Owner's Manual

GLI, Jetta

January 2020 Edition

United States version, model year 2020

Teile-Nr.: 17A012723SE
Print status: 06.08.2019
English USA: 2019.11
V1, R1, USA, en_US

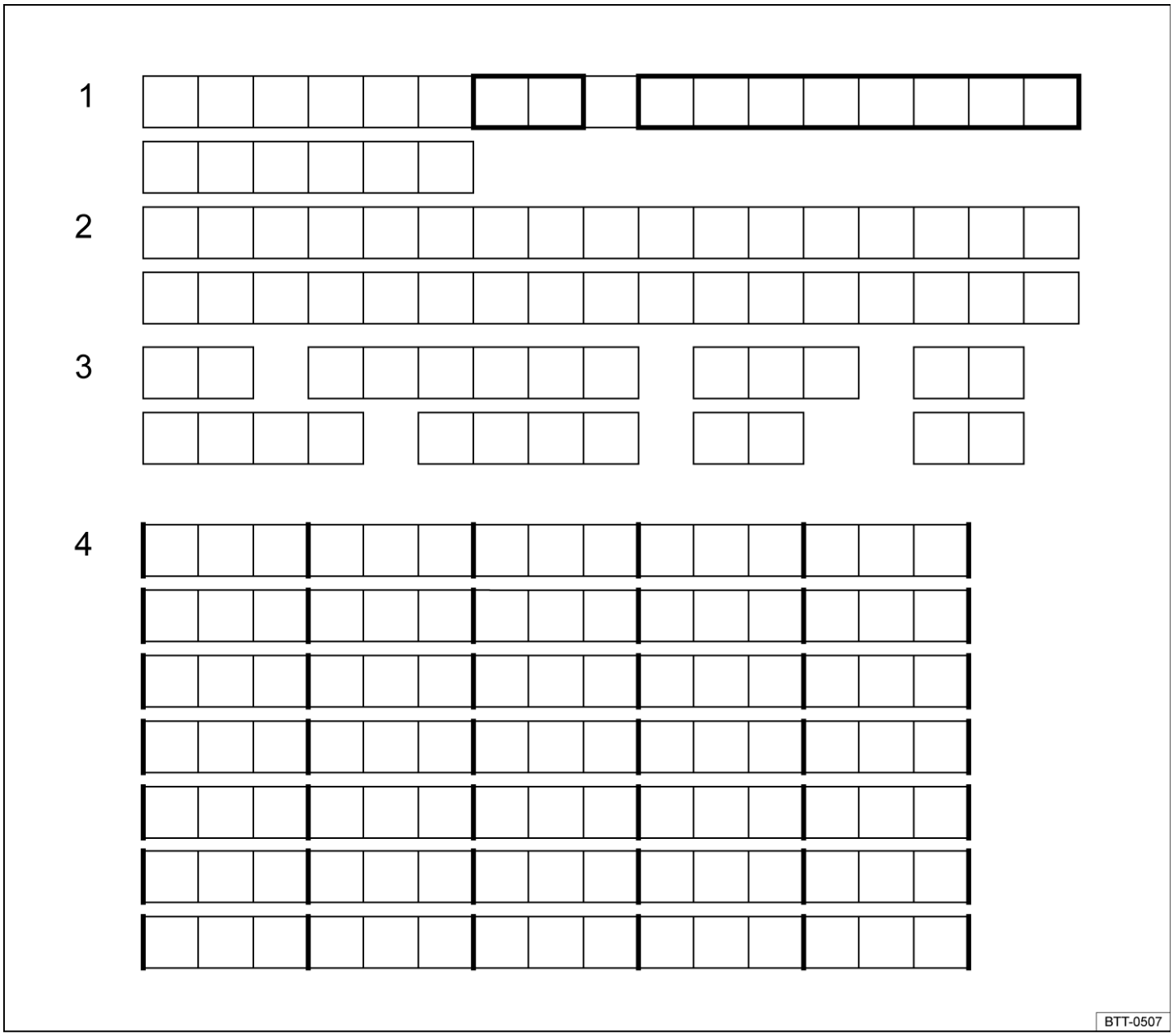


Fig. 1 Vehicle data label. 1: VIN; 2: Vehicle model, engine output, transmission; 3: Engine code, transmission code, paint number, interior equipment; 4: Optional equipment, PR numbers.

Delivery inspection was performed on:	Date of delivery/first approval (whichever occurs first):
Volkswagen dealer stamp	Volkswagen dealer stamp

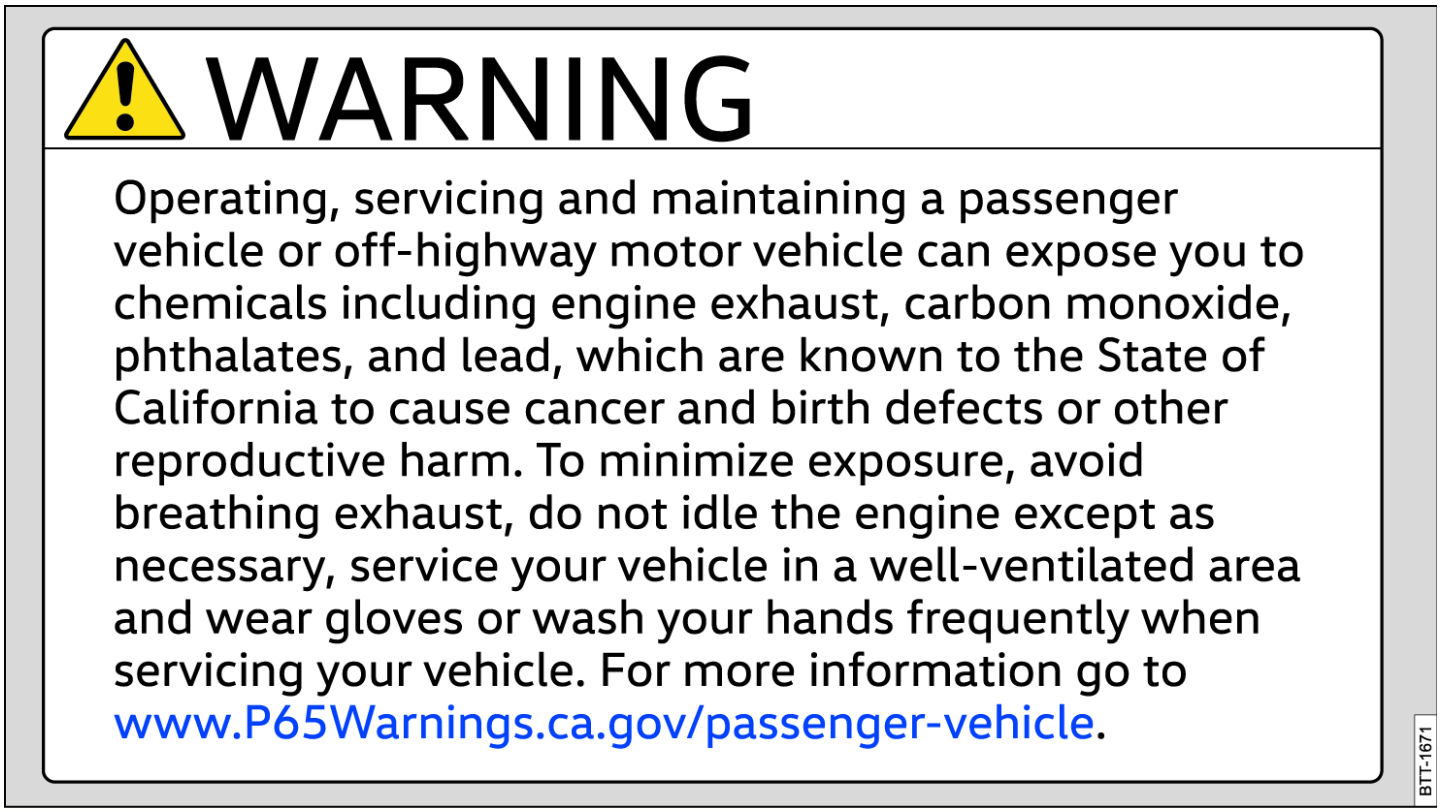


Fig. 2

Volkswagen works continuously to improve all of its products. Due to ongoing vehicle development, changes in design, equipment, and technology are possible at any time. The information regarding equipment, appearance, performance, dimensions, weights, fuel consumption, standards, and functions of the vehicle is the information that was available at the time of the editorial deadline for this manual. Some of the equipment and functions may not be available until later or may be available only in certain countries. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information. The vehicle pictured on the cover may be equipped with special equipment that is obtained for an additional price and may only be available in certain markets. An authorized Volkswagen dealer can inform you about differences in your particular country. Subject to change. No legal obligations or commitments may be derived from the information, illustrations, and descriptions in this manual.

No reprint, reproduction, or translation of this Manual is permitted, even in excerpts, without the express written consent of Volkswagen de México.

Volkswagen de México expressly reserves all rights under applicable copyright law. Subject to change.

Produced in Mexico.

© 2020 Volkswagen de México, S.A. de C.V.

This paper was made from chlorine-free, bleached pulp.

We thank you for buying a Volkswagen vehicle

This Volkswagen vehicle is equipped with advanced technology incorporating a number of convenience features for you to enjoy in your daily driving.

Please carefully read and follow the information in this Owner's Manual. It will help you to become more familiar with your vehicle and to be able to recognize and avoid hazardous situations for you and others.

If you have questions about your vehicle or if you believe that the manual is not complete, please contact your authorized Volkswagen dealer or your authorized Volkswagen Service Facility. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities always welcome your questions, suggestions, and constructive criticism.

We hope you enjoy driving your vehicle and we wish you safe and pleasant motoring.

Yours sincerely, Volkswagen de México, S.A. de C.V.

⚠ WARNING

Please note the important safety information about using a child restraint system in the front passenger seat ⇒ 🕮 *Introduction*

About this Owner's Manual

This Owner's Manual is valid for all models and versions of your Volkswagen. The Owner's Manual describes all equipment and models without indicating special equipment or model versions. Equipment that your vehicle may not have or that may only be available in some markets will be described. For more detailed information on your vehicle equipment, refer to the sales documents or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

This Owner's Manual describes a passenger vehicle.

All information in this Owner's Manual was correct at the time of printing. Due to continuous vehicle development, there may be differences between your vehicle and the information in this Owner's Manual. No legal commitment can be derived from the information, illustrations, or descriptions in this manual.

Make sure the entire Owner's Manual is in the vehicle if you sell or lend the car. Volkswagen also recommends resetting the Infotainment system to its factory settings in order to delete all personal data.

- At the end of this manual, you will find an alphabetical index.
- A list of abbreviations at the end of this manual explains technical abbreviations and terminology.
- Directions (left, right, front, back) are in reference to the driving direction unless noted otherwise.
- Illustrations are only for orientation and are simply used to provide a visual display of descriptions and instructions.
- This Owner's Manual was created for left-hand drive vehicles. For vehicles with right-hand drive steering , controls are sometimes arranged differently from what is shown in the illustrations or described in the text.
- The display in miles instead of kilometers or mph instead of km/h is determined by the versions of the instrument cluster and Infotainment system that are installed, which varies depending on the country where the vehicle is sold.
- Brief definitions are placed in front of some sections in this manual in a different color to summarize the function and usage of a system or equipment. Detailed information about the systems and equipment along with their properties, conditions, and system limitations is included in the associated sections.
- Technical modifications to the vehicle that may have occurred after the print date will be included in a supplement to the Owner's Manual.

Owner's Manual materials:

- Owner's Manual
- Supplement (optional)
- *Other documents*

Explanation of symbols

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

DANGER

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

WARNING

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

CAUTION

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

NOTICE

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

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

Texts with this symbol contain supplementary information.

Vehicle overviews

Front view

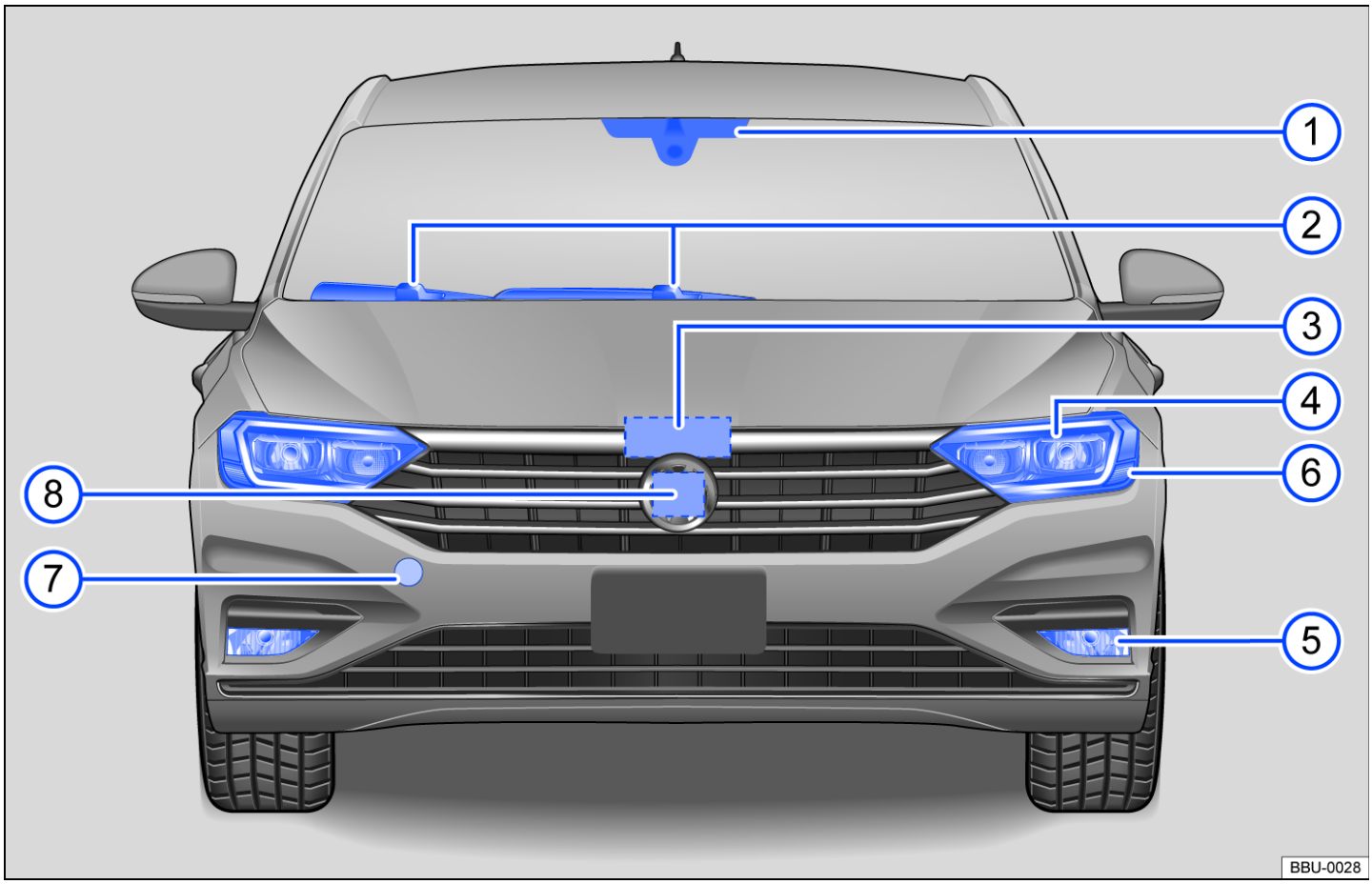


Fig. 3 Vehicle front overview.

Key for *fig. 3*:

(1) Interior mirror:

- With camera window for assistance systems ⇒ *Exterior care and cleaning*
- With rain/light sensor in the rearview mirror area ⇒ *Rain/light sensor*, ⇒ *Exterior care and cleaning*

(2) Windshield wiper ⇒ *Operating the windshield wiper lever*

(3) Hood release ⇒ *Opening and closing the hood*

(4) Headlights ⇒ *Exterior lighting*

(5) Lights in the bumper ⇒ *Exterior lighting*

(6) Marker light

(7) Behind a cover: mount for towing eye ⇒ *Towing*

(8) Behind the VW emblem: radar sensor for assistance systems ⇒ *Exterior care and cleaning*

Side view

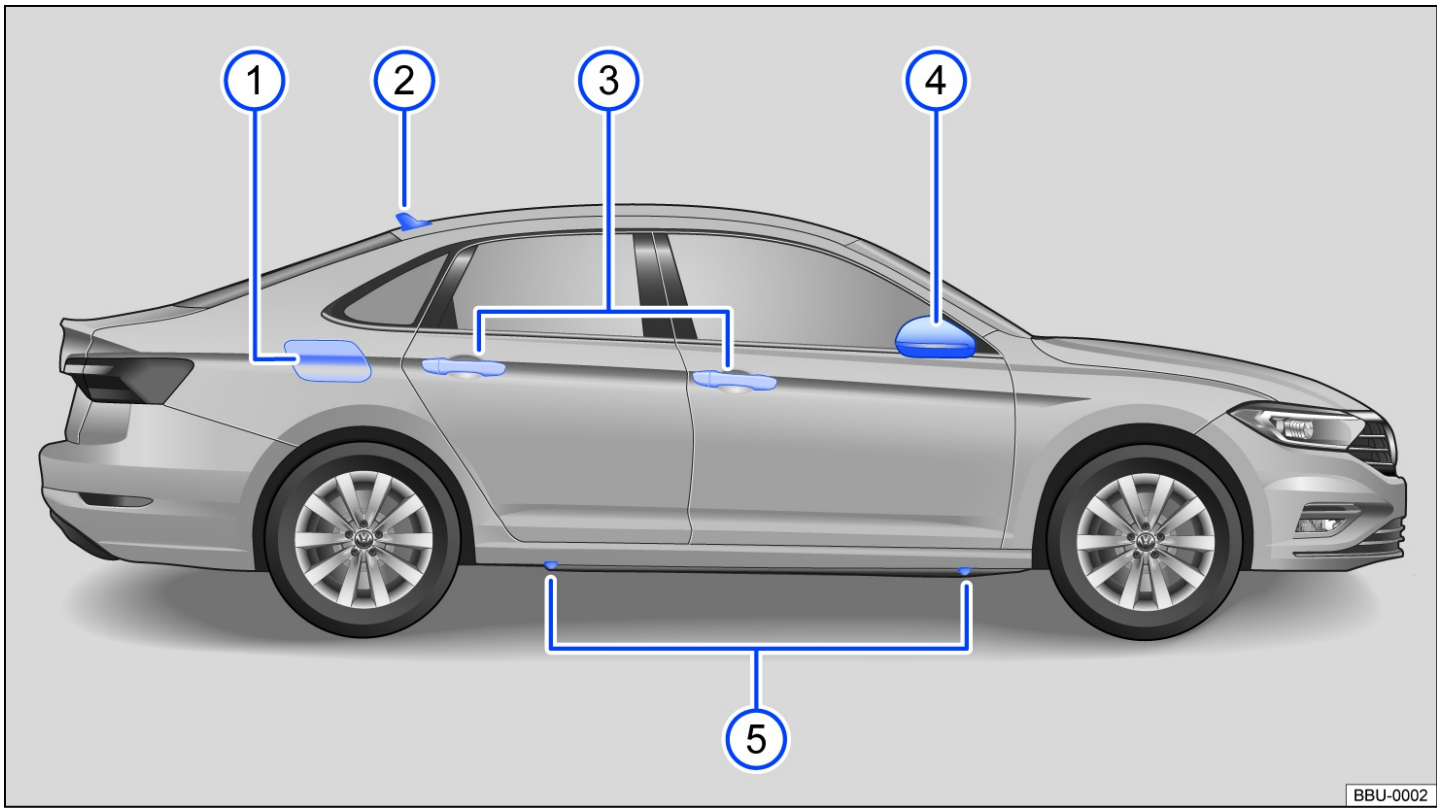


Fig. 4 Overview of right side of the vehicle.

Key for *fig. 4*:

(1) Fuel filler flap ⇒ *Fuel types and refueling*

(2) Roof antenna ⇒ *Infotainment system and aerials*

(3) Door handle ⇒ *Doors and central locking button*

(4) Exterior mirrors ⇒ *Exterior mirrors*

- With “Blind Spot” Monitor display ⇒ *“Blind Spot” Monitor*

(5) Mounting points for the vehicle jack ⇒ *Wheel change*

Rear view

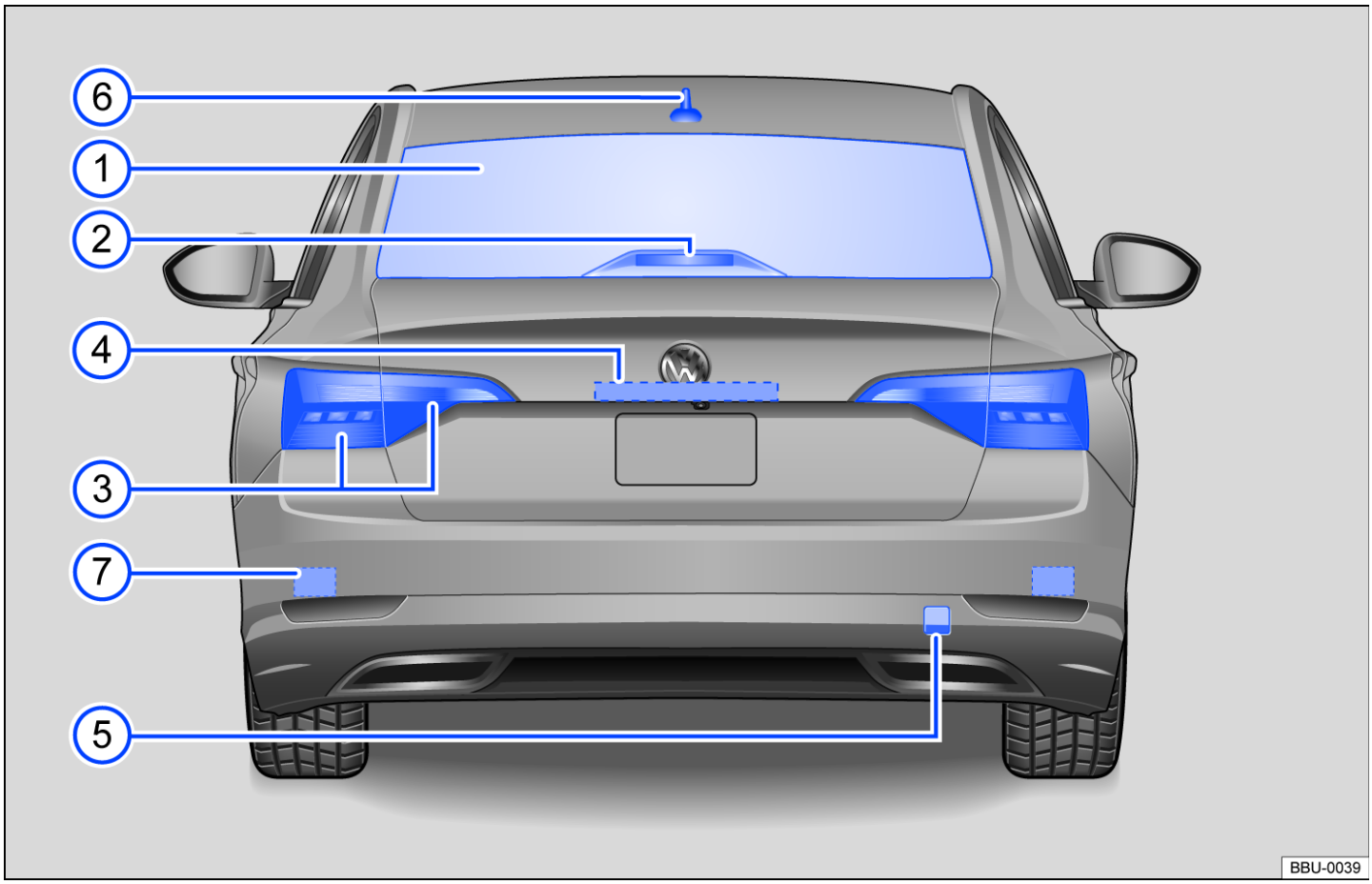


Fig. 5 Vehicle rear overview.

Key for *fig. 5*:

(1) Rear window:

- With rear window defroster ⇒ *Heating, ventilation, and air conditioning*

(2) High-mounted brake light

(3) Taillights ⇒ *Exterior lighting*

(4) Area:

- the button for opening the trunk lid ⇒ *Trunk lid*
- Camera for parking systems ⇒ *Rear View Camera*, ⇒ *Exterior care and cleaning*
- License plate light ⇒ *Exterior lighting*

(5) Behind a cover: mount for towing eye ⇒ *Towing*

(6) Roof antenna ⇒ *Infotainment system and aerials*

(7) Behind the bumper: radar sensor for assistance systems ⇒ *Exterior care and cleaning*

Driver's door

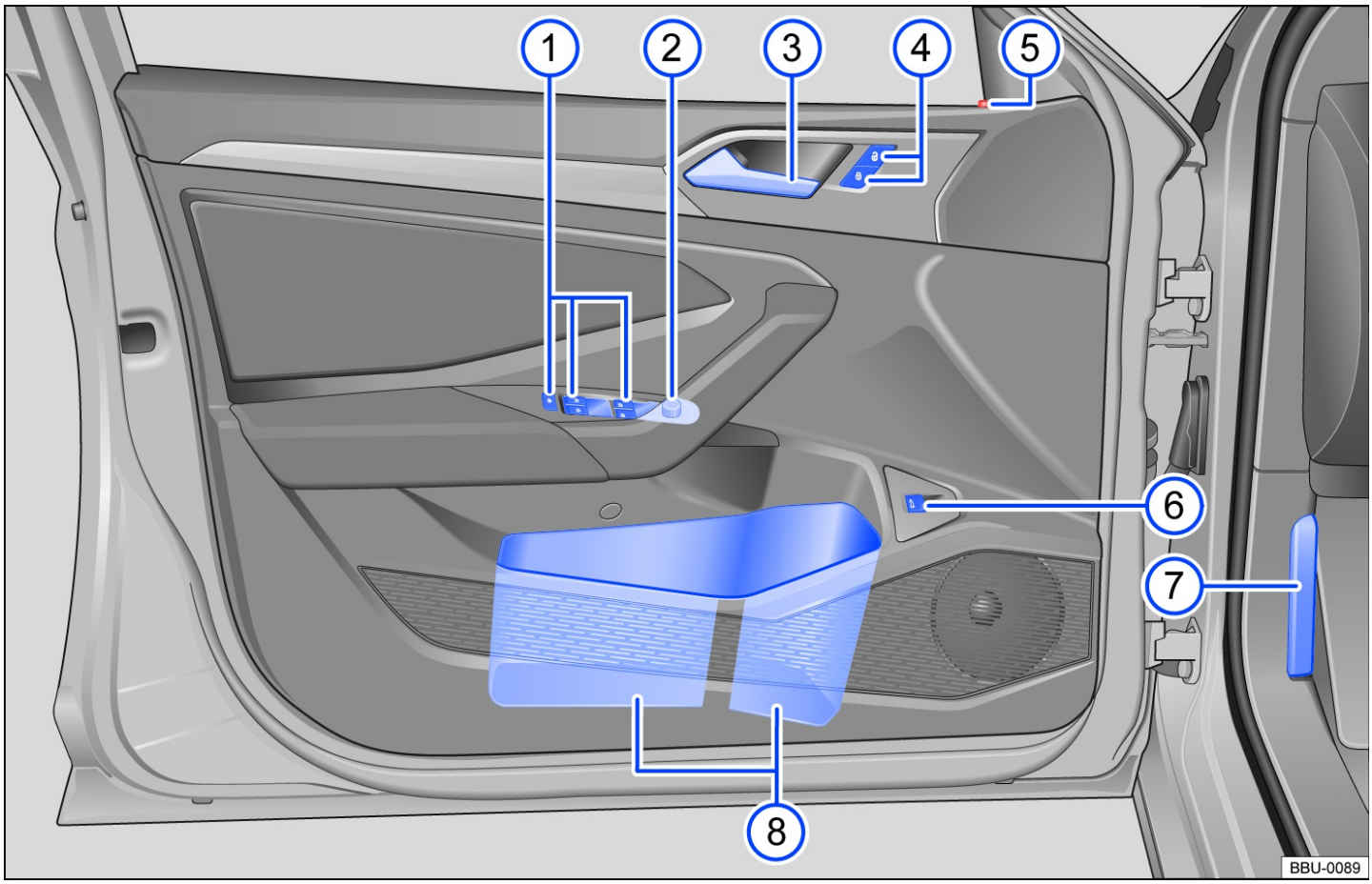


Fig. 6 Driver door: Controls.

Key for *fig. 6*:

(1) Buttons for operating the power windows ⇒ *Opening and closing the windows*

(2) Knob for exterior mirror position and functions ⇒ *Exterior mirrors*

(3) Door handle

(4) Central locking button to lock and unlock the vehicle ⇒ *Indicator light in the driver's door*

(5) Central locking indicator light ⇒ *Indicator light in the driver's door*

(6) Button for unlocking the trunk lid ⇒ *Trunk lid*

(7) Hood release lever ⇒ *Opening and closing the hood*

(8) Storage compartment:

- With cup holder
- With storage option for a reflective vest ⇒ *Emergency equipment*

Driver's side

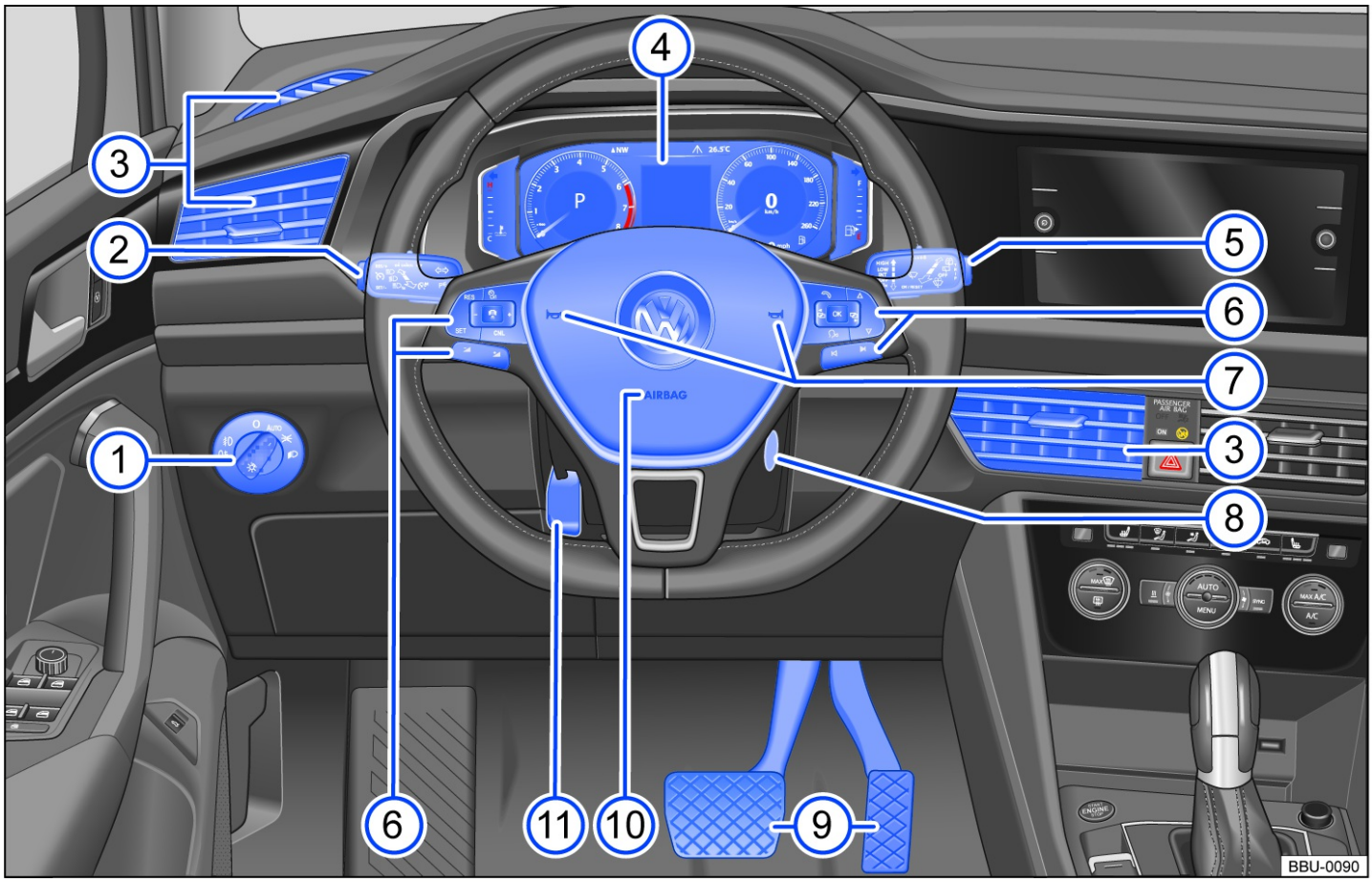


Fig. 7 Driver's side overview.

Key for *fig. 7*:

(1) Light switch ⇒ *Headlights*

(2) Turn signal and high beam lever ⇒ *Switching the turn signals on and off*, ⇒ *Switching the high beam headlights on and off*

(3) Vents ⇒ *Heating, ventilation, and air conditioning*

(4) Instrument cluster ⇒ *Instrument cluster*

- With warning and indicator lights ⇒ *Symbols in the instrument cluster*

(5) Windshield wiper/washer lever ⇒ *Window wipers*

(6) Multifunction steering wheel controls:

- For driver assistance systems ⇒ *Driver assistance systems*
- For menu selection ⇒ *Menus in the instrument cluster*
- For accepting telephone calls OK
- For audio, navigation ⏮ ⏭
- For adjusting the volume 🔉 🔊
- For voice operation activation (may not function depending on the equipment)
- In order to switch between the current and previous menus VIEW ⇒ *Volkswagen Digital Cockpit*

(7) Horn

(8) Ignition lock ⇒ *Ignition lock*

(9) Pedals ⇒ *Pedals*

(10) Location of driver's front airbag

(11) Lever for adjusting the steering wheel position ⇒ *Steering wheel*

Center console

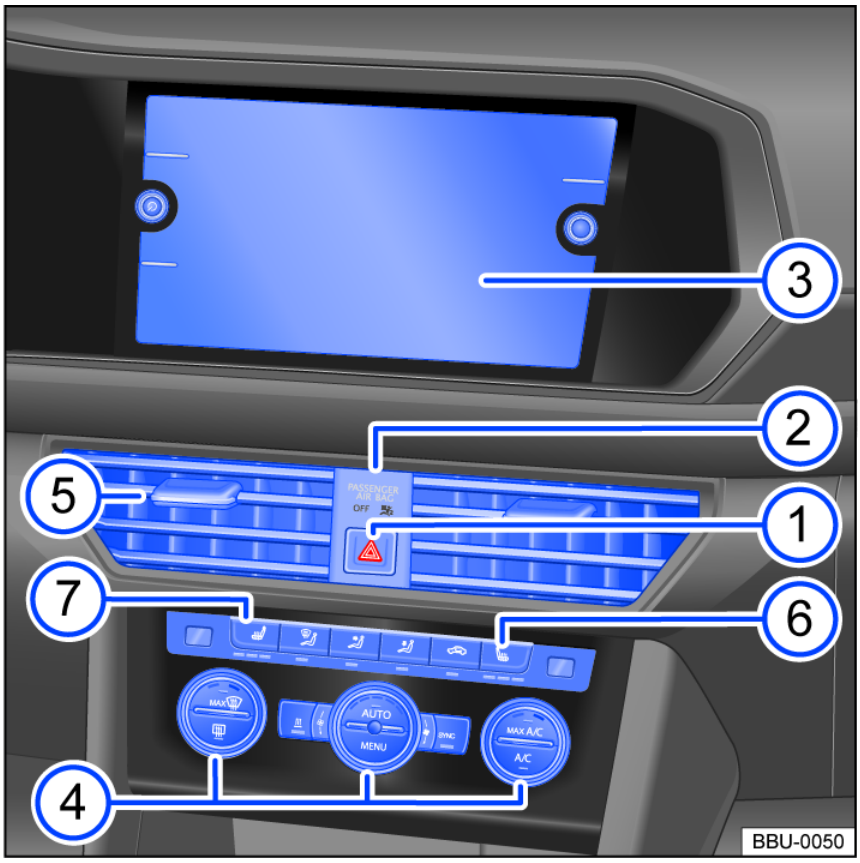


Fig. 8 Overview of the upper section of the center console.

Key for *fig. 8*:

(1) Button for switching the emergency flashers on or off ⇒ *In case of an emergency*

(2) Indicator light for front passenger's airbag deactivation OFF

(3) Infotainment system

(4) Controls for the air conditioning system ⇒ *Heating, ventilation, and air conditioning*

(5) Vents ⇒ *Heating, ventilation, and air conditioning*

(6) Button for right seat heating ⇒ *Heating, ventilation, and air conditioning*

(7) Button for the left seat heating and the steering wheel heating ⇒ *Heating, ventilation, and air conditioning*

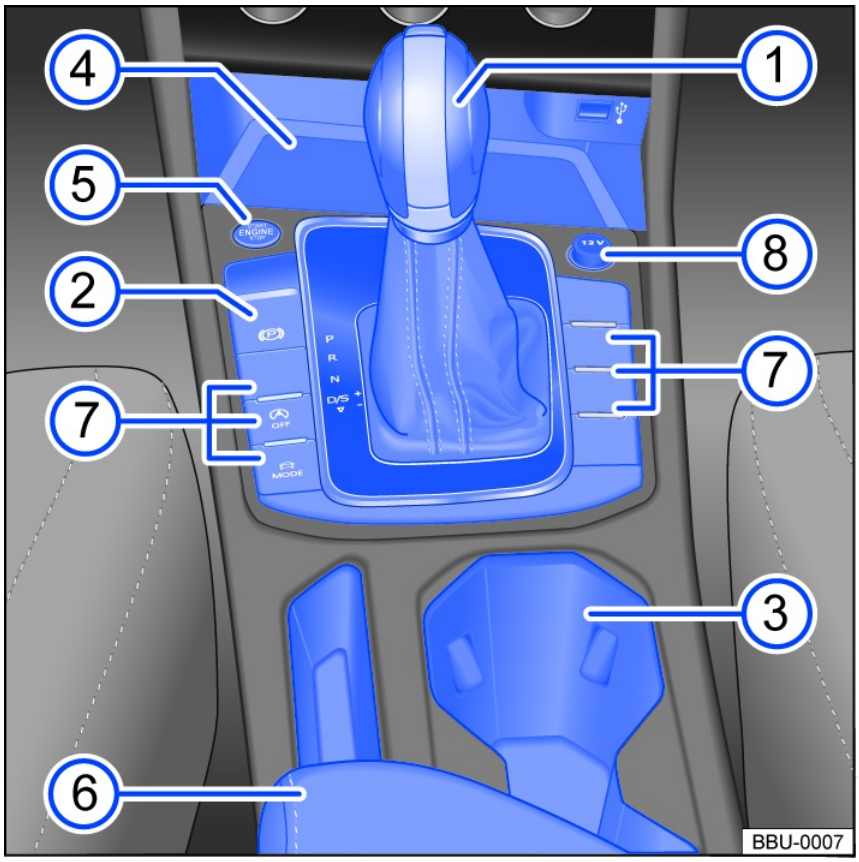


Fig. 9 Overview of the lower section of the center console.

Key for *fig. 8*:

(1) Lever:

- For manual transmission ⇒ *Manual transmission*
- or DSG® automated transmission ⇒ *Automatic transmission*
- or automatic gearbox ⇒ *Automatic transmission*

(2) Electronic parking brake ⇒ *Electronic parking brake*

(3) Storage compartment with cup holders

(4) Storage compartment:

- With USB socket ⇒ *Wired and wireless connections*
- With functionality for wireless charging in accordance with Qi standard ⇒ *Wireless charging function*

(5) Button to start and stop the engine (Keyless Access with push-button start) ⇒ *Starting and stopping the engine*

(6) Center armrest with storage compartment:

- With USB socket with charge function for external device rechargeable batteries (depending on the equipment) ⇒ *Wired and wireless connections*

(7) Buttons:

- For start/stop system ⇒ *Start/Stop system*
- For assist systems for parking and maneuvering ⇒ *Parking and maneuvering*
- For ECO mode ⇒ *Selecting the driving mode*, ⇒ *ECO mode*, ⇒ *Driving Mode Selection*
- For Driving Mode Selection ⇒ *Driving Mode Selection*

(8) 12 V socket ⇒ *Sockets*

Front passenger's side

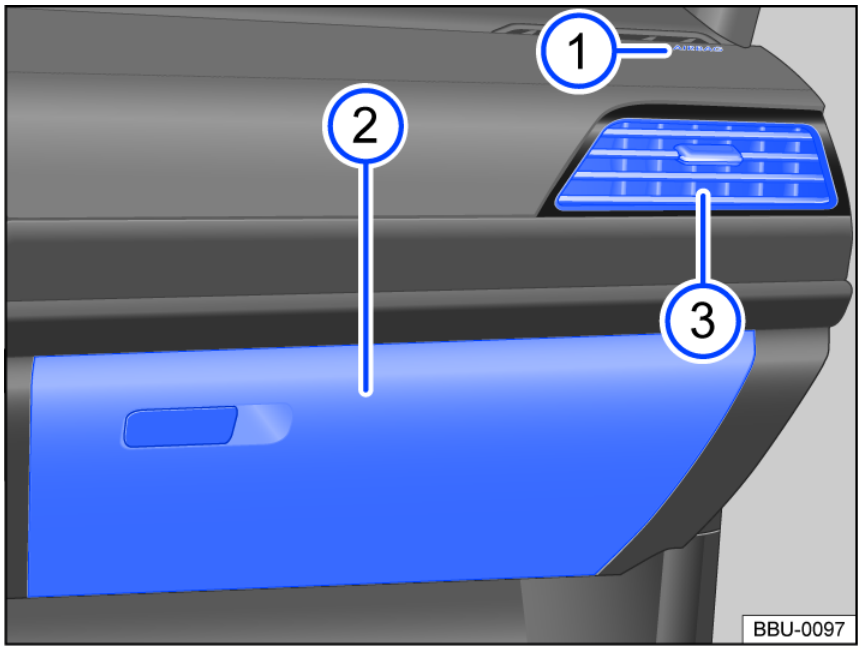


Fig. 10 Passenger's side: instrument panel overview

Key for *fig. 10*:

(1) Location of the front passenger's airbag in the instrument panel

(2) Glove compartment:

- With handle
- With media drives for the Infotainment system Infotainment System

(3) Vents ⇒ *Heating, ventilation, and air conditioning*

Controls in the headliner

Symbol	Meaning
REAR	Buttons for interior/reading lights ⇒ *Interior/reading lights, ambient lighting*.
	Sunroof switch ⇒ *Sunroof*.
SOS	Emergency Call Service, information call and roadside assistance call buttons ⇒ *Information Call, Roadside Assistance Call and Emergency Call Service*.

Driver information

Symbols in the instrument cluster

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

Indicator lights that turn on in the light switch are described in the “Lights” chapter ⇒ *Switching the lights on and off*.

⚠ WARNING

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

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

	STOP Do not continue driving! Central warning light ⇒ *engine coolant*, ⇒ *Priority 1 warning message*
	Electronic parking brake ⇒ *Electronic parking brake is switched on*
	Electronic parking brake ⇒ *Electronic parking brake is switched on*
	STOP Do not continue driving! Brake system malfunction ⇒ *Brake system malfunction*, ⇒ *Brake system malfunctioning*
	Brake system malfunction ⇒ *Brake system malfunctioning*
	STOP Do not continue driving! Brake fluid level too low ⇒ *Brake fluid level*
	Press the brake pedal. ⇒ *Braking prompt*
	STOP Do not continue to drive! Engine oil pressure too low ⇒ *Engine oil pressure too low*
	STOP Do not continue to drive! Engine coolant system malfunction ⇒ *Engine coolant*
	STOP Do not continue driving! Steering malfunction ⇒ *Steering malfunction*
	STOP Do not continue driving! Alternator malfunction ⇒ *Alternator malfunction*
	Collision warning ⇒ *Advance warning*
	Central warning light ⇒ *Priority 2 warning message*
	Malfunction in the emergency call system ⇒ *Emergency Call Service faulty*
	Limited function in the emergency call system ⇒ *Emergency Call Service limited*
	Electronic parking brake malfunction ⇒ *Electronic parking brake malfunction*
	Check brake system ⇒ *Brake pad wear indicator*

	Flashes: Electronic Stability Control (ESC) or Anti-slip regulation (ASR) in operation ⇒ *ESC or ASR in operation*
	Lights up: Electronic Stability Control (ESC) shut down due to system requirements ⇒ *ESC switched off due to system requirements*
	Anti-Slip Regulation (ASR) switched off ⇒ *ASR switched off manually*
	ESC Sport switched on ⇒ *ESC Sport switched on*
	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
	Engine oil level too low ⇒ *Engine oil level too low*
	Engine oil system malfunction ⇒ *Engine oil system malfunction*
	Tank almost empty ⇒ *Fuel tank almost empty*
	Tank cap not closed ⇒ *Fuel tank cap open*
	Driving light failure ⇒ *Exterior lighting malfunction*
	Rain/light sensor malfunction ⇒ *Rain/light sensor malfunction*
	Windshield wiper malfunction ⇒ *Windshield wiper malfunction*
	Washer fluid level too low ⇒ *Washer fluid level too low*
	Steering malfunction ⇒ *Steering malfunction*
	 Do not continue to drive! Tire pressure low ⇒ *Tire pressure low*
	 Do not continue to drive! Tire Pressure Monitoring System faulty ⇒ *Tire Pressure Monitoring System malfunction*
	Collision warning deactivated ⇒ *Switching on and off*
	Adaptive cruise control (ACC) not available ⇒ *ACC is not available.*
	Lane Assist switched on, but not active ⇒ *Displays*
	Lane Assist switched on, but not active ⇒ *Displays*
	Blind Spot Monitor active ⇒ *“Blind Spot” Monitor malfunction*
	Engine control malfunction ⇒ *Engine control malfunction*
	Exhaust system malfunction ⇒ *Exhaust-related malfunction*
	Particulate filter clogged with soot ⇒ *Particulate filter clogged with soot*
	Engine RPM limited ⇒ *Engine speed limited*

	Transmission malfunction ⇒ *Clutch “slips”*, ⇒ *Transmission overheating*
	Adaptive chassis control (DCC) malfunction ⇒ *Adaptive chassis control malfunction*
	Press the brake pedal. ⇒ *The engine is not starting*
	Turn signals ⇒ *Turn signal indicator light*
	Speed stored, regulation active ⇒ *Starting Adaptive Cruise Control*
	Speed stored, regulation active ⇒ *Displays*
	Lane Assist active ⇒ *Displays*
	Lane Assist active ⇒ *Displays*
	High beams or headlight flasher ⇒ *Switching the high beam headlights on and off*
	Outside temperature is below +39 °F (+4 °C) ⇒ *Displays*
	Start/Stop system active ⇒ *Start-stop system*
	Start/Stop system not available ⇒ *Start-stop system*
	Economical driving condition ⇒ *Displays*
	Service due ⇒ *Service interval display*
	Engine coolant temperature too high ⇒ *engine coolant*
	High beam control active ⇒ *Switching on Light Assist*
	Distance warning ⇒ *Distance warning*
	Cruise control switched on ⇒ *Displays*
	Cruise control system malfunction ⇒ *Cruise control system is malfunctioning.*
	Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected ⇒ *Starting Adaptive Cruise Control*
	Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected ⇒ *Starting Adaptive Cruise Control*
	Eco driving mode ⇒ *Driving mode properties*
	Comfort driving mode ⇒ *Driving mode properties*
	Normal driving mode ⇒ *Driving mode properties*
	Individual driving mode ⇒ *Driving mode properties*
	Sport driving mode ⇒ *Driving mode properties*

	Mobile phone connected via Bluetooth® ⇒ *Displays*
	Mobile phone battery charge level ⇒ *Displays*
	Note about information in the owner's manual ⇒ *Note about information in the Owner's Manual*

Instrument cluster

Introduction

The vehicle is either equipped with a digital or an analogue instrument cluster.

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

WARNING

Driver distraction can cause accidents and injuries.

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

Analog instrument cluster

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

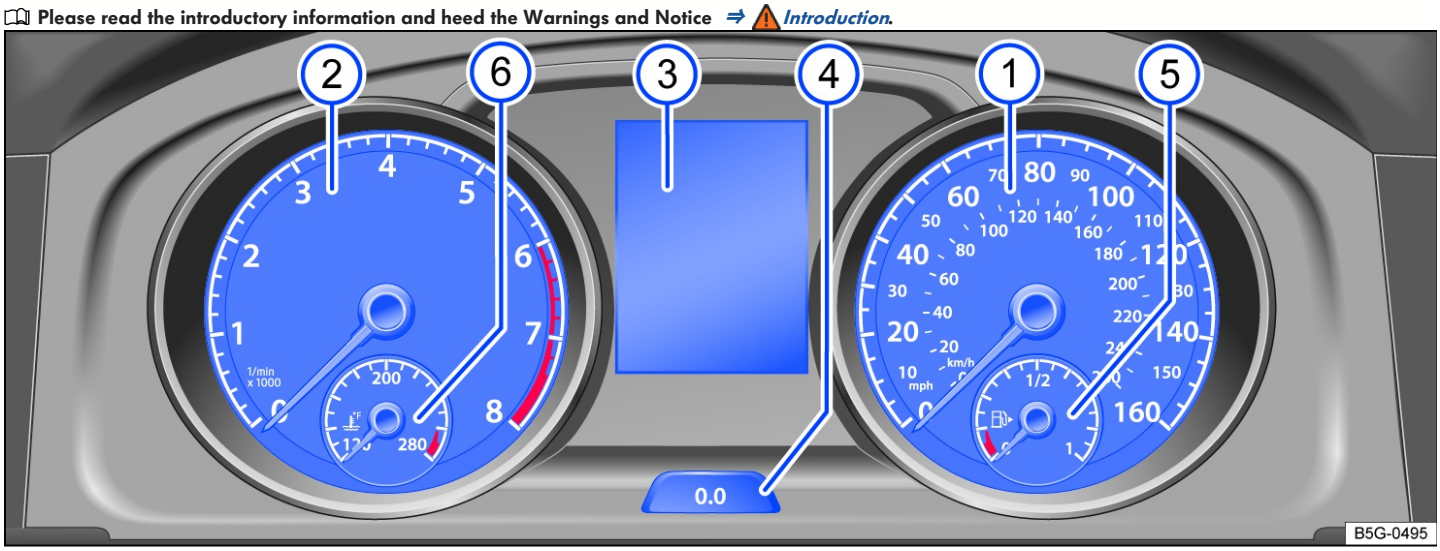


Fig. 11 General example: Analog instrument cluster in the instrument panel.

Explanations about the instruments:

(1) **Speedometer**

(2) **Tachometer** (RPM of the running engine) ⇒ *Tachometer*.

(3) **Displays** ⇒ *Displays*.

(4) **Reset, set, and display button**

(5) **Fuel gauge** ⇒ *Fuel gauge*.

(6) **Engine coolant temperature gauge** ⇒ *Engine coolant temperature gauge*.

Volkswagen Digital Cockpit

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

The Volkswagen Digital Cockpit is a digital instrument cluster with a high-resolution TFT display. By selecting different information profiles, other displays can be shown in addition to the standard dials, such as the tachometer and speedometer.

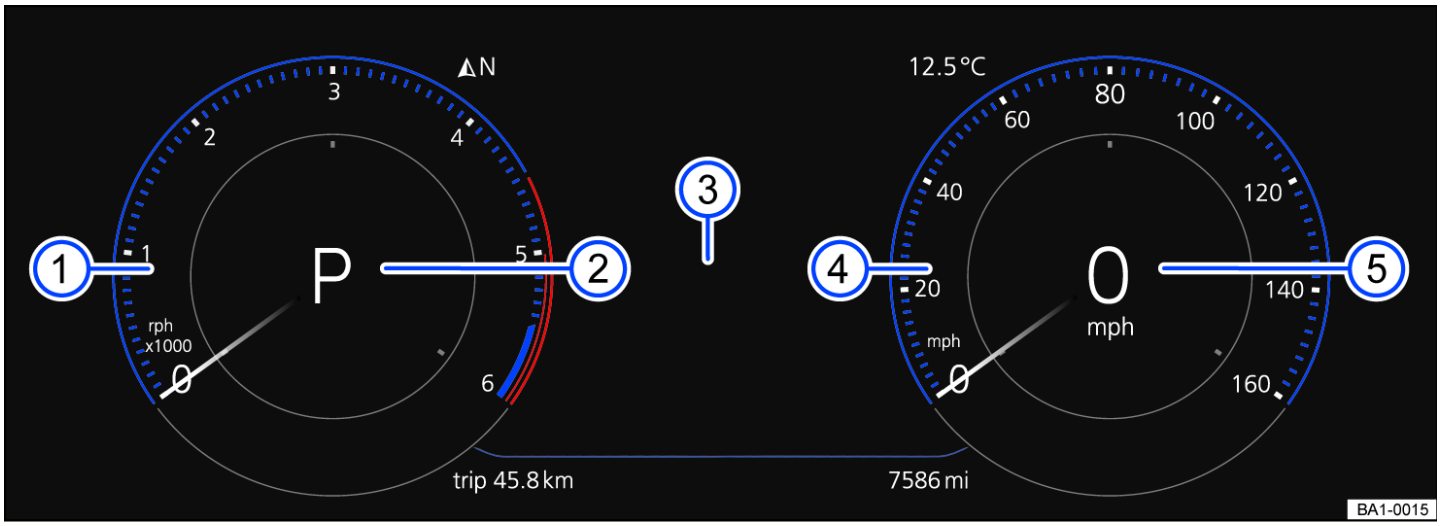


Fig. 12 Active Info Display in the instrument panel (general example).

Explanations about the instruments *fig. 12*:

(1) **Tachometer** (RPM of the running engine) ⇒ *Tachometer*.

(2) **Currently selected gear or selector lever position** ⇒ *Manual transmission* or ⇒ *Automatic transmission*.

(3) **Displays** ⇒ *Displays*.

(4) **Speedometer**.

(5) **Digital speed display**.

Information profiles

Using the Active Info Display menu item in the Infotainment system vehicle settings, different topic-specific information profiles can be selected ⇒ *Vehicle settings menu*. Depending on the selected information profile, the Volkswagen Digital Cockpit may show additional information in the center of the dials or the dials may be hidden and the additional information displayed across the entire display. The following information profiles can be selected:

- **Gear indicator** The digital display of the current gear or the selected gear.
- **Speed** Digital display of speed
- **Consumption** Graphic display of the current consumption and the digital display of the average consumption
- **Range** Digital display of range
- **Distance** Digital display of the distance driven ⇒ *Odometer displays*.
- **Travel time**. Shows the duration of the distance driven.
- **Destination arrival information**. Digital display of remaining driving time, the distance to the destination, and the estimated arrival time.
- **Acceleration** Graphic display of the longitudinal and lateral acceleration
- **Assistance systems**. Visual display of various assistance systems
- **Elevation** Digital display of the current elevation above sea level
- **Navigation** Graphic display of arrow navigation
- **Compass** Digital compass display
- **Audio** Digital display of the current audio playback

Depending on the equipment, the number and scope of the information profiles that can be selected may vary.

Navigation map in the Volkswagen Digital Cockpit

Depending on the equipment, the Volkswagen Digital Cockpit can display a detailed map. To do this, select the Navigation menu item in the instrument cluster ⇒ *Menus in the instrument cluster*.

The navigation map can be displayed in three sizes. With the larger map view, the navigation map is shown across the entire display. To select the desired map size, proceed as follows:

- Press the VIEW button on the multi-function steering wheel to switch between the two map sizes ⇒ *Menus in the instrument cluster*.
- Press the △ or ▽ arrow button on the multi-function steering wheel to zoom in or out.

Depending on the equipment, navigation will be shown on two screens or only on one screen. The navigation map can appear in the Volkswagen Digital Cockpit and the Infotainment system or just in the Infotainment system. In the last scenario, navigation arrows are listed in the Volkswagen Digital Cockpit.

Tachometer

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Tachometer

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

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

NOTICE

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

Shifting up early helps save fuel and reduce operating noises.

Fuel gauge

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

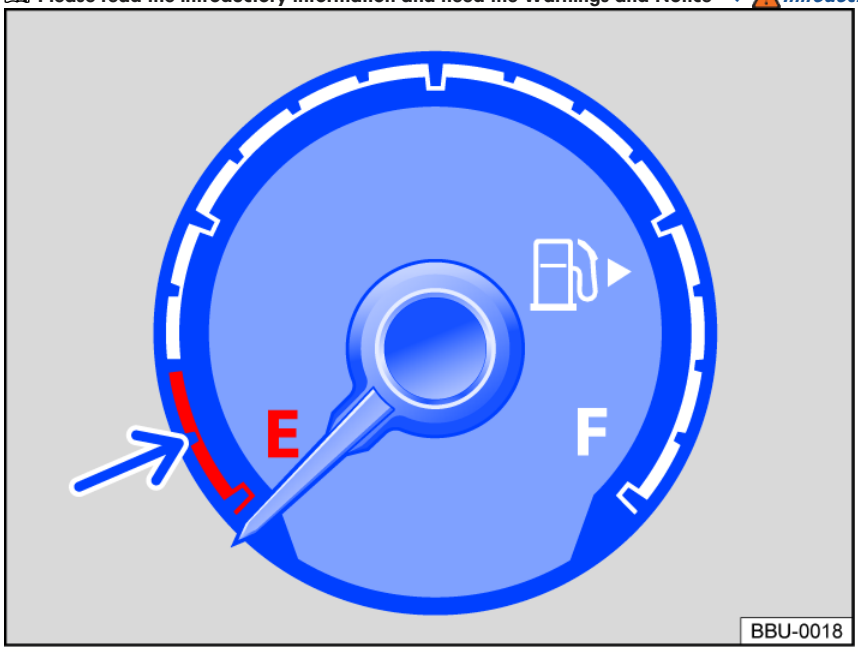


Fig. 13 General example: Fuel gauge on analog instrument cluster.

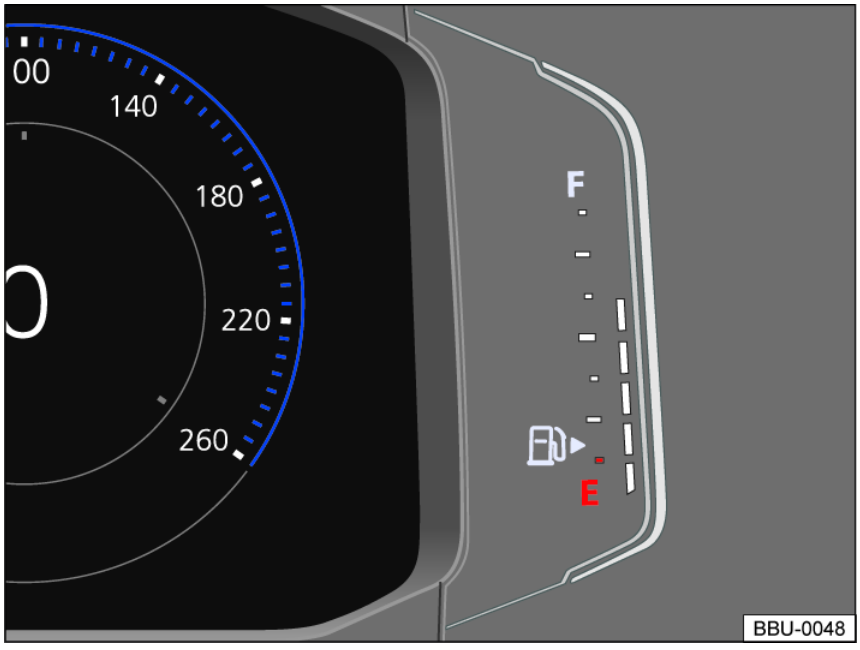


Fig. 14 General example: fuel gauge on the digital instrument cluster.

Fuel tank almost empty

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

- Refuel at the next opportunity.

Fuel tank cap open

The yellow indicator light turns on.

- Close the fuel tank cap.

WARNING

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

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

NOTICE

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

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

Engine coolant temperature gauge

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

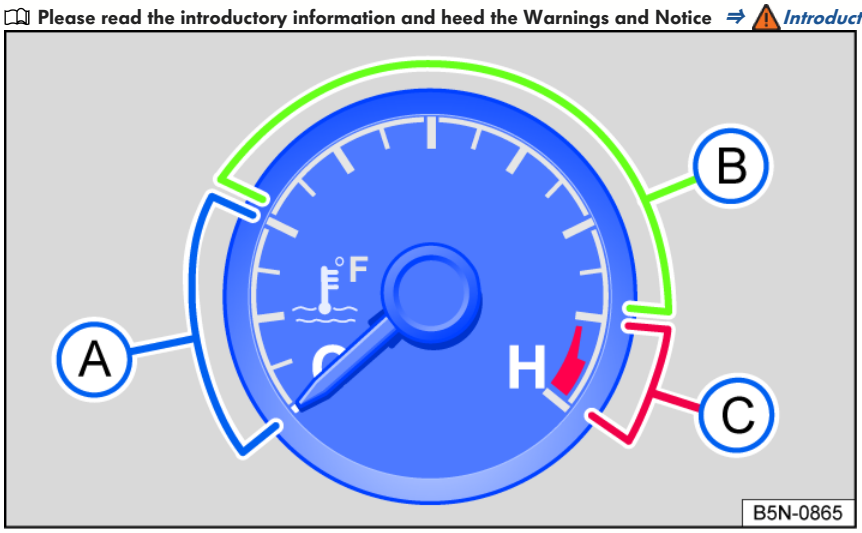


Fig. 15 Engine coolant temperature gauge in the analog instrument cluster.

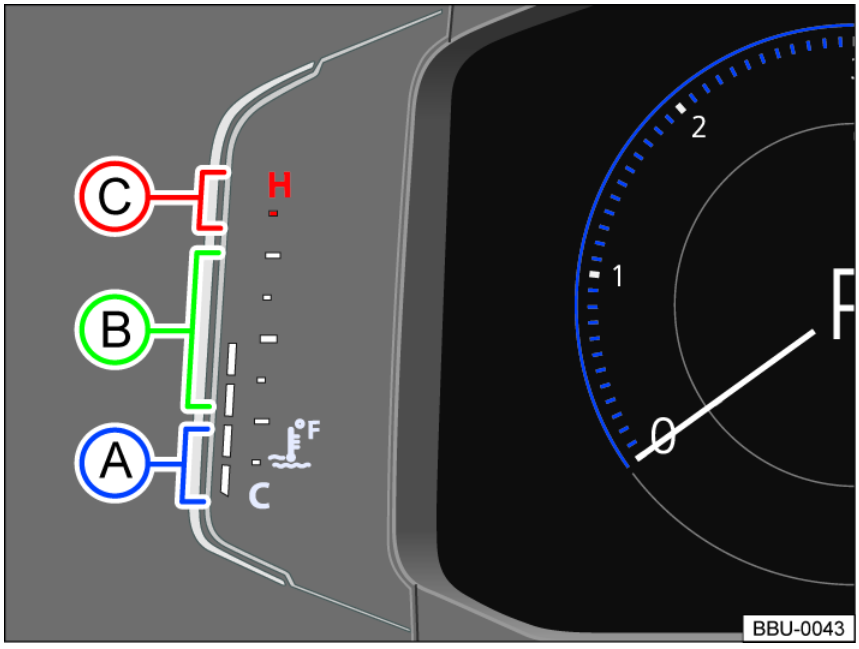


Fig. 16 Engine coolant temperature gauge in the digital instrument cluster.

(A) Cold range. The engine is not at operating temperature yet. Avoid high engine RPMs and heavy engine load when the engine is not at operating temperature.

(B) Normal range.

(C) Warning range. The needle may move into the warning range when engine load is heavy, especially when outside temperatures are high.

Engine coolant

Vehicles with analog instrument cluster: The indicator light flashes red.

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

Do not continue driving.

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

and engine coolant

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

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

Do not continue driving.

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

Displays

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Possible displays in the instrument cluster

Different information may be shown in the instrument cluster display depending on the vehicle equipment:

- Open doors, hood, and trunk lid.
- Warning and information texts
- Odometer displays
- Time ⇒ *Time*.
- Radio and navigation information.
- Phone information.
- Outside temperature
- Compass display
- Selector lever position
- Gear recommendation ⇒ *Gear recommendation*.
- Driving data menu (Multi-Function Display) and menus for various settings ⇒ *Driving data menu (Multi-Function Display)*.
- Service interval display ⇒ *Service interval display*.
- Speed warning system ⇒ *Menus in the instrument cluster*.
- Speed warning for winter tires
- Status display for the start-stop system ⇒ *Start/Stop system*.
- Depending on the vehicle equipment: Active Cylinder Management (ACT®) status indicator ⇒ *Eco tips*.
- Fuel-efficient driving eco.
- Engine code
- Driver assistance systems display
- Driver personalization: greeting and user selection ⇒ *Driver personalization*.

Open doors, hood, and trunk lid

If the doors and/or the engine compartment or trunk lid are open after unlocking the vehicle and while driving, this will be indicated in the instrument cluster display and may also be indicated audibly. The display may vary depending on the instrument cluster version.

Selector lever position

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

The respective gear is displayed in the instrument cluster display when in the **D/S** selector lever position as well as when in tiptronic mode.

Outside temperature display

When outside temperatures are colder than approximately +4°C (+39°F), a snowflake symbol also appears on the outside temperature display ❄. This symbol remains on until the outside temperature rises above +43 °F (+6 °C) → ⚠.

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

- When the vehicle is stationary
- When the driving speed is very low

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

Phone information

If a mobile device is connected via Bluetooth®, the Bluetooth® symbol will be displayed in the instrument cluster display.

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

Gear recommendation

A recommendation to select a fuel-saving gear is displayed in the instrument cluster ⇒ *Gear recommendation*.

Odometer displays

The *odometer* registers the total distance that the vehicle has driven.

The *trip odometer* (trip) shows the miles that were driven since the trip odometer was last reset.

- Vehicles with analog instrument cluster: Briefly press the 0.0 button in the instrument cluster to reset the trip odometer to 0 ⇒ *Analog instrument cluster*.
- Vehicles with a digital instrument cluster: You can reset the trip odometer using the Infotainment system or the Service menu ⇒ *Service menu*.

Speed warning for winter tires

If the set maximum speed is exceeded, this will be indicated in the instrument cluster display ⇒ *Menus in the instrument cluster*.

Settings for the speed warning system can be adjusted in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

Compass display

When the ignition is switched on, the instrument cluster display shows an abbreviation to indicate the direction the vehicle is currently traveling, for example “NW” for northwest.

If the Infotainment system is switched on and route guidance is not active, the graphic display of a compass is also available.

Economical driving condition eco

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

Engine code

Vehicles with analog instrument cluster:

- Switch the ignition on, but do not run the engine.
- Press and hold the 0.0 button in the instrument cluster display for approximately 15 seconds to show the engine code.

Vehicles with a digital instrument cluster:

- Open the service menu ⇒ *Service menu*.
- Select the Engine code menu item.

⚠ WARNING

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

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

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

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

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

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

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

Driving data menu (Multi-Function Display)

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The driving data menu (Multi-Function Display) shows various driving and consumption data.

Switching between the displays

Vehicles with multi-function steering wheel:

- Press the △ or ▽ button ⇒ *Operation using the multi-function steering wheel*.

Switching memories

Vehicles with multi-function steering wheel:

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

Since start memory

If the trip is interrupted for more than two hours, the memory is erased.

Since refuel memory

Display and memory of the collective driving and consumption data. The memory is erased when the vehicle is refueled.

Extended period memory

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

Erasing the driving data memory

Select the memory to be erased.

Vehicles with multi-function steering wheel:

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

Selecting displays

You can select the driving data you would like to display using the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

∅ fuel consumption display

The average fuel consumption is displayed after approximately 985 feet (300 meters).

Range display

This indicates the approximate distance in miles (km) the vehicle can travel under the same driving conditions.

∅ speed display

The average speed is displayed after approximately 328 feet (100 meters).

Energy consumers

This lists energy consumers that are switched on and increasing energy use, for example, the climate control system.

Setting a speed warning

Vehicles with multi-function steering wheel:

- Select Warning at --- km/h or Warning at --- mph.
- Press the OK button on the multi-function steering wheel to save the current speed and to activate the warning.
- Set the speed on the multi-function steering wheel within approximately five seconds by pressing the △ or ▽ button. Then press the OK button or wait several seconds. The speed will then be saved and the warning will be activated.
- Press the OK button again to deactivate. The stored speed is erased.

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

Some settings can be saved in the driver personalization user profiles and can then be changed automatically when the user profile is switched ⇒ *Driver personalization*.

Warning and information texts

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

Any malfunctions currently occurring can also be manually called up. To do this, open the Vehicle status or Vehicle menu ⇒ *Menus in the instrument cluster*.

Priority 1 warning message

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

Priority 2 warning message

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

Note about information in the Owner's Manual

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

Informational text

Information about various processes in the vehicle.

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

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

Time

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
Setting the time using the Infotainment system

- Depending on how your vehicle is equipped, press the MENU button or function key ⇒ *Introduction* and open the Vehicle menu in the Infotainment system.
- **OR:** Depending on how your vehicle is equipped, press the CAR button or function key.
- Depending on how your vehicle is equipped, open the Settings menu.
- Select the Time and date menu item to set the time ⇒ *Vehicle settings menu*.

Setting the time using the analog instrument cluster

- To set the time (all clocks in the vehicle), press and hold the 0.0 button on the instrument cluster until Time appears on the instrument cluster display ⇒ *Ana instrument cluster*.
- Release the 0.0 button. The time will appear in the instrument cluster display and the hour display is marked.
- Then immediately press the 0.0 button repeatedly until the desired hour is displayed. Press and hold the 0.0 button to move through the numbers more quickly.
- When the hour setting is complete, wait until the minute display is marked in the instrument cluster display.
- Then immediately press the 0.0 button repeatedly until the desired number of minutes is displayed. Press and hold the 0.0 button to move through the numbers more quickly.
- Release the 0.0 button to finish setting the time.

Setting the time using the digital instrument cluster

- Open the service menu ⇒ *Service menu*.
- Select the Time menu.
- Set the correct time using the △ or ▽ arrow buttons.

It is not possible technically to display the time on the digital instrument cluster.

Lap timer

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
Depending on the equipment, the lap timer can be displayed in the instrument cluster ⇒ *Menus in the instrument cluster*.

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

The following main menus can be displayed:

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

Switching between menus

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

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

Menu displays and functions

Lap timer menu

Start The time measurement of a lap is started.

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

Statistics An overview of the laps previously recorded is displayed.

Lap menu

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

Resume The paused time measurement is resumed.

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

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

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

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

Statistics menu

Back The display switches back to the previous menu.

Reset All saved statistics data is reset.

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

⚠ WARNING

Driver distraction can cause accidents and injuries.

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

Driver assistance systems button

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Depending on the equipment, the driver assistance systems button is either located on the turn signal and high beams lever or on the multifunction steering wheel. Using this button, the driver assistance systems can be switched on or off in the Assist systems menu.

- Press the button briefly to open the Assist systems menu.
- Select the driver assistance system and switch it on or off. A “check mark” indicates if a driver assistance system is switched on.
- Confirm the selection with the OK/RESET button in the windshield wiper lever or the OK button in the multifunction steering wheel.

Or you can also switch the driver assistance systems on and off in the Infotainment system vehicle settings ⇒ *Vehicle settings menu*.

Service menu

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

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

Opening the service menu

To open the service menu, select the Range information profile in the instrument cluster and press and hold the OK button on the multi-function steering wheel fo approximately four seconds. You can now navigate in the menu as usual using the buttons on the multi-function steering wheel.

Resetting the service interval display

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

Resetting the oil change service

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

Resetting the driving data

Select the Reset trip menu and follow the instructions on the instrument cluster display to reset the trip odometer.

Engine code

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

Setting the time

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

Copyright

Select the Copyright menu to access the copyright information.

Service interval display

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
Displays about service events appear in the instrument cluster display and in the Infotainment system.

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

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

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

Service notification

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

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

Service event

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

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

Checking a service due date

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

Checking the service due date in the Infotainment system:

- Depending on how your vehicle is equipped, press the MENU button or function key ⇒ *Introduction* and open the Vehicle menu in the Infotainment system.
- **OR:** Depending on how your vehicle is equipped, press the CAR button or function key.
- Depending on how your vehicle is equipped, open the Settings menu.
- Select the Service menu item to display the service information.

Vehicles with analog instrument cluster:

- Press and hold the 0.0 button on the instrument cluster until Service appears on the display.
- Release the 0.0 button. The current service due date is shown in the display.

Vehicles with a digital instrument cluster:

- The service due date can only be checked through the service menu ⇒ *Service menu*.

Resetting the service interval display

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

Vehicles with analog instrument cluster:

- Switch the ignition off.
- Press and hold the 0.0 button on the instrument cluster.
- Switch the ignition back on.
- Release the 0.0 button when one of the following messages appears on the instrument cluster display: Reset oil change service? or Reset inspection?.
- Press the 0.0 button on the instrument cluster to confirm.

Vehicles with a digital instrument cluster:

- The service interval display can only be reset through the service menu ⇒ *Service menu*.

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

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

The service message will go out after a few seconds if the engine is running or if you acknowledge the message on the instrument cluster.

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

Instrument cluster operation

Introduction

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

WARNING

Driver distraction can cause accidents and injuries.

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

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

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

Menus in the instrument cluster

Please read the introductory information and heed the Warnings and Notice ⇒ ***Introduction.***

The scope of menus and informational displays depends on the vehicle electronics and equipment.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can program or modify additional functions depending on the vehicle equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Trip data ⇒ *Driving data menu (Multi-Function Display)*.

Assistance systems.

Navigation.

Audio.

Telephone.

Vehicle status ⇒ *Warning and information texts*.

Views ⇒ *Volkswagen Digital Cockpit*.

Driver personalization (user selection) ⇒ *Driver personalization*.

