, **5L7.035.577**, **5L7.035.577.B**, **5L7.035.577.T**, **5N7.035.577.A**, **5N7.035.577.E**, **5N7.035.577.F**, **5N7.035.577**, **57L.035.577.S**	XX
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**, **6R0.035.501**, **6R0.035.501.A**, **6R0.035.501.C**, **6R0.035.501.D**, **6R0.035.501.F**, **6R0.035.501.L**, **760.035.577**, **760.035.577.A**, **760.035.577.S**, **760.035.577.T**, **7C0.035.501**, **7C0.035.501.C**, **7C0.035.501.D**, **7C0.035.501.F**, **7C0.035.501.G**, **7H0.035.507.E**, **7P6.035.552**, **7P6.035.552.A**, **7P6.035.552.M**, **8S7.035.503.B**	XX
920446A, **920554A**, **920611A**, **920639A**, **920627A**, **920627B**, **SAA-101**, **SAA-102**, **SAA-103**, **SAA-104**, **SAA-105**, **SAA-106**, **SAA-107**, **SAA-108**, **SAA-109**, **SAA-110**, **SAA-111**, **SAA-112**, **5G-NRC-EU**, **5G-NRC-CN**,**5G Compenser**,	XX

Aerials:

DSRC CAN Module / EFAS-4 DU (200046-8), **DSRC CAN Module / EFAS-4 DU (200046-9)**	AM
MQB37W Gen4, **1V50933V1C1**, **1V50933V2C1**, **1V50933V3C1**	XX
RAN-102, **RAN-103**, **RAN-104**, **RAN-105**, **RAN-106**, **RAN-107**, **RAN-108**, **RAN-109**, **RAN-110**, **RAN-111**, **RAN-112**	XX
, **3789.01**, **754xxxx**, **76xxxxx**, **77xxxxx**, **790xxxx**, **7540xxx**, **7542xxx**	XX
1K8.035.552.C, **1K8.035.552.F**, **2GC.035.577**, **2GC.035.577.A**, **2GC.035.577.S**	XX
5Q0.035.507.A, **5Q0.035.507.B**, **5Q0.035.507.C**	XX
6R0.035.501.F	XX

Frequency band, maximum transmission power

If not otherwise stated, the specifications apply to all Volkswagen models or to vehicles that are equipped with the respective radio system.

In certain countries, the activation of, or permission to use, radio technology may be restricted, not possible, or only possible when additional requirements have been fulfilled.

Referenced radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmission power.

µW = Microwatt, mW = Milliwatt, W = Watt.

AA	105 kHz – 205 kHz	15 W
AB	116 kHz – 134 kHz	148,70 dBµV/m
AC	125 kHz +/- 10 kHz	5,4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13,56 MHz	500 mW 65.81 dBV/m (PK)
AF	LF 125 kHz	
	UHF 433,05 MHz – 434,79 MHz 433,92 MHz 315 MHz 433,05 MHz – 434,79 MHz	0,1(ERP) mW / -10dBm (ERP) 0,15 mW (EIRP) 0,05(EIRP) mW / -13 dBm (EIRP) 80,8 dBµA/m @ 3m (Ave.)
	UWB 6520 MHz 6988,8 MHz 7040 MHz 7488,0 MHz 7560 MHz	1 mW (EIRP) / 0dBm (EIRP) Mean Power Spec. Dens: -41,3 dBm / MHz (EIRP)
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,79 MHz	25 mW
AJ	433,47 MHz – 434,37 MHz	-17 dBm
	868,00 MHz – 868,60 MHz	-17 dBm
AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	5855 MHz – 5925 MHz	2 W EIRP
AO	6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz) BLE: 2402-2480 MHz UWB: Ch5: 6489.6 MHz CH6: 6988.8 MHz Ch8: 7488.0 MHz Ch9: 7987.2 MHz	9.9 dBm EIRP -0.75 dBM EIRP
AP	24,05 GHz – 24,25 GHz	0,05 W
AQ	24,075 GHz – 24,250 GHz	15,1 dBm EIRP
AR	76,0 GHz – 77,0 GHz	25 dBm EIRP 0,35 W
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W

	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1599 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 3: 1712,4 MHz – 1782,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	23.5dBm +2.2 / -2.7dB
AU	LTE Band 1: 1920 MHz – 1980 MHz, LTE Band 3: 1710 MHz – 1785 MHz, LTE Band 7: 2500 MHz – 2570 MHz, LTE Band 8: 880 MHz – 915 MHz, LTE Band 20: 832 MHz – 862 MHz, LTE Band 28: 703 MHz – 718 MHz, LTE Band 32: 1452 MHz –1496 MHz	23 dBm ± 2dB
AU	GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz –1610 MHz Offline	33 dBm ± 2dB 30 dBm ± 2dB -- --
AU (China)	889-915MHz 1710-1750MHz / 1880-1900MHz 2010-2025MHz/1940-1965MHz 909-915MHz/1880-1915MHz 2300-2370MHz 2575-2635MHz/1920-1965MHz 1710-1780MHz 909-915MHz 824-835MHz	33/30dBm ± 2dB 24dBm +1.7 / -3.7dB 23dBm ± 2.7dB
AV	Bluetooth: 2402 MHz – 2480 MHz	13 dBm
	WLAN 2.4 GHz: 2412 MHz – 2480 MHz	20 dBm
	WLAN 5 GHz: 5725 MHz – 5850 MHz	14dBm
AW	Bluetooth: 2402 MHz – 2480 MHz	6,9 dBm
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	18,52 dBm
AX	Bluetooth: 2402 MHz – 2480 MHz	2,30 dBm EIRP
	GNSS: 1559 MHz – 1610 MHz	--
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz	8,94 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz	4,63 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,70 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz	4,9 dBm EIRP
	WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	13,8 dBm EIRP

BB	Bluetooth: 2402 MHz – 2480 MHz	0,9 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP
	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz	10 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP
	LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP
BD	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
BD	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
BD	GSM: 850 MHz, E-GSM: 900 MHz	33 dBm
	DCS: 1800 MHz, PCS: 1900 MHz	30 dBm
	BLE: 2400 MHz – 2483,5 MHz	3,5 dBm
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	30 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz	20 dBm
	GSM/GPRS: 880,2 MHz –914,8 MHz	33 dBm
	GSM/GPRS: 1710,2 MHz –1784,8 MHz	30 dBm
	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz	4 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	19 dBm EIRP
BH	21,13 kHz – 22,75 kHz	42 dBµA/m
BI	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	2 W
	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	0,25 W

	Bluetooth: 2402 MHz – 2480 MHz	0,001 W
	WLAN: 2412 MHz – 2462 MHz	0,1 W
BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP
	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm EIRP
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	34,64 dBm EIRP
	UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	27,84 dBm EIRP
BK	13,56 MHz	500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
	WLAN: 5745 MHz – 5825 MHz	12,7 dBm EIRP
	GSM 900: 880 MHz – 960 MHz	33 dBm rated
	GSM 1800: 1710 MHz – 1880 MHz	30 dBm rated
	LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40	23 dBm rated
	WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	24 dBm rated
BN	60 - 63,2 GHz	6 dBm (3.98 mW)
BO	6,0 GHz – 8,0 GHz)	-30 dBm
	2402 - 2483.5 MHz	-30 dBm
BP	24.2 GHz	20 dBm EIRP (Peak)
BQ	6.000 - 8.500 MHz	-57,73dBm
	433,47 - 434,37 MHz	5248 - 7328 µV/m
XX	No transmission, only reception.	

Approval numbers

Additional entries are also available at the following internet address:

www.volkswagen.com/generalinfo

Argentina

R! C-17908, R! H-21901, R! H-21902, R! C-22292, R! H-26251,R! H-27278,R! C-26978,R! C-22036,R! H-27598,R! H-27726,R! H-22390,R! H-22391,R! H-22794,R! H-22793,R! C-15806,R! C-15807,R! H-22757,R! H-27976,R! C-23301,R! C-23466, R! H-23129, R! H-27923, R! H-15700, R! H-22961, R! C-23301, R! C-23466, R! H-24102, R! H-16681, R! H-24262, R! H-24260, C-28016, R! H-24258, R! H-24470, R! H-24469, R! H-24442, R! H-28829, R! H-28830, R! H-24261, R! H-25893, R! H-27977, R! H-29401, R!H-17568, R!H-24892, R!H-17563, R!H-17567, R!H-17562, R! C-25101, R! C-25102, R! H-12804, R! H-21050, R! H-24931, R! H-20030, R! H-28774, R! H-28773, R! H-21050, R! C-21673, R! C-21672, R! H-28773, R! C-25803, R! H-25531, R! C-17604, R! C-30067, R! H-30374, R! H-28912, R! H-27594, R! H-29168, R! H-29314, R! H-29107, R! H-26251, R! H-21901R! H-30781, R! H-21902, R! H-21797, R! H-21798, R! H-25533, R! H-25097, R! C-17908, R! C-27899, R! H-21796, R! H-21624, R! C-26724, R! C-22292, R! H-22192, R! H-22363, R! H-22364, R! H-22191, R! H-22362, R! C-22394, R! H-27278, R! C-22181

Benin

AGREE PAR L'ARCEP BENIN

Numéro d'agrément_Date d'agrément:

016/ARCEP/SE/DJPC/DR/GU/2021, 018/ARCEP/SE/DR/DAJRC/GU/2019, , 069/ARCEP/SE/DR/DAJRC/GU/2019, 073/ARCEP/SE/DR/DAJRC/GU/2019, 074/ARCEP/SE/DR/DAJRC/GU/2019, 075/ARCEP/SE/DAR/DJPC/GU/2020, 114/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2017, 115/ARCEP/SE/DR/DAJRC/GU/2019, 121/ARCEP/SE/DR/DAJRC/GU/2019, 123/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2018, 124/ARCEP/SE/DR/DAJRC/GU/2019, 133/ARCEP/SE/DR/DAJRC/GU/2018, 137/ARCEP/SE/DR/DAJRC/GU/2019, 138/ARCEP/SE/DR/DAJRC/GU/2019, 143/ARCEP/SE/DR/DAJRC/GU/2018, 165/ARCEP/SE/DR/DAJRC/GU/2018, 166/ARCEP/SE/DR/DAJRC/GU/2018, 167/ARCEP/SE/DR/DAJRC/GU/2018, 171/ARCEP/SE/DJPC/DAR/GU/2020, 173/ARCEP/SE/DR/DAJRC/GU/2018, 175/ARCEP/SE/DR/DAJRC/GU/2018, 176/ARCEP/SE/DR/DAJRC/GU/2018, 177/ARCEP/SE/DR/DAJRC/GU/2018, 179/ARCEP/SE/DR/DAJRC/GU/2018, 209/ARCEP/SE/DR/DAJRC/GU/2019, 211/ARCEP/SE/DR/DAJRC/GU/2019, 213/ARCEP/SE/DR/DAJRC/GU/2018, 216/ARCEP/SE/DR/DAJRC/GU/2018, 316/ARCEP/SE/DJPC/DAR/GU/2020,065/ARCEP/SE/DJPC/DAR/GU/2021,016/ARCEP/SE/DJPC/DAR/GU/2021

2018-149/ARCEP/PT/DAJRC/GU, 2018-150/ARCEP/PT/DAJRC/GU, 2020-274/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-069/ARCEP/PT/SE/DAF/DJPC/DAR/GU, 2021-097/ARCEP/PT/SE/DJPC/DAR/GU, 2022-019/ARCEP/PT/DAJRC/GU, 2022-286/ARCEP/PT/DAJRC/GU, 2022-287/ARCEP/PT/DAJRC/GU, 2023-034/ARCEP/PT/DJPC/DAR/DCT/GU, 2023-075/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-072/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-088/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-118/ARCEP/SE/DJPC/DAR/DCT/GU, 2023-137/ARCEP/SE/DAR/DCT/GU, 2023-176/ARCEP/SE/DAR/DCT/GU, 2023-180/ARCEP/SE/DAR/DCT/GU, 2023-183/ARCEP/SE/DAR/DCT/GU, 2023-181/ARCEP/SE/DAR/DCT/GU, 2023-182/ARCEP/SE/DAR/DCT/GU, 2023-184/ARCEP/SE/DAR/DCT/GU, 2023-345/ARCEP/SE/DAR/DCT/GU, 2023-250/ARCEP/SE/DAR/DAR/GU, 2023-072/ARCEP/SE/DJPC/DAR/GU, 2023-283/ARCEP/SE/DAR/GU, 2023-281/ARCEP/SE/DAR/GU, 2023-284/ARCEP/SE/DAR/GU, 2023-271/ARCEP/SE/DAR/GU, 2024-231, 2024-40, 2024-52, 2023-317 , 2024-282, 2024-118, 2024-117

Brazil

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00716-15-03745, 00850-13-03745, , 0939-14-2856, 0940-14-2856, 00231-20-09215, 00716-15-03745, 00720-19-05364, 00939-19-06673, 01094-17-03226, 01095-17-03226, 01138-12-02856, 01140-12-02856, 01202-15-06815, 01618-20-02149, 01760-20-02149, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02144-17-03430, 02294-15-03616, 02318-12-02856, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03764-17-05386, 03833-18-06353, 03834-18-06353, 03993-19-10188, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05310-19-10188, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 05803-21-03745, 06029-18-05364, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 07084-18-03745, 07137-19-08137, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09036-19-01925, 09087-19-07978, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, 00533-22-03745, 05310-19-10188, 11718-22-05364, 11502-22-05364, 05507-18-06353, 11718-22-05364, 11502-22-05364, 01812-19-05364, Versys2293_17/07/2025, Versys2259_21/03/2025, Versys2442_22/02/2025, Versys2890_15/12/2024, Versys2989_01/08/2025, Versys4241_27/12/2024, Versys3022_14/10/2025, Versys3889_13/08/2026, Versys4627_17/06/2026, Versys2181_05/10/2026, Versys4570_01/07/2026, Versys4016_11/05/2025