Operation using the multi-function steering wheel

Please read the introductory information and heed the Warnings and Notice ⇒ ***Introduction.***

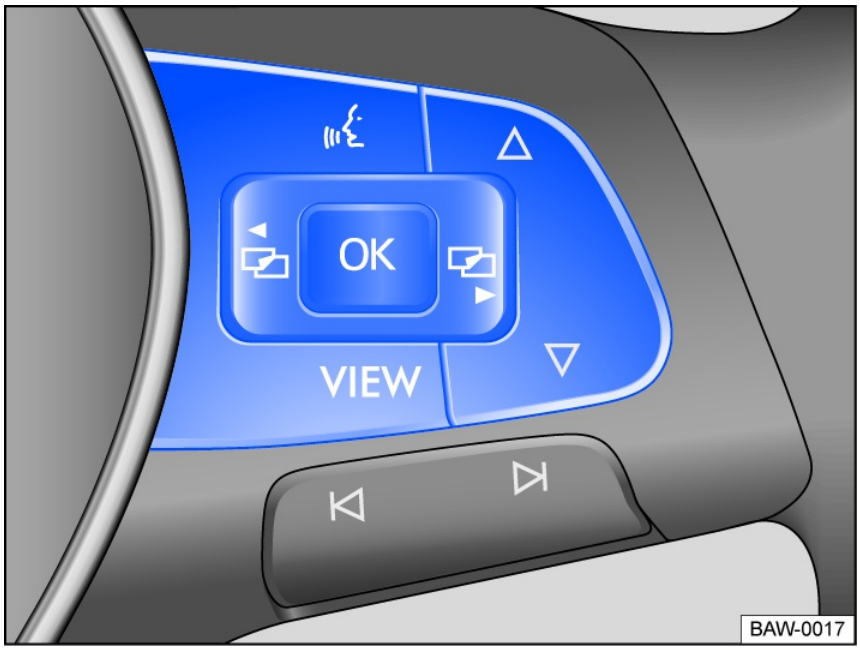


Fig. 17 Right side of the multi-function steering wheel: buttons for operating the menus and information displays in the instrument cluster

Menus cannot be accessed when a priority 1 warning message is displayed ⇒ *Warning and information texts*. Some warning messages can be confirmed and dismissed with the OK button on the multi-function steering wheel *fig. 17*.

Selecting a menu or information display

- Switch the ignition on.
- Driver personalization: select a user.
- If a message or vehicle icon is displayed, press the OK *fig. 17* button, repeatedly if necessary.
- To display a menu and to scroll through the menu, press the ◁ or ▷ button *fig. 17*.
- To open the displayed menu or information display, press the OK button *fig. 17* or wait until the menu or the information display opens automatically after several seconds.

Applying settings in the menus

- Press the △ or ▽ arrow buttons *fig. 17* in the displayed menu until the desired menu item is marked. The item is marked with a frame around it.
- Press the OK *fig. 17* button to apply the desired changes. A “checkmark” indicates if the function or system is activated.

Returning to menu selection

- Press the ◁ or ▷ button *fig. 17*.

VIEW button on the multi-function steering wheel

Vehicles with analog instrument cluster:

- You can switch between the current and previous menu using the VIEW button *fig. 17*.

Vehicles with a digital instrument cluster:

- You can use the VIEW button *fig. 17* to switch between the classic display of dials, the large platform without information profiles, and the enhanced view wit highlighted information profiles. The classic display shows the large dials on the right and left side, and the selected information profile is displayed in the center. Press and hold the VIEW button to select from the preset information profiles in the list:

Classic View without information profiles.

Automatic The information profiles adjust to the selected driving mode. Only for vehicles with Driving Mode Selection.

Preset 1 Individual selection of information profiles

Preset 2 Individual selection of information profiles

Preset 3 Only on vehicles with standard factory-installed navigation system

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

Operation and displays in the Infotainment system

Introduction

This Infotainment system consolidates

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

General information for operation

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

System settings and vehicle information display

Depending on the version, you can press the MENU and open the menu vehicle **or** after pressing the button CAR, open the menu settings and tap the respective function keys to display information or to adjust settings:

- Vehicle settings (setup) ⇒ *Vehicle settings menu*.
- Think Blue. Trainer ⇒ *Think Blue. Trainer.*.
- Depending on vehicle equipment: Performance monitor ⇒ *Performance monitor*.
- Depending on vehicle equipment: Lap timer ⇒ *Lap timer*.
- Volkswagen Digital Cockpit.
- Active media
- Trip data
- Vehicle status
- Energy consumers
- Radio station selection

⚠ WARNING

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

- Always drive attentively and responsibly.

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

Vehicle settings menu

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

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

Opening the Vehicle settings menu

- Switch the ignition on.
- If necessary, switch the Infotainment system on.
- Depending on how your vehicle is equipped, press the MENU button or function key ⇒ *Introduction* and open the Vehicle menu in the Infotainment system.
- **OR:** Depending on how your vehicle is equipped, press the CAR button or function key.
- Depending on how your vehicle is equipped, open the Settings menu.
- To open other menus in the Settings menu or to adjust settings in the menu items, tap on the respective function keys.

If the checkbox in the function key is activated ☑, that function is switched on.

Tap the ⮌ function key to return to the previous menu.

Performance monitor

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

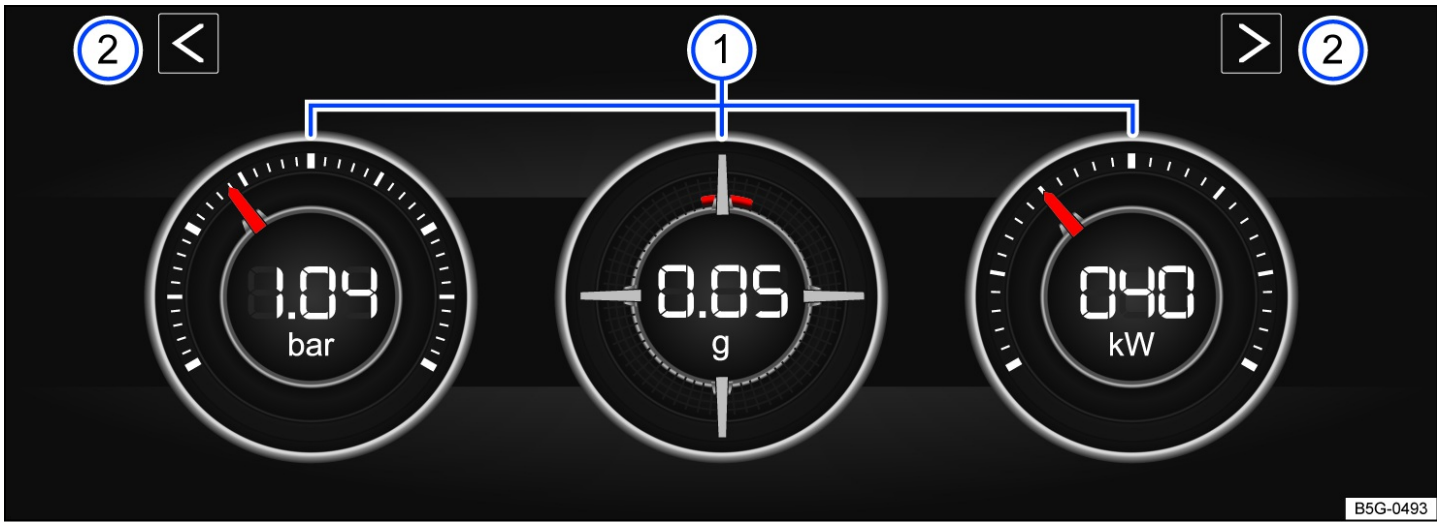


Fig. 18 On the Infotainment system screen: performance monitor.

Key for *fig. 18*:

(1) Displays

(2) Arrow buttons to switch to the lap timer

The performance monitor is a display for sporty driving. The digital instruments show values in real time for engine power, temperature, and acceleration that are determined by sensors in the vehicle. This gives the driver an overview of the driving dynamics.

Opening the performance monitor

- Press the MENU button or function key in the Infotainment system.
- Tap the Vehicle function key.
- Tap the Selection function key.
- Tap the Sport function key.

If you want to switch between the performance monitor and the lap timer ⇒ *Lap timer*, tap one of the left or right arrow buttons above the instruments *fig. 18* (2).

Selecting instruments and adjusting units

The display can show a maximum of three instruments at the same time. Every instrument can be selected for any display area *fig. 18* (1) (left, center, right).

To switch between instruments, swipe upward above the display. The instrument that is currently selected will disappear and a new instrument will appear.

The units on some instruments can be adjusted in the Infotainment system ⇒ *Vehicle settings menu*.

The following instruments can be displayed:

- **Boost pressure indicator:** the boost pressure indicator *fig. 18* (1) (left) displays the boost pressure between the turbocharger and the engine (in “bar”). The farther to the right that the needle on the scale is, the more engine power is being used.
- **Accelerometer (G meter):** the accelerometer (G meter) *fig. 18* (1) (center) displays the acceleration value in the center area (in “g”). The red marking in the tab area shows the intensity of the acceleration and the direction of the force that is in effect (contrary to the physical laws). For example, if you drive to the left the red marking will move in the right area of the instrument (and vice versa). When accelerating, the red marking will move downward. When braking, the red marking will move upward. The intensity of acceleration is indicated by the position of the red marking from the inside to the outside. If you accelerate faster, th red marking will disappear from the center area.
- **Power gauge:** the power gauge *fig. 18* (1) (right) shows the engine power that is being currently used as a digital value displayed on the surrounding scale (in kW).
- **Engine coolant temperature gauge:** when engine load is heavy and outside temperatures are high, the gauge may move farther to the right. This is not a cause for concern as long as the indicator light in the instrument cluster display is off or flashes ⇒ *Engine coolant temperature gauge*.
- **Oil temperature gauge:** the needle stays in the center area under normal driving conditions. If the pointer is in the left, lower area, the engine operating temperature has not yet been reached. If the engine operating temperature has not been reached yet, avoid excessive high speeds and acceleration. Engine coolant temperature gauge: when engine load is heavy and outside temperatures are high, the gauge may move farther to the right. This is not a cause for concern as long as the indicator light in the instrument cluster display is off or flashing.

Adjusting the display areas to the driving situation

You can select the three instruments that best fit your individual driving style and the driving situation.

WARNING

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

- Always drive attentively and responsibly.

NOTICE

Avoid high engine speeds, full acceleration, and heavy engine loads after starting the engine when it is cold.

Because of the methods that are used to determine power in the vehicle, the displayed values may not be completely precise.

Lap timer

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.



Fig. 19 On the Infotainment system screen: lap timer with stopwatch, function key, and lap times.

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

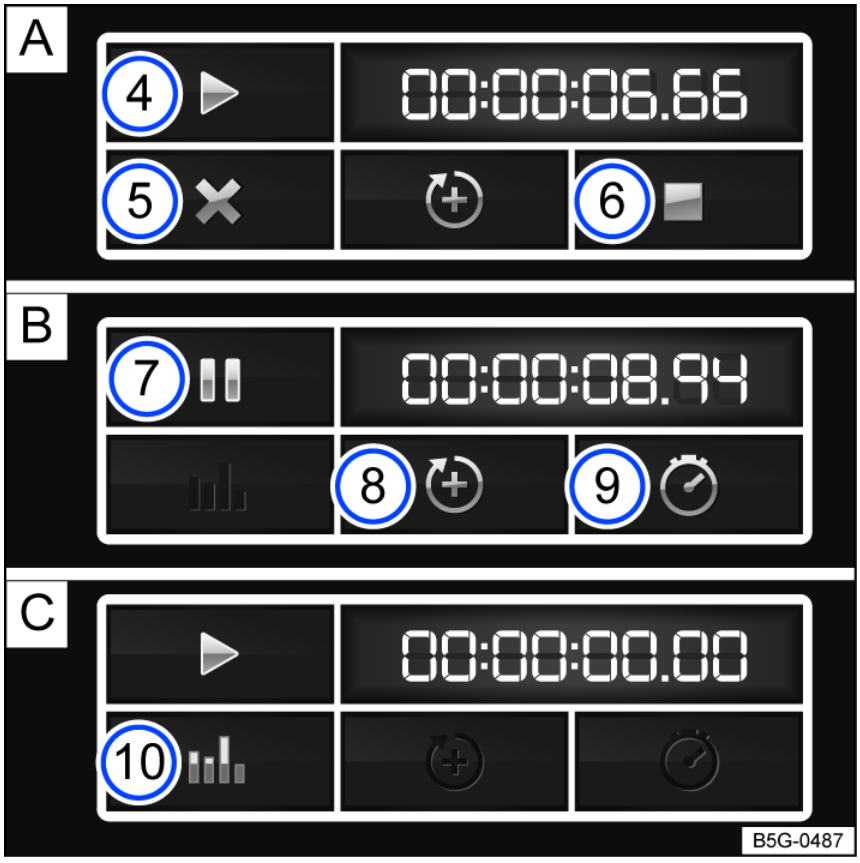


Fig. 20 Function key on the Infotainment system screen: time measurement when the lap is A stopped, B running, and C finished.

Key for *fig. 19* and *fig. 20*:

(1) Stopwatch

(2) Function key with current lap time

(3) Saved lap times

(4) Start or resume time measurement (only possible when the ignition is switched on) Press Start to begin the time measurement. The time measurement starts automatically once the vehicle moves forward. If the data has been reset in the statistics, a new first round can be started.

(5) Cancel the current lap. The lap time is deleted. --: --:--.-- is displayed in the statistics.

(6) End the time measurement.

(7) Stop the time measurement or cancel the current lap (when the time measurement is running).

(8) Start new lap. The last lap time is saved and a new lap time starts. The total time of the laps is displayed in the statistics.

(9) Display the split time. The stopwatch stops for several seconds and the split time is displayed.

(10) Display the statistics after ending or canceling the time measurement (number of laps, total time, fastest and slowest lap, average lap time of all laps, all lap times). Press Reset to reset the statistics.

A maximum of 99 laps and a maximum duration of 99 hours, 59 minutes and 59 seconds can be recorded. If one of these limits is reached, data in the statistics must be deleted before starting another time measurement.

Opening the lap timer

- Depending on the Infotainment system design, press the CAR button or function key.
- Tap the Vehicle function key.
- Tap the Selection function key.
- Tap the Sport function key. The performance monitor will be displayed.
- Tap one of the arrow buttons in the performance monitor to switch to the lap timer.

You can switch between the lap timer and performance monitor using the arrow buttons.

Measuring lap times

The stopwatch measures the lap time in two areas:

The red needle and the number in the center indicate the running time in seconds, and the smaller display in the inner area shows minutes and hours.

The display on the right side shows the current lap time with an accuracy of 1/100 of a second. If no laps with split times have been saved yet in the lap timer, then there is no difference between the stopwatch and the lap time.

⚠ WARNING

If possible, do not use the lap timer while driving.

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

Driver personalization

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Using the personalization function, individual vehicle settings, such as the settings for the climate control system, instrument cluster, or lights, can be saved to a user profile. There are four user profiles available. The user is identified when unlocking the vehicle with the vehicle key. Every vehicle key is assigned to a user profile.

Changes to the settings are assigned to the active user profile and are saved after the vehicle is locked or when the user profile is switched.

Greeting and user profile selection

When personalization is active, the name of the current user profile appears in the instrument cluster display for approximately ten seconds after the ignition is switched on.

During this time, you can select a user profile using the buttons on the windshield wiper lever or multifunction steering wheel.

The stored vehicle settings are active after selecting the user profile.

User management and applying settings

The user management and selection of settings occurs when the ignition is switched on through the Personalization menu in the Infotainment system. The menu can be opened through the vehicle settings in the Infotainment system.

Switching the user profile

You can select the user profile either through the Personalization menu or through the Vehicle status menu.

Assigning a vehicle key manually to a user profile

You can assign a vehicle key to the user profile that is currently active. To do this, the Manual key assignment must be selected.

Assigning a vehicle key automatically to a user profile

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

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

Customizable vehicle settings

- Opening and closing (individual door opening, window convenience opening, etc.)
- Seat settings
- Light and Visibility (daytime-running lights, cornering lights, 3- blink turn signal (convenience indicating), etc.)
- Climate control system settings
- Active assistance systems
- Driving Mode Selection
- Multi-Function Display and instrument cluster (selection of displays)
- Infotainment system (brightness settings and station sorting)

A new vehicle key will be assigned to the current user profile. To assign the vehicle key to another user profile, select the desired user profile and assign it manually to the vehicle key.

Safety first

General information

Preparing for driving and driving safety

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

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

Driving in other countries

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

- ✓ Do technical modifications need to be made to the vehicle before driving in other countries, such as covering or adjusting the headlights?
- ✓ Are the tools, diagnostic equipment, and replacement parts that are needed for maintenance and repair work available?
- ✓ Is there an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the country where you will be driving?
- ✓ Are fluids that meet Volkswagen specifications available in the country where you will be driving ⇒ *Operating fluids and equipment*?
- ✓ Will the navigation function in the factory-installed Infotainment system work with the existing navigation data in the country where you will be driving?
- ✓ Are special tires needed in the country where you will be driving?
- ✓ Is a fire extinguisher required in the country where you will be driving?
- ✓ What are the requirements for a reflective vest?
- ✓ Is fuel with sufficient quality available ⇒ *Fuel and emissions control system*?

Checks when refueling

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

- ✓ Washer fluid level ⇒ *Washer fluid*.
- ✓ Engine oil level ⇒ *Engine oil*, ⇒ *Engine oil consumption*.
- ✓ Engine coolant level ⇒ *Engine coolant*.
- ✓ Brake fluid level ⇒ *Brake fluid*.
- ✓ Tire pressure ⇒ *Tire pressure*.
- ✓ Vehicle lighting ⇒ *Headlights* that is necessary for driving safely.

Information on changing bulbs ⇒ *Exterior lighting*.

DANGER

Note the important safety precautions for the front passenger's airbag ⇒ *Safety notes on using child restraints*.

WARNING

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

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

WARNING

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

NOTICE

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

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

Seating position

Introduction

Number of seats

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

Every seat is equipped with a safety belt.

WARNING

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

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

Risk of injury due to an incorrect seating position

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

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

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

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

- Never stand inside the vehicle.
- Never stand on the seats.
- Never kneel on the seats.
- Never tilt your seat backrest too far back.

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

⚠ WARNING

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

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

Correct seating position

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

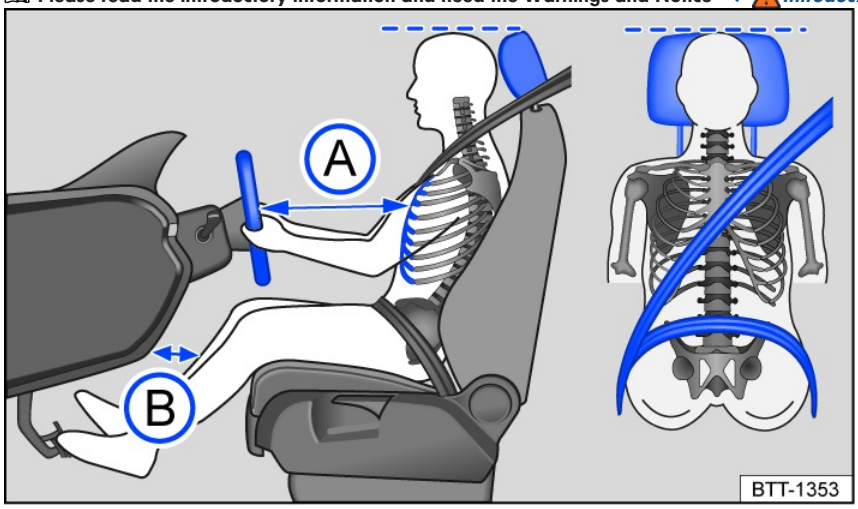


Fig. 21 General example: correct distance between the driver and steering wheel, correct safety belt routing, and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

- Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint *fig. 21*.
- For shorter individuals, slide the head restraint all the way downward, even if the head is then below the upper edge of the head restraint.
- For taller individuals, move the head restraint upward all the way.
- Keep both feet in the footwell while driving.
- Adjust and fasten the safety belts correctly ⇒ *Safety belts*.

The following additional points apply to the driver:

- In vehicles with head restraints that can be moved forward or back, position the head restraint so that it is as close as possible to the back of the head.
- Adjust the steering wheel so that the distance between the steering wheel and your chest is at least 25 cm (around 10 inches) *fig. 21* and you can hold the steering wheel firmly at the sides with both hands and your elbows slightly bent.

- The steering wheel must always face the chest and not be directed toward the face.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Adjust the forward/back position of the driver seat so that you can press the pedals while your legs are slightly bent and there is at least 10 cm (around 4 inches) of space between the instrument panel and your knees *fig. 21*.
- Adjust the driver's seat so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell to keep control of the vehicle at all times.

The following additional points apply to the front passenger:

- In vehicles with head restraints that can be moved forward or back, position the head restraint so that it is as close as possible to the back of the head.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Move the front passenger's seat back as far as possible so that the airbag can provide optimum protection if it deploys.

Safety belts

Introduction

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Warning light

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.



Fig. 22 In the instrument cluster display: warning light.

The driver or front passenger has not fastened their safety belt. Fasten all safety belts.

When the ignition is switched on, several warning and indicator lamps light up temporarily as a function check. They then turn off after a few seconds.

A chime also sounds.

When the ignition is switched on, the red warning light comes on for six seconds. A chime also sounds for up to six seconds if the driver's safety belt is not fastened. The chime ends when the driver fastens their safety belt. The warning lamps and chime go off when the driver and front passenger have fastened their safety belts.

If the driver and front passenger do not both fasten their safety belts within 24 seconds after the chime has ended and the vehicle is driving at a speed above 25 km/h (15 mph), the chime sounds again for approx. 6 seconds, then stops for approx. 24 seconds, and then sounds again for approx. 6 seconds. The same happens if one of the safety belts is released while driving. The red warning light also blinks. The chime sounds for up to two minutes at 24 second intervals. The chime does not sound at speeds below 5 mph (8 km/h).

When the ignition is switched on, the red warning light comes on until the driver and front passenger have both fastened their safety belts.

WARNING

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

Frontal collisions and the laws of physics

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

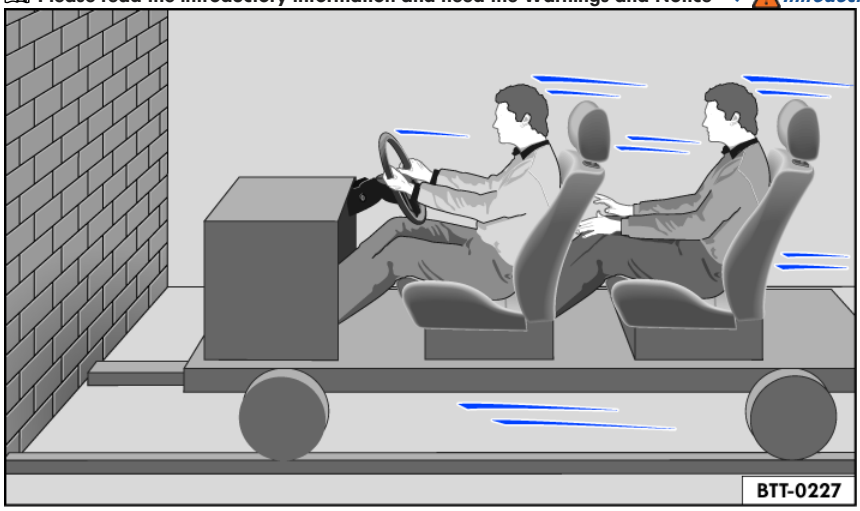


Fig. 23 A vehicle with passengers who are not wearing safety belts drives toward a wall.

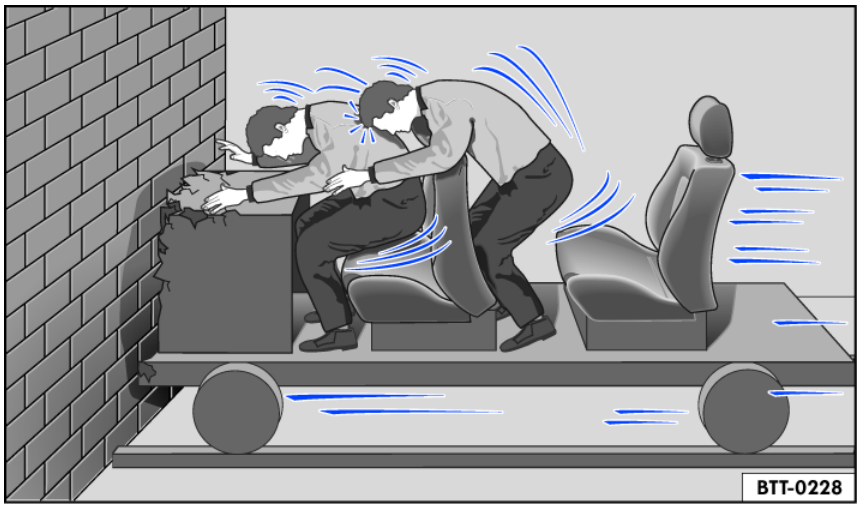


Fig. 24 A vehicle with passengers who are not wearing safety belts collides with a wall.

The physical principle of a frontal collision is a simple concept. Once the vehicle is in motion, the vehicle and its passengers possess energy called “kinetic energy” *fig. 23*.

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

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

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

Passengers who are not wearing safety belts are also not “connected” to the vehicle. In a frontal collision, individuals who are not wearing safety belts will continue to move at the same speed the vehicle was moving before the collision, until something stops their movement. Since the vehicle occupants in the example are not wearing safety belts, the entire amount of kinetic energy possessed by the vehicle occupants would only be absorbed by the impact on the wall *fig. 24*.

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

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

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

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

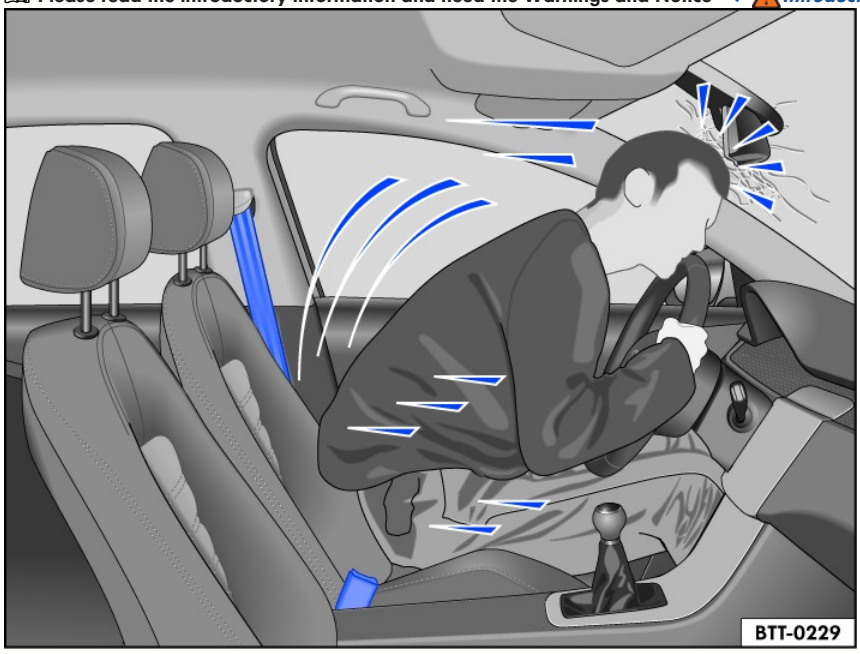


Fig. 25 A driver not wearing a safety belt is propelled forward.

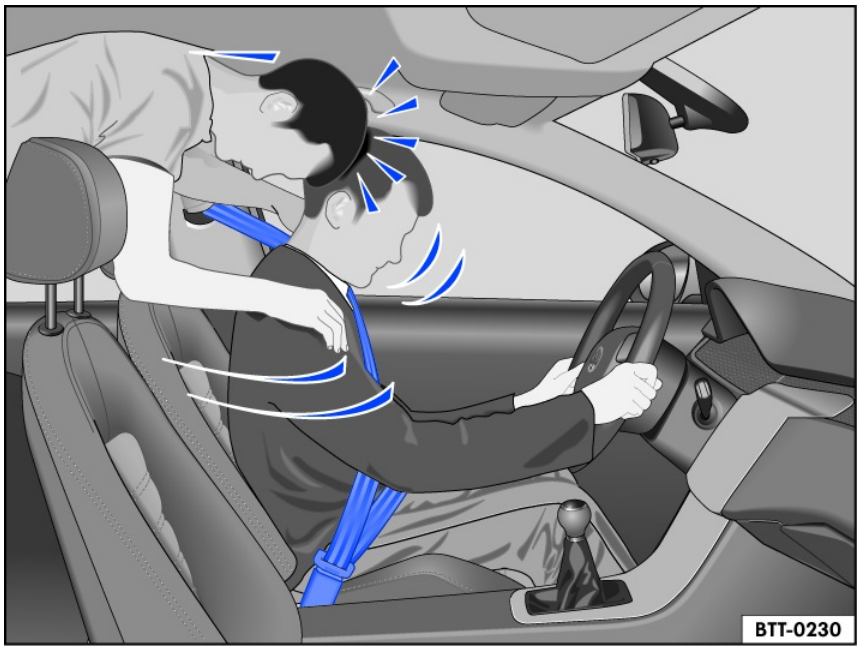


Fig. 26 A passenger in the rear seat who is not wearing a safety belt will be propelled forward toward the driver who has their own safety belt fastened.

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

Even at low impact speeds, enough force is applied to the body that it is not possible to support the body with arms and hands. In the event of a frontal collision, vehicle occupants who are not wearing safety belts could be propelled forward and collide with components in the vehicle interior, such as the steering wheel, instrument panel, or windshield *fig. 25*.

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

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

It is also important for passengers on the rear seats to have their own safety belts fastened correctly, since they could be propelled through the vehicle without control. A passenger on the rear seat without their own safety belt fastened is endangering themselves as well as the driver and the other passengers in the vehicle *fig. 26*.

Protection provided by safety belts

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

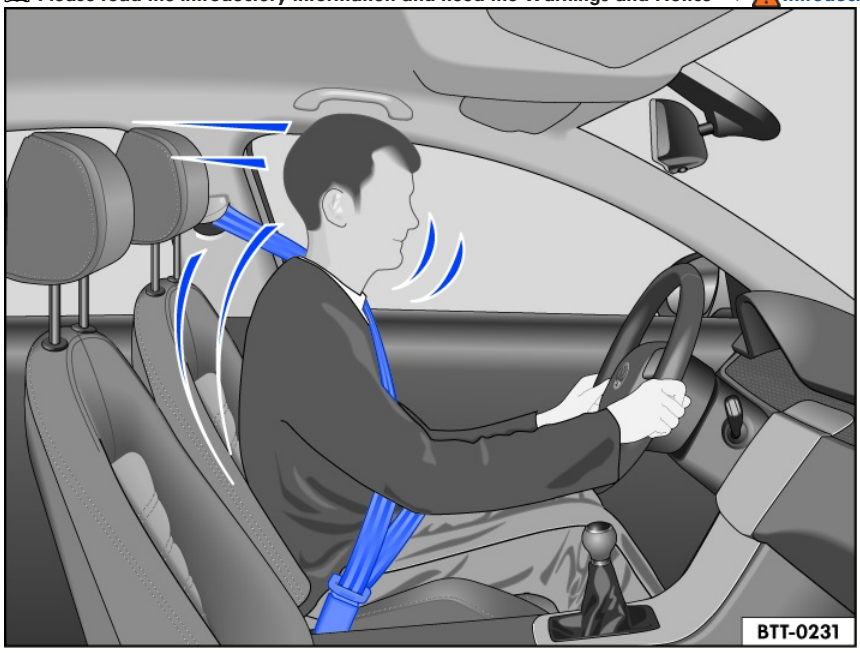


Fig. 27 Driver that is restrained during a braking maneuver by a safety belt that is fastened correctly.

Safety belts that are fastened correctly can make a significant difference. Safety belts that are fastened correctly hold vehicle occupants in the correct seating position and considerably reduce the kinetic energy in the event of a collision. The safety belts also help to reduce the risk of uncontrolled movements that could otherwise cause serious injuries. Safety belts that are fastened correctly also reduce the risk of being propelled out of the vehicle *fig. 27*.

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

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

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

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

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

Using safety belts

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Checklist

Using safety belts → :

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

Twisted safety belt

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

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

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

Lockable safety belt

The safety belts on the rear seats and the safety belt on the front passenger seat are lockable and have an emergency locking function. If a child restraint system is installed with a safety belt, the safety belt must be locked so that the belt webbing cannot unroll. With the locking function, you can adjust the safety belt so that a child restraint is properly installed. A child restraint can be secured accordingly, for example so that it does not tilt sideways when cornering.

Pull the safety belt fully out to determine whether a safety belt is lockable. If the belt webbing is *fully* pulled out and you hear a “clicking” sound when it is rolled up, i is a lockable safety belt. Test the locking function by pulling on the safety belt. If the locking function is active, do not pull out the safety belt any further.

The locking mechanism on the safety belt must only be used to fasten specific child restraint systems ⇒ *Child restraints – overview*.

An activated locking mechanism must be released when a vehicle occupant fastens their safety belt. To release the locking mechanism, push the red button in the belt buckle and guide the belt back fully by hand ⇒ *Fastening and unfastening the safety belts* .

WARNING

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

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

Fastening and unfastening the safety belts

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

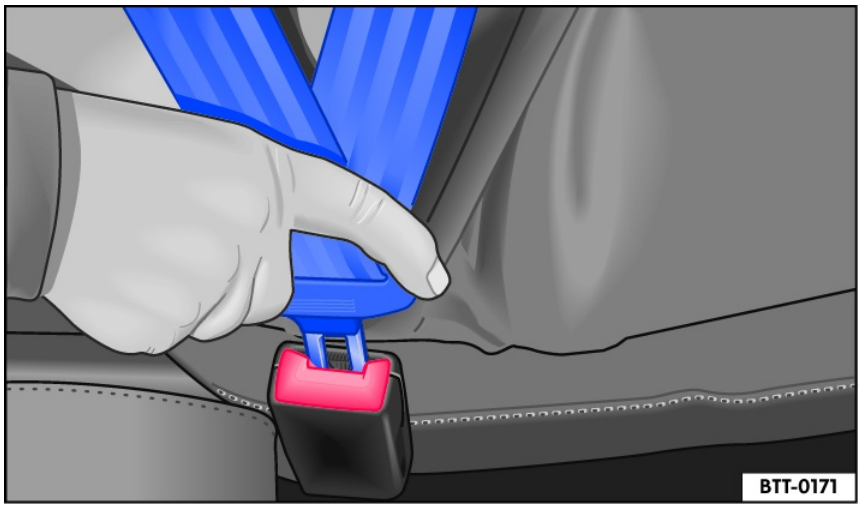


Fig. 28 Inserting the buckle tongue into the safety belt buckle.

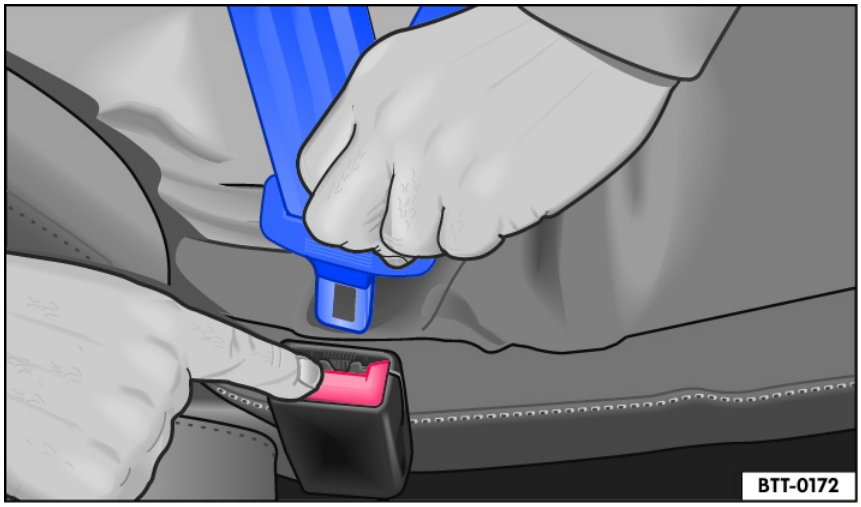


Fig. 29 Releasing the buckle tongue from the safety belt buckle.

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

Fastening the safety belt

Always fasten the safety belts before driving.

- Adjust the front seat and head restraint correctly ⇒ *Seating position*.
- Have the rear seat backrest locked into place in an upright position → ⚠.
- Grab the belt and pull it evenly over the chest and pelvis. Do **not** twist the belt while doing this → ⚠.
- Insert the buckle tongue securely in the safety belt buckle for that seat *fig. 28*.
- Pull on the safety belt to make sure the buckle tongue is latched correctly in the safety belt buckle.

Unfastening the safety belt

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

- Press the red button in the safety belt buckle *fig. 29*. The buckle tongue will pop out.
- Guide the belt back by hand so that the belt rolls up easily, the belt does not twist, and the trim panel is not damaged.

⚠ WARNING

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

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

Safety belt positioning

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

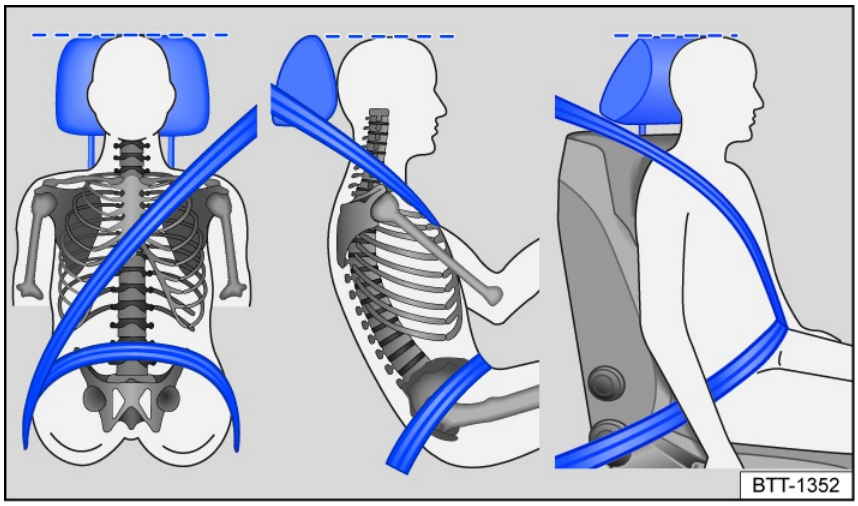


Fig. 30 Correct safety belt positioning and correct head restraint adjustment.

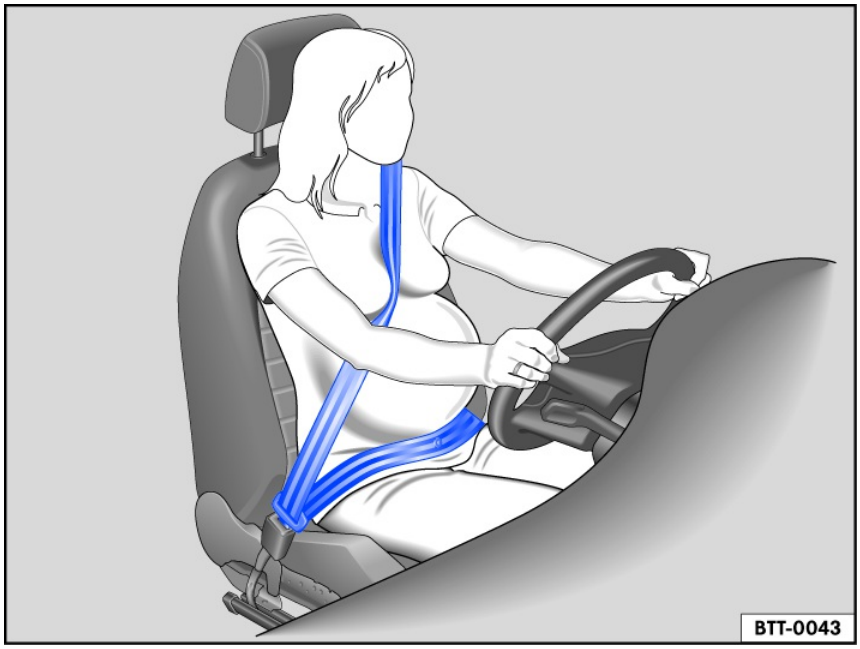


Fig. 31 Correct safety belt positioning for pregnant women.

Safety belts only offer the optimum protection during a collision and reduce the risk of serious injury or death if they are fastened and positioned correctly. The correct safety belt position also holds the vehicle occupant in place so that the airbags can provide their maximum protection if they deploy. Therefore, all vehicle occupants should always fasten their own safety belts and make sure they are positioned correctly *fig. 30*.

An incorrect seating position can cause severe or fatal injuries ⇒ *Seating position*.

Correct safety belt positioning

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

For **pregnant women**, the safety belt must rest evenly across the chest and as low and flat as possible on the lap, so that no pressure is applied to the lower abdomen. This should be done throughout the entire pregnancy *fig. 31*.

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

- Belt height adjusters for the front seats ⇒ *Safety belt height adjuster*.
- Height-adjustable front seats ⇒ *Seating position*.

⚠ WARNING

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

- Optimum protection from the safety belts is only possible when the backrest is in an upright position and the safety belts are worn correctly.
- The safety belt itself or a loose safety belt can cause serious injuries if it shifts onto soft areas of the body, such as the stomach.

- The shoulder portion of the safety belt must lie over the center of the shoulder, and never under the arm or across the neck.
- The safety belt must lie flat and securely on the upper part of the body.
- The lap section of the safety belt must lie across the lap and never over the stomach. The safety belt must lie flat and securely on the lap. Retighten the belt if necessary.
- The lap belt section of the safety belt must sit as low as possible on the lap of pregnant women and lie flat under the “rounding” of the abdomen.
- Do not twist the safety belt while wearing it.
- Never hold the safety belt away from the body with your hand.
- Do not guide the belt over hard or breakable objects, such as eyeglasses, pens, or keys.
- Do not modify how the belt is routed using belt clips, retaining loops, or similar objects.

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

Safety belt height adjuster

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

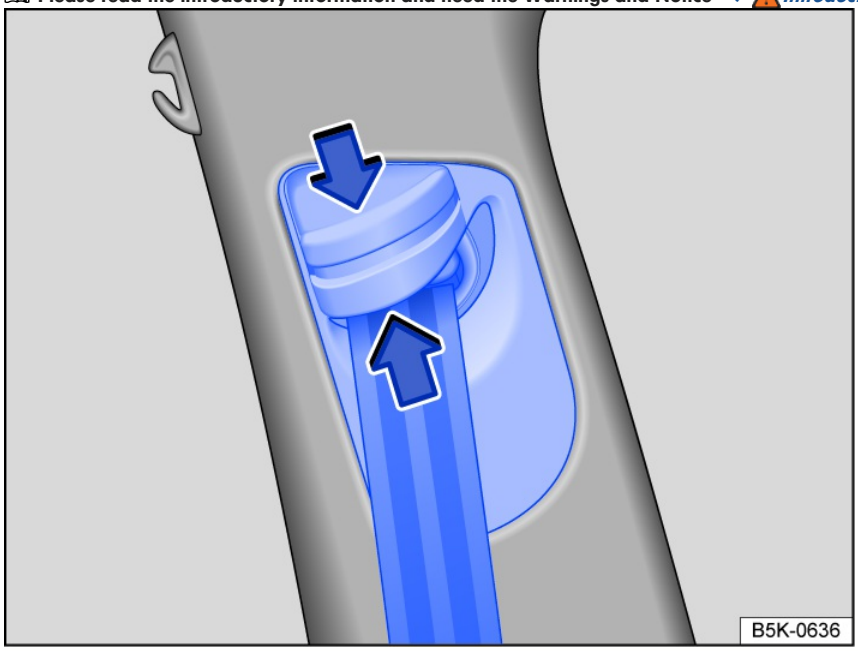


Fig. 32 Next to the front seats: safety belt height adjuster.

You can use the safety belt height adjuster to adjust the safety belt routing on the front seats in the shoulder region according to the individual’s body size, so that the safety belt can be correctly fastened:

- Press the safety belt attachment together in the direction of the arrows and hold *fig. 32*.
- Slide the safety belt attachment upward or downward until the safety belt lies over the center of the shoulder → *page , Safety belt positioning*.
- Release the safety belt attachment.
- Pull hard on the safety belt to check if the safety belt attachment is engaged.

WARNING

Never adjust the safety belt height while driving.

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

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

The vehicle seat belts are part of the vehicle safety concept ⇒ *Airbag system*. The vehicle safety concept has the following key functions:

Automatic safety belt retractor

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

Safety belt pretensioners

The safety belts for the driver and front seat passenger are equipped with safety belt pretensioners.

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

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

Safety belt load limiter

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

When disposing of the vehicle or of individual system components, all safety precautions must be observed. An authorized Volkswagen dealer or authorized Volkswagen Service Facility will be familiar with these precautions ⇛ ***Safety belt pretensioner servicing and disposal*.**

Safety belt pretensioner servicing and disposal

Please read the introductory information and heed the Warnings and Notice ⇛ ***Introduction*.**

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

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

WARNING

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

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

The airbag module and safety belt pretensioners may contain perchlorate. Special handling may be necessary. Pay attention to the legal requirements for handling and disposal, and see the following website: http:// www.dtsc.ca.gov/hazardouswaste/perchlorate. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these requirements. Volkswagen recommends contacting an authorized Volkswagen dealership for handling and disposal.

Airbag system

Introduction

The vehicle is equipped with a front airbag for the driver and one for the front passenger. The front airbags can offer additional protection for the chest and head of the driver and front passenger as long as the seat, the safety belt, the head restraint, and the steering wheel are adjusted and used correctly. Airbags are only designed to offer supplementary protection. Airbags are not a replacement for safety belts. Safety belts must always be worn, even if the front seats are fitted with front airbags.

WARNING

Never rely only on the airbag system for protection.

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

WARNING

Sitting too close to the steering wheel or the instrument panel reduces the effectiveness of the airbags and increases the risk of injury in the event of a collision.

- Adjust the driver's seat so that there is at least 10 inches (approximately 25 cm) between your chest and the center of the steering wheel.
- Adjust the front passenger's seat so that there is the most possible distance between the front passenger and the instrument panel.
- If your physical characteristics will not allow you to do this, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have modifications made.
- If you have not fastened your safety belt correctly, if you lean forwards, sit sideways or are in any way seated outside the intended sitting position, the risk of you being injured is far higher.
- Make sure that your safety belt is fastened correctly to reduce the risk of being injured if an airbag deploys.

- When using a rear-facing child restraint on the front passenger's seat, the risk of life-threatening or fatal injuries in the event of a collision increases for the child. Never use rear-facing child restraints on the front passenger's seat.
- Make sure that children under 12 years of age always sit on a rear seat. Children that are not correctly strapped in can suffer serious or even fatal injuries if the airbag deploys.
- Secure children in the vehicle with a child restraint that is appropriate for their weight and height and with the safety belt used correctly.
- Adjust the front seats correctly.
- Never drive with the backrest angled too far back or forward.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Always keep feet in the footwell while driving. For example, never rest feet on the seat or on the instrument panel and never stick feet out of the window. Otherwise, if the airbag and the safety belt deploy, they could increase the risk of injury in the event of an accident instead of providing protection.

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

Advanced Airbag System

🕮 **Please read the introductory information and heed the Warnings and Notice** ⇛ ⚠ ***Introduction.***
Read and follow the introductory information and safety precautions ⇒ *Safety notes on using child restraints*.

An active passenger's front airbag presents serious dangers for a child → ⚠. Therefore, all children under the age of twelve must be secured in the rear seats while the vehicle is in motion.

The Advanced Airbag System, together with the side and Side Curtain Protection® airbags, is checked every time the ignition is switched on. The airbag indicator light comes on briefly and turns off after several seconds.

Features of the Advanced Airbag System:

- Passenger's front airbag in the instrument panel
- indicator light in the instrument cluster display.
- PASSENGER AIR BAG OFF indicator light

If the status of the indicator light is one of the following, have the Advanced Airbag System inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

- The indicator light does not come on for several seconds when the ignition is switched on.
- The indicator light stays on after the ignition is switched on.
- The indicator light comes on or flashes again after it is turned off.
- The indicator light comes on while driving.

Advanced Airbag System, small children, child restraints and children on the front passenger seat

The Advanced Airbag System in your vehicle has been certified and complies with the regulations of the United States Federal Motor Vehicle Safety Standard (FMVSS) 208 and the Canada Motor Vehicle Safety Standard (CMVSS) 208 at the time of vehicle manufacture. In accordance with the requirements, the system o the passenger's side has been designed to “inhibit” deployment for small children of up to 12 months of age and “low-risk deployment” for children of between three and six years of age.

The airbag on the passenger's side is a potential danger for children when it is deployed. The front passenger seat is not the safest seat for a child in a forward-facing child restraint and is a very dangerous seat for a child or small child in a backward-facing child restraint.

The Advanced Airbag System has a capacitive detection system in the seat cushion of the front passenger seat which detects whether a baby, small child or child is in a child restraint on the front passenger seat.

The capacitive detective detection system measures the electrical capacity of a child, the child restraint and a child's blanket on the front passenger seat.

The electrical capacity of a child restraint depends on the child restraint type. Together with the average capacity values of small children and one-year-old children the capacity values of all child restraints specified in accordance with FMVSS 231 and CMVSS 213 are stored in the Advanced Airbag System control module. These are compared with the values detected. Only use child restraints that are specified according to these standards and have been approved by the child restraint manufacturer for use with airbag systems. The U.S. National Highway Traffic Safety Administration (NHTSA) has published a list of certified child restraint models for use with the Advanced Airbag System in accordance with FMVSS 208.

Only install child restraints on the front passenger seat under exceptional circumstances. Carefully read all of the information about child restraints and the Advanced Airbag System beforehand and follow all instructions and warnings. Make sure that the system has correctly detected the child restraint on the front passenger seat and the front passenger's front air bag has been switched off (indicator light PASSENGER AIR BAG OFF).

DANGER

The front passenger seat of a vehicle is a potential danger to children (even for advanced airbags). In the event that front passenger seat air bags are deployed, children who are completely unsecured in an unsecured child restraint or in a rear-facing child restraint on the front passenger seat may suffer serious or fatal injuries.

- Even if your vehicle is equipped with an Advanced Airbag System, make sure that children (particularly children younger than 12 years of age) are always transported in such a way that they are secured to the rear seats according to their age and size.

Indicator light for front passenger's front airbag

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

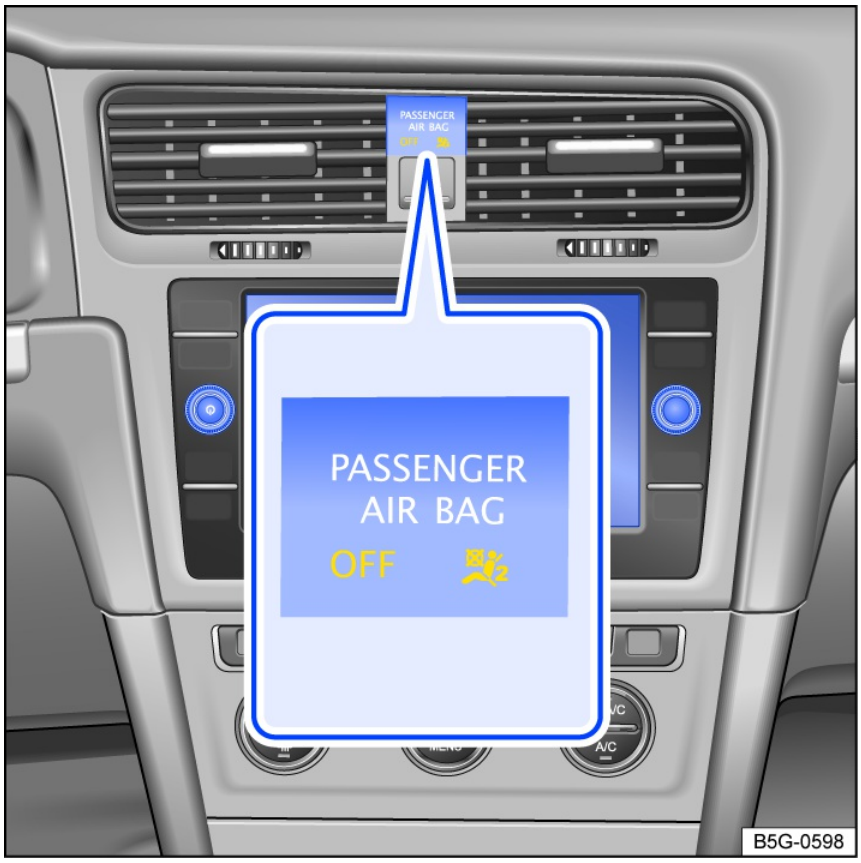


Fig. 33 In the instrument panel: Indicator light for the deactivated front passenger's front airbag.

Turns on	Position	Possible cause	Solution
	Instrument cluster	Airbag and safety belt pretensioner malfunction.	Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.
OFF	Instrument panel	Advanced Airbag System malfunction.	Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.
		Front passenger's front airbag switched off by the Advanced Airbag System.	Check whether the front passenger's front airbag needs to be switched off.

The PASSENGER AIR BAG indicator light OFF comes on as soon as the Advanced Airbag System has switched off the front passenger's front airbag.

If the PASSENGER AIR BAG indicator light malfunctions, the indicator light appears in the instrument cluster to indicate a malfunction. Although a faulty indicat light does not affect the function of the front passenger's front airbag, the PASSENGER AIR BAG indicator light can no longer be used to display the status of the front passenger's front airbag. Immediately go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the system inspected.

The PASSENGER AIR BAG indicator light blinks for around 5 seconds in the following situation:

- The ignition is switched on.
- The capacitive passenger detection system detects a change in the load on the front passenger seat.

After the PASSENGER AIR BAG indicator light stops blinking, ensure that the status of the airbag (on or off) is shown correctly according to the load on the seat. The indicator light remains on if the front passenger seat is unoccupied or the system has detected a child restraint that corresponds to FMVSS 208 or CMVSS 208 ⇒ *Airbag system*. The indicator light switches off if the seat is occupied by an adult.

The PASSENGER AIR BAG indicator light OFF must light up when the ignition is switched on and an infant carrier or child restraint has been installed on the front passenger seat and the measured capacitance is less than or equal to the capacitance of an average one-year-old child in a gen child restraint system as per FMVSS 208.

If the front passenger seat is not occupied, the front passenger's front airbag is also deactivated and the indicator light remains on.

Never install a rear-facing child restraint on the front passenger seat. The safest place for a child restraint is on the rear seat.

Under these conditions, the PASSENGER AIR BAG indicator light OFF must be lit up permanently whenever the ignition is on. If this is not the case, stop the vehicle as soon as it is safe to do so and follow these instructions:

- Switch the ignition off for at least four seconds and then switch it on again.
- Remove the child restraint from the front passenger seat and install it again according to the manufacturer's instructions. When doing so, ensure that the child

restraint is installed correctly.

- Ensure that the safety belt has been guided around the child restraint correctly and that it is secure.
- Ensure that there are no electronic devices on the front passenger seat.
- Ensure that the safety belt and belt buckle are working correctly and not blocked.
- Ensure that no seat heating or similar systems have been retrofitted.
- Ensure that there are no wet or damp objects on the front passenger seat.

If the PASSENGER AIR BAG indicator light OFF still does not come on, immediately remove the child restraint from the front passenger seat and install it on the rear seat. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible and have the airbag system inspected.

The PASSENGER AIR BAG indicator light OFF must not switch on if the front passenger seat is occupied by an adult. However, if this is the case, stop the vehicle as soon as it is safe to do so and follow these instructions:

- Ensure that the passenger is sitting in the middle of the seat and that the backrest is upright.
- Ensure that the belt is correctly positioned and tight.
- Ensure that there are no other objects on the seat cushion, such as blankets or booster seats, that could affect the system's ability to detect a passenger.

If the PASSENGER AIR BAG indicator light OFF still does not turn off, the passenger must move to the rear seat. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible and have the airbag system inspected.

If the status of the Advanced Airbag System changes while driving, the PASSENGER AIR BAG indicator light OFF blinks for around five seconds. Stop the vehicle as soon as it is safe to do so and follow the steps specified here.

If the system recognizes that the front passenger seat is unoccupied, the front passenger's front airbag remains deactivated and the PASSENGER AIR BAG indicator light OFF comes on.

If the front passenger seat is unoccupied and the passenger's safety belt is fastened, the PASSENGER AIR BAG indicator light OFF comes on and remains or

Airbag description and function

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

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

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

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

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

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

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

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

Components of the vehicle safety concept

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

- Optimized safety belts in all seating positions.
- Safety belt pretensioners for the driver and front passenger.
- Safety belt load limiters for the driver and front passenger.
- Belt height adjusters for the front seats.
- Warning light .

- Front airbags for the driver and front passenger.
- Advanced Airbag System for drivers and front passengers.
- Capacitive passenger detection system for the front passenger's airbag.
- Side airbags for the driver and front passenger.
- Side Curtain Protection® for outer seats.
- Airbag indicator light .
- PASSENGER AIR BAG OFF indicator light in the center console.
- Control modules and sensors.
- Safety-optimized and height-adjustable head restraints.
- Adjustable steering column.
- Anchorage points for child restraints on the rear seats.
- Anchorage points for the top tether strap for child restraints.

How the components of the Advanced Airbag System work together:

On the front passenger side, regardless of whether the safety belt is being used or not, the front passenger's front airbag is deactivated if the electrical capacity measured on the front passenger seat by the capacitive passenger detection system is smaller than the value saved in the control unit. The front passenger's front airbag is also deactivated if the measured capacity corresponds to the value for an infant of around one year old in a child restraint certified by the Federal Motor Vehicle Safety Standard 208.

The indicator light for the front passenger's front airbag lights up continuously to inform you that the Advanced Airbag System on the passenger's side has been deactivated.

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

- If the ignition is switched off during a collision.
- Deceleration measured at the vehicle front end during the collision is too low for the control module.
- In minor side collisions.
- In rear collisions.
- In a rollover.
- If the collision speed is lower than the required reference value in the control module.

Components of the Advanced Airbag System

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

The following components are essential parts of the Advanced Airbag System:

- The capacitive passenger detection system in the front passenger seat.
- Optimized safety belts with safety belt pretensioners and safety belt load limiters.
- Front airbags for the driver and front passenger.
- Airbag indicator light .
- PASSENGER AIR BAG OFF indicator light
- Control modules and sensors.

WARNING

Airbags and safety belt pretensioners that do not function properly can cause serious or fatal injuries in the event of an accident.

- If the airbag indicator light turns on, have the system inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible.
- Only use original Volkswagen replacement parts and have the installation performed by authorized specialists only.
- Never use used or recycled airbags or parts in the Advanced Airbag System. Only use new parts.

WARNING

Damage to the front passenger seat may affect the function of the Advanced Airbag System and cause severe or fatal injuries.

- Have damaged components in the front passenger seat and the capacitive detection system replaced by authorized specialists as soon as possible.
- Never remove the front passenger seat or components of the front passenger seat, such as seat surfaces, wires, lines or seat covers.
- Never damage the seat covers or the seat surface of the front passenger seat.

- Never use protective covers or seat surfaces on the front passenger seat as these affect the capacitive detection system.
- Never transport electronic or electrical objects on or under the front passenger seat as these affect the capacitive detection system.
- Never use protective covers, cushions or similar items on the front passenger seat as these affect the capacitive detection system.
- Never install seat heating on the front passenger seat.
- Never replace the seat cover on the front passenger seat.

⚠ WARNING

If the front passenger seat becomes wet or damp, this can cause the Advanced Airbag System to malfunction.

- Allow the seat to dry as soon as possible and check it for damage.

Front airbags

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

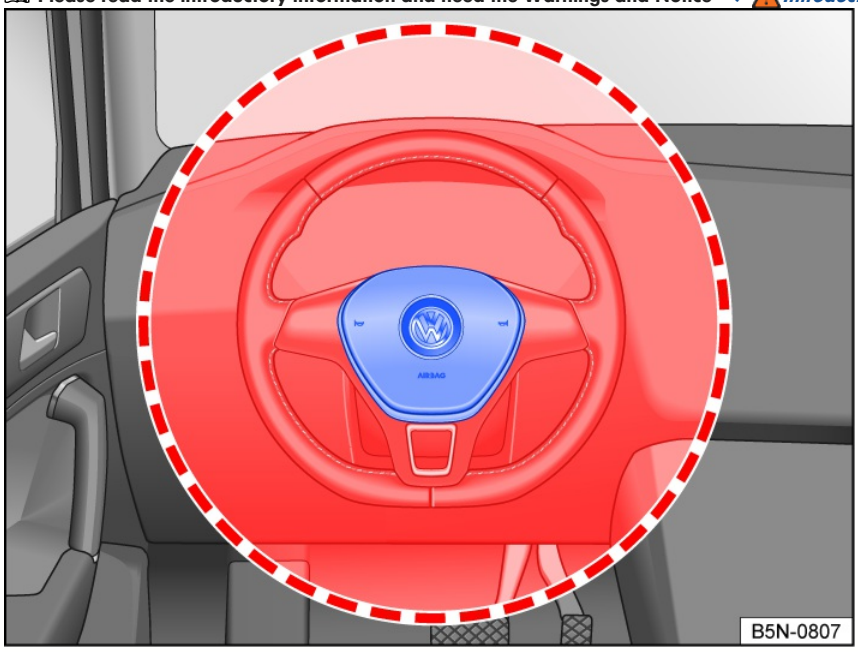


Fig. 34 Location and deployment zone of the driver's front airbag.

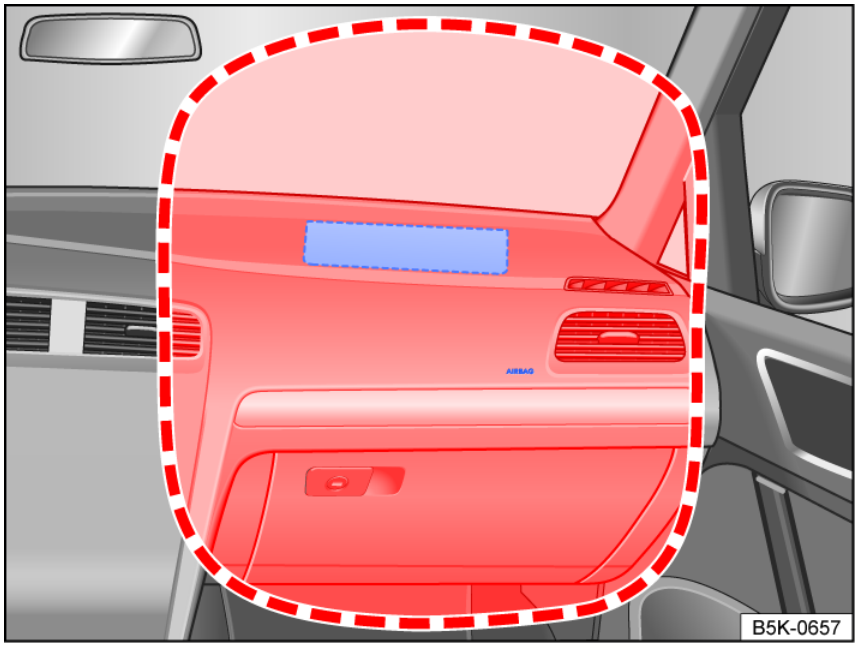


Fig. 35 Location and deployment zone of the front passenger's front airbag.

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

The front airbag for the driver is located in the steering wheel *fig. 34* and the front airbag for the front passenger is located in the instrument panel *fig. 35*. The airbag locations are indicated by the word "AIRBAG".

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

The front airbags do not deploy in the following situations:

- In case of crashes when the ignition is switched off.
- In side-on collisions.
- In case of a rear-end collision.
- If the vehicle rolls over.
- If the impact speed is too low.

The front passenger front airbags do not deploy in the following situations:

- If the front passenger seat is not occupied.
- If the passenger seat recognition system recognizes that the front passenger seat is unoccupied and the PASSENGER AIR BAG OFF indicator light come on.

⚠ DANGER

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

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

⚠ WARNING

The front airbags expand in front of the steering wheel *fig. 34* and the instrument panel *fig. 35*.

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

Side airbags

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

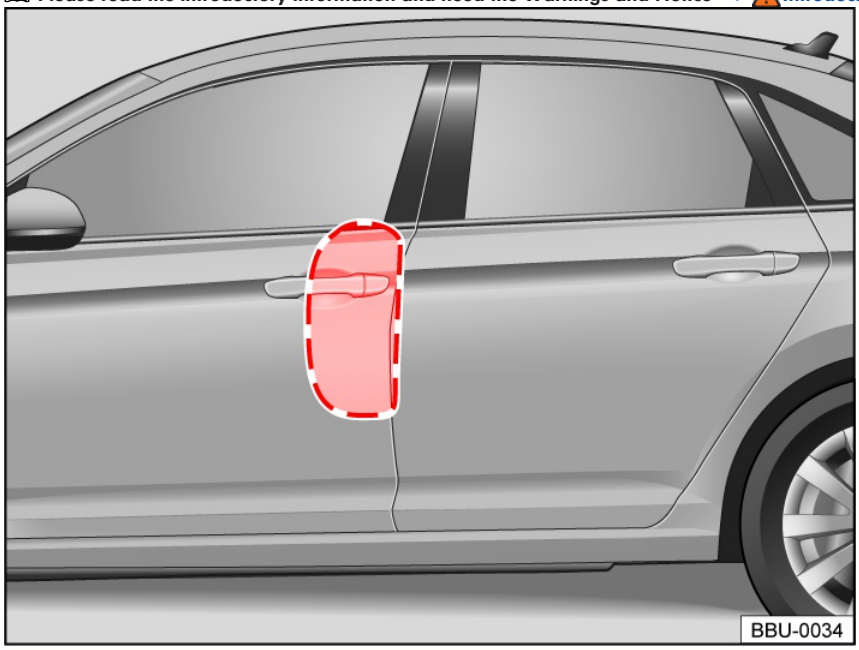


Fig. 36 On the left side of the vehicle: Side airbag deployment zones.

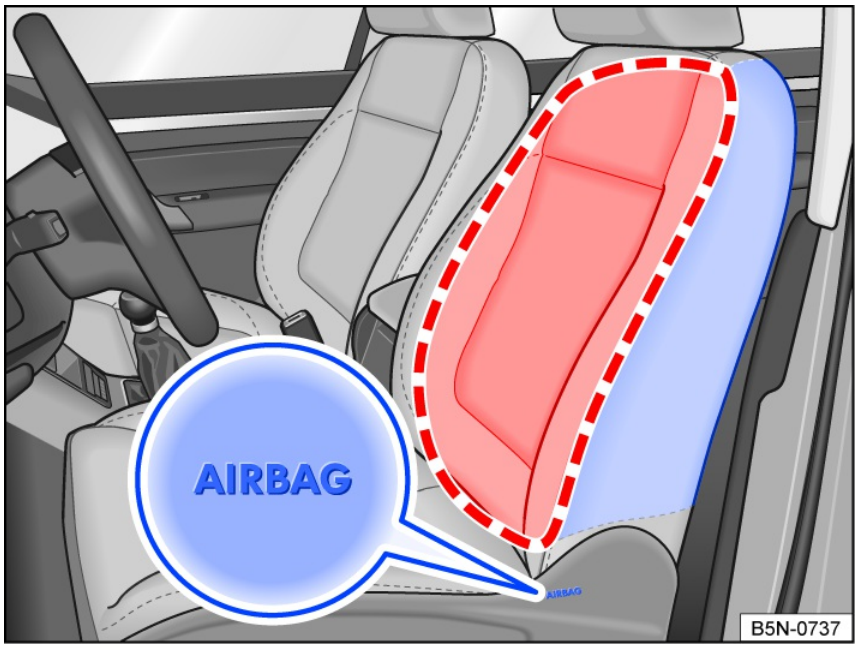


Fig. 37 On the side of the front seat: Side airbag installation location and deployment zone

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

The area outlined in red defines where the side airbags will deploy (deployment zones) *fig. 37*. Therefore, never place or attach objects in these areas →⚠.

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

⚠ WARNING

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

- Always keep the deployment zones of side airbags clear.
- Only hang lightweight clothing from the garment hooks in the vehicle. Never store heavy or sharp-edged objects in pockets.
- Do not attach any accessories to the doors.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle. Otherwise, the side airbag may not expand when deployed.

⚠ WARNING

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

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

Side Curtain Protection®

Please read the introductory information and heed the Warnings and Notice ⇒⚠ *Introduction*.

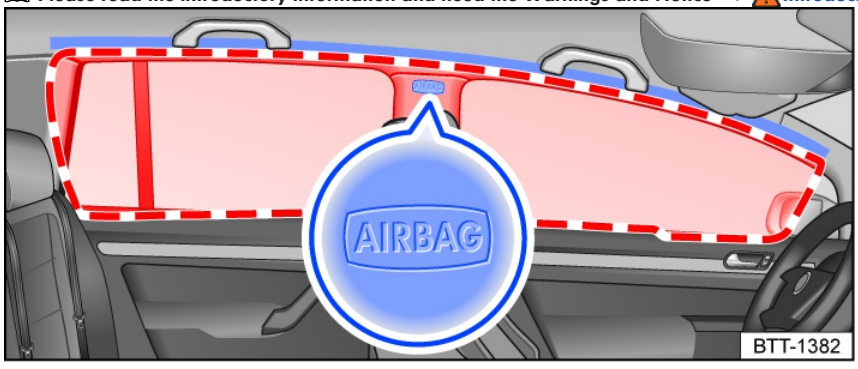


Fig. 38 On the left side of the vehicle: location and deployment zone of the Side Curtain Protection®.

Depending on vehicle equipment, Side Curtain Protection® may be installed on the driver’s and passenger's side inside the vehicle above the doors *fig. 38*.

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

The area outlined in red defines where the Side Curtain Protection® will deploy (deployment zone) *fig. 38*. Therefore, never place or attach objects in this area →⚠.

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

Side Curtain Protection® provides the ejection mitigation function, which protects the vehicle occupants and body parts from being completely or partially ejected from the vehicle in the event of a side impact collision or if the vehicle rolls over.

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

The Side Curtain Protection® airbag system is composed of the following components:

- Control module and sensors.
- Side Curtain Protection® airbags.
- Airbag indicator light ⇒ *Indicator light for front passenger's front airbag* .

The Side Curtain Protection® airbags do not deploy in the following situations:

- In case of crashes when the ignition is switched off.
- In certain side collisions with a low force that does not trigger the sensor.
- In case of a rear-end collision.
- In the case of head-on collisions.
- In the case of certain rollovers.
- If the impact speed is too low.

⚠ WARNING

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

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

Transporting children safely

🕮 Introduction

The physical principles in the event of an accident also apply to children. However, due to their size and other factors, they face a greater risk of injury.

Children and babies must therefore always be transported in child restraint systems that are designed for their age, size, weight and body structure. In the USA and Canada, the use of tested and certified child restraint systems is required by law.

In the case of head-on collisions at speeds of between 20 and 35 mph (30–55 km/h), a small child weighing 6 kg (13 lbs) will be subjected to forces of more than 2(x their body weight. This means that the child's effective weight will suddenly increase to up to 120 kg (260 lbs). Under such conditions, only a child restraint used i accordance with regulations can reduce the risk of injury. However, a child restraint which is not used in accordance with regulations may further increase the risk c injury!

All children (particularly children under 12 years of age) should always be transported on the rear seats in appropriate child restraint systems. However, if you must use a child restraint on the front passenger seat in exceptional circumstances, always follow all the information and warnings available at ⇒ 🕮 *Introduction*.

You can find more information on this subject at:

- National Highway Traffic Safety Administration (NHTSA): http://www.safercar.gov (USA)
- Transport Canada Information Centre: http://www.tc.gc.ca (Canada)

Read and follow the instructions from the child seat manufacturer to ensure that the seat is appropriate for your child. Also be sure to read and follow all the information and warnings on child restraint systems in this manual!

⚠ WARNING

In the event of an accident, people sitting on the front passenger seat (particularly children and small children) may suffer severe or fatal injuries if there is not sufficient distance between them and the airbag, if it is deployed (even with the Advanced Airbag System)!

- The safest place for children is on the rear seats.
- A suitable child restraint that is installed on the rear seat in accordance with regulations provides the highest level of protection for children and small children in most accidents.
- Even though the Advanced Airbag System is designed to detect child restraint systems on the front passenger seat and to switch off the front passenger's front airbag, it is not possible to guarantee that the system will perform correctly under all circumstances and over the vehicle's service life.
- In compliance with the “low risk” option for children of 3–6 years of age according to the U.S. Federal Standard, the Advanced Airbag System may be deployed if the electrical capacity of a typical one-year-old child combined with a child restraint system on the front passenger seat is exceeded and the criteria for deployment of the Advanced Airbag System are met.

Child restraints – overview

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

All children (particularly small children and infants) must be transported in child restraints suitable for them. These child restraints must always be installed correctly The information in the following table will help you to find the suitable child restraint for your child.

Child restraint type	Use
Rear-facing child restraint	**Birth–12 months old:** A child of up to 12 months of age must always be transported in a rear-facing child restraint. There are different types of these: – Rear-facing for infants only. – Convertible and multi-purpose child restraints with greater weight and size restrictions for transporting your child in the rear-facing position for longer periods of time.
Rear-facing child restraint before transitioning to the forward-facing child restraint	**1–3 years old:** Transport your child in a rear-facing child restraint for as long as possible until they have reached the weight and size restrictions. After your child has reached the weight and size restrictions, you can transport them in a forward-facing child restraint with the appropriate safety belts.
Forward facing child restraints	**4–7 years old:** Transport your child in a forward-facing child restraint for as long as possible until they have reached the weight and size restrictions. After your child has reached the weight and size restrictions, you can transport them in a booster seat but only on the rear seats.
Booster seat	**7–12 years old:** Transport your child using a booster seat until they have grown enough to sit on the seats with a safety belt without a booster seat. The safety belt must be routed correctly. You should continue to transport your child on the rear seats.

The current child restraints can be secured either with a standard three-point belt or the LATCH/UAS anchor system. Many child restraints also require the use of Top Tether systems. Depending on countries and federal states, the use of Top Tether may even be required by law.