0148-15-7978, 0263-16-9946, 0278-15-7978, 0456-15-9946, 0646-13-5452, 0716-15-3745, 0850-13-3745, 0918-14-5364, 1140-14-2856, 1202-14-6815, 1497-14-9946, 1498-14-9946, 1546-10-2886, 1690-15-5364, 1711-12-5364, 2115-15-6815, 2220-14-3745, 2230-14-3745, 2294-15-3616, 2483-14-6324, 3002-09-3745, 3080-14-6828, 3557-15-5364, 4057-14-6068, 02128-16-05364, 02530-16-09946, 03323-18-02930, 05531-16-02149, 05674-15-06830, 05674-16-06830, 07084-18-03745, 00278-15-07978, 05676-19-01925, 14707-21-01925, 08795-23-01925, 08004-23-09215, 11743-23-07978 UL-BR 17.0958, MT-6294/2022_17/01/2025, MT-6412/2023_12/04/2025, MT-6452/2023_14/06/2025, MT-6401/2023_12/04/2025, NCC10909/14, NCC10809/14, DEKRA-00025-22, DKTEL-00198-23_05/02/2025, UL-BR 23.0140_03/07/2025, UL-BR 23.1314_08/09/2025, UL-BR 23.1378_27/11/2025 UL-BR23.1707_04/12/2025, BRC-24.2893_14/10/2026, MT-

3003/2014_22/08/2026, **BRC-23.1869_22/06/2025**, **20117-23-10187_07/02/2026**, **UL-BR 24.0099_07/02/2026**, **CPQD11808_19/04/2026**, **05213-24-03798_10/05/2026**, **MT-6842/2024_31/07/2026**, **MT-6870/2024_15/07/2026**, **07084-18-03745_05/10/2026**, **MT-6869/2024_15/07/2026**, **05602-24-10457_02/07/2026**, **MT-6828/2024_05/06/2026**, **01711-12-05364_23/07/2026**, **07183-18-06353_09/10/2026**, **MT-6077/2022_13/09/2026**, **01711-12-05364_23/07/2026**, **NCC 26498/24_13/02/2026**, **NCC 26499/24_10/02/2026**, **Versys 2574_06/09/2026**, **MT-6924/2024_25/07/2026**, **MT-6270/2022_20/12/2026**, **MT-6272/2022_20/12/2026**, **CPQD 9730_21/12/2026**, **MT-3900/2016_06/12/2026**, **MT-6123/2022_26/10/2026**, **MT-6109/2022_04/02/2027**, **Versys 4241_28/12/2026**, **MT-6294/2023_17/01/2027**, **DEKRA-00198-23_05/02/2027**, **MT-5192/2021_12/02/2027**, **MT-6246/2022_12/04/2027**, **MT-6341/2023_02/04/2027**, **MT-6401/2023_12/04/2027**, **00278-15-07978_05/02/2027**, **04057-14-06068_11/02/2027**, **Versys 2227_19/03/2027**, **NCC 26993/24_09/02/2027**, **00574-25-07978_30/01/2027**, **Versys 2442_22/02/2027**, .

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

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. Para maiores informações, consulte o site da ANATEL- www.anatel.gov.br

10530-23-04457, **10531-23-04457**, **10532-23-04457**, **10537-23-04457**, **10538-23-04457**, **03131-24-04457**, **00526-24-12217**, **01898-24-12217**, **01901-24-12217**, **15772-23-12217**, **15786-23-12217**, **20316-23-15296**

England, Wales and Scotland

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Gabon

D'HOMOLOGATION D'EQUIPEMENTS DE TELECOMMUNICATIONS

CERTIFICAT No:

033/ARCEP/2021, , **070/ARCEP/2021**, , **419/ARCEP/2021**, **421/ARCEP/2021**, , , **1016/ARCEP/2021**, , **1365/ARCEP/2021**, **699/ARCEP/2021**, **203/ARCEP/2022**, **044/ARCEP/2022**, **112/ARCEP/2022**, **096/ARCEP/2022**, **264/ARCEP/2022**, **263/ARCEP/2022**, **320/ARCEP/2022**,**319/ARCEP/2022**,**531/ARCEP/2022**,**542/ARCEP/2022**,**535/ARCEP/2023**,**540/ARCEP/2022**, **95/ARCEP/2022**, **604/ARCEP/2022**, **602/ARCEP/2022**, **601/ARCEP/2022**, **600/ARCEP/2022**, **618/ARCEP/2022**, **642/ARCEP/2022**, **641/ARCEP/2022**, **640/ARCEP/2022**, **790/ARCEP/2022**, **890/ARCEP/2022**, **892/ARCEP/2022**, **891/ARCEP/2022**, **1031/ARCEP/2022**, **95/ARCEP/2023**, **103/ARCEP/2023**, **239/ARCEP/2023**, **446/ARCEP/2023**, **581/ARCEP/2023**, **105/ARCEP/2023**, **104/ARCEP/2023**, **966/ARCEP/2023**, **1005/ARCEP/2023**, **1002/ARCEP/2023**, **65/ARCEP/2024**, **74/ARCEP/2024**, **76/ARCEP/2024**, **145/ARCEP/2024**, **143/ARCEP/2024**, **144/ARCEP/2024**, **290/ARCEP/2024**, **625/ARCEP/2024**, **632/ARCEP/2024**, **631/ARCEP/2024**, **629/ARCEP/2024**, **628/ARCEP/2024**, **633/ARCEP/2024**, **866/ARCEP/2024**, **1096ARCEP/2024**, **1097/ARCEP/2024**, **1500/ARCEP/2024**, **1286/ARCEP/2024**, **1432/ARCEP/2024**, **1287/ARCEP/2024**, **1498/ARCEP/2024**, **1510/ARCEP/2024**, **1511/ARCEP/2024**, **1550/ARCEP/2024**, **1606/ARCEP/2024**, **15/ARCEP/2025**, **17/ARCEP/2025**, **11/ARCEP/2025**

Ghana

NCA Appoved: XXX-XX-XXX-XXX

BRE-1M-GE2-15A, **BR3-1M-GE2-X72**, **BR3-1M-GE2-X69**, **BR3-1M-GE2-080**, **BR3-1M-GE2-087**, **BR3-1M-GE2-088**, **BR3-1M-GE2-089**, **BR3-1M-GE2-09E**, **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-GE2-0B7**, **BR3-1M-GE2-0B8**, **BR3-1M-GE2-0D2**, **BR3-1M-GE2-0BA**, **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-GE2-15A**, **BR3-1M-GE2-130**, **EX6-6M-GE2-17B**, **ORG-4H-7E3-X98**, **SRO-1M-7E4-2A9**, **SRO-1M-7EA-24B**, **SRO-1M-7E4-25D**, **SRO-1M-7E4-243**, **SRO-1M-7E4-244**, **SRO-1M-7E4-246**, **ZRO-M8-7E3-11B**, **ZRO-M8-7E3-19A**, **ZRO-M8-7E3-19C**, **ZRO-M8-7E3-X26**, **ZRO-M8-7E3-X43**, **ZRO-M8-7E3-X73**, **ZRO-M8-7E3-X75**, **ZRO-M8-7E3-X90**, **ZRO-M8-7E3-X92**, **ZRO-M8-7E3-X96**, **ZRO-M8-7E3-11B**, **ZR0-M8-7E3-20B**, **ZRO-M8-7E3-209**, **ZRO-M8-7E3-229**, **ZRO-M8-7E3-27B**, **ZRO-1H-7E3-14E**, **ZRO-1H-7E3-150**, **1R3-1M-7E1-0B7**, **1R3-1M-7E1-09B**, **1R3-1M-7E1-09C**, **1R3-1M-7E1-160**, **2R9-1H-7E0-xAC**, **2R9-1H-7E0-X71**, **2R9-1H-7E0-X75**, **2R9-1H-7EO-X90**, **2R9-1H-7E0-0DA**, **3R2-1M-7DF-287**, **3R2-1M-7DF-288**, **3R8-8M-7DF-2AA**, **6X6-4H-7EO-OF3**, **7E5-7M-X0B-RDR**, **7E5-7M-X24-RDR**, **7E5-7M-X43-RDR**, **7E5-7M-X47-RDR**, **7E5-7M-X74-RDR**, **7T6-5H-7DF-17F**, **7T6-5H-7DF-182**,**7E5-7M-101-RDR**,**7E5-7M-156-RDR**,**7E6-M1-X36-SRD**,**7E6-M1-XDC-SRD**,**7E6-M1-X0F-SRD**, **7E6-M1-X92-SRD**, **7E6-M1-XDC-SRD**, **7E6-M1-X0F-SRD**, **7E6-M1-216-SRD**, **7E6-SH-215-SRD**, **7E6-M1-12D-SRD**, **7M-7E7-X93-DSR**, **7M-7E7-X48-DSR**, **7E6-M1-12E-SRD**, **7E6-M1-12C-SRD**, **7M-7E7-XE7-DSR**, **7M-7E7-XA8-DSR**, **7E5-7M-151-RDR**, **7§6-M1-155-SRD**, **HS-7E7-X2B-DSR**, **7E5-7M-101-RDR**, **HS-7E7-X2B-DSR**, **IH-7E8-X65-TIH**, **HS-7E7-173-DSR**, **7M-7E7-XF0-DSR**, **7M-7E7-109-DSR**, **7M-7E7-XE3-DSR**, **7M-7E7-XR1-DSR**, **1R3-1M-7E1-160**.

Israel

MoC:

11-12320, **51-07681**, **51-10011**, **51-10360**, **51-10361**, **51-37428**, **51-41889**, **51-42830**, **51-42841**, **51-43949**, **51-46980**, **51-47851**, **51-54730**, **51-55347**, **51-57375**, **51-63653**, **51-64296**, **51-65008**, **51-65009**, **51-65839**, **51-65860**, **51-65909**, **51-65953**, **51-66171**, **51-66172**, **51-66173**, **51-66259**, **51-66383**, **51-66390**, **51-66415**, **51-66601**, **51-66602**, **51-69416**, **51-69417**, **51-70460**, **51-70461**, **51-71498**, **51-71601**, **51-73078**, **51-73720**, **51-74243**, **51-74291**, **51-74339**, **51-74361**, **51-74441**, **51-74442**, **51-74443**, **51-74356**, **51-74537**, **51-74636**, **51-74989**, **51-75000**, **51-75054**, **51-74632**, **51-74633**, **51-74634**, **51-74635**, **51-74636**, **51-74896**, **51-74989**, **51-75000**, **51-75054**, **51-75515**, **51-76029**, **51-76422**, **51-76971**, **51-77001**, **51-77882**, **51-80024**, **51-81786**, **51-81807**, **51-82314**, **55-02626**, **55-06864**, **55-06893**, **55-06894**, **55-07102**, **55-07460**, **55-07477**, **55-07480**, **55-07680**, **55-07681**, **55-07789**, **55-08250**, **55-08456**, **55-08739**, **55-08803**, **55-09135**, **55-09396**, **55-09600**, **55-09601**, **55-09617**, **55-09618**, **55-09683**, **55-10011**, **55-10360**, **55-10361**, **55-10614**, **55-11599**, **63-63304**, **63-66687**, **63-67691**, **63-67736**,**63-67180**, **63-73362**, **63-67180**, **63-73361**, **63-71587**,**11-12330**,**63-70375**, **51-90346**, **55-13788**, **55-13787**, **55-13785**, **55-13789**, **55-13786**, **55-13903**, **55-13946**, **55-13947**, **55-13949**, **55-13947**, **55-13951**, **55-14175**, **55-14172**, **55-14187**, **55-14188**, **51-87213**, **55-14395**, **55-14410**, **55-14409**, **51-888032**, **55-14866**, **55-14888**, **51-88306**, **51-88548**, **51-88870**, **51-89881**, **11-11252**, **51-89766**, **51-89882**, **51-89883**, **55-15760**, **55-15761**, **51-91118**, **51-91119**, **51-91460**, **51-88548**, **55-12193**, **55-12326**, **55-10408**, **51-91756**, **51-92318**, **51-92728**, **55-16701**, **51-93926**, **51-93201**, **51-93487**, **51-95837**, **51-95140**, **51-96151**, **51-96511**, **51-96450**, **51-96575**, **51-96572**, **51-96573**, **51-96570**, **51-96571**, **51-96574**, **51-97056**, **55-17931**, **51-97313**, **51-97311**, **51-97312**, **51-97316**, **51-97641**, **51-97647**, **51-97644**, **51-88746**, **51-88751**, **51-96151**, **51-91527**; **11-11252**, **51-99873**, **51-99874**, **51-99051**, **51-97822**, **51-97824**, **55-13403**, **56-02588**, **56-02269** , **HCTIMP_SI62368.42656, HCTIMP_SI62368.42673**, **LT-0083880B, LT-0066086**, **51-95205**, **51-95207**, **56-03326**, **56-03771**, **56-04442**, **56-04676**, **56-04677**, **56-05232**, **56-05342**, **56-05341**, **56-05340**, **56-05458**, **56-05909**, **56-05984**, **56-06240**, **56-06239**, **56-06691**, **56-02588**, **56-02972**, **51-3973255**, **56-09348**, **56-09421**, **56-09104**, **51-77099**, **56-09584**, **56-09643**, **56-10032**, **56-10108**, **56-10063**, **56-10968**,**56-10969**, **10-17958**, **56-10063**, **10-17958**, **56-11192**, **56-11193**, **11-11252**, **56-11644**, **56-08706**, **51-99160**, **56-01890**, **51-97823**, **56-00201**, **56-00597**, **56-02024**, **56-91527**, **56-11432**, **56-11080**

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד.

2. אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות.

חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר , ובכלל זה שינויי תוכנה , החלפת אנטנה מקורי ת או הוספת אפשרות לחיבור לאנטנה חיצונית , בלא קבל ת אישור משרד התקשורת , בש ל החשש להפרעות אלחוטיות .

אסור להחליף את האנטנה המקורית של המכשיר ולא לעשות בו כל שינוי טכני אחר.

Jamaica

This product contains a Type Approved Module by Jamaica:

SMA Equipment Identifier:

FR5CUEC, **RS5.3**, **MQBS01**, **TSSRE4Uf**, **TSSSG4G5b**, **WPC003-1**, **Medium 5C_21**, **TSSRE4Td**, **FPK8 IMMO5D**, **CB2JCIBUSHL4**, **LTE-MBC-NAR2**, **TLVHM3IU-W**, **LTE-MBC-NAR2**, **LTE-MBC-NARTSSSG4G4**, **TSSTSc**, **TLAHW3IU-W**, **FS14T and FS14TK**, **WCH-186**, **WCH-185**, **WCH-183**, **17101031**, **CONBOX-HIGH**, **MQB3 OI**, **MEDIUM 5C & COLOUR 5C**, **17101023**, **17101022**, **17101032**, **17101043**, **17101041**, **18020534**, **ARS5-B**, **18020534**, **TSSRE4A**, **VK2**, **VW MIB2 Entry**, **MIB GLOBAL STANDARD PLUS**, **RS4**, **18020534**, **5WK50257/254/252/250/248/40398036/40406557/4038279**, **FS94**, **FS09**,**VW India 2.0 Low Radio**,**VW MIB Regio**,**F5CP42**, **MQBS01**, **WPC003-5**, **BCM37WBL**,**WPC003-1**, **MQBS01**, **BR22**, **FPK8I5DTR2**, **TLVUM3IU-W**, **TLVUW3IU-W**, **FS19S**, **FS191S**, **TLVUW3IU-W**, **TLVUM3IU-W**, **WCH-304**, **UWBtrx22**, **UWBBLE22**, **SCB**, **MIB3 OI**, **MIB3 OI VR-E**, **MIB3GP**, **HFA30**, **MIB3 EI GP MQBevo**, **TKCMOD11000W**, **WPC003-1**

Jordan

TRC no.:

TRC/LPD/2010/91, **TRC/LPD/2014/9**, **TRC/LPD/2014/186**, **TRC/LPD/2014/214**, **TRC/LPD/2014/241**, **TRC/LPD/2014/248**, **TRC/LPD/2014/258**, **TRC/LPD/2014/274**, **TRC/LPD/2015/387**, **TRC/LPD/2016/170**, **TRC/LPD/2016/215**, **TRC/LPD/2016/216**, **TRC/LPD/2016/252**, **TRC/LPD/2016/353**, **TRC/LPD/2016/478**, **TRC/LPD/2016/538**, **TRC/LPD/2016/584**, **TRC/LPD/2016/591**, **TRC/LPD/2017/63**, **TRC/LPD/2017/254**, **TRC/LPD/2018/1**, **TRC/LPD/2018/128**, **TRC/LPD/2018/162**, **TRC/LPD/2018/193**, **TRC/LPD/2018/228**, **TRC/LPD/2018/272**, **TRC/LPD/2018/274**, **TRC/LPD/2018/381**, **TRC/LPD/2018/399**, **TRC/LPD/2018/489**, **TRC/LPD/2018/528**, **TRC/LPD/2018/529**, **TRC/LPD/2019/67**, **TRC/LPD/2019/152**, **TRC/LPD/2019/153**, **TRC/LPD/2019/155**, **TRC/LPD/2019/227**, **TRC/LPD/2019/233**, **TRC/LPD/2019/234**, **TRC/LPD/2021/215**, **TRC/36/9257/2021**.

TRC/SS/2010/48, **TRC/SS/2014/127**, **TRC/SS/2015/221**, **TRC/SS/2015/222**, **TRC/SS/2016/476**, **TRC/SS/2019/212**, **TRC/31/7615/2020**, **TRC/31/5862/2022**, **TRC/32/6684/2023**, **TRC/31/11434/2023**, **TRC/31/11517/2023**, **TRC/34/6696/2023**, **TRC/31/11516/2023**, **TRC/31/9121/2021**, **TRC/34/12409/2023**, **TRC/36/7651/2022**, **TRC/31/712/2020**, **TRC/34/13027/2023**, **TRC/32/7603/2020**, **TRC/32/7604/2020**, **TRC/34/10235/2022**, **TRC/34/9541/2022**, **TRC/34/9710/2022**, **TRC/34/14044/2024**, **TRC/35/1922/2024**, **TRC/34/13799/2024**, **TRC/34/13604/2024**, **TRC/34/11842/2023**, **TRC/34/11841/2023**, **TRC/34/12409/2023**, **TRC/34/8847/2024**, **TRC/34/15439/2024**.

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Cameroon

AGENCE DE REGULATION DES TELECOMMUNICATIONS CAMEROUN

HOMOLOGATION D'EQUIPEMENT:

106/ART/DG/DT/SDNSEA/SNH/CA, **125/ART/DG/DT/SDNSEA/SNH/CA**, **137/ART/DG/DT/SDNA/SNH/CA1**, **139/ART/DG/DT/SDNA/SNH/CA1**, **152/ART/DG/DT/SDNA/SNH/CA2**, **167/ART/DG/DT/SDNA/SNH/CA3**, **170/ART/DG/DT/SDNA/SNH/CA2**, **172/ART/DG/DT/SDNA/SNH/CA2**, **271/ART/DG/DT/SDNA/SNH/CA2**, **273/ART/DG/DT/SDNA/SNH/CA2**, **287/ART/DG/DT/SDNA/SNH/CA2**, **293/ART/DG/DT/SDNA/SNH**, **301/ART/DG/DT/SDNSEA/SNH/CA**, **305/ART/DG/DT/SDNA/SNH/CA1**, **309/ART/DG/DT/SDNA/SNH/CA1**, **318/ART/DG/DT/SDNA/SNH/CA1**, **428/ART/DG/DT/SDNA/SNH/CA1**, **458/ART/DG/DT/SDNSEA/SNH**, **459/ART/DG/DT/SDNSEA/SNH**, **465/ART/DG/DT/SDNA/SNH**, **469/ART/DG/DT/SDNA/SNH/CA2**, **475/ART/DG/DT/SDNA/SNH/CA2**, **581/ART/DG/DT/SDNA/SNH/CA2**, **616/ART/DG/DT/SDNA/SNH/CA2**, **628/ART/DG/DT/SDNA/SNH/CA1**, **631/ART/DG/DT/SDNA/SNH/CA1**, **720/ART/DG/DT/SDNA/SNH/CA2**, **722/ART/DG/DT/SDNA/SNH/CA2**, **726/ART/DG/DT/SDNA/SNH/CA2**, **734/ART/DG/DT/SDNA/SNH/CA2**, **778/ART/DG/DT/SDNA/SNH/CA1**, **788/ART/DG/DT/SDNSEA/SNH/CA**, **851/ART/DG/DT/SDNA/SNH/CA2**, **856/ART/DG/DT/SDNA/SNH/CA2**, **870/ART/DG/DT/SDNA/SNH/CA2**, **1129/ART/DG/DT/SDNSEA/SNH/CA**, **1151/ART/DG/DT/SDNSEA/SNH**, **1789/ART/DG/DT/SDNA/SNH**, **1150/ART/DG/DT/SDNSEA/SNH**, **1152/ART/DG/DT/SDNSEA/SNH**, **135/ART/DG/DT/SDNSEA/SNH**, **289/ART/DG/DT/SDNSEA/SNH**,**295/ART/DG/DT/SDNSEA/SNH**, **492/ART/DG/DT/SDNSEA/SNH**, **655/ART/DG/DT/SDNSEA/SNH**, **656/ART/DG/DT/SDNSEA/SNH**, **663/ART/DG/DT/SDNSEA/SNH**, **2784/ART/DG/DT/SDNSEA/SNH**, **834/ART/DG/DT/SDNSEA/SNH**, **837/ART/DG/DT/SDNSEA/SNH**, **941/ART/DG/DT/SDNSEA/SNH**, **36/ART/DG/DT/SDNSEA/SNH**, **79/ART/DG/DT/SDNSEA/SNH**, **78/ART/DG/DT/SDN/SEA/SNH**, **333/ART/DG/DT/SDN/SEA/SNH/CA**, **442/ART/DG/DT/SDN/SEA/SNH/CA**, **113/ART/DG/DT/SDN/SEA/SNH/CA**, **111/ART/DG/DT/SDN/SEA/SNH/CA**, **653/ART/DG/DT/SDNSEA/SNH**, **974/ART/DG/DT/SDNSEA/SNH**, **58/ART/DG/DT/SDNSEA/SNH**, **856/ART/DG/DT/SDNSEA/SNH/CA**, **131/ART/DG/DT/SDNSEA/SNH/CA**, **263/ART/DG/DT/SDNSEA/SNH/CA**, **549/ART/DG/DT/SDNA/SNH**, **545/ART/DG/DT/SDNA/SNH**, **665/ART/DG/DT/SDNSEA/SNH**, **469/ART/DG/DT/SDNSEA/SNH/CA**, **791/ART/DG/DT/SDNSEA/SNH**, **931/ART/DG/DT/SDNSEA/SNH**, **923/ART/DG/DT/SDNSEA/SNH**, **925/ART/DG/DT/SDNSEA/SNH**

Malawi

MACRA

Type approval number:

MLW/MACRA/TA/11/2021/01173, MLW/MACRA/TA/11/2021/01174, MLW/MACRA/TA/02/2022/01227, MLW/MACRA/TA/03/2022/01242, MLW/MACRA/TA/03/2022/01243, MLW/MACRA/TA/08/2022/01311, MLW/MACRA/TA/02/2023/01414, MLW/MACRA/TA/06/2023/01460, MLW/MACRA/TA/07/2023/01462, MLW/MACRA/TA/07/2023/01465, MLW/MACRA/TA/09/2023/01509, MLW/MACRA/TA/10/2023/01526, MLW/MACRA/TA/2024/01579

Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/40C/1215/S(15-4937), RAAU/48C/0716/S(16-2025), RAAU/57A/0111/S(10-2112), RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/92A/1218/S(18-4731), RAAY/98A/0620/S(20-2103), RAFC/18A/0618/S(18-2470), RALM/22A/0315/S(15-0480), RALM/35A/0716/S(16-2324), RALM/43B/0221/S(21-0619), RALM/66A/0618/S(18-2468), RALM/67A/0618/S(18-2474), RALM/68A/0618/S(18-2473), RALM/69A/1018/S(18-3829), RALM/77A/0219/S(19-0174), RANI/26C/1215/S(15-4798, , , RANI/72B/0215/S(14-3024), RBEF/04A/0317/S(17-0584), RBEF/30A/0919/S(19-3760), RCCT/61D/0719/S(19-2714), , , RDDC/72A/0518/S(18-1697), RDDK/02B/0419/S(19-1401), RDDK/08A/0416/S(16-1233), RDDK/08B/0416/S(16-1233), RDDK/17A/0816/S(16-2023), RDDK/22A/1016/S(16-3306), , RDDK/68A/0418/S(18-1521), RDDK/69B/1220/S(20-5452), RDDS/27A/0319/S(19-1029), RDFX/09A/0821/S(21-4059), RDFX/10A/0921/S(21-4061), RDFX/11A/0921/S(21-4060), RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810), RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/33A/0619/S(19-2422), RFCL/34A/0619/S(19-2421), RFCL/35A/0719/S(19-2874), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385), RFCP/36A/0321/S(21-1381), RFGF/05A/0519/S(19-2090), RGBZ/01A/0318/S(18-0918), RGBZ/03A/0320/S(20-1253), RGEZ/25A/0920/S(20-3544), RGEZ/31A/0421/S(21-1529), RGEZ/36A/0521/S(21-2216), RGIG/01A/0220/S(20-0593), RGIG/02A/0220/S(20-0591), RGLA/06A/1220/S(20-5384), RGNU/03A/0221/S(21-0560),RCCT/02G/1021/S(21-4512),RAQP/73A/1121/S(21-5209),RAQP/76A/1121/S(21-5310),RAQP/75A/1121/S(21-5309),RRCCT/19G/1121/S(21-4614),RFGF/05A/0519/S(19-2090),RALM/77A/0219/S(19-0174),RALM/54B/1221/S(21-5945),RALM/34A/0616/S(16-0899),RGLN/26A/0122/S(22-0336),RAQP/77A/0222/S(22-0908),RGEZ/45A/0322/S(22-1385),RAVG/39U/0616/S(16-1865),RCCT/46B/0317/S(17-0740),RCCT/47B/0317/S(17-0739),RCCT/64B/0517/S(17-0741), RAAU/40C/1215/S(15-4937),RAAU/57A/0111/S(10-2112), RAVG/39U/0616/S(16-1865), RDDK/23A/0916/S(16-3288), RAQP/84A/0822/S(22-3841), RBEF/30A/0919/S(19-3760), RAQP/84A/0922/S(22-4095), RAQP/88A/1022/S(22-4485), RALM/75B/1122/S(22-5510), RALM/74B/1122/S(22-5508), RALM/22A/0315/S(15-0480), RAQP/84A/0223/S(23-0548), RGLA/06A/1220/S(20-5384), RGIH/67A/0522/S(22-2480), RALM/90B/0323/S(23-0831), RALM/89B/0323/S(23-0830), RALM/90B/0323/S(23-0831), RFCP/23A/0323/S(23-1490), RALM/44A/0517/S(17-1383) RGLN/01A/0620/S(20-2413), RALM/20B/0820/S(20-3382), RALM/21B/0820/S(20-3381), RGLN/46A/0523/S(23-2144), RFCL/83A/0623/S(23-2566), RFCL/84A/0623/S(23-2507), RFCL/85A/0623/S(23-2508), RFCL/86A/0623/S(23-2693), RFCL/94A/0623/S(23-2789), RFCL/87A/0623/S(23-2595), RFCL/88A/0623/S(23-2694), RFCL/89A/0623/S(23-2684), RFCL/94A/0623/S(23-2789), RFCL/95A/0623/S(23-2791), RFCL/91A/0623/S(23-2786), RFCL/92A/0623/S(23-25787), RFCL/93A/0623/S(23-2788), RFCL/04C/0623/S(23-2911), RFCL/97A/0723/S(23-3079), RFCL/96A/0723/S(23-3078), RFCL/99A/0723/S(23-3077), RFCL/98A/0723/S(23-3076), RALM/33B/1120/S(20-4706), RAQP/07B/0823/S(23-3721), RAQP/06B/0823/S(23-3720), RDDK/75C/0223/S(23-0474), RDDK/74C/0223/S(23-0472), RGGY/20A/1222/S(22-5600), RGGL/38A/1023/S(23-4773), RGGK/39A/1023/S(23-4774), RGGK/40A/1023/S(23-4775), RGSC/06A/0723/S(23-3045), RGSC/07A/0723/S(23-3046), RFFK/06A/0522/S(22-2423), RGWQ/32A/0324/S(24-0892), RDDK/68A/0418/S(18-1521), RFBY/29A/0524/S(24-2032), RFBY/30A/0524/S(24-2033), RFBY/32A/0624/S(24-2578), RDDK/83A/1018/S(18-4152), RDDK/83A/1018/S(18-4153), RGEZ/72A/0824/S(24-3502), RDDK/62D/1024/S(24-4684), RAQP/75A/1121/S(21-5309), RFCP/45B/0225/S(25-0632) .