How to determine whether a child restraint is installed correctly

- The child restraint lies flush against the seat cushion and the backrest unless the child restraint manufacturer allows a gap between the seat and child restraint
- The overhang of the child restraint on the seat cushion is not longer than the usual 20% of the child restraint. Always follow the instructions for the permitted child restraint overhangs.
- You should always position the child restraint centrally on the seat.
- The clearance of the child restraint forward and sideways is no greater than approximately one inch (2.5 cm).
- The child restraint must not rest on the belt buckles of the seats. These could be damaged as a result.
- When installing multiple child restraints, they must not block each other and must be free-standing and remain accessible.
- The child restraint has been secured correctly using the three-point belt or LATCH/UAS system. The Top Tether system of the child restraint has also been used correctly as specified by the manufacturer.

⚠ DANGER

Not using the child restraint, using it incorrectly or using the wrong child restraint increases the risk of suffering severe or fatal injuries in the event of a collision or an accident.

- Children sitting on the front seats may suffer severe or fatal injuries if the air bag is deployed (even if advanced airbags are used).
- Children in a rear-facing child restraint on the front passenger seat may suffer severe or fatal injuries if the air bag is deployed.
- Always install child restraints on the rear seats.
- If, in exceptional circumstances, you nevertheless install a child restraint on the front passenger seat and the yellow PASSENGER AIR BAG indicator light OFF does not turn on and stay on, remove the seat immediately and have the airbag system checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If the airbag is deployed, a child restraint on the front passenger seat may collide with the airbag and the child in the child restraint may suffer severe or even fatal injuries (even if advanced airbags are used). If, in exceptional circumstances, you nevertheless install a child restraint on the front passenger seat, observe the following points:

- Forward-facing child restraints may be situated in the deployment zone of a front passenger's front airbag and may result in severe or fatal injuries if the airbag is deployed. Always ensure that the child restraint in use has been approved by the manufacturer for use on the front passenger seat.
- Read and always follow the child seat manufacturer's instructions.
- Never install a child restraint without a top tether strap if this is required by the manufacturer or by law.
- Never position a forward-facing child restraint directly on the instrument panel.
- Adjust the seat belt adjuster so that the seat can be installed correctly.
- Position the front passenger seat as high as possible and move it as far back as possible in order to obtain the largest possible distance to the instrument panel.
- Make sure that the upper anchorage of the safety belt is behind the child restraint to ensure that the safety belt is routed correctly.
- Make sue that the backrest is in the upright position.

⚠ WARNING

Any unused safety belts on the rear seats are a danger to your child when transported in a child restraint on the rear seats. By playing with the safety belts, the child may get tangled up and this could result in severe or fatal injuries.

- Always secure unused safety belts to the rear seat. You can do this by putting them around the head restraints which are furthest away from the installed child restraint and secure the safety belt.

NOTICE

- Make sure not to activate the lockable belt system when you secure the safety belts that are not being used.
- Make sure that the belt is not damaged when installing the child restraint with the safety belt, particularly if you are using the lockable belt system.

Safety notes on using child restraints

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

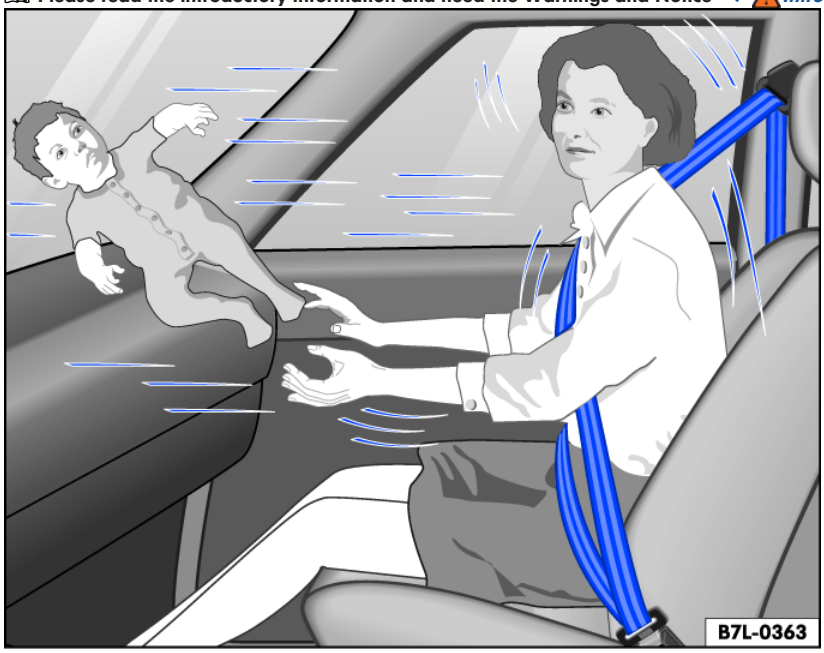


Fig. 39 Never allow children or infants to travel on your lap.

The correct use of child restraints significantly reduces the risk of injury in the event of an accident or collision!

All children, in particular children under the age of 12, must always travel in suitable child restraints on the rear seat.

Only use child restraints that are suitable for the height and weight of the child.

LATCH/UAS anchors can be used to secure child restraints on the seats without using the vehicle's safety belts. If you do want to install a child seat using the safet belts instead of LATCH/UAS anchors, please follow all instructions given by the child restraint manufacturer for guiding the belt around the child restraint and securing the child in the child restraint. Ensure that the child restraint cannot move forward or sideways by more than 1 inch (2.5 cm) after installation.

When installing a child restraint with the safety belt, you must activate the lockable belt system.

Never activate the lockable belt system when installing a booster seat or if a child is traveling without a child restraint.

Important additional information for installing child restraints on the front passenger seat

If, under exceptional circumstances, you need to install a child restraint on the front passenger seat, read and follow all warnings and instructions here ⇒ 🕮 *Introduction*.

You can find additional information on the selection and use of child restraints here:

Transport Canada Information CentreTel.: 1-800-333-0371Tel.: 1-613-998-8616 (Ottawa)http://www.tc.gc.ca/roadsafety
National Highway Traffic Safety AdministrationTel.: 1-888-327-4236 (TTY: 1-800-424-9153)http://www.nhtsa.govhttp://www.safercar.gov
National SAFE KIDS CampaignTel.: 1-202-662-0600http://www.safekids.org
SafetyBeltSafe U.S.A.Tel.: 1-800-745-SAFE or 1-800-745-7233 (English)Tel.: 1-800-747-SANO or 1-800-747-7266 (Spanish)http://www.carseat.org
Volkswagen Customer CARETel.: 1-800-822-8987

⚠ DANGER

The use of rear-facing child restraints or infant carriers on the front passenger seat can cause severe or fatal injuries.

- Always install rear-facing child restraints or infant carriers on the rear seat.

⚠ WARNING

Transporting children without a child restraint or with an unsuitable child restraint, or incorrectly installing a child restraint, increases the risk of severe or fatal injuries in the event of an accident or collision.

- Only use child restraints that are suitable for the child and that comply with the regulations set out by FMVSS 210 (CMVSS 213 in Canada).
- Only use child restraints that sit fully and evenly on the seat cushion.
- Always follow the installation instructions given by the manufacturer of the child restraint.
- Always observe all legal requirements regarding the installation and use of child restraints.
- Children smaller than 4'9" (57 inches, 145 cm) must always be secured in a suitable child restraint when traveling in the vehicle.
- Only one child must be allowed to travel in a child restraint.
- Never drive with children, toddlers or babies on the driver's or a passenger's lap.

⚠ WARNING

Forward-facing child restraints on the front passenger seat may collide with the airbag if it is triggered, which can lead to severe or fatal injuries.

- Always install child restraints on the rear seat.

Securing systems

🕮 **Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.**
Different securing systems are used for safe installation of child restraints depending on the country.

Overview of securing systems

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

The child restraint has two fixed fastening brackets or arms. The arms snap into the ISOFIX eyelets that are located between the seat and the rear seat backrest (o the outer rear seats) ⇒ *Securing a child restraint with LATCH/UAS*. The ISOFIX fastener may be supplemented by an upper belt (Top Tether) or a support base.

- **LATCH/UAS**: LATCH/UAS is a securing system to quickly and securely install child restraints in a vehicle. The LATCH/UAS fastener creates a fixed connection between the child restraint and the vehicle body.
- **Three-point automatic safety belt**. If available, it is better to secure child restraints to the ISOFIX fastener using a three-point automatic safety belt ⇒ *Securing a child restraint with a safety belt* .

Additional fasteners:

- **Top Tether**: the upper belt is guided over the rear seat backrest and secured to the anchorage point on the rear side of the rear seats using a hook ⇒ *Secu the child restraint with the upper strap (top tether)*. Top Tether fastening eyelets are labeled with an anchor symbol.
- **Support base**: some child restraints are supported with a support base on the vehicle floor. The support base reduces the risk of the child restraint tipping forward in the event of a collision. Only use child restraints with a support base on the front passenger's seat and the outer rear positions of the bench seat → ⚠.

Recommended securing systems for child restraints

Volkswagen recommends securing child restraints as follows:

- **Infant restraints or rear-facing child restraints** : ISOFIX *and* support base.
- **Forward facing child restraints** : ISOFIX *and* Top Tether and possible additional support base.

WARNING

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

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

Securing a child restraint with LATCH/UAS

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

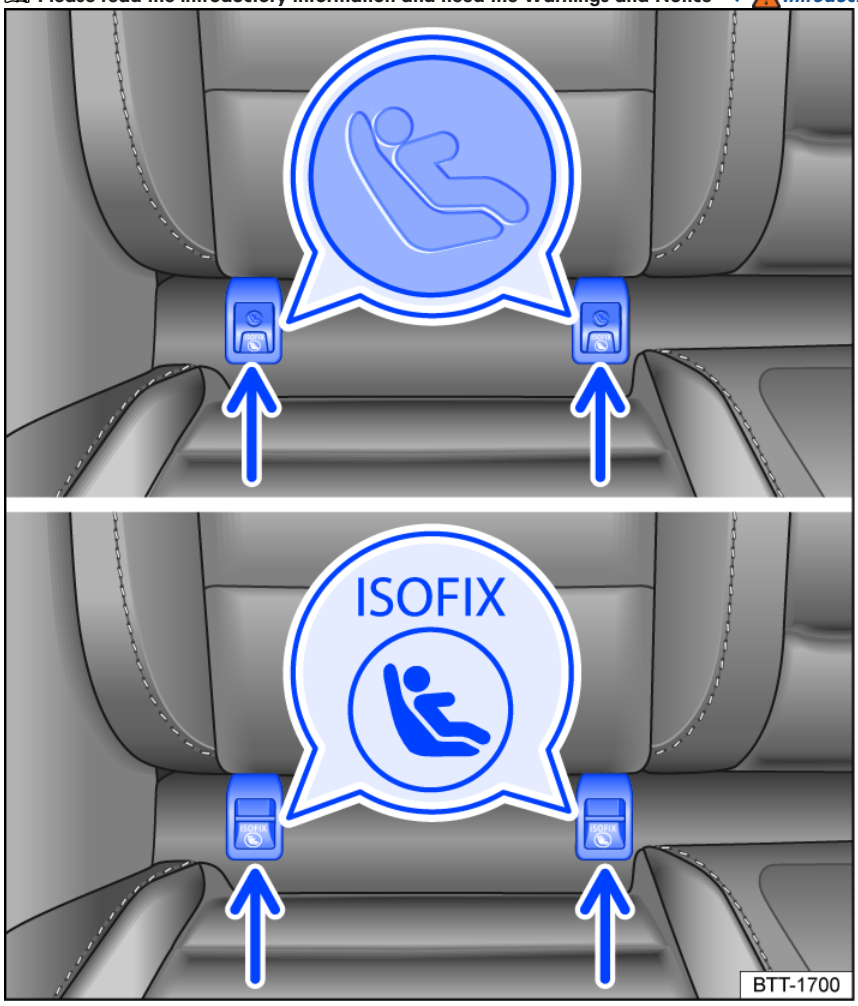


Fig. 40 On the vehicle seat: label for child restraint LATCH/UAS anchor points.

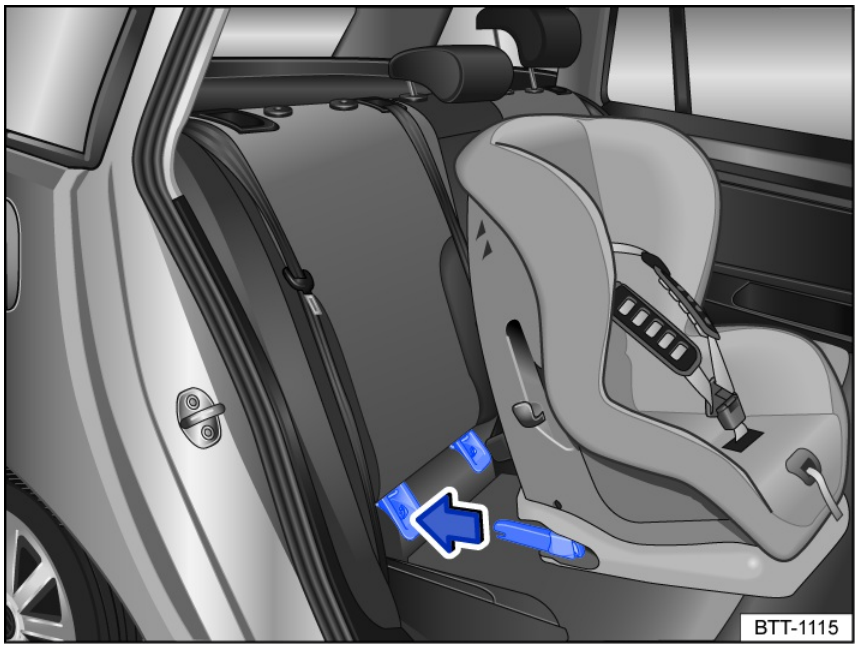


Fig. 41 General example: Installing a child restraint with attachment arms.

Installing child restraints with LATCH/UAS

The installation location of the anchor points is indicated by a symbol *fig. 40*.

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
- If necessary, remove the caps on the anchors.
- Push the child restraint attachment arm in the direction of the arrow onto the anchors *fig. 41*. The child restraint must engage securely and audibly.
- Pull on both sides of the child restraint to check if the child restraint is securely locked in place.
- If the child restraint is equipped with a support base, this base must be positioned securely on the vehicle floor.

Using insertion guides

If anchor points for child restraints are not directly accessible, insertion guides can make the installation and removal of child restraints easier. To do this, first position the insertion guides at the anchor points. Then fasten the child restraint according to the installation instructions.

NOTICE

Use insert guides to prevent permanent marks or damage to the seat covers and padding.

- Before folding down the rear seats or when removing the child restraint, always remove the insert guides from the anchor points.

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

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

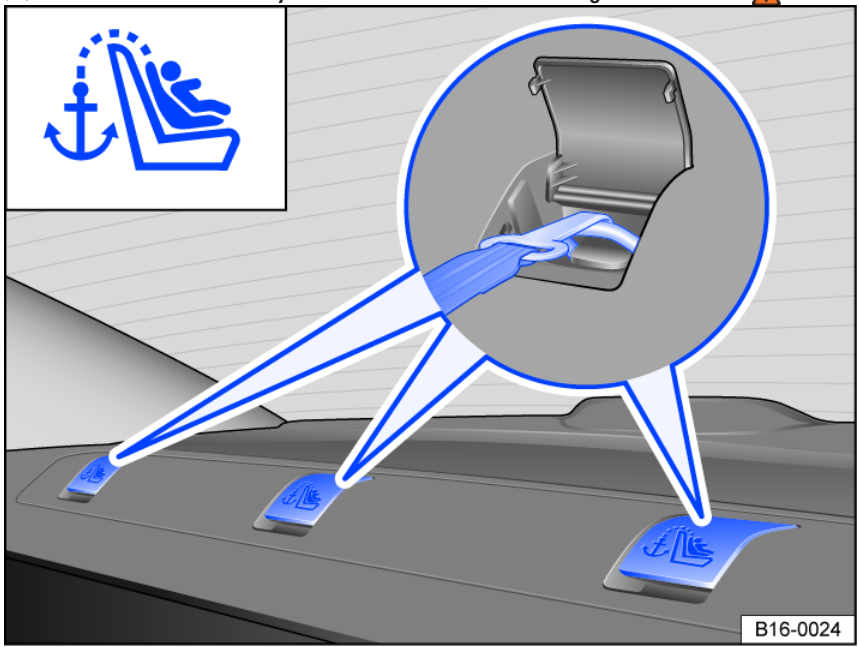


Fig. 42 In the storage compartment behind the rear bench seat: Anchorages for the upper strap.

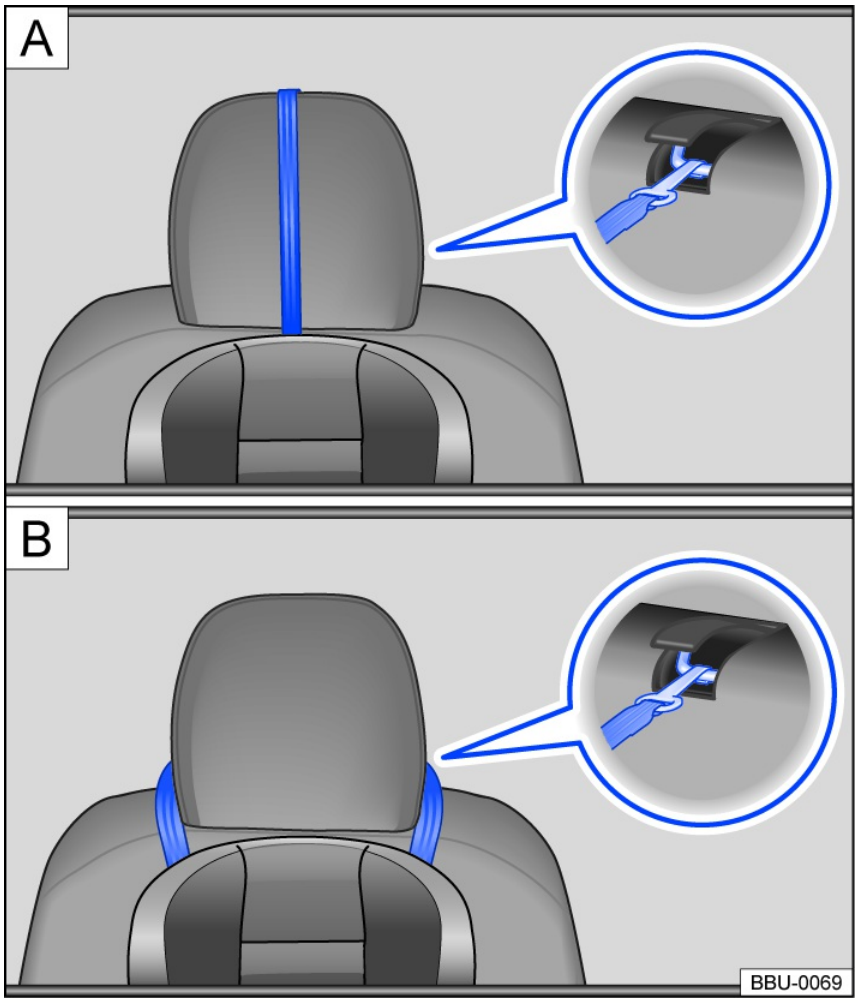


Fig. 43 On the rear seat backrest: Examples for seat belt routing with non-adjustable head restraints.

(A) Seat belt routing with non-adjustable head restraints with a single strap.

(B) Seat belt routing with non-adjustable head restraints with a double strap.

LATCH/UAS child restraints with universal approval must also be fastened to the LATCH/UAS anchor points using an upper strap (top tether).

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

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
- Remove the dividing net if necessary.
- Push the head restraint on the vehicle seat all the way upward or remove it.
- Place the child restraint in the center of the vehicle seat surface.
- Push the child restraint arm in the direction of the arrow onto the anchors ⇒ *Securing a child restraint with LATCH/UAS*. The child restraint must engage securely and audibly.
- Adjust the rear seat backrest of the vehicle seat to the backrest of the child restraint.
- Tighten the upper strap so that the child restraint is upright on the rear seat backrest.

⚠ WARNING

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

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

Securing a child restraint with a safety belt

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Securing a child restraint with a safety belt

- Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing.
- Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.

- Make sure the safety belt is not twisted.
- Insert the buckle tongue into the safety belt buckle belonging to the corresponding seat, until the safety belt buckle latches into place.

Lockable safety belt

If the belt webbing is **fully** pulled out and you hear a clicking sound when the safety belt is retracted, this is a lockable safety belt ⇒ *Using safety belts*. The lockir mechanism on the safety belt must only be used to fasten specific child restraint systems ⇒ *Child restraints – overview*. An activated locking mechanism must be released when a vehicle occupant fastens their safety belt. To release the locking mechanism, push the red button in the belt buckle and guide the belt back fully by hand ⇒ *Fastening and unfastening the safety belts* .

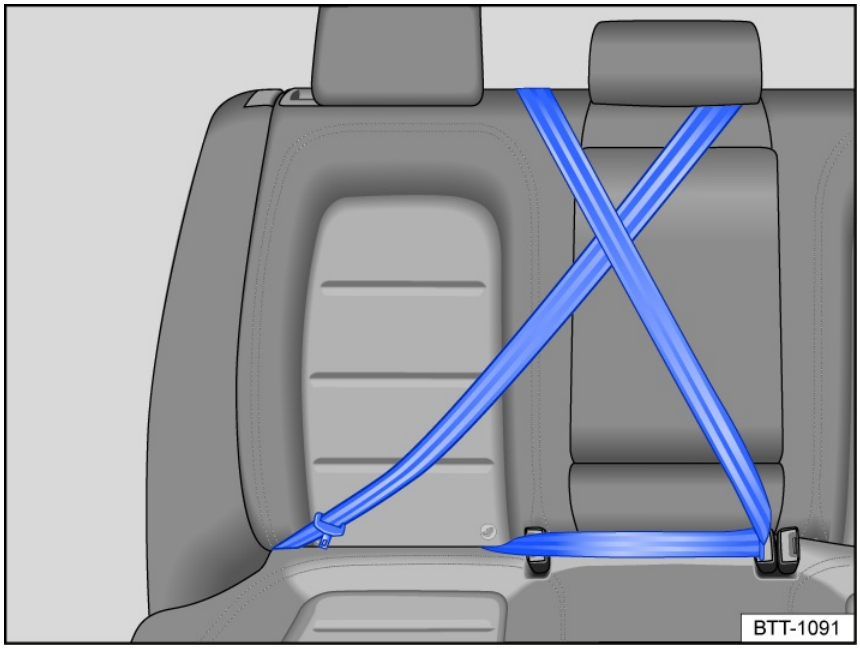


Fig. 44 Keep any safety belts that are not being used away from children.

Keep any safety belts that are not being used out of the reach of children

Secure any safety belts not being used to prevent a child from playing with the safety belt and getting caught in it. The procedure for securing a safety belt that is nc being used depends on the seating position.

To secure a safety belt that is not being used for one of the outer seats:

- Position the safety belt around the head restraint in the center seating position *fig. 44*.
- Make sure that the safety belt is out of reach of any children so that children cannot touch it or play with it.
- Make sure that the safety belt is not blocking the lower anchors.

  If the anchor points are blocked, this may mean that you cannot install the child restraint properly in the anchor points.
- Do **not** activate the lockable safety belt.

  Otherwise, it is very difficult to retract the safety belt into its normal position. You should **not** hear any clicking noises when the safety belt is retracted.

To secure a safety belt that is not being used for the middle seat:

- Fasten the safety belt *fig. 44*.
- Pull the shoulder strap on the safety belt out fully to activate the lockable safety belt. You should hear a clicking noise when the safety belt is rolled up again.
- Let the safety belt roll up fully. Pull the safety belt to make sure that the lockable safety belt is activated and the safety belt is properly fastened and tightened s that the child cannot get hold of the belt or play with it.

If a child is secured on a seat in the second row, adjust the position in front of the child restraint to ensure that the child has enough space. For example, adjust the front passenger seat to the size of the child and the child directly behind them. Always pay attention to the correct seating position ⇒ *Seating position*.

if no child restraints are needed, move all the safety belts back into their normal storage positions so that the safety belts are available for normal use.

Installing on the center seating position

When installing a child restraint on the center seating position, it is especially important to install correctly because this seating position is narrower than both of the outer seats. If the child restraint is wider than the seat surface, the belt buckle of the adjacent seating position may be covered and could then be damaged. When installing child seats, always ensure that all belt buckles are easily accessible.

- If nothing else is specified by the child restraint manufacturer, the child restraint must rest close against the backrest and seat surface and must not overlap se surfaces.
- The child restraint must be installed straight and centered on the seating position, and it must not be able to move more than 2.5 cm (approx. 1 inch).
- The child restraint must not rest on the belt buckles.

- When installing multiple child restraints, the child restraints must not become caught on one another.

In some cases, even if a child restraint is installed correctly on the center seating position, it may cover the belt buckles and could then damage them and make the belt buckles unusable. This can occur if the child restraint slides on the seat surface while driving. Therefore, check the position of the child restraint regularly to ensure that the belt buckles are neither covered nor damaged.

⚠ WARNING

A child that is in a child restraint that has been secured with the anchor points or with a safety belt may play with any unused safety belts on the rear seat and get tangled up, which could result in serious or even fatal injuries.

- Always keep any safety belts for the rear seats that are not being used out of the reach of children.

Securing a booster seat with a safety belt

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

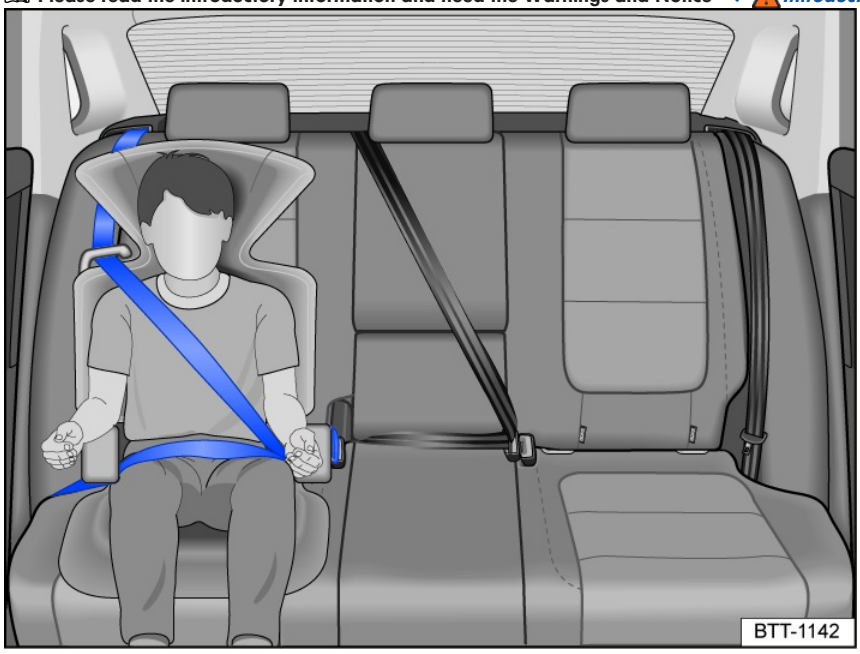


Fig. 45 Correctly secured child on a booster seat.

Children between the ages of around 8 and 12 are best protected when they travel on a booster seat that is suitable for their age and height.

The safety belts in the vehicle are usually only suitable for children taller than 4'9" (57 inches, 145 cm). Booster seats ensure that children under this height can be correctly secured using the safety belt.

- Never activate the lockable belt system when securing a child with a booster seat.
- The upper area of the belt must always be positioned on the child's shoulder. Ensure that the belt does not rest on the child's face or neck.
- The lap belt must always run across the child's lap. It must never run across the child's stomach.

Children taller than 4'9" (57 inches, 145 cm) can generally be secured using the safety belt. Pay attention to the information at ⇒ *Safety belt positioning*.

A child no longer needs a booster seat when they are taller than 4'9" (57 inches, 145 cm) if the following requirements are met:

- The child can sit with their back fully against the backrest.
- The child's knees bend over the edge of the seat.
- The child's feet sit fully flat on the vehicle floor.
- The child can comfortably stay in this position for the entire journey.

Children aged 12 or under must always travel on a rear seat.

⚠ WARNING

Not using a booster seat or incorrectly using a booster seat or safety belt can cause severe or fatal injuries in the event of an accident or collision.

- Always observe all instructions regarding the installation and use of child restraints and booster seats.
- If, under exceptional circumstances, you need to install a booster seat on the front passenger seat, ensure that the PASSENGER AIR BAG indicator light OFF turns on and remains on.

In case of an emergency

Securing yourself and the vehicle

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

Checklist

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

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

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

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

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

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

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

vehicle speed is below 6 mph (10 km/h). The emergency flashers will switch off automatically when you accelerate.

Emergency equipment

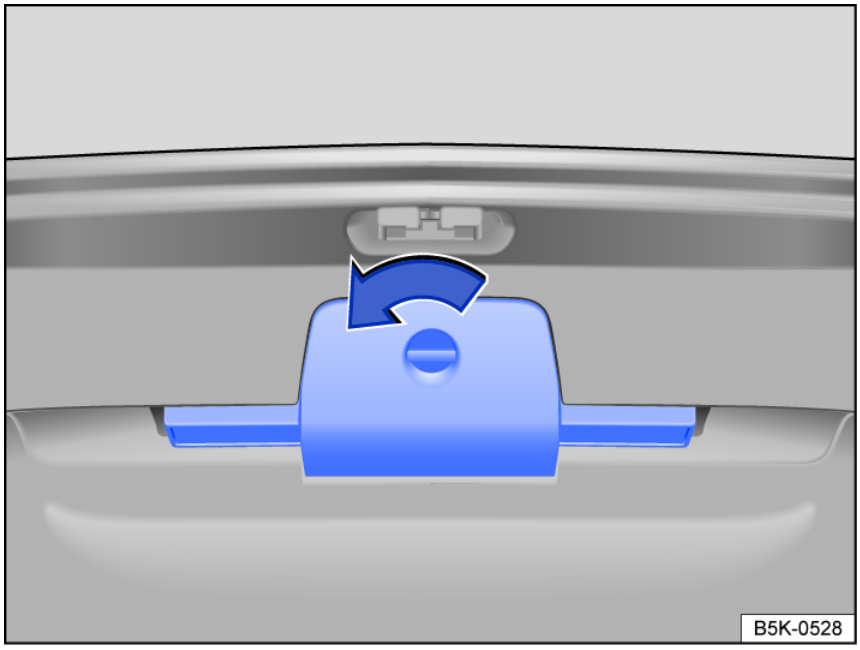


Fig. 46 In the trunk lid: Holder for the warning triangle.

First aid kit

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

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

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

Warning triangle

Depending on the vehicle equipment, the warning triangle may be located in the trunk lid. When the trunk lid is open, turn the holder lock *fig. 46* 90° counterclockwise, open the holder, and remove the warning triangle.

The warning triangle must meet the legal regulations.

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

Reflective vest

Depending on vehicle equipment, the high-visibility waistcoat may be in a storage compartment in the front door trim panel or in the glove box *⇒ Driver's door*, *⇒ Front passenger's side*.

The reflective vest must meet the legal regulations.

Fire extinguisher

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

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

⚠ WARNING

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

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

Information Call, Roadside Assistance Call and Emergency Call Service

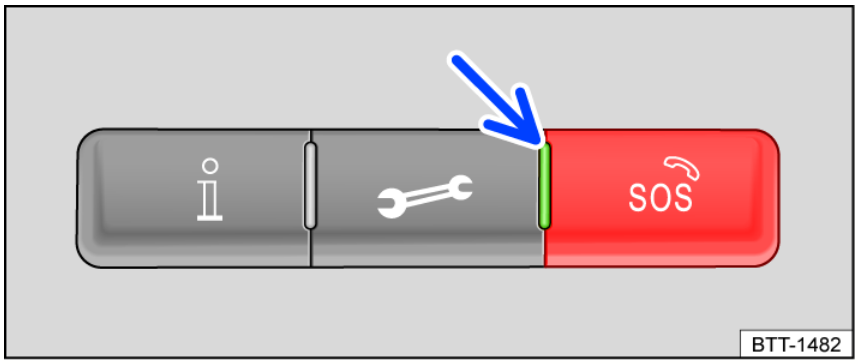


Fig. 47 In the roof console: controls for call services.

Information call.

Breakdown Call.

Emergency Call Service.

Depending on the country and your vehicle equipment, a control is installed in the roof console *fig. 47*. Voice services can be used by pressing the buttons. The required connection is produced by a control module installed by the manufacturer.

Please note the additional information on VW Car-Net® ⇒ ®.

Indicator light

An indicator light *fig. 47* (arrow) for voice and data transmission services is located in the control panel. The indicator light turns on in different colors and light patterns depending on the operating status:

The indicator light does not light up: Voice and data transmission services are not available.

The indicator light flashes red for approximately 20 seconds after the ignition switches on: the Emergency Call Service is deactivated.

The red indicator light turns on and remains on: system malfunction. The Emergency Call Service is limited or not available.

The green indicator light comes on: Voice and data transmission services are available and the system is ready for use.

The indicator light flashes green: there is a call in progress.

Information call

- With an information call, a call is made to the Volkswagen AG hotline.
- The information call is only available in certain sales regions.
- The contact person will communicate in the language in which the vehicle was registered via VW Car-Net®.

Roadside assistance call

- If you break down, you can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance with the roadside assistance call.
- Some vehicle data, e.g. its current location, is transferred in parallel to the voice call.
- The contact person will communicate in the language in which the vehicle was registered via VW Car-Net®.

Emergency Call Service

- The Emergency Call Service is only available if a corresponding license is subsequently acquired.
- When the Emergency Call Service is initiated, a connection will be established with the Volkswagen emergency call center.
- If an emergency call is triggered manually or by a collision with airbag deployment, data that is relevant to the emergency call, such as the vehicle's current location, is automatically transmitted ⇒ *Customer information*.
- The contact partner will communicate in the language that is set in the vehicle's Infotainment system. If this language is not available at the current emergency call location, English will be used.

⚠ WARNING

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

- If the emergency call location is in an area with no mobile phone and GPS reception, or insufficient reception.
- If you are in a location where there is sufficient mobile phone and GPS reception, but the telecommunications provider's mobile communications network is unavailable.
- The Emergency Call Service is not permitted by law in some countries.
- VW Car-Net® has not been activated.
- No valid license for the use of the Emergency Call Service has been acquired or the license has expired.

- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

- Press the emergency call button SOS until the green indicator light flashes. The emergency call will be triggered and a voice call will be made to the Volkswage emergency call center.

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

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

Automatic emergency call

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

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

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

Integrated battery

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

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

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

Data transmission

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

Among other things, the following data will be sent:

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

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

Troubleshooting

SOS Emergency Call Service faulty

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

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

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

SOS Emergency Call Service limited

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

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

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

Opening and Closing

Vehicle key

Vehicle key functions

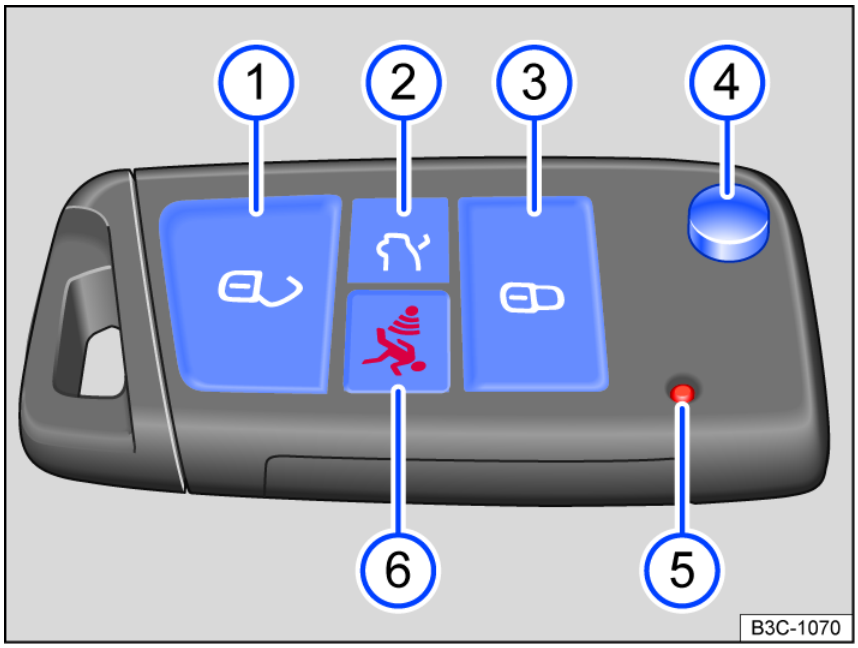


Fig. 48 Vehicle key with key bit.

Key for *fig. 48*:

(1) Unlock the vehicle. All turn signals will flash *twice*.

(2) Unlock the trunk lid separately.

(3) Lock the vehicle. All turn signals will flash *once*.

(4) Fold the key bit out and in.

(5) Indicator light: flashes when a button is pressed.

(6) Panic button (depending on vehicle equipment)

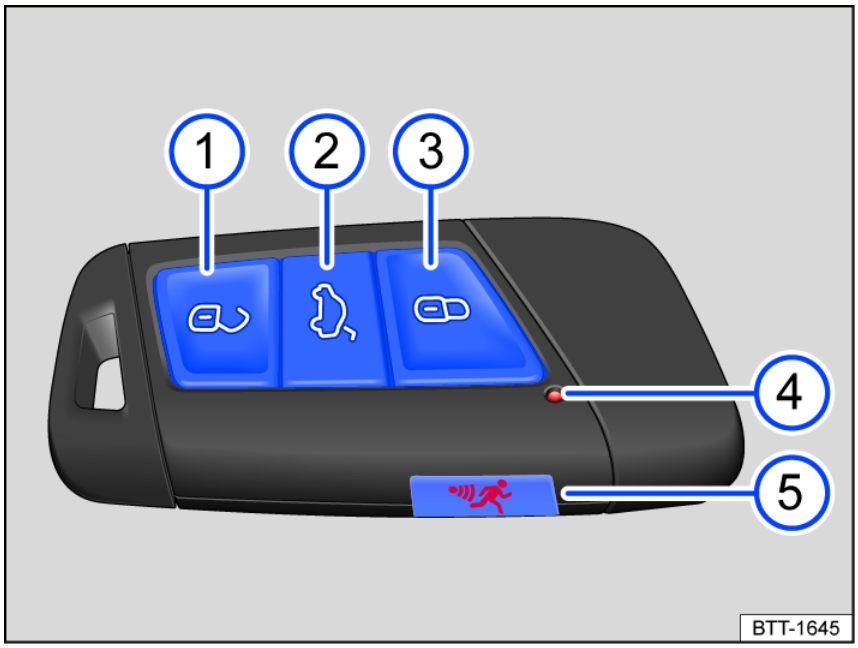


Fig. 49 Vehicle key.

Key for *fig. 49*:

(1) Unlock the vehicle. All turn signals will flash *twice*.

(2) Unlock the trunk lid separately. All turn signals will flash *twice*.

(3) Lock the vehicle. All turn signals will flash *once*.

(4) Indicator light: flashes when a button is pressed.

(5) Panic button (depending on vehicle equipment).

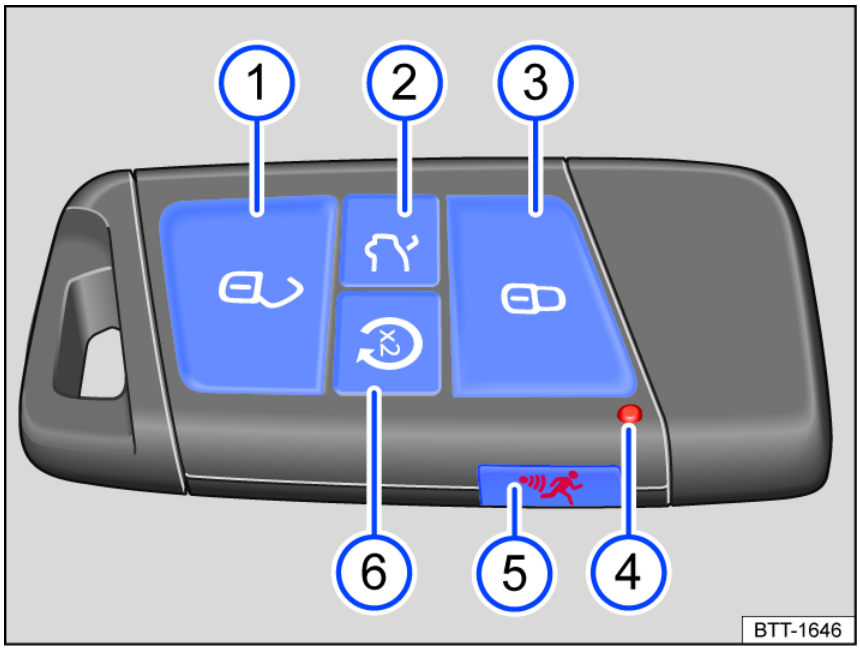


Fig. 50 Vehicle key with remote start relay button.

Key for *fig. 50*:

(1) Unlock the vehicle. All turn signals will flash *twice*.

(2) Unlock the trunk lid separately. All turn signals will flash *twice*.

(3) Lock the vehicle. All turn signals will flash *once*.

(4) Indicator light: flashes when a button is pressed.

(5) Panic button (depending on vehicle equipment).

(6) Remote start relay button (depending on vehicle equipment).

Panic button (depending on vehicle equipment)

Only use the panic button in case of an emergency. When you press the panic button, the horn will sound and the vehicle lights will flash. Pressing the panic button again switches off the alarm.

Remote start relay button (depending on vehicle equipment)

Pressing the button (x2) twice after pressing the button carries out the remote start ⇒ *Remote start relay function*. During remote start, the parking light turns c
Pressing the (x2) button switches off the engine.

WARNING

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

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

NOTICE

Protect the vehicle key from moisture and strong impacts.

Mechanical key

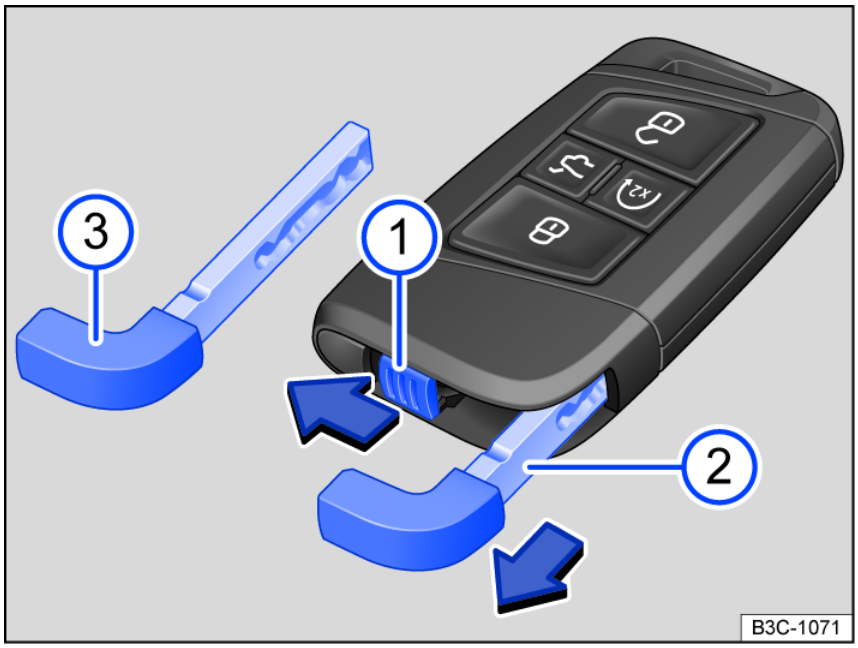


Fig. 51 Vehicle key: releasing the mechanical key.

Key for *fig. 51*:

(1) Push the locking mechanism in the direction of the arrow.

(2) Remove the mechanical key in the direction of the arrow.

(3) Mechanical key.

There is a mechanical key *fig. 51* (3) located in the vehicle key that can be used to manually unlock and lock the vehicle.

Possible functions:

- Unlock and lock the glove compartment.
- Unlock and lock the vehicle manually ⇒ *Vehicle key functions*.
- Switch on and off the childproof lock ⇒ *Child safety lock*.

Replacing the button cell battery (vehicle keys with key bit)

Volkswagen recommends having the button cell battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ (!).

- Fold the key bit out.
- Lever off the cover (1) ⇒ (!).
- Lift the button cell battery out of the battery compartment (2).
- Press the new button cell battery into the battery compartment ⇒ (!).
- Press the cover onto the housing (1).
- Dispose of drained battery in a way that will not harm the environment.

⚠ DANGER

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

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

(!) NOTICE

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

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

Replacing the button cell battery

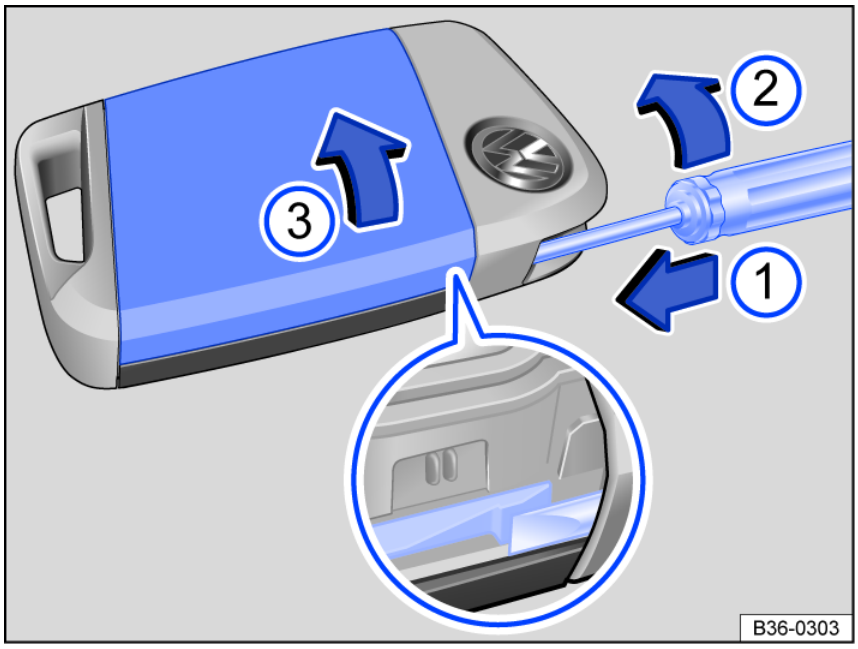


Fig. 52 Vehicle key: opening the battery compartment cover.

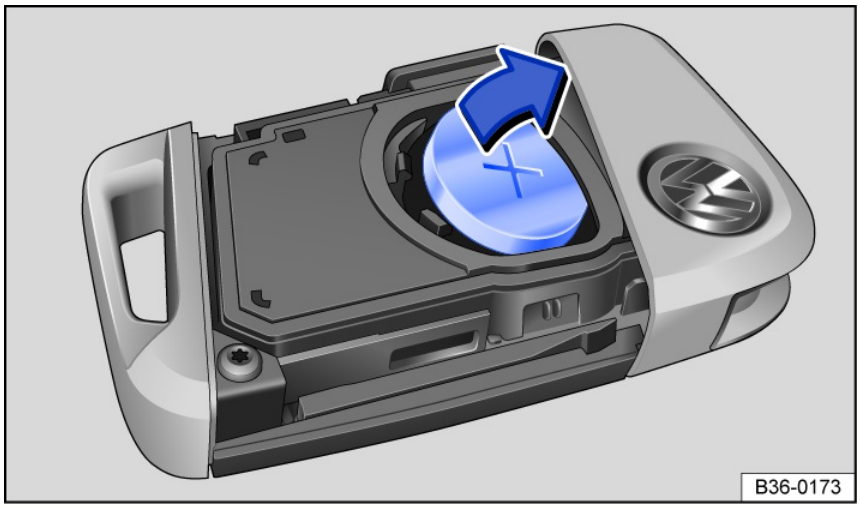


Fig. 53 Vehicle key: replacing the button cell battery

- Remove the mechanical key ⇒ *Mechanical key*.
- Slide the blade of the flat-bladed screwdriver in the direction of the arrow approximately 1 cm into the outer guide on the mechanical key *fig. 52* (1).
- Turn the flat-bladed screwdriver clockwise until the cover pops up *fig. 52* (2).
- Push the cover in the direction of the arrow *fig. 52* (3) and remove it.
- Lift the button cell battery out of the battery compartment *fig. 53*.
- Press the new button cell battery into the battery compartment ⇒ (!).
- Press the cover onto the housing *fig. 52* (3).
- Store the mechanical key ⇒ *Mechanical key*.
- Dispose of drained battery in a way that will not harm the environment.

⚠ DANGER

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

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

(!) NOTICE

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

- Make sure the battery is facing in the right direction when inserting it.

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

Synchronizing a vehicle key

If the vehicle cannot be unlocked or locked using the vehicle key, synchronize the vehicle key or replace the button cell battery ⇒ *Replacing the button cell batter (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

Synchronizing a vehicle key:

- Fold out the key bit and remove the spare key ⇒ *Mechanical key*.
- If necessary, remove the cap from the driver's door handle ⇒ *Opening and closing the driver's door in an emergency*, ⇒ *Locking the front passenger's door a rear doors in an emergency*.
- Press the button on the vehicle key.
- Unlock the vehicle using the key bit.
- Open the driver's door. The alarm triggers immediately if the vehicle is equipped with an anti-theft alarm system ⇒ *Anti-theft alarm system*.
- Switch the ignition on.

  This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

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

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

- Close the driver's door.
- **OR:** synchronize the vehicle key ⇒ *Synchronizing a vehicle key*.
- **OR:** Change the battery cell in the vehicle key ⇒ *Replacing the button cell battery (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

The indicator light is not blinking

If the indicator light in the vehicle key does not blink when you press one of the buttons, then the button cell battery in the vehicle key must be replaced ⇒ *Repla the button cell battery (vehicle keys with key bit)*, ⇒ *Replacing the button cell battery*.

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

Keyless Access

Introduction

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

Unlocking or locking using Keyless Access

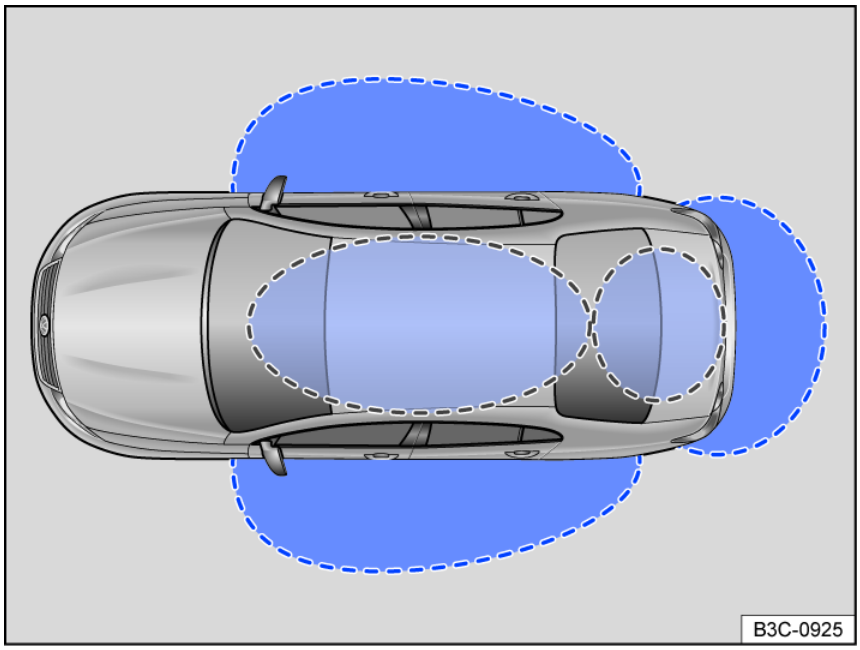


Fig. 54 Keyless Access: sensor range.

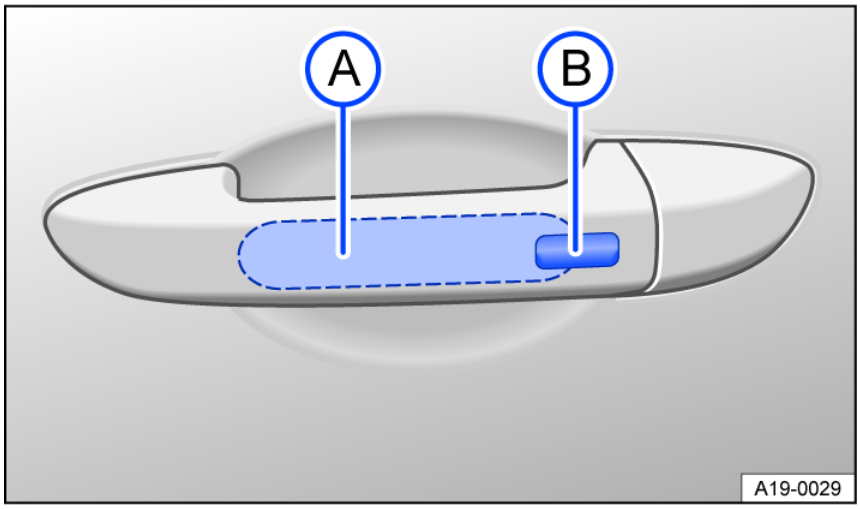


Fig. 55 In door handle: sensors.

Unlocking and locking the vehicle

Unlocking:

- Touch the sensor *fig. 54* (A) on the inside of the door handle.

Locking:

- Switch the ignition off.
- Close the door.
- Touch the sensor *fig. 54* (B) on the outside of the door handle.

The turn signals flash *twice* when unlocking and blink *once* when locking.

Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the trunk lid sensor range, the trunk lid will unlock automatically when opening *fig. 55*.

The trunk lid locks automatically after it closes.

The trunk lid will **not** lock automatically if the vehicle is completely unlocked.

Deactivating Keyless Access temporarily

You can temporarily deactivate Keyless Access using the following steps to prevent the vehicle from being unlocked and started by unauthorized people:

- Lock the vehicle with the button on the vehicle key.
- Then touch the sensor on the outside of the door handle one time within five seconds after locking the vehicle *fig. 54* (B). Do not grasp the door handle durir this process.
- Keyless Access is now temporarily deactivated.
- Check if it is deactivated by waiting at least ten seconds and then pulling on the door handle. The door should not open.

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

Operating convenience functions

All of the power windows and the sunroof can close automatically.

- Hold your finger on the driver's or front passenger's door handle sensor *fig. 54* (B) for several seconds until the windows and power sunroof are closed.

The sensor functions can be adjusted in the Vehicle settings menu in the Infotainment system. Refer to Infotainment System.

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

The vehicle can only be locked when P (Park) is engaged.

If the sensor is touched twice, the entire vehicle will unlock even after a single door is unlocked.

Troubleshooting

If Keyless Access is not working

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

- Clean the sensors.

If all turn signals flash four times

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

- Remove the key and lock the vehicle.

Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

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

Reactivating the sensor pads:

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

NOTICE

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

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

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

Doors and central locking button

Introduction

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

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

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

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

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

WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

Locking the doors carelessly increases the risk of serious injuries.

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

ⓘ NOTICE

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

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

Indicator light in the driver's door

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

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

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

Automatic locking and unlocking

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

Depending on how your vehicle is equipped, settings for the central locking can be configured in the Vehicle settings menu in the Infotainment system.

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

- If the vehicle is stationary and the vehicle key has been removed
- *In vehicles with an automatic gearbox:* If the parking lock **P** is engaged and the ignition is switched off.
- **OR:** if the door handle has been pulled.
- **OR:** if airbags have deployed during a collision ⇒ *Troubleshooting*.

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

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

Central locking button

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

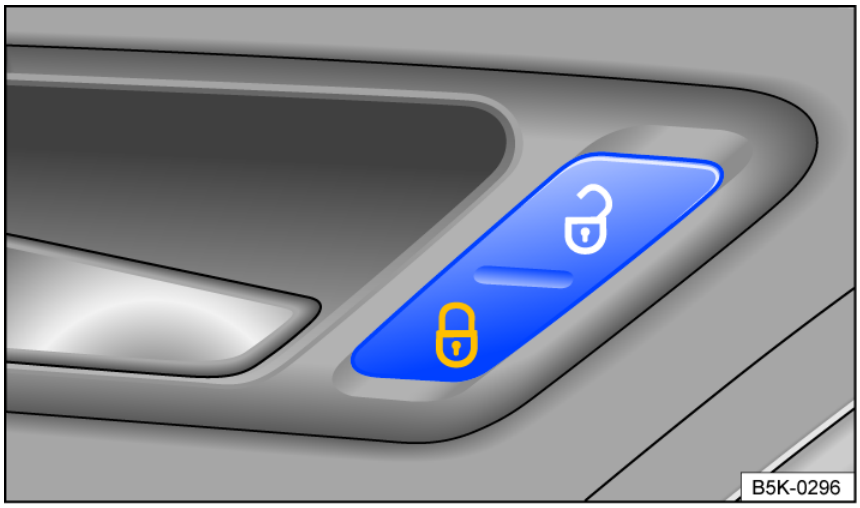


Fig. 56 In the driver's door: central locking button.

Key:

– Unlock the vehicle.

– Lock the vehicle.

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

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

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

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

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

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

Opening and closing the driver's door in an emergency

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

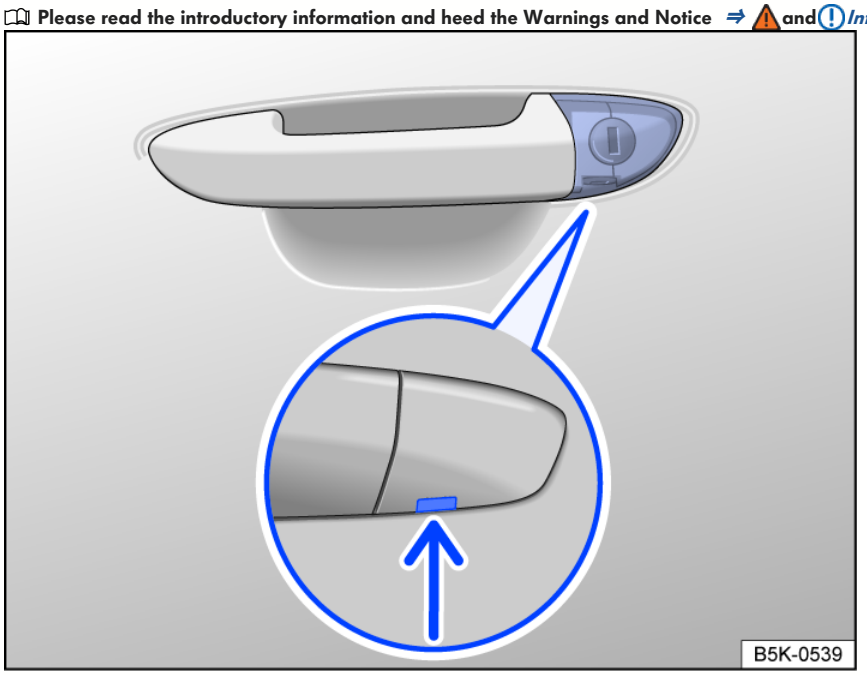


Fig. 57 Driver's door handle: covered lock cylinder.

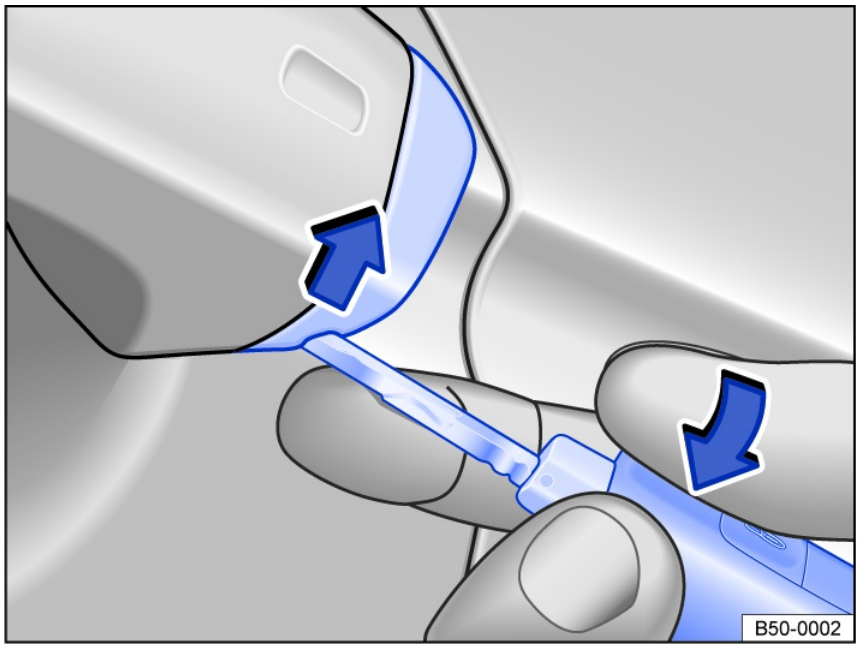


Fig. 58 Driver's door handle: prying off the cap.

Generally, all doors will lock when locking manually. Only the driver's door will unlock when unlocking manually. Note the information about the anti-theft alarm system ⇒ *Anti-theft alarm system*.

- Pull on the door handle until the cap is removed.
- Position the key bit or emergency key on the notch in the driver's door handle from below.
- Hold your index finger under the key bit.
- Use the vehicle key to pry the cap off in the direction of the arrow *fig. 58*.
- Insert the key bit in the lock cylinder and unlock or lock the vehicle.
- Pull on the door handle and reinstall the cap.

If the vehicle was locked manually, Keyless Access will not be activated ⇒ *Keyless Access*.

Special circumstances to note when unlocking manually

- An alarm is triggered when the driver's door is opened ⇒ *Anti-theft alarm system*.
- An emergency start must be performed after unlocking ⇒ *Troubleshooting*.
- Switch the ignition on to turn off the alarm.

The electronic immobilizer will detect a valid vehicle key.

The anti-theft alarm system is not activated when the vehicle is manually locked using the key bit ⇒ *Anti-theft alarm system*.

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

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

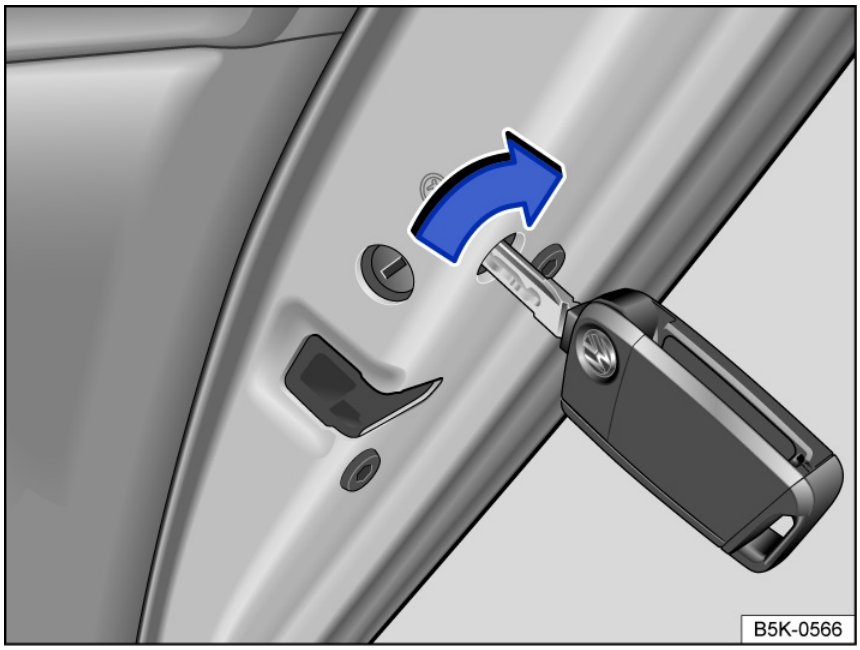


Fig. 59 On the front of the right rear door: manually locking the vehicle with the vehicle key.

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

- Open the door.
- Remove the rubber seal in the front of the door.
- Insert the key bit or emergency key into the slot and turn it *fig. 59*.
- Reattach the rubber seal.
- Check if the door is locked.

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

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

Child safety lock

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

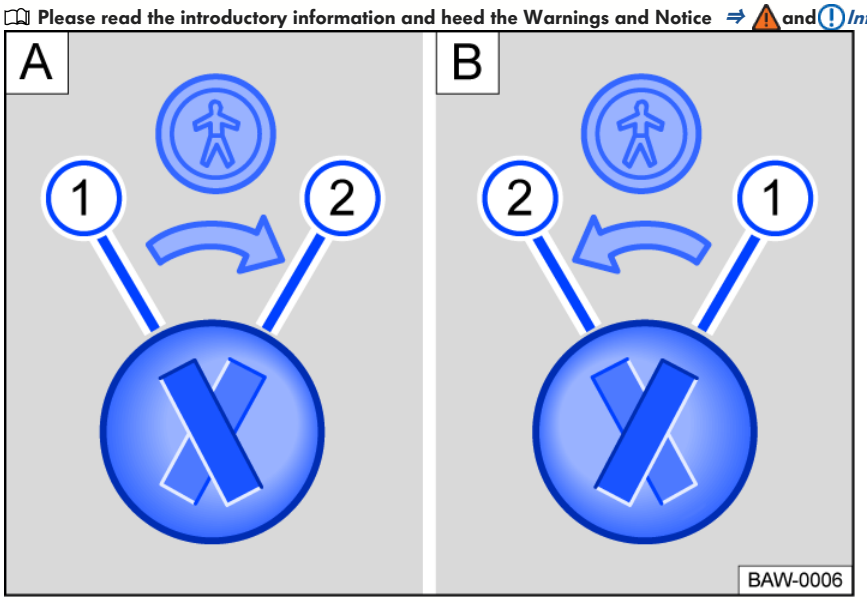


Fig. 60 Child safety lock: A left rear door, B right rear door.

(1) Child safety lock is switched off.

(2) Child safety lock is switched on.

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

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

Switching the child safety lock on or off

- Unlock the vehicle the open the respective rear door.

- Bring the slot into the corresponding position.

⚠ WARNING

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

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked. Otherwise, they could become locked inside the vehicle. In case of an emergency, these individuals would not be able to leave the vehicle without assistance or care for themselves. Individuals locked in the vehicle could be exposed to very high or very low temperatures.
- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

Troubleshooting

📖 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

If the indicator light does not turn off

The red LED in the vehicle door flashes briefly and then stays on.

There is a malfunction in the locking system.

- Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

If the turn signals are *not* flashing as confirmation when locking the vehicle:

- At least one of the doors or the trunk lid is not closed.

If the vehicle is locking automatically

The vehicle will lock again automatically after approximately 45 seconds if one of the following conditions apply:

- The vehicle was unlocked, but not opened
- The ignition was not switched on
- The trunk lid was not opened.
- The vehicle was unlocked using the lock cylinder
- The vehicle was locked using the central locking button in the vehicle interior

Locking with a second vehicle key

Keyless Access: the key inside the vehicle will be blocked from starting the engine if the vehicle is locked from the outside with a different vehicle key. Press the button on the vehicle key that is inside the vehicle to enable it so that it can be used to start the engine ⇒ *Starting the engine*.

Locking the vehicle after an airbag deploys

The entire vehicle unlocks when an airbag deploys in a collision. Depending on the severity of the damage, it may be possible to lock the vehicle as follows after th collision:

- Switch the ignition off.
- Open the driver door and shut it again.
- Lock the vehicle.

ⓘ It may not be possible to unlock or lock the vehicle using Keyless Access if the 12 V vehicle battery or button cell battery in the vehicle is weak or drained. The vehicle can be manually unlocked or locked ⇒ 📖 *Introduction*.

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

Anti-theft alarm system

The vehicle may be equipped with an anti-theft alarm system.

The anti-theft alarm system monitors the doors, the hood and the trunk lid.

The anti-theft alarm system is automatically activated when you lock the vehicle using the vehicle key.

If an attempt is made to access the vehicle without using the appropriate vehicle key, this sets off the anti-theft alarm system, which emits audible and visual warning signals for up to 5 minutes.

When is the alarm triggered?

- If a door that was unlocked manually using the vehicle key is opened.

- If the hood is opened.
- If the trunk lid is opened.
- If the ignition is switched on using an invalid vehicle key.

Switching off the alarm

- Unlock the vehicle using the unlock button on the vehicle key.
- **OR:** switch on the ignition using a valid vehicle key. This may cause the alarm to sound briefly for approximately one second.
- In vehicles with Keyless Access: grasp the door handle ⇒ *Keyless Access*.

The anti-theft alarm system will not function correctly if the 12 V vehicle battery is weak or drained.

Trunk lid

Introduction

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

On vehicles with Keyless Access, the trunk lid is automatically unlocked when opening ⇒ *Keyless Access*.

WARNING

Uncontrolled or unintentional release: opening and closing the trunk lid can cause accidents and serious injuries.

- Do not open or close the trunk lid if anyone is in the way.
- After closing the trunk lid, check if it has closed correctly. When closed, the trunk lid must be flush with the areas of the vehicle body that are around the door.
- Always keep the trunk lid closed while driving.
- Never open the trunk lid when cargo is secured on it, such as bicycles. Additional weight can cause the trunk lid to begin closing by itself. If necessary, support the trunk lid or remove the weight beforehand.
- Close and lock the trunk lid and all doors when the vehicle is not in use. Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the trunk, close the lid, and then lock themselves in. Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

WARNING

Unlocking or opening the trunk lid incorrectly or carelessly may lead to serious injuries.

- The vehicle may not always detect when the trunk lid is not latched if a cargo rack that is carrying cargo is mounted on the trunk lid. If the trunk lid is not latched, it may open suddenly while driving.

WARNING

If there is a heavy load of snow or cargo on the trunk lid, the additional weight may cause the lid to lower, which can result in serious injuries.

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.

WARNING

Do not press on the rear window of the trunk lid with your hand. The rear window could crack, which can result in injuries.

NOTICE

Never attach or secure cargo on the opening mechanisms. This could cause damage that could prevent the trunk lid from closing.

NOTICE

Never use the rear window wiper or rear spoiler to attach or secure cargo. This could cause damage that may result in the rear window wiper or rear spoiler detaching from the vehicle.

Opening and closing the trunk lid

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

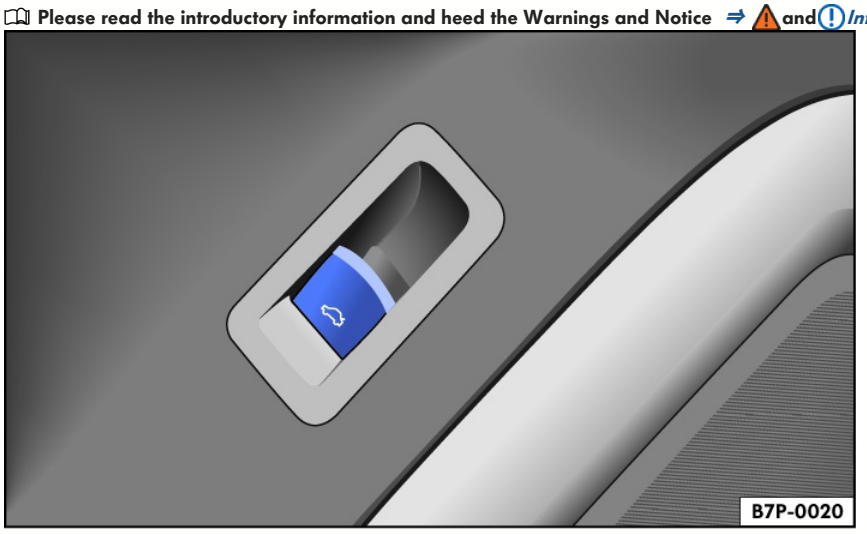


Fig. 61 In the driver's door: unlock button for the trunk lid.

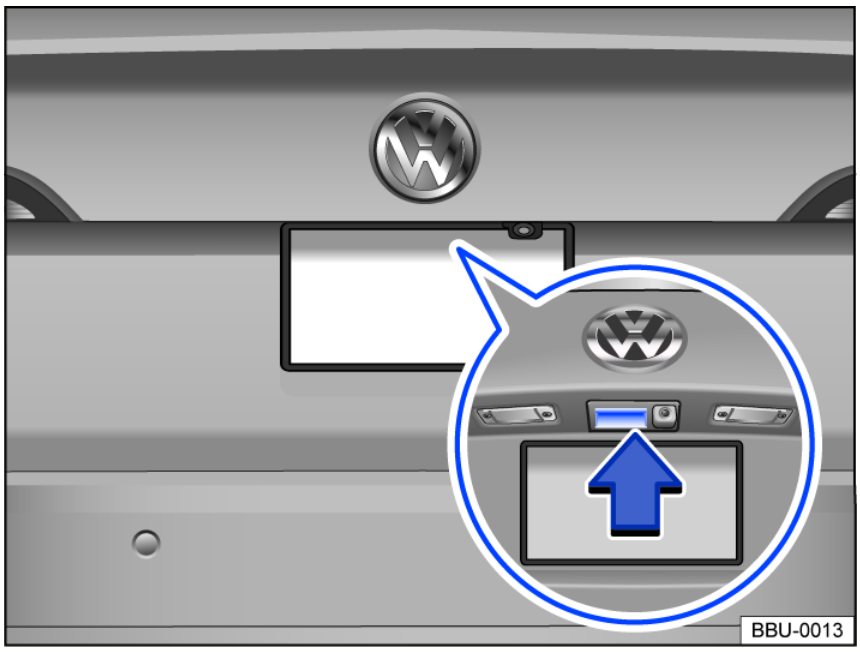


Fig. 62 In the trunk lid: button to open the trunk lid.

Opening the trunk lid

- To unlock the trunk lid, press the button on the vehicle key.
- **OR:** pull the switch in the driver's door upward *fig. 61*.
- Raise the trunk lid using the button *fig. 62* and pull all the way up.

Closing the trunk lid

- Pull the trunk lid downward firmly using the handle in the interior trim panel until it latches shut → ⚠.

The trunk lid will also lock when the doors are locked.

An image in the instrument cluster display indicates if the trunk lid has not opened or closed correctly.