Morocco

AGREE PAR L'ANRT MAROC

Numéro d'agrément_Date d'agrément

MR 5371ANRT2010_05.12.2019, **MR 5611ANRT2010_27.05.2010**, **MR 5835ANRT2010_28.08.2020**, **MR 7906ANRT2013_06.03.2013**, **MR 9102ANRT2014_14.03.2014**, **MR 9107ANRT2014_18.03.2014**, **MR 9126ANRT2014_27.02.2024**, **MR 9186ANRT2014_04.04.2024**, **MR 9668ANRT2014_30.09.2014**, **MR 9741ANRT2014_24.10.2014**, **MR 9778ANRT2014_08.08.2024**, **MR 9904ANRT2014_13.11.2024**, **MR 9918ANRT2014_22.12.2014**, **MR 11030ANRT2015_04.11.2015**, **MR 11264ANRT2016_08.01.2016**, **MR 11554ANRT2016_15.03.2016**, **MR 12089ANRT2016_15.06.2016**, **MR 12123ANRT2016_22.06.2016**, **MR 12372ANRT2016_16.08.2016**, **MR 12623ANRT2016_11.10.2016**, **MR 12755ANRT2016_07.11.2016**, **MR 12756ANRT2016_07.11.2016**, **MR 12901ANRT2016_30.11.2016**, **MR 13217ANRT2017_27.01.2017**, **MR 13255ANRT2017_09.02.2017**, **MR 13576ANRT2017_20.03.2017**, **MR 13772ANRT2017_13.04.2017**, **MR 13774ANRT2017_13.04.2017**, **MR 13851ANRT2017_03.05.2017**, **MR 13892ANRT2017_03.05.2017**, **MR 13900ANRT2017_04.05.2017**, **MR 14830ANRT2017_28.09.2017**, **MR 15171ANRT2017_22.11.2017**, **MR 15669ANRT2018_31.01.2018**, **MR 15674ANRT2018_31.01.2018**, **MR 15675ANRT2018_31.01.2018**, **MR 15925ANRT2018_27.02.2018**, **MR 16263ANRT2018_06.04.2018**, **MR 16606ANRT2018_17.05.2018**, **MR 16657ANRT2018_23.05.2018**, **MR 16726ANRT2018_30.05.2018**, **MR 16794ANRT2018_05.06.2018**, **MR 16860ANRT2018_18.06.2018**, **MR 16861ANRT2018_18.06.2018**, **MR 16905ANRT2018_21.06.2018**, **MR 16906ANRT2018_21.06.2018**, **MR 16907ANRT2018_21.06.2018**, **MR 16908ANRT2018_21.06.2018**, **MR 17015ANRT2018_03.07.2018**, **MR 17016ANRT2018_03.07.2018**, **MR 17079ANRT2018_11.07.2018**, **MR 17080ANRT2018_11.07.2018**, **MR 17201ANRT2018_06.08.2018**, **MR 17202ANRT2018_06.08.2018**, **MR 17203ANRT2018_06.08.2018**, **MR 17204ANRT2018_06.08.2018**, **MR 17504ANRT2018_14.09.2018**, **MR 17505ANRT2018_14.09.2018**, **MR 17528ANRT2018_20.09.2018**, **MR 17576ANRT2018_26.09.2018**, **MR 17678ANRT2018_11.10.2018**, **MR 17679ANRT2018_11.10.2018**, **MR 18103ANRT2018_30.11.2018**, **MR 18334ANRT2018_21.12.2018**, **MR 18335ANRT2018_21.12.2018**, **MR 18615ANRT2019_21.01.2019**, **MR 18736ANRT2019_04.02.2019**, **MR 18928ANRT2019_25.02.2019**, **MR 19106ANRT2019_14.03.2019**, **MR 19108ANRT2019_14.03.2019**, **MR 19315ANRT2019_04.04.2019**, **MR 19338ANRT2019_09.04.2019**, **MR 19339ANRT2019_09.04.2019**, **MR 19505ANRT2019_22.04.2019**, **MR 19520ANRT2019_23.04.2019**, **MR 19767ANRT2019_15.05.2019**, **MR 19768ANRT2019_15.05.2019**, **MR 19769ANRT2019_15.05.2019**, **MR 20859ANRT2019_11.09.2019**, **MR 20901ANRT2019_13.09.2019**, **MR 20902ANRT2019_13.09.2019**, **MR 20944ANRT2019_19.09.2019**, **MR 21472ANRT2019_26.11.2019**, **MR 21473ANRT2019_28.11.2019**, **MR 21807ANRT2019_23.12.2019**, **MR 22495ANRT2020_26.02.2020**, **MR 23231ANRT2020_26.05.2020**, **MR 23405ANRT2020_16.03.2020**, **MR 24001ANRT2020_13.05.2020**, **MR 24106ANRT2020_20.05.2020**, **MR 25982ANRT2020_14.10.2020**, **MR 26081ANRT2020_22.10.2020**, **MR 26333ANRT2020_12.11.2020**, **MR 27808ANRT2021_13.03.2021**, **MR 30377ANRT2021_14.10.2021**, **MR 31268ANRT2022_04.01.2022**,**MR 29628ANRT2021_02.08.2021**,**MR 30406ANRT2021_24.10.2021**,**MR 30494ANRT2021_28.10.2021** **MR 33226ANRT2022_01.06.2022**, **MR 30377ANRT2021_14.10.2021**, **MR 30377ANRT2021_26.10.2022**, **MR 8106ANRT2013_26.10.2022**, **MR 9186ANRT2014_26.10.2022**, **MR 9668ANRT2014_26.10.2022**, **MR 11264ANRT2016_27.10.2022**, **MR 17528ANRT2018_27.10.2022**, **MR 9126ANRT2014_27.10.2022**, **MR 35384ANRT2022_21.11.2022**, **MR 35382ANRT2022_21.11.2022**, **MR 35387ANRT2022_21.11.2022**, **MR 35393ANRT2022_21.11.2022**, **MR 36711ANRT2023_10.02.2023**, **MR 25982ANRT2020_14.10.2020**, **MR 31772ANRT2020_17.02.2022**, **MR 35739ANRT2022_12.12.2022**, **MR 36711ANRT2020_10.02.2023**, **MR 31772ANRT2020_03.04.2023**, **MR 37224ANRT2023_23.06.2023**, **MR 31774ANRT2017_10.08.2023**, **MR 12122ANRT2016_10.08.2023**, **MR 12123ANRT2016_10.08.2023**, **MR 35351ANRT2022_17.11.2022**, **MR 35350ANRT2022_17.11.2022**, **MR 37357ANRT2023_17.03.2023**, **MR 37442ANRT2023_22.03.2023**, **MR 39161ANRT2023_13.07.2023**, **MR 490ANRT2024_05.02.2024**, **MR 1286ANRT2024_29.03.2024**, **MR 2040ANRT2024_17.05.2024**,

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Mauritania

AGREE PAR L'ARE MAURITANIE

Numéro d'agrément_Date d'agrément:

, **0598/ARE/2018_13.12.2018**, **0630/ARE/2019_25.02.2019**, **0647/ARE/2019_30.04.2019**, **0649/ARE/2019_30.04.2019**, **0650/ARE/2019_30.04.2019**, **0664/ARE/2019_27.05.2019**, **0665/ARE/2019_27.05.2019**, **0667/ARE/2019_27.05.2019**, **0712/ARE/2018_04.11.2019**, **0713/ARE/2018_04.11.2019**, **0742/ARE/2020_20.01.2020**, **0796/ARE/2020_11.05.2020**, **0839/ARE/2020_21.09.2020**, **0840/ARE/2020_21.09.2020**, **0874/ARE/2020_26.11.2020**, **0971/ARE/2021_20.07.2021**, **0979/ARE/2021_09.08.2021**, **1128/ARE/2021_27.06.2022**, **1127/ARE/2021_27.06.2022**, **1173/ARE/2022_17.10.2022**, **1120/ARE/2022_24.05.2022**, **232/ARE/2023_13.02.2023**, **1212/ARE/2022_22.12.2022**, **1251/ARE/2023_16.03.2023**, **1252/ARE/2023_20.03.2023**, **1263/ARE/2023_17.04.2023**, **1267/ARE/2023_17.05.2023**, **1269/ARE/2023_17.05.2023**, **1270/ARE/2023_17.05.2023**, **1296/ARE/2023_13.06.2023**, **1297/ARE/2023_13.06.2023**, **1303/ARE/2023_03.07.2023**, **1306/ARE/2023_03.07.2023**, **1304/ARE/2023_03.07.2023**, **1303/ARE/2023_03.07.2023**, **1305/ARE/2023_03.07.2023**, **1218/ARE/2023_02.02.2023**, **1219/ARE/2023_02.02.2023**, **1329/ARE/2023_22.08.2023**, **1334/ARE/2023_04.09.2023**, **1332/ARE/2023_04.09.2023**, **1356/ARE/2023_02.10.2023**, **1408/ARE/2024_23.01.2024**, **1439/ARE/2024_27.03.2024**

Mexico

NYCE: , **NYC-CEDT1456-21**, , **NYC-CEDT0106-23**, **NYC-CEDT2073-23**, **NYC-2402CT0118-24**, **NYC-2402CT0204-24**, **NYC-2402CT0207-24**, **NYC-2402CT0305-24**, **NYC-CEDT0587-24**, **NYC-CEDT0621-24**, **NYC-CEDT0634-24**, **NYC-CEDT1118-24**, **NYC-CEDT1119-24**, **NYC-CEDT1782-24**, **NYC-2402C0E19421**, **NYC-2402C0E20218**, **NYC-2402C0E20285**, **NYC-CEDT0327-25**

ANCE:**ANC2101C00017489**,**ANC2201C00003403**,**ANC2201C00004471**

IFETEL:

IFT/223/UCS/DG-AUSE/0311/2018, **IFT-008-2015**, **IFT/223/UCS/DG-AUSE/10559/2021**, **IFT/223/UCS/DG-AUSE/9797/2021**, **IFT/223/UCS/DG-AUSE/9793/2021**, **IFT/223/UCS/DG-AUSE/9791/2021**, **IFT/223/UCS/DG-AUSE/9792/2021**, **IFT/223/UCS/DG-AUSE/9796/2021**, **IFT/223/UCS/DG-AUSE/9788/2021**, **IFT/223/UCS/DG-AUSE/0029/2021**, **IFT/223/UCS/DG-AUSE/7577/2020**, **IFT/223/UCS/DG-AUSE/6918/2022**, **IFT/223/UCS/DG-AUSE/6915/2022**, **IFT/223/UCS/DG-AUSE/1911/2022**, **IFT/223/UCS/DG-AUSE2294/2022**, **IFT/223/UCS/DG-AUSE/2516/2022**, **IFT/223/UCS/DG-AUSE/1766/2022**, **IFT/223/UCS/DG-AUSE/3659/2022**, **IFT/223/UCS/DG-AUSE/3672/2022**, **IFT/223/UCS/DG-AUSE/4769/2022**, **IFT/223/UCS/DG-AUSE/1540/2022**, **IFT/223/UCS/DG-AUSE/3129/2022**, **IFT/223/UCS/DG-AUSE/4898/2022**, **IFT/223/UCS/DG-AUSE/4897/2022**, **IFT/223/UCS/DG-AUSE/4551/2022**, **IFT/223/UCS/DG-AUSE/xxxx/2022**, , **IFT/223/UCS/1365/2023**, **IFT/223/UCS/1940/2023**, **IFT/223/UCS/2740/2023**, **IFT/223/UCS/3554/2023**, **IFT/223/UCS/3942/2023**, **IFT/223/UCS/3950/2023**, **IFT/223/UCS/1175/2023**, **IFT/223/UCS/1174/2023**, **IFT/223/UCS/DG-AUSE/7603/2020**, **IFT/223/UCS/DG-AUSE/2408/2021**, **IFT/223/UCS/7549/2023**, **IFT/223/UCS/8987/2024**, **IFT/223/UCS/9014/2024**, **IFT/223/UCS/9501/2024**