The trunk lid locks automatically while driving.

⚠ WARNING

Closing the trunk lid incorrectly or carelessly may lead to serious injuries.

- When closing the trunk lid, make sure your hands are not within the closing range of the lid.
- When opening the trunk lid, take care to pull it all the way up.

If the trunk lid is not opened within several minutes after unlocking, it will lock again automatically.

Mechanically unlocking the trunk lid using the emergency release

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

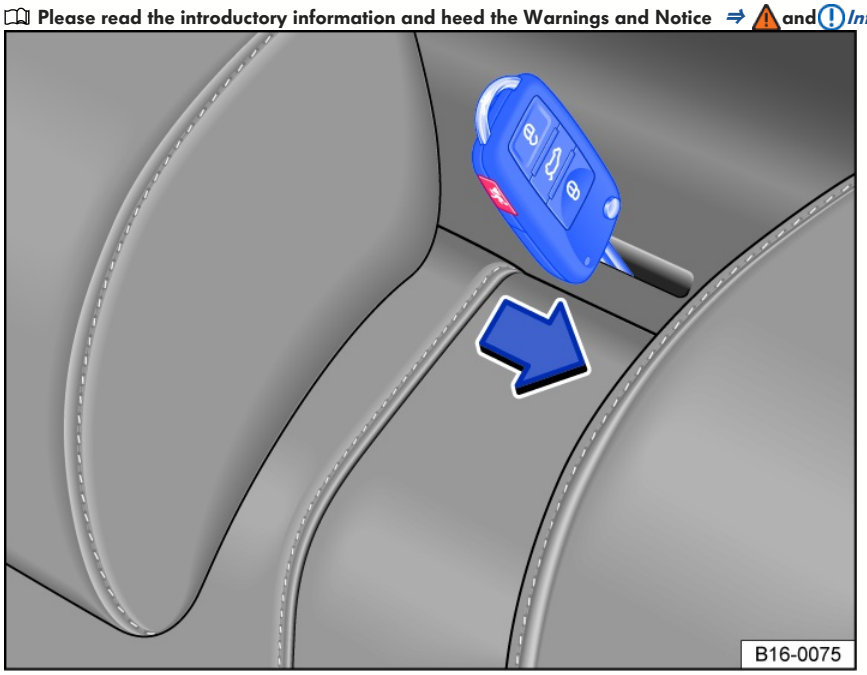


Fig. 63 Behind the rear seat backrest: mechanically unlocking the rear seat backrest using the emergency release.

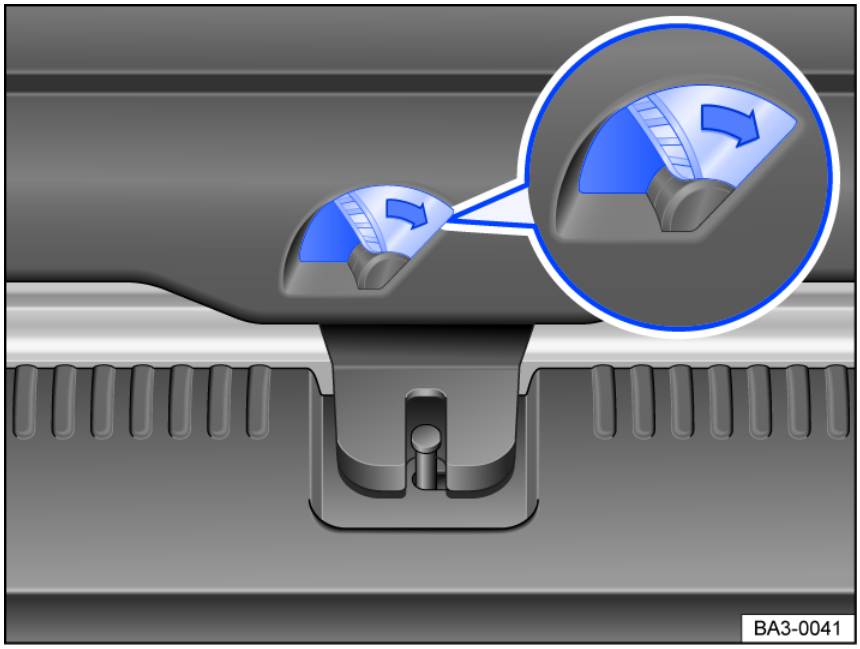


Fig. 64 In the luggage compartment: unlocking the trunk lid.

Mechanically unlocking the trunk lid using the emergency release

- Insert the vehicle key in the slot *fig. 63* to unlock the rear seat backrest and press in the direction of the arrow.
- Fold the rear seat backrest forward.
- Push the lever *fig. 64* in the direction of the arrow and open the trunk lid.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

If the trunk lid will not open or close

- Check if the trunk lid is being blocked by an object. The trunk lid can be moved by hand. It is necessary to use more force when doing this.

If all turn signals flash four times

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

- Remove the key and lock the vehicle.

If the trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

- Guide the trunk lid farther upward by hand.

The Easy Open sensor function is not working

- Easy Open only works when the ignition is switched off.
- Clean the sensors in the rear bumper.
- Easy Open may be deactivated in heavy precipitation to reduce the risk of false activation.

Windows

Opening and closing the windows

The switches are located in the doors ⇒ *Driver's door*.

 Opening the window: press the switch. Closing the window: pull the switch.

 Press to disable the power window switches in the rear doors.

The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door is not opened.

One-touch up/down feature

The one-touch up/down feature allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

Automatic closing: pull the window switch upward briefly to the second level.

Automatic opening: press the window switch downward briefly to the second level.

Stopping the automatic closing/opening: pull or press the switch for that window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off.

- Press and hold the unlock or lock button on the vehicle key.
- *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed ⇒ *Keyless Access*. The vehicle key must be nearby to use this feature.
- To stop the function, release the unlock or lock button, **OR** remove your finger from the sensor.

A valid vehicle key must be located nearby to use this feature. When all of the windows and the sunroof are closed, the turn signals will flash *once* as a confirmation.

⚠ WARNING

Careless or unintended use of the power windows can cause serious injuries.

- Do not open or close the power windows if anyone is in the way.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. The windows cannot open in an emergency situation.
- Always take all vehicle keys with you when leaving the vehicle. The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door is not opened.
- When driving with children seated on the rear bench seat, always disable the rear power windows by pressing the child safety lock button so that the windows cannot be opened or closed.

NOTICE

If the windows are open, rain could enter the vehicle and soak the interior, causing vehicle damage.

If the power windows are malfunctioning, the one-touch up/down feature and the pinch protection may not function correctly. Get professional assistance.

Convenience opening and closing only functions if the one-touch up/down function is activated for all the power windows.

Power window pinch protection

The power window pinch protection can reduce the risk of being pinched and injured when the windows are closing.

If the window cannot close due to resistance or an obstacle, then the window will reopen immediately ⇒ ⚠.

- Check why the window did not close.
- Try again to close the window.

- If the window will not close again, then the pinch protection will be disabled for several seconds.
- If the window still cannot close, then the window will stop at the place where it meets resistance. If you press the switch again within several seconds, the window will close without **pinch protection** ⇒ ⚠.

Closing windows without pinch protection

- Try to close the windows again within a few seconds by holding the switch. **This will disable the pinch protection.**
- If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacl is blocking the window, then the window will reopen automatically.
- If the window still cannot close, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.
- Never allow anyone to be in the window operating area, especially if a window is closing when pinch protection is disabled.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the window frame.

Pinch protection also occurs when using the convenience closing function with the vehicle key.

Troubleshooting

One-touch up/down feature

If the 12 V vehicle battery is disconnected or drained when the windows are not completely closed, then the one-touch up/down feature will not work. It must be reprogrammed using the following steps:

- Switch the ignition on.
- Close all windows and doors.
- Pull the switch for the desired window and hold it in that position for several seconds.
- Release the switch, then pull it upward again and hold it. The one-touch up and down features will then be fully functional.

The automatic power windows can be reprogrammed individually, or multiple windows can be reprogrammed at the same time.

Sunroof

Opening or closing the sunroof

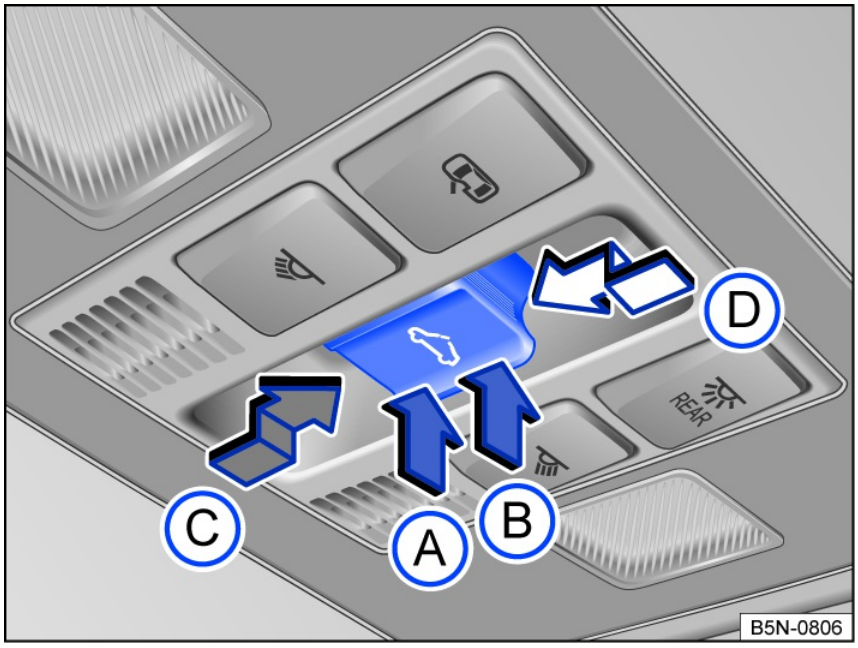


Fig. 65 In the headliner: Tilting and sliding panoramic roof button.

The term “sunroof” is used as a synonym for the tilting and sliding panoramic sunroof.

The sunroof is a roof opening system consisting of two glass pieces. The rear glass piece is fixed and cannot be opened.

The sunshade automatically opens automatically with the sunroof when it is in front of the sunroof. The sunshade can be completely closed only if the sunroof is closed.

The button has two levels. **First level:** Tilt, open, or close the sunroof completely or partially. **Second level:** Automatically open or close the sunroof completely. You can stop the automatic process by pressing the button again.

Tilting, opening, and closing the sunroof

- *Tilting the sunroof:* Push the *fig. 65* (B) button to the first level. Automatic process: Push the (B) button to the second level.
- *Closing the sunroof when it is tilted:* Press the (A) button to the first level. Automatic process: Push the (A) button to the second level.
- *Opening the sunroof:* Push the (C) button to the first level. Automatic process for convenience position: Push the (C) button to the second level.
- *Closing the sunroof:* Push the (D) button to the first level. Automatic process: Push the (D) button to the second level.
- *Pause the automatic opening or closing process:* Push the (C) or (D) button again.

WARNING

Careless or inattentive use of the sunroof can cause serious injuries.

- Do not open or close the sunroof if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Never leave children or people requiring assistance unattended in the vehicle, especially if they have access to the vehicle key. Inattentive use of the vehicle key can lock the vehicle, start the engine, switch the ignition on, or operate the sunroof.
- The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.

NOTICE

- To reduce the risk of damage, remove ice and snow from the vehicle roof before opening or tilting it in winter weather.
- Always close the sunroof before leaving the vehicle and when there is precipitation. If the sunroof is open or tilted, rain or snow could enter the vehicle interior and cause extensive damage to the electrical system. This could also result in further vehicle damage.

Remove leaves and other loose objects from the sunroof guide rails regularly, either by hand or with a vacuum cleaner.

The pinch protection will not function correctly if the sunroof is malfunctioning. Get professional assistance.

Convenience opening or closing the sunroof

Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

- Does not apply to the US or Canada: Press and hold the unlock or lock button on the vehicle key. The sunroof will be tilted or closed.
- *On vehicles with Keyless Access with push-button start:* hold your finger for several seconds on the locking sensor in the door handle until the sunroof is closed.
- Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the sunroof are closed, the turn signals will flash *once* as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system.

Some settings can be saved in the driver personalization user profiles and will adjust when user profiles are switched.

Sunroof pinch protection

The pinch protection reduces the risk of pinching injuries → ⚠. If the sunroof is obstructed while it is closing, it will open again automatically.

- Check why the sunroof is not closing.
- Try again to close the sunroof.
- If the sunroof is still not able to close, close the sunroof without pinch protection.

Closing the sunroof without pinch protection

- Press the button to the second level until the sunroof is completely closed ⇒ *Opening or closing the sunroof*.

  This will close the sunroof without pinch protection.
- If the sunroof is still not able to close, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If you release the switch during the closing process, then the sunroof will open again automatically.

⚠ WARNING

Closing the sunroof without pinch protection may result in serious injuries.

- Always be careful when closing the sunroof.
- Never allow anyone to be within the sunroof range of operation, especially if it is closing without pinch protection.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the roof frame.

Pinch protection also occurs when convenience closing the windows and sunroof with the vehicle key.

Troubleshooting

If the sunroof is not closing

- The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver’s or front passenger's door has not been opened.
- If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Get professional assistance.

Steering wheel

Adjusting the steering wheel position

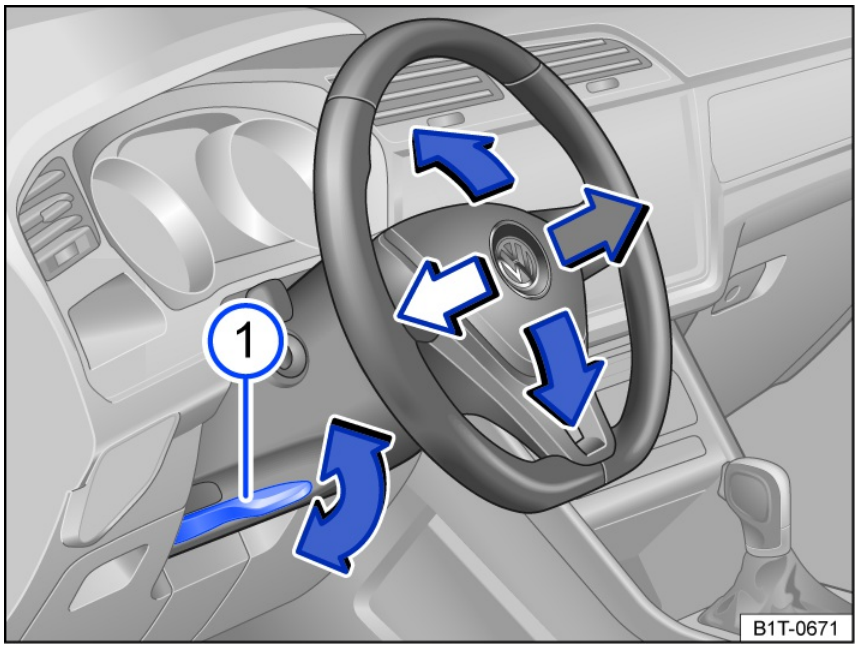


Fig. 66 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually.

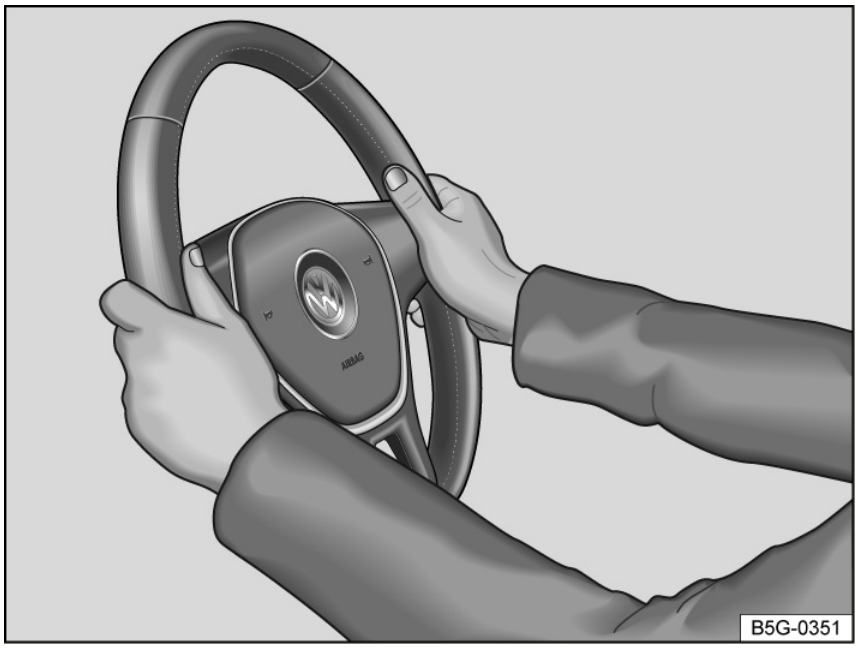


Fig. 67 On the steering wheel: nine o'clock and three o'clock position.

Only adjust the steering wheel **before** driving or while the vehicle is stationary → ⚠.

- Tilt the lever *fig. 66* downward.
- Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the *nine o'clock and three o'clock position* *fig. 67*.
- Press the lever all the way up until it locks flush with the steering column trim panel → ⚠.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever *fig. 66* upward in its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, then stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the *nine o'clock*

and three o’clock position *fig. 67*.

- Never hold the steering wheel in the twelve o’clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver’s front airbag deploys.

Seats and head restraints

Front seats

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position ⇒ *Introduction*.

WARNING

Adjust the front seats correctly before each drive and make sure all passengers have their own safety belts fastened correctly.

- Move the front passenger's seat all the way back.
- Adjust the driver's seat so that there is at least 10 inches (25 cm) of space between your chest and the center of the steering wheel. Adjust the forward/back position of the driver's seat so that you can press the pedals with your legs slightly bent, and there is at least 4 inches (10 cm) of space between the instrument panel and your knees. If your physical characteristics will not allow you to do this, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have modifications made.
- Never drive with the backrest angled back far. The farther back the backrest is angled, the greater the risk of injury due to incorrect routing of the safety belt and an incorrect seating position.
- Never drive with the backrest angled sharply forward. If the front airbag deploys, it could push the backrest back and injure passengers in the rear seat.
- Always sit upright, with your back against the backrest and the front seats adjusted correctly. Never position any part of your body close to or directly on the location where the airbag is installed.

WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seat could change unexpectedly while driving and you could lose control of the vehicle. Also, the seat could be adjusted to a position that is incorrect.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- Only adjust the height and angle of the rear seats when there is no one within the seat's range of movement.
- The adjusting and locking areas of the seats must not be dirty.

WARNING

Using seat covers or protective covers incorrectly can result in unintentionally operating the seat adjusters, and the front seats could move unexpectedly while driving. This could cause you to lose control of the vehicle. This can cause accidents and injuries. The electrical components in the front seats could also be damaged.

- Never install or secure seat covers and protective covers on the electrical seat controls.
- Only use seat covers or protective covers that are specifically approved for use in your vehicle.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting seats, always make sure that there are no cigarette lighters near the moving parts of the seat.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Adjusting manual front seats

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

The information that follows describes all possible controls. Depending on the seat version, the number of controls may vary.

The controls on the right front seat are a mirror image of the left.

A seat may have both manual and power controls.

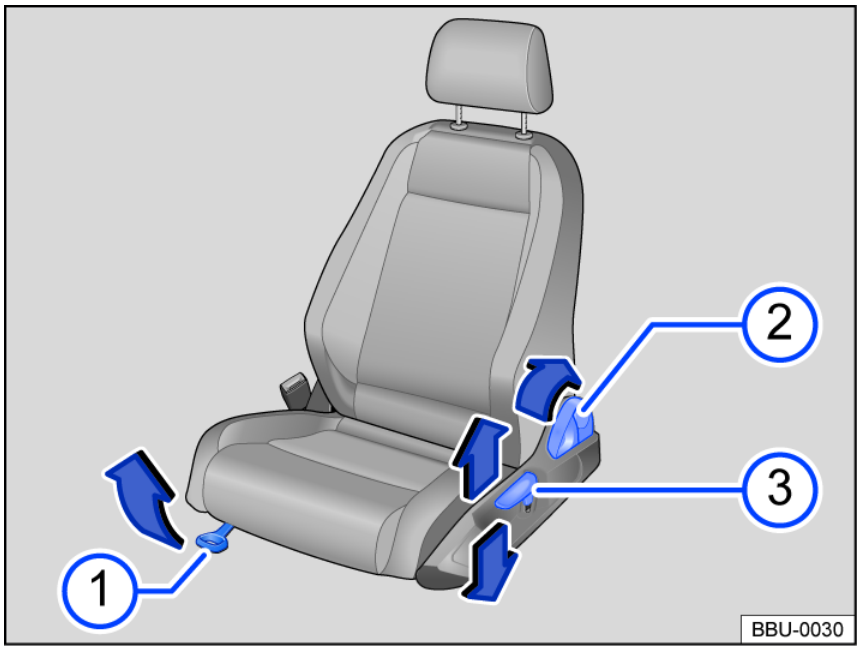


Fig. 68 On the left front seat: controls.

(1) Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.

(2) Pull the lever, lean forwards or backwards and release the lever again to adjust the backrest.

(3) If necessary, move the lever multiple times upward or downward to adjust the height of the seat.

Adjusting power front seats

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

The controls on the right front seat are a mirror image of the left.

A seat may have both manual and power controls.

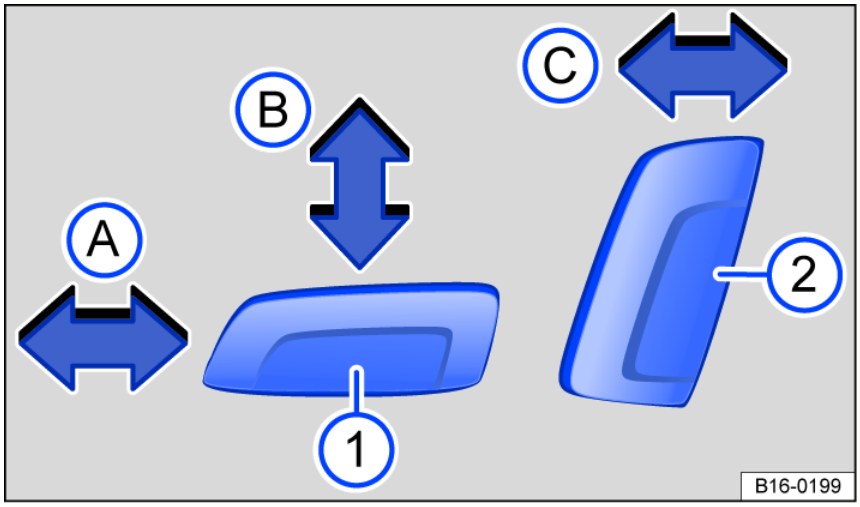


Fig. 69 Switch on the left front seat: adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

(A) Slide the seat forward or backward.

(B) Adjust the height of the seat.

(C) Adjust the angle of the backrest.

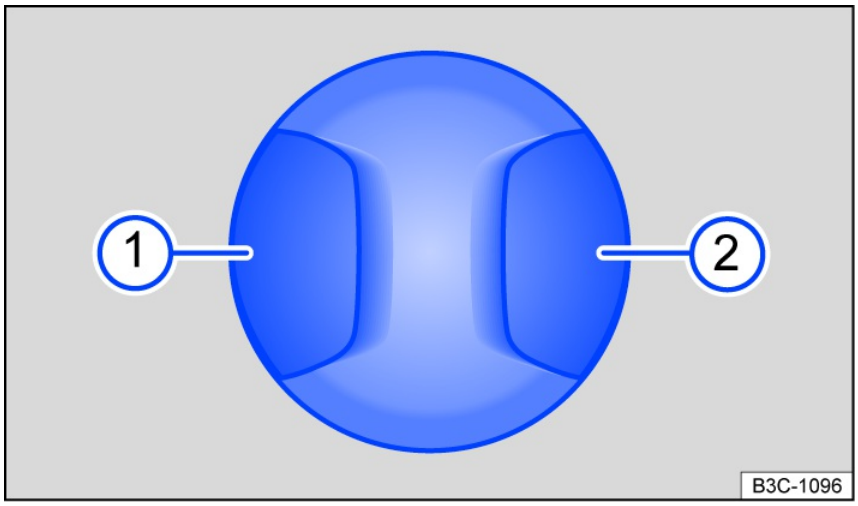


Fig. 70 Switch on the left front seat: adjusting the lumbar support.

(1) Move the curvature of the lumbar support forward.

(2) Move the curvature of the lumbar support backward.

⚠ WARNING

Careless or unintended use of the power front seats can cause serious injuries.

- The power front seats can also be adjusted when the ignition is switched off. Never leave children or people requiring assistance in the vehicle.
- In case of an emergency, interrupt the power adjustment by pressing another switch.

ⓘ NOTICE

To reduce the risk of damage to the electrical components in the front seats, never kneel on the front seats or exert pressure on the seat surface and backrest with sharp or pointed objects.

If the 12 V vehicle battery charge level is too low, the seat may not be able to be adjusted with the power controls.

A seat adjustment may be canceled while the engine is starting.

Rear seats

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position ⇒ *Correct seating position*.

⚠ WARNING

Adjusting the rear seats incorrectly can cause accidents and serious injuries.

- Only adjust the rear seats when the vehicle is stationary. Otherwise, the rear seats could otherwise move unexpectedly while the vehicle is in motion. Also, the seat could be adjusted to a position that is incorrect.
- Only adjust the rear seat when there is no one within the seat's range of movement.

⚠ WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting seats, always make sure that there are no cigarette lighters near the moving parts of the seat.

⚠ WARNING

To reduce the risk of injury while driving, the center armrest must always be folded upward.

- If the center armrest is folded down, the center rear seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.
- Never allow an adult or child to ride on the center armrest.

NOTICE

- Objects in the trunk can cause damage when adjusting the rear seat forward or backward.
- If the rear seat is positioned forward, objects can become caught between the seat and the luggage compartment floor. Remove any objects from this area before sliding the rear seat back.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Folding the rear bench seat backrest forward or backward

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.



Fig. 71 In the luggage compartment: Remote release lever.



Fig. 72 Rear bench seat: Rear seat backrest folded forwards.

The seat backrest is divided. Each section of the seat backrest may be folded forwards individually to increase the size of the luggage compartment.

Folding the seat backrest forwards using the remote release lever

- Move the head restraints all the way down.
- Open the trunk lid.
- Pull the remote release lever *fig. 71* for the backrest section to be folded forwards. The respective rear seat backrest section is released.
- Fold the rear seat backrest section forward.
- Close the trunk lid if necessary.

Folding the rear seat backrest up and back

- Fold the rear seat backrest to the back and push firmly into the catch until it securely engages ⇒ ⚠.

⚠ WARNING

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding up and down.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- Never allow adults or children to sit in a rear seat if that seat backrest is folded forward or is not engaged.

NOTICE

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause damage to the vehicle or other objects.

- Before folding the rear seat backrest forward, always adjust the front seats so that the head restraint or padding on the rear seat backrest does not press against the front seat.
- Before folding the rear seat backrest forward, always take care that there are no objects in its path.

Head restraints

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position ⇒ *Correct seating position*.

All seats are equipped with head restraints. The center rear head restraint (depending on the vehicle equipment) is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked into different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

Correct head restraint adjustment

Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint.

Head restraint adjustment for shorter people

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, ther may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller people

Move the head restraint up all the way.

⚠ WARNING

Driving with head restraint that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, only drive with the head restraints correctly installed and adjusted on that seat.
- To reduce the risk of neck injuries in an accident, every occupant in the vehicle, including the driver, must have the head restraint adjusted correctly according to their body size. To do this, the upper edge of the head restraint must be in line with the upper portion of the head as much as possible, but

not lower than eye level. Position the back of the head as close as possible and centered to the head restraint.

- Never adjust the head restraint while driving.

NOTICE

When removing and installing the head restraints, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components. Otherwise, damage could result.

Adjusting the head restraints

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

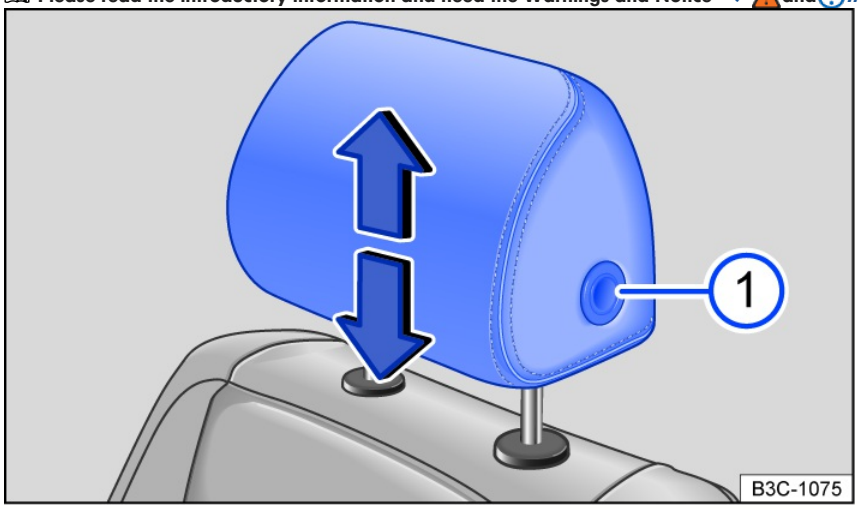


Fig. 73 Front head restraint: adjusting.

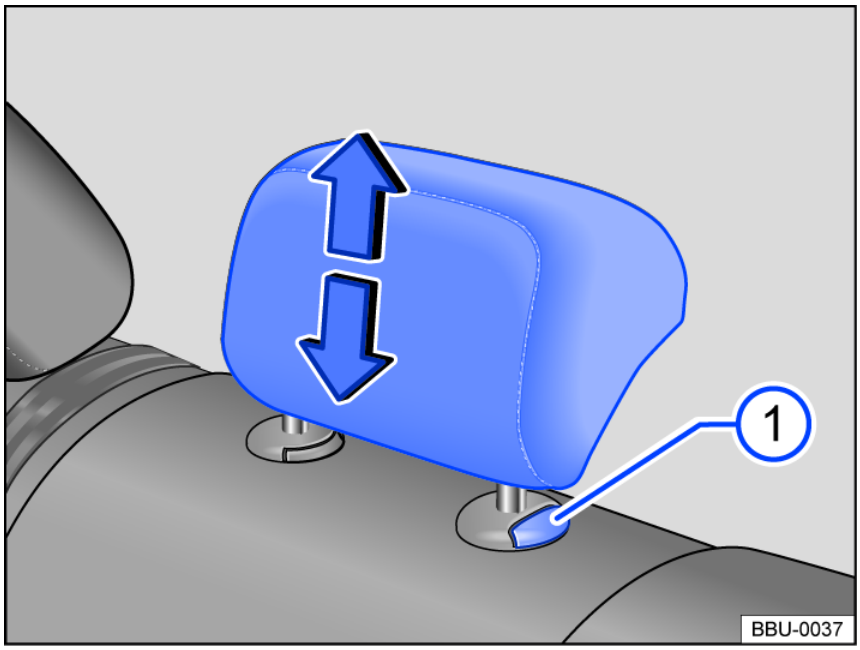


Fig. 74 Rear center head restraint: adjust.

Adjusting the height of the front head restraint

- If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the *fig. 73* (1) button.

The head restraint must lock securely into place.

Adjusting the height of the rear center head restraint

The head restraint of the center seat can be adjusted.

- If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the *fig. 74* (1) button.

The head restraint must lock securely into place.

Removing and installing the head restraints

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

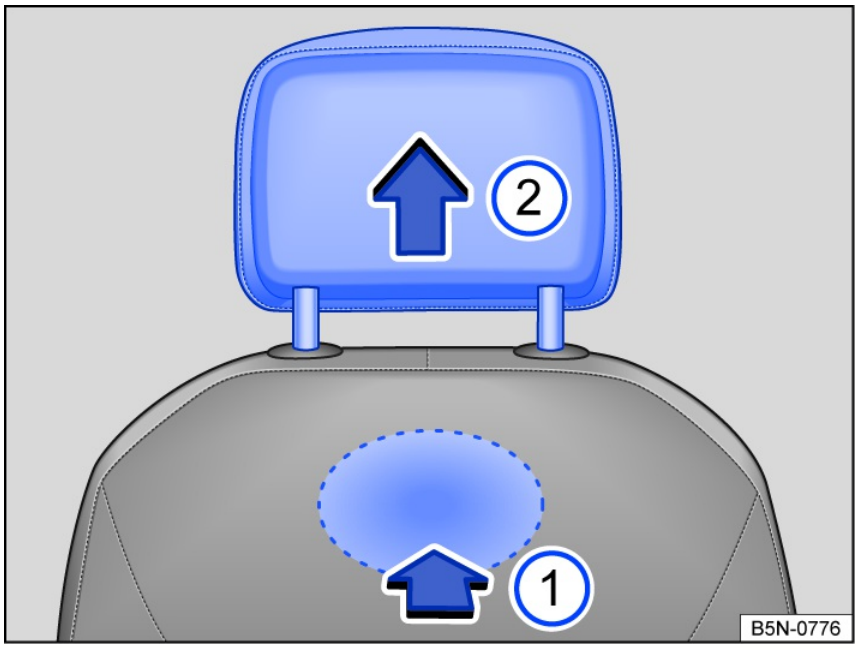


Fig. 75 Front head restraints: removing.

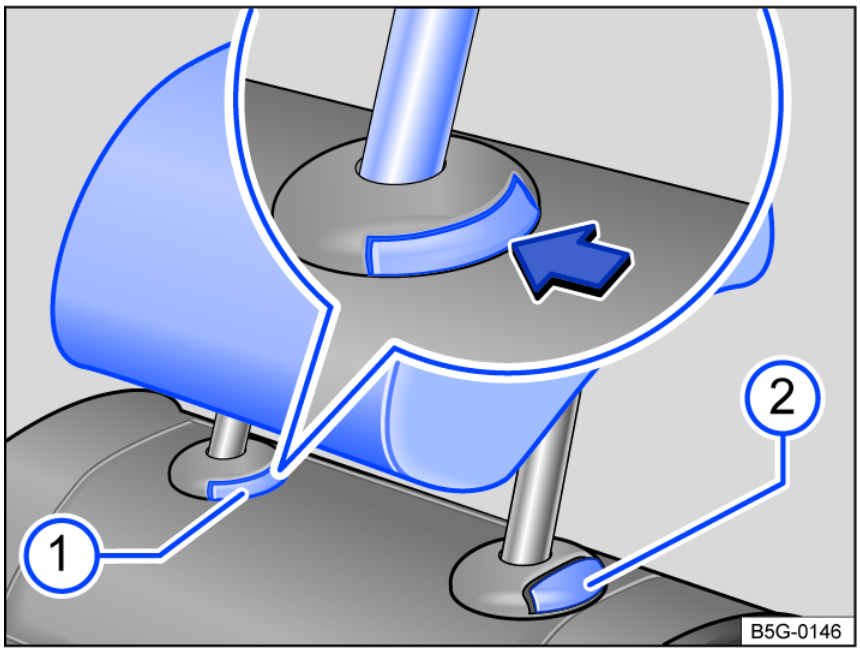


Fig. 76 Rear head restraint: removing.

Removing the front head restraints

- Lower the head restraint if necessary.
- To release, find the notch on the rear side in the marked area *fig. 75* and push and hold in the direction of the arrow.
- Pull out the head restraint in the direction of the arrow *fig. 75*.

Installing the front head restraints

- Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
- Slide the head restraint downward until it engages into the guide rods.
- Adjust the head restraint to the correct position.

Removing the middle rear head restraint

- Release the middle backrest part of the rear bench seat and fold it forwards.
- Slide the head restraint all the way upward.
- Press the button *fig. 76* on the head restraint guide.
- At the same time, press button *fig. 76* while a second person pulls the head restraint all the way out.
- Fold the rear bench seat backrest toward the rear and lock it securely into place.

Installing the middle rear head restraint

- Release the middle backrest part of the rear bench seat and fold it forwards.

- Position the head restraint correctly above the head restraint guides for the middle seat and insert it into the guides on the backrest.
- Push the head restraint downward while pressing the *fig. 76* button.
- Fold the rear bench seat backrest toward the rear and lock it securely into place.
- Adjust the head restraint to the correct position.

Seat functions

Memory function

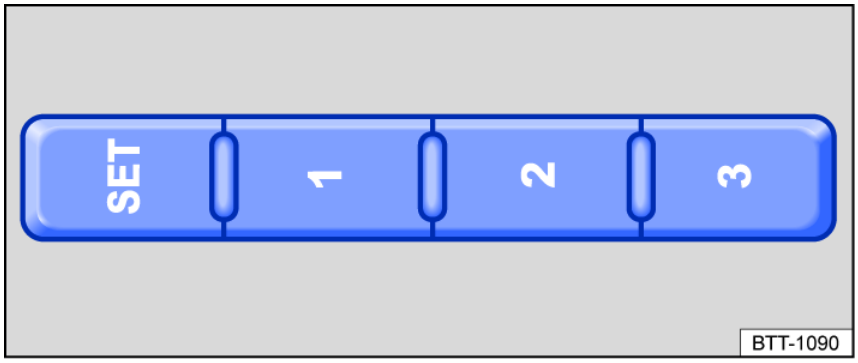


Fig. 77 On the outer side of the driver's seat: memory buttons.

Memory buttons

Driver seat and exterior mirror settings can be saved and called up using the memory buttons.

Storing the driver's seat and exterior mirror settings for driving forward

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Adjust the driver's seat and exterior mirror.
- Press and hold the SET button for several seconds *fig. 77*.
- Press the desired memory button within approximately ten seconds. A chime will confirm that the settings were saved.

Storing the front passenger's mirror settings for driving in reverse

- Set the electronic parking brake.
- Shift the transmission to neutral.
- Switch the ignition on.
- Press the desired memory button.
- Select the reverse gear.
- Adjust the front passenger's exterior mirror so that the edge of the curb can be seen clearly, for example.

The selected mirror position will be stored automatically and assigned to the vehicle key that was used to unlock the vehicle.

Recalling driver's seat and exterior mirror settings

- When the vehicle is stationary, the ignition is switched off, and a door is open, press the respective memory button briefly. After approximately ten minutes, the stored positions can *no* longer be adjusted automatically. The adjustment process will be canceled if one of the memory buttons is pressed again.
- **OR:** when the ignition is switched on or the door is closed, press and hold the respective memory button until the stored position is reached.

The front passenger's exterior mirror automatically leaves the position stored for driving in reverse once you begin driving forward at speeds of at least 10 mph (15 km/h) or when you turn the knob for the exterior mirrors from the **R** position to another position.

Driver personalization

Using the personalization function, you can save and recall your personal seat settings in an account ⇒ *Driver personalization*.

After the ignition is switched off and the vehicle is locked, the driver's seat and exterior mirror settings will be saved in an account.

The driver's seat and exterior mirror settings will be recalled after the vehicle is unlocked and the driver's door is opened.

The seat will react as follows when an account is selected or switched:

- *Vehicle is stationary or is not driving faster than 5 km/h (3 mp/h):* The seat will move. You can cancel the seat movement before it completes by tapping the respective function key in the Infotainment system or by pressing a button on the driver's seat.
- *Vehicle is driving faster than 5 km/h (3 mp/h):* The seat will not move. All other settings will be applied.

If the driver's door is opened more than approximately ten minutes after the vehicle is unlocked, then the driver's seat and the exterior mirrors will not be adjusted automatically.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇒ *Driver personalization*.

Center armrest

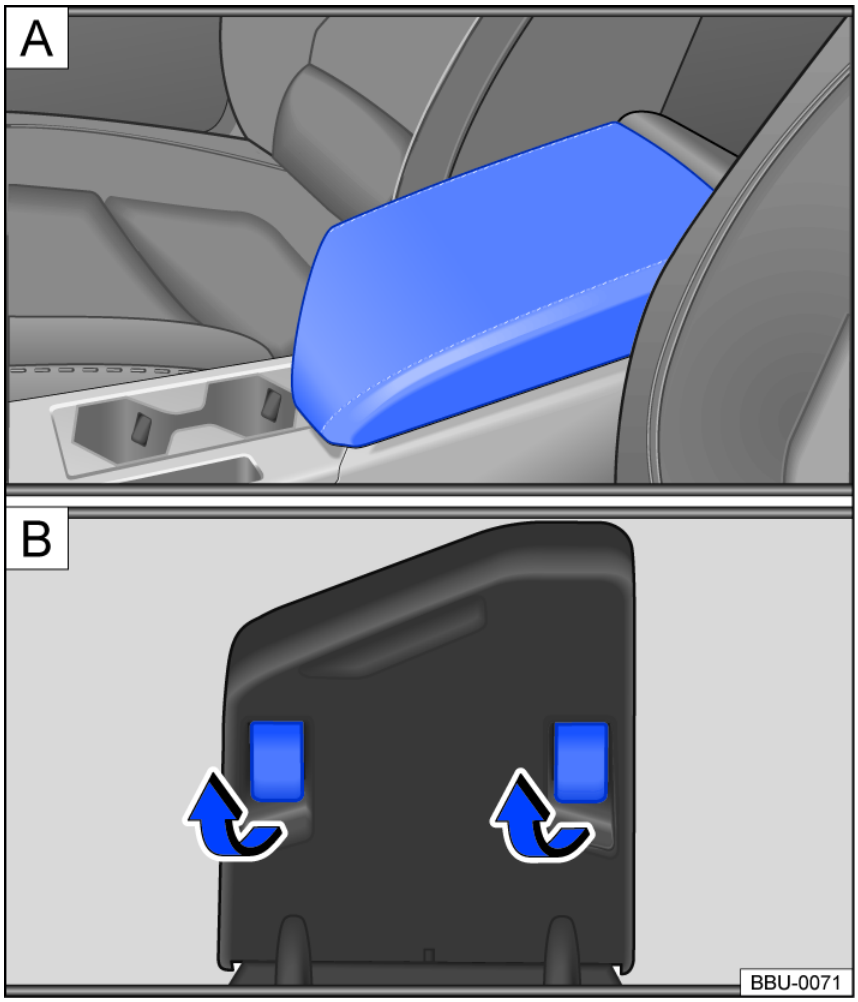


Fig. 78 Front center armrest.

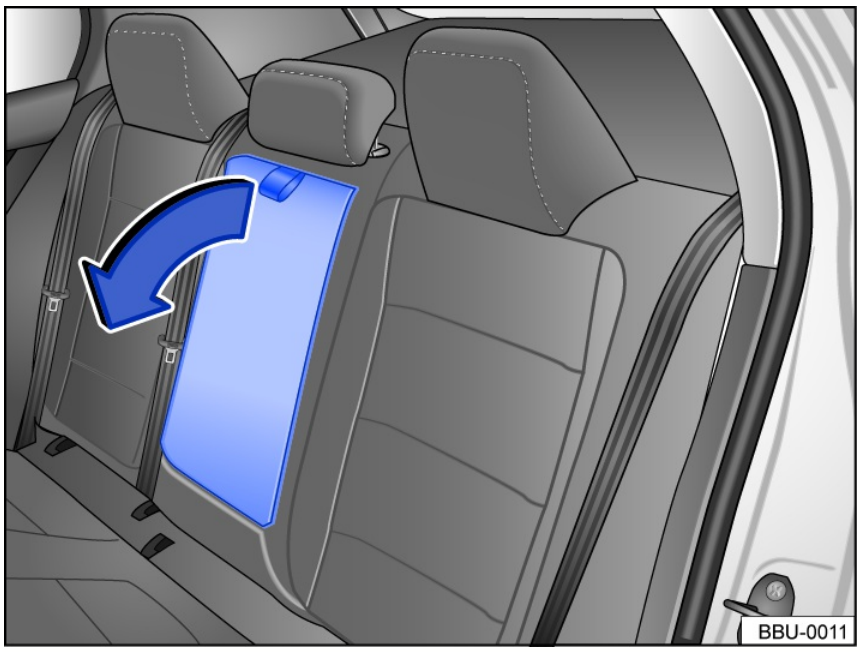


Fig. 79 Folding center armrest in the rear.

Front center armrest

- To **raise**: Pull the center armrest A *fig. 78* upward and fold the plastic supports in the direction of the arrow B *fig. 78*. Then press the center armrest down.
- To **lower**: Pull the center armrest A *fig. 78* upward and fold the plastic supports in the opposite direction to the arrow B *fig. 78*. Then press the center armr down.

Rear center armrest

There may be a folding armrest in the backrest of the rear center seat.

- To **fold out**: pull the loop in the direction of the arrow *fig. 79*.
- To **fold back**: fold the center armrest upward in the opposite direction of the arrow *fig. 79* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

⚠ WARNING

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

⚠ WARNING

To reduce the risk of injuries while driving, the rear center armrest must always be folded up.

- If the center armrest is folded down, the center rear seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.

Lights

Turn signals

Switching the turn signals on and off

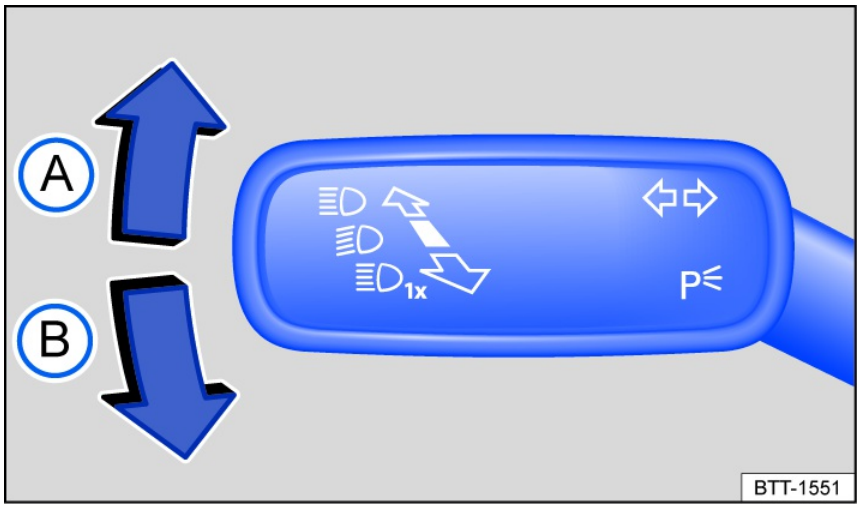


Fig. 80 On the left side of the steering column: turn signal and high beam lever.

- Switch the ignition on.
- Move the turn signal and high beam lever from the center position to the following position *fig. 80*:
  - (A) Right turn signal ➡.
  - (B) Left turn signal ⬅.
- Move the turn signal and high beam lever back to the original position to turn off the turn signal.

If there is no sound when the turn signal is on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle inspected.

3-blink turn signal (convenience indicating)

To use the 3-blink turn signal (convenience indicating), press the turn signal and high beam lever upward or downward to the pressure point and then release the lever. The turn signal will blink three times.

To stop the 3-blink turn signal (convenience indicating) before it ends, press the turn signal and high beam lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal (convenience indicating) can be activated and deactivated in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

⚠ WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious injuries.

- Always use the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again once you have finished changing lanes, passing, or turning.

The emergency flashers also work when the ignition is switched off ⇒ *In case of an emergency*.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched ⇒ *Driver personalization*.

Headlights

Switching the lights on and off

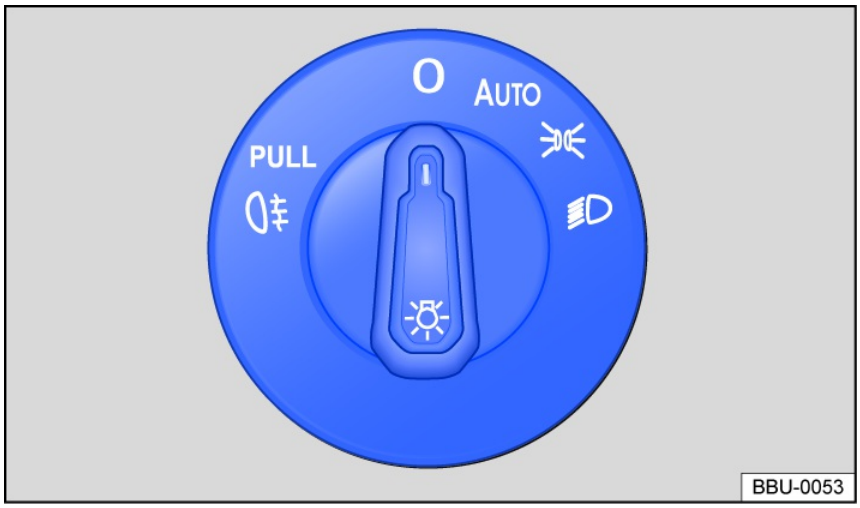


Fig. 81 Next to the steering wheel: light switch (one version).

Switching the lights on

- Switch the ignition on.
- Turn the light switch to the desired position:

AUTO Automatic headlight control: the headlights will switch on or off depending on the brightness and weather conditions, ⇒ *Light functions*.

The parking lights and daytime running lights are turned on. The green symbol in the light switch turns on.

The low beam headlights are switched on.

Switching the lights off

- Switch the ignition off.
- Turn the light switch to the desired position:

0 The lights are switched off.

AUTO The “Leaving home” function (orientation lighting) can be switched on ⇒ *“Coming home” and “Leaving home” function (orientation lighting)*.

The parking lights or continuous parking light on both sides of the vehicle are switched on ⇒ *Switching the continuous parking light on both sides of the vehicle on and off*. The green symbol in the light switch turns on.

Low beam headlight switched off – the parking light will remain lit as long as the vehicle key is in the ignition lock.

Daytime running lights

The optional daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

The daytime running light switches on each time the ignition is switched on if the light switch is in the **0**, or **AUTO** position (if brightness is detected).

Daytime running lights parking function

Depending on the equipment, the vehicle may have a daytime running lights parking function to turn off the daytime running lights temporarily when the ignition is switched on.

To switch off the daytime running light:

- Switch the ignition on.
- Turn the light switch to the **0** position.
- Set the electronic parking brake.

To switch on the daytime running light:

- Switch off the electronic parking brake.

⚠ WARNING

Accidents and serious injuries may occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see.

- The light assistance systems are only aids. The driver is always responsible for turning on the correct vehicle lighting.
- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.

⚠ WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users.

- Always turn on the low beam headlights in the dark, in the fog, and when visibility is poor.
- The taillights do not switch on with the daytime running lights. A vehicle without its taillights turned on may not be seen by other road users in the dark, in the fog, and when visibility is poor.

⚠ WARNING

Automatic headlight control AUTO only turns the low beam headlights on and off when there are changes in brightness.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle can switch on automatically to better illuminate the surroundings while maneuvering.

Switching the fog lights on and off

When the ignition is switched on, the fog lights can be switched on with the light switch in the AUTO positions, parking lights and low beam headlights *⇒ Switching the lights on and off*:

- **Switching on the fog lights :** pull the light switch up to the first level. The green indicator light in the light switch will turn on.
- To switch off the fog lights, push in the light switch or turn to the 0 position.

When the automatic headlight control is switched on AUTO and the fog lights or rear fog lights are switched on, the low beam headlights will also be on regardless of the surrounding brightness.

Light functions

Parking lights

If the parking light function is switched on, both headlights will turn on along with the parking lights, sections of the taillights, the license plate lighting, and the buttons in the center console and in the instrument panel. When the ignition is switched on, the daytime running lights also turn on.

If the vehicle is **not** locked from the outside when the ignition is switched off, the continuous parking lights on both sides of the vehicle will turn on automatically aft approximately ten minutes to reduce the load on the 12 V vehicle battery *⇒ Switching the continuous parking light on both sides of the vehicle on and off*.

Automatic headlight control AUTO

If automatic headlight control AUTO is switched on, the vehicle lighting switches on and off automatically along with the instrument and switch lighting, depending on the lighting conditions. When the lights are turned on, the yellow indicator light turns on.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

If the vehicle is equipped accordingly, the activation time of the automatic headlights can be adjusted in the vehicle settings in the Infotainment system *⇒ Vehicle settings menu*.

Cornering lights

The cornering light turns on automatically when turning slowly or around very tight curves.

Dynamic cornering light

The dynamic cornering light enables optimal illumination of the road. The dynamic cornering light only works when the automatic headlights AUTO are switched o and at speeds of more than approximately 10 km/h (6 mph).

If the vehicle is equipped accordingly, the dynamic cornering light can be activated or deactivated in the Vehicle Settings menu of the Infotainment system *⇒ Vehicle settings menu*.

Warning tones when lights are not turned off

If the vehicle key was removed from the ignition lock and the driver's door was opened, the warning tones will sound under the following conditions:

- With the parking light switched on.
- If the parking light function is turned on or the fog lights are turned on.

If the "Coming home" function is switched on, the warning tone to indicate that the lights are still turned on will not sound when leaving the vehicle.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched *⇒ Driver personalization*.

Switching the high beam headlights on and off

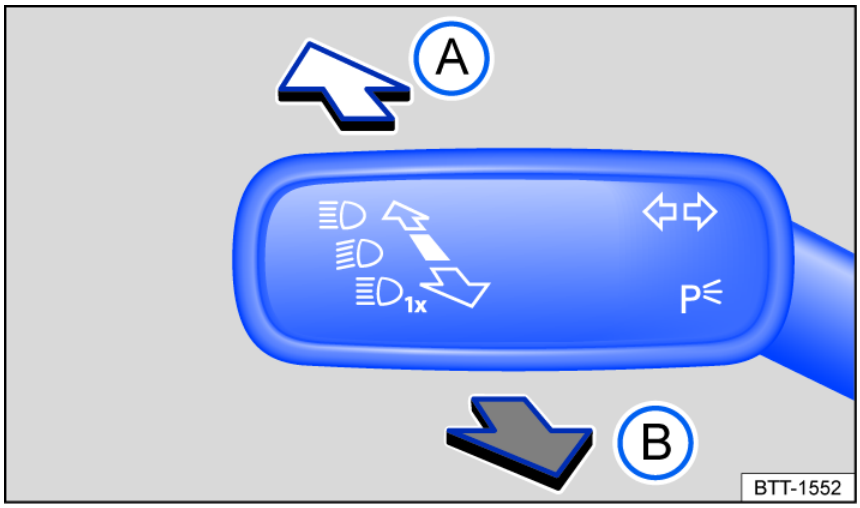


Fig. 82 On the left side of the steering column: turn signal and high beam lever.

- Switch the ignition and the low beam headlights on.
- Move the turn signal and high beam lever from the center position to the following position *fig. 82*:

(A) High beam headlights switched on.

(B) Activate the headlight flashers or turn off the high beam headlights. The *headlight flashers* will stay on as long as the lever is pulled.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will be on in the instrument cluster.

Light Assist

Depending on the equipment, high beam control (Light Assist) may be available ⇒ *Light Assist*.

WARNING

Using the high beam headlights incorrectly can cause accidents and serious injuries, because the high beams can distract and create glare for other drivers.

Light Assist

Light Assist switches off automatically if the system detects oncoming vehicles or vehicles driving ahead. Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed .

Depending on vehicle equipment, it may be possible to activate and deactivate Light Assist in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

Switching on Light Assist

- Switch on the ignition and the automatic headlight control AUTO.
- Tap the turn signal and high beam lever forward out of the base position.

When Light Assist is switched on, the indicator light in the instrument cluster display will turn on. When high beam control (Light Assist) is active, the blue indicator light for the high beam in the instrument cluster comes on.

Setting the main-beam control sensitivity

Depending on the country, the main-beam control sensitivity can be set in two stages:

- *Increasing the sensitivity:* Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The indicator light in the instrument cluster flashes three times to confirm.
- *Set sensitivity back to its standard setting:* Pull the turn signal and main beam lever from its original position, forwards, and hold it in this position for around 15 seconds. The indicator light in the instrument cluster flashes three times (briefly) to confirm. **OR:** Switch the ignition off and on again.

Switching off Light Assist

- Switch off automatic headlight control AUTO.
- **OR:** when Light Assist is switched on and active: pull the turn signal and high beam lever backward.
- **OR:** when Light Assist is switched on and **not** active: tap the turn signal and high beam lever forward to switch the high beams on manually. Pull the turn sign and high beam lever backward to switch the high beams off manually if necessary.
- **OR:** switch the ignition off.

System limitations

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

- On poorly lit roads with strongly reflective signs.
- If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.
- On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.
- When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.
- In fog, snow, and heavy rain.
- When there are dust and sand in the air.
- If the windshield is damaged in the camera's field of vision.
- If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.
- If the camera is malfunctioning and the power supply is interrupted.

⚠ WARNING

Do not allow the increased convenience provided by the Light Assist to tempt you into taking risks. The system cannot replace the driver's attention.

- Always be prepared to control the headlights yourself and to adapt to the lighting, visual, and traffic conditions.
- Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations.
- If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding additional headlights.

NOTICE

To avoid impairing the function of the system, note the following points:

- The camera view area should be cleaned regularly and kept free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Objects that give off light, such as mobile navigation units, can impair the Light Assist function if they are placed in the area monitored by the camera.

Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the parking lights and sections of the taillights.

Switching on the continuous parking lights on both sides of the vehicle:

- When the ignition is switched on, turn the light switch to the position.
- Switch the ignition off.
- Lock the vehicle from the outside.

Automatic parking light deactivation

The vehicle detects that the 12-volt vehicle battery is low and switches off the parking lights or continuous parking lights early enough to ensure that the engine can still be started, but not until at least two hours have passed.

If the battery does not have enough capacity for the parking lights to run for two hours, the 12-volt vehicle battery may drain enough that the engine is no longer abl to start .

⚠ WARNING

If the vehicle is stopped without enough lighting so that the vehicle cannot be seen or is difficult for others on the road to see, this can cause accidents and serious injuries.

- Always stop the vehicle safely and with enough lighting. Follow the applicable legal regulations.

“Coming home” and “Leaving home” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Coming home” and “Leaving home” function illuminates the immediate area around the vehicle.

The “Coming home” function is switched on manually. The “Leaving home” function, on the other hand, is controlled automatically by a rain/light sensor.

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated ⇒ *Vehicle settings menu*.

Switching the “Coming home” function on

- Switch the ignition off.
- Operate the headlight flasher for about one second.

The “Coming home” lighting switches on automatically when the driver door opens. The *switch-off delay* begins when the last door or the trunk lid is closed.

Switching the “Coming home” function off

- Turns off automatically after the set lighting time has elapsed.
- **OR:** automatically if a vehicle door or the trunk lid is opened approximately 30 seconds after switching on.
- **OR:** switch off the lights.
- **OR:** switch on the ignition.

Switching the “Leaving home” function on

- Unlock the vehicle when the automatic headlight control AUTO is switched on and the rain/light sensor detects *darkness*.

Switching the “Leaving home” function off

- Turns off automatically after the lighting time has elapsed.
- **OR:** lock the vehicle.
- **OR:** switch off the lights.
- **OR:** switch on the ignition.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched ⇒ *Driver personalization*.

Headlight range control

Without headlight range control

The light cone of the low beam headlight must be adapted to the vehicle load level by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This provides the driver with the best possible visibility and oncoming traffic is not dazzled ⇒ ⚠.

⚠ WARNING

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

- Always adapt the light cone to the vehicle load level so that other road users are not dazzled.

Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the asymmetric low beam headlights can dazzle oncoming traffic. Therefore, when traveling in these countries, the headlights must be adjusted.

Depending on the vehicle equipment, the headlight alignment can be adjusted in the Infotainment system via the Vehicle settings menu ⇒ *Vehicle settings menu*.

On vehicles whose headlights cannot be adjusted via the menu, mask certain areas of the headlight lens with film or have the headlights converted by an authorize Volkswagen dealer or authorized Volkswagen Service Facility. For further information, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends having this done by your authorized Volkswagen dealer.

Travel mode may be used only for a short period of time. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Turn signal indicator light

The green indicator light flashes.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

- Check the lights and replace any bulbs as necessary ⇒ 🕮 *Introduction*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exterior lighting malfunction

The yellow indicator light turns on.

The headlights have completely or partially failed.

- Check the lights and replace any bulbs as necessary ⇒ 🕮 *Introduction*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic cornering light

When travel mode is activated, the dynamic cornering light does not function ⇒ *Adjusting headlights (travel mode)*.

The swinging behavior of the bulbs can be influenced by the selected driving profile in vehicles with driving profile selection. For example in the **Eco** driving profile the dynamic cornering light is deactivated.

If the dynamic cornering light malfunctions, this is indicated on the instrument cluster display. Get professional assistance.

Interior lighting

Instrument and switch lighting

You can adjust the instrument and switch lighting brightness in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlight control AUTO is switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.

The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.

Interior/reading lights, ambient lighting

Press the applicable button:

REAR	Switch the rear interior lights on or off.
	The interior lights switch on automatically when the vehicle is unlocked, a door is opened, or the vehicle key is removed from the ignition lock.
	Switch the reading lights on or off.

Glove compartment and luggage compartment lights

When opening and closing the glove compartment or trunk lid, a light will turn on or off.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

The footwell can also be illuminated.

Depending on vehicle equipment, you can adjust the brightness and color of the ambient lighting in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*. If you select the setting Auto, the color of the ambient lighting changes depending on the driving mode setting.

The lights turn off when the vehicle is locked or a few minutes after the ignition has been switched off. This reduces the risk of the 12 V vehicle battery being drained.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched ⇒ *Driver personalization*.

Visibility

Window wipers

Operating the windshield wiper lever

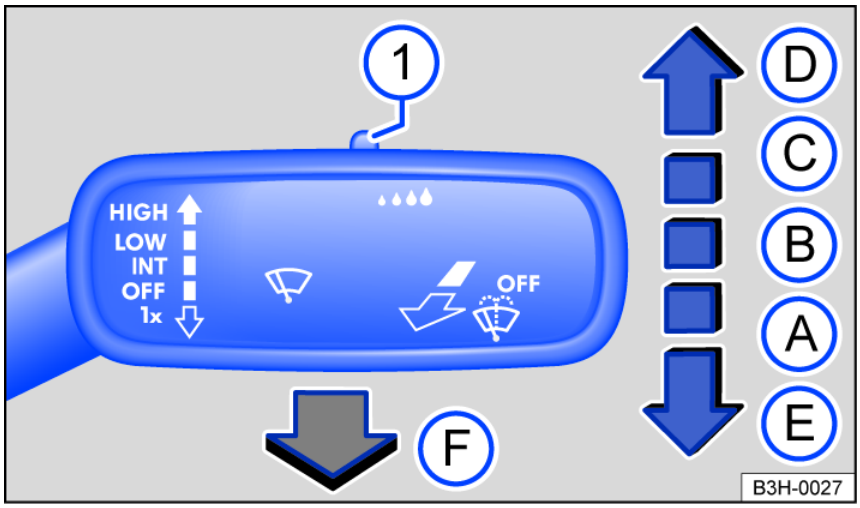


Fig. 83 On the right side of the steering column: operating the windshield wipers.

The wipers only work when the ignition is switched on and the engine hood is closed.

Move the wiper lever into the desired position → ⓘ:

Ⓐ **OFF** Wipers are switched off.

Ⓑ **INT** Interval wiping for the windshield or rain/light sensor mode. Interval wiping for the windshield depends on the driving speed. The higher the speed, the faster the wipers will move.

Ⓒ **LOW** Slow wiper speed.

Ⓓ **HIGH** Fast wiping.

Ⓔ **1x** One-tap wiping – brief wiping. Press and hold the lever down longer to wipe faster.

Ⓕ Pull the lever to activate the automatic wiper/washer system to clean the windshield. While the wiper/washer system is active, the Climatronic system switches to recirculation mode for approximately 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.

① Switch for interval levels (vehicles without rain/light sensor) or to adjust the sensitivity of the rain/light sensor.

⚠ WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the washer system in winter temperatures if the windshield has not been warmed up with the windshield defroster or ventilation system. Otherwise, the freeze protection mixture can freeze on the windshield and limit visibility.

⚠ WARNING

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

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently ⇒ *Cleaning and changing wiper blades*.

ⓘ NOTICE

To reduce the risk of damage to the windshield, wiper blades, and the windshield wiper motor, make sure of the following before driving and **before switching on the ignition**:

- The windshield wiper lever is in the off position.
- Snow and ice have been removed from the windshield wipers and the windshield.
- Wiper blades that have frozen onto the windshield have been carefully loosened from the windshield. Volkswagen recommends using a deicing spray for this.

NOTICE

Do not turn on the windshield wipers when the window glass is dry. The window glass can be damaged if wiper blades wipe a dry window.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇒ *Driver personalization*.

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield ⇒ *Service position*.

Wiper function

Heated washer nozzles

The heat thaws frozen washer fluid nozzles. The heat output is automatically regulated when the ignition is switched on and is dependent on the outside temperature. Only the window washer nozzles are heated and not the washer fluid hoses.

Heated windshield wiper area

If the windshield wipers are in starting position, they can be heated when the temperature is +4 °C (+39 °F) or lower, depending on vehicle equipment. The function is switched on automatically as soon as you switch on the defrost function or the rear window defroster, or you start the vehicle via the remote start relay function. I the vehicle is moved or the windshield wipers have become heated after a few minutes, then the function switches off automatically.

Rain/light sensor

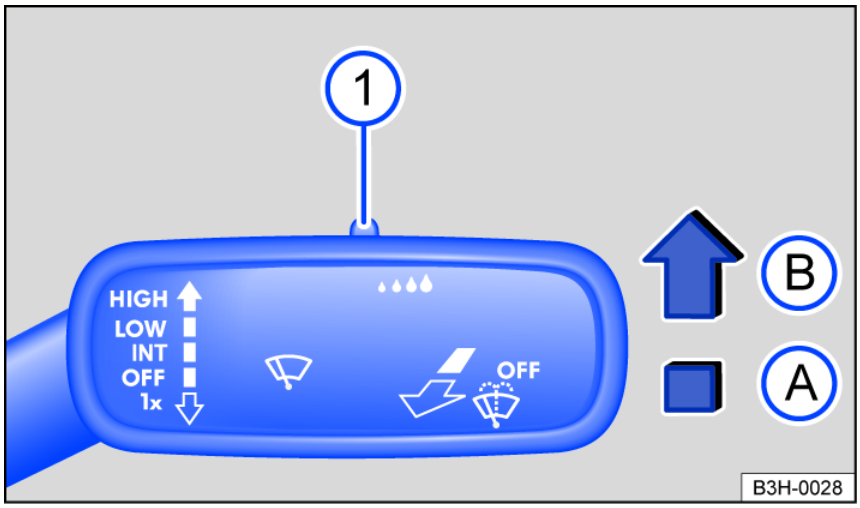


Fig. 84 On the right side of the steering column: windshield wiper lever.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

Press the lever into the desired position *fig. 84*:

- Position (A) - rain/light sensor deactivated.
- Position (B) - rain/light sensor activated, automatic wiping as necessary.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system ⇒ *Vehicle settings menu*.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever *fig. 84* (1).

- Move the switch to the right – high sensitivity.
- Move the switch to the left – low sensitivity.

WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇒ *Driver personalization*.

Troubleshooting

Washer fluid level too low

The yellow indicator light turns on.

Fill the washer fluid reservoir ⇒ *Washer fluid*.

Rain/light sensor malfunction

The yellow indicator light turns on.

The windshield wipers will not be automatically activated in rain/light sensor mode when it is raining.

- Switch the ignition off and on.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Windshield wiper malfunction

The yellow indicator light turns on.

The windshield wipers are not working.

- Switch the ignition off and on.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations *in the sensor area* of the rain/light sensor ⇒ *Front view* could be:

- **Damaged wiper blades:** damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten th wiper intervals, or cause fast wiping time.
- **Insects:** insects hitting the windshield may trigger the wipers.
- **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.
- **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage ⇒ *Exterior care and cleaning*.
- **Crack in the windshield:** if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving. Remove the obstacle and switch the wipers on again.

Mirrors

General safety precautions

Using the exterior mirrors and the rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the exterior mirrors and the rearview mirror correctly before starting to drive.

The entire side and rear area surrounding the vehicle cannot be seen in the exterior mirrors and rearview mirror. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

⚠ WARNING

Adjusting the exterior mirrors and rearview mirror while driving can distract the driver. This can cause accidents and serious injuries.

- Adjust the exterior mirrors and rearview mirror only when the vehicle is stationary.
- When parking, changing lanes, passing, and turning, always pay attention to the surroundings, because other road users and objects could also be in the blind spot.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

⚠ WARNING

Inaccurate prediction of distance to vehicles behind you can cause accidents and serious injuries.

- Curved mirror surfaces (convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away.
- Using the curved mirrors to estimate the distance from vehicles behind you when changing lanes is not precise and may cause accidents and serious

injuries.

- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks.

- The leaking electrolyte can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. Immediately try to exit the vehicle to get fresh air. If this is not possible, open all the windows and doors.
- If the electrolyte comes into contact with the eyes and/or skin, rinse the affected area immediately for at least 15 minutes with a lot of water and contact a doctor.
- If the electrolyte comes into contact with shoes and/or clothing, rinse the affected area immediately for at least 15 minutes with a lot of water. Clean the shoes and clothing thoroughly before wearing again.
- If electrolyte is swallowed, rinse out the mouth with a lot of water for at least 15 minutes. Do not induce vomiting unless it is ordered by a doctor. Call for medical assistance immediately.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte can leak out. This fluid damages plastic surfaces. Remove the fluid as soon as possible, for example using a wet sponge.

Rearview mirror

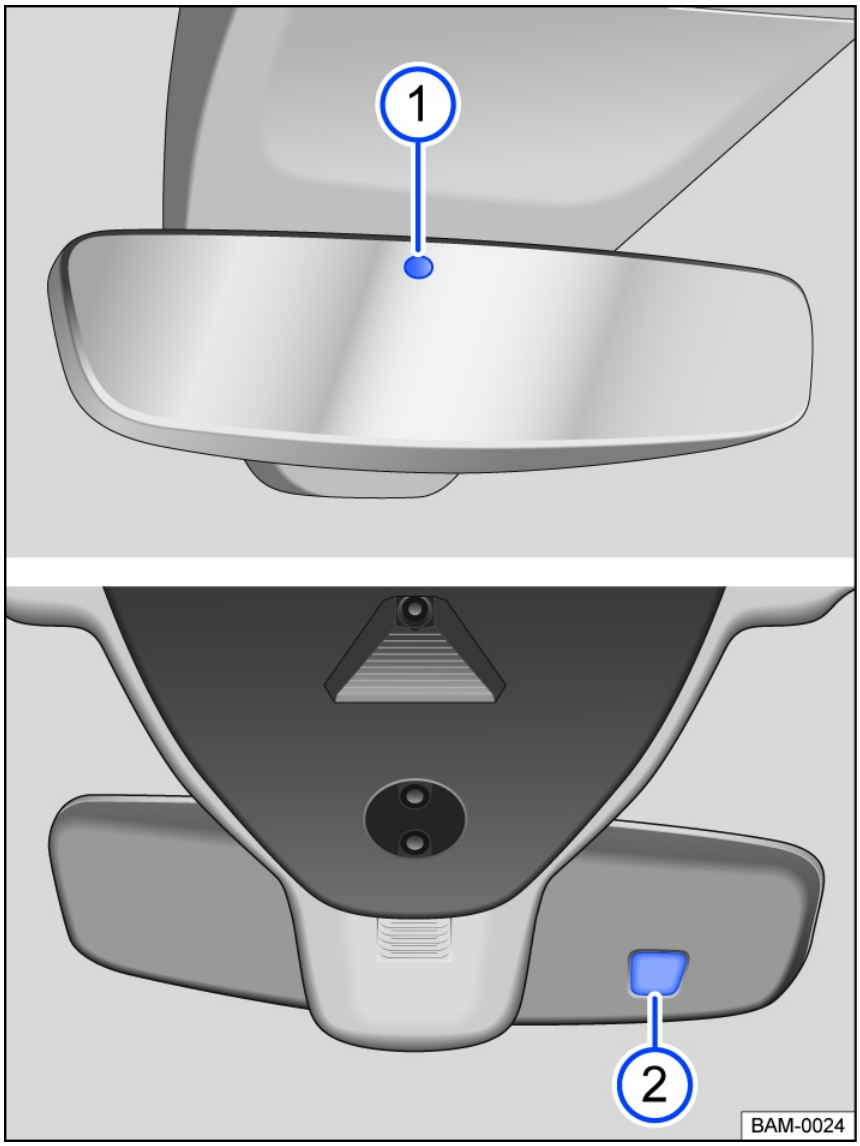


Fig. 85 On the windshield: automatic dimming rearview mirror.

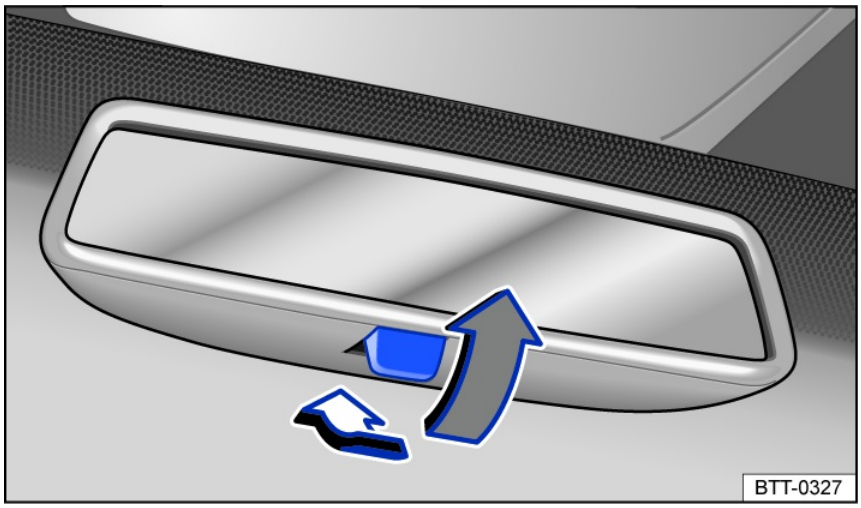


Fig. 86 On the windshield: manual dimming rearview mirror.

Automatic dimming rearview mirror

When the ignition is switched on, the sensors measure the amount of light entering from the rear *fig. 85* and from the front (2).

Depending on the measured values, the rearview mirror will dim *automatically*.

If the amount of light entering the sensors is limited or interrupted, for example by a sunshade or attachment, the automatic dimming rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming rearview mirror can also affect the sensors → ⚠.