RCPVIVW21-4222, **RCPAPR318-2005**, **RCPBOBR21-0911**, **RCPBOFR18-1885**, **RCPBOLR09-0828**, **RCPBOLR16-0518**, **RCPBOMR12-1538**, **RCPBOMR14-0766**, **RCPBOMR14-0922**, **RCPBOMR17-0598**, **RCPBOMQ19-0594**, **RCPCOAR18-1800**, **RCPGEAD16-1700**, **RCPHAMM10-0514**, **RCPHEBS14-0180**, **RCPHEBC18-2099**, **RCPHEFS19-1702**, **RCPHEFS20-1469**, **RCPHERS19-1678**, **RCPGEAD16-1700**, **RCPGECB14-0464**, **RCPLGLG16-0952**, **RCPLGMI19-1163**, **RCPVIVW20-0478**, **RCPVOHT13-1485**, **RCPVOMI15-0115**, **RCPVWFS16-0693**, **RCPVWL414-0775**, **RCPVWL414-0775-A1**, **RCPVWL617-0023**, **RCPVWMI17-0707**, **RCPVWMI17-0902**, **RCPVWMI18-2151**, **RCPVWMI18-2169**, **RCPVWMI14-0755**, **RCPVWMI14-1819**, **RCPVWMI14-1819**, **RCPVWMI14-1820**, **RCPVWMI15-0640**, **NYC-2002C0E22330**, **RCPVWMI16-0590**, **RCPVWMI16-1445**, **RCPVWMM17-1053**, **RCPVWVW17-0714**, **RCPVWVW17-0714-A1**, **RLVBHTS19-1995**, **RLVBOLR14-1873**, **RLVCO1820-0821**, **RLVCOAR15-0008**, **RLVCOBC16-1823**, **RLVCO1820-0821**, **RLVCOFS18-2029**, **RLVCOFS18-2030**, **RLVDER316-1666**, **RLVDER316-2005**, **RLVHE0119-0720**, **RLVHEBC15-0293**, **RLVHEBC16-0682**, **RLVHEFS13-1688**, **RLVHEFS13-1690**, **RLVHEFS14-1515**, **RLVHEFS18-1288**, **RLVHEFS18-1565**, **RLVHEFS19-0647**, **RLVHEFS19-1298**, **RLVHEFS20-0533**, **RLVHEFS20-1335**, **RLVHEFS20-1336**, **RLVHEFS20-1420**, **RLVHELC11-1185**, **RLVHEMQ19-1757**, **RLVHEMQ19-1758**, **RLVHEMW19-1757**, **RLVHERS17-0286**, **RLVHUHU19-1065**, **RLVHUTS20-1781**, **RLVMABN18-1512**, **RLVMABN18-1512-A1**, **RLVMAMQ18-0363**, **RLVMAMQ20-2464**, **RLVVENB20-1419**, **RLVVICO19-1023**, **RLVVIFP20-1412**, **RLVVIKO18-0155**, **RLVVIME19-1022**, **RLVVIME19-1023**, **RLVVIME20-2934**, **RLVVWFS17-2122**, **RLVVWFS17-2122-A1**, **RLVVW1718-1092**, **RLVVW1718-1169**, **RLVVW1718-1170**, **RLVVW1718-1171**, **RLVVW1718-1314**, **RLVVW1718-1315**, **RLVVW1718-1316**, **RLVVW1718-1317**, **RLVVW1718-1507**, **RLVVW1718-1508**, **RLVVW1718-1509**, **RLVVW1718-1517**, **RLVVW1718-1518**, **RLVVW1718-1519**, **RLVVW1718-1567**, **RLVVW1718-1568**, **RLVVW1718-1789**, **RLVVW1718-1790**, **RLVVW1718-1928**, **RLVVW1718-1929**, **RLVVW1719-1795**, **RLVVW1818-1248**, **RLVVW1818-1249**, **RLVVW1818-1258**, **RLVVW1819-0009**, **RLVVW1819-0023**, **RTIAUCB18-0153**, **RTIAUMI14-1863**, **RTILECO19-1805**, **RTILECO21-2443**, **RTILGTL19-0483**, **RTILGTL19-1617**, **RTILGTL20-727**, **RTIMOLT20-1047**, **RTIVWCO19-1185**,**RCPVWMI22-1384**,**RLVMAMQ22-3409**, **VOVWMI23-13062**, **VOVWMI23-13050**, **RCPVWMI22-1384**, **VOVWTK23-30067**, **VOVWCP23-19309**, **SYMOWC23-01151**, **ROVIHF24-02919**, **ULM-NOM-16943**, **VOAPMI24-05677**, **VOVWMI24-05362**, **VOVWMI24-05354**, **VOJOMI24-09641**, **VOJOMI24-10742**, **TEHUFL24-14072**, **TEHUFL24-14071**, **RLVCOAR15-0008**, **VOHUNF24-22616-0008**.

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.

Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/: **0043/2011**, **0679/2015**, **0884/2015**, **0922/2015**, **0923/2015**, **0947/2016**, **1071/2016**, **1247/2016**, **1454/2017**, **1567/2017**, **1571/2017**, **1650/2017**, **1691/2017**, **1692/2017**, **2061/2018**, **2062/2018**, **2236/2018**, **2332/2018**, **2333/2018**, **2334/2018**, **2335/2018**, **2338/2018**, **2339/2018**, **2340/2018**, **2383/2018**, **2384/2018**, **2385/2018**, **2427/2018**, **2466/2018**, **2467/2018**, **2525/2018**, **2838/2019**, **2862/2019**, **2935/2019**, **2951/2019**, **3137/2019**, **3138/2019**, **3223/2019**, **3224/2019**, **3401/2020**, **3492/2020**, **3493/2020**, **3738/2020**, **3948/2020**, **3983/2020**, **3989/2020**, **4019/2021**, **4176/2021**, **4218/2021**, **4683/2021**,**4231/2021**,**4660/2021**,**4658/2021**,**4682/2021**,**01798/2022**,**01878/2022**,**01985/2022**, **4683/2021**, **3948/2020**, **02000/2022**, **00047/2023**, **00320/2023**

NCC/TSNi/TA/VOL: **161/2021/124**

NCC/TSNi/TA/CERT: **435/2022**, **00186/2023**

NCC/CERT: **2356/2022**, **00561/2023**, **00088/2023**, **0519/2023**, **004558/2024**, **00297/2024**, **04458/2024**

Oman

TRA/TA-R/7145/19_D172338, **TRA/TA-R/7240/19_D100428**, **TRA/TA-R/7244/19_D100428**, **TRA/TA-R/7383/19_D100428**, **TRA/TA-R/7384/19_D100428**, **TRA/TA-R/7481/19_D172338**, **TRA/TA-R/7524/19_D100428**, **TRA/TA-R/7604/19_D100428**, **TRA/TA-R/7704/19_D090024**, **TRA/TA-R/7752/19_D090024**, **TRA/TA-R/7867/19_D192564**, **TRA/TA-R/7871/19_D192564**, **TRA/TA-R/8052/19_D090024**, **TRA/TA-R/8056/19_D090024**, **TRA/TA-R/8084/19_D192564**, **TRA/TA-R/8150/19_D172338**, **TRA/TA-R/8158/19_D172338**, **TRA/TA-R/8171/19_D100428**, **TRA/TA-R/8240/19_D172338**, **TRA/TA-R/8480/19_D192564**, **TRA/TA-R/8649/19_D090024**, **TRA/TA-R/8749/19_D172338**, **TRA/TA-R/9347/20_D172338**, **TRA/TA-R/9664/20_D172338**, **TRA/TA-R/9675/20_D192564**, **TRA/TA-R/9676/20_D192564**, **TRA/TA-R/9682/20_D100428**, **TRA/TA/R/10209/20_D172249**, **TRA/TA-R/10345/20_D090024**, **TRA/TA-R/10363/20_D100428**, **TRA/TA-R/11110/21_D172338**, **TRA/TA-R/11179/21_D172249**,**TRA/TA-R/10614/20_D172249**,**TRA/TA-R/11980/21_D172338**,**TRA/TA-R/12440/21_D172338**,**TRA/TA-R/12742/21_D090258**,**TRA/TA-R/12743/21_D090258**,**TRA/TA-R/13040/22_D172338**, **TRA/TA-R/11110/21_D172338**, **TRA/TA-R/13697/22_D100428**, **TRA/TA-R/14975/23_D100428**, **TRA/TA-R/14722/22_D202897**, **TRA/TA/6945/2014_17/09/2014**, **TRA/TA-R/15114/23_D172338**, **TRA/TA-R/13211/22_D172338**, **TRA/TA-R/15008/23_D172338**, **TRA/TA-R/13781/23_D100428**, **TRA/TA-R/15396/23_D090024**, **TRA/TA-R/12904/21_D213125**, **TRA/TA-R/12905/21_D213125**, **TRA/TA-R/16919/23_D202897**, **TRA/TA-R/16056/23_D100428**, **TRA/TA-R/15420/23_D172338**, **TRA/TA-R/16441/23_D172338**, **TRA/TA-R/16526/23_D172338**, **TRA/TA-R/16919/23_D202897**, **TRA/TA-R/17712/24_D172338**, **TRA/TA-R/18257/23_D100428**, **TRA/TA-R/20763/2025_1230080**, **TRA/TA-R/20490/2024_TA125161**, **TRA/TA-R/19043/24_TA123021**, **TRA/TA-R/19006/24_TA123023**, **TRA/TA-R/19209/2024_TA1233347**, **TRA/TA-R/19227/2024_TA123373**, **TRA/TA-R/19223/2024_TA123367**, **TRA/TA-R/19206/2024_TA123344**, **TRA/TA-R/19547/2024_TA123804**, **TRA/TA-R/19557/2024_TA123816**, **TRA/TA-R/19575/2024_TA123835**, **TRA/TA-R/19005/2024_TA123022**, **TRA/TA-R/19678/2024_TA123983**, **TRA/TA-R/19008/2024_TA123025**, **TRA/TA-R/19970/2024_TA124409**, **TRA/TA-R/19990/2024_TA124436**, **TRA/TA-R/20646/2024_TA125372**, **TRA/TA-R/20490/2024_TA125161**, **TRA/TA-R/20654/2024_TA125384**, **TRA/TA-R/20644/2024_TA125370**, **TRA/TA-R/20492/2024_TA125163**, **TRA/TA-R/20763/2024_TA125525**, **TRA/TA-R/21203/2025_TA126089**, **TRA/TA-R/19674/2024_D172338** .

Philippines

NTC, Type Approved No.:

ESD-1105427C, **ESD-1105633C**, **ESD-1206775C**, **ESD-1308271C**, **ESD-1408668C**, **ESD-1408747C**, **ESD-1408917C**, **ESD-1409834C**, **ESD-1409181C**, **ESD-1409770C**, **ESD-1510139C**, **ESD-1510297C**, **ESD-1510396C**, **ESD-1510397C**, **ESD-1511095C**, **ESD-1612168C**, **ESD-1612188C**, **ESD-1613057C**, **ESD-1613431C**, **ESD-1613454C**, **ESD-1714358C**, **ESD-1714837C**, **ESD-1714838C**, **ESD-1714839C**, **ESD-1715123C**, **ESD-1716172C**, **ESD-1816403C**, **ESD-1816404C**, **ESD-1816419C**, **ESD-1816997C**, **ESD-1817283C**, **ESD-1817335C**, **ESD-1817369C**, **ESD-1817501C**, **ESD-1817548C**, **ESD-1817853C**, **ESD-1817897C**, **ESD-1817898C**, **ESD-1817899C**, **ESD-1817900C**, **ESD-1818098C**, **ESD-1818419C**, **ESD-1918733C**, **ESD-1918734C**, **ESD-1918735C**, **ESD-1918843C**, **ESD-1918844C**, **ESD-1919228C**, **ESD-1919230C**, **ESD-1919232C**, **ESD-1919296C**, **ESD-1919297C**, **ESD-1919418C**, **ESD-1919559C**, **ESD-1919739C**, **ESD-1919803C**, **ESD-1919804C**, **ESD-1919996C**, **ESD-1920171C**, **ESD-1920172C**, **ESD-1920173C**, **ESD-1920174C**, **ESD-1920175C**, **ESD-1920724C**, **ESD-1920725C**, **ESD-1919739C**, **ESD-1920803C**, **ESD-2021903C**, **ESD-2021997C**, **ESD-2021998C**

ESD-CPE-1817719C, **ESD-CPE-1920803**, **ESD-CPE-2003542**, **ESD-CPE-2003561**, **ESD-CPE-2103674**, **ESD-GEC-1402882**, **ESD-RCE-2022725**, **ESD-RCE-2023283**, **ESD-RCE-2024041**, **ESD-RCE-2024379**, **ESD-RCE-2125478**,**ESD-CPE-2103674**,**ESD-RCE-21257185**,**ESD-RCE-2127184**,**ESD-RCE-2127226**,**ESD-RCE-2128032**,**ESD-RCE-2228946**, **ESD-RCE-2024041**, **ESD-RCE-2229380**, **ESD-RCE-2230291**, **ESD-RCE-2332287**, **ESD-RCE-2333421**, **ESD-RCE-2334226**, **ESD-RCE-2334225**, **ESD-RCE-2231728**, **ESD-RCE-2231727**, **ESD-RCE-2334235**, **ESD-CPE-2043960**, **ESD-RCE-2231777**, **ESD-RCE-2231753**, **ESD-RCE-2436027**, **ESD-RCE-2437626**, **ESD-RCE-2436849**

Rwanda

RURA/1010402/2019/L123_23.10.2019, **RURA/1010402/2019/L128_21.10.2019**, **RURA/1010402/2020/L1069**, **RURA/1010402/2020/L1705_20.05.2020**, **RURA/101042/2020/L6997_24.09.2020**,

RURA/ICT/AUT/200140090_17.11.2020, **RURA/ICT/AUT/200140122_17.11.2020**, **RURA/ICT/AUT/210165696_10.06.2021**, **RURA/ICT/AUT/210172215_21.07.2021**, **RURA/ICT/AUT/210172964_30.07.2021**, **RURA/ICT/AUT/210178685_30.08.2021**, **RURA/ICT/AUT/210190642_22.10.2021**,**RURA/ICT/AUT/210148185_31.01.2021**,**RURA/ICT/AUT/210149593_18.02.2021**,**RURA/ICT/AU**
RURA/ICT/AUT/220264765_05.10.2022, **RURA/ICT/AUT/220270155_28.10.2022**, **RURA/ICT/AUT/220272401_14.11.2022**, **RURA/ICT/AUT/220273457_15.11.2022**, **RURA/ICT/AUT/220275518_22.11.2022**, **RURA/ICT/AUT/220280879_19.12.2022**, **RURA/ICT/AUT/230211868_10.05.2023**, **RURA/ICT/AUT/220271948_09.11.2022**, **RURA/ICT/AUT/220271951_09.11.2022**, **RURA/ICT/AUT/230311868_10.05.2023**, **RURA/ICT/AUT/230343093_27.09.2023**, **RURA/ICT/AUT/2403771708_28.02.2024**, **RURA/ICT/AUT/230353517_05.11.2023**, **RURA/ICT/AUT/2303275167_25.06.2023**, **RURA/ICT/AUT/230320586_20.06.2023**, **RURA/ICT/AUT/240425975_20.08.2024**, **RURA/ICT/AUT/240377170_28.02.2024**, **RURA/ICT/AUT/240455424_25.10.2024**.

026HD/ICT/RURA/018_11.01.2018, **093HD/ICT/RURA/018_19.02.2018**, **181HD/ICT/RURA/019_07.03.2019**, **192HD/ICT/RURA/018_13.04.2018**, **265HD/ICT/RURA/018_22.05.2018**, **266HD/ICT/RURA/018_22.05.2018**, **277HD/ICT/RURA/019_11.04.2019**, **278HD/ICT/RURA017_25.07.2017**, **279HD/ICT/RURA/019_11.04.2019**, **313HD/ICT/RURA/018_08.06.2018**, **334HD/ICT/RURA/018_13.06.2018**, **335HD/ICT/RURA/018_14.06.2018**, **343HD/ICT/RURA/017_22.08.2017**, **348HD/ICT/RURA/019_10.05.2019**, **349HD/ICT/RURA/018_22.06.2018**, **355HD/ICT/RURA/018_22.06.2018**, **356HD/ICT/RURA/018_22.06.2018**, **357HD/ICT/RURA/018_22.06.2018**, **368HD/ICT/RURA/018_29.06.2018**, **399HD/ICT/RURA/019_03.06.2019**, **401HD/ICT/RURA/018_09.07.2018**, **433HD/ICT/RURA/019_19.06.2019**, **444HD/ICT/RURA/019_19.06.2019**, **448HD/ICT/RURA/018_27.07.2018**, **449HD/ICT/RURA/018_27.07.2018**, **537HD/ICT/RURA/018_14.09.2018**, **607HD/ICT/RURA/018_11.10.2018**, **645GM/ICT/RURA/019_11.09.2019**, **646GM/ICT/RURA/019_11.09.2019**, **712HD/ICT/RURA/018_04.12.2018**, **742HD/ICT/RURA/018_14.12.2018**, **1350HD/CMR/RURA/015_08.12.2015** .

Senegal

AGREE PAR ARPT SENEGAL

Numéro d'agrément : XXXXXX/AG/ER

071845/AG/ER,**071821/AG/ER**,**071755/AG/ER**,**071710/AG/ER**,**071617/AG/ER**,**071414/AG/ER**,**071395/AG/ER**,**071394/AG/ER**,**071347/A**
072100/AG/ER, **072164/AG/ER**, **072164/AG/ER**, **072183/AG/ER**, **072231/AG/ER**, **072453/AG/ER**, **072469/AG/ER**, **072536/AG/ER**, **072588/AG/ER**, **072485/AG/ER**, **072474/AG/ER**, **072264/AG/ER**, **072613/AG/ER**, **072588/AG/ER**, **072646/AG/ER**, **072722/AG/ER**, **072739/AG/ER**, **072814/AG/ER**, **072877/AG/ER**

Serbia

И005 17, **И005 18**, **ИН005 19**, **И005 20**, **И005 21**, **И005 22**, **И005 23**, **И005 24**, **И005 25**

И011 14, **И011 15**, **И011 16**, **И011 17**, **И011 18**, **И011 19**, **И011 20**, **И011 21** , **И011 22**, **И011 23**, **И011 24**, **И011 25**

И038 19, **И038 20**, **И038 21**, **И038 22**, **И038 23**c, **И0038 24**, **И0038 25**

Singapore



Fig. 1 Identification in accordance with Radiocommunication Act.

Complies with IMDA Standards: **DA103238**, **DA103787**, **DA103858**, **DA104328**, **DA104682**, **DA104812**, **DA105282**, **DA107248**, **DA107974**, **DB03227**, **DB101762**, **DB103858**, **DB106879**, **DB107220**, **DB106879**.

Registration Number: **G1594-19**, **G1858-19**, **G5521-19**, **N0039-21**, , **N0254-17**, **N0254-17**, **N0356-20**, **N0688-15**, **N0715-15**, **N0721-15**, **N0871-19**, **N0982-20**, **N1085-21**, , **N1453-20**, **N1599-19**, **N1629-17**, **N1630-17**, **N2052-18**, **N2053-18**, **N2069-19**, **N2152-20**, **N2285-19**, **N2404-19**, **N2405-19**, **N2415-18**, **N2420-18**, **N2565-18**, **N2673-18**, **N2700-18**, **N2706-19**, **N2853-18**, **N2860-16**, **N2991-18**, **N2992-18**, **N3005-18**, **N3083-18**, **N3277-20**, **N3278-20**, **N3548-18**, **N3577-18**, **N3888-16**, **N3970-18**, , **N4123-19**, **N4334-20**, **N4347-21**, , , **N4877-19**, **N4878-19**, **N4887-19**, **N4975-17**, **N5068-19**, **N5069-19**, **N5081-20**, **N5358-20**, **N5835-20**, **N5856-20**, **S2946-20**, **S3583-19**, **S5104-21**,**N5264-21**,**N5963-21**,**N0708-17**,**N1019-22**,**N1568-22**,**N1851-22**,**N1898-22**,**N3020-22**,**N3453-22**,**N3456-22**,**N3450-22**,,**N3835-22**, **G0443-21**, **N3888-16**, **N0254-17**, **N0708-17**, **N5372-22**, **N5373-22**, **N6052-22**, **N0374-23**, **N0415-23**, **N0414-23**, **N1159-23**, **N5856-20**, **N1233-23**, **N1291-23**, **N1631-23**, **N2673-23**, **N3098-23**, **N3096-23**, **N3688-18**, **N3555-18**, **G1231-23**, **N0452-23**, **S3262-23**, **S3263-23**, **N3567-23**, **N3097-23**, **N0951-24**, **N2161-24**, **N1153-24**, **N1074-24**, **N1186-24**, **N1600-19**, **N2308-24**, **N2309-24**, **N2875-24**, **N3160-24**, **DA104682**, **N4887-19**, **N5684-24**, **N5760-24**, **N5297-19**, **N5296-19**, **N0356-20**, **N0477-20**, **ESER/25/0054**.

South Africa

ICASA APPROVED:

TA-2009/464, TA-2010/218, TA-2010/1235, TA-2011/615, TA-2012/321, TA-2012/1747, TA-2012/1821, TA-2013/1679, TA-2013/1681, TA-2013/1682, TA-2013/1680, TA-2013/1683, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA/2014/792, TA/2014/982, TA-2014/1719, TA-2014/1783, TA-2014/1784, TA-2014/1887, TA-2014/2108, TA-2014/2597, TA-2015/517, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539, TA-2016/3541, TA-2017/052, TA-2017/127, TA-2017/209, TA-2017/2013, TA-2017/2824, TA-2017/3480, TA-2017/2824, TA-2018/175, TA-2018/280, TA-2018/732, TA-2018/842, TA-2018/843, TA-2018/844, TA-2018/845, TA-2018/996, TA-2018/997, TA-2018/998, TA-2018/999, TA-2018/1091, TA-2018/1095, TA-2018/1205, TA-2018/1408, TA-2018/1649, TA-2018/1650, TA-2018/1806, TA-2018/1814, TA-2018/1815, TA-2019/1853, TA-2018/2177, TA-2018/2251, TA-2018/2776, TA-2018/2777, TA-2018/2868, TA-2018/3141, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA/2019/550, TA-2019/582, TA-2019/583, TA-2019/1110, TA-2019/1111, TA-2019/1410, TA-2019/1853, TA-2019/2347, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/5480, TA-2020/6261, TA-2020/6392, TA-2020/6394, TA-2020/7066, TA-2020/7103, TA-2020/7390, TA-2021/0295, TA-2021/0637,TA-2021/7762,TA-2021/0949,TA-2021/1613,TA-2021/1608,TA-2021/2146,TA-2021/2307,TA-2021/2501,TA-2021/3273, TA-2022/3766, TA-2021/0637, TA-2022/0625, TA-2022/0298, TA-2022/0298, TA-2022/03215, TA-2020/7103, TA-2022/0124, TA-2020/5443, TA-2022/1222, TA-2022/3229, TA-2023/3353, TA-2023/0199, TA-2023/0338, TA-2023/0349, TA-2022/3381, RSS/NCA/TA/3/166, TA-2023/0349, TA-2023/0338, TA2023/0892, TA-2023/1203, TA-2023/2091, TA-2023/1813, TA-2005/614, TA-2024/0552, TA-2024/0552, TA-2019/348, TA-2023/0232; TA-2023/2829, TA-2023/3425, TA-2024/3199, TA-2024/0519, TA-2024/0867.

Thailand



Fig. 2 Identification in accordance with Radiocommunication Act.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการ ใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

NBTC ID: **A57003-17, A57004-14, A57004-17, A57005-14, A57006-15, A57006-19, A57006-18, A57008-14, A57009-14, A57012-16, B38083-20,B57008-21,B57007-21,A57014-21,B57003-22,S01561-22,S01559-22, S03635-22, S00224-23, S4117-22, A57014-21, SD01415-23, A75007-22, S03477-22, SD02328-23, SD01325-23, SD03081-23, SD02729-23, A57003-22, A75003-22, S01559-22, S01729-22, A75004-22, A75004-22**

Türkiye

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

Countries outside the US that approve and permit radio systems in accordance with US FCC guidelines:

FCC ID: 2AAJCBR20, **FCC ID: 2AAJCBR21**, **FCC ID: 2AAJCBR22**, **FCC ID: 2AA98**, **FCC ID: 2AA98-COLOUR5C**, **FCC ID: 2AA98-MEDIUM5C**, **FCC ID: 2AA98-MEDIUM5C21**, **FCC ID: 2AA98A**, **FCC ID: 2AHPN-WLC**, **FCC ID: 2AOUZ17101001**, **FCC ID: 2AOUZ17101002**, **FCC ID: 2AOUZ17101010**, **FCC ID: 2AOUZ17101022**, **FCC ID: 2AOUZ17101023**, **FCC ID: 2AOUZ17101031**, **FCC ID: 2AOUZ17101032**, **FCC ID: 2AOUZ17101033**, **FCC ID: 2AOUZ17101034**, **FCC ID: 2AOUZ17101041**, **FCC ID: 2AOUZ17101042**, **FCC ID: 2AOUZ17101043**, **FCC ID: 2AOUZ17101051**, **FCC ID: 2AOUZ17101052**, **FCC ID: 2AOUZ17101053**, **FCC ID: 2AOUZ17101054**, **FCC ID: 2AOUZ17101055**, **FCC ID: 2AOUZ17101056**, **FCC ID: 2AOUZ17101057**, **FCC ID: 2AOUZ17101071**, **FCC ID: 2AOUZ17101072**, **FCC ID: 2AOUZ18020531**, **FCC ID: 2AOUZ18020532**, **FCC ID: 2AOUZ18020533**, **FCC ID: 2AOUZ18020534**, **FCC ID: 2AOUZ18100931**, **FCC ID: 2APOM-MQBA0**, **FCC ID: 2AVXWWSBRC001**, **FCC ID: 2AXPS-WPC003-1**, **FCC ID: 772C-LB1FD**, **FCC ID: BEJLCW05-VWE5**, **FCC ID: BEJMIB2**, **FCC ID: BEJMIB2PQ**, **FCC ID: BEJ-MEBICAS3**, **FCC ID: BEJ-MIBPQMIN**, **FCC ID: BEJ-MIB3O1**, **FCC ID: BEJTLAHW3IU-E**, **FCC ID: BEJTLAHW3IU-N**, **FCC ID: BEJTLVHE4IU-E**, **FCC ID: BEJTLVHE4IU-N**, **FCC ID: BEJTLVHM3IU-E**, **FCC ID: BEJTLVHW3IU-E**, **FCC ID: BEJTLVHM3IU-N**, **FCC ID: BEJTLVM3IU-N**, **FCC ID: BEJTUVM01IU**, **FCC ID: CWTUGZZF1**, **FCC ID: CWTUGZZF2**, **FCC ID: IYZVK2**, **FCC ID: KR5-BCMEVOC**, **FCC ID: KR5FS14T**, **FCC ID: KR5FS14TK**, **FCC ID: KR55NA920791A**, **FCC ID: LTQR3TR**, **FCC ID: NBG010180T**, **FCC ID: NBG010905A**, **FCC ID: NBG011719A**, **FCC ID: NBG013854**, **FCC ID: NBG01RS4**, **FCC ID: NBG011719A**, **FCC ID: NBG10176**, **FCC ID: NBG9068**, **FCC ID: NBG92596263**, **FCC ID: NBGBCMEVO**, **FCC ID: NBGBCMEVO5**, **FCC ID: NBGBCM2R**, **FCC ID: KR5BCM37WBL**, **FCC ID: NBGFS09P03**, **FCC ID: NBGFS12A**, **FCC ID: NBGFS12A01**, **FCC ID: NBGFS12P**, **FCC ID: NBGFS12P01**, **FCC ID: NBGFS12PM**, **FCC ID: NBGFS12P01M**, **FCC ID: NBGFS125C**, **FCC ID: NBGFS125C1**, **FCC ID: NBGFS125C5**, **FCC ID: NBGFS173NP**, **FCC ID: NBGFS173NPM**, **FCC ID: NBGFS173NR**, **FCC ID: NBGFS1744M**, **FCC ID: NBGFS19**, **FCC ID: NBGFS191**, **FCC ID: NBGFS93N**, **FCC ID: NBGMQBBB**, **FCC ID: NBGMQBBH**, **FCC ID: NBGPQ12P01**, **FCC ID: NBGRSB19**, **FCC ID: NF3-FR5CPEC**, **FCC ID: NF3-LRR3SCU**, **FCC ID: NF3-LRR4**, **FCC ID: NF3-MRR1PLUS**, **FCC ID: NF3-MRR1REAR**, **FCC ID: NF3-MRREVO14F**, **FCC ID: NF3-LRR3SCU**, **FCC ID: NT8-FPK8IMMO5D**, **FCC ID: NT8-VWMIBREGIO**, **FCC ID: NZLADHL5D**, **FCC ID: NZLJCIBUSHL4**, **FCC ID: OAYARS4B**, **FCC ID: OAYARS5B**, **FCC ID: OYGTSSRE4UD**, **FCC ID: OYGTSSRE4UF**, **FCC ID: OYGTSSSG4G5**, **FCC ID: QIPALAS6A-US**, **FCC ID: QISME919BS-567BN**, **FCC ID: QISME919BS-567BNB**, **FCC ID: QZ9-KA3**, **FCC ID: RK7MBC-NAR**, **FCC ID: RK7MBC-NAR2**, **FCC ID: RK7185-00**, **FCC ID: RK7186-00**, **FCC ID: RX2BNFHL**, **FCC ID: RX2BNFLL**, **FCC ID: T8GA270**, **FCC ID: T8GA475**, **FCC ID: T8GA476**, **FCC ID: T8GP114**, **FCC ID: VPYLB1KD**, **FCC ID: WJLHT-5**, **FCC ID: NF3-FR5CUEC**, **FCC ID: NBG01RS55**, **FCC ID: NF3-F5CP42**, **FCC ID: NBG01RS53**,**FCC ID: NBGFS125C1**, **FCC ID: BEJ-MIB3OIVR-E**, **FCC ID: BEJTLVHM3IU-N**, **FCC ID: 2AXPS-WPC003-1**, **FCC ID: 2AXPS-WPC003-5**, **FCC ID: 2ACC7DDAECE02**, **FCC ID: BEJTLVUM3IU-W**, **FCC ID: BEJTLVUW3IU-W**, **FCC ID: BEJTLVUM3IU-E**, **FCC ID: BEJTLVUW3IU-N**, **FCC ID: BEJTLVUM3IU-N**, **FCC ID: NT8-FPK815DTR2**, **FCC ID: NBGFS1901S**, **FCC ID: NBGFS19S**, **FCC ID: BEJ-ICAS3GP**, **FCC ID: NBGFS191S**, **FCC ID: BEJTLVLM3IU-N, FCC ID: BEJTLVUW3IU-W, FCC ID: BEJTLVUW3IU-N, FCC ID: BEJTLVUM3IU-W, FCC ID: BEJTLVUM3IU-N, FCC ID: BEJTLVUM3IU-E, FCC ID: BEJTLVUE4IU-E, FCC ID: BEJTLVUE4IU-N, FCC ID: BEJTLVUE4IU-W , FCC ID: QZ9-DCB**, **FCC ID: 2BAHD-EC30693**, **FCC ID: YGONFCTGSAU336**, **FCC ID: KR5I22U**, **FCC ID: BEJ-MIB3OIVR-E01**, **FCC ID: BEJ-MIB3OI**, **FCC ID: BEJ-MIB3GP**, **FCC ID: YGONFCTGSAU336**, **FCC ID: YGOBUEGELNFC**, **FCC ID: YGOFLUSHNFC**, **FCC ID: 2A6TC-HFA30** .

Interference Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.

FCC RF Exposure Statement

FCC ID: RK7MBC-NAR

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.

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have 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 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 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.

Wireless Notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.

FCC Class A digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Class B digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Ukraine

Further information on radio systems and declarations of conformity can be found at www.volkswagen.com/generalinfo.

BSD 3.0	**24,05 - 24,25 GHz**	**20 dBm**
LCA 2.0	**24,05 - 24,25 GHz**	**20 dBm**
RS4	**24,05 - 24,25 GHz**	**20 dBm**

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: www.volkswagen.com/generalinfo.

1APTV R3TR, **1BOSC0001**, **1HELARS40**, **109**, **1O094.002801-15**, **1O094.004984-17**, **1O094.004985-17**, **1O094.004986-17**, **1O094.006565-18**, **1O094.007280-19**, **0848**, **486.25-CET**, **920697B**, **TLAHW3IU-E**, **TLAHW3IU-W**, **TLVHM3IU-E**, **TLVLM3IU-E**, **TLVHM3IU-W**, **1CONT0001**

1.001.010758/M1-16, **1.001.017067-18-TE**, **1.001.018566-19-TE**, **1.001.018601-19-TE**, **1.001.018646-19-TE**, **1.001.018774-19-TE**, **1.001.018968-19-TE**, **1.001.019275-19-TE**, **1.001.019287-19-TE**, **1.001.020220-19-TE**, **1.001.020355-19-TE**, **1.001.020702-19-TE**, **1.001.020853-19-TE**, **1.001.020929-19-TE**, **1.001.021241-20-TE**, **1.001.021295-20-TE**, **1.001.022108-20-TE**

UA.R.TR.052.041-21, **UA.R.TR.052.081-20**, **UA.R.TR.052.088-19**, **UA.R.TR.052.089-19**, **UA.R.TR.052.130-20**, **UA.R.TR.052.161-19**, **UA.R.TR.052.187-19**, **UA.R.TR.052.189-19**, **UA.R.TR.052.190-19**, **UA.R.TR.052.194-19**, **UA.R.TR.052.215-21**, **UA.R:TR.052.433-19**, **UA.R.TR.052.529-19**, **UA.R.TR.052.533-19**, **UA.R.TR.052.598-19**, **UA.R.TR.052.613-19**, **UA.R.TR.052.658-19**,**UA.R.TR.052.634-19**,**UA.R.TR.052.068-22**, **UA.R.TR.052.169-23**.

UA.TR.028: **680.13-CET**, **680.14-CET**, **680.15-CET**, **2423.10-CET**, **2423.17-CET**, **2423.21-CET**, **2423.31-CET**, **2423.32-CET**, **2423.33-CET**, **2423.44-CET**, **2423.49-CET**, **2423.50-CET**, **2423.51-CET**, **2539.8-CET**, **2539.9-CET**, **2539.10-CET**, **2539.12-CET**, **2539.13-CET**, **2539.15-CET**, **2539.17-CET**, **2539.19-CET**, **2539.20-CET**, **2539.21-CET**, **2539.22-CET**, **2539.23-CET**, **2539.30-CET**, **2539.31-CET**, **2539.45-CET**, **2579.1-CET**, **2579.2-CET**, **2580.4-CET**, **2580.5-CET**, **2610.2-CET**,**2423.62.2-CET**

UA.TR.030.026039-19, **UA.TR.030.028039-19**, **UA.TR.109.R.0009-18**, **UA.TR.109.R.0016-19**, **UA.TR.109.R.0021-19**, **UA.TR.109.R.0023-19**, **UA.TR.109.R.0026-19**, **UA.TR.109.R.0028-19**, **UA.TR.109.R.0029-19**, **UA.TR.109.R.0030-19**, **UA.TR.109.R.0032-19**, **UA.TR.109.R.0042-20**, **UA.TR.109.R.0057-21**, **UA.TR.109.R.0082-20**, **UA.TR.109.R.0133-19**, **UA.TR.109.R.0155-18**, **UA.TR.109.R.0162-19**, **UA.TR.109.R.0168-19**, **UA.TR.109.R.0174-18**, **UA.TR.109.R.0179-18**, **UA.TR.109.R.0187-18**, **UA.TR.109.R.0201-19**, **UA.TR.109.R.0212-19**, **UA.TR.109.R.0214-18**, **UA.TR.109.R.0249-18**, **UA.TR.109.R.0259-18**, **UA.TR.109.R.0281-18**, **UA.TR.109.R.0282-18**, **UA.TR.109.R.0302-18**, **UA.TR.109.R.0304-18**, **UA.TR.109.R.0305-18**, **UA.TR.109.R.0307-18**, **UA.TR.109.R.0313-18**, **UA.TR.109.R.0333-20**, **UA.TR.109.R.0336-19**, **UA.TR.109.R.0337-19**, **UA.TR.109.R.0344-18**, **UA.TR.109.R.0345-18**, **UA.TR.109.R.0374-18**, **UA.TR.109.R.0375-18**, **UA.TR.109.R.0376-18**, **UA.TR.109.R.0389-18**, **UA.TR.109.R.0394-18**, **UA.TR.109.R.0411-18**, **UA.TR.109.R.0425-18**, **UA.TR.109.R.0426-18**, **UA.TR.109.R.0438-18**, **UA.TR.109.R.0467-18**, **UA.TR.109.R.0598-18**, **UA.TR.109.R.0645-18**,**UA.TR.109.R.0340-21**,**UA.TR.109.R.0028-22**, **UA.TR.109.R.0174-18**, **UA.TR.109.R.0389-18**, **UA.TR.109.R.0241-22**, **UA.TR.109.R.0252-22**, **UA.TR.109.R.0250-22**, **UA.TR.109.R.0069-23**, **UA.TR.109.R.0070-23**, **UA.TR.109.R.0037-23**, **UA.TR.109.R.0068-23**, **UA.TR.109.R.0105-23**, **UA.TR.109.R.252-22**, **UA.TR.109.R.0049-23**, **UA.TR.109.R.0141-23**,

UA.TR.001.0355.30.00616-22

UA RF: 1BOSC0001, **UA RF: 1CONT0001**, **UA RF: 1CONT0002**, **UA RF: 1HELABSD3**, **UA RF: 1HELARS40**, **UA RF: 1BOSC0016**, **UA RF: 1BOSC0017**, **UA RF: 1BOSC0018**, **UA RF: 1HELARS53**, **UA RF: 1HELARS55**

UA.032.CT.0026-19, **UA.032.CT.0030-18**, **UA.032.CT.0083-19**, **UA.032.CT.0084-19**, **UA.032.CT.0107-19**, **UA.032.CT.0188-18**, **UA.032.CT.0221-20**, **UA.032.CT.0224-19**, **UA.032.CT.0225-19**, **UA.032.CT.0225-21**, **UA.032.CT.0226-19**, **UA.032.CT.0227-19**, **UA.032.CT.0313-19**, **UA.032.CT.0527-19**, **UA.032.CT.0187-22**, **UA.032.CT.280-22**

04-1214/123.

UKR.355-10/233, **UKR.355-11/233**, **UA.R.TR.052.089-19, UA.R.TR.052.091-23, UA.R.TR.052.044-23, UA.R.TR.052.090-23, UA.R.TR.052.204-22** ,

Vietnam

ICT

SunTech VietNam Technology Company Limited, C00082015, SUNTECH VietNam, SUNTECH VN:

71/CVT-TT3, 220/CVT-TT3

220221.01-TN, 220208.14-TN, 773/TTDLCL-CN, 210816.05-TN, 210526.20-TN, 2108106.04-TN, 3568/CVT-CNDV, 210526.21-TN, 2357/CVT-CL,220310.03-TN,220321.12-TN, 220607.09-TN

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ICT motor: **A1900761**

General information on the data

Except where indicated or specifically stated, the technical data applies to the basic model. The figures may be different if additional equipment is fitted and in the case of different model versions, special vehicles and country-dependent equipment. All data in the official vehicle documents always takes precedence.

The official vehicle documents show which drive and which power output your vehicle has.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver 75 kg (approx. 165 lbs), service fluids including fuel tank carrying 100 % of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers

— All luggage inside and outside of the vehicle.

— Add-on parts.

— Drawbar load when towing a trailer.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded. The permitted values are provided on the safety certificate on the B-pillar on the driver side *(→ Safety certificate)* *(→ Type plate)*.

Performance figures

The performance figures were measured without equipment which may influence performance, e.g. add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle *(→ Type plate)* or on the safety certificate *(→ Safety certificate)* always have priority.

Gross combination weight

The gross combination weight ratings listed apply only to altitudes up to around 1,000 m (approx. 3,000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (approx. 3,000 ft) in altitude.

Gradient angle

The gradient angle is an indication of the vehicle's gradeability and corresponds to the gradient that the vehicle can drive up under its own power. This depends on aspects such as the road surface, weather conditions and engine power. The values apply to a moving vehicle and not to driving off from standstill.

The number of metres in height gained over a distance of 100 m (approx. 300 ft) (gradient) will be given as a percentage or degree value (100% = 45 degrees).

Vehicle identification number

Structure of the vehicle identification number

The vehicle identification number VIN comprises 17 characters. These characters are categorised into seven groups.

The following sample vehicle identification numbers are used to demonstrate the structure.

Group	(1)			(2)			(3)		(4)	(5)	(6)	(7)					
Position:	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	R	E	4	0	0	9	5	3
	W	V	W	A	F	2	5	7	4	8	Y	0	0	0	0	0	1

(1) Vehicle manufacturer identifier:

WVW

Volkswagen Passenger Cars

WVG

Volkswagen Passenger Cars

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

MFB

Garuda Matraman Motor (Indonesia)

(2) Filler characters: the filler characters may differ depending on manufacturer or contain information about the body or gearbox type.

(3) Vehicle class per model:

14

ID.7

2G

T-Roc

57

Tiguan

6R

Polo

AC

T-Roc Cabriolet

BV

Golf

CB

Passat

CA

Atlas

RC

Touareg

Depending on manufacturer, the places 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check digits: the filler characters or check digits may differ depending on the manufacturer.