Automatic dimming will be deactivated in some situations, for example when reverse gear is engaged.

Manual dimming rearview mirror

- Base position: lever on the lower edge of the mirror points forward toward the windshield.
- To dim, pull the lever back *fig. 86*.

⚠ WARNING

The illuminated display on a mobile navigation device can cause the automatic dimming rearview mirror to malfunction, which can result in accidents and serious injuries.

- If the automatic dimming function malfunctions, it may not be possible to use the rearview mirror to evaluate the exact distance to vehicles or other objects behind the vehicle.

Exterior mirrors

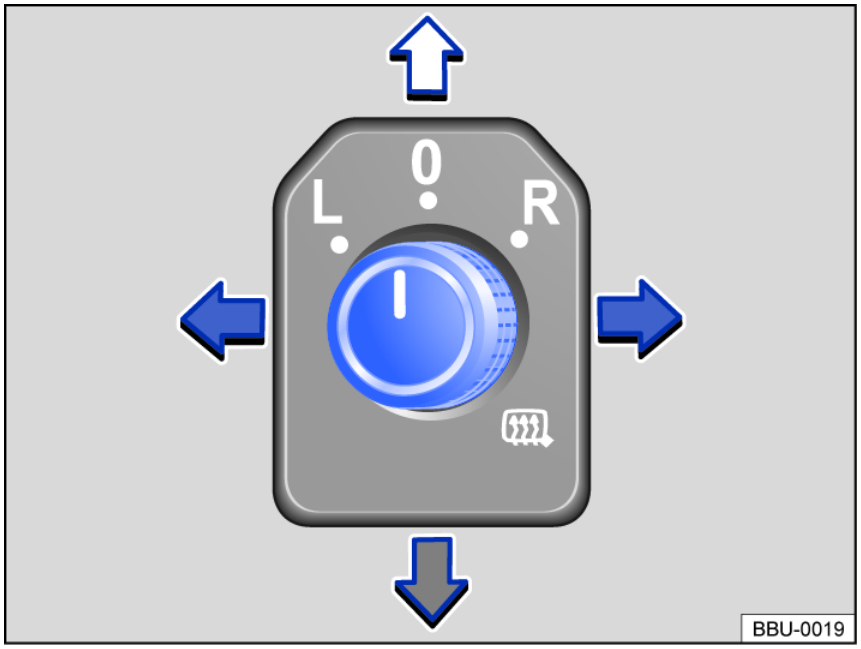


Fig. 87 In the driver door: knob for the exterior mirrors.

- Switch the ignition on.
- Turn the knob in the driver's door to the desired symbol *fig. 87*.
- Press the knob forward, back, right, or left in the direction of the arrow to adjust the exterior mirror.

	Switches on the exterior mirror heating. The exterior mirror heating only works when the outside temperature is below 68 °F (20 °C) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated based on the outside temperature.
L	Adjusts the left exterior mirror.
R	Adjusts the right exterior mirror.
0	Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Activating exterior mirror functions

The following exterior mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time ⇒ *Vehicle setting menu*.

Synchronized mirror adjustment

Depending on vehicle equipment, it may be possible to adjust both exterior mirrors at the same time.

- Turn the knob to the L position.
- Adjust the left exterior mirror. The right exterior mirror will be adjusted the same way (synchronized).
- Correct the adjustment of the right exterior mirror if necessary: turn the knob to the R position and adjust the right exterior mirror.

Storing and recalling the front passenger's exterior mirror position when driving in reverse

- Unlock the vehicle using the vehicle key where the setting should be assigned.
- Set the electronic parking brake.
- Switch the ignition on.
- Bring the transmission into the neutral position.
- Select the reverse gear.
- Adjust the front passenger's exterior mirror so that the area of the curb is visible.
- Bring the transmission into the neutral position.
- Switch the ignition off.
- The selected mirror position will be stored and assigned to the vehicle key.

Recalling the front passenger's mirror settings for driving in reverse

- Turn the knob for the exterior mirror to the R position.
- With the ignition switched on, shift into reverse gear. The right exterior mirror will adjust to the stored position.

The mirror will exit the position stored for driving in reverse when you begin driving forward faster than approximately 9 mph (15 km/h) or when the knob is turned out of position R to any other position.

⚠ WARNING

Inattentively folding the exterior mirrors out and in can cause injuries.

- Do not fold the exterior mirrors out or in if there are any obstacles in the way.
- Always make sure your fingers do not get pinched between the outside mirror and the mirror base when moving the mirror.

NOTICE

Always fold the exterior mirrors in when going through an automatic car wash.

Leave the exterior mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.

If there is a malfunction in the power exterior mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇒ *Driver personalization*.

Sunshade

Sun visors

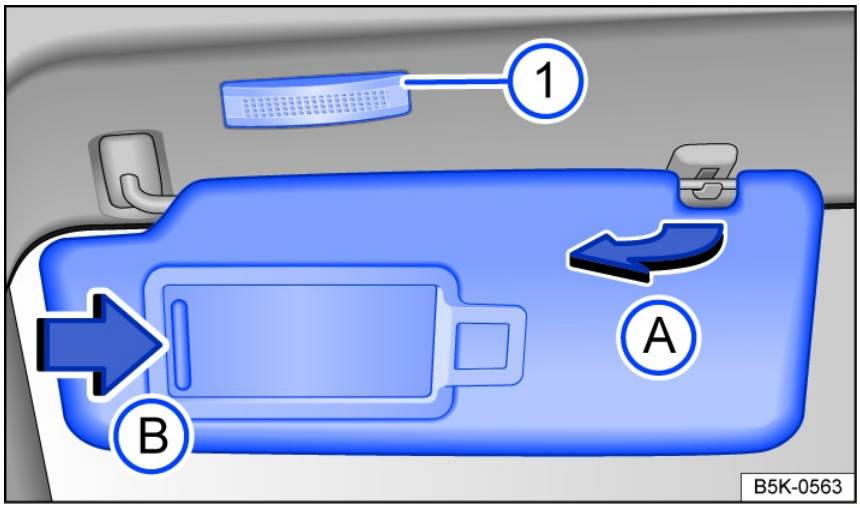


Fig. 88 In the front of the headliner: sun visor.

Adjustment options for driver's and front passenger's sun visors:

- Fold toward the windshield.
- Remove from the holder and tilt toward the door *fig. 88* (A).

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights *fig. 88* (1) turn on when the cover *fig. 88* (B) slides open.

⚠ WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Heating and A/C system

Heating, ventilation, and air conditioning

Introduction

The following systems may be installed in your vehicle:

The **manual climate control system** warms, cools, and removes humidity from the air.

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The air conditioner is most effective when the vehicle interior is kept closed. If there is a build-up of heat inside the vehicle, ventilation can help to speed up the cooling process.

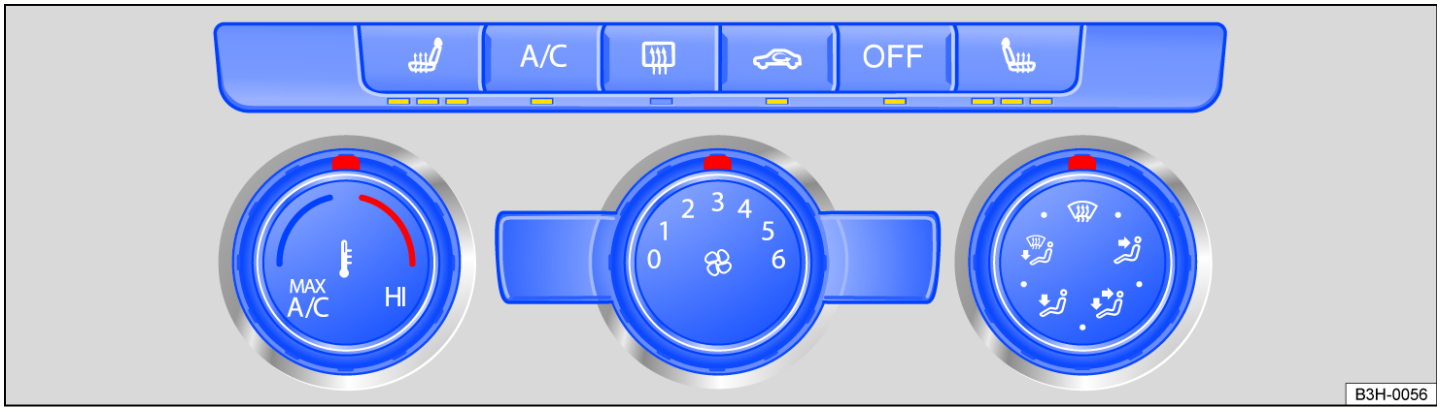


Fig. 89 In the upper section of the center console: climate control toolbar for the manual climate control system.

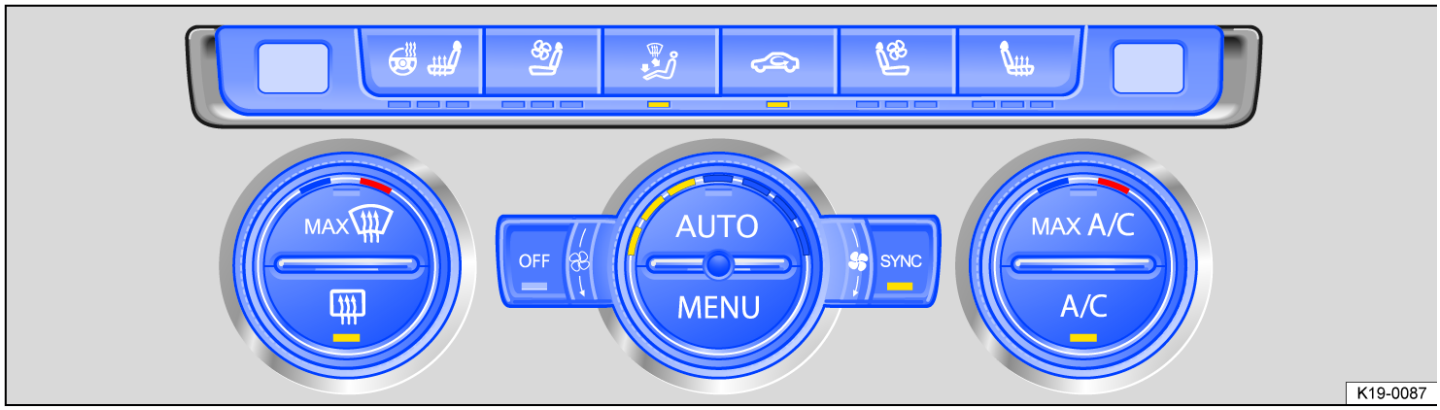


Fig. 90 In the upper section of the center console: climate control toolbar for the Climatronic system.

Display of activated functions

Illuminated LEDs on the buttons indicate that the function is activated.

In the air conditioning settings in the Infotainment system, yellow highlighted function keys indicate that a function is switched on ⇒ *Air conditioning settings in the Infotainment system*.

WARNING

Poor visibility through the windows increases the risk of collisions and accidents that can cause serious injury.

- Keep all windows free of ice, snow, and fog to have good visibility.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

NOTICE

If the climate control system is not working, switch it off immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This can reduce the risk of further damage.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched ⇒ *Driver personalization*.

Overview of the functions

Please read the introductory information and heed the Warnings and Notice ⇒ **and** ***Introduction***.

Some functions and buttons as well as an air conditioning block for the rear seats depend on the equipment.

MENU Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.

OFF Switch off the air conditioner.

Adjust the blower speed.

Adjust the temperature.
The Climatronic displays the set temperatures.

SYNC Apply the driver side temperature settings to the front passenger side.

AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually. The blower speed in automatic mode can be selected using the air conditioning system profile in the air conditioning system settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.

Switch air recirculation on and off ⇒ *Recirculation mode*.

A/C The air is cooled and dehumidified in cooling mode.

MAX A/C Switch the maximum cooling output on and off.
Air recirculation is switched on automatically and the Climatronic air distribution is automatically set to position .

The air conditioning system's defrost function clears the windshield of fog and ice.
The air must be dehumidified when the defrost function is switched on. Therefore when the defrost function is switched on, you cannot switch air recirculation on or cooling mode off.

MAX The Climatronic defrost function clears fog and ice from the windshield.
The air is dehumidified and the blower is set to a higher speed.

Switch the rear window defroster on and off while the engine is running.
The rear window defroster switches off automatically after maximum 10 minutes.

Switch seat heating and seat ventilation on and off ⇒ *Seat heating and seat ventilation*.

Switch steering wheel heating on and off ⇒ *Steering wheel heating*.

Direct air to the upper body.

Direct air into the footwell.

Direct air to the upper body and into the footwell.

Direct air onto the windshield and into the footwell.

Direct air onto the windshield.

NOTICE

To reduce the risk of damage to the rear window defroster, do not apply any stickers on the heating wires on the inside of the window.

Air conditioning settings in the Infotainment system

Please read the introductory information and heed the Warnings and Notice ⇒ **and** ***Introduction***.

The air conditioning settings in the Infotainment system are available via the Climatronic. Certain functions depend on the vehicle equipment.

To open

- Press the **MENU** button in the climate control toolbar.

The upper section of the screen shows the current climate control settings. The lower section of the screen shows function keys for frequently used air conditioning functions.

Operating status

The operating status of the air conditioning system is represented by colors:

- Blue: cooling.
- Red: heating.

Climate control settings submenu

Switch cooling mode, air distribution and blowers on or off.

Submenu of general settings

Adjust settings for the following functions:

- Automatic air recirculation ⇒ *Recirculation mode*.
- Temperature level of the steering wheel heating ⇒ *Steering wheel heating*.

Presets submenu

Set automatic mode, maximum cooling output, defrost function and manual mode for the cooling system.

Climate control profile

Adjust the blower power in automatic mode.

Recirculation mode

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

No fresh air will enter the vehicle interior when recirculation mode is switched on.

Switching manual air recirculation on and off

- Press the button in the climate control toolbar.

Automatic recirculation mode on the Climatronic system

When automatic air recirculation is switched on, fresh air enters the vehicle interior initially. If the system detects elevated pollution levels in the outside air, it switches on recirculation mode automatically. Recirculation mode switches off automatically once the pollution level returns to the normal range. The system canno detect unpleasant odors.

1. Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.
2. Switch automatic air recirculation on or off with ▸ Automatic air recirculation.

When does recirculation mode switch off?

Recirculation mode will switch off in the following situations ⇒ :

- If the defrost function is switched on.
- If a sensor detects that the windows could fog up.

WARNING

Lack of air circulation can lead to sudden driver fatigue and lack of concentration, which can cause collisions, accidents, and serious injuries.

- Never use recirculation mode for long periods of time, because this prevents fresh air from entering the passenger compartment.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Do not smoke in the vehicle when recirculation mode is switched on. The smoke can settle on the air conditioning system evaporator as well as the dust and pollen filter with activated charcoal insert and cause permanent odors.

Climatronic: When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.

When there are very high outside temperatures, manual recirculation mode helps briefly to cool down the vehicle interior faster.

Seat heating and seat ventilation

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

The seat heating and seat ventilation function when the engine is running. The front seats and outer rear seats may be heated in three stages ⇒ . The front seats may also be ventilated from inside in three stages.

The seat ventilation function ventilates the seat using vehicle interior air. This removes moisture from the body. The seat itself is not cooled directly.

If the ignition is switched off, the seat heating and seat ventilation are also switched off. If the ignition is switched on again within around 10 minutes, then the last heating or ventilation level selected for the driver's seat is automatically activated.

Heating and ventilation levels

The seat heating and seat ventilation are represented by colors:

- At the highest heating or ventilation level, all three LEDs light up.

Using the seat heating function

1. In order to switch on the seat heating at the highest heating level, press the button or in the air conditioning block.
2. To set the heating level, press the button or the button repeatedly.
3. To turn off the seat heating, press the or button repeatedly until the LED turns off.

Using the seat ventilation function

1. In order to switch on the seat ventilation at the highest ventilation level, press the button or in the air conditioning block.
2. To set the ventilation level, press the or button repeatedly.
3. To switch off the seat ventilation, press the or button repeatedly until the LED turns off.

When should the seat heating and seat ventilation not be switched on?

Do not switch on the seat heating and seat ventilation under any of the following conditions:

- The seat is occupied by a person with a limited perception of pain or temperature ⇒ ⚠.
- The seat is not occupied
- The seat is covered with a seat cover
- A child restraint is installed on the seat
- The seat surface is damp or wet
- Seat heating only: The interior or exterior temperature is higher than +77 °F (+25 °C).

⚠ WARNING

People who cannot perceive pain or temperature or who have a limited perception of these due to medication, paralysis, or chronic illnesses such as diabetes could develop burns or hypothermia on the back, buttocks, and legs when using seat heating or seat ventilation. Such injuries could take a very long time to heal or may never heal completely. Contact a medical doctor for questions about personal health conditions.

- People with a limited perception of pain and/or temperature must never use the seat heating and seat ventilation functions.

⚠ WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat surface is dry before using the seat heating function.
- Never sit on the seat while wearing damp or wet clothing.
- Do not place any damp or wet objects and clothing on the seat.
- Do not pour any fluids on the seat.

NOTICE

- To prevent damage to the seat heating elements, never kneel on the seats or exert pressure on the seating surface and backrest with sharp or pointed objects.
- Fluids, sharp objects, and insulating materials, for example a protective cover or child restraint, can damage the seat heating function.
- If any odor starts to develop, turn off the seat heating immediately and have it inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the original seat cover is replaced with a different material, the seat heating may overheat or the operation of the seat heating may be restricted.

In order to save fuel, switch off the seat heating and seat ventilation as soon as possible.

Steering wheel heating

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
The steering wheel heating only works when the engine is running.

Switching steering wheel heating on or off in the Infotainment system

- Manual climate control system: Open the Vehicle settings menu ⇒ *Vehicle settings menu*.
- Climatronic: Tap in the air conditioning settings in the Infotainment system.

Switch on and off together with the seat heating (only for Climatronic)

1. Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.
2. Pair the steering wheel heating with the seat heating with ▶ Steering wheel & seat heating paired.
3. To switch the steering wheel heating on or off together with the seat heating, press the button.

Selecting the temperature level (only on Climatronic)

You can choose between three temperature levels.

1. Open the air conditioning settings in the Infotainment system ⇒ *Air conditioning settings in the Infotainment system*.
2. Tap ▶ Intensity.
3. Set the desired temperature level.

When you switch off the ignition, the set level is stored. The temperature level for the steering wheel heating is independent from the temperature level for the seat heating.

When does the steering wheel heating switch off?

When one of the following conditions is met, the steering wheel heating will turn off automatically:

- If the seat heating for the driver seat is switched off (if steering wheel and seat heating paired is active).
- If the energy use is too high.
- If the steering wheel heating system is malfunctioning.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

The cooling mode A/C cannot be switched on or the function is limited

Cooling mode A/C only functions when the engine is running and at ambient temperatures above +3 °C (+38 °F).

The cooling mode A/C is switched off when the engine is very hot.

- Switch on the fan.
- Check the safeguard on the air conditioning system ⇒ *Replacing fuses*.
- Replace the dust and pollen filter ⇒ *Service*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The heat cannot be switched on or the function is limited

- The heating and defrost function operates better when the engine is warm.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The windows fog up when they are colder than the ambient temperature and the air is very humid. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

- Keep the air intake in front of the windshield free of ice, snow, or leaves to improve the heat and cooling output ⇒ *Vehicle care*.
- Leave the air duct in the rear section of the luggage compartment uncovered so that air can flow through the vehicle from front to back.
- Switch on the defrost function ⇒ *Overview of the functions*.

The temperature unit has changed

- Changing the temperature units for all temperature displays in the vehicle using the Infotainment system ⇒ *Operation and displays in the Infotainment syster*

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is norma and does not mean there is a leak in the system.

Driving

Messages about driving

Pedals

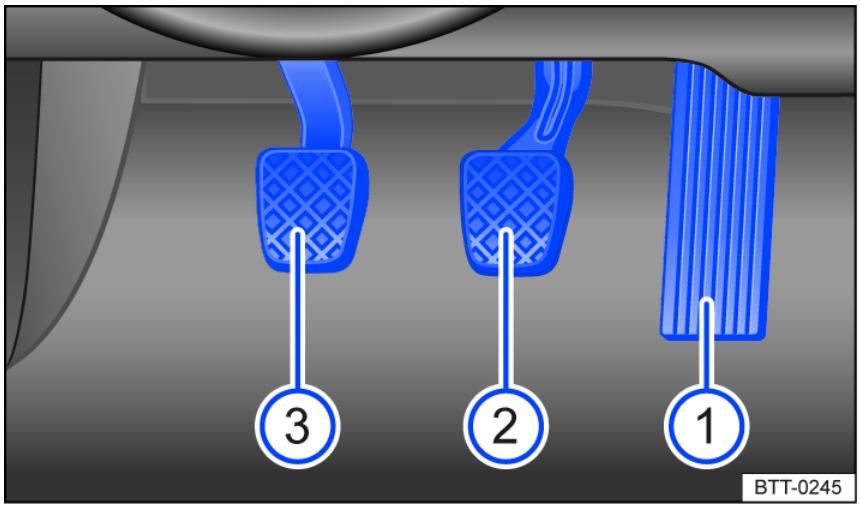


Fig. 91 In the footwell: Pedals in vehicles with a manual gearbox.

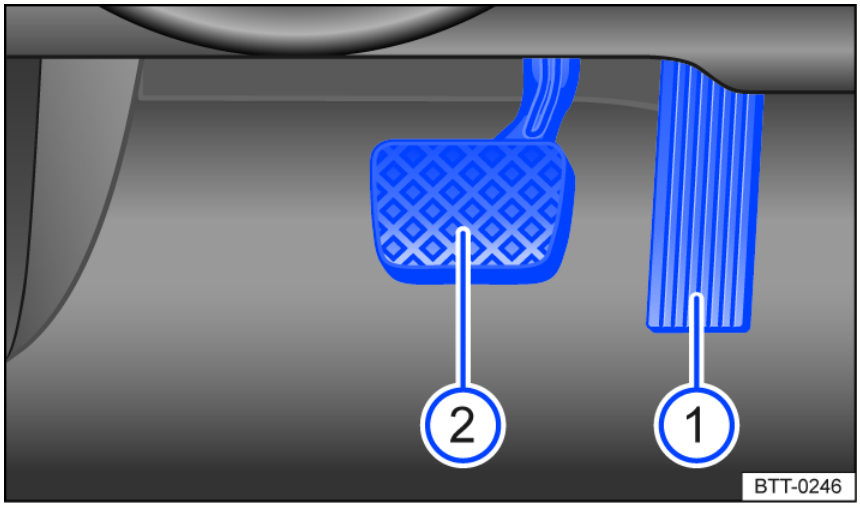


Fig. 92 In the footwell: Pedals in vehicles with an automatic gearbox.

(1) Accelerator pedal

(2) Brake pedal

(3) Clutch pedal *for vehicles with a manual gearbox*

The operation and the ability of the pedals to move freely must never be restricted by objects or floor mats.

Only use floor mats that keep the pedal area open and can be secured from sliding around the footwell.

⚠ WARNING

Objects in the driver footwell can prevent the pedals from moving freely. This can cause the driver to lose control of the vehicle and increases the risk of serious injuries.

- Make sure all pedals can always be pressed without obstructions.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.

Gear recommendation

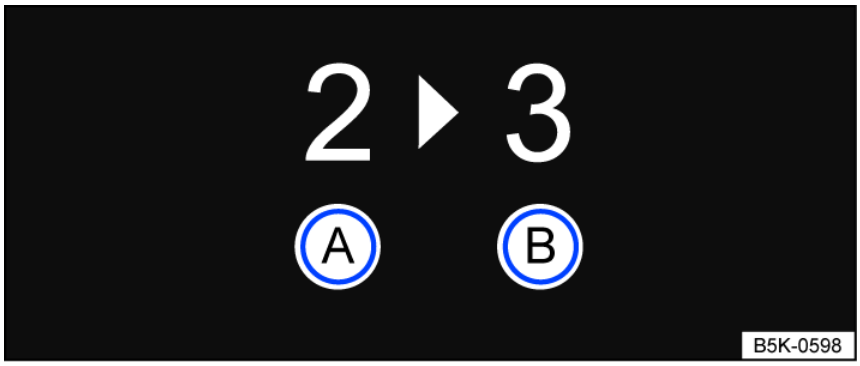


Fig. 93 Gear recommendation on the instrument cluster display.

Key for *fig. 93*:

(A) Gear that is currently engaged.

(B) Recommended gear that you should shift to.

Depending on your vehicle equipment, a fuel-saving gear may be recommended as a number on the instrument cluster display when you are driving.

In vehicles with an *automatic gearbox*, the selector lever must be in the tiptronic position in order to receive these recommendations ⇒ *Shifting using tiptronic*.

If you have already selected the most suitable gear, you will not receive any gear recommendations. Only the gear that is currently engaged will be displayed.

⚠ CAUTION

The gear recommendation is intended merely to assist you and is no substitute for driving with due care and attention.

- It is your responsibility as the driver to select the correct gear for the situation, e.g. overtaking or driving uphill.

Choosing the most suitable gear helps you save fuel.

The gear recommendation will go out on the display when you press the clutch pedal (in vehicles with a manual gearbox) or when the selector lever is moved out of the tiptronic position (in vehicles with an automatic gearbox).

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

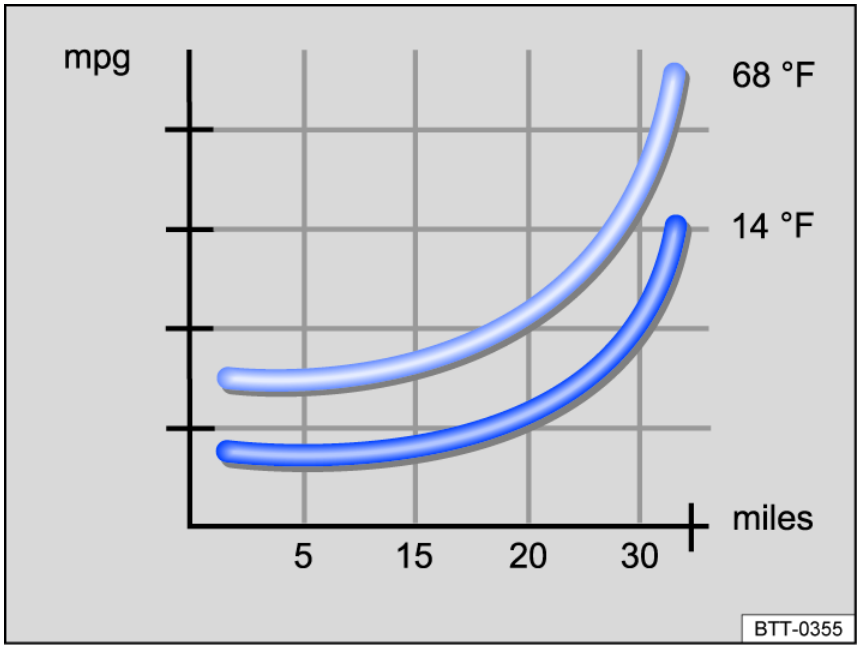


Fig. 94 Fuel consumption in mpg at two different ambient temperatures.

Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

Let the vehicle roll with a gear engaged to use the engine braking effect, for example when approaching a traffic light.

Using the freewheel function

Vehicles with an automatic transmission: If neither the accelerator nor the brake pedal is pressed in the **D** selector lever position, the vehicle will roll (“coast”) withc using energy.

How to save energy when shifting gears

Early upshifting saves energy at an engine RPM of 2,000. Do not wait as long as possible to upshift gears and avoid high engine speeds.

Vehicles with manual transmission: Shift from first to second gear immediately after starting to drive.

Vehicles with an automatic transmission: Accelerate slowly and avoid using the kick-down function.

Pay attention to the gear recommendation ⇒ *Gear recommendation*.

If possible, use the eco driving mode ⇒ *Selecting the driving mode*, ⇒ *ECO mode*.

Avoiding full acceleration

Never drive at the maximum vehicle speed. Excessively high speeds increase the air resistance and with that, the power needed to move the vehicle.

Reducing to idle speed

Start driving immediately at low speeds. When stationary for a long time, do not shift to idle, but rather stop the engine, for example when in a traffic jam or at a railroad crossing.

On vehicles with an activated start-stop system, the engine can turn off automatically when the vehicle is stopped and when stationary ⇒ *Start-stop system*.

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures ar very low, for example in winter, the consumption is much higher than average *fig. 94*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

- Follow the specifications on the tire pressure label ⇒ *Tire pressure*.
- Tire pressure monitoring indicator ⇒ *Tire pressure monitoring indicator*

Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine

Removing unnecessary weight

Clearing out the trunk, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the climate control system, window heating, or ventilation. Saving energy is simple, for example:

- When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.
- Turn off electrical equipment when it is no longer needed.

⚠ WARNING

Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.

NOTICE

Never let the vehicle roll down mountains or hills in the **N** neutral setting. The transmission is not lubricated when this happens and this can damage it.

Learn about other ways to protect the environment. Think Blue. is the worldwide Volkswagen brand for sustainability and environmental impact.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacemer parts that are particularly energy efficient, such as new tires.

In driving situations when less power is required, the engine cylinders can deactivate automatically on vehicles that are equipped with Active Cylinder Management (ACT®). While deactivated, no fuel will be injected into the respective cylinders, which reduces fuel consumption overall.

Think Blue. Trainer.

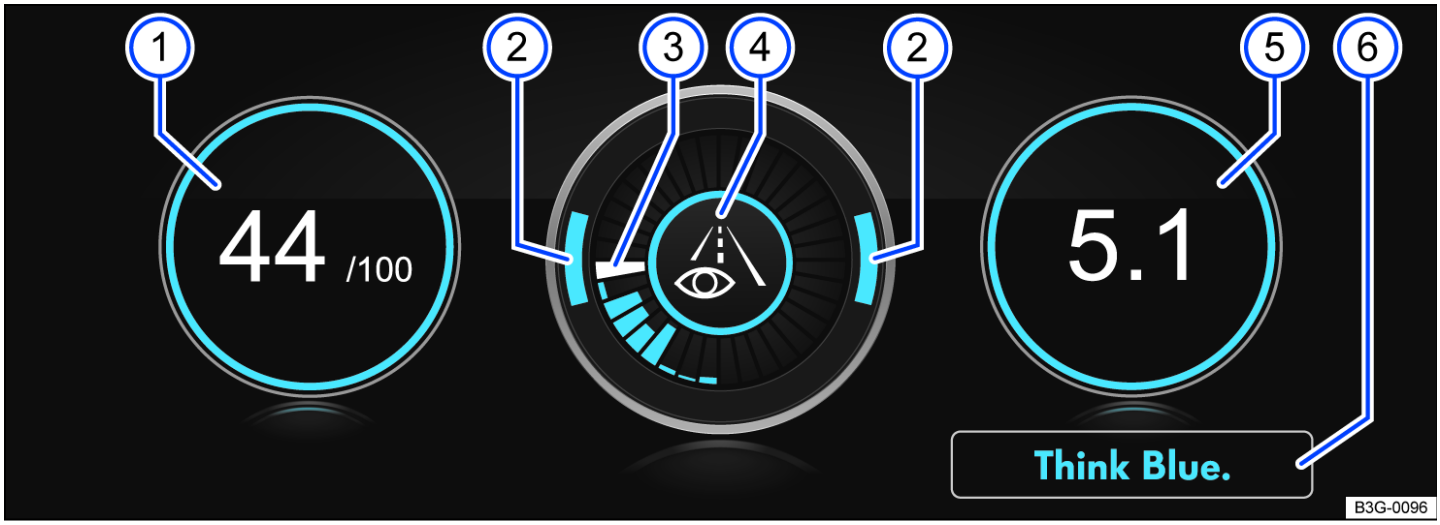


Fig. 95 In the Infotainment system: Think Blue. Trainer.

The Think Blue. Trainer. analyzes and visualizes your driving style and helps you to drive in a more fuel-efficient manner.

Key for *fig. 95*:

(1) "Blue Score":
The higher the displayed value is on a scale from 0 to 100, the more efficient the driving style. A blue border symbolizes an efficient and consistent driving style. The border is gray when the driving style is inefficient.

Tap the display to open the statistics from the last 30 driving minutes Since start.

(2) Accelerating and braking:
When the speed is constant, the two arcs will be in the center section. When the vehicle accelerates or brakes, the arcs will move downward or upward.

(3) Progress display:
The efficiency of driving behavior is displayed with the blue bars. The white bar saves a blue bar every five seconds.

The larger the bar, the more efficient the driving style.

(4) Driving tips:
Anticipatory driving

3▸4 Gear recommendation.

Adjust the speed.

eco Eco tips.

(5) Consumption:
The average fuel consumption Since start is displayed in l/100 km or in mpg. A blue border symbolizes an efficient and consistent driving style. The border is gray when the driving style is inefficient.

Tap the display to open the statistics from the last 30 driving minutes Since start.

(6) Saving energy tips:
Tap the Think Blue. function key to access additional tips.

Opening Think Blue. Trainer.

- Depending on your vehicle equipment, press the MENU or CAR button or function key in the Infotainment system.
- Tap the Vehicle function key, Selection, Think Blue. Trainer.

⚠ WARNING

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

- Always drive attentively and responsibly.

Brake information

New brake pads do not reach their full braking efficiency during the first 200 to 300 km (100 to 200 miles). They must be “broken in” first. However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. **During the break-in period, the braking distance during full braking or automatic braking is longer** than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

When driving with **wet brakes**, for example after driving through water, in heavy rain, or after washing your vehicle, the braking effect can be reduced by moisture or ice on the brake rotors. You must “dry” the brakes as soon as possible by braking carefully at high speeds. Make sure there is no vehicle behind you and that you do not endanger anyone else on the road.

A **coating of salt on the brake rotors and brake pads** reduces the braking effect and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to **corrosion** on the brake rotors and **dirty** brake pads. If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Make sure there is no vehicle behind you and that you do not endanger anyone else on the road.

Braking support

The braking support only functions when the engine is running and it enhances the pressure applied to the brake pedal by the driver.

If the braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can result in accidents and serious injuries.

- If the BRAKE or (!) warning lamp does not go out, or lights up while driving, either the brake fluid level in the reservoir is too low or there is a malfunction in the brake system. Stop the vehicle immediately and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the BRAKE or (!) warning lamp lights up at the same time as the ABS or (ABS) ABS warning lamp, the ABS regulation function may be malfunctioning. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible.
- If the ABS or (ABS) ABS warning lamp does not go out, or lights up while driving, the anti-lock braking system is not working properly. The vehicle can only be stopped via normal braking (without ABS), and the protection provided by the anti-lock braking system is no longer available. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible.

⚠ WARNING

New brake pads have not achieved the optimum braking effect yet.

- New brake pads do not reach their full braking efficiency for up to 300 km (200 miles). They must be “broken in” first. You can make up for the reduced braking effect by pressing the brake pedal harder.
- To reduce the risk of collisions, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

⚠ WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

⚠ WARNING

Overheated brakes reduces the braking effect and increase the braking distance considerably.

- When driving downhill, a lot of force is placed on the brakes and they become hot quickly.
- Before driving long distances on steep hills, reduce the speed and shift to a lower gear in tiptronic mode on an automatic transmission. This utilizes the engine braking effect and reduces the load on the brakes.
- Aftermarket or damaged front spoilers can affect the air supply to the brakes and cause them to overheat.

⚠ WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance.

- Test the brakes carefully.
- Always press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

⚠ WARNING

Driving without the brake booster or with limited brake booster function can increase braking distance significantly and could result in accidents and serious injuries.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.
- Keep the area under the pedals in the footwell clear so that the brake pedal can move freely.

If you are having the front brake pads checked, the rear brake pads should be checked at the same time. Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving a loaded vehicle

Note the following for good vehicle handling when the vehicle is loaded:

- Stow all cargo securely ⇒ *Transporting*.
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Brake earlier than usual.
- If necessary, see the information about roof racks ⇒ *Roof rack*.

⚠ WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, increase the braking distance when you brake hard or perform an emergency stop, and thus increase the risk of accidents and serious injury.

- Correctly secure the load from sliding.
- Use suitable tie-downs or tensioning straps on heavy objects.
- Securely engage the rear seat backrest.

Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly and take sufficient precautions to reduce the amount of poisonous exhaust that enters the vehicle.

⚠ WARNING

Driving with the trunk lid unlocked or open may cause serious injuries.

- Always drive with the trunk lid closed.
- Store all objects securely in the luggage compartment. Loose objects can fall out of the luggage compartment and injure other road users.
- Always drive with caution and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- Mark objects that project out of the luggage compartment so they will be visible to others on the road. Observe legal regulations.
- If objects must project out of the luggage compartment, never use the trunk lid to “clamp” or “secure” objects.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

⚠ WARNING

Poisonous exhaust may enter the vehicle interior when the trunk lid is open. This can lead to a loss of consciousness, carbon monoxide poisoning, accidents, and serious injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.

- If you absolutely must drive with the trunk lid open, take the following precautions to reduce the risk of poisonous exhaust fumes entering the vehicle interior:
  - Close all windows and the sunroof.
  - Switch off the recirculation mode for the climate control system.
  - Open all the air vents in the instrument panel.
  - Set the fan for the climate control system to the highest setting.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle.

Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

- The water must not be **any higher** than the bottom of the vehicle body ⇒ (!).
- Do not driver faster than walking speeds.
- Never stop the vehicle, drive in reverse, or stop the engine in water.
- Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.
- Always manually deactivate the start-stop system when driving through water ⇒ *Start/Stop system*.

WARNING

When driving through water, mud, slush, etc., the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can extend the braking distance.

- Press the brake pedal carefully to “dry and clear ice” from the brakes. Do not endanger road users or disregard legal regulations when doing this.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

- Vehicle components such as the engine, transmission, suspension, or electrical system can be severely damaged by driving through water.
- Never drive through salt water, because salt can cause corrosion. Immediately clean any vehicle components that come into contact with salt water using fresh water.

Breaking in the engine

A new engine needs to be broken in during the first 1500 km (1000 miles). All moving parts should be able to work together. During the first several hours of operation, the engine has a higher internal friction than it will later.

Up to 1000 km (600 miles):

- Do not accelerate fully.
- Do not use more than 2/3 of the maximum engine RPM.

Between 1000 and 1500 km (600 to 1000 miles):

- Increase the speed and engine RPM *gradually*.

The driving style during the first 1500 km (1000 miles) also effects the engine quality. Even after that, the vehicle should be driven with moderate engine speeds (especially when the engine is cold) to reduce the risk of engine wear and help the engine to have the longest service life possible.

Do not drive at too low of an engine speed (RPM). Always downshift if the engine stops running “smoothly”.

New tires ⇒ *Information about wheels and tires* and brake pads ⇒ *Brake information* must be carefully broken in.

When a new engine is broken in gently, it increases the service life while also consuming less engine oil.

Operating the vehicle in different countries and continents

The vehicle was manufactured by the factory for a specific country and meets those approval regulations that were valid at the time of vehicle manufacture.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information ⇒ *General information*.

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

NOTICE

- Volkswagen is not responsible for damage to the vehicle caused by substandard fuel, insufficient service, or not using Volkswagen Genuine parts.
- Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

Troubleshooting

Brake system malfunction

The red warning light turns on.

A message may also be displayed.

Do not continue driving!

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the brake system inspected.

Brake pad wear indicator

The yellow indicator light turns on.

The front brake pads are worn.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.
- Have **all** brake pads inspected and replaced, if necessary.

Troubleshooting

/ BRAKE **Brake system malfunctioning**

The red warning light turns on.

A message may also be displayed.

Do not continue driving!

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the brake system inspected.

If the vehicle's braking performance changes

If the brake pads are worn or if you notice that your vehicle does not brake as usual (the braking distance suddenly increases):

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

Starting and stopping the engine

Ignition lock

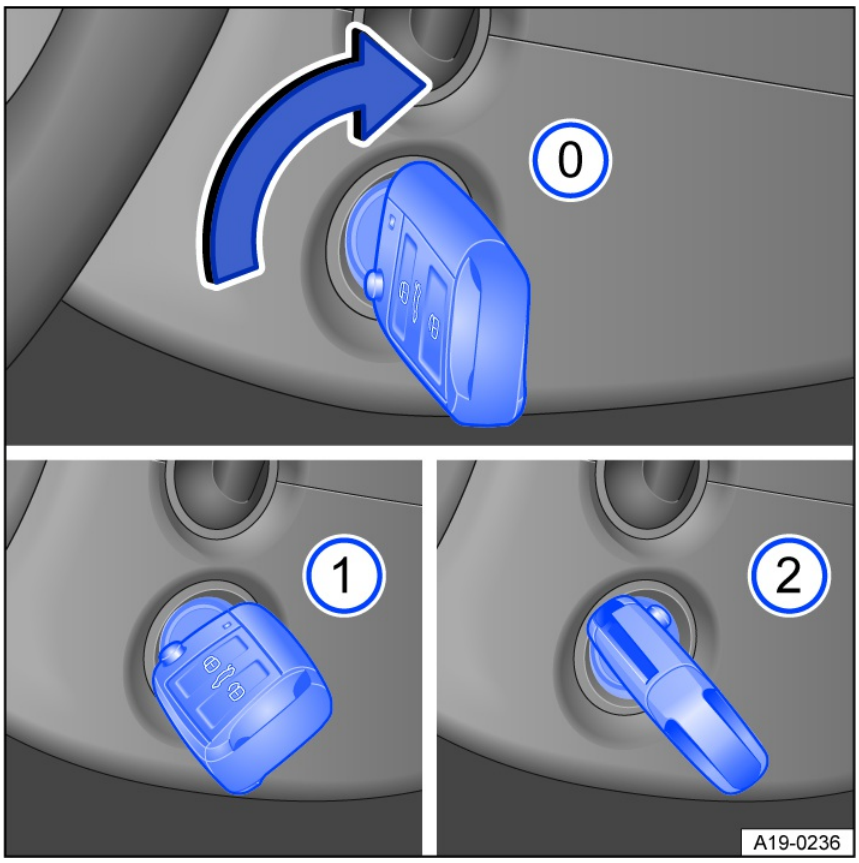


Fig. 96 Next to the steering wheel on the right side: positions of the vehicle key in the ignition lock.

When a vehicle key is not in the ignition lock, the steering column lock can be activated.

Vehicle key positions *fig. 96*

(0) The ignition is switched off. The vehicle key can be removed.

(1) The ignition is switched on. The steering lock can be released.

(2) Press the brake pedal when the indicator light is green. Start the engine. Release the vehicle key once the engine has started. The vehicle key returns to the position *fig. 96* (1) once it is released.

⚠ WARNING

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

- Always turn off the engine and take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock could engage and you will not be able to steer the vehicle.
- The vehicle key bit must be completely extended and locked.
- Only attach light objects weighing up to 100 g (3.5 oz) to the vehicle key.

NOTICE

When the ignition is switched on and the engine is switched off, the 12 V vehicle battery could drain and prevent the engine from restarting.

- Always switch the ignition off before leaving the vehicle.

Starter button

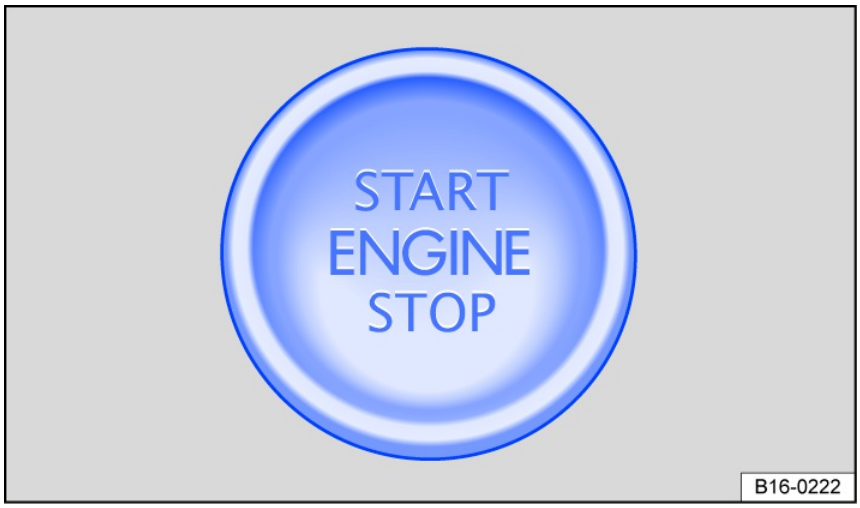


Fig. 97 In the lower area of the center console: starter button for starting the engine.

The starter button replaces the ignition lock (Press & Drive).

The engine is started by the starter button (Press & Drive).

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

The electronic steering column lock is activated **when you leave the vehicle** by opening the driver's door when the ignition is switched off ⇒ *Steering informatio*

Switching the ignition on or off

Press the starter button once without pressing the brake pedal.

Automatic ignition shut down for vehicles with start/stop system

If the following conditions are met at the same time, the vehicle ignition is automatically switched off when there is an active engine stop and the vehicle is stationar

- The driver releases their safety belt.
- No pedals are pushed.
- The driver door is opened.

After automatic ignition deactivation, if the low beam headlights are switched on the parking light remains switched on and goes off automatically after around 30 minutes.

The parking light will also go off if the vehicle is locked or the light is switched off manually.

Engine restart function

If no valid vehicle key is detected inside the vehicle after stopping the engine, it can be started again within approximately five seconds. A message about this will b shown in the instrument cluster display.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

⚠ WARNING

Unintentional vehicle movements can cause serious injuries.

- Do *not* press the brake pedal when switching on the ignition or the engine will start immediately.

⚠ WARNING

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

- Always switch off the engine and take all vehicle keys with you when leaving the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch on the ignition and activate electrical equipment, such as the power windows, which could lead to serious injury.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Only attach light items up to 100 g (3.5 oz) to your vehicle key.

Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Starting the engine

- Vehicles with ignition lock: Switch the ignition on ⇒ *Ignition lock*.
- Vehicles with starter button: Press the starter button once. The ignition must be switched on.
- Press and hold the brake pedal until the electronic parking brake is switched off.
- Vehicles with manual transmission: Fully press and hold the clutch pedal until the engine has started. Bring the gearshift lever to the neutral position.
- Vehicles with an automatic transmission: Bring the selector lever to the **N** position or engage the parking lock **P**.
- Vehicles with ignition lock: Turn the vehicle key in the ignition lock, but do not press the accelerator pedal. Release the vehicle key once the engine starts.
- Vehicles with starter button: Press the starter button ⇒ *Starter button* and do not press the accelerator pedal. A valid vehicle key must be inside the vehicle for the engine to start. Release the starter button once the engine starts.
- If the engine does not start, stop the starting procedure and try again after several minutes.
- Vehicles with starter button: If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, unlock the vehicle first or perform an emergency start ⇒ *Troubleshooting*.
- Switch off the electronic parking brake to start driving.

⚠ WARNING

The risk of serious injuries can be reduced when the engine is running or when starting the engine.

- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never start the engine or let it run if oil, fuel, or other highly-flammable operating materials are under the vehicle, near the vehicle, or dripping from the vehicle, for example as a result of damage.
- Never leave the vehicle unattended when the engine is running, especially if a driving gear is engaged. The vehicle could move suddenly or perform an unusual action, increasing the risk of damage, fires, and serious injuries.
- Never use a start booster. A start booster can explode and cause sudden engine revving.

NOTICE

- The starter or engine can be damaged if you try to start the engine while driving or if you restart the engine immediately after switching it off.
- Avoid high engine speeds, full acceleration, and heavy engine loads when the engine is cold.
- Do not push start or tow start the vehicle. Uncombusted fuel can damage the catalytic converter.

NOTICE

If the engine does not start, e.g. the fuel tank is empty, never use the starter with a gear engaged to drive or to attempt a tow-start. The starter can be damaged.

- If necessary, refuel ⇒ *Fuel types and refueling* or try jump-starting ⇒ *Jump starting*.
- If the engine does not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

Major electrical equipment switches off temporarily when starting the engine.

For example, if the vehicle key button cell battery is weak or drained, the engine cannot be started with the starter button. If this is the case, use the emergency start function ⇒ *Troubleshooting*.

After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.

Stopping the engine

- Bringing the vehicle to a stop → ⚠.
- Parking the vehicle.
- Vehicles with ignition lock: Switch the ignition off.

- Vehicles with starter button: Press the starter button briefly. If the engine cannot be turned off, perform an emergency stop ⇒ *Troubleshooting*.
- Pay attention to the messages in the instrument cluster ⇒ *Instrument cluster*.

⚠ WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control over the vehicle, accidents, and serious injuries.

- The airbags and belt tensioners will not function.
- The brake booster will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- If the vehicle key is removed, the steering lock may engage and it will not be possible to steer the vehicle.

⚠ WARNING

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

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, for example shrubs, leaves, dry grass, spilled fuel, etc.
- Never use additional underbody protection or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time. To reduce the risk of engine damage, let the engine run in neutral for approximately two minutes before turning it off.

You can only remove the vehicle key from the ignition lock when the selector lever is in the P position.

The radiator fan in the engine compartment may continue running for several minutes after turning the engine off, even if the ignition is switched off or the vehicle key is removed. The radiator fan will turn off automatically.

Remote start relay function

With the remote start relay function, the engine can be started remotely, in order to heat or cool the vehicle interior before the start of a journey.

If the vehicle is equipped with Climatronic, this automatically heats or cools the vehicle interior to +22 °C (+72 °F) after the engine is started.

When the outside temperature is below +20 °C (+68 °F), the exterior mirror heating is also switched on. At outside temperatures of below +4 °C (+39 °F), the rear window defroster and other comfort systems will also be switched on.

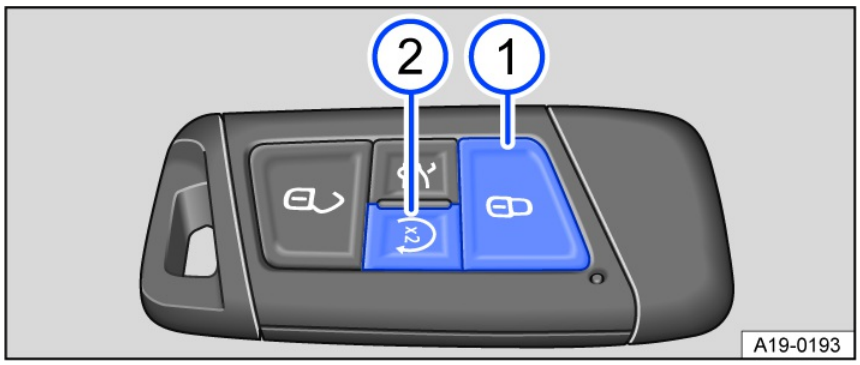


Fig. 98 Vehicle key with remote start relay function

You must press the following buttons on the vehicle key **within 5 seconds** to start the engine using the remote start relay function:

- Press the key *fig. 98* (1) **once**. All turn signals will flash
- Press the key *fig. 98* (2) **twice** in a row. All turn signals will flash. During remote start, the parking light turns on.

If a remote start is not actively interrupted by the driver or automatically, the engine will run for approximately 10 minutes and then switch off.

A maximum of two remote starts can be performed in a row, even if one or both remote starts have been interrupted within the 10 minute period.

In order to carry out two more remote starts, switch the ignition on and off once using the ignition switch or the starter button ⇒ *Starting the engine*.

Ending the remote start relay

Press the (x2), *fig. 98* button or (2) in the vehicle key to switch off the engine.

Driving after a remote start relay

If the engine has been started using the remote start relay function, the vehicle cannot be driven. To transition to being able to drive:

- Vehicles with starter button: Press the brake pedal and press the start button.
- Vehicles with ignition lock: Press the brake pedal and turn the ignition key to the (2) ⇒ *Ignition lock* position, then release it.

The engine continues to run during this process.

Remote start relay conditions

The following conditions must be fulfilled *simultaneously* in order for the vehicle interior to be heated or cooled by the remote start relay function:

- The vehicle is fully ready to drive.
- Sufficient fuel is available and the indicator light did not light up before the vehicle was parked.
- The parking lock **P** is engaged ⇒ *Automatic transmission: selecting the selector lever position*.
- The vehicle key is not in the ignition switch. For vehicles with Keyless Access, all valid vehicle keys which are in the vehicle interior have been blocked for this period of time.
- All doors, the engine hood and the trunk lid are fully closed and locked ⇒ *Vehicle key*, ⇒ *Keyless Access*.
- The anti-theft alarm system has not triggered the alarm ⇒ *Anti-theft alarm system*.

Settings for automatic air conditioning with remote start relay

The following heating, ventilation and cooling system settings are automatically applied in the case of a remote start relay:

Activated functions:	Settings for automatic air conditioning:
Front seat ventilation (depending on equipment)	Level 2, switches on when outside temperature is above +20 °C (+68 °F)
Front seat heating (depending on equipment)	Level 2, switches on when outside temperature is below +15 °C (+59 °F)
Exterior mirror heating	switches on when outside temperature is below +20 °C (+68 °F)
Windshield defroster (depending on vehicle equipment)	switches on when outside temperature is below +4 °C (+39 °F)
Rear window defroster	switches on when outside temperature is below +4 °C (+39 °F)
Heated windshield wiper areas (depending on equipment)	switch on when outside temperature is below +4 °C (+39 °F)
Heated spray jets for windscreen washer system	switch on when outside temperature is below +4 °C (+39 °F)
Climatronic	Ventilation: AUTO Heating: +22 °C (+72 °F)
Manual air conditioning	Ventilation: the level most recently specified

If the engine has been started using the remote start relay function, the settings can be changed via the air conditioning system controls and the buttons for the windshield and rear window defroster, seat heating or ventilation, depending on vehicle equipment.

Personal settings will be replaced by the automatic air conditioning settings the next time the vehicle is started using remote start relay.

To change the automatic air conditioning settings, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Careless or unintended use of the remote start relay function can cause serious injuries.

- Never start the engine in an enclosed space, e.g. in a garage. The exhaust can cause fatal poisoning and result in death through suffocation.
- Only use the remote start relay function when no-one is in the vehicle and immediately before you intend to drive the vehicle.
- No adults or children should be on the vehicle during a remote start.
- Never start the engine if children or animals are in the vehicle. When the engine is running, the electrical seats may be used and can cause serious injuries.
- Never start the engine if the vehicle is covered with a protective cover. Hot vehicle components and exhaust can set the protective cover on fire and cause serious injuries.
- Never start the engine close to flammable or explosive materials. The exhaust could ignite the materials. This could cause a fire and serious injuries.
- Never start the engine if the vehicle is out of visual range.
- Never start the engine if the warning light is turned on or flashing ⇒ *Troubleshooting*.

Using the remote start relay function may increase fuel consumption and discharge the 12-volt vehicle battery.

The use of the remote start relay function may be regulated or prohibited regionally in some countries. Always observe legal and local regulations relating to the use of the remote start relay function!

During an active remote start relay, some vehicle functions are deactivated, e.g. the low beam headlight and the windshield wipers.

Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

There is a chip in the vehicle key. The chip automatically deactivates the immobilizer if a valid vehicle key is inserted into the ignition lock.

The electronic immobilizer is activated automatically when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

The engine can only be started with a Volkswagen Original vehicle key that is coded correctly. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only using Volkswagen Original vehicle keys will ensure that your vehicle operates correctly.

Troubleshooting

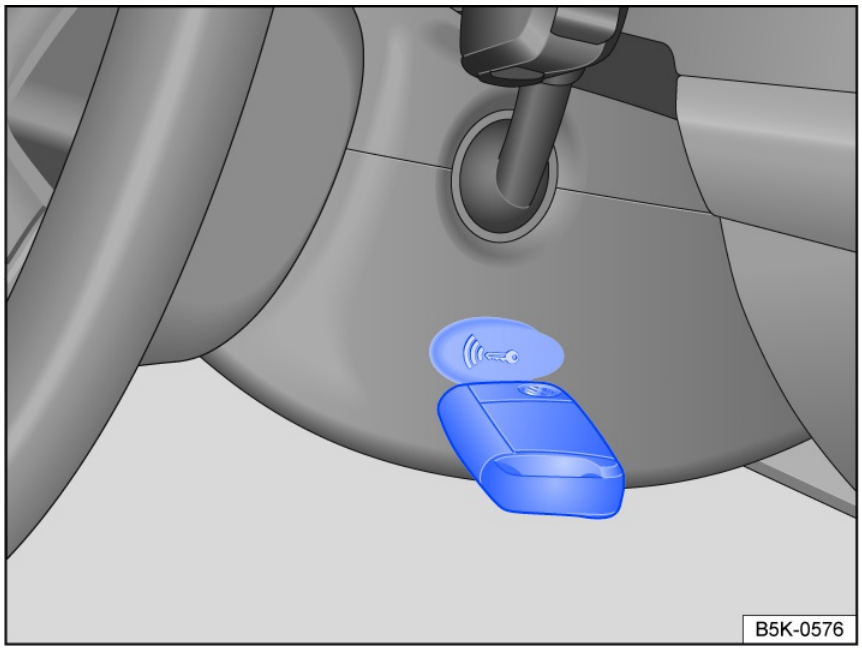


Fig. 99 On the right side of the steering column: emergency start function on vehicles with Keyless Access with push-button start.

EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

- Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating.

The instrument cluster display shows the engine speed.

The engine speed limitation is removed in the following scenarios:

- The engine is no longer within a critical temperature range.
- The driver's foot is removed from the accelerator pedal.

Together with EPC engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

- Make sure the displayed RPM is not exceeded.
- Have the engine inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle key cannot be removed from the ignition lock

An unauthorized vehicle key was inserted into the ignition lock.

Remove the vehicle key as follows:

Vehicles with manual transmission:

- Remove the vehicle key from the ignition lock.

Valid vehicle key cannot be detected

A corresponding indicator appears in the instrument cluster display.

If the vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

- Press and hold the brake pedal.
- Hold the vehicle key on the right side of the steering column trim panel immediately after pressing the starter button *fig. 99*.
- The ignition will switch on automatically and the engine may start.

The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

- Press the starter button twice within several seconds or press and hold one time.

The engine will stop automatically ⇒ *Starter button*.

The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

- Use an authorized vehicle key.
- If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The engine cannot be started

The engine cannot be started with the ignition key or by briefly pressing the starter button while activating the brake/clutch pedal.

There is a malfunction in the start system.

- Turn and hold the remote control vehicle key or press the button for as long as needed for the engine to start.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The engine cannot be started remotely

If at least *one* of the following conditions are met, the engine remote start function does not start or the engine switches off when it was running:

- The vehicle is unlocked.
- The engine hood or the trunk lid is opened.
- The selector lever is not in position **P** ⇒ *Automatic transmission: selecting the selector lever position*.
- There is a vehicle key in the ignition switch.
- The brake or accelerator pedal is pressed.
- During the remote start the fuel level sinks to the reserve amount.
- If the 12-volt vehicle battery is too weak or discharged.
- The switch for the hazard warning lights is pressed.

Ensure that the necessary conditions are met and then restart the engine if necessary.

Start/Stop system

Start-stop system

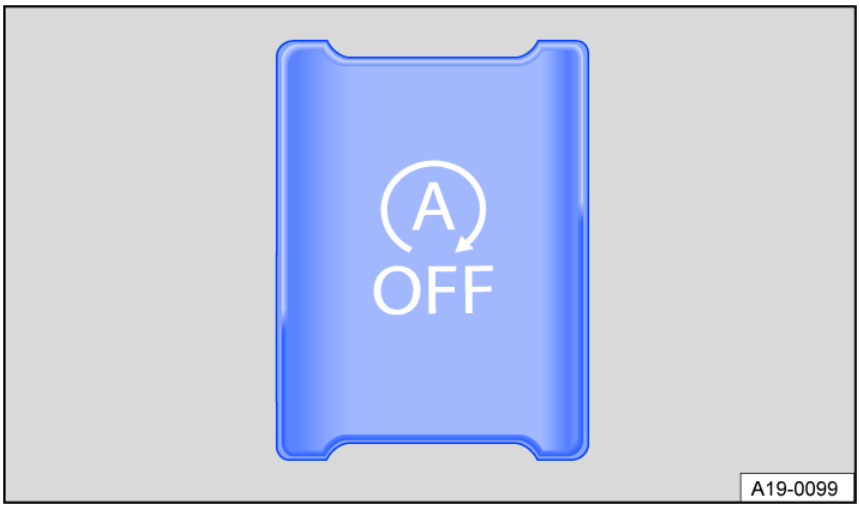


Fig. 100 In the lower section of the center console: Button for the start-stop system.

The start-stop system switches off the engine automatically when the vehicle stops or during the vehicle standing phase. When required, the engine restarts automatically.

Switching on the start-stop system

The function is automatically activated every time the ignition is switched on. Current status information is displayed on the instrument cluster display.

Further information on the start/stop mode may be viewed in the Infotainment system via the MENU button or function key and the Vehicle, Select, Vehicle Status function keys.

Always switch off the start-stop system manually when driving through water.

To stop, press and hold the brake pedal. The engine turns off shortly before the vehicle becomes stationary.

To restart the engine, take your foot off the brake pedal or press the accelerator pedal.

Indicator lights

If the Ⓐ indicator light is turned on, the start-stop system is available and automatic engine stop is active.

If the indicator light is turned on, the start-stop system is unavailable or the start-stop system has automatically started the engine .

The start-stop system status can be displayed in the instrument cluster display.

Important conditions for automatic engine switch-off

- The driver must be wearing a safety belt.
- The driver's door must be closed.
- The engine hood must be closed.
- The engine must have reached a minimum temperature.
- The vehicle interior temperature is within the preset temperature value and air humidity is not too high.
- The air conditioning defrost function is not switched on.
- The 12-volt vehicle battery charge level is sufficient.
- The 12-volt vehicle battery temperature is neither too low nor too high.
- The vehicle is not on a steep upwards or downwards incline.
- The steering wheel is not significantly turned.
- The windshield defroster is not switched on.
- Reverse gear is not engaged.
- Park Assist is not activated.

If the conditions for automatic engine switch-off are only achieved during a stationary phase, then the engine may also switch off at this point, e.g. if the defrost function is switched off.

Conditions for automatic restart

The engine may start automatically in the following conditions:

- If the interior heats up or cools down significantly.
- If the vehicle starts moving.
- If the electrical voltage in the 12-volt vehicle battery decreases.
- If the steering wheel is moved.

In principle, the engine restarts automatically if required by the recognized situation and the vehicle.

Conditions which require the engine to be started manually

The engine must be started manually if the following conditions apply:

- The driver's door is opened.
- If the engine hood is opened.

Activating and deactivating the start-stop system manually

- Press the (A) OFF button in the center console to manually deactivate the system. When the start-stop system is deactivated, the indicator light turns on in the *fig. 100* button.
- Press the (A) OFF button in the center console again to manually reactivate the system *fig. 100*.

Every time the (A) OFF button is pressed, the display in the instrument cluster displays the start-stop system status.

Depending on vehicle equipment, it may be possible to manually activate and deactivate the start-stop system via the Infotainment system. To do this, tap on the Vehicle button, then on Vehicle Status, Selection, and then on Start-stop system, in order to activate or deactivate the start-stop system.

If the start-stop system has switched off the engine, it restarts immediately when the system is deactivated using the (A) OFF button.

Always manually deactivate the start-stop system when driving through water.

⚠ WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You must apply more pressure on the brake pedal to stop.
- Power steering will not work. You must use more force to steer.
- If the ignition is switched off, the steering lock may engage and it will not be possible to steer the vehicle.
- When you are working in the engine compartment, you must deactivate the start-stop system.

NOTICE

If the start-stop system is used for a very long period when outside temperatures are very high, this can damage the 12-volt vehicle battery.

If the temperature is over about 38 °C (100 °F), the engine stop function may be automatically deactivated.

In some cases, it may be necessary to restart the engine manually. Pay attention to any relevant message in the instrument cluster display.

In the case of vehicles with ⇒ *Driving Mode Selection* Driving Mode Selection, if the Eco driving profile is selected, then the start-stop system is automatically activated.

Always manually deactivate the start-stop system when driving through water.

Troubleshooting

The engine does not start automatically

- Start the engine manually ⇒ *Starting the engine*.
- Manually deactivate the start/stop system.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

Manual transmission

Manual transmission: Engaging a gear

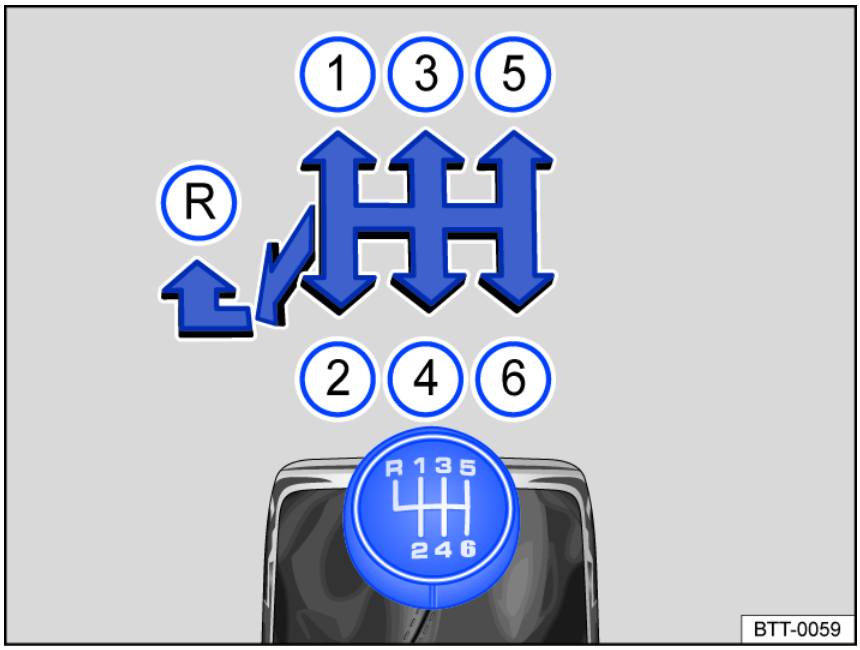


Fig. 101 Gear shift pattern for 6-speed manual transmission.

Your vehicle may be equipped with a 5-speed manual transmission.

Engaging forward gear

The positions of the individual gears are shown on the gearshift lever *fig. 101*.

- Fully depress the clutch pedal and hold.
- Move the gearshift lever into the desired position ⇒ ⚠.
- Release the clutch pedal to engage the clutch.
- In some countries the clutch pedal must be fully depressed to start the engine.

Engaging reverse gear

- Only select reverse gear when the vehicle is stationary.
- Fully depress the clutch pedal and hold ⇒ ⚠.
- Move the gearshift lever to the neutral position and push it down.
- Push the gearshift lever all the way to the left and then forward into the reverse gear position *fig. 101*.
- Release the clutch pedal to engage the clutch.

Downshifting

You should always downshift gear-by-gear when driving, i.e. into the next gear down, and at engine speeds that are not too high ⇒ ⚠. At high speeds or engine speeds, skipping a gear or several gears when downshifting can result in damage to the clutch or transmission, even if the clutch is not engaged when doing so ⇒ ⚠.

⚠ WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Only utilize fast acceleration when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by this acceleration and driving style.
- Always adapt your driving style to the flow of traffic.
- If the traction control system is switched off, the drive gear may spin, especially on wet, icy or dirty roads. This can cause the vehicle to become out of control or difficult to steer.

⚠ WARNING

When the engine is running, the vehicle immediately begins to move as soon as a gear is engaged and the clutch pedal has been released. This applies even if the electronic parking brake is switched on.

- Never engage reverse gear when the vehicle is in motion.

⚠ WARNING

Incorrectly downshifting into gears that are too low can result in loss of vehicle control as well as accidents and serious injuries.

NOTICE

If the gearshift lever is shifted to a gear that is too low at high speeds or high engine speeds, it can result in significant damage to the clutch and transmission. This also applies when the clutch pedal remains pressed and the clutch is not engaged.

NOTICE

Follow the points below to avoid damage and premature wear:

- Do not rest your hand on the gearshift lever while driving. The pressure from your hand is transmitted to the selector forks in the transmission.
- Ensure that the vehicle is completely stationary before engaging reverse gear.
- Always fully depress the clutch pedal when shifting gears.
- Do not hold your vehicle stationary on inclines by “slipping” the clutch while the engine is running.

Early upshifting helps to save fuel and reduces operating noise.

Troubleshooting

Clutch “slips”

The yellow indicator light turns on.

The clutch does not transmit the full engine torque.

- Take foot from clutch pedal if required.

Clutch overheats

The yellow indicator light turns on.

An audible warning may also sound ⇒ *Manual transmission*.

The clutch can become overheated, for example due to frequent start-ups, allowing the vehicle to “creep” forward for long distances, or in stop-and-go traffic.

You are notified of overheating by a warning light, or possibly several warning lights, as well as a text notification in the instrument cluster display.

- It is possible to continue driving.

Faulty clutch

The yellow indicator light turns on.

The clutch is faulty.

- **Drive on carefully.**
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise the clutch may become severely damaged.

Automatic transmission

DSG® automated transmission system function

Description

The vehicle is equipped with a DSG® automated transmission.

The DSG® automated transmission is a **transmission with dual-clutch technology that switches automatically**. A dual clutch and two mutually independent gear train halves permit very fast shifting without loss of traction force. The DSG® automated transmission combines the performance and economic efficiency of a manual transmission with the comfort and convenience of a conventional automatic gearbox.

System function

When driving, engine force is transmitted through the transmission to the drive axles. The power transmission between the engine and transmission must be interrupted to change a gear. The clutch is needed for this.

In the case of the DSG® automated transmission with its two gear train halves, the engine force is always on a gear train half when driving. When changing a gear, the next highest or next lowest gear is already engaged in the second gear train half without a load. Then the clutch of the load-free gear is closed and the other gear is opened at the same time. This permits very fast shifting.

Thanks to its design, the DSG® automated transmission is more efficient than an automatic gearbox. While the torque converter of an automatic gearbox is in use the entire time, the DSG® automated transmission can open when idling and therefore save fuel. Due to its efficiency, its low weight and intelligent control, the

DSG® automated transmission normally permits the same or improved fuel consumption in comparison to a manual transmission.

As is the case for the manual transmission, also the clutch in the DSG ® automated transmission is subject to wear. Depending on the type of DSG ® automated transmission, regular maintenance is required, further information is available at. In the case of an error in the gear train half, the DSG® automated transmission also offers the option to switch off a gear train half and continue driving with the other gear train half ⇒ *Troubleshooting*. The transmission must then be checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic transmission: selecting the selector lever position

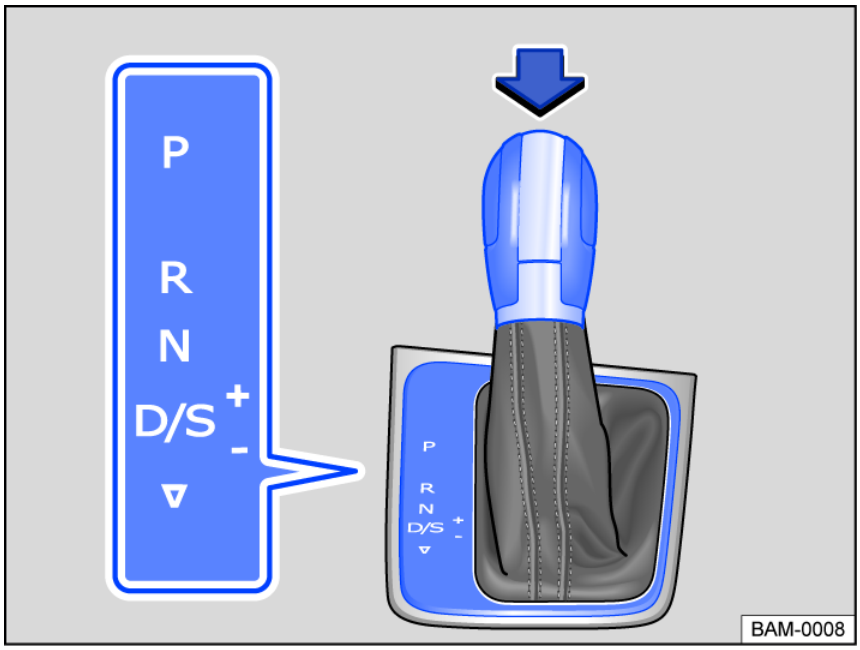


Fig. 102 Selector lever with lock button (arrow) on an automatic transmission.

When the ignition is switched on, the selected gear is shown in the instrument cluster display.

P – Parking lock

The drive gears are locked. Only select this gear when the vehicle is *stationary*.

To move the selector lever out of this position when the ignition is switched on, press the brake pedal and press the lock button on the selector lever.

R – Reverse gear

Reverse gear is selected. Only select this gear when the vehicle is *stationary*.

N – Neutral

The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

D / S – Drive

gear: normal program.

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

gear: sport program.

The driving gears automatically upshift *later* and downshift *earlier* than in **D** gear in order to fully utilize the engine power reserves. The shifting time depends on the engine load, the personal driving style, and the driving speed.

To switch between **D** and **S** gears, tap the selector lever toward the rear ▽ *fig. 102*.

The selector lever will always move back to the **D/S** selector lever position. This also applies when in the tiptronic shift gate ⇒ *Shifting using tiptronic*.

Selector lever lock

The selector lever lock prevents you from selecting a gear accidentally when in the **P** or **N** position, causing the vehicle to roll.

To release the selector lever lock, switch the ignition on and press the brake pedal. Then press the lock button on the selector lever handle in the direction of the arrow *fig. 102*.

When skipping past the **N** position, for example moving from reverse gear to **D/S**, the selector lever is not locked. This makes it possible to free the vehicle when it is stuck by “rocking” it. If the lever is in the **N** position for longer than approximately one second when the brake pedal is not pressed and the speed is less than approximately 3 mph (5 km/h), then the selector lever lock will engage.

⚠ WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal when engaging a gear.
- When the engine is running and a gear is engaged, the vehicle will start moving once the brake pedal is released.
- Never shift to **R** reverse gear or engage the **P** parking lock while driving.

WARNING

Unintentional vehicle movements can cause serious injuries.

- As the driver, never leave the driver's seat when the engine is running and a gear is engaged. If you have to leave the vehicle while the engine is running, always apply the electronic parking brake and move the selector lever to the **P** position.
- When the engine is running and the **D/S** or **R** gear is engaged, you have to hold the vehicle with the brake pedal. Even at idle speed, power is still being transmitted and the vehicle will "creep".
- Never shift into **R** or **P** while the vehicle is moving.
- Never leave the vehicle in **N**. The vehicle can roll downhill regardless of whether the engine is running or not.

NOTICE

If the electronic parking brake is **not** switched on when the vehicle is stationary and the brake pedal is released when **P** is engaged, the vehicle may move forward or backward a few inches.

If N is engaged by mistake while driving, remove your foot from the accelerator pedal. Wait until the engine is at idle speed in neutral before shifting into a drive gear.

If the selector lever is left for a long period of time in any position other than P when the engine is switched off, the 12 V vehicle battery will drain.

Shifting using tiptronic

With Tiptronic, you can manually shift the automatic gearbox up and down.

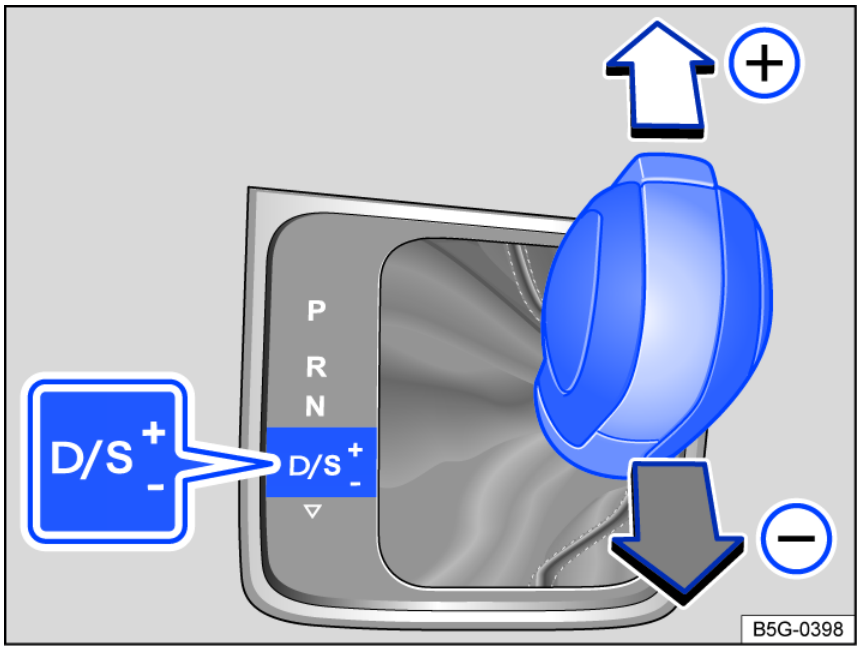


Fig. 103 Selector lever in Tiptronic position.

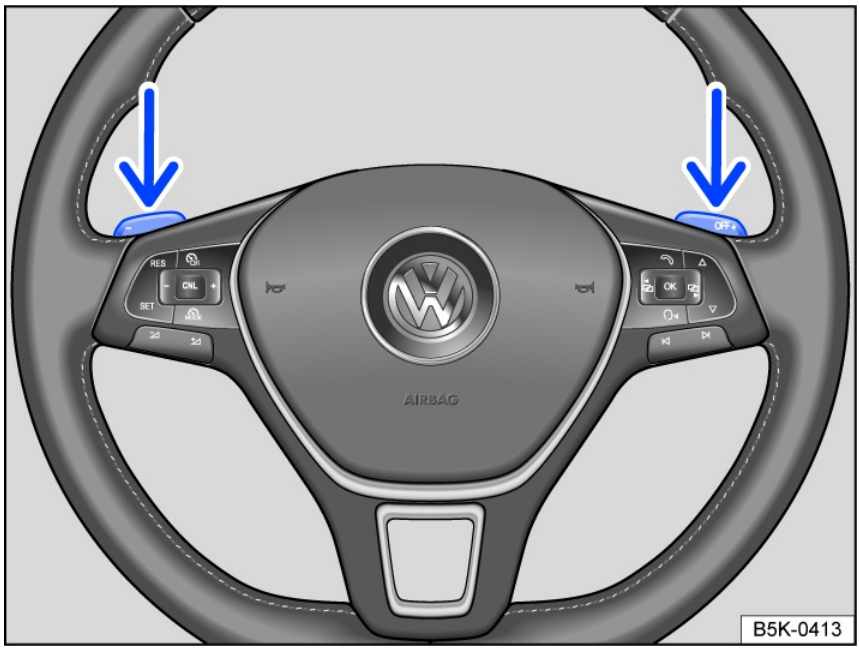


Fig. 104 Steering wheel with shift paddles for Tiptronic.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

Using tiptronic with the selector lever

- Push the selector lever to the right out of the **D/S** selector lever position into the tiptronic shift gate.
- Tap the selector lever forward ⊕ or to the rear ⊖ to upshift or downshift *fig. 103*.

The lock button on the selector lever must not be pressed when tapping the selector lever within the tiptronic shift gate.

Operating Tiptronic with the shift paddles

- Pull the right shift paddle toward the steering wheel to shift up *fig. 104*.
- Pull the left shift paddle toward the steering wheel to shift down.
- Pull the right shift paddle toward the steering wheel for a few seconds to leave the Tiptronic program.

The Tiptronic program ends automatically if you do not operate the shift paddles for some time and the selector lever is not in the Tiptronic gate.

NOTICE

- When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.
- When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the **N** neutral setting.

- Reduce your speed.
- Push the selector lever to the right out of the **D/S** selector lever position into the tiptronic shift gate ⇒ *Shifting using tiptronic*.
- Tap the selector lever back to downshift.
- **OR:** Downshift with the shift paddles on the steering wheel ⇒ *Shifting using tiptronic*.

Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Auto Hold should be used when stopping or starting uphill when the engine is running.

If you stop on a hill with a gear selected, always press the brake pedal or set the electronic parking brake to prevent the vehicle from rolling away. Only release the brake pedal or the electronic parking brake once you start driving ⇒ ⓘ.

Coasting using DSG® automated transmission

When coasting, the vehicle's momentum is used to save fuel during the next part of the drive. The engine no longer slows down the vehicle – the vehicle can roll fo a long time. The function is only available in the selector lever positions **D/S** and within a speed range of around 40–130 km/h (25–80 mph).

If the brakes are engaged while rolling, the engine remains switched off until the vehicle comes to a stop.

When rolling without brakes, the engine starts again automatically when “creeping speed” is reached.

The engine may automatically start to ensure the engine restarts safely and the vehicle electrical system is securely supplied with power.

Triggering the coasting feature

- In driving profile selection, select the **Eco** driving profile ⇒ *Selecting the driving mode*, ⇒ *ECO mode*.
- Remove your foot from the accelerator. The engine is disengaged and now runs in neutral. The vehicle rolls without the engine braking efficiency.

Interrupting coasting

- Press the brake pedal firmly.
- **OR:** Briefly engage the accelerator or brake pedal.
- **OR:** Pull a shift paddle towards the steering wheel.
- **OR:** Push the selector lever to the Tiptronic position.
- **OR:** Change driving profile from **Eco, normal or comfort**.

Kickdown function

The kickdown function enables a maximum acceleration in the selector lever position **D/S** or in Tiptronic position.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine RPM This utilizes the full acceleration power of the vehicle.

With kick-down, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

In vehicles with driving profile selection, when the **Eco** driving profile is selected ⇒ *Selecting the driving mode*, ⇒ *ECO mode* and the accelerator is pushed beyon the pressure point, the engine power is automatically controlled so that the vehicle reaches maximum acceleration.

Launch Control Program

Depending on the vehicle equipment, vehicles with automatic transmission have a Launch Control Program. The Launch Control Program enables maximum acceleration from standstill.

- Switch off the ASR ⇒ *Switching ASR or ESC Sport on and off* .
- Engage and hold the brake pedal with the left foot.
- Move the selector lever into position **D/S**, **S** or into the Tiptronic position, or in vehicles with driving profile selection, select the **Sport** or **Race** profile ⇒ *Selecting the driving mode*, ⇒ *ECO mode*.
- With your right foot, engage the accelerator until an engine speed of around 3200 rpm is reached.
- Take your left foot off the brake → ⚠. The vehicle pulls away at maximum acceleration.
- After acceleration, switch the traction control system on again.

⚠ WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Always adapt your driving style to the flow of traffic.
- Only utilize kick-down or fast acceleration when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by this acceleration and driving style.
- Please note that the drive wheels can continue to spin and the vehicle can slide if ASR is switched off, especially if the road is slippery.
- Reactivate ASR after the acceleration.
- Only use the Launch Control Program if the road and traffic conditions permit.

⚠ WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

NOTICE

- When stopped on inclines when a gear is engaged, do not press the accelerator pedal to prevent the vehicle from rolling away. This can cause the automatic transmission to overheat and can damage it.

- Never let the vehicle roll in the **N** selector lever position, especially when the engine is stopped. The automatic transmission is not lubricated and this can damage it.
- Vehicles with Launch Control Program: All vehicle components are put under intense strain when accelerating with the Launch Control Program. This can lead to increased wear.

NOTICE

Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary. This increases wear.

Troubleshooting

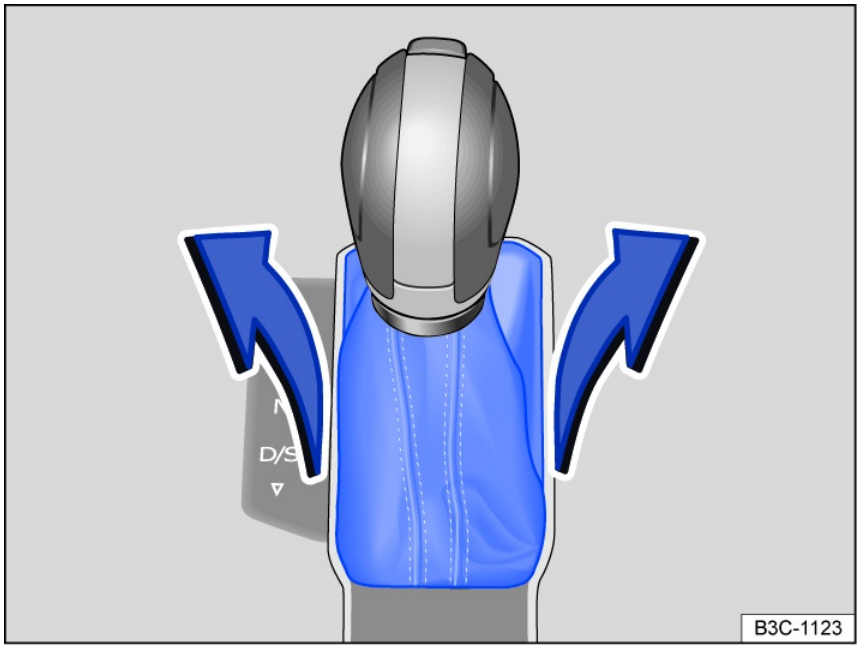


Fig. 105 Remove the cover on the shift gate.

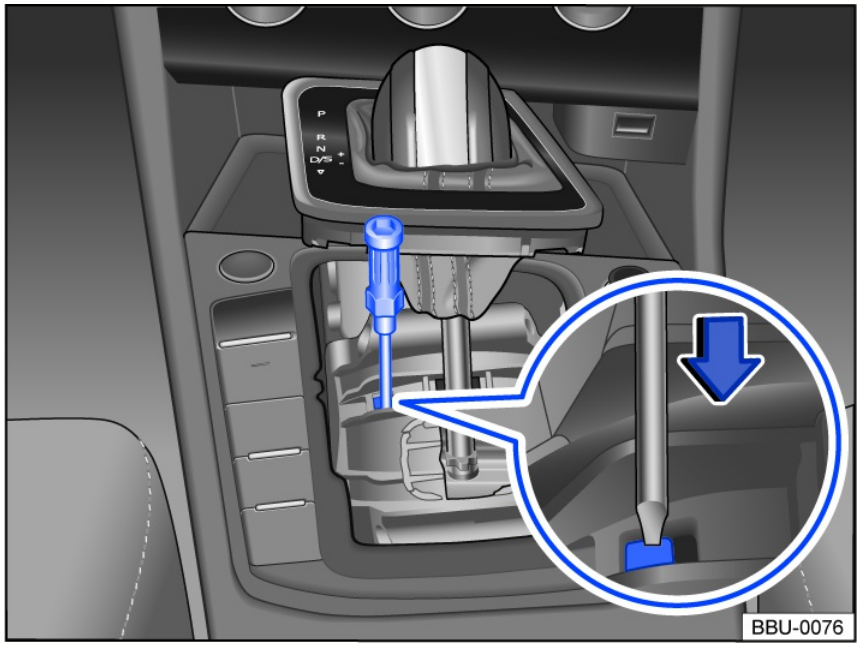


Fig. 106 Manually release the selector lever lock.

Transmission overheating

The yellow indicator light turns on.

An audible warning may also sound. A message may also appear in the instrument cluster display.

The automatic transmission can become overheated, for example due to frequent start-ups, allowing the vehicle to “creep” forward for long distances, or in stop-and-go traffic.

- **Do not continue driving.**
- Let the transmission cool down with **P** engaged → .

- If the indicator light does not turn off, do not continue driving.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

- Press the brake pedal to select a gear.
- See also electronic parking brake ⇒ *Using the electronic parking brake* .

Driving is restricted by the lock button

The green indicator light flashes.

The lock button in the selector lever is not engaged.

- Check if the lock button is locked.
- Lock the lock button into place if necessary.

Driving is restricted by the selector lever lock

The green indicator light flashes. A message is also displayed.

In rare cases, the selector lever may not lock in vehicles with an automatic transmission.

The engine will then be disabled to prevent the vehicle from going into motion unintentionally.

- Press and release the brake pedal again.
- **OR:** move the selector lever to the **N** position or shift to **P**, release, and then engage a gear.

Selector lever lock emergency release

If there is a loss of power, for example, the 12 V vehicle battery is drained and the vehicle should be towed, then the selector lever lock must be released manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The emergency release is located under the shift gate cover.

Remove the cover on the shift gate:

- Set the electronic parking brake. If you cannot set the electronic parking brake, the vehicle must be secured another way to prevent it from rolling.
- Switch the ignition off.
- Pull the cover near the selector lever boot upward carefully with the wires connected *fig. 105*.
- Fold the cover upward over the selector lever → ⚠.

Manually release the selector lever lock:

- Push the release lever in the direction of the arrow *fig. 106* and hold it in this position.
- Press the lock button forward into the selector lever handle and move the selector lever to the **N** position.
- After releasing the cover manually, carefully press into the center console while making sure the wires are in the correct position.

Emergency program

If the automatic transmission is in the emergency program, it is indicated with a text message along with the yellow ⓘ indicator light in the instrument cluster display. The selector lever position may continue to be displayed depending on the current system malfunction. The message will be hidden after several seconds. The ⓘ yellow indicator light will stay on as long as the system malfunction is present.

Always have the automatic transmission checked immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle is not moving even when a drive gear is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

- Press the brake pedal and select the drive position again.
- If the vehicle still does not move in the desired direction, there is a system malfunction. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

⚠ WARNING

Never release the parking lock once the electronic parking brake is switched off. Otherwise, the vehicle may start to move unexpectedly on inclines or hills, which could then lead to accidents and serious injuries.

NOTICE

If the vehicle is rolling at high speeds for a long time with the engine is stopped and the selector lever is in the **N** position, for example when towing, then the automatic transmission will be damaged.

NOTICE

- The first time the vehicle indicates that the transmission is overheating, the vehicle must either be stopped safely or driven faster than 12 mph (20 km/h).
- If the message and audible warning are repeating approximately every 10 seconds, the vehicle must be stopped safely and the engine switched off as soon as possible. Let the transmission cool down.
- To reduce the risk of damaging the transmission, only continue driving when the audible warning stops. As long as the transmission is overheated, avoid starting the vehicle and driving slowly, like at walking speeds.

Driving on inclines

Hill start assist

Hill start assist helps when starting to drive uphill by actively holding the vehicle in place.

Hill start assist activates automatically under the following conditions

The following conditions must be met **at the same time**:

- The vehicle must be **stationary** and held on the incline either with the brake pedal or the electronic parking brake until you start driving.
- The engine must be running “evenly”.
- All four wheels must have good ground contact and the vehicle must not be tilted on an angle.
- **D** gear or reverse gear must be engaged.

To start driving, remove your foot from the brake pedal or release the electronic parking brake and press the accelerator pedal immediately. **The brakes will release gradually as you start driving.**

Hill start assist will deactivate immediately if:

- One of the conditions specified in *page , Hill start assist activates automatically under the following conditions* is no longer met.
- The driver’s door is opened.
- The engine is switched off or it stalls.
- The **N** neutral position is engaged.
- As soon as one of the tires does not have enough contact with the ground, for example, if the vehicle is tilted on an angle

CAUTION

- If the vehicle does not start to drive immediately after releasing the brake pedal, it may roll backwards under certain circumstances. If this is the case, press the brake pedal or set the electronic parking brake immediately.
- If the engine stops, press the brake pedal or set the electronic parking brake immediately.
- If you are driving on an incline in heavy traffic and you would like to prevent the vehicle from rolling backwards when starting to drive, then press the brake pedal a couple seconds longer before you start to drive.

Downhill speed control

Downhill speed control helps when braking when traveling downhill on vehicles with DSG ® automated transmission → ⚠. Downhill speed control does this by using the braking power of the engine.

The DSG® automated transmission selects the optimum gear itself, depending on the present gradient and current speed. The selector lever must be in the **D/S** selector lever position. Downhill speed control is **not** active in Tiptronic mode.

As the downhill speed control can only downshift as far as third gear, you may need to switch to Tiptronic mode on very steep downhill stretches. In Tiptronic mode, manually shift into second or first gear to use the engine's braking power and reduce the load on the brakes.

While downhill speed control is active, the start-stop system is automatically deactivated.

Downhill speed control activates automatically:

- If the gradient is greater than approximately 6%.
- **AND:** If the selector lever is in the **D/S** selector lever position.
- **Also, for switched-off cruise control system or Adaptive Cruise Control (ACC):** If the speed is slower than approximately 80 km/h (50 mph) **or** the brake

is pressed.

- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed is exceeded.

Downhill speed control deactivates automatically:

- When the gradient decreases.
- **OR:** If the transmission upshifts because the engine speed is greater than approximately 4500 rpm.
- **Also, for active cruise control system or Adaptive Cruise Control (ACC):** If the stored speed can be maintained.

⚠ WARNING

The intelligent technology of downhill speed control cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the driver assistance systems to tempt you into taking risks.

- Unintentional vehicle movements can cause serious injuries.
- Downhill speed control is not a replacement for the driver's attention.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Downhill speed control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.

⚠ WARNING

Always be ready to brake. If this is not the case, accidents and injuries may result.

- Downhill speed control is merely a tool and cannot sufficiently brake the vehicle going downhill under every circumstance.
- The vehicle can go faster despite the downhill speed control.

Steering

Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

Power steering on an electromechanical steering system adjusts automatically based on the driving speed, the steering torque, and the steering angle of the wheels. Electromechanical power steering works only when the engine is running. The steering also works if the start-stop system engages and the engine switches off.

If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

On vehicles with Driving Mode Selection, power steering handling can be influenced by the selected driving mode.

Electronic steering column lock on vehicles with a starter button

On vehicles with a starter button, the steering column is electronically locked:

- Stop the vehicle and, if necessary, move the selector lever to position **P**.
- Switch the ignition off and then open the driver's door. The steering column will be locked.

If the steering column does **not** lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

Mechanical steering column lock (steering lock)

On vehicles with an ignition lock, the steering column is locked mechanically:

- Stop the vehicle and, if necessary, move the selector lever to position **P**.
- Remove the vehicle key.
- Turn the steering wheel slightly, until you hear the steering lock engage.

To unlock the steering column:

- Turn the steering wheel slightly to release the steering lock.
- Insert the vehicle key in the ignition lock.
- Hold the steering wheel in position and switch on the ignition.

Countersteering assist

The countersteering assist provides the driver with steering assistance in critical driving situations. Additional steering power supports the driver when

countersteering ⇒ ⚠.

Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. Progressive steering only works when the engine is running.

In *city traffic*, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On *highways* or on *expressways*, progressive steering gives a sportier, direct steering experience and noticeable dynamics, when driving along curved stretches, for instance.

⚠ WARNING

If power steering is not working, the steering wheel is very difficult to turn and so steering the vehicle can be more difficult.

- Depending on the equipment, power steering may only work when the engine is running.
- Never let the vehicle roll when the engine is stopped.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. The steering column lock could engage and you would not be able to steer the vehicle.

⚠ WARNING

The countersteering assist together with the ESC assists the driver when steering the vehicle in critical driving situations. The driver must always steer the vehicle in every scenario. The vehicle is not steered by the countersteering assist.

NOTICE

When the vehicle is being towed, the ignition must be switched on so the steering wheel is not blocked, and so that the turn signals, horn, windshield wipers, and the windshield washer system can be activated.

Troubleshooting

Steering malfunction

The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering column lock malfunction.

- **Do not continue driving!** Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If the red warning light **turns on**, it may be difficult to move the steering wheel because the electromechanical steering system is malfunctioning.
- If the red warning light **flashes**, the steering column cannot unlock.

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light **comes on and remains on:**

- Restart the engine and drive the vehicle slowly for a short distance.
- If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light **flashes:**

- Turn the steering wheel back and forth slightly.
- Switch the ignition off and back on.
- Pay attention to the messages in the instrument cluster display.
- If the indicator light continues to flash after switching the ignition back on, do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Driving Mode Selection

Introduction

Via the driving modes, the driver can adapt various properties of vehicle systems to the current driving situation, the desired driving comfort, and for an economic driving style. The suspension,

steering, drive, and the air conditioner are some of the vehicle systems that can be adjusted.

Different driving modes are available depending on the vehicle equipment. The influence of vehicle systems on the individual driving modes depends on the vehicle equipment.

Vehicles with adaptive chassis control (DCC)

During the drive, the adaptive chassis control (DCC) adapts the suspension damping to the current ground and driving situation. The adaptive chassis control (DCC also incorporates the suspension tuning of the driving mode in use.

The Comfort driving mode is only available in vehicles with adaptive chassis control (DCC).

Driving mode and ambient lighting

Depending on your vehicle equipment, the color of the ambient lighting changes with the driving mode selected.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched ⇒ *Driver personalization*.

Selecting the driving mode

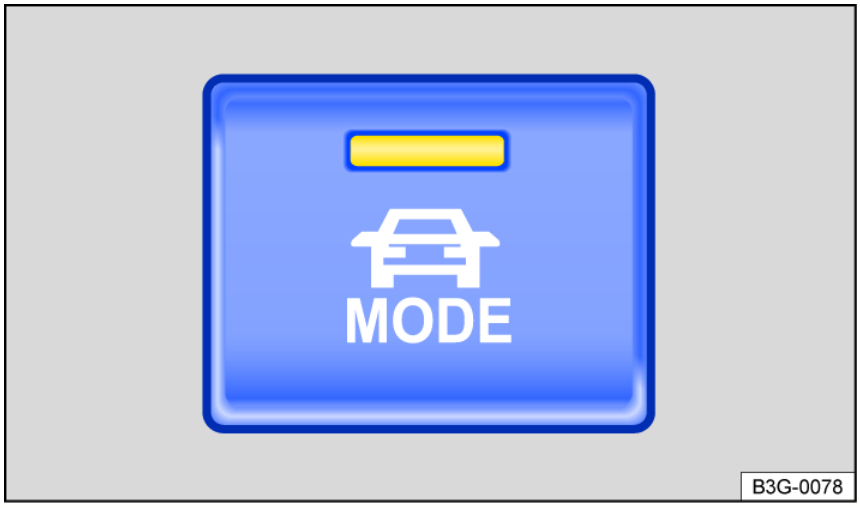


Fig. 107 In the center armrest: Diving Mode Selection MODE button.

You can select the driving mode with the ignition switched on and the vehicle stationary or while driving ⇒ ⚠.

If you select a driving mode while driving, the vehicle systems, except for Drive, will be switched over to the new driving mode immediately.

- When the traffic situation allows it, briefly take your foot off the accelerator pedal to enable the newly selected driving mode to be applied to the Drive vehicle system as well.

Selecting a driving mode via the MODE button

1. Press MODE *fig. 107*.
2. To select driving modes, press MODE again or tap the desired driving mode in the Infotainment system.

If the Normal driving mode is selected, the LED in the MODE button will remain switched off.

Displaying information about the driving mode

- To display additional information about the selected driving mode, tap ⓘ in the Infotainment system.

Selecting the Custom driving mode

- Press MODE until the Individual driving mode is selected.
- To open the Individual menu, tap Adjust.

⚠ WARNING

Selecting the driving mode while driving can distract you from traffic and increase the risk of accidents.

- Always drive attentively and responsibly.

ECO mode

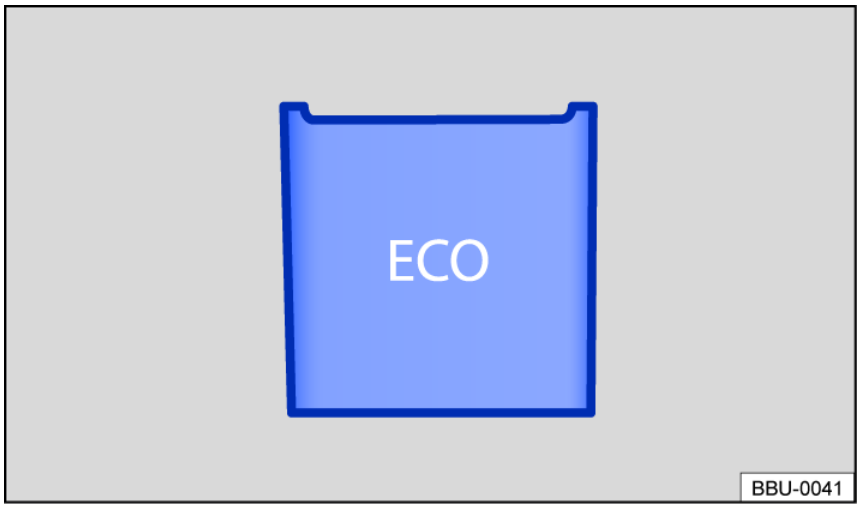


Fig. 108 In the center console: Button for the ECO mode.

The ECO mode switches the vehicle to a fuel-efficient setup and supports you with fuel economy messages.

You can select the ECO mode with the ignition switched on and the vehicle stationary or while driving ⇒ ⚠.

If you select ECO mode while driving, the vehicle systems, except for Drive, will be switched over immediately.

- Briefly take your foot off the accelerator pedal to enable ECO mode to be applied to the Drive vehicle system as well if the traffic situation allows it.

Switching on and off

- To switch on ECO mode, press the ECO button *fig. 108*.

If ECO mode is switched on, the yellow lettering in the button will light up and a message will appear in the instrument cluster display.

- To switch off ECO mode, press the ECO button again.

⚠ WARNING

Selecting the driving mode while driving can distract you from traffic and increase the risk of accidents.

- Always drive attentively and responsibly.

Driving mode properties

Eco: the vehicle switches to a fuel-efficient vehicle setup and supports the driver with fuel economy messages. The transmission automatically shifts to **E** in the Eco driving mode.

Comfort: this driving mode provides a comfort-oriented vehicle setup and is suited for poor road conditions or long trips on highways, for example.

Normal: this driving mode shows the basic settings of the vehicle system and offers a balanced calibration, for example for everyday use.

Sport: this gives the driver a sporty feel. If the Sport driving mode is selected, vehicles with an automatic transmission switch to **S**.

Individual: you can adapt individual vehicle systems according to your preferences.

In special sports models of this vehicle, the Sport driving mode may also be called Race.

Standard behavior of the driving mode and the vehicle systems

The Normal driving mode represents the basic settings for the vehicle systems when the ignition is switched on.

Behavior of the driving mode when switching the ignition off and on

If you switch the ignition off and then on again, the previously selected driving mode remains selected.

Behavior of the Drive vehicle system when the ignition is switched off and on

The settings for the Drive vehicle system are reset to the Normal driving mode settings when you switch the ignition off and on again.

You can change the Drive vehicle system back to the settings for your desired driving mode:

- Select your desired driving mode again.
- **OR:** In order to reactivate the settings in the Sport driving mode, move the automatic gearbox selector lever backwards into driving mode **S**.

The other vehicle systems will retain their settings if you switch the ignition off and on again.

Troubleshooting

Adaptive chassis control malfunction

The yellow indicator light turns on.

The message Fault: Damper control may appear in the instrument cluster display.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system inspected.

The driving profile or the vehicle systems do not behave as expected

- Pay attention to the standard behavior of the driving profile and the vehicle systems ⇒ *Standard behavior of the driving mode and the vehicle systems*.

Driver assistance systems

Cruise control system

Introduction

The cruise control system helps to maintain a set speed.

Speed range

The cruise control system is available at speeds above 15 mph (20 km/h).

Driving with cruise control system

You can override the stored speed at any time, for example, to pass another vehicle. Cruise control is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the cruise control system is switched on, the instrument cluster display indicates the stored speed and the status of the cruise control system:

CRUISE Cruise control system is active.

 Small or gray: the cruise control system is not regulating the speed.

 Large or white: the cruise control system is regulating the speed.

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Changing gear

Pressing the clutch pedal pauses the cruise control system. It resumes automatically after changing gear.

Driving downhill

If you are driving downhill, the stored speed may be exceeded due to the downward slope.

Apply the brakes and downshift if necessary.

⚠ WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the cruise control system may cause accidents and serious injuries.

- Never use the cruise control system when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the cruise control system when driving off-road or on unpaved roads.
- Always adapt your speed and remain a safe distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- To reduce the risk of activating the cruise control system unintentionally, always turn off the cruise control system after using it.
- It is dangerous to resume the stored speed if that speed is too fast for the current road, traffic, or weather conditions.

Operating the cruise control system using the multifunction steering wheel

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.



Fig. 109 Left side of the multifunction steering wheel: buttons for cruise control system operation.

Switching on

- Press the O/I button.

The cruise control system is not controlling the vehicle speed because a speed is not stored.

Starting Adaptive Cruise Control

- Press the SET button while driving.

The cruise control system stores and controls the current speed.

Setting the speed

You can adjust the stored speed while the cruise control system is regulating the speed:

+ + 1 mph (1 km/h)

- - 1 mph (1 km/h)

To change the stored speed at a continuous rate, press and hold the respective button.

The vehicle adjusts to the current speed by accelerating or decelerating. The vehicle does not brake actively.

Interrupting Adaptive Cruise Control

- Press the CNL or O/I button briefly. You can also press the brake pedal.

The vehicle speed remains stored in the system.

Resuming Adaptive Cruise Control

- Press the RES button.

The cruise control system resumes and maintains the stored speed.

Switching off

- Press and hold the O/I button.

The cruise control button is switched off and the stored speed is deleted.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction.*

Cruise control system is malfunctioning.

- Get professional assistance.

Cruise control is automatically interrupted.

- You have been pressing the clutch pedal for a long time.
- The vehicle has exceeded the stored speed for an extended period.
- No gear is engaged for driving forward.

- Brake assistance systems, for example ASR or ESC, are active.
- The vehicle has been braked by Front Assist.
- If the problem persists, turn off the cruise control system and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adaptive Cruise Control (ACC)

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

The vehicle has ACC if you can adjust ACC settings in the vehicle settings in the Infotainment system.

Speed range

ACC can regulate within the speed range of approx. 20 mph (30 km/h) and approx. 130 mph (210 km/h), and in the USA up to around 95 mph (150 km/h). This speed range may vary depending on the market.

Driving with ACC

You can override the ACC system at any time. Adaptive Cruise Control is canceled when you apply the brakes. When you accelerate, Adaptive Cruise Control is paused while accelerating and then resumed.

Braking prompt

If the automatic deceleration by the ACC is not sufficient, ACC will prompt you with a message in the instrument cluster to also apply the brakes. The red warning light will also come on and a warning chime will sound. Apply the brakes immediately.

Radar sensor

ACC detects driving situations using radar sensors in the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

WARNING

The intelligent technology of ACC cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience to tempt you into taking risks. Careless or unintended use of the ACC system can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Never use ACC when visibility is poor or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use ACC when driving off-road or on unpaved roads. ACC is only designed for use on paved roads.
- Apply the brakes immediately if a braking prompt appears in the instrument cluster display or the deceleration by ACC is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a braking prompt.
- Always be ready to resume control of the vehicle speed.

Special driving situations

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Stop-and-go traffic

ACC can brake vehicles with automatic transmissions to a stop and hold them stationary. ACC remains active, and the instrument cluster display shows ACC is ready for several seconds. During this time, the vehicle will automatically resume driving once the vehicle driving ahead starts to move (depending on the equipmer and not available in all countries).

Extend ACC readiness or reactivate:

- Press the RES button.

Begin driving if ACC readiness has ended and the vehicle driving ahead has already moved:

- Press the RES button or press the accelerator pedal briefly.

ACC does not stay active in the following scenarios:

- The stationary phase lasts longer than approximately three minutes.
- A vehicle door is opened.
- The ignition is switched off.

WARNING

If ACC is ready appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The radar sensors may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

ACC limitations

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

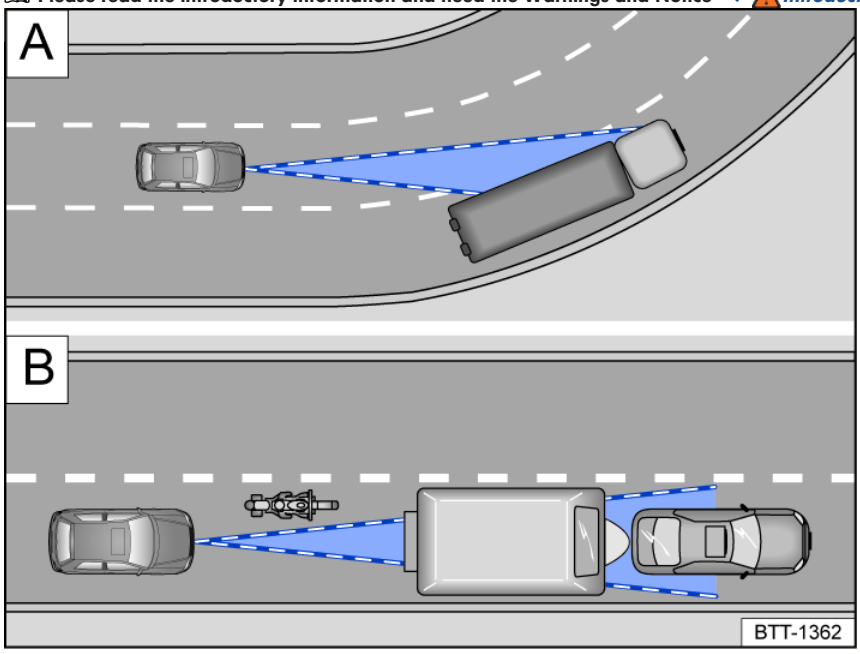


Fig. 110 A Driving around curves. B Vehicles outside of the radar sensor range.

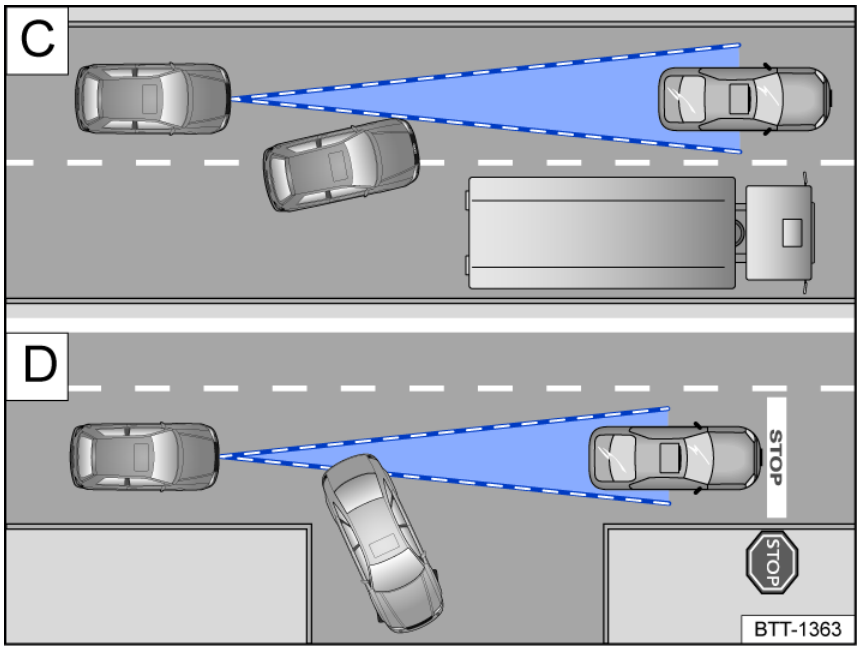


Fig. 111 C Changing lanes. D Turning and stationary vehicles.

When should I not use ACC?

The ACC system is not suitable in the following situations. Canceling Adaptive Cruise Control ⇒ *Introduction*:

- When driving in heavy rain, snow, or spray
- When driving in tunnels
- When driving in construction zones
- When driving on winding roads, for example, mountain roads
- When driving off-road
- When driving in parking structures
- When driving on roads with embedded metal objects, such as railroad tracks

- When driving on gravel roads
- Vehicles without right-side passing restriction: When driving on roads with multiple lanes if vehicles are driving slowly in the passing lane

⚠ WARNING

If you use ACC in the situations mentioned, accidents and serious injuries can result and legal regulations could be violated.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ 🕮 *Introduction*.

Undetected objects

The radar sensor only detects vehicles that are moving in the same direction. The following will not be detected:

- Pedestrians
- Animals
- Stationary vehicles
- Vehicles crossing the street or oncoming vehicles
- Other stationary obstacles

For example, if a vehicle detected by ACC turns or changes lanes and there is a stationary vehicle in front of that vehicle, ACC will not react to the stationary vehicle *fig. 111* D.

Curves

The radar sensor only measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected *fig. 110* A.

Vehicles outside the sensor range

ACC may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If there are vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles *fig. 110* B.
- If vehicles change to your lane close in front of your vehicle *fig. 111* C.
- If vehicles have objects or accessories projecting out of the vehicle.

Switching the ACC on and off

🕮 **Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.**

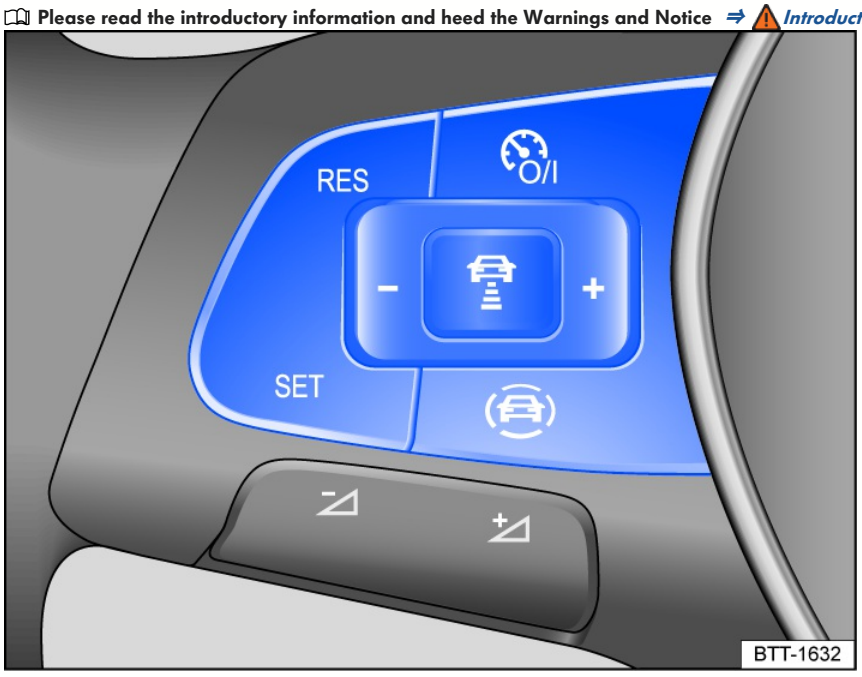


Fig. 112 Left side of the multi-function steering wheel: buttons for ACC operation.

Switching on

- Press the O/I button.

ACC is not yet regulating, the relevant indicator lamp for the driving situation lights up gray.

Starting Adaptive Cruise Control

- Press the SET button while driving forward

- Press the button while driving forward.

ACC saves the current speed and maintains the set distance. If the current speed is outside of the specified speed range, ACC sets the minimum speed (when driving slowly) or the maximum speed (when driving fast).

The following indicator lights may turn on depending on the driving situation:

ACC is regulating.

ACC is regulating, no vehicle driving ahead is detected.

ACC is regulating, vehicle driving ahead is detected.

Canceling Adaptive Cruise Control

- Press the button briefly or press the brake pedal.

If the relevant indicator light for the driving situation lights up gray, the speed and distance are saved.

If the Anti-Slip Regulation (ASR) is deactivated, then the Adaptive Cruise Control is canceled automatically.

Resuming Adaptive Cruise Control

- Press the RES button.

ACC assumes the last set speed and the last set distance. The instrument cluster display shows the set speed, and indicator lights come on corresponding to the driving situation.

Switching off

- Press and hold the button.

The set speed is deleted.

Adjusting the ACC settings

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

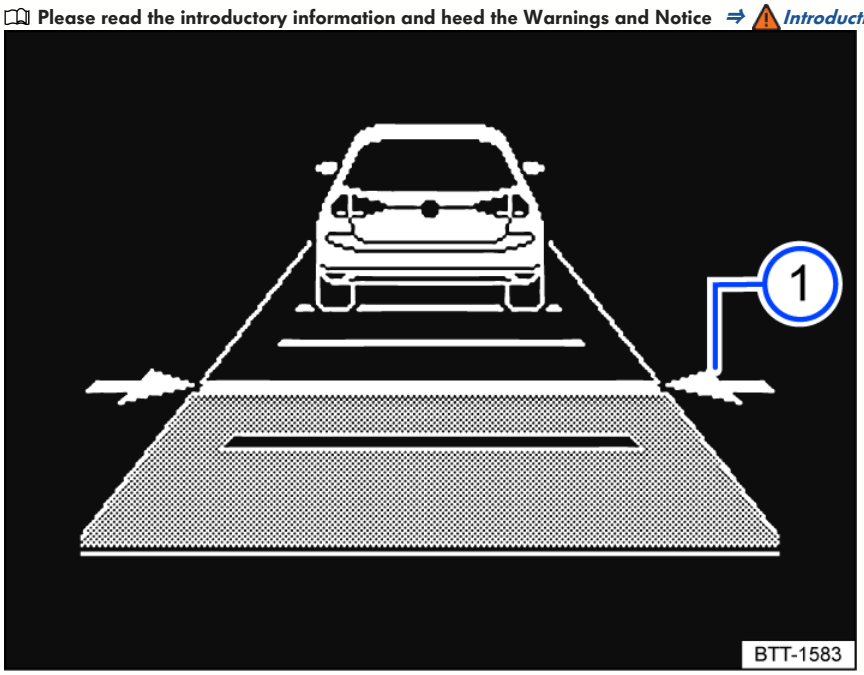


Fig. 113 In the instrument cluster display: set distance (1) (schematic diagram, ACC is regulating).

Setting the distance

You can set the distance at five levels from very short to very long:

- Press the button and then the + button, or press −.
- You can also press the button repeatedly until the desired distance is set.

The instrument cluster display shows the selected level *fig. 113* (1). Note the country-specific regulations for minimum distance.

If ACC is not regulating, the set distance and the vehicle will not be highlighted in the instrument cluster display.

Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multifunction steering wheel as follows:

\+ + 1 mph (1 km/h)

\- - 1 mph (1 km/h)

To change the stored speed at a continuous rate, press and hold the respective button.

⚠ WARNING

If the vehicle falls below the minimum distance to the vehicle driving ahead and the difference in speed between the vehicle driving ahead and your own vehicle is so large that the speed deceleration by the ACC is not sufficient, there is a risk of a rear end collision. The braking distance also increases during rainfall and winter road conditions.

- ACC may not be able to detect all driving situations correctly.
- Always be ready to apply the brakes yourself.
- If you press the accelerator pedal, you will override the speed and distance control. In this case, ACC will not brake automatically.
- Observe the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the Adaptive Cruise Control system settings

You can influence if the ACC reacts in a sporty driving style:

- Vehicles with Driving Mode Selection: Select the desired driving mode ⇒ *Driving Mode Selection*.
- Vehicles without Driving Mode Selection: Select the desired driving program in the Infotainment system vehicle settings ⇒ *Vehicle settings menu*.

Deactivating adaptive cruise control

- Press the button.
- Select the speed regulation on the instrument cluster display.

Adaptive cruise control is deactivated. The vehicle maintains only the set speed.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇒ *Driver personalization*.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

ACC is not available.

The yellow indicator light turns on.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Malfunction or fault. Stop the engine and restart.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original VW emblem is not used.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ACC is not functioning as expected.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The system limitations are not adhered to ⇒ *ACC limitations*.
- The brakes are overheating, and the control has been automatically interrupted. Let the brakes cool down and check the function again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The Adaptive Cruise Control cannot start.

Make sure the following requirements are met:

- A forward gear other than 1st gear is engaged (manual transmission) or the selector lever is in selector lever position **D/S** or the Tiptronic gate.
- The speed of vehicle with a manual transmission is at least 25 km/h (16 mph).
- The brake lights on the vehicle are functioning.
- ESC is not regulating.
- The brake pedal is not being pressed.

Unusual noises during automatic braking

Unusual noises during automatic braking:

- This is normal and not a cause for concern.

Front Assist

Introduction

Front Assist, including the Autonomous Emergency Braking function, can help reduce the risk of accidents.

Within the limits of the system, Front Assist can warn the driver of impending collisions, prepare the vehicle for an automatic braking maneuver, assist in braking, and initiate an automatic braking maneuver. Warning times vary depending on the Traffic Situation and the driving behavior.

The Front Assist system cannot replace the driver's attention.

Driving with Front Assist

You can cancel automatic braking interventions initiated by the Front Assist by moving the steering wheel or pressing the accelerator pedal.

Automatic braking

The Front Assist can brake to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

Radar sensor

Front Assist detects driving situations using radar sensors in the front of the vehicle. The range of the radar sensor is up to approximately 120 m (400 ft).

Included functions

The Autonomous Emergency Braking function is a component of the Front Assist system and is automatically activated when the Front Assist is switched on.

⚠ WARNING

The intelligent technology of Front Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the Front Assist system to tempt you into taking risks. The driver is always responsible for braking at the correct time.

- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- Always adapt your speed and remain a safe distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- The Front Assist system cannot prevent accidents and severe injuries automatically.
- Front Assist may give you unwanted warnings and perform unnecessary braking interventions in complex driving situations, for example around traffic islands.
- The Front Assist system may give you unwanted warnings and perform unnecessary braking interventions when the function is limited, for example, if the radar sensor is dirty or has been moved out of place.
- The Front Assist system does not react to pedestrians, animals, vehicles crossing the street, or oncoming vehicles in the same lane.
- Always be ready to resume control of the vehicle.

Warning levels and braking support

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Within the limits of the system and depending on the equipment, Front Assist can detect the following objects:

- Vehicles that are moving relative to your vehicle.
- Stationary vehicles

If the vehicle is approaching an object that the system has detected, and the vehicle would collide with this object if the vehicle speed was maintained and the drive did not take action to avoid the collision, then Front Assist can intervene. The support system can involve an advance warning, an immediate warning or automatic braking.

Under ideal conditions, the system can prevent a collision or help reduce damage caused by a collision.

Front Assist operates at the following speeds:

	Advance warning	Immediate warning	Automatic braking	Braking support
Stationary vehicle	20 to 53 mph (30 to 85 km/h)	-	3 to 30 mph (5 to 50 km/h)	3 to 53 mph (5 to 85 km/h)
Vehicle moving in the same direction as your vehicle	20 to 155 mph (30 to 250 km/h)	20 to 155 mph (30 to 250 km/h)	3 to 155 mph (5 to 250 km/h)	3 to 155 mph (5 to 250 km/h)

These specifications only apply under ideal conditions and are approximations. They depend on the market and vehicle equipment. Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility if you have any questions regarding the equipment on your vehicle.

Advance warning

 The system detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

Immediate warning

If the driver does not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

Automatic braking

If the driver also does not react to the immediate warning, the vehicle may brake automatically in multiple stages with increasing braking force. Reducing the vehicl speed may help to reduce the damage resulting from a collision.

Braking support

If the system detects that the driver is not braking enough before an impending collision, the system can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active as long as the brake pedal is being firmly pressed.

Autonomous Emergency Braking

The Autonomous Emergency Braking function is a component of the Front Assist. If the driver is not reacting to an impending collision, the system can also brake the vehicle automatically with increasing braking force without an advance warning.

The red  warning light will turn on when this happens.

Distance warning

 The system detects if there is a safety hazard from following the vehicle ahead too closely. The indicator light turns on. Increase the distance.

Speed range: approximately 40 mph (65 km/h) to 155 mph (250 km/h).

Front Assist limitations

Please read the introductory information and heed the Warnings and Notice ⇒ ***Introduction***.
Front Assist has physical and system limitations. Therefore, always pay attention and be ready to intervene as necessary.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ *Introduction*.

Undetected objects

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If vehicles are driving close to your vehicle but outside of the sensor range, for example vehicles that are staggered around your vehicle or motorcycles
- If vehicles change to your lane close in front of your vehicle
- If vehicles have objects or accessories projecting out of the vehicle
- If there are oncoming vehicles or vehicles crossing the street
- Pedestrians that are stationary, oncoming or moving in the direction of travel.

Functional limitations

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- When driving around tight curves
- When driving in heavy rain, snow, or spray
- When driving in parking garages or tunnels.
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving in reverse
- If ASR is manually switched off
- If ESC is active
- If the **Offroad** driving mode is switched on (depending on the vehicle equipment).
- When ESC Sport (depending on the vehicle's equipment) is switched on ⇒ *Switching ASR or ESC Sport on and off* .
- If the radar sensor is dirty or obstructed
- If multiple brake lights on the vehicle are malfunctioning.

- If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down
- In complex driving situations, such as around traffic islands
- In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning
- If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur → ⚠:

- If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.
- If the vehicle is being towed or transported
- If add-ons such as auxiliary headlights cover the radar sensor.
- If the radar sensor is malfunctioning
- If there is a strong impact against the radar sensor, for example after a rear-end collision
- If there are multiple unwanted activations

⚠ WARNING

If you do not switch off Front Assist in the these situations, accidents and serious injuries could occur.

Using Front Assist

🕮 Please read the introductory information and heed the Warnings and Notice ⇛ ⚠ *Introduction*.

When you switch on the ignition, Front Assist and the advance warning (depending on the country) are automatically switched on.

Volkswagen recommends always leaving Front Assist, distance warning, and advance warning switched on. For exceptions to this, see ⇒ *Front Assist limitations*.

Switching on and off

- Switch the Front Assist on and off in the Infotainment system vehicle settings ⇒ *Vehicle settings menu*.
- **Or:** switch the Front Assist on or off in the instrument cluster menu ⇒ *Menus in the instrument cluster*.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator light turns on in the instrument cluster display.

Adjusting the distance and advance warning setting

If Front Assist is switched on, you can adjust the distance and advance warning setting as follows:

- Switch the desired function on and off in the Infotainment system vehicle settings ⇒ *Vehicle settings menu*.

Depending on the equipment, you can also adjust the warning time setting for the advance warning.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched ⇛ *Driver personalization*.

Troubleshooting

🕮 Please read the introductory information and heed the Warnings and Notice ⇛ ⚠ *Introduction*.

Front Assist is not available, and the radar sensor does not have sufficient visibility.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original VW emblem is not used.
- If the problem persists, turn off the Front Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The system limitations are not adhered to ⇒ *Front Assist limitations*.
- If the problem persists, turn off the Front Assist and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Lane Keeping System (Lane Assist)

🕮 Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

Lane Assist detects the lane markers using a camera on the windshield. If the system detects that the vehicle is coming too close to a lane marker, the system warns the driver with corrective steering. The driver can override the corrective steering at any time.

System limitations

Only use Lane Assist on expressways and well-developed roads.

The system is not available under the following conditions:

- The vehicle speed is less than around 60 km/h (around 35 mph).
- Lane Assist has not detected a road lane marking.
- In tight curves
- Temporarily, when the driving style is very dynamic.

⚠ WARNING

The intelligent technology of Lane Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Careless or unintended use of Lane Assist can cause accidents and serious injuries. The system cannot replace the driver's attention and steering.

- Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time. The driver is always responsible for keeping the vehicle within the lane.
- Lane Assist does not detect all lane markings. Under certain circumstances, Lane Assist may incorrectly detect poor road surfaces, road structures, or objects as lane markings. Override immediately if the system intervenes when it should not.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly when the Traffic Situation allows.
- In the following situations, the Lane Assist may intervene when not desired or may fail to intervene when it should. Therefore, the driver's attention is especially important in these scenarios and you may have to switch off Lane Assist temporarily.
  - When driving with a very sporty driving style
  - When weather or road conditions are poor
  - In construction zones
  - In front of bumps or dips in the road
- Always pay attention to the area around your vehicle and drive with anticipation.
- If the camera lens is dirty, covered, or damaged, Lane Assist may be limited.

Some settings can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched ⇒ *Driver personalization*.

Driving with Lane Assist

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Switching on and off

You can switch the Lane Keeping System (Lane Assist) on and off in the Driver assist menu in the Infotainment system and in the Assistance systems menu in the instrument cluster.

If there is a system malfunction, Lane Assist can turn off automatically.

Speed range

Lane Assist is ready to take control (active system status) when a road lane marking is detected above approximately 40 mph (65 km/h).

Displays

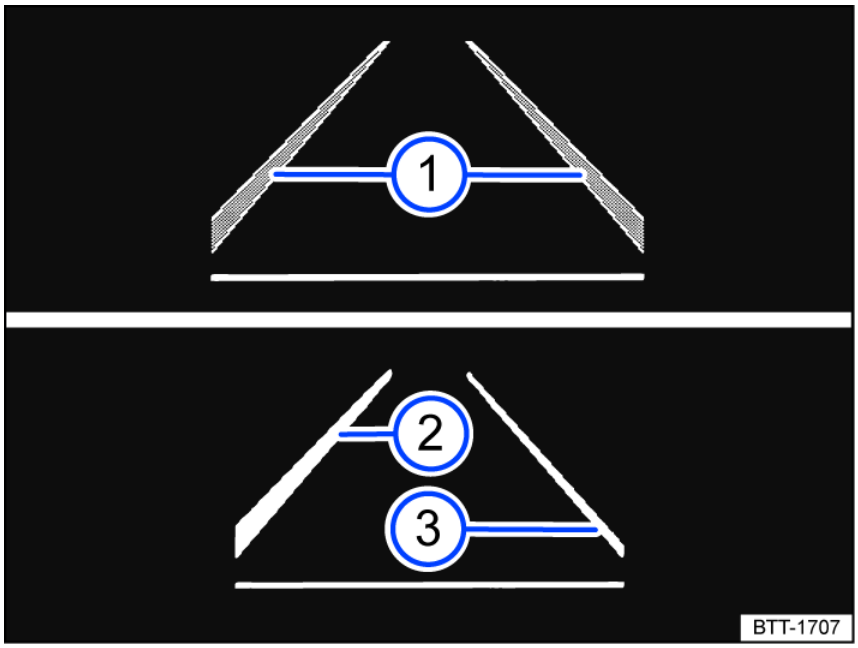


Fig. 114 In the instrument cluster display: Lane Assist indicators.

(1) Lane marker detected. The system is not regulating.

(2) Lane marker detected. The system is monitoring on the indicated side.

(3) No lane marker detected. The system is not regulating.

The following indicator lights may turn on depending on the driving situation and the instrument cluster version:

or System active and ready to control.

or System switched on, but not ready to control (passive system status).

If the turn signal is switched on, the system temporarily switches to passive to enable a manual lane change. The system also temporarily switches to passive mod when you steer sharply.

Driver intervention request

If there is no steering activity, the system prompts the driver to actively take over steering using an indicator in the instrument cluster display and warning chimes.

If the driver does not respond to this, the system warns the driver with a brief braking action and then becomes passive.

Steering wheel vibration

The following situations may cause the steering wheel to vibrate:

- The corrective steering intervention is not sufficient to keep the vehicle in the lane.
- A lane is no longer detected during a sharp corrective steering intervention by the system.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Malfunction message, system switches off

- Clean the windshield ⇒ *Exterior care and cleaning*.
- Check the windshield for damage in the camera lens area.

The system is functioning differently than expected

- The camera view area should be cleaned regularly and kept free of snow and ice.
- Do not cover the camera view area.
- Check the windshield for damage in the camera lens area.
- Do not mount any objects on the steering wheel.

If you are uncertain or have questions, get professional assistance.

“Blind Spot” Monitor

Introduction

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the exterior mirrors.

System limitations

Only use the “Blind Spot” Monitor on paved roads.

Among other possibilities, the “Blind Spot” Monitor may not interpret the traffic situation correctly in the following situations:

- In tight curves
- When driving in the center of two lanes
- When lanes have different widths
- When the road is raised
- In poor weather conditions
- When there is equipment installed on the side of the road, such as high or offset guard rails

⚠ WARNING

The intelligent technology of the “Blind Spot” Monitor cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the “Blind Spot” Monitor to tempt you into taking risks. Careless or unintended use of the “Blind Spot” Monitor can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the indicator lights in the exterior mirrors and in the instrument cluster display and act accordingly.
- Always pay attention to the area around your vehicle.
- Never use the “Blind Spot” Monitor if the radar sensors are dirty, covered, or damaged. The function of the system may be impaired in such cases.
- Sunlight may reduce the visibility of the indicator light in the exterior mirrors.

Some settings can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched ⇒ *Driver personalization*.

Driving with the “Blind Spot” Monitor

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

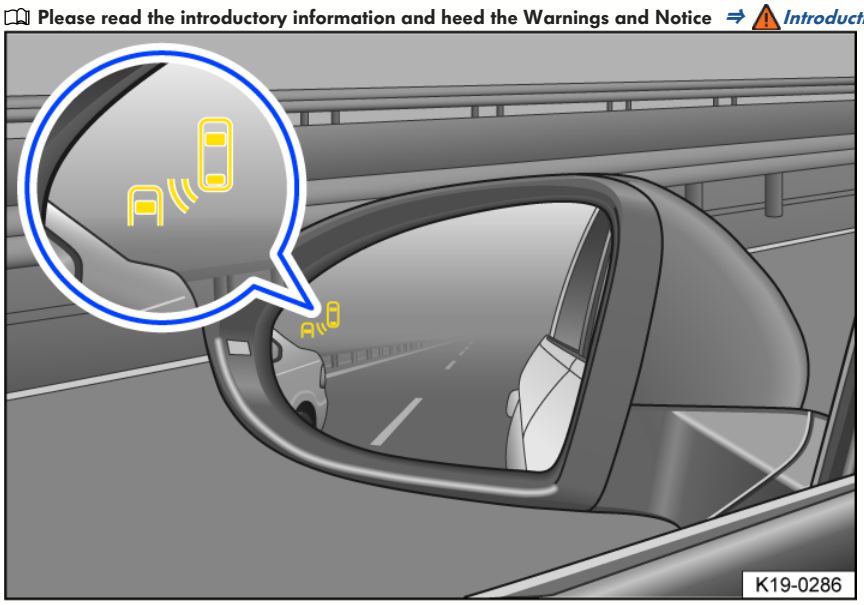


Fig. 115 In the exterior mirror: Blind Spot Monitor indicator.

Switching on and off

- Depending on the equipment, use the button for driver assistance systems ⇒ *Operation using the multi-function steering wheel*.
- **OR:** use the Assist systems menu in the instrument cluster.
- **OR:** depending on the equipment, go to the Driver assistance menu in the Infotainment system ⇒ *Vehicle settings menu*.

When the “Blind Spot” Monitor is ready for operation, the yellow indicator light turns on one time briefly in the mirrors.

The last saved system setting is also kept after the ignition is switched off and back on.

System function

The activated “Blind Spot” Monitor is active at speeds above 9 mph (15 km/h).

The faster another vehicle approaches, the sooner the display in the exterior mirror will turn on.

The yellow indicator light *fig. 115* *turns on* in the respective exterior mirror in the following situations:

- When your vehicle is passed.
- When passing another vehicle and the difference in speed between the two vehicles is up to approximately 6 mph (10 km/h). There is no indicator if the passing speed is clearly faster.

If a vehicle was detected in the blind spot and the turn signal on the side where the vehicle was detected is activated ⇒ *Introduction*, then the yellow indicator light *flashes*.

On vehicles with Lane Assist, the yellow indicator light will *flash* even without activating the turn signal when leaving a lane if Lane Assist is switched on (Active “Blind Spot” Monitor). You will be notified of a potential critical situation (information level, warning level) with corrective steering. Corrective steering also occurs if the turn signal is activated for the respective side. If the corrective steering is overridden by the driver, an additional warning is given with a steering wheel vibration

Automatic deactivation

The radar sensors for the “Blind Spot” Monitor switch off automatically if, for example, a permanent obstruction over a radar sensor is detected. For example, this could be from ice or snow covering the radar sensor.

A message will appear in the instrument cluster display.

If the “Blind Spot” Monitor was deactivated automatically, the system can only be reactivated after switching the ignition off and back on.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

“Blind Spot” Monitor malfunction

The yellow indicator light turns on.

- Get professional assistance.

System is malfunctioning

- Clean the radar sensors or remove the sticker or attachments from the radar sensors, exterior mirrors, and the bumper ⇒ *Exterior care and cleaning*.
- Check if there is any noticeable damage.

The system is functioning differently than expected

There are several possible causes:

- The radar sensors could be dirty. The sensor range could also be impaired by soap residue, coatings, dirt, or snow ⇒ *Exterior care and cleaning*.
- The system conditions are not met ⇒ *Introduction*.
- The radar sensors could be covered by water.
- The vehicle could be damaged in the radar sensor area, for example from parking barriers.
- The coverage areas of the radar sensors could be blocked by attachments, for example by bicycle carriers.
- The paint may have been changed or other structural modifications may have bee made near the radar sensors, for example to the front of the vehicle or to th suspension.
- The rear bumper must only be painted with vehicle paint that is approved by Volkswagen. Other types of paint may impair the function or cause it to malfunction.
- The side mirrors may be covered with after-market tinting films.

Parking and maneuvering

Parking

Parking the vehicle

Always park the vehicle on a suitable surface ⇒ ⚠.

Always follow the specified steps in the correct order when parking the vehicle.

- Press and hold the brake pedal.
- In vehicles with a manual transmission, press the clutch pedal down *completely* or disengage the clutch.
- In vehicles with an automatic transmission, move the selector lever into the **P** position.
- Set the electronic parking brake ⇒ *Electronic parking brake*.
- Stop the engine and switch the ignition off ⇒ *Stopping the engine*. The red indicator light Ⓟ or PARK on the instrument cluster display comes on.
- With a manual transmission, engage the 1st gear if the vehicle is on a level or an uphill surface, or engage the reverse gear if the vehicle is on a downhill surface. Release the clutch pedal.
- Remove your foot from the brake pedal.
- Turn the steering wheel slightly if necessary to engage the steering lock.
- Exit the vehicle. Take all of the vehicle keys with you.
- Make sure all passengers exit the vehicle.
- Lock the vehicle.

Additional information for parking slopes

Turn the steering wheel so that the front wheels on the parked vehicle will roll into the curb if the vehicle begins moving.

⚠ WARNING

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

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, such as shrubs, leaves, dry grass, spilled fuel, oil, etc.

⚠ WARNING

Leaving and parking the vehicle incorrectly can result in the vehicle rolling. This can cause accidents and serious injuries.

- Before exiting the vehicle, make sure the parking brake is set and the red Ⓟ or PARK indicator light in the instrument cluster display turns on after switching off the ignition.
- Never remove the vehicle key from the ignition lock when the vehicle is in motion. Otherwise, the steering lock could engage suddenly. Then you would not be able to steer the vehicle.
- Never leave children or people requiring assistance unattended in the vehicle. They could deactivate the electronic parking brake and move the selector lever or gear shift lever, which would cause the vehicle to begin moving.
- Always take all vehicle keys with you when leaving the vehicle. The engine could be started and electrical equipment such as power windows could be operated, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

NOTICE

- Objects protruding up from the ground can damage the bumper and other parts of the vehicle when driving into or out of a parking space. Always maneuver carefully in parking spaces with high curbs or fixed barriers. To reduce the risk of damage, stop before the wheels come into contact with the barrier or curb.
- Vehicle components that are low to the ground such as the bumper, spoiler, and parts of the suspension, engine, or exhaust system could be damaged when driving over these objects. Drive carefully over entrances into buildings, ramps, curbs, and other objects.

Obey all legal regulations when stopping and parking the vehicle.

Electronic parking brake

Using the electronic parking brake

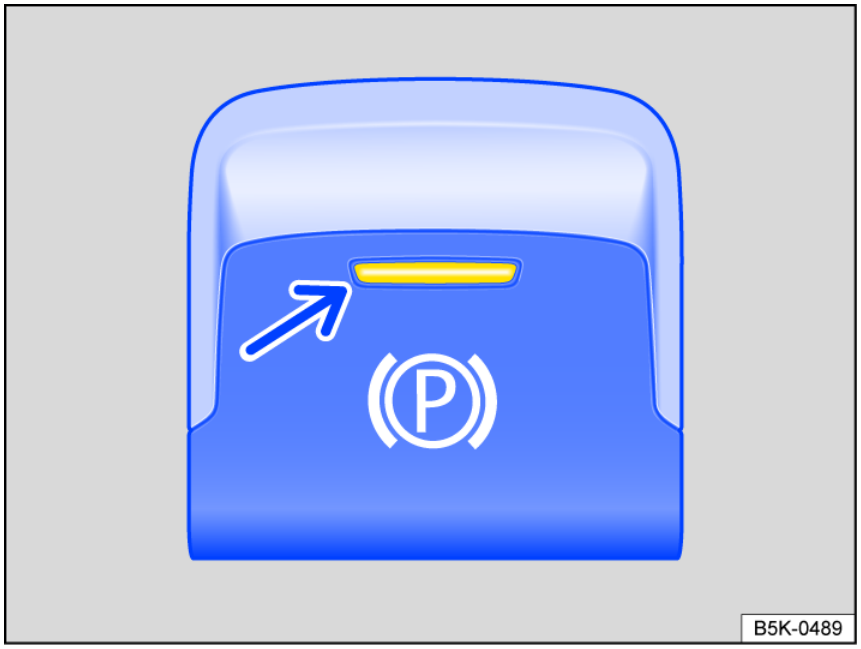


Fig. 116 In the center console: button for the electronic parking brake (general example).

Switching on

- When the vehicle is stationary, pull and hold the (P) switch until the yellow indicator light in the switch turns on.
- If the indicator light in the *fig. 116* switch and the red (P) or PARK indicator light in the instrument cluster display turn on, the electronic parking brake is switched on.

Switching off

- Switch the ignition on.
- Press the brake pedal and press the (P) switch.
- **OR**: when the engine is running, press the accelerator pedal lightly **without** pressing the brake pedal.
- The indicator light in the *fig. 116* switch and the red (P) or PARK indicator light in the instrument cluster go out.

Automatic release of the electronic parking brake when starting to drive

The parking brake releases automatically as you drive off if **one** of the following situations occurs when the driver's door is closed ⇒ ⚠:

- Manual transmission: The clutch is pressed all the way down before starting to drive.

Starting to drive on steep inclines or with increased vehicle weight

You can prevent the electronic parking brake from releasing automatically if you pull the (P) switch upward and hold it up while starting to drive.

If more engine power is required when starting to drive, the electronic parking brake will release only after the (P) switch is released.

Automatic braking function

Only use the automatic braking function in an emergency, if the vehicle cannot be stopped using the brake pedal ⇒ ⚠.

- Pull and hold the (P) switch. The vehicle will brake abruptly. A warning chime will also sound at the same time.

⚠ WARNING

Using the electronic parking brake incorrectly can cause accidents and serious injuries.

- Do not use the electronic parking brake to brake the vehicle unless it is an emergency. The braking distance will be significantly longer because only the rear wheels will be braked under certain circumstances. Always use the brake pedal.
- Never activate the throttle when a selector lever position or gear is engaged and the engine is running. The vehicle could begin moving, even if the electronic parking brake is set.

⚠ WARNING

Exiting the vehicle incorrectly can result in the vehicle rolling. This can cause accidents, serious injuries, and property damage.

- Always follow the specified steps in the correct order when parking the vehicle → *page , Parking*.

- Before exiting the vehicle, make sure the parking brake is set and the red PARK or Ⓟ indicator light in the instrument cluster display turns on after switching off the ignition.

Troubleshooting

Ⓟ or PARK Electronic parking brake is switched on

The red Ⓟ or PARK indicator light turns on.

Ⓟ oder PARK The holding force in the current situation is too low

The red Ⓟ or PARK indicator light flashes.

It is not possible to park the vehicle safely.

- Park the vehicle in another location or on a flat surface.
- Hold the electronic parking brake until you start driving.

Electronic parking brake malfunction

The yellow indicator light turns on.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The electronic parking brake does not switch off

The requirements for switching off have not been met.

OR: the 12 V vehicle battery is drained.

- Check if all requirements to switch off the electronic parking brake have been met ⇒ *Using the electronic parking brake*.
- Jump-start the vehicle ⇒ *Jump-starting*.

The electronic parking brake is making noise

- Noises can be heard when the electronic parking brake is switching on and off.
- If the electronic parking brake has not been used for a long period of time, the system will perform occasional automatic checks when the vehicle is parked an this can create noises.

Parking system safety precautions

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parkin systems use different combinations of sensors. All sensors have technical and physical limits ⇒ ⚠.

- In some situations, some objects may not be detected by the sensors or cameras, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open.
- The sensor coverage areas have blind spots in their range where they cannot detect people and objects.
- Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. The sensor range could also be impaired by soap residue, coatings, dirt, or snow ⇒ *Troubleshooting*.
- External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.
- Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.
- The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects c recesses in the road.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the parking systems to tempt you into taking risks. The parking systems cannot replace the driver's attention.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Always keep an eye on the parking direction and the vehicle surroundings.
- Note that the parking system's response times may not be sufficient to give a warning if you approach an object too quickly.
- Always pay attention to the area around your vehicle and look out for small children, animals, and other objects.
- Do not allow the parking system's display to distract you from the traffic around you.

⚠ WARNING

Camera lenses enlarge and distort the field of vision. Using the image to estimate the distance to people or obstacles may not be precise and can cause accidents and serious injuries.

- Do not rely on the camera system image.

NOTICE

In parking spaces without a curb, park at least 20 inches (50 cm) away from walls and buildings to reduce the risk of vehicle damage.

Requirements for parking system operation

General information

So that the sensors and cameras can detect the area surrounding the vehicle as best as possible and display this image on the Infotainment system screen, the following requirements must be met:

- The doors and trunk lid must be closed.
- The exterior mirrors must not be folded in.
- The vehicle must be on level ground.
- The vehicle must not be loaded primarily in the rear or on one side.
- The engine must be running.
- ASR and possibly ESC must be switched on ⇒ *Information about braking assistance systems*.

Finding a suitable parking space

The following requirements should be met so that a suitable parking space can be shown or detected correctly:

- The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.
- The distance when driving past the parking space is approx. 1 m (3 feet).
- **Vehicles with Rear View Camera system:** the speed when reversing into the parking space must be a maximum of 9 mph (15 km/h).

Parking system screen displays

The settings that can be selected may vary depending on the country, the device, and the vehicle equipment.

When the vehicle approaches an obstacle, the approach is displayed in segments in the Infotainment system (depending on the vehicle equipment) and warning chimes sound. The display may vary depending on the situation.

The collision area has been reached when the next to last segment is displayed. **Do not continue driving.**

All options and models are described. Optional equipment or different model versions are not specifically identified as such. Which systems are available depend o the vehicle equipment.

USA and Canada: If the camera image on a parking system is switched on, the function keys displayed are hidden for safety reasons. Tap the MENU function ke show the function keys again.

General settings

	Red line: rear safety clearance.
	Green side line: Extension of the vehicle.
	There is a system malfunction in the area that is sensed by the system (depending how your vehicle is equipped) ⇒ *Troubleshooting*. The colors may vary.
	Adjust the brightness, contrast, and color.
	Exit the current view and end the function.

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path.

Automatic braking intervention

The automatic braking intervention helps to avoid collisions.

If the vehicle is equipped with the automatic braking support function, the function may trigger emergency braking if an obstacle is detected while driving in reverse or, if necessary, while driving forward.

When does an automatic braking intervention happen?

For an automatic braking intervention, the following requirements must be met:

- The vehicle must not be driving faster than approximately 6 mph (10 km/h).
- A parking system must be active.
- The system must be detecting an obstacle.

What happens during an automatic braking intervention?

- The brakes will be applied.
- **OR:** the brakes will be applied until the vehicle comes to a stop and the vehicle is kept stationary for about two seconds. **Press the brake pedal.**

Switching off

- The automatic braking intervention function will be deactivated if the parking system is deactivated or if the function intervenes.

Switching on

- The automatic braking intervention is activated when a parking system is activated.

⚠ WARNING

The increased comfort offered by the parking system automatic braking intervention should not cause you to take safety risks. In some situations, function of the automatic braking intervention may be limited or it may not function at all. Collisions with obstacles can lead to injuries and vehicle damage. The system cannot replace the driver's attention.

- Stay attentive and do not rely only on the parking systems.
- Always be ready to take over braking and steering.
- Do not take any risks when it comes to safety.
- React to the warnings and recommendations from the parking systems.

Switch the parking system off if automatic braking intervention happens too frequently, for example when driving off-road.

Following a Rear Traffic Alert emergency braking intervention, you must wait 10 seconds before an automatic braking support can occur again.

Troubleshooting

The parking system is functioning differently than expected

There are several possible causes:

- The system conditions are not met ⇒ *Requirements for parking system operation* .
- The sensors or camera may be dirty or covered with ice ⇒ *Exterior care and cleaning*.
- The camera lens is dirty and the camera image is not clear ⇒ *Exterior care and cleaning*.
- Sources of noise, such as a jackhammer or driving over cobblestones, can interfere with the ultrasonic signal.
- The vehicle may be damaged in the radar sensor area, for example, from parking barriers.
- The areas detected by the sensors or camera may be blocked by accessories such as bike carriers.
- There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension.