(5) VIN index per model year:

S

2025

T

2026

V

2027

W

2028

X

2029

Y

2030

(6) Production location, manufacturing plant:

C

Volkswagen Chattanooga Plant

D

Volkswagen Bratislava Plant

E

Volkswagen Emden Plant

M

Volkswagen Puebla Plant

P

Volkswagen Zwickau Plant

T

Volkswagen Pune Plant

U

Volkswagen Uitenhage Plant

V

Volkswagen Palmela Plant

W

Volkswagen Wolfsburg Plant

Y

Volkswagen Pamplona Plant

The letters assigned to the production locations may differ on a vehicle-specific basis or may have a double assignment.

(7) Sequential production number in a model year.

Position of the vehicle identification number

The vehicle identification number VIN can be found at various locations in the vehicle and can also be queried in the Infotainment system.

Windscreen

The vehicle identification number can be read from outside the vehicle through a viewer in the windscreen. The viewer is located in the lower corner of the windscreen.



Fig. 1 In the windscreen: vehicle identification number.

Stamped in the body

Depending on model, country and engine, the vehicle identification number may be stamped at one of the following locations:

— In the bonnet space in the right water drainage channel.

Stickers on the vehicle

Depending on model, country and engine, the vehicle identification number may be present on one of the following stickers:

— Type plate

— Safety certificate

Infotainment system

In some models and depending on the Infotainment system version, the vehicle identification number can be displayed in the **Service** menu or in the vehicle settings *(→ Vehicle settings menu)*.

Type plate

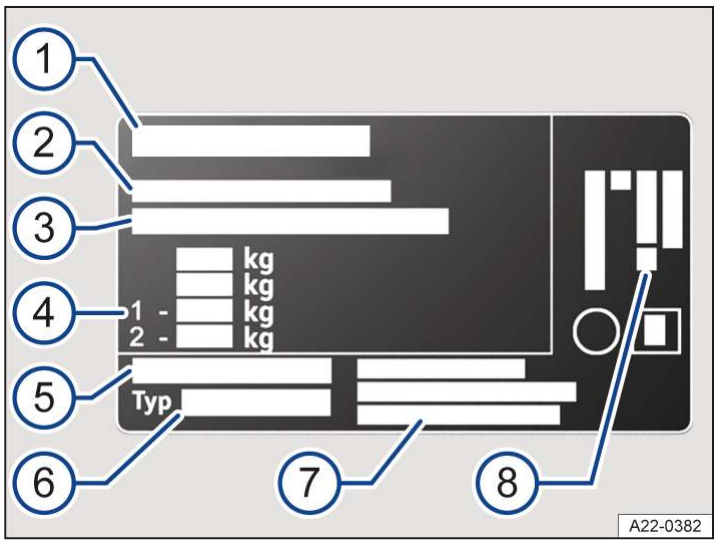


Fig. 1 Type plate: variant 1 (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle identification number.
4. Gross vehicle weight rating.

   Gross combination weight rating (vehicle plus trailer).

   Gross front axle weight rating.

   Gross rear axle weight rating.
5. Type approval number, country-specific.
6. Vehicle type.
7. Manufacturer's address.
8. Engine code.

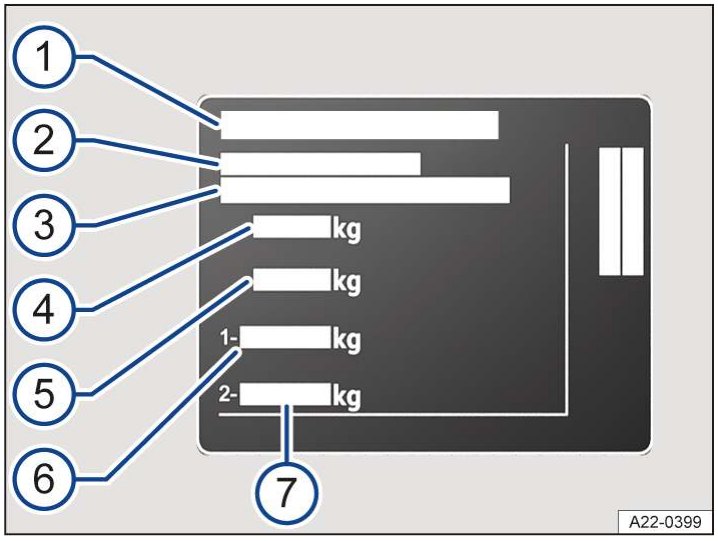


Fig. 2 Type plate: variant 2 (illustration).

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

1. Manufacturer code.
2. Type approval.

3. Vehicle identification number.
4. Gross vehicle weight rating.
5. Gross combination weight rating (vehicle plus trailer).
6. Gross front axle weight rating.
7. Gross rear axle weight rating.

Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain countries do not have a type plate.

Safety certificate

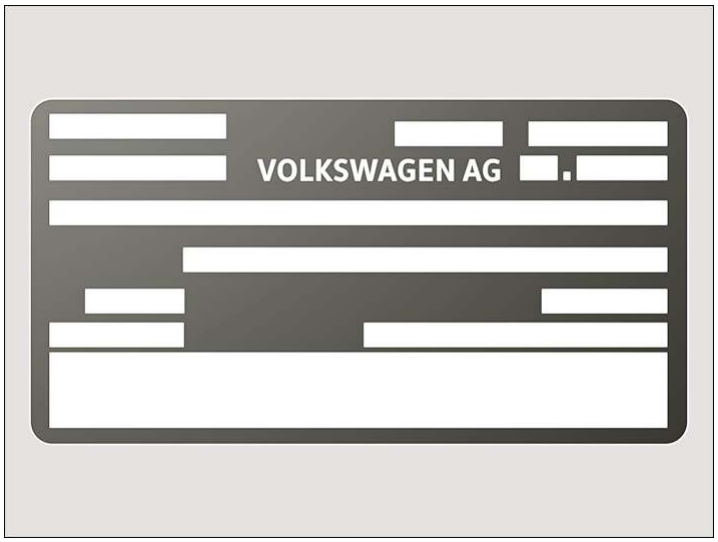


Fig. 1 Safety certificate (illustration).

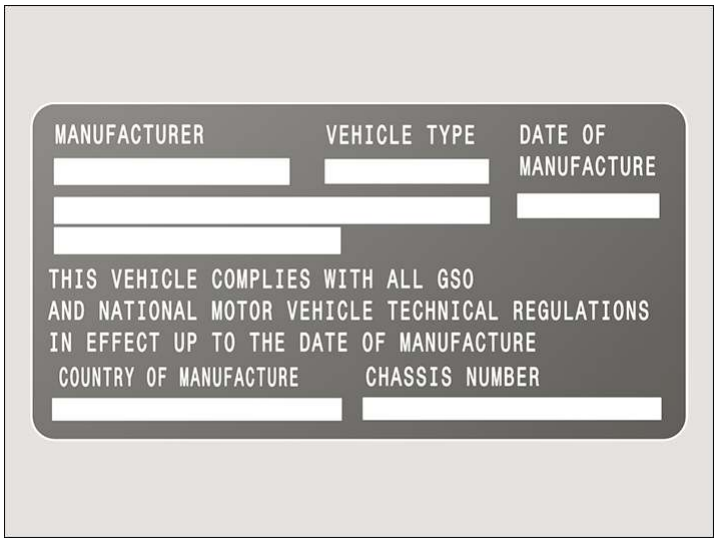


Fig. 2 Safety certificate (illustration).

A safety certificate on the door pillar in the driver door shows the following information:

— Vehicle type.

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle identification number.

Dimensions

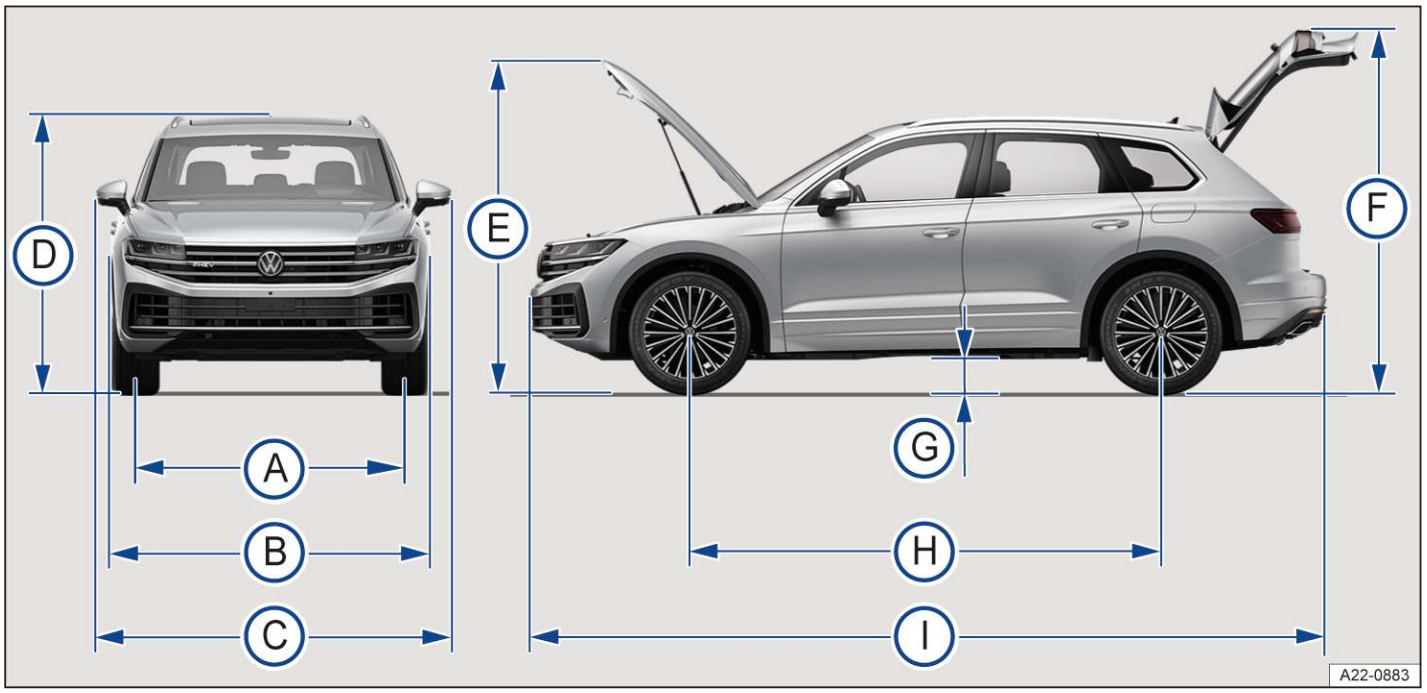


Fig. 1 Vehicle dimensions.

The data in the table applies to the basic model with basic equipment.

The specified values can vary due to different wheel rim and tyre sizes, additional equipment, different model versions or retrofitted accessories, and also for special vehicles and vehicles that have been manufactured for other countries.

Information on the composition of the weights can be found in section *(→ Technical data)*.

Touareg eHybrid, Touareg R eHybrid

Key to *Fig. 1*:			
A	Front track	mm	1,663 – 1,664
	Rear track	mm	1,672 – 1,681
B	Width	mm	1,984
C	Width with exterior mirrors folded out	mm	2,193
	Width with exterior mirrors folded in	mm	1,989
D	Height to the upper edge of the roof at kerb weight	mm	1,678 – 1,698
	Height with GPS aerial	mm	1,693 – 1,712
	Height to roof railing	mm	1,686 – 1,706
E	Height with open bonnet at kerb weight	mm	1,906 – 1,932
F	Height with open boot lid at kerb weight	mm	2,115 – 2,140
G	Ground clearance between the axles	mm	195 – 216
H	Wheelbase with full load	mm	2,899 – 2,903
	Minimum turning circle diameter	m	approx. 12.3
	Minimum turning circle diameter, vehicle with rear wheel steering	m	approx. 11.3
I	Length from bumper to bumper	mm	4,878 – 4,902

I	Length with a factory-fitted towing bracket	mm	5,008 – 5,024

Fuel tank volume

The fuel tank has the following capacity:

— approx. 75 l

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the tank gauge indicates that the tank is empty. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

Capacity of washer fluid reservoir

The washer fluid reservoir has the following capacity:

— approx. 3.5 l or approx. 6 l depending on equipment

3.0 l, 6-cylinder, TSI®, 280 kW and 340 kW, hybrid drive

Engine overview

Petrol engine power	kW	250 at 5300 rpm
Electric drive motor power	kW	100
Total power, hybrid drive	kW	280
Total power of hybrid drive for R models	kW	340
Engine code, petrol engine		DCBE
Injection technology		TSI
Maximum torque of petrol engine	Nm	450
Maximum torque of electric drive motor	Nm	350
Maximum torque of electric motor for R models	Nm	400
Total torque, hybrid drive	Nm	600
Total torque of hybrid drive for R models	Nm	700
Gearbox		AG8
Maximum drivable gradient	%	up to 30
Maximum speed with petrol engine	km/h	–
Maximum speed with electric drive motor	km/h	–
Maximum speed with hybrid drive	km/h	250

Weights and axle loads

Kerb weight with driver *(→ Technical data)*	kg	2,439 – 2,444
Gross vehicle weight rating	kg	3020
Gross front axle weight rating	kg	1450
Gross rear axle weight rating	kg	1620

Maximum trailer weights

Maximum trailer weight braked, gradients up to 12%	kg	3500
Maximum trailer weight braked, gradients up to 8%	kg	3500
Maximum trailer weight unbraked	kg	750
Maximum gross combination weight rating, gradients up to 12%	kg	6520
Maximum gross combination weight rating, gradients up to 8%	kg	6520
Maximum permissible drawbar load	kg	140

Load for rear carrier systems *(→ Bicycle carrier)*