Pay attention to the text messages shown in the instrument cluster display and in the Infotainment system.

No sensor or camera view or the parking system has been switched off

If a sensor malfunctions, the sensor area is deactivated. The sensor area affected can be displayed in the Infotainment system by the symbol. The parking syste may be completely switched off.

When Park Distance Control is malfunctioning, an acoustic warning is emitted and a text message appears on the instrument cluster display.

- Check if one of the causes listed is responsible.
- Once the source of the issue has been resolved, you can switch the system on again.
- If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rear View Camera (Rear View)

Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Orientation lines aid your view to the rear.

WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- The PDC cannot replace the driver's attention.

CAUTION

Vehicles with a swiveling emblem: The Rear View Camera system extending can cause serious injuries due to entrapment.

- When engaging reverse gear, make sure that there are no persons directly behind the vehicle and that nobody can intervene in the range of operation of the Volkswagen emblem on the trunk lid.

Switching the Rear View Camera system on and off

Please read the introductory information and heed the Warnings and Notice ⇒ and *Parking system safety precautions*.

Switching on

Select the reverse gear.

Switching off

The rear view camera system switches off when the vehicle is taken out of reverse gear.

Rear view camera system without parking modes: Driving into a parking space

Please read the introductory information and heed the Warnings and Notice ⇒ and *Parking system safety precautions*.

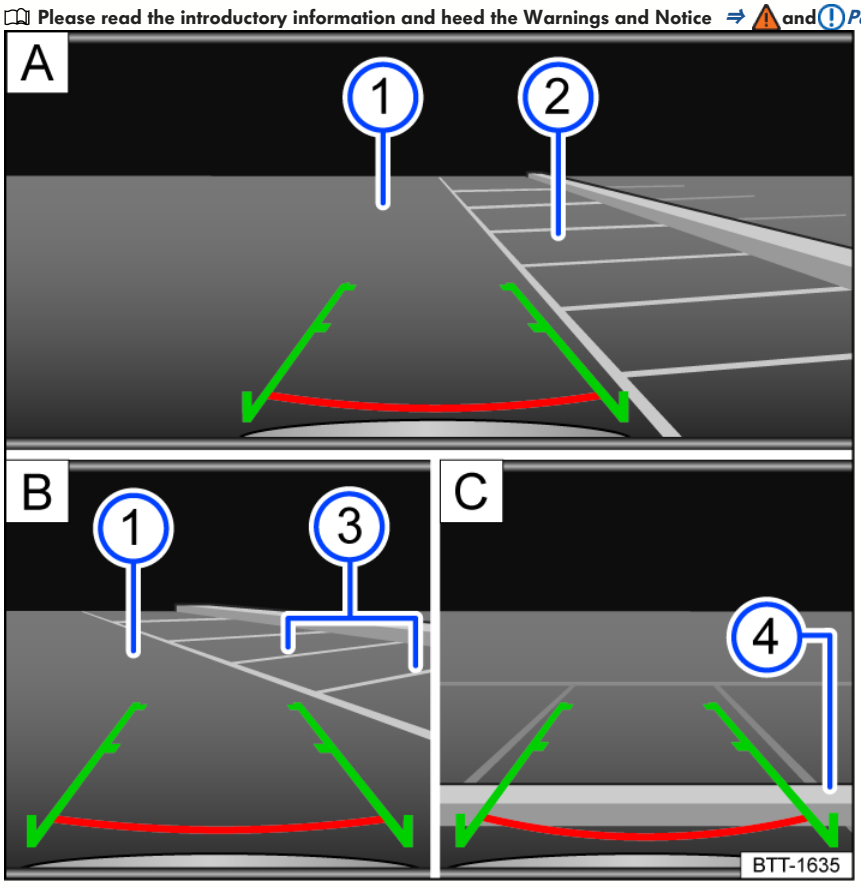


Fig. 117 Screen display in the Infotainment system: Driving into a parking space with the rear view camera system without parking modes.

Key for *fig. 117*:

A Searching for a parking space.

B Steering toward the selected parking space.

C Aligning the vehicle within the parking space.

1 Road surface.

2 Selected parking space.

3 Side boundaries of the selected parking space.

4 Rear boundary of the parking space.

Driving into a parking space with the rear view camera system

- Position your vehicle in front of the parking space *fig. 117* A (2).
- Select the reverse gear.
- Slowly reverse while steering so that the green side lines line up with the selected parking space. The green side lines must line up with the side boundaries of your parking space *fig. 117* B (3).
- Stop when the red horizontal line reaches the rear boundary *fig. 117* C (4).

Rear Traffic Alert

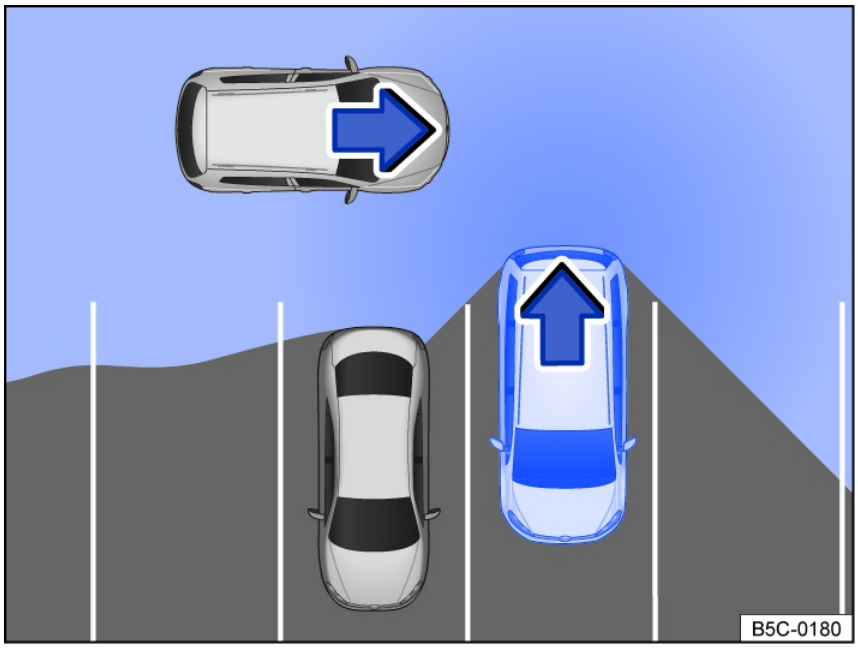


Fig. 118 Rear Traffic Alert, general example: monitored area around the vehicle that is exiting a parking space.

Rear Traffic Alert monitors the cross traffic when reversing out of a space or maneuvering.

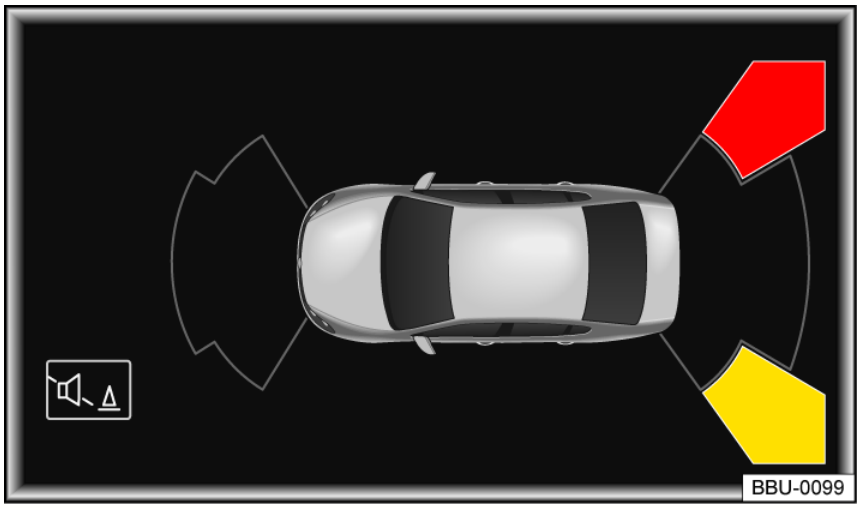


Fig. 119 On the Infotainment system screen: Rear Traffic Alert display (depending on the vehicle equipment).

Also pay attention to the applicable information and warnings for all parking systems ⇒ *Parking system safety precautions* .

Switching on and off

- Use the Assist systems menu in the instrument cluster ⇒ *Menus in the instrument cluster* .

- **OR:** Depending on vehicle equipment, use the button for driver assistance systems ⇒ *Driver assistance systems button*.
- **OR:** Depending on the vehicle equipment in the vehicle settings of the Infotainment system ⇒ *Vehicle settings menu*.

System function

The Rear Traffic Alert functions with radar sensors in the rear bumper.

- Switch the ignition on.
- If necessary, turn on the Rear Traffic Alert.
- Note any warning chimes or messages in the instrument cluster display. Colored segments on the Infotainment system screen show the area concerned behin the vehicle *fig. 119*.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- The PDC cannot replace the driver's attention.

Braking assistance systems

Information about braking assistance systems

Brake support systems can assist the driver in critical driving and braking situations. The driver is always responsible for safe driving ⇒ ⚠.

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur. Continue braking with the necessary force and, if necessary, steer the vehicle.

- ESC, ABS and ASR only function correctly when all four wheels have identical tires.
- ESC, ASR, and EDL will stop working if there is an ABS malfunction.

Depending on vehicle equipment, the settings for ESC and ASR can be made in the vehicle settings ⇒ *Switching ASR or ESC Sport on and off* .

Electronic Stability Control (ESC)

ESC helps to reduce the risk of skidding and can help to improve driving stability in certain situations ⇒ ⚠.

Anti-Slip Regulation (ASR)

ASR reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills ⇒ *Troubleshooting*.

Anti-Lock Braking System (ABS)

ABS can prevent the wheels from locking when braking shortly before the vehicle stops and helps the driver to steer the vehicle and maintain control ⇒ *Troubleshooting*.

Brake Assist System (BAS)

BAS can help to reduce the vehicle braking distance. BAS increases braking power when the driver presses the brake pedal quickly in emergency situations.

Electronic Differential Lock (EDL and XDL)

EDL automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

The Automatic Post-Collision Braking System automatically brakes the vehicle if the airbag control module has detected a collision in an accident situation.

Requirements for automatic braking:

- The driver does not press the gas pedal.
- The braking force generated by the driver pressing the brake pedal is weaker than the force generated by the automatic braking.

⚠ WARNING

The intelligent technology in the braking assistance systems cannot overcome the natural laws of physics and it can only operate within the limits of the system. Driving fast on icy, slippery, or wet roads can lead to loss of vehicle control and serious injuries to the driver and passengers.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions. Never take risks that could jeopardize your safety.
- Braking support systems cannot prevent a collision, for example if you are driving too close to other vehicles.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.

⚠ WARNING

The effectiveness of the ESC can be reduced considerably if other components and systems that affect driving dynamics are not maintained correctly or are malfunctioning. This applies in particular to changes made to the suspension and any non-approved wheel and tire combinations.

- Vehicle conversions and modifications must only be carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.

⚠ WARNING

Driving without braking support can increase braking distance significantly and could result in accidents and serious injuries.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance.

Switching ASR or ESC Sport on and off

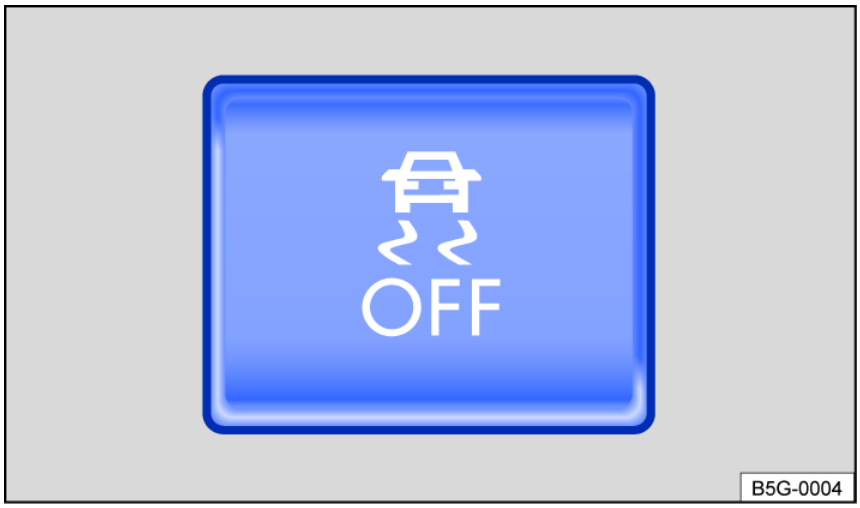


Fig. 120 Located on the center console: Button to manually switch ASR or ESC Sport on and off (depending on how your vehicle is equipped).

ASR can be switched of in situations where there is not enough driving power:

- When driving in deep snow or on loose ground
- When “rocking” the vehicle out of place because it is stuck

Switching ASR on and off

ASR can be switched on and off in the vehicle settings for the Infotainment system ⇒ *Vehicle settings menu*.

The yellow indicator light turns on.

Depending on how your vehicle is equipped, you may be able to switch ASR on and off using the *fig. 120* button. Press and hold the button for approximately 1 second.

Switching ESC Sport on and off

The ESC Sport function intervenes later than the normal ESC function would in order to stabilize the vehicle.

Depending on how your vehicle is equipped, you may be able to switch ESC Sport on and off in the Infotainment system or using the *fig. 120* button. Press ar hold the button for more than 3 seconds.

The yellow indicator light will turn on because the ASR is switched off.

Troubleshooting

or ABS ABS failure or malfunction

The yellow indicator light turns on.

ESC, ASR, and EDL have also failed.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- The vehicle can be braked without ABS.

or ABS: ABS regulates the vehicle in order to prevent the wheels from blocking

The indicator light flashes yellow.

ESC or ASR in operation

The indicator light flashes yellow.

ASR switched off manually

The yellow indicator light turns on.

ESC Sport switched on

The yellow indicator light turns on.

ESC switched off due to system requirements

The yellow indicator light turns on.

- Switch the ignition off and on.
- If necessary, drive a short distance at speeds between 15-20 mph (9-12 km/h).
- If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Braking assistance systems are making noises

- Noises may be heard if the braking assistance systems are regulating.

WARNING

If the BRAKE or brake warning light turns on together with the ABS ABS indicator light or lights up, the ABS regulating function could be malfunctioning. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control.

- If possible, reduce your speed and drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked.
- On the way there, avoid sudden braking and driving maneuvers.

Practical equipment

Storage compartments

Introduction

WARNING

Loose objects can be projected around the vehicle interior during sudden driving or braking maneuvers. This can cause serious injuries and loss of vehicle control.

- Only store objects in closed storage compartments.
- Always keep the storage compartments closed while driving.
- Only hang lightweight clothing, up to a maximum of 2.5 kg (approximately 5.5 lbs), from the coat hooks in the vehicle. Never leave heavy, hard or sharp objects in the pockets.

WARNING

An open glove compartment can increase the risk of serious injuries in the event of a collision or during sudden braking or driving maneuvers.

- Always keep the storage compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle. Lighters may ignite as a result of high surface temperatures, especially in the summer months.

WARNING

Incorrect usage of the cup holders can cause injuries.

- Do not place hot beverages in the cup holders. Hot beverages in the cup holders could spill and cause scalding injuries while driving, during sudden braking maneuvers, or in collisions.
- Take care that only suitably sized drinks are stored in the drink holder. Drinks must always be steady and secure in the drink holder.

WARNING

Closed beverage bottles can explode from heat and burst from frost.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

NOTICE

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior. Hot and cold conditions could damage these objects and make them unusable.
- Objects made out of transparent materials in the vehicle, for example transparent suction cups on the window glass, can concentrate sunlight and cause damage to the vehicle.

Sockets

Introduction

Electrical devices can be connected to the sockets in the vehicle.

Electrical devices must be in good condition. Do not use any malfunctioning devices.

The 12 V socket only works when the ignition is switched on.

WARNING

Using sockets and electrical devices incorrectly can cause fires and serious injuries.

- Never leave children unattended in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical devices become too warm, turn off the devices immediately and disconnect them.

NOTICE

- To reduce the risk of damage to the electrical system, never attempt to charge the 12 V vehicle battery by connecting electrical devices that provide power to the 12 V sockets, such as solar panels or battery chargers.
- Only use electrical devices that have been tested for compliance with the applicable guidelines for electromagnetic compatibility.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine. Depending on the vehicle equipment, if the engine's start/stop system turns off and restarts automatically, electric devices do not need to be switched off.
- Never connect electrical devices that consume more than the specified power to a 12 V socket. The vehicle electrical system can be damaged when the maximum power draw is exceeded.
- Refer to the operating manuals for the electrical devices.

The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is stopped.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

Sockets in the vehicle

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

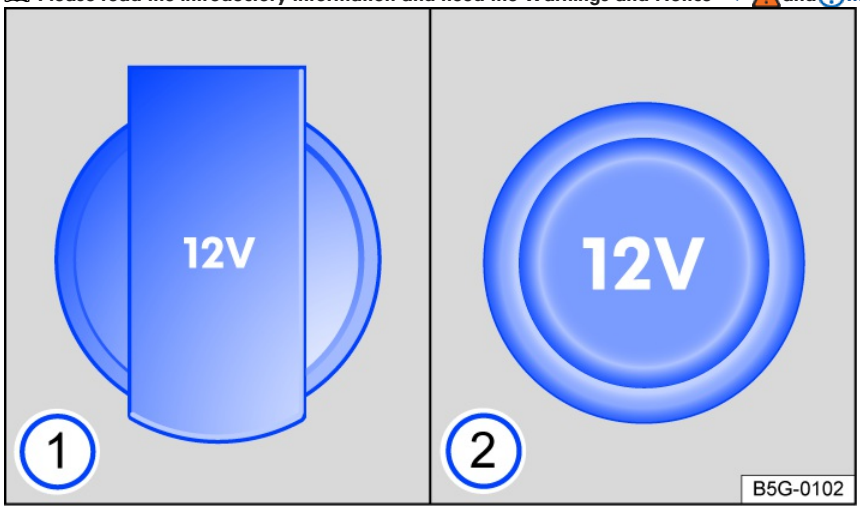


Fig. 121 At the base of the center console: Fold-open 12-volt socket (1) or 12-volt socket with removable cap (2).

The maximum power draw is 180 watts.

Do not exceed the maximum power draw of individual sockets. The power draw of devices is listed on their information labels.

If there are multiple sockets in the vehicle and two or more devices are connected at the same time, the total power draw of all electrical devices must never exceed 180 watts ⇒ *Introduction*.

Data transmission

Cyber security

Control modules for data transmission, interfaces, media and diagnostic connections are connectivity components, through which information and data can be exchanged between the vehicle and external devices or the Internet. The following connectivity components may not be available in all vehicles:

- Diagnostic connection port
- Control module with installed eSIM card (OCU).
- Phone interface
- Media Control
- App-Connect
- Wi-FI hotspot
- NFC radio technology.
- Bluetooth® interface.
- USB port
- AUX-IN jack
- SD card slot
- SIM card slot

Connectivity components are the key points for cyber security. In addition to other control modules, connectivity components are equipped with security mechanisms that minimize the risk of unauthorized access to vehicle systems.

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on mobile devices, software and security mechanisms in the vehicle may also be updated at various times.

In general, software updates improve the security, stability, and processing speeds of the vehicle systems in vehicles that were already produced.

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

- Only use data carriers, Bluetooth® devices, and mobile devices in the vehicle that do not contain any manipulated data or malware.
- Only have the vehicle repaired and serviced by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Computers, data carriers, and mobile devices that are connected to the Internet or are used in public or private networks can be infected by manipulated data and malware.

- In addition to the generally recognized precautions when using the internet, you should protect your computer, vehicle data label and mobile device with a suitable antivirus program.
- Regularly update the antivirus program using the provided updates or upgrades provided by the vendor.

⚠ WARNING

The risk of illegal access to vehicle functions and control modules caused by malware or an Internet attack cannot be eliminated in spite of the security mechanisms installed in the vehicle. Malware introduced to the vehicle can influence, deactivate, or assume control of control modules and vehicle functions and may cause serious accidents and fatal injuries.

- Malware can also access data and information that are stored in the control modules, in the Infotainment system, on connected data carriers, and in paired mobile devices.
- If the vehicle is not functioning as it normally does or is reacting or handling in an unusual manner, carefully slow down (if possible) and drive immediately to the nearest authorized Volkswagen dealer or Volkswagen Service Facility, or contact a roadside assistance service, such as a towing service.

VW Car-Net®

🕮 Introduction

VW Car-Net® Ready

Your vehicle is equipped with VW Car-Net hardware, including a three-button module in the roof console. In order to use the Car-Net services, you need to subscribe to them and activate them. Many of the services come at an additional cost. Some services may be offered as a trial subscription for a limited period of time.

VW Car-Net requires a mobile network connection and GPS signal availability.

WARNING

Any distraction to the driver by their use of applications and VW Car-Net functions while driving may result in accidents, collisions and severe injuries!

- Always drive attentively and only use the applications and functions while the vehicle is stationary.

Once you have registered with VW Car-Net, positional information from the vehicle is transmitted every time one of the Car-Net buttons is pressed. This also occurs in the event of an automatic emergency call or periodically in conjunction with using the VW Car-Net functions. Volkswagen has the capability to determine vehicles' exact position at any time, should this be legally required by order or compulsory measure or be necessary in emergencies, provided that the VW Car-Net equipment has not been deactivated. For further information, please contact the VW Car-Net Response Center on 1-833-648-2735. Calls may be monitored or recorded.

Volkswagen collects, processes, shares and transmits information about you and your vehicle in compliance with the VW Car-Net terms and conditions and privacy provisions. For more information, please visit our website at www.vw.com/carnet.

Situations that can affect system functions

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Even if requirements for the usage of these services have been met, the performance of VW Car-Net® may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

- Maintenance, repairs, deactivations, software updates, and technical improvements to the telecommunications systems, satellites, servers, and databases
- Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from UMTS to EDGE or GPRS.
- If an existing mobile network standard is switched off by the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no mobile phone and GPS reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, garages, parking structures, underpasses, mountains, and valleys.
- Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.
- In countries, federal states and regions where VW Car-Net® is not offered.

VW Car-Net® Portfolio

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

A control panel is fitted in the roof console. You can access multiple functions of VW Car-Net ® Security & Service using the buttons on the control panel. Pressing one of these buttons establishes a voice connection. Calls may be monitored or recorded. The VW Car-Net customer specialist will generally end the call.

- *Emergency Call Service* – If you need medical assistance or the police, press the SOS button SOS in the vehicle. Pressing one of these buttons establishes a connection to a VW Car-Net® Security & Service emergency specialist, who can send assistance to your current GPS location.
- *Breakdown assistance* – Press the breakdown call button if you experience tire damage or if you have a non-emergency problem on the road. This will connect you to the Volkswagen Roadside Assistance center, which can send assistance to your current GPS location.
- *Information call* – Press the information call button . You will be connected to the VW Car-Net ® customer center. Here you get assistance on the following topics, for example: Car-Net activation, taking out a subscription, sending routes and destinations for navigation, finding your nearest Volkswagen dealership, and much more.

NOTICE

Only use the SOS button SOS in the vehicle to contact the Emergency Call Service via Car-Net. You **cannot** call for medical assistance or call the police using the breakdown call button or the information call button. Once a voice connection is established by the Emergency Call Service, a VW Car-Net® Security & Service emergency specialist will assess the situation. If necessary, they will call the police and/or speak to the emergency services or other service providers so that the right assistance can be sent to your GPS location. Volkswagen is not responsible for the actual response times of the police, emergency services or other service providers, or for their ability to provide assistance in your particular situation.

Subscription required

In order to use Car-Net services, you need to subscribe to them and activate them. Many Car-Net services require a free of charge subscription; other services are only supported for a limited time as a trial subscription. For more information on all Car-Net services, visit our website at http://www.vw.com/carnet.

After activating the Car-Net services, make sure that you tell other people before they use their vehicle that the vehicle may automatically send and receive various types of data (e.g. speed, location).

Car-Net equipment, Car-Net services, trial subscriptions and paid subscriptions can also be changed, adjusted, deactivated, reactivated, renamed, and enhanced without additional notifications.

If you have any questions or wish to take out a subscription, contact VW Car-Net Response Center at 1-833-648-2735 or visit our website at www.vw.com/carnet.

Volkswagen Media Control

Introduction

Some sub-functions in radio mode, media mode, and navigation mode can be controlled remotely using “Volkswagen Media Control”. Information can be exchanged between a mobile device and the Infotainment system. The individual functions can then be controlled through the mobile device.

The availability and range of functions of the “Volkswagen Media Control” app depend on the country and the mobile device being used.

Requirements for this function:

- A mobile device.
- The “Volkswagen Media Control” app must be available on the mobile device that will be used.
- There must be a Wi-Fi connection between the Infotainment system and the mobile device ⇒ *Wi-FI hotspot*, ⇒ *Setting up a Wi-Fi hotspot*, ⇒ *Setting up a W Fi client*.
- ☑ Mobile device data transmission must be activated ⇒ *Adjusting settings*

Recommended setup:

- Connect the mobile device as a Wi-Fi hotspot to the Infotainment system as a client in its Wi-Fi network.
- Connect the Infotainment system as a Wi-Fi hotspot with a separate media control mobile device as a client in its Wi-Fi system.

These technologies may not be available in all countries and may vary.

Information on technical requirements, compatible mobile devices, registered apps, and availability can be found on the Volkswagen homepage, or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Telephone functions are not included in this app.

Data transmission and control functions

The Infotainment system installed at the factory can be operated from other seats in the vehicle as follows using Volkswagen Media Control:

- Remote control of the radio and media player.
- Remote control of media playback

The playback of audio and video files on up to two tablets can also be controlled from the Infotainment system through the Media Control main menu.

The following information may be exchanged between the mobile device and the Infotainment system, depending on the country and the device:

- Navigation destinations
- Traffic information
- Content from social media networks
- Audio streaming
- Video streaming
- Vehicle data displays

Media Control main menu

The availability of the Media Control main menu, the range of functions, and the appearance of symbols depend on the country and the Infotainment system being used.

Symbols in Media Control main menu:

 Open the media browser.

 Open the Volkswagen Media Control settings menu.

 Open the playback view.

▷ **and** || Start or pause playback. If two tablets are connected, playback is always started or paused on both tablets.

 Transfers the sound to the vehicle speakers

< Play the previous track in the playlist.

> Play the next track in the playlist.

 Lower the playback volume.

 Raise the playback volume.

Media playback on up to two connected tablets can be controlled through the Infotainment system using the Media Control main menu.

If two tablets are connected, playback will always start on both tablets. The media file to be played must be stored on one of the two tablets.

Music can also be played through the vehicle speakers.

Opening the Media Control main menu

- Press MENU ▶ Media ▶ Media Control to access the Media Control main menu.

  OR: press MENU ▶ Media Control to access the Media Control main menu.

Tablets connected via Wi-Fi are displayed in the main menu in the basic view.

Starting playback on the connected tablets

- Tap the to open the media browser.
- Select the connected tablet that contains the media file to be played from the list.
- Select a category in the list for sorting the stored media files.
- Select a media file to play.

The selected media file will play on all connected tablets.

Adjusting settings

Opening the Volkswagen Media Control settings menu
The path to the Media Control main menu depends on the Infotainment system being used.

- Press MENU ▶ Media ▶ Media Control to access the Media Control main menu.

  OR: press MENU ▶ Media Control to access the Media Control main menu.
- Tap Settings.

Function keys in the Volkswagen Media Control settings menu
Wi-Fi: Open the Wi-Fi settings and mobile hotspot menu to establish a Wi-Fi connection to a mobile device.

Mobile device data transmission: Mobile device data transmission is activated.

Operation through apps: Open a context menu with the option to select Deactivate (operating the Infotainment system through the tablet is deactivated), Confirm (operating the Infotainment system through the tablet requires confirmation on the Infotainment system) and Allow (operating the Infotainment system through the tablet is activated).

Wi-FI hotspot

Introduction

Some Infotainment systems can be used as a Wi-Fi hotspot for Internet access on up to eight Wi-Fi devices.

Some Infotainment systems can also use the Wi-Fi hotspot on an external Wi-Fi device (Wi-Fi client) ⇒ *Setting up a Wi-Fi client*.

A data connection is required for connecting to the Internet and for certain functions, such as using Volkswagen We Connect.

The Wi-Fi connection is encrypted by default with WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe legal regulations for the country where you are operating the vehicle.

There may be fees for the required data connection. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile phone service provider.

Depending on your mobile data rate, additional costs (such as roaming fees) may result from downloading and using data packets online, especially in other countries.

Establishing a data connection

eSIM (embedded SIM) [1)]

The vehicle has an online connectivity unit with an embedded SIM card (eSIM). In order to be able to use this eSIM, you need to purchase data plans for use via the In-Car Shop.

The following points must be activated in the settings menu:

- Either Network setup ▶ *Allow Internet connection*.
- Or Data connection ▶ *Integrated data connection*.

SIM card in SIM card reader [1)]

Suitable SIM card in the SIM card reader. *Allow Internet connection* must be activated in the Network settings menu. A stable network setup is only possible with a compatible SIM card.

CarStick [1)]

Correct CarStick is in the appropriate USB socket ⇒ *CarStick Connecting to USB*. *Allow Internet connection* must be activated in the Network settings menu.

Bluetooth® Profile rSAP [1)]

The Infotainment system is connected to a mobile device via the Bluetooth ® Profile rSAP. *Allow Internet connection* must be activated in the Network settings men

External Wi-Fi device [1)]

Use the Wi-Fi hotspot on an external mobile device ⇒ *Setting up a Wi-Fi client*.

[1)] These data connections are dependent on the country and the vehicle equipment and are not available in every vehicle.

Setting up a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot for Internet access for up to 4 Wi-Fi devices.

A data connection, for example through an eSIM card, a CarStick, or external Wi-Fi device, is also required for connecting to the Internet and for certain functions, such as using Volkswagen Car-Net. The types of data connection possible depend on the country and on the Infotainment system in use.

Determining network information

Requirements

- Your vehicle has been added to your Volkswagen Car-Net account.
- You have paid for a data plan for your vehicle.

1. Log in to your user account via the Volkswagen Car-Net app or the Car-Net customer portal and select your vehicle.
2. Search for your vehicle's network name (SSID) and network key (password) as follows:
   - In the customer portal, under User ▶ Wi-Fi SSID and password.
   - **OR:** in the app, under User ▶ Wi-Fi ▶ SSID & password.

Connecting to Wi-Fi

1. Press MENU ▶ Settings ▶ WI-FI ▶ Mobile hotspot to access the Hotspot settings (Wi-Fi) menu.
2. Activate the ☑ Mobile hotspot checkbox.
3. Search for available networks and mobile devices.
4. Select from the network names (SSID).
5. Enter and confirm the network key.
6. The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the mobile device in order to finish connecting.
7. Repeat the process to connect additional mobile devices.

CarStick Connecting to USB

A suitable CarStick is connected to the vehicle's USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available USB sticks (such as UMTS sticks) are **not** compatible with the Infotainment system. A suitable CarStick is available at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Depending on the country and equipment, there may be one or more USB ports in the vehicle.

The location of the USB ports depends on the vehicle.

Connecting to the Internet using a CarStick is not possible with all Infotainment systems.

Connecting

To install the CarStick and connect to the Internet, read and follow the directions in the operating manual for the CarStick.

Additional settings may be necessary.

The availability of a suitable CarStick depends on the country. Information on availability can be found at the Volkswagen website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the connected CarStick is not recognized, disconnect all connected devices and then reconnect the CarStick.

Quick connection

Quick connection makes it possible to easily and quickly set up a wireless local network with encryption. In several countries, the function can alternatively be executed by scanning in a code.

WPS with the Infotainment system as a Wi-Fi hotspot

- Press MENU ▶ ⚙ ▶ WI-FI ▶ Mobile hotspot (WI-FI), to call up the Hotspot settings menu.
- Tap WPS quick connection (WPS button).
- Activate WPS on the mobile device to be connected.

  The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.
- Repeat the process to connect additional mobile devices.

Only one WPS connection can be established at a time. If multiple connection attempts start at the same time, all connection attempts will fail.

WPS with Infotainment system as client

- Press MENU ▶ Settings ▶ WI-FI ▶ WI-FI to access the Hotspot (Wi-Fi) menu.
- Tap WPS quick connection (WPS button).
- Activate WPS on the external Wi-Fi device.
- The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the mobile device in order to finish connecting.

WPS is not supported by all mobile devices or some external Wi-Fi devices. In this case, connect manually:

Setting up a Wi-Fi client

The Infotainment system can also use the Wi-Fi hotspot on an external Wi-Fi device (such as a mobile device) to connect to the Internet and use online services.

Connecting to Wi-Fi

- Activate the Wi-Fi hotspot on the Wi-Fi device. Refer to the manufacturer's instructions.
- Press MENU ▶ Settings ▶ WI-FI ▶ WI-FI to access the Hotspot (Wi-Fi) menu.
- Activating Wi-Fi on the Infotainment system. To do this, activate the ☑ Wi-Fi checkbox.
- Tap Search and select the desired Wi-Fi hotspot from the list. The search for available Wi-Fi hotspots may take several seconds.
- If necessary, enter the Wi-Fi hotspot network key on the Infotainment system and confirm with OK.

The Wi-Fi connection will be established. In some cases, you may need to enter additional information on the Wi-Fi device in order to finish connecting.

Manual settings: enter the network settings of an external Wi-Fi device manually.

The Infotainment system cannot be used both as a hotspot and as a client of a Wi-Fi network at the same time. To connect the Infotainment system as client to a Wi-Fi device, the hotspot of the Infotainment system must first be switched off.

Due to the large number of Wi-Fi devices that are available, there is no guarantee that all functions will always be available.

The Wi-Fi function may not be available in all countries.

Adjusting settings

Opening the Network settings menu

- Tap MENU ▶ SETTINGS to open the System settings menu.

  OR: tap Settings in the Car-Net menu to access Car-Net (online services) settings.
- Tap Network to access the Network settings menu.
- Tap the function key for the area where the settings should be configured. Changes will be automatically applied when the menu is closed.

Note: The Network settings menu is only visible when there is a SIM card in the Infotainment system, a Bluetooth ® rSAP connection, or when a suitable CarStick is connected to the Infotainment system.

Function keys in the Network settings menu

Network settings The submenu opens for connection settings with the cell phone service provider (Mobile network settings) from whom the SIM card was purchased.

☐ **Data roaming:** Data roaming is deactivated. To use a data connection while out of the country, data roaming must be activated. This may result in additional charges. For information on roaming fees, contact the mobile phone service provider.

Current connection details: Display of the data packages sent and received by the Infotainment system. This display may differ from the mobile phone network provider data.

Restore factory settings: Restoring the factory settings **deletes** all previous inputs and settings.

Internet connection: Opens a context menu with the options Do not allow (data connection will not be established), Show disclaimer (data connection will only be established after the prompt is confirmed) and Always allow (data connection will be established automatically).

Function keys in the Mobile network settings menu

Access point name: Access point name for the mobile network provider for the mobile network connection. The name is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

User name: User name when accessing the cell phone service provider access point. The user name is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

Password: Password to connect to the mobile network. The password is automatically preset and, if necessary, can be manually changed according to the respective cell phone service provider specifications.

Authentication: Depending on the mobile network provider, authentication (verification of identity) may be necessary. If this is the case, select Secure. If not, select Normal.

Any entries and settings that have been made are reset to the default settings.

Reset automatic connection settings:

App-Connect

Introduction

App-Connect makes it possible to display and control content and functions from the mobile device through the Infotainment system screen.

For this, the mobile device must be connected to the Infotainment system via a USB interface with a file transfer function.

The following technologies may be available:

- Apple CarPlay.
- Android Auto™.
- MirrorLink®.

Which App-Connect technologies are available to you depends on the country and on the mobile device in use.

You can find more information on the Volkswagen homepage.

Opening the App-Connect main menu
Navigation to the App-Connect main menu depends on the Infotainment system being used.

- MENU ▶ .

  OR: Press the Infotainment system button APP.

WARNING

Using apps while driving can distract from traffic. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.

WARNING

Apps that are not suitable or that are not used correctly can result in vehicle damage, accidents, and serious injuries.

- Protect the mobile device and its apps from misuse.
- Never modify apps.
- Refer to the mobile device operating guide.

NOTICE

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning apps, inadequate programming of apps, insufficient network strength, data loss during transmission, or misuse of mobile devices.

Apps

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
With Volkswagen App-Connect the contents of Volkswagen apps, and third party apps, on your phone can be displayed in the Infotainment system screen.

Apps from third-party providers may be incompatible.

The use of apps and the required mobile phone connection may be subject to additional charges.

Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. Furthermore, some apps depend on the availability of services from third party providers.

It cannot be guaranteed that the apps that are offered will be able to run on all mobile devices and with all operating systems.

The apps provided by Volkswagen can be changed, adjusted, deactivated, reactivated, and enhanced without notice.

To avoid distracting the driver, only certified apps are able to be used during the journey.

Symbols and settings for App-Connect

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Symbols in the App-Connect menu

The symbols present depend on the integrated Infotainment system and the vehicle model.

	Show further information.
	Open the App-Connect settings menu.
	Open the App-Connect settings menu.
	Select Apple CarPlay technology.

Select Android Auto™ technology.

MirrorLink Select Mirror Link® technology.

Setting options in the App-Connect settings menu

The setting options depend on the integrated Infotainment system.

Mobile devices Open the device manager.

☑ **Activate data transmission for VW apps**: Data transmission for VW apps is activated.

☑ **Allow MirrorLink notes to display** Notes are displayed when using MirrorLink®.

Apple CarPlay™

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

Apple CarPlay requirements

Checklist

The following requirements must be met in order to use Apple CarPlay™:

- ✓ The iPhone® **must** support Apple CarPlay™.
- ✓ Voice control (Siri) **must** be activated on the iPhone.
- ✓ Apple CarPlay™ **must** be activated in the iPhone® settings without restrictions.
- ✓ The iPhone **must** be connected to the Infotainment system with a USB connection. Only USB connectors with data transfer are suitable for use with Apple CarPlay.
- ✓ The USB cable being used **must** be an original cable from Apple®.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps, and availability can be found on the Volkswagen and Apple CarPlay™ home pages or are available from a Volkswagen dealership.

Connecting

The first time you connect your iPhone, follow the instructions on the screen of your Infotainment system and on your iPhone display.

The requirements must be met in order to use Apple CarPlay™.

Start Apple CarPlay™:

- Tap the App-Connect MENU ▶ to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap Apple CarPlay to connect to the iPhone®.

Disconnecting

- In Apple CarPlay mode, tap the to go to the App-Connect main menu.
- Tap ⊗ to end the active connection.

The appearance of the function keys in the display may vary.

Special conditions

When there is an active connection with Apple CarPlay™, the following conditions apply:

- Bluetooth® connection between the iPhone and the Infotainment system is **not** possible.
- If there is an active Bluetooth® connection, it will be automatically ended.
- Phone functions are only possible through Apple CarPlay™. The functions described for the Infotainment system are **not** available.
- The connected iPhone® **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Apple CarPlay™ navigation at the same time. The route guidance which was started most recently ends th previous active one.
- Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multifunction steering wheel.

Voice control

- Tap **briefly** to start the Infotainment system voice control.
- Press and **hold** the button longer to start voice operation (Siri) on the connected iPhone.

Android Auto™

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

Android Auto™ requirements

Checklist

The following requirements must be met in order to use Android Auto™:

- ✓ The mobile device – hereafter known as a smartphone – **must** support Android Auto™.
- ✓ An Android Auto™ app **must** be installed on the smartphone.
- ✓ The smartphone **must** be connected with the Infotainment system via a USB connection with data transfer.
- ✓ The USB cable that is used **must** be an original cable from the smartphone manufacturer.

These technologies may not be available in all countries.

Information on technical requirements, compatible mobile devices, certified apps, and availability can be found on the Volkswagen and Android Auto™ homepage or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting

The first time you connect your smartphone, follow the instructions on the screen of your Infotainment system and on your smartphone display.

The requirements must be met in order to use Android Auto™.

Start Android Auto™:

- Tap the App-Connect MENU ▶ to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap Android Auto establish the connection with the smartphone.

Disconnecting

- In Android Auto™ mode, tap Return to Volkswagen to return to the App-Connect main menu.
- Tap ⊗ to end the active connection.

Special conditions

When there is an active connection with Android Auto™, the following conditions apply:

- An active Android Auto™ device can also be connected with the Infotainment system via Bluetooth ® (HFP profile) at the same time.
- Phone functions are only possible through Android Auto™. If the Android Auto™ device is connected with the Infotainment system via Bluetooth ®at the same time, the Infotainment call function can be used.
- An active Android Auto™ device **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Android Auto™ navigation at the same time. The route guidance which was started most recently ends the previous active one.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multifunction steering wheel.

Voice control

- Tap **briefly** to start the Infotainment system voice control.
- Press and **hold** the button longer to start voice control of the connected smartphone.

MirrorLink®

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

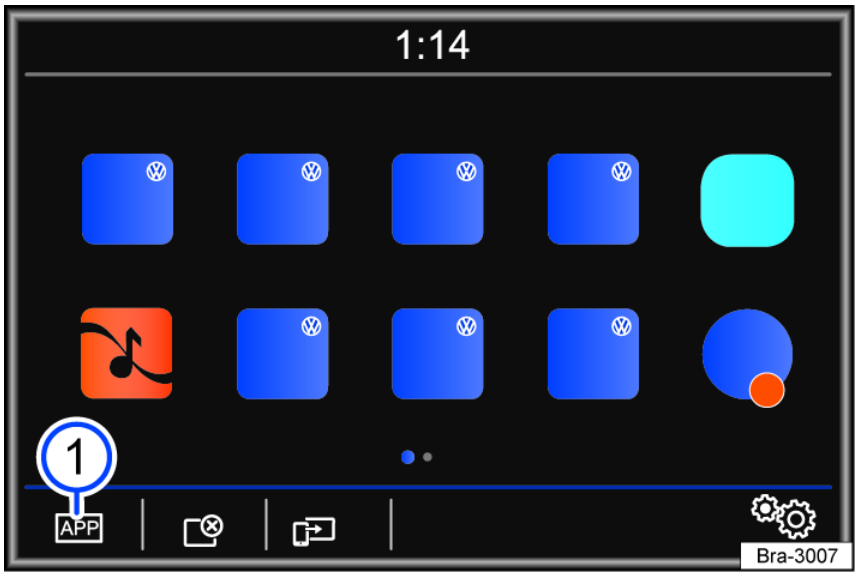


Fig. 122 MirrorLink® main menu: function keys in the overview of compatible apps.

Function keys

Function Keys and What They Do:

APP — Returns to the App-Connect main menu. Here you can end the MirrorLink ® connection, connect another mobile device, or select another technology.

Tap to close apps that are open. Then tap the apps to be closed or tap the Close all function to close all open apps.

Tap, to display the screen of your mobile device on the Infotainment system screen.

Open the MirrorLink® settings.

Tap to return to the MirrorLink® main menu.

The requirements for MirrorLink®

Checklist

The following requirements must be met in order to use MirrorLink ®:

- ✓ The mobile device **must** support MirrorLink®.
- ✓ The mobile device **must** be connected to the Infotainment system via a USB connection with file transfer.
- ✓ The USB cable used **must** be an original cable from your mobile device manufacturer.
- ✓ Depending on the mobile device in use, an appropriate Car Mode application **must** be installed on the device to use MirrorLink ®.

Connecting

The first time you connect your mobile device, follow the instructions on the screen of your Infotainment system and on you mobile device's display.

The requirements must be met in order to use MirrorLink ®.

Start MirrorLink®:

- Tap the App-Connect MENU ▶ to open the App-Connect main menu.

  OR: press the APP button to open the App-Connect main menu.
- Tap MirrorLink to connect to your mobile device.

Disconnecting

- In MirrorLink® mode, tap APP to go to the App-Connect main menu.

  OR: tap to go to the MirrorLink® main menu.
- Tap ⊗ to end the active connection.

Special conditions

When there is an active connection with MirrorLink®, the following conditions apply:

- An active MirrorLink® device can also be connected with the Infotainment system at the same time via Bluetooth ®.
- If the MirrorLink® device is connected to the Infotainment system via Bluetooth ®, you can use the Infotainment system telephone function.
- An active MirrorLink® device **cannot** be used as a media device in the Media main menu.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not indicate upcoming turns or display information about media mode.

- You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Information about technical prerequisites, compatible mobile devices, certified apps and availability can be found via the Volkswagen homepage and MirrorLink® or at your Volkswagen dealership.

Wired and wireless connections

Introduction

Some external devices can be connected to the Infotainment system using the wired and wireless connections in the vehicle (if available).

The type and number of wired and wireless connections depend on the country and the vehicle. The connections may differ within a model line or in a model with optional equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

Only use a suitable and undamaged connector cable for wired connections.

- Hold the plug on the connector cable in the correct position and insert it into the appropriate socket while pressing lightly. Pressing strongly can damage the device connection and the plug on the connector cable.
- The connector cable must not be pinched or bent sharply.
- Using unsuitable or damaged connector cables can cause malfunctions and damage to the device.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connecting cable, if necessary.

If malfunctions occur in a connected device, restart the device. This often fixes the error.

AUX-IN jack

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

The AUX-IN jack is a wired connection that can only be used with a suitable connecting cable with a 3.5 mm stereo jack.

AUX-IN jacks are only available in some vehicles and are not in every market.

AUX-IN jack features			
			

The connected external audio source plays through the vehicle speakers and **cannot** be controlled through the Infotainment system.

AUX on the Infotainment system screen indicates that an external audio source is connected.

Possible locations of the AUX-IN jack:

- On the front of the Infotainment system
- In the front center armrest storage compartment
- In the lower section of the center console

Connecting an external audio source

- Lower the volume on the Infotainment system.
- Connect an external audio source to the AUX-IN jack.
- Start playback on the external audio source.
- Press MENU ▶ Media to access the Media main menu.

  OR: press the MEDIA Infotainment button to access the Media main menu.
- Tap and select AUX.

The playback volume of the external audio source should be adjusted to match the volume of the other audio sources.

After changing the audio source on the Infotainment system, the external audio source will continue to run in the background.

The function key to select the audio source ( ) in the Media main menu may vary if another audio source (for example, via Bluetooth or USB) is already connected to the Infotainment system and selected.

Preparing external audio sources for removal

The external audio source must be prepared for removal before disconnecting.

- Stop playback.
- Select Settings in the Media main menu.
- Tap the Remove safely and then AUX.
- Disconnect the external audio source connector cable from the Infotainment system.

The Infotainment system will remain in the AUX menu after playback on an external audio source ends or after the connector is disconnected from the AUX-IN jack. When another audio source is selected, the external audio source will continue to run in the background.

Interference is possible if the external audio source is powered by the 12 V outlet in the vehicle.

USB port

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

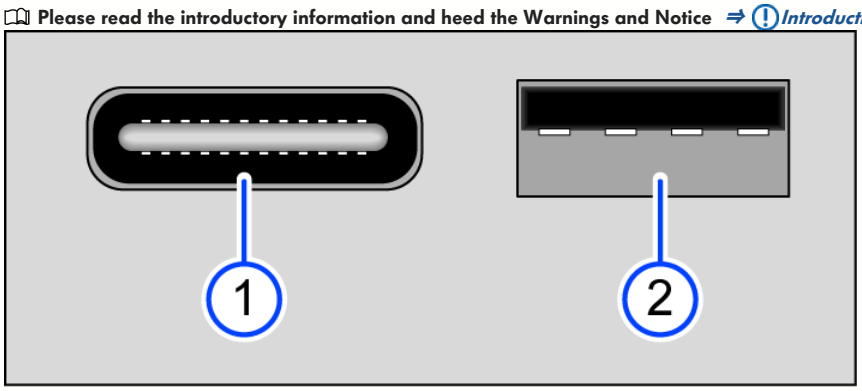


Fig. 123 Possible USB ports in the vehicle.

(1) USB port, type C.

(2) USB port, type A.

USB port types

The vehicle may contain the following USB ports:

- Type A : Suitable for data transfer and charging function.
- Type A: Only suitable for charging function (charging batteries of external devices).
- Type C : Suitable for data transfer and charging function.
- Type C: Only suitable for charging function (charging batteries of external devices).

Every USB port is a wired connection that may only be used with a suitable connector cable.

The USB connection supplies 5 volts, commonly used by USB devices.

The USB type, number, and locations of the USB ports depend on the vehicle.

Only supported audio files are shown. Other files will be ignored.

When in “mass storage mode”, the Infotainment system only supports mass storage devices and audio sources. Refer to the instructions for your audio source to learn how to activate this mode.

Audio files on an external data carrier connected to the USB port can be played and controlled through the Infotainment system.

Before connecting an audio source, check which USB connection is installed in your vehicle. Only use suitable USB connector cables that match the relevant USB type.

Possible USB port installation locations

- On the front of the Infotainment system
- In the front center armrest storage compartment
- In the lower section of the center console

Connecting an external data carrier to the USB port .

- Lower the volume on the Infotainment system.
- Connect an external data carrier to the USB port .
- Start playback on the external audio source.
- Tap to open the Media menu.
- Select USB as the media source.

For iPods specifically, list views (Playlists, Artists, Albums, etc.) can be displayed under ☰ or LIST.

Instructions and restrictions

The number of USB ports ⇠ and the compatibility with Apple® devices and other media players depends on the equipment.

Due to the large number of different types of data carriers and different iPod®, iPad®, and iPhone® generations, there is no guarantee that functions will perform a described on all devices.

Depending on the Infotainment system being used, external hard drives with a capacity larger than 32 GB may have to be reformatted to the FAT32 file system. Programs and instructions for this can be found online.

For additional restrictions and requirements for media sources, see.

Do not connect or use USB extension cables or USB hubs.

Disconnecting

The connected data carrier must be prepared for removal before disconnecting.

Apple® devices and devices with “Media Transfer Protocol (MTP)” can be disconnected without logging out of the system.

Tap ▷ ▶ ⚙ ▶ Media settings ▶ Safely remove ▶ ⇠ USB. The sensor field will be grayed out if the data medium was successfully disconnected.

- Disconnect the data carrier from the Infotainment system.

Bluetooth® interface

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Bluetooth® interface is a wireless connection.

In Bluetooth® audio mode, audio files that are on a Bluetooth® audio source that is connected via Bluetooth® (such as a mobile device) can be played through the vehicle speakers (Bluetooth® playback).

Bluetooth® audio mode is only possible in vehicles equipped with a factory-installed phone interface that supports this function.

Requirements

- The Bluetooth® audio source must support the A2DP Bluetooth® profile.
- The ☑ Bluetooth audio (A2DP/AVRCP) function must be activated in the Bluetooth settings menu.

Controlling playback

The extent that the Bluetooth® audio source can be controlled by the Infotainment system depends on the type of Bluetooth® audio source that is connected.

For media players that support the AVRCP Bluetooth® profile, playback from the Bluetooth® audio source can be started or stopped automatically when Bluetooth® audio mode or another audio source is selected. Depending on the Bluetooth® audio source, it may also be possible to display and play the track on the Infotainment system.

Because of the large number of possible Bluetooth® audio sources, it is not possible to guarantee that all functions described can be performed correctly. A list of compatible mobile devices is available on the Volkswagen website.

All warning and operation tones, such as touch tones on a mobile device, should be switched off on a connected Bluetooth® audio source to prevent interference and malfunctions.

Depending on the device, if an external media player is connected to the Infotainment system via Bluetooth® and the USB port ⇠ at the same time, the Bluetooth® audio connection may be automatically disconnected.

Connecting an external audio source via Wi-Fi

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Wi-Fi connection is a wireless connection.

In Wi-Fi audio mode, sources such as mobile devices that are connected via Wi-Fi can be used for audio streaming.

The availability of the Wi-Fi function depends on the country and the Infotainment system being used.

Requirements

- The connected audio source must have a suitable app or must support media sharing using the UPnP (Universal Plug and Play) standard.
- There must be a Wi-Fi connection to the audio source.

Starting Wi-Fi audio streaming

- Lower the volume on the Infotainment system.
- Press MENU ▶ MEDIA ▷ to access the Media main menu.
- Start the UPnP server application or a suitable app for audio streaming on the Wi-Fi audio source.
- Tap ♫ and select ⌔ Wi-Fi.

- Follow the instructions shown on the Infotainment system screen and on the Wi-Fi audio source screen.

The function key to select the audio source ( ) in the Media main menu may vary if another audio source (for example, via USB or AUX-IN) is already connected to the Infotainment system and selected.

Controlling playback

The extent to which the Wi-Fi audio source can be controlled by the Infotainment system depends on the type of Wi-Fi audio source that is connected.

Infotainment system

First steps

Introduction

The Infotainment system functions and settings are dependent on the country, vehicle and vehicle equipment and are not available with every Infotainment system. This manual describes the highest equipment level of the vehicle.

Prior to the first use

Before using the Infotainment system for the first time, read the following points so that you are able to fully use the available functions:

- Observe the basic safety instructions ⇒ *Safety precautions*.
- Reset the Infotainment system to factory settings if you have bought your vehicle second-hand.
- Find your favorite radio stations and save them on the station preset buttons to allow easy access ⇒ *Radio mode*.
- Only use suitable data carriers and audio sources.
- Use current map data for the navigation system.
- Connect a mobile device in order to use the phone interface to make calls.

Other applicable documents

Please refer to the following documentation when using the Infotainment system and its components:

- Operating instructions for the mobile device or audio sources.
- User guide for external data carriers and players
- Guide for retrofitted or additional Infotainment accessories

Enabling functions

Some functions that were not activated or installed at the factory can be enabled later.

An authorized Volkswagen Dealer can provide information on which functions can be enabled in your Infotainment system.

If additional functions are enabled after the vehicle is manufactured, this manual and other guides in the owner's literature package may contain descriptions that differ from the system functions or that are incomplete.

Safety precautions

Refer to ⇒ ⚠ and ⓘ.

- Some functions may contain links to websites that are administered by third parties. Volkswagen AG does not assume ownership of third-party sites accessed through links and is not responsible for their content.
- Parking garages, tunnels, tall buildings, mountains, and electrical devices such as battery chargers can also interfere with radio signal reception.
- Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.

⚠ WARNING

The Infotainment system's central processor is networked with the control modules installed in the vehicle. As a result, if the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury.

- Never replace the central processor with a used central processor from an end-of-life vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The factory installed radio with integrated hardware is networked with the control units installed in the vehicle. Therefore if the radio is improperly repaired or improperly removed and installed, there is an increased risk of accident and injury.

- Never replace the radio with a used radio from an end-of-life vehicle or from recycling.
- Only let the radio be removed and installed or repaired by an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have it replaced if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Driver distraction can cause accidents and injuries. Reading information on the screen and operating the Infotainment system while driving can distract from traffic and cause accidents.

- Always drive attentively and responsibly.

⚠ WARNING

Never let yourself be distracted from traffic by connecting, inserting, or removing a data carrier or an audio source while driving, because this can cause accidents.

⚠ WARNING

Adjust the volume settings in the Infotainment system so that audible signals from outside the vehicle (such as sirens on emergency rescue vehicles) can still be heard.

- Setting the volume too high can cause hearing damage. This is true even if you are exposed to a loud volume for only a short time.

⚠ WARNING

The following conditions may prevent or cause interruptions to emergency calls, phone calls, and data transmission:

- If you are in a location with no mobile phone and GPS reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, underpasses, mountains, and valleys.
- If the telecommunications provider's mobile communications network is malfunctioning or unavailable.
- If the vehicle components required for emergency calls, phone calls, and data transmission are damaged, not operating, or have insufficient power.
- If the mobile device battery is drained or if the charge level is too low.

⚠ WARNING

In some countries and certain mobile networks, emergency calls may only be possible if the mobile device is connected to the vehicle phone interface and if it has an “unlocked” SIM card, sufficient calling credit on it, and adequate network coverage.

⚠ WARNING

Arrange cables for external devices and audio sources so that they are not in the way of the driver.

⚠ WARNING

Sudden volume fluctuations may occur when the audio or media source is changed or connected.

- Reduce the volume level before changing or connecting an audio or media source.

⚠ WARNING

Using a mobile device or CB radio inside the vehicle without a separate exterior antenna that is installed correctly may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Keep the mobile device antenna at least approximately 8 inches (20 cm) away from any active medical implants, such as pacemakers, because mobile devices can impair the function of active medical implants.
- Do not place a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping the phone in a shirt pocket.
- Immediately switch off the mobile device if you suspect there is interference with an active medical implant or other medical device.

⚠ WARNING

Unsecured or incorrect;y mounted mobile devices, external devices, and accessories can be thrown through the passenger compartment and cause injury in the event of sudden driving or braking maneuvers or a collision.

- Secure mobile devices, external devices and accessories outside of the airbag deployment zone or stow them securely.

⚠ WARNING

The center armrest can interfere with the driver's elbow movement and thus cause accidents and severe injuries.

- Always keep the storage compartment in the center armrest closed while driving.

⚠ WARNING

Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty.

- Never allow displays and information on the screen to cause you to engage in behavior that poses a safety risk. Information on the screen is not a replacement for the driver's attention.

⚠ WARNING

Radio stations can broadcast messages about disasters and dangers. It may not be possible to receive or send messages under the following conditions:

- If you are in a location with no radio reception, or insufficient reception. These locations may include tunnels, areas between tall buildings, underpasses, mountains, and valleys.
- If the radio station's frequency bands are malfunctioning or not available.
- If the speakers and vehicle components required for radio reception are damaged, not operating, or have insufficient power.
- If the Infotainment system is switched off.

⚠ WARNING

Switch off mobile devices at locations where there is a risk of explosions.

⚠ WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

NOTICE

The mobile device must always be switched off in areas with special regulations relating to or prohibiting the use of mobile devices. Radiation from mobile devices that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

NOTICE

Excessively loud or distorted playback can damage the speakers.

NOTICE

Depending on the country and the device, the device may have a security code to protect against unauthorized use.

The security code remains stored in the vehicle after it is entered for the first time (convenience radio code). If the security code must be manually disabled, please contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This may be necessary if the device is installed in another vehicle, for example.

If only the vehicle battery was disconnected, switch on the ignition before switching the device back on.

Usage information

Refer to ⇒ ⚠ and ! *Safety precautions*.

- Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as a headset or headphones.
- Light pressure or touching the screen is sufficient to operate the Infotainment system.
- For the Infotainment system to function correctly, it must be switched on and it must be set to the current date and time.
- A function key or button not appearing on the screen does not indicate a device error, but is due to the country-specific equipment on your vehicle.
- Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, the selector lever must also be in the **P** or **N** position. This is not a malfunction, but rather compliance with legal regulations.

- Some countries may have restrictions regarding the use of Bluetooth ® devices. Information can be obtained from the local authorities.
- The Infotainment system must start completely before all displays can appear and functions can be performed. The length of time that it takes for the system t start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.
- If the 12 Volt vehicle battery was disconnected, switch on the ignition before switching on the Infotainment system.
- Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.
- Repairs and modifications to the Infotainment system must only be performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility so that the functionality of the system is not affected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- The Infotainment system is linked permanently to the vehicle and is equipped with a security code. Therefore, it cannot be used in another vehicle.
- Operating a mobile device in the vehicle can cause noise in the speakers.
- In some countries, the Infotainment system will switch off automatically when the engine stops and if the 12 Volt vehicle battery charge level is low.
- High speeds, poor weather and road conditions, a lot of background noise (even outside the vehicle), and the network quality can impair phone calls in the vehicle.
- In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction level can be set in the vehicle.
- The Infotainment system contains information about the software contained in the system and the licensing terms: ▶ SETTINGS ▶ Copyright.
- If selling or loaning your vehicle, make sure that all saved data, files and settings are deleted, and that any external audio sources and data carriers are removed, if necessary.

Overview and the controls of the 9.2 inch version

Refer to ⇒ ⚠ and ⓘ *Safety precautions*.

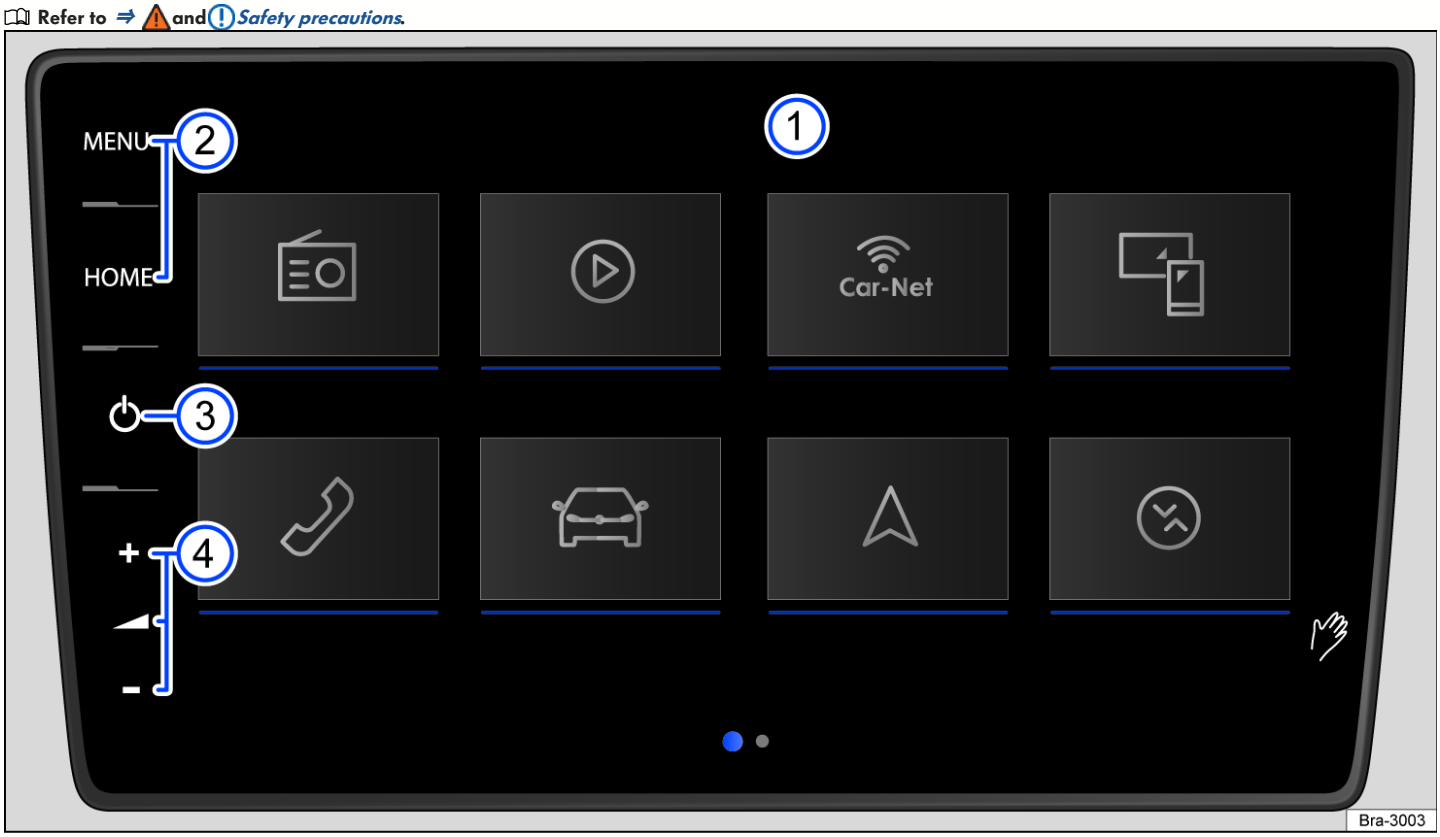


Fig. 124 Overview of the controls (9.2 v).

(1) Screen (touchscreen).

- Cleaning the screen. ⇒ *Cleaning the screen*

(2) MENU sensor areas (adjust settings) and HOME (open the home screen)..

(3) sensor area.

(4) and sensor areas.

8 inch overview and controls

Refer to ⇒ ⚠ and ⓘ *Safety precautions*.

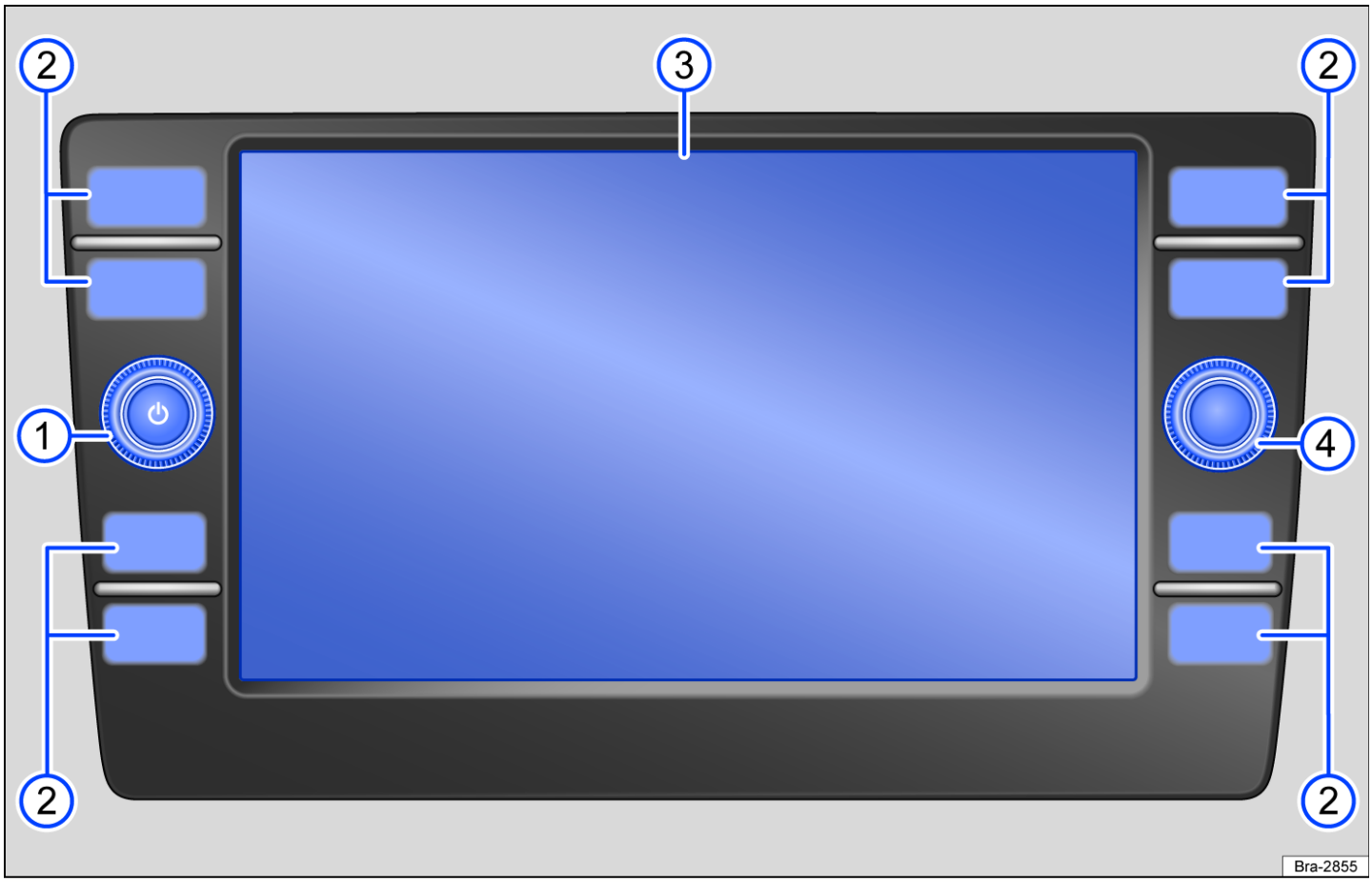


Fig. 125 Overview of the controls (8-inch). The layout may vary depending on the device and country.

(1) Rotary knob .

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.
- Turn right to increase the volume.

(2) Infotainment buttons.

(3) Screen.

- Cleaning the screen. ⇒ *Cleaning the screen*

(4) Menu knob.

- The function depends on the operating mode.

Media drives and wired connections may be located outside of the device, depending on vehicle equipment.

Overview and controls, 6.5 inches

Refer to ⇒ and *Safety precautions*.

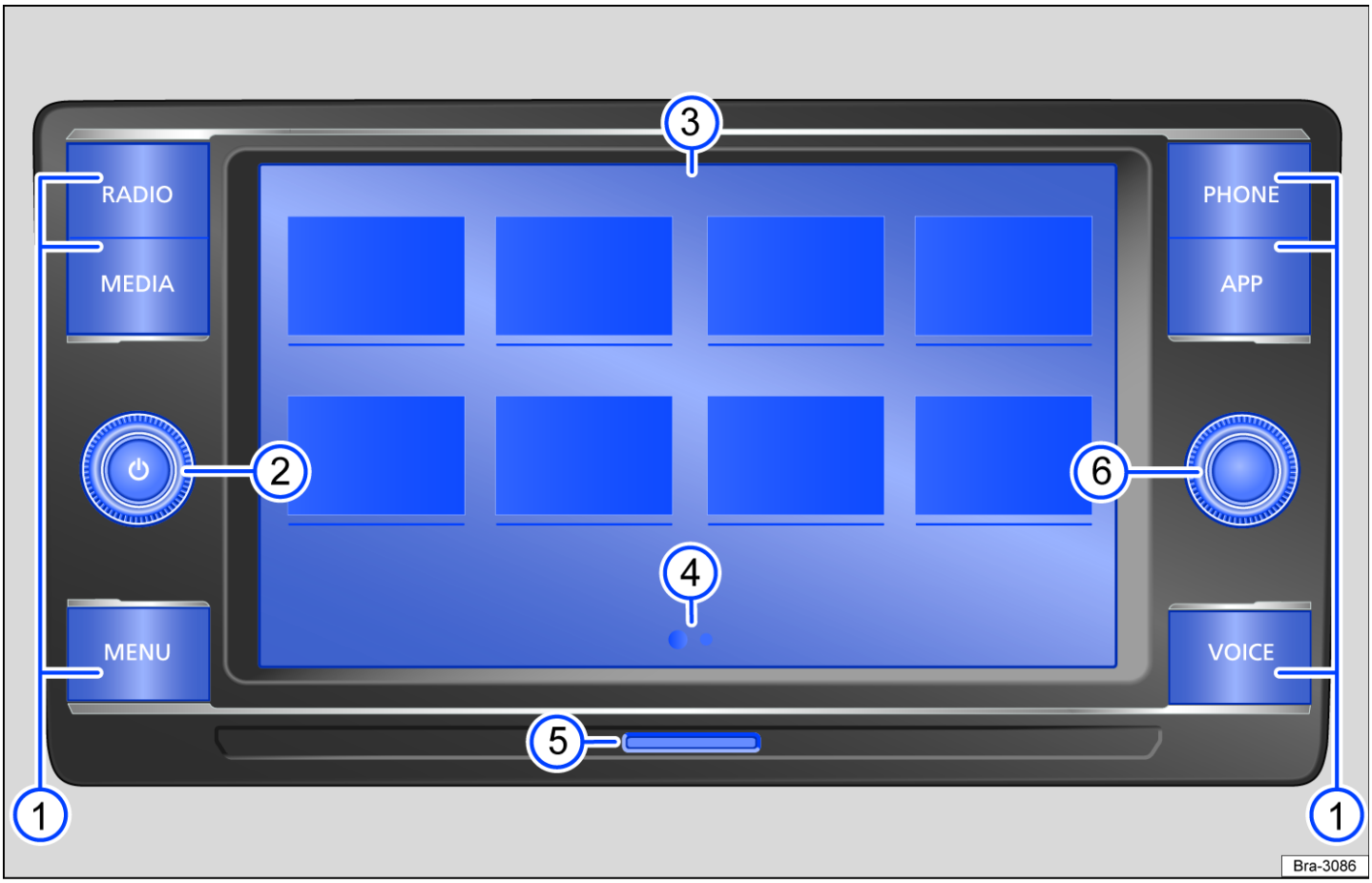


Fig. 126 Overview of the controls (6.5-inch).

(1) Function buttons.

- Open the main menus.

(2) Rotary knob .

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.
- Turn right to increase the volume.

(3) Screen (touchscreen).

- Cleaning the screen ⇒ *Cleaning the screen*.

(4) Views (current view is highlighted).

(5) SD card slot

- For inserting SD cards.

(6) Menu knob.

- The function depends on the operating mode.

Media drives and wired connections may be located outside of the device, depending on vehicle equipment.

Media drives

Refer to ⇒ **and** *Safety precautions*.

SD card slots and SIM card drives are only available in some Infotainment systems in some markets.

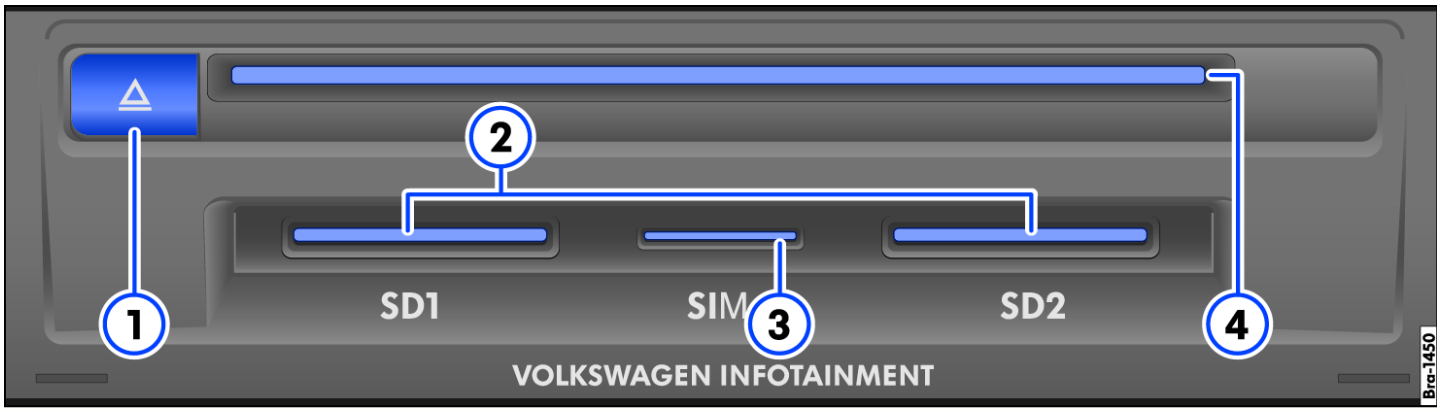


Fig. 127 External media drive: shown here in the highest equipment level, located in the passenger's side storage compartment.

(1) CD/DVD eject button

(2) SD card slots.

(3) Mini SIM card slot.

(4) CD/DVD drive.

Media cannot be read or is faulty

If the data on an inserted CD, SD card or SIM card cannot be read or the CD, SD card or SIM card is faulty, a corresponding message appears in the Infotainment system screen.

A stable network setup is only possible with a compatible SIM card.

CD/DVD drive

Refer to ⇒ **and** *Safety precautions*.

Depending on the vehicle equipment, the DVD drive can play either CDs or both CDs and DVDs.

The CD/DVD drive can play audio CDs and audio data CDs. Note the requirements for data carriers and files ⇒ *Introduction*.

The playback can skip when driving on poor roads or when there are strong vibrations. If the internal temperature of the Infotainment system is too high, CDs/DVDs cannot be inserted or played.

For audio CDs without CD text, only Track or TRACK (depending on the device) and the track number according to the order on the data carrier appear in the center of the screen. If audio files contain additional track information (CD text, ID3 tags for MP3 files), it can be displayed on the screen.

Depending on the vehicle equipment, your vehicle may feature an internal or external media drive. This manual makes no distinction between internal and external media drives.

Inserting a CD/DVD

- Hold the CD or DVD with the label facing up.
- Push the CD/DVD into the CD/DVD drive only until it is pulled in automatically.

Playback starts automatically after inserting the CD.

If, after inserting various CDs/DVDs, an error message appears, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ejecting a CD/DVD

Depending on the country, in convertible vehicles, it may be necessary for the ignition key to be in the ignition lock in order to eject a CD/DVD. This is an anti-theft protection feature.

- Press the ⏏ or EJECT button.

The inserted CD/DVD will be moved into the eject position and it must be removed within approximately ten seconds.

If the CD/DVD is not removed within ten seconds, it will be pulled in again for safety reasons, but CD/DVD mode will not start.

SD card slot

Refer to ⇒ **and** *Safety precautions*.

Depending on the vehicle equipment, your vehicle may feature an internal or external media drive. This manual makes no distinction between internal and external media drives.

Insert a compatible SD card into the SD card slot to use saved media such as audio files or media files in the Infotainment system. Supported file formats are displayed in the Infotainment system. Other file formats are ignored.

Dimensions for compatible SD cards:

✓ 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches)

✓ 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches)

The SD card with the navigation data cannot be used as a storage medium for other files. Any saved files will not be recognized by the Infotainment system.

Securely inserting an SD card

- Insert an SD memory card carefully into the SD memory card slot with the angled corner inserted first and the contact surfaces facing down until you feel it clic into place.
- If the SD card cannot be inserted, check whether the SD card is compatible and ensure you are inserting it in the correct position.

If an SD card is inserted, will be displayed on the screen.

NOTICE

Forcing the SD card into the slot, using an SD card with incorrect dimensions or using an SD card adapter can result in damage to the SD card slot, the SD card or both.

Inserting other objects such as SIM cards into the SD card slot can result in damage to the object, the SD card slot or both.

- Do not use force when inserting SD cards.
- Note the dimensions for compatible SD cards.
- Do not use an SD memory card adapter.

Ejecting an SD card

To reduce the risk of data loss, an inserted SD card **must** be prepared for removal.

1. To prepare to remove the SD card, tap MEDIA ▶ Settings ▶ Media settings ▶ Remove safely ▶ SD card.

   The function key will be grayed out once the data carrier has logged out of the system successfully.

   OR: Press MENU. Then tap Settings ▶ Media settings ▶ Remove safely ▶ SD card.

2. Press on the inserted SD card.
3. Remove the SD card.

SIM card slot

Refer to ⇒ and *Safety precautions*.

The external media drive for holding SIM cards may be located in the storage compartment on the passenger's side or in the luggage compartment.

Inserting a SIM card

When a SIM card is inserted, a pop-up window may appear on the screen for entering the SIM card PIN code.

- Insert a compatible SIM card carefully into the SIM card reader with the angled corner inserted first and the label facing up (contact surfaces facing down) until you feel it click into place.
- If a SIM card cannot be inserted, check the card and the direction in which it is being inserted.

NOTICE

Inserting SIM cards incorrectly, inserting SIM cards with an incorrect shape or size, or inserting foreign objects can damage the SIM card reader and the Infotainment system.

- Make sure the data carrier is positioned correctly when inserting.
- If too much pressure is applied when inserting the SIM card, the locking mechanism in the SIM card slot can be damaged.
- Strong vibrations can destroy the SIM card slot
- When inserting the SIM card, always hold it straight in the drive and perpendicular to the front of the unit without tilting it to reduce the risk of damaging it.
- Do not use mini SIM cards.
  - Do not use micro SIM cards.
  - Do not use nano SIM cards.

Removing a SIM card

1. End any phone calls and data transfer.
2. Press on the inserted SIM card.
3. Remove the SIM card.

NOTICE

Removing the SIM card during a phone call or data transfer may cause data loss and/or SIM card damage.

A stable network setup is only possible with a compatible SIM card.

Operating the Infotainment system

Refer to ⇒ **and** *Safety precautions*.

Depending on the vehicle equipment, the Infotainment system may have different controls:

- Touchscreen.
- Sensor fields outside of the screen, e.g. MENU.
- Buttons, e.g. RADIO or PHONE.
- Rotary knob.
- Menu knob.

Opening the Quick Guide (if available)

You can find more information and tips for operating the Infotainment system in the Infotainment system Quick Guide.

- HOME ▸ ? ▸ ♡.

Switching the Infotainment system on and off

- The Infotainment system starts up when the ignition is switched on, unless it was previously switched off manually.
- The Infotainment system switches off automatically if the vehicle key is removed from the ignition lock.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume ⇒ *Sound settings*.

Switching the Infotainment system on or off manually

- To the Infotainment system on and off, briefly *press* the rotary knob.
- **OR** : Switch on the Infotainment system: Tap .
- **OR** : Switch off the Infotainment system: Press and hold .

If you open the driver door while the ignition is not active, the Infotainment system switches off automatically.

If you switch on the Infotainment system manually while the ignition is not active, it will switch off automatically after approximately 30 minutes without user input.

Timeout

If the Infotainment system is switched on manually, it will switch off again automatically after approximately 30 minutes (timeout).

Adjusting the volume

When the Infotainment system is switched on, it starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

- Turn the rotary knob (increase volume: turn clockwise, decrease volume: turn counterclockwise).

  OR: Press (louder) or (quieter) on the multi-function steering wheel or in the Infotainment system.

Mute

The audio source that is currently playing stops when the Infotainment system is muted. The symbol may appear on the screen.

- Turn the rotary knob counterclockwise until the audio source is no longer heard.
- **OR:** Briefly *tap* the sensor area to mute the device.
- **OR:** *Press and hold* the button until the audio source can no longer be heard.
- **OR:** Press the MUTE button. To unmute the audio source, press the button again or increase the volume using the rotary knob.

Reduce the volume level in the Infotainment system before changing to another media source.

Menu knob

The menu knob can be turned or pressed.

- *Turning* the knob performs actions such as scrolling through lists or opening lists of media tracks and radio stations.
- *Pressing* the knob opens marked entries, confirms settings, and starts or stops functions.

Scrolling through lists, switching titles

Select a desired function, setting or a title in the Infotainment system via the touchscreen or the menu control.

Moving objects

Move objects around on the screen to adjust settings, e.g. those using slide controls, or move areas of a menu around.

You can personalize menus and views depending on the vehicle equipment.

Zooming in and out of pictures and maps on the touchscreen

Recommendation: Use thumb and index finger.

- Tap on the map with two fingers at the same time and hold your fingers on the screen.
- To zoom in, slowly move your fingers apart.
- To zoom out, slowly move your fingers together.

[2] Not available in all Infotainment systems.

Special functions of the Infotainment system

Refer to ⇛ **and** *Safety precautions*.

Use the Infotainment system controls to carry out functions and change settings.

MENU and HOME touch-sensitive fields

The touch-sensitive fields are operated by *tapping* lightly or by *pressing and holding*.

- MENU: Open the main menu and select a menu with your finger.
- HOME: Open the home screen.

  OR : Tap or to open the home screen.

Voice Enhancer

Voice Enhancer automatically recognizes when the driver is speaking and starts transmitting to the speakers in the rear.

- Adjusting the volume.
- Move the slider to the desired volume level.
- Move the slider to Off to switch off.

Adjust the volume

The volume can be adjusted in the SOUND menu under Volume.

- Move the corresponding slider to the desired position.

  OR: Change the volume in the Sound settings menu.

Voice Enhancer is not active during a phone call or during audible navigation instructions.

Control using hand movements

This function depends on the vehicle and device and is not available in all Infotainment systems.

You can use hand movements to move forward or back without touching the touchscreen. You can use a swiping motion instead of the forward and back buttons.

A light reflection indicates which areas on the screen can be operated with a swiping movement.

If the Infotainment system detects a hand movement, the symbol will appear on the screen.

Swiping motions must not be done too quickly.

Hand movements will be confirmed by a sound if this feature is activated.

- Tap MENU.
- To set up hand movements and the corresponding sound, tap SETTINGS ▶ Screen.

The following actions can be performed with hand movements:

- Changing the page in the main menu or a menu
- Changing the radio station
- Changing the track
- Browsing through pictures
- Switching TV stations.
- Scrolling through the Car menu

[3] The functions depend on the country and device and are not available in all Infotainment systems.

Settings (system, sound)

Refer to ⇒ and Safety precautions.

Changing settings

The meanings of the following symbols apply across all system and sound settings.

Changes will be automatically applied when the menu is closed.

☑ The setting is selected and activated or switched on.

◉ The setting is selected and activated or switched on.

☐ The setting is not selected, or deactivated or switched off.

◯ The setting is not selected, or deactivated or switched off.

▽ Open the drop-down list.

﹀ Open the drop-down list.

\+ Increase the set value.

\- Reduce the set value.

< Go back one step.

> Go forward one step.

Use the slide control to make continuous changes to the set value.

Sound settings

To open the sound settings depending on the device:

- MENU ▶ Sound.
- **OR** : SETUP ▶ Sound.
- **OR** : press SOUND.
- **OR** : press .
- **OR** : press the SETUP or MENU button. Tap the function key for the area where the settings should be configured e.g. radio.

The following setting options may be available in the sound settings:

- Balance.
- Treble, mid-range, bass.
- Volume.
- Equalizer.
- Sound system.

System settings

To open the system settings depending on the device:

- MENU ▶ Setup.
- **OR** : press SETUP.
- **OR** : SETUP ▶ Setup.

The system settings may include the following functions, information and setting options:

- Screen.
- Time and date.
- Bluetooth®
- Safely remove data carrier.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connection, data transfer.
- Car-Net (online services).

- Manage mobile devices.
- Restore factory settings.
- System information.
- Copyright.
- Configuration assistant.

Speed-dependent volume increase

Speed dependent volume control adjusts the volume automatically in line with vehicle speed.

The extent of the volume increase is incremental.

If a low value is set, the volume increases only slightly with increasing vehicle speed. A high value results in a more considerable increase. At 0, speed dependent volume control is switched off.

Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume for an external audio source.

- If the connected audio source plays too quietly, increase the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Maximum.
- If the connected external audio source plays too loudly or the sound is distorted, lower the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Minimum.

Cleaning the screen

Refer to ⇒ and *Safety precautions*.

✓ Switch off the Infotainment system.

✓ Use a soft, clean cloth which has been moistened with water. You can also use a cleaning cloth which is available from your authorized Volkswagen dealer o authorized Volkswagen Service Facility.

✓ You can wet and soak stubborn dirt using just a little water. Then carefully remove using a soft, clean cloth. Do not use any aggressive cleaning agents.

NOTICE

If you clean the screen with incorrect cleaning agents or when dry, you may damage it.

- Only exert gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents. These types of cleaners can damage the device and cause “glare” on the screen.

Trademarks, licenses, and copyrights

Refer to ⇒ and *Safety precautions*.

Further information can be found in the Infotainment system under SETTINGS ▸ System ▸ Settings ▸ Version.

Trademarks and licenses

Certain terms in this manual have the ® or ™ symbols. These symbols indicate trademarks or registered trademarks. However, the absence of this symbol does nc constitute a waiver of any rights associated with intellectual property.

Other product names are registered trademarks or trademarks for the respective rights holder.

Some Trademarks as Symbols:		
DD	DOLBY	DOLBY PRO LOGIC II
HD	MirrorLink	Bluetooth

- HD Radio™ and the HD, HD Radio™, and “Arc” logos are proprietary trademarks of iBiquity Digital Corp.
- Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories.
- Manufactured under license from Dolby Laboratories. Dolby, Pro Logic and the double-D symbol are trademarks of Dolby Laboratories.
- Android Auto™ is a certified trademark of Google, Inc.
- Apple CarPlay™ is a certified trademark of Apple, Inc.
- Bluetooth® is a registered trademark of Bluetooth SIG, Inc.
- HDMI®, the HDMI logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC.
- iPod®, iPad®, and iPhone® are registered trademarks of Apple Inc.

- Gracenote® is a registered trademark of Gracenote, Inc.
- MirrorLink® and the MirrorLink logo are certified trademarks of the Car Connectivity Consortium LLC.
- SD® and SDHC® are brands or registered trademarks of SD-3C, LLC in the USA and/or other countries.
- SiriusXM® is a registered trademark of SIRIUS XM Radio, Inc.
- Windows® is a registered trademark of Microsoft Corporation, Redmond, USA.
- MPEG-4 HE-AAC audio coding technology and MPEG-4 HE AAC audio coding patents licensed from Fraunhofer IIS.

Licenses

- MPEG-4 HE-AAC audio coding technology and MPEG-4 HE AAC audio coding patents licensed from Fraunhofer IIS.
- This product is protected by the intellectual property rights of Microsoft Corporation. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft or an authorized Microsoft subsidiary.
- HD Radio™ Technology manufactured under license from iBiquity Digital Corporation. U.S. and Foreign Patents.

Copyright

Audio and video files saved on data carriers are generally subject to copyright regulations in compliance with applicable international and national laws. Observe legal regulations.

Voice control

Introduction

Voice control functions both online and offline. Speech commands are identified more accurately in online mode because there is more data available. In offline mode the range of functions is reduced.

Voice control understands questions and expressions without having to learn speech commands. Speech commands can be formulated however you like and may be informal. You can find suggestions for speech commands in the Infotainment system.

Loud noises inside the vehicle and noises from outside the vehicle can lead to malfunctions and misunderstood sentences, as well as answers which cannot be understood.

Voice control only recognizes speech commands in the language in which the Infotainment system is set-up.

Test voice control while stationary before a journey to get used to the function.

Supported languages, depending on market

- *Online and offline*: German, US English, British English, Chinese, French, Italian, Spanish, Czech, Dutch, Norwegian, Polish, Portuguese.
- *Offline*: Bulgarian, Danish, Finnish, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

Requirements

✓ *Online and offline*: Voice control with corresponding Infotainment system is integrated in the vehicle.

✓ *Online*: Valid Car-Net contract is activated.

Voice control will be automatically deactivated when there is an incoming call or if the parking aid is active.

First steps

Depending on the country, voice control for the phone interface may be switched off and voice control for the Infotainment system may be used.

The volume of voice control announcements can be adjusted in the Sound settings menu or during an announcement using the rotary and release button or using the + and − sensor areas.

Voice control help

The voice control help tutorial explains the basic operation. The most important voice controls are shown in their current context.

1. *Speech activation*: Say the activation word for voice control. Please note the language of the activation words.

   OR : press *multi-function steering wheel*: .

   OR : press *Infotainment system*: VOICE.

2. Wait for the signal tone.
3. Say the voice command in the language that is set in the instrument cluster.

Language	Voice Command
German	Hilfe

Language	Voice Command
English	Help
Spanish	Ayuda
French	Aide
Portuguese	Ajuda
Italian	Aiuto
Czech	Nápověda
Dutch	Help
Russian	Справка
Swedish	Hjälp
Turkish	Yardım
Polish	Pomoc
Japanese	ヘルプ
Chinese	(simplified) 帮助
Chinese	(traditional) 協助

Speaking voice commands

Tips for successful voice commands

- ✓ Speak clearly. Unclear voice commands will not be detected.
- ✓ Speak at normal volume. Speak a little louder at higher speeds.
- ✓ Avoid external noise. Open windows and doors can interfere with voice control.
- ✓ Avoid other noises such as conversations in the vehicle.
- ✓ Do not direct airflow from the vents towards the microphone or headliner.
- ✓ Do not overly emphasize words or speak in a strong accent or dialect.
- ✓ No long pauses in speech.

To ensure that names in the phonebook are identified correctly, you may need to switch the order of the first and last names of the desired contact, depending on how the phonebook entry is structured.

Activation word for voice control

If you switch on control via activation word, the Infotainment system will scan words spoken in the vehicle for the activation word if switched on. The activation word depends on the language set in the Infotainment system.

Aside from scanning for the activation word, the system will not record or transmit anything spoken in the vehicle.

Voice control will begin when the Infotainment system detects the activation word.

Switching the activation word on and off

- MENU ▶ ⚙ ▶ Voice control ▶ Voice control start/end sound or Activation word.

If the activation word is switched off, voice control cannot be activated via the activation word. Voice control is still available via the button on the multi-function steering wheel or the VOICE button in the Infotainment system.

Activation word in different languages:

BG Здравей Volkswagen

CDN Bonjour Volkswagen

CZ Ahoj Volkswagen

D Hallo Volkswagen

DK Hej Volkswagen

E Hola Volkswagen

F Salut Volkswagen

FIN Hei Volkswagen

GB Hello Volkswagen

GR Γεια σου Volkswagen

I Ciao Volkswagen

J こんにちは Volkswagen

MEX Hola Volkswagen

N Hallo Volkswagen

NL Hallo Volkswagen

P Olá Volkswagen

PL Cześć Volkswagen

ROK 안녕하세요 Volkswagen

RUS Привет Volkswagen

S Hej Volkswagen

TR Merhaba Volkswagen

USA Hello Volkswagen

Starting and ending voice control

Voice control is active and recognizes spoken words.

Starting voice control

You can use different methods to start voice control, depending on the vehicle equipment:

- *Speech activation*: Say the activation word for voice control. Please note the language of the activation words.
- *Multi-function steering wheel*: Press .
- *Infotainment system*: Press VOICE.
- An ascending audible signal will confirm that voice control has been activated.

Voice control ends automatically if you use functions within the Infotainment system, activate the parking system or if tasks involving speech occur, e.g. calls or traffic reports are received.

Pausing voice control

- Tap briefly to pause a dialog.

Ending voice control manually

- *Voice activation*: Give the voice command to interrupt voice control.
- *Multi-function steering wheel*: Press the button briefly twice in a row (similar to double-clicking).
- *Infotainment system*: Press VOICE briefly twice in a row (similar to double-clicking).

Wait for the signal tone.

Press the button on the multi-function steering wheel during a voice command. The voice command will be immediately canceled and a notification tone will sound. You can then speak a voice command.

Adjusting settings

Opening the settings menu

- Press *Infotainment system*: MENU.
- **OR:** tap Setup.
- **OR:** tap Voice control.

The function keys have the following effects:

Show example commands (Infotainment system) The help menu with voice commands for the current operating area is displayed on the screen when voice control is activated. Check off ☑ to activate.

Show example commands (instrument cluster) The help menu with voice commands for the current operating area is displayed in the instrument cluster when voice control is activated. Check off ☑ to activate.

Voice operation session starting tone An ascending tone sequence indicates voice control has been activated. Check off ☑ to activate.

Voice operation session end tone A descending tone sequence indicates voice control has been deactivated. Check off ☑ to activate.

Dialogue session start tone In addition to the display on the screen, a short audible signal will sound once it is possible to speak. Check off ☑ to activate.

Dialogue session end tone In addition to the display on the screen, a short audible signal will sound once the system has processed the spoken command. Check off ☑ to activate.

Radio mode

Introduction

In radio mode you can receive various available radio stations on different frequencies and save your favorites to the station buttons for quick access.

Available reception modes and frequency bands depend on the vehicle equipment and the country. Frequency bands in individual countries may be changed, switched off or no longer offered.

The radio stations are responsible for the broadcast content.

Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.

Decals or metal-coated stickers on the vehicle windows can impair radio reception in vehicles with window antennas.

Types of radio reception

Depending on the vehicle design and the region in which the Infotainment system is operated, one or more types of radio reception may be available:

- **AM**: Radio reception via amplitude modulation (medium wave – MW).
- **FM**: Radio reception via frequency modulation (very high frequency – VHF).
- **Digital radio**: Infotainment systems equipped with a digital radio receiver can receive the following depending on the country:
  - DAB, DAB+ and DMB audio.
  - HD radio with extra additional services provided.
- **Satellite radio**: Infotainment systems equipped with a satellite radio tuner can receive SiriusXM™ with paid services.

Symbols and their meanings

General symbols for radio operation

	Displays the frequency band in order to manually select a station. The function is only available if the station display is set to *FM*.
	In the AM and FM frequency band: Open the station list.
<	Select the previous station from the station list or station on the previous station preset button.
>	Select the next station from the station list or station on the next station preset button.
	Update the station list.
	Shows additional services only in FM mode.
	Symbol for a station in the station list that has already been stored on a station preset button.
	Slideshow functions are supported.
	Search options for stations and podcasts in Internet radio mode.
	Podcast functions.
	Tap to select a station frequency for traffic information. Only possible in the **FM** frequency band. Tap the Close function button to end the transmission.
	Save track information (iTunes® tagging).
HD	Cycle through substations.
SCAN	Indicates that the scan function is active.
TP	TP (Traffic Program) is activated and can be received.
No TP	The selected traffic news station is not available.
--:--	Displays the time.

✖ Closes the window and returns to the previous view.

Opens the settings menu.

Tagged songs Display the number of stored song tags and delete tags.

Symbols for satellite radio operation

Open the window for entering the channel number.

Save the current track information (iTunes® tagging).

Symbols for HD radio operation

Switch on HD radio.

Save the current track information (iTunes® tagging).

Symbols for Internet Radio operation

Display the station selection.

Open full-text search.

Display the last internet radio station.

TOP 100 Display the 100 most popular internet radio stations.

Display the available Internet Radio podcasts.

Display Internet Radio stations that originate from the selected country.

Display Internet Radio stations that transmit their program in the selected language.

Display Internet Radio stations whose programs are of the selected genre.

Frequency bands

Certain frequency bands are not available in all countries or may be deactivated or no longer offered in certain countries.

AM Starts radio mode in the AM band.

FM Starts radio mode in the FM band.

Changing the station group

Station preset buttons are displayed in groups of six function buttons each. To change the station group, tap one of the gray dots or make a swiping motion if hand movement control is activated.

Station preset buttons

To listen to a stored station, tap the desired station preset button. To store stations, press and hold one of the station preset buttons until an audible signal sounds. Station preset buttons that are already programmed will be overwritten. You can only listen to a stored station if it is available in your current location.

Selecting, tuning, and storing stations

Setting up the radio

- MENU ▶ RADIO . Radio mode switches on.

  OR : Press RADIO.

Selecting the frequency band

Before selecting a station, you must first select a frequency band or reception mode. Various stations are available depending on the selected frequency band or reception mode.

1. Tap Source or RADIO to open the list of frequency bands and reception modes.
2. Select the available frequency band or reception mode.

Searching for and selecting a station

There are different ways to select a radio station. The options vary based on the frequency band and reception mode.

Selecting via the frequency band (AM and FM)

1. Turn the control knob to show the frequency band.
2. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   OR: Tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency will be tuned.

Selecting from a station list (AM and FM/DAB)

The station list displays the stations that currently can be received. It is possible in the AM frequency band that the station list must be manually updated if you have left the area since the last time the station list was opened. The station list updates automatically in the FM/DAB frequency band.

1. Open the station list.
2. Play the next radio station from the station list or the next station that can be received by tapping the < or > function key.

   OR : To search through the list, *turn* the control knob. *Press* the control knob to select the desired station.
3. Tap the desired station.

The selected station will be tuned. In FM/DAB, the best reception mode is selected automatically depending on station availability.

If the reception signal for a DAB station is too weak and the station cannot be found in the FM frequency band, the radio will be muted.

Using the SCAN scan function (AM and FM/DAB)

In SCAN mode, the stations in the frequency band are set automatically in succession and played for approx. 5 seconds each.

- Briefly press the control knob to start scanning.

  OR : Settings ▸ SCAN.

  SCAN mode starts and the current station is shown on the display. SCAN is displayed on the screen.
- To stop the scan function, press the control knob again or select a station manually using the station preset buttons.

  OR : Press the Scan button or another station preset button.

  OR : Tap Scan or select a station.

  SCAN mode stops and the station is tuned. The SCAN function key is hidden.

Storing stations on the station preset buttons

Depending on your Infotainment system, you can save up to 36 stations from different frequency bands and reception modes as favorites on the station preset buttons.

1. Tune the desired station.
2. Open the station preset buttons.

   OR: To store the current station, *press and hold* the desired station preset button until a signal tone sounds.

   OR: Tap a station preset button that has already been assigned and hold for approx. 3 seconds.

   If you store a station on a button that already has a stored station, the station that was previously stored will be deleted.

   OR: open the station list, *press and hold* the station to be stored, and then *tap* the desired station preset button to store it. *Turn* the control knob to searc through the list. *Press* the control knob to select the desired station.

The station is saved on the selected station preset button. ☆ will be displayed after the station name.

Stations already stored on a station preset button are marked in the station list. (for example FM1-M1): The station shown is stored on button 1 in the preset group FM1.

Autostore: Automatically save a station to a station preset button

With the autostore function, the stations with the strongest reception at the vehicle location will be automatically stored on the station preset buttons in preset group FM 1 and FM 2 or AM 1 and AM 2.

1. Select the desired frequency band.
2. *Press and hold* the Infotainment button FM/AM, FM or AM for around five seconds and then *release it*.

A message about the storing process will be displayed on the screen while doing this. This process may take a few seconds.

If no stations can be found, a corresponding message appears on the screen.

TP function (traffic program)

The TP function monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media playback. It must be possible to receive the traffic news station.

Some stations without their own traffic program still support the TP function using a corresponding traffic news station (EON).

While in the AM frequency band or in media mode, a traffic report station will be tuned automatically in the background, as long as it can be received.

If it is not possible to receive a traffic news station, No TP appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to TP.

Traffic news stations are not available in all countries.

Switching on the TP function

- In radio or media mode, tap or ▸ RADIO.
- Activate ☑ Traffic program (TP).

Digital radio mode (DAB/DAB+)

The digital radio receiver supports the DAB, DAB+ and DMB audio transmission standards. These are currently not available in every country.

Digital radio in Europe is transmitted through the frequencies in frequency band III (174 MHz to 240 MHz).

Start DAB radio mode.

- MENU ▶ RADIO ▶ DAB.

The last selected DAB station will be played, if it is available in the current location.

DAB additional stations

Some DAB stations offer additional stations temporarily or permanently, for example, for sports broadcasting.

If an additional station is available, it will be displayed in the DAB station list by ▶ or > next to the station name.

- Tap on the main station name in the DAB main menu to select an additional station.

  OR: select an additional station from the station list.

Automatic station tracking: switching from DAB to FM

DAB is currently not available everywhere. is displayed when in DAB radio mode in areas without DAB reception.

If the DAB station you were listening to can no longer be received (e.g. no DAB available), the system automatically switches to the FM band and (FM) is displayed after the station name. If the corresponding DAB station can be received again, the radio will switch back to DAB mode after a brief period. The (FM) display will disappear.

The only requirement for cross-frequency station tracking is that the DAB station and the FM station must broadcast the same signal ID.

OR: DAB must signal which FM station corresponds to the DAB station, and there must be sufficient reception for the FM station.

If the reception signal for a DAB station is too weak and the station cannot be found in the FM frequency band, the radio will be muted.

Automatic station tracking: switching to other DAB stations

If a DAB station can no longer be received, the Infotainment system will first try to tune to another ensemble with the same program. The DAB - DAB program tracking can be enabled for this in the Advanced settings. If no other DAB station can be found, the system will try to tune to a corresponding FM station, if one can be received. If the Switch to a similar station option is enabled, the system can also switch to programs with different content. These programs are often from nearby regional stations. The DAB station can signal which alternative station can be selected.

Switching to the radio mode view

- Tap View and select the desired additional service.

You can switch between the station information, radio text and slideshow.

Some DAB stations also offer a picture-based “slideshow”. Radio stations can use the slideshow to transfer information as digital images to the Infotainment system.

After switching stations, it may take several minutes for the slideshow from the selected DAB station to load in the background.

Station logos

Station logos may be pre-installed in the Infotainment system for some frequency bands, or they may be imported using a data carrier (such as an SD card). In son countries, station logos can be downloaded from the Volkswagen website or the “Volkswagen station logos” website.

Images in common formats (such as .jpg, .bmp, or .png), with a maximum size of 400 x 240 pixels can be used as station logos.

- Save station logos on a suitable data carrier (such as an SD memory card or USB flash drive) in order to import them into the Infotainment system.

Assigning station logos automatically

Automatically assigning or saving station logos to station preset buttons:

- Activate Settings ▶ Advanced settings ▶ Automatically save station logos.

  OR : Activate Settings ▶ Advanced settings ▶ Automatic station logo selection.

Assigning station logos manually

1. In FM/DAB mode, tap Settings ▶ Station logos.

   OR: RADIO ▶ Select band ▶ Settings ▶ Station logos.

   OR: RADIO ▶ Settings ▶ Station logos.

2. Select the station to which a station logo should be assigned.
3. **Optional** : Select the source where the logo is saved (such as SD).
4. Select the station logo.

5. This process can be repeated for additional stations.
6. End the assignment of station logos with .

   OR: To return to the main menu, press the RADIO button.

   OR: To return to the main menu, tap the MENU sensor area.

   OR: Tap to switch to the previous view.

Deleting station logos from station preset buttons

1. Select the desired frequency in the RADIO menu.
2. Settings ▸ Station logos.
3. Tap the desired button where the logo should be deleted.

   OR: To delete station logos from all station preset buttons, tap Delete all.

Radio text (RDS)

RDS (Radio Data System) is a radio data system that allows additional services, such as the display of station names, automatic station tracking, radio text, and the traffic program (TP).

RDS is not available in all locations and on all stations.

Depending on the device, RDS may be deactivated in the FM settings menu under Advanced settings.

Additional services are **not** possible **without RDS**.

Showing radio text in FM mode

1. Radio ▸ Settings.
2. Activate ☑ Radio text.

- To hide, deactivate ☐ Radio text.

Showing radio text in DAB

1. Select the DAB frequency band.
2. Tap . Tap again to hide the text.
3. Tap to activate ☑ Radio text or deactivate ☐ Radio text.
4. Select one of the following displays:
   - Presets.
   - Station info.
   - Radio text.
   - Slideshow.

Station name

If RDS is available, station names will be displayed in the RADIO menu and in the FM station list.

FM radio stations can temporarily or permanently broadcast differing content under one name (such as Radio 3) on frequencies that vary by region.

Automatic station tracking

Automatic station tracking is not available in all countries.

Automatic station tracking generally ensures that the system will switch to the frequency with the best reception for the selected station while you are driving. However, this may cause a regional station to be interrupted.

The automatic frequency switch (alternative frequency) and automatic station tracking can be deactivated in the FM settings.

Disabling station name scrolling (FM)

Some radio stations broadcast a very long name, which is displayed as scrolling text on the screen.

- To disable the scrolling text for a radio station and to display only the text currently shown, tap and hold the station name until an audible signal sounds.

Station names that have had the scrolling text disabled are displayed with a period at the left and right of the station name.

The non-scrolling text applies to all station preset buttons where this station is stored.

HD Radio™ Technology

Some AM and FM radio stations transmit their program also digitally via HD Radio™ Technology.

When the function is activated in settings in the AM or FM/DAB band and the current station supports HD Radio™ Technology, the function key HD appears on Infotainment system display. The Infotainment system switches automatically between digital and analog reception depending on the reception quality. If the station

is currently received in analog mode, the function key is grayed out.

Some stations offer additional substations via HD Radio™ Technology (multicast programming). If this is the case, HD1 is displayed after the station frequency of the main station. Substations are marked accordingly with HD2, HD3 etc.

Tuning the HD Radio™ substations

- Tap HD to cycle through the available substations.

  OR: select an additional station from the station list.

  OR: Tap arrow key > or <.

The substation that is currently selected is displayed after the main station on the screen (for example ... HD3 for the second substation).

The available substations of the current stations are displayed on the station list.

HD Radio™ Technology additional services

- To select your chosen additional service, tap View.

If a station can be received digitally, song information for the current song can, under certain conditions, be stored temporarily in the Infotainment system as a "song tag" or transferred to a connected iPod®.

iTunes tagging

When a station is received via HD Radio™ Technology or "SiriusXM™", the track information (song tag) for a track that is playing can be transferred to a connectec iPod. You can readout this track information later to a computer.

If an iPod is connected, the track information is automatically saved to it.

If an iPod is **not** connected, track information can be stored for up to 50 tracks in the Infotainment system on a Tag list. The next time an iPod is connected, the track information is automatically transmitted and deleted from the Tag list in the Infotainment system.

The Tag list can be deleted manually in the settings in the AM or FM/DAB frequency band.

Requirements:

✓ A USB interface that is compatible with an iPod®.

✓ An FM or AM station must be received digitally with HD Radio™ Technology

OR: radio stations must be received via SiriusXM®.

✓ The song and artist must be displayed

✓ Song information must be available as a song tag

✓ There must be a compatible iPod® for storing song tags or selecting the Tagged songs

Saving the track information

- Tap RADIO ▶ to save the track information for the track currently being played.

When a compatible iPod® is connected to the MEDIA-IN multimedia interface, the song information will be stored directly in the iPod® as a song tag.

Already saved tracks are marked on the display with .

Storing song tags without a connected iPod®

If an iPod is not connected, track information can be stored for up to 50 tracks in the Infotainment system on a Tag list. The next time an iPod is connected, the trac information is automatically transmitted and deleted from the Tag list in the Infotainment system.

Manually deleting Song tags

The Tag list can be deleted manually in the settings in the AM or FM/DAB frequency band.

- In the RADIO ▶ main menu, tap Settings.
- Tap Tag list.
- Tap Delete list to delete all stored song tags after confirming the deletion.

Artist Experience®

Artist Experience® involves transmitting, providing and displaying images related to the corresponding audio segment on the HD Radio Technology receiver.

Potential uses include:

- Cover images such as artist photos, slideshows, station logo or other images related to the song or audio file being played.
- Commercial images such as sponsor logos and advertisements related to a marketing campaign.

The image is shown and is closely synchronized with the song or audio file being played. If the cover image is not available, the station logo or another standard image is displayed on the receiver.

If the current radio station supports Artist Experience®, the images can be shown under Station info.

- Press View ▶ Station info.

SiriusXM®

SiriusXM™ is a satellite radio station that can be received in the USA and Canada. Satellite radio services are subject to fees and must be enabled for the Infotainment system via telephone or online.

Displaying the SiriusXM® ID

1. In satellite radio mode: Settings ▶ Subscription information.

   OR: Tap .

   The channel selection window will open.

2. Enter channel number 0 and press OK to confirm.

The SiriusXM® ID, the services that have already been enabled and the website and phone number for the SiriusXM® activation hotline will be displayed on the screen.

SiriusXM® channels

The channels available depend on the enabled services. All available channels are displayed in the channel list.

The channel list can be sorted either alphabetically, by channel number or by channel category. In the settings menu, individual channels can be filtered out of the channel list.

Each channel is assigned a number. The channels can be opened via their number directly under .

SiriusXM®Seek function

Current program content can be saved as favorites using the seek function. If such program content is sent on an available channel, a message is displayed in the Infotainment system. This message gives you the option to switch directly to the relevant station.

You can save a maximum of 30 favorites.

Save favorites

1. While the program that is to be saved is running: Tap ((SXM)) ▶ SiriusXM™ Seek. The Save Seek menu is opened.
2. Tap Save next to the desired program content. The following program content can be saved as favorites:
   - Tracks
   - Artist name
   - Sports team

The desired program content will be added to the favorites list.

Travel Link®

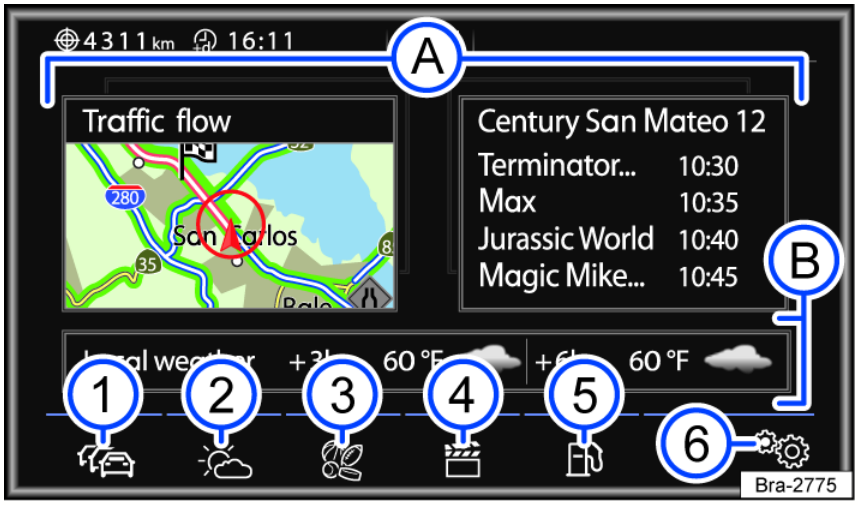


Fig. 128 Travel Link® main menu.

(A) Slideshows: selection of two SiriusXM Travel Link® services.

(B) Weather forecasts for the next three and six hours.

(1) **Travel Link® Traffic**: current traffic information.

(2) **Travel Link® Weather**: current weather information and weather forecasts.

(3) **Travel Link® Sports**: current sports information and live coverage.

(4) **Travel Link® Movies**: search screen to search for movies and movie theaters.

(5) **Travel Link® Fuel Prices**: search screen to search for gas stations.

(6) **Travel Link® Settings**: Settings for Travel Link® services:

- Travel Link® settings favorite lists for the corresponding services.
- General Subscription Information: information about paid services.

In the USA, Sirius XM Travel Link® can also be used through the SiriusXM® satellite radio tuner.

SiriusXM™ is a *subscription-based* satellite radio service that must be activated before using either by phone or on the SiriusXM website by providing the device-specific SiriusXM™ ID General Subscription Information.

Open the Travel Link® menu:

- Press INFO.

  OR: SETTINGS ▶ Travel Link.

  OR: MENU ▶ Travel Link.

Tap **Travel Link® Main view** : All SiriusXM Travel Link® services are shown in an overview.

Travel Link® special functions

Travel Link® Fuel

You can access current information about gas station locations and fuel prices.

- In the Travel Link® (SiriusXM) main menu, tap Fuel.

The search screen opens.

If you enter a gas station name in the search screen, Travel Link® Fuel Prices creates a list of these gas stations.

The gas stations are listed in alphabetical order (Name ▼), by price (Price ▼) or by distance (Distance ▼) from the current vehicle location.

Call up gas station locations

1. Enter a gas station name or the name of a city.
2. Select a gas station from the list.
3. Tap Start to start route guidance.

   OR: To see information about the chosen gas station, tap Store. The fuel prices and the date the prices were verified are shown.

   OR: Tap Route options and select route guidance settings, such as the fastest route or a route using the highway.

The arrow indicates the direction where the gas station is located.

The search can be narrowed down using the following criteria:

- To display gas stations near the destination address that has been entered, tap In immediate vicinity ▼.
- To display all gas stations along the route chosen for route guidance, tap Along the route ▼.
- To display gas stations near the current vehicle location, tap In vicinity of destination.
- Tap Show list to display the list of gas stations based on the selected search criteria.
- Tap Find name to enter the name of a gas station or a city in the search screen. Information in the search screen is entered as free text, instead of choosing from a list of possible selections. Because of this, make sure the spelling is correct.

Specifying a favorite fuel type (Fuel type Regular)

1. In the main menu, tap Settings, and in the Travel Link® settings menu, select Fuel type Regular.

   Fuel type Regular shows the selected fuel type.
2. To select a location as a favorite in the input screen, tap Add new fuel type.

Travel Link® Movie

Current movie information and information about the theater locations can be accessed.

- In the Travel Link® (SiriusXM) main menu, tap Movie.

  The search screen opens.
- Tap Theater to display movie theaters nearby.
- Tap Movie to enter a movie title in the search screen.

During input, only combinations of letters, numbers, and special characters that appear in an available movie name can be selected.

Searching for movies

Information about the movie theater location, the start time, and the movie length is given.

1. Tap Movie to enter a movie title in the search screen.

   A list of search results is shown that lists all movie theaters where the movie you searched for is currently playing.

2. Select a movie theater.
3. Tap Start to start route guidance to the destination address.
4. To open the Movie info detailed view, tap the entry in the list.

   The detailed view may contain information about the main actors, plot, running time and age restrictions.

Searching for a movie theater

Tap Theater to enter the name of a movie theater in the search screen.

- Select a movie theater.

  Tap Start to start route guidance to the destination address.

The search can be narrowed down using the following criteria:

- To display movies near the destination address that has been entered, tap In immediate vicinity.
- To display movies near the current vehicle location, tap In vicinity of destination.
- Tap Search results to display the list of movie theaters based on the selected search criteria.
- Tap Enter movie theater to enter the name of a movie theater or a movie in the search screen. Information in the search screen is entered as free text, instea of choosing from a list of possible selections. Because of this, make sure the spelling is correct.

The system only allows movie and movie theater information from the area around the vehicle location to be accessed.

Travel Link® Sports

You can access current sports information and live coverage for sports teams that are available for selection.

- In the Travel Link® (SiriusXM) main menu, tap Sport.

  The *Sport* main menu allows you to choose from 14 different leagues.

Selecting the display time period

Tap ... in the upper right and select the desired display time period:

- Previous: the time period is specified by SiriusXM® and generally includes games from the last five to seven days.
- Live: live games that have already begun.
- Scheduled: preview of upcoming games.

Opening the detailed view for a game

1. Tap one of the games displayed in the information window.
2. Tap to close the detailed view and switch to the information window view.

In the detailed view, you can tap one of the lower function buttons during a game to select an audio broadcast.

Changing leagues

1. Tap Change league in the information window.
2. In the list of selectable sports leagues, tap a league to select it.

Selecting a live broadcast

- Tap Live Broadcast.

All stations with current live sports coverage in the selected league are shown in a list.

- To switch to sports coverage, tap the chosen station display.

Setting sports teams as favorites

In the *Sport* main menu, tap Settings, and in the Travel Link® settings menu, select Sports teams. You can store up to 30 sports teams from various leagues as favorites in the Favorites (teams) menu.

- To make a selection from the list of available teams, tap Add new team.

The selected team is shown in the Favorites (teams) list.

All stored favorite teams are listed in the Select team menu. An icon in front of the team name indicates the league to which the team is assigned. Teams can also be assigned to individual leagues directly without going through the overview.

Deleting saved favorite teams

You can delete stored favorite teams individually.

- Tap after a favorite team.

SiriusXM® specifies which leagues are supported by the Favorites function.

Ranking lists

- In the *Sport* main menu, tap Ranked List Sports.
- From the list that follows, tap one of the sporting events shown to select it.
- To select a different sporting event in the selected sport, tap League in the information window.

Displaying news

- To display headlines relating to the selected league, tap News.
- To display information about the selected tournament, tap Tournament info.

Travel Link® Weather

You can access current weather information and weather forecasts for selectable areas.

- In the Travel Link® (SiriusXM) main menu, tap .

The *Weather* main menu allows you to choose from three different weather displays:

- Illustrated weather maps:
  - **Icon map**: This map uses icons to show the cloud coverage and temperatures in the entire country, or in a radius of approximately 373 miles (600 km) around the vehicle location.
  - **Isobar map**: The map shows the high and low pressure areas in the entire country, or in a radius of approximately 373 miles (600 km) around the vehicle location.
  - **Radar map**: The map shows the precipitation in the entire country, or in a radius of approximately 373 miles (600 km) around the vehicle location.
- Weather information tables, such as wind speed, cloud coverage, pollen levels, UV index, and precipitation.
- Information about ski resorts and snow conditions.

Changing the display time period

- Tap ▶ ... in the upper right and tap to select the desired display time period:
  - ▶ Current: current weather information.
  - ▶ Hourly: weather forecasts for the next three and six hours.
  - ▶ Daily: weather forecasts for the next five days.

Changing the location

- To select a location for the weather display using the input screen, tap Search city in the *Weather* main menu.
- **OR:** Tap Favorite Cities to select a location stored as a favorite and display weather information for that location.
- **OR:** To see weather information for the nearest weather station, tap In the vicinity.
- **OR:** To select a ski resort for the weather display using the input screen, tap Search for ski resort.
- You can search for a different ski area or weather station using the Change ski resort and Change weather station function buttons.

The maps are automatically updated every 30 minutes. The closest weather station and ski resort are always shown.

Setting a city as a favorite (Favorites (cities))

In the Favorites (cities) menu, you can store up to 10 weather stations as favorites and access them to display weather information.

- In the *Weather* main menu, tap Settings, and in the Travel Link® settings menu, select Cities (weather stations).
- To select a location as a favorite in the input screen, tap Add new weather station.

  OR: In the *Weather* main menu, tap Settings, and in the Travel Link® settings menu, select Ski resorts.

Save favorites

In the Favorites (ski resorts) menu, you can store up to 10 cities as favorites and access them to display weather information.

- To select a location as a favorite in the input screen, tap Add new resort.

Deleting saved favorites

You can delete stored favorites individually.

- Tap after a favorite.

[4] If “Not available” is displayed, the station is not included in the current subscription package.

Media mode

Introduction

The term “**audio sources**” is used in general for data carriers that may contain files, such as music tracks, audio books, and other audio files. These can be played back via media drives and wired or wireless connections to the Infotainment system.

The wired and wireless connections that are available depend on the country and the device.

Volkswagen is not responsible for damaged or lost files on audio sources and data carriers.

The owner of the audio sources and data carriers is responsible for the information that is transmitted.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data media are not to be used. Read and follow the information provided by the manufacturer.

Difference in quality between data media from different manufacturers can cause problems with media playback.

Wrong configuration of data media can lead to the data media being unreadable.

The storage volume, condition (copy and delete processes), file system, folder structure and the amount of saved data can increase the time taken to read data media.

Playlists only have one order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.

Equipment features and media symbols

Refer to ⇒ **and** *Safety precautions*.

Tracks, folders, and playlists can also be marked by turning the menu knob and accessed and opened by pushing it.

Audio, media, connectivity:

- Media playback and media control via Bluetooth.
- Audio playback in these formats:
  - AAC.
  - ALAC.
  - AVI.
  - FLAC.
  - MP3.
  - MP4.
  - WMA.
- Cross-device playlists.
- Cross-source media database:
  - Data from all media sources connected to the Infotainment system are stored in a media database.
- Media search.

Symbols for media sources

	Tap My media or Sources and select as a media source. Connected USB devices may be selected under My media or Sources.
	Tap My media or Sources and select as a media source. Connected USB devices may be selected under My media or Sources.
	Select a device connected via Bluetooth® as a media source.
	Select a device connected via Bluetooth® as a media source.
	Select an SD card as a media source.
	Select external audio source connected to AUX-IN jack.
	Select external audio source connected to AUX-IN jack.
	Select CD drive.
	Select CD drive.
	Select external data media on USB.
	Select external data media on USB.
	Select internal hard drive (SSD).

Connecting to an external audio source via Wi-Fi.

General symbols for media operation

Start replay.

Pause replay.

Go to the previous track.

Tap **once briefly**: returns to the start of the current track.
Tap **twice in a row** : skips to the start of the previous track. From the first track, it will switch to the last track on the data carrier that is playing.

Press and hold: rewinds.

Skip to the next track.

Tap once briefly: Skip to the next track. From the last track, it will switch to the first track on the data carrier that is playing.
Press and hold: fast forwards.

Repeats the current track.

Repeats all tracks.

Activate random playback.
All tracks in the same folder level as the track currently playing will be included. If ▶ Mix/Repeat incl. subfolders is activated in the Media settings menu, subfolders are also included.

Search current media source (list view).

Go back one folder level in the media source.

Go up one folder level. In the folder view, the button allows you to select another audio source.

Close list view.

Display favorites list.

Finds similar tracks in the music database.

Opens the settings menu.

Symbols for categories and groups of media files

Music tracks.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audiobooks.

Selecting and playing a media source

Refer to ⇛ and *Safety precautions*.
A media source must be connected before media data can be played back.

There must be an internet connection to use streaming services.

- Connect the external media source (to playback from an external media source).
- Select the connected media source to be used for playback.

Switching on media mode

- With the device switched on, press the MEDIA button once.

  OR : Tap the MENU sensor area and select MEDIA .

Media mode switches on. If the last played media source is still available, this source will automatically resume playing.

Selecting a media source

- In the MEDIA main menu, tap MEDIA , My media or Sources to open the menu or to scroll through the available media sources one at a time.

  The media sources that can be selected will be displayed on the screen. Media sources cannot be selected in some operating situations, for example while the device is reading a media source.

OR: Tap the function key and select the desired media source. If a media source is connected and selected, the function key will have a symbol displaye with it.

The media source which is currently playing is displayed on the screen. Media sources cannot be selected in some operating situations, for example while the device is reading a media source.

Media sources that are currently not available are displayed in gray (inactive) in the pop-up window. If no media source is available for selection, this is indicated in the main menu.

If a media source that was previously playing is selected again, the playback continues at the location that was last playing.

Selecting a track from the track list

1. In the MEDIA main menu, tap the or function key.

   OR : Press LIST.

   OR: turn the menu knob.

2. Browse the track list and tap the desired track.

   OR: Briefly press the control knob.

If track information is available, the track number, name (audio CD), and file names (MP3) are displayed instead of Track + No.. The source may not support the track list.

Searching the folder structure (if available)

All media files of USB devices are filtered by category (e.g. album, artist, track). This category view is always displayed in My Media or Sources. The classic folder structure of the individual USB data media can also be found under My Media or Sources.

1. Display the folder structure.

   The folder structure of the selected media source is displayed. If My Media or Sources is selected, the categories (music, videos, playlists) and connected media sources are displayed.

2. Searching the folder structure for a desired track.

   OR: To start the full-text search, tap . The input line is displayed.

3. Enter the name of the desired track. The list of the found tracks updates automatically during input.

4. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.

5. Close the selection with .

Closing the folder and track list

- Tap the function key again.

  OR: Press the LIST button again.

  OR: Tap .

  OR: Press the MEDIA button.

  OR: do not adjust any settings for more than approximately one minute.

Skipping through tracks

You can skip through the tracks one-by-one on the media source that is currently playing.

- Press the or button.

  OR: Briefly tap the function key next to the display for the desired media source to select it.

You **cannot** switch to a playlist using the arrow buttons. You must manually select a playlist from the track selection menu.

[5)] The Wi-Fi function may not be available in all countries.

Streaming services and saving favorites

Refer to ⇒ and *Safety precautions*.

Setting up streaming services

Depending on the equipment, you can use streaming services directly through the Infotainment system. You need an existing user profile for the respective streaming service and must use it to log into the Infotainment system. An internet connection is also required for use.

1. Select Streaming as the media source.

   A list of available streaming services is displayed.

2. Select the desired streaming service.

The input field for entering login data is displayed.

3. Enter the login data for the desired user profile and confirm.

   The streaming services will be added as a new function key in the list of media sources.

Selecting from favorites

You can save individual tracks, genres, artists and albums under favorites for playback.

1. Open favorites.
2. Tap on your favorites.

Depending on the selection, all tracks heard during playback will be added to favorites.

Save favorites

Only media files that are saved in the internal memory (jukebox) of the Infotainment system can an be saved as favorites. You can save individual tracks, albums, artists and genres as favorites.

1. Start replay.
2. Open favorites.
3. Tap the free favorite position.

   OR: tap on an already occupied favorite position and hold for approx. 3 seconds.

4. Select from the selection list:
   - Title.
   - Album.
   - Artist.
   - Genres.
   - Playlist.

The selection is saved in the selected favorite position as a favorite. If the favorite position was already occupied, the previously saved favorite is overwritten.

The selection options in the selection list depend on the data attached to the media file. If a genre is not indicated for music files, the genre cannot be saved as a favorite.

If a video file is currently being replayed, only this video can be saved as a favorite.

Video and DVD mode

Refer to ⇒ **and** *Safety precautions*.

The Infotainment system can play videos in addition to music.

In Video mode, the Infotainment system display can play a video from a vehicle medium, from the internal data storage or from a streaming service. When doing sc the video sound is played through the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

A stable Internet connection is required for playback via a streaming service. There may be costs associated with your mobile network provider for doing so.

Starting video mode

- Connect your mass storage device to the USB port.

It may take a few seconds to read the data.

The video image is only displayed on the Infotainment system screen when the vehicle is stationary. When the vehicle is moving, the display will be switched off but the sound will still be available.

Starting DVD operation

Depending on the equipment and the vehicle, a DVD drive may be present.

- Insert a compatible DVD in the DVD drive.

It may take several seconds to read the DVD data.

The creator of the DVD is responsible for the appearance of the DVD film menu and the menu items offered there, and also for the different behavior of individual films with identical operation.

Video DVDs you have recorded yourself may not play or their function may be limited.

DVD region codes

DVD compatibility is often defined by “regional codes” which limit the video playback to certain regions (for example, USA and Canada). Such DVDs can only be played in devices that are coded for this region.

The DVD drive in the device is configured to read the regional code that is used in the country where the vehicle was delivered.

TV mode

Refer to ⇛ and *Safety precautions*.

In TV mode, you can receive digital television stations (ISDB standard) via the TV tuner of the vehicle and the vehicle aerial. The television image is displayed in th Infotainment system display. The television sound is played through the vehicle speakers.

The TV image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The television sound will continue to be played.

Television stations can be searched for manually via the frequency band or selected from the list of available television stations. You can also save television stations in a favorites list for quick access.

Depending on the reception quality, the TV tuner can automatically switch between a 1-segment program and a 12-segment program. This may result in brief interruptions in playback. This automatic switchover can be switched off in the TV mode settings.

In addition, the additional EPG (Electronic Program Guide) and Data Broadcast (video text) services can be opened via . These additional services can be operated via a remote control overlay.

Starting TV mode

- MENU ▶ .

TV mode will start automatically. You can select a TV station either via the station list or manually via the frequency band.

Opening the EPG (Electronic Program Guide) and selecting a station

1. Open the additional services.
2. Select EPG.
3. To show the menu controls, tap Display.
4. Navigate to the desired program point via the arrow function keys.
5. You can display details regarding the selected program point if desired by pressing Zoom.
6. Press ▷ to switch to the station for the selected program point.

Opening video text

1. Open the additional services.
2. Select Data Broadcast.
3. To show the menu controls, tap Display.
4. Use the arrow function keys and numerical input to navigate within video text.
5. Use the buttons to open the desired page content.

Images

Refer to ⇛ and *Safety precautions*.

In the IMAGES menu, image files (such as photos) can be displayed individually or in a slideshow.

Image files must be stored in a supported image format on a compatible data carrier (such as an SD card or USB).

Supported Image Formats:
BMP (.bmp) up to 4 megapixels
GIF (.gif) up to 4 megapixels
JPEG (.jpg, .jpeg) up to 64 megapixels (progressive mode up to 4 megapixels)
PNG (.png) up to 4 megapixels

Opening the Images menu

1. MENU ▶ IMAGES.
2. To select the desired source where the image files are stored, tap the IMAGES function key.

Rotates the screen view 90 degrees counterclockwise.

Rotates the screen view 90 degrees clockwise.

Resets the image view.

Opens the list view of the image files.

Switches to the previous image.

> Switches to the next image.

Stops slideshow playback. The function button changes to .

Resumes slideshow playback. The function button changes to .

Opens the settings menu.

Jukebox (SSD)

Refer to ⇒ and *Safety precautions*.

The “Jukebox” is located on the Infotainment system's hard drive (SSD).

Compressed audio files (MP3, WMA), some video files (podcasts, AVIs, etc.), and playlists can be imported from various data carriers into the Jukebox and played using it.

Only import files when the engine is running. CDs and DVDs with copy protection cannot be copied.

If the import process is interrupted by the Infotainment system, check the capacity of the internal hard drive and the data carrier.

Importing files

1. MEDIA ▶ Settings ▶ Manage jukebox.
2. Tap Import.
3. Select the desired source in the Select source menu.

The data carrier will be prepared. This process may take a few seconds.

1. Tap the files or folders to be imported to highlight them.

   If Select all is activated, all files and folders on the data carrier will be imported.
2. Tap .

The selected files and folders will be imported into the Jukebox under the displayed name.

Functions and progress indicator during the importing process

A progress indicator is shown on the import screen during the importing process.

Audio CD: while importing content from an audio CD, audio files that have not been imported yet will **not** be able to play. Playback may be interrupted and the audio CD may restart at the first track.

Audio file CD: it is not possible to play the files while importing them.

1. Tap Cancel to stop the import process with the last track that was imported completely.
2. For information on the import, tap Information.
3. To close the import screen with progress display, tap .

Deleting files

1. MEDIA ▶ Settings ▶ Manage jukebox.
2. Tap Delete.
3. Tap the files or folders to be deleted to highlight them.

   If Select all is activated, all files and folders on the data carrier will be deleted.
4. Tap . The selection will be deleted.
5. To close the menu, tap .

Accessing stored audio and video files

- Switch to the contents of the Jukebox (SSD).

When storing tracks, they will be saved in various categories and lists depending on the available track information.

The stored tracks can be displayed and accessed in various sorting orders using these lists.

For copyright reasons, all files stored in the Jukebox drive must be deleted before transferring the Infotainment system.

When importing playlists, make sure the linked songs and the playlist are copied from the same folder. Otherwise, the linked songs may not play.

Navigation

Introduction

The current vehicle position is determined by a global satellite system. All measuring values and possible traffic reports are compared with the available map

material to enable optimum navigation to your destination.

Audible navigation aids and graphic representations lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

⚠ WARNING

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

⚠ WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

If a turn was missed during route guidance and it is not possible to turn around, continue driving until the navigation system offers an alternative route.

The quality of the driving directions given by the Infotainment system depends on the available navigation data and any reported traffic incidents.

Voice guidance

Navigation messages are audible driving notes relating to the current route.

The type and frequency of navigation messages depends on the driving situation, for example, the start of the route guidance, whether you are driving on a highwa or roundabout and your settings.

If the destination cannot be reached exactly, for example, because it isn't in a digitized area, there will be a navigation message to say that the “Destination area” has been reached. Notes about the direction and distance to your destination will also be displayed on the screen.

During dynamic route guidance, reported traffic incidents on the route are announced. There will be another announcement if the route is recalculated due to a traffic incident.

The volume of navigation announcements can be adjusted while one is playing. All other navigation announcements will then play at that volume.

Navigation messages are not played if the Infotainment system is muted.

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example, in a tunnel or in an underground garage, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized on the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Routing is subject to ongoing changes, for example, new streets, construction zones, road closures, or changes to street names or house numbers. Using outdatec navigation data can lead to errors or uncertainty when using route guidance.

Equipment and symbols of the navigation system

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions*.

Requirements and restrictions

✓ Some symbols and function buttons can only be seen during active route guidance and are not available in every country. Inactive symbols and function buttons are grayed out.

✓ If there is an active Car-Net subscription, the results will include online information, such as the number of parking spaces and fuel prices.

General symbols

Displays destinations that were stored manually and imported vCards.

Displays destinations that were stored as favorites.

Estimated arrival time at the destination.

Trip duration display.

Distance to the destination.

ETC Toll roads (Japan).

VICS/ETC2 (Japan).

Closes the window and returns to the previous view.

Before route guidance

Opens the input screen for entering a destination (before route guidance starts).

Function button to switch the search options.

- Alternative routes.

During route guidance

- Plan a route manually using individual destinations.
- Change the route on the map. To do this, press and hold the route with your finger at the desired point on the screen and move it. Route guidance continues after confirming the new route that was entered.
- Avoid traffic jams ahead. To do this, enter the estimated length of the traffic jam.
- Enter a destination using stored destinations.
- Stop route guidance.

My destinations (destination memory)

Opens a list with various functions.

- Stores the current position as a destination.
- Tap to open, change, or create routes. Routes created online can be sent to the vehicle via the Customer Web Portal and then used.
- Destinations (using the drop-down menu).

Display of destinations that were stored manually.

Displays destinations that were stored as favorites.

Displays the phonebook entries with stored contact data (mailing address).

Displays destinations stored online in the Car-Net portal.

- Opens the last destinations.
- Home address. Starts the route to the home address. If no home address is stored yet, one can be assigned. Saving a new home address overwrites the previous one.

POI search

POI search in the surrounding area. The following categories are available:

- Gas stations.
- Places with parking.
- Restaurants.

Changing the view

Switches between the navigation map and satellite map.

Displays the entire route on the map.

Displays the destination on the map.

Displays the Range 360 view on the map.

- Tap to select the 2D or 3D view.
- Tap to show or hide the split screen.
- Tap to select the day or night view manually or have it automatically controlled.
- Shows or hides points of interest.

Operating the audio or media source

Media mode: starts playback and stops and skips to the next or previous track.

Radio mode: switches between stored or receivable stations.

Announcements

Adjusts the announcement volume.

Repeats the last navigation announcement.

Mutes navigation announcements.

▶ Tap and move the slider to increase the volume of the navigation announcement.

Setup

Opens the settings menu.

Changing the map scale

Switches the automatic map scale on or off. Tap on the respective symbol on the map to do this. The map scale is displayed on the symbol.

Switches the automatic map scale on or off. Tap on the respective symbol on the map to do this. The map scale is displayed on the symbol.

Selects the automatic map scale. If the function is active, the symbol will be displayed in blue. The symbol switches from to .

Briefly zoom into the map section. The display automatically returns to the last selected scale after a few seconds.

Zooms in on the map section manually.

Zooms out on the map section manually.

No GPS reception. Hidden when there is reception.

Elevation

Elevation above sea level in meters.

Flexible function button

Centers the vehicle location in the map segment. Only appears if you moved the map section with your finger.

Centers the destination or route in the map section. This function button is only visible when *Display destination on the map* and *Entire route* is selected.

Switching the map view

Shows the map in the selected 2D or 3D view.

Orients the map view in the direction of travel or facing north.

Manually installing and updating navigation data

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

The Infotainment system is equipped with an internal navigation data memory. Depending on the country, the required navigation data may already be installed.

To make full use of all functions, the navigation data in the Infotainment system must be up-to-date. Navigation could be impaired if an older version of the navigation data is used.

Current navigation data can be downloaded online at www.volkswagen.com and stored on a compatible SD card or a USB data carrier.

An SD card will operate at higher speeds in the SD1 card slot. Appropriate SD cards are available from an authorized Volkswagen dealer or authorized Volkswager Service Facility. Suitable USB data carriers are available from retailers.

The navigation data must be installed in the device. Navigation using the SD card or USB data carrier is not possible.

⚠ WARNING

Updating the navigation data while driving could result in accidents and serious injuries.

- Only update the navigation data when the vehicle is stationary.

Volkswagen recommends updating the navigation data regularly.

Installing navigation data manually

The ignition must remain switched on during the installation process. The process may take up to four hours, depending on the amount of data and the SD card or USB data carrier that is used.

If the Infotainment system is switched off during the process, installation is interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto an SD card or USB data carrier.
2. Switch the ignition on.
3. Insert an SD card or USB data carrier with the stored navigation data.

   Do not remove the SD card or USB data carrier while it is being checked. Wait until the checking display disappears.
4. Import stored navigation data: MENU ▶ ▶ ▶ Version information ▶ Update software.

OR : MENU ▶ SETTINGS ▶ System information ▶ Update software.

5. Follow the instructions on the screen.
6. After the installation process is completed, remove the SD card or USB data carrier.

NOTICE

Do not remove the SD card or USB data carrier while navigation data is being used. This can damage the SD card or USB data carrier.

Before removing the SD card, it must be prepared for removal. It is not possible to use navigation and receive TMC messages without an SD card.

The SD card with the navigation data cannot be used as a storage medium for other files. Any saved files will not be recognized by the Infotainment system.

Updating navigation data online

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

The Infotainment system supports online downloading of regional navigation data for areas near the vehicle. A complete update (for example, the entire country) can only be done using a USB data carrier.

Requirements for an online download:

- ✓ The system must be connected to the Internet.
- ✓ There must be an active Volkswagen Car-Net user account for the vehicle.

Each country is divided into multiple update regions. The number of regions varies from country to country. A regional online update is limited to areas where the vehicle has spent a significant amount of time.

A pop-up window will appear on the Infotainment system screen if a regional update is available. Confirming the pop-up will start the download of the regional online update. If you decline the pop-up, then the online update can only be started manually by tapping SETTINGS ▶ Version information ▶ Navigation SETTINGS ▶ Version information ▶ Update (online).

A message on the Infotainment system screen may indicate when the download is completed. The installation of the navigation data will start automatically in the background.

The online download and the installation of update packages can be interrupted (for example, by switching the ignition off). They will resume automatically once the requirements listed above are once again met.

If the navigation data is too outdated, then an online update will not be possible. A complete update must be performed in order for online updates to be possible again in the future.

Automatic updating of navigation data is only possible if permitted by the selected offline mode settings. Updates will not be carried out in offline mode.

Starting route guidance

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

Selecting the destination and starting the navigation system

Destination inputs are located in the navigation system main menu.

Go to the input screen: MENU ▶ ▶ .

Function Button and Effect:

Opens the selection list for entering a destination.

Enter a new destination.

Tap the Options function key and select the desired destination input (Address, Online POI, POI or In map).

Opens the last destinations.

Tap to delete individual characters.

- **OR**: Tap navigation map.

After a country and city/town have been entered, route guidance to the center of the selected city/town can be started.

Map codes, phone numbers, and texts can only be used for route guidance if this destination data is recognized by the navigation system.

Enter the navigation destination as accurately as possible. If you only give examples, then route guidance may not occur or may lead you to an incorrect destination. The system suggests possible destinations while you are entering text.

When narrowing down a destination address, keep in mind that each item entered narrows down the possible selections you can make. For example, if the street you are searching for is not within the postal code you entered, you will not be able to find it when it is time to select the street.

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

Selection list for destination entry

Open the selection list: MENU ▶ ▶ ▶ .

The selection list offers the following options for entering a destination:

- Entering a POI or address.
- Entering the address in segments
- Online POI search.
- POI search along the route
- Selecting a destination on the map

Select the destination on the map and starting the navigation system

Go to the navigation map: MENU ▶ .

The current location will be displayed in the map view.

- Move the map with your finger until the desired destination can be selected.

Entering a destination directly with the navigation map is not possible in all geopositions within the country. The number of possible destinations depends on the version of the data.

The navigation map for your country contains active areas at many locations where destinations can be entered without searching. To do this, tap your finger on the desired location on the map. If active map data is available at this location, a split screen will appear for the destination you have entered.

> Splits the map display and opens a split screen with additional functions and information.

Splits the map display and opens a split screen with additional functions and information.

Starts route guidance.

Tap to search in the surrounding vicinity.

Tap to add as stopover (only when route guidance is active).

Changing the route using the navigation map

The route to the destination can be changed using the navigation map. To do this, tap and hold on any section of the route until crosshairs appear on the Infotainment system screen. You can then move the crosshairs to any other available section of road.

The route will be recalculated automatically once the input is confirmed.

The route will not be changed if the input is canceled.

Traffic information

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

The Infotainment system continuously receives traffic reports (TMC) in the background if a TMC traffic station can be received at the current location. You do not have to be listening to the traffic station.

By receiving online traffic information, real-time information about accidents or other incidents can be received from the Internet.

This data is needed for the traffic flow display and for dynamic route guidance.

If online traffic information cannot be received, the traffic information will be automatically received via TMC/TMCpro. In this case, the traffic flow display will not be available.

Receive traffic information via SiriusXM®

The Infotainment system can receive traffic information via satellite radio with SiriusXM® if this function is activated.

By receiving online traffic information, real-time information about accidents or other incidents can be received from SiriusXM® satellite radio mode ⇒ *SiriusXM®*.

This data is needed for the traffic flow display and for dynamic route guidance.

If traffic information cannot be received, the traffic information will be automatically received via TMC. In this case, the traffic flow display will not be available.

Requirements:

✓ “Traffic Channel” must be activated in SiriusXM®.

✓ Traffic flow must be activated in the Traffic flow settings menu.

Displaying traffic reports

Traffic reports such as traffic jams or stop-and-go traffic are displayed on the navigation map as symbols.

If route guidance is active, traffic reports on the current route will be displayed on the route plan.

1. MENU ▶ TRAFFIC .

OR : Tap the INFO button.

2. To exit the TRAFFIC menu, either press the MENU or HOME function button.
3. Tap ▽ and select All or Route.

All Displays all traffic reports received.

Route Displays received traffic reports that affect the current calculated route.

Dynamic route guidance

For dynamic route guidance, Dynamic route must be activated in the route options.

If a traffic report is received for the route on which you are currently driving during route guidance, a detour will be calculated if the Infotainment system determines that it will save time.

If a detour will not save any time, navigation will continue to use the route that travels through the traffic incident. There will be an audio message in either case.

There will be another message shortly before the traffic incident is reached.

The route ahead can also be blocked manually in order to cause the route to be recalculated.

Traffic incidents that are **not** on the calculated route are displayed in gray during route guidance.

A red line indicates the section of the route that is affected by a traffic incident.

Incidents that affect the calculated route and that have caused it to be recalculated are shown in orange.

The location of an icon indicates the beginning of a traffic incident, if it can be clearly determined based on the traffic report.

TMC Traffic reports on the map (selection)

Stop-and-go traffic.

Traffic jam.

Accident.

Ice.

Slip hazard.

Danger.

Construction site.

Strong wind.

Road closed.

Traffic flow display

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

Online traffic information is displayed in color in the map view.

Colored warning icons show the beginning of an upcoming traffic incident. Traffic incidents with gray warning icons are not on the planned route.

Red line: traffic jam or stop-and-go traffic. There is considerable congestion on this segment.

Orange line: slow-moving traffic. There is congestion on this segment.

Green line: traffic is flowing smoothly. There are no traffic incidents reported at this time.

Traffic flow settings

The display of traffic incidents can be configured under MENU ▶ Map ▶ Traffic flow settings.

OR: Map ▶ Traffic flow settings.

Route (route plan)

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

Multiple destinations can be defined in the route plan one after another. A trip that contains multiple destinations is called a “route”.

The route “starting point” is always the vehicle position as determined by the Infotainment system. The “destination” is the end of the route. “Stopovers” are traveled to before the destination. You can also move stopovers to another position within the list.

Open route plan when route guidance is active: MENU ▶ ▶ ▶ ROUTE INFORMATION.

Symbol and Meaning:

Route starting point.

Stopover on a route.

When there are multiple stopovers, a small number will appear that indicates the sequence within the route.

Moves the stopover. Tap the symbol in the list, press and hold it, and move it.

Destination. Route end point.

Estimated arrival time at the destination.

Distance to the destination.

Symbols That Appear After Tapping on a Destination:

Deletes the destination.

Starts direct route guidance to the selected destination. Destinations that are located before the selected destination are omitted.

Opens the detailed view for the respective destination.

Online route calculation

Requirements:

✓ Active Car-Net subscription.

The routes are calculated online if the system can establish an active connection. All traffic reports are calculated during route planning, even if they have not been received by the vehicle yet.

Open additional window

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

Using the functions of the Navigation system may cause a dialog box to open with additional options. The options available depend on the function used. The information displayed depends on the function that is selected in the drop-down menu.

Showing or hiding the additional window

1. Tap View in the Navigation ▶ main menu.
2. To show additional windows, tap Additional window to activate.
3. Tap ... in the additional window to select a display option.

Display and Meaning:
Audio.
Compass: displays the direction of travel based on a north-south orientation.
Driving maneuver display.
Route section display with lane recommendations when route guidance is active.
Most frequent routes when route guidance is not active.
Map in map.
Range 360 display.
Hi-pass lanes: hi-pass lanes are sections where tolls are collected electronically. Hi-pass lanes are shown in the maneuver display. This function is deactivated and can be activated in the settings.
Toll cost display: the toll costs for the entire route are displayed in the current route information.

Current position information:

Latitude.

Longitude.

Elevation above sea level in meters.

GPS Number of satellites whose GPS signals are currently being received (for example, 3 of 16).

Closes the split screen.

The split screen currently includes another level with information. Tap the symbol to open. It appears instead of ×.

Learning usage patterns

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

While driving, the navigation system takes note of the routes you have driven and the destinations to which you have driven. This information is used to provide suggested destinations based on the time, date, and vehicle location. Each suggested route is based on a route that was previously recorded. Destinations are onl

learned after a waiting period of at least 30 minutes.

The navigation system can suggest up to three routes at the same time. They are displayed in an additional window in the navigation system.

If you select a suggested route, **silent** route guidance begins. Route guidance is only provided visually on the map. No audible driving instructions are given.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected destination using the shortest route.

Serious traffic incidents are taken into account during route guidance and you will be routed around them using an alternative route if possible.

Icons also indicate traffic incidents on the route and the arrival time is automatically updated based on the traffic conditions.

The suggested routes may differ from the routes provided during *normal* route guidance.

Activating and deactivating the function

- To switch the function on, in the Settings menu, tap ▶Route options and activate the *Learn usage pattern* function.
- To switch the function off, in the Settings menu, tap ▶Route options and deactivate the *Learn usage pattern* function.

Deleting stored data

- To delete stored data, in the Settings menu, tap ▶Manage memory▶ and then Delete user data, then activate the *Usage pattern* function.

Waypoint mode

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

While driving, individual coordinates are joined together into a complete route.

A stored route can be selected at any time in the navigation system.

Route guidance on a stored route is only provided visually on the map. Audio driving recommendations are not provided.

Requirements

- The *waypoint mode* function must be activated.

Alternative routes

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions*.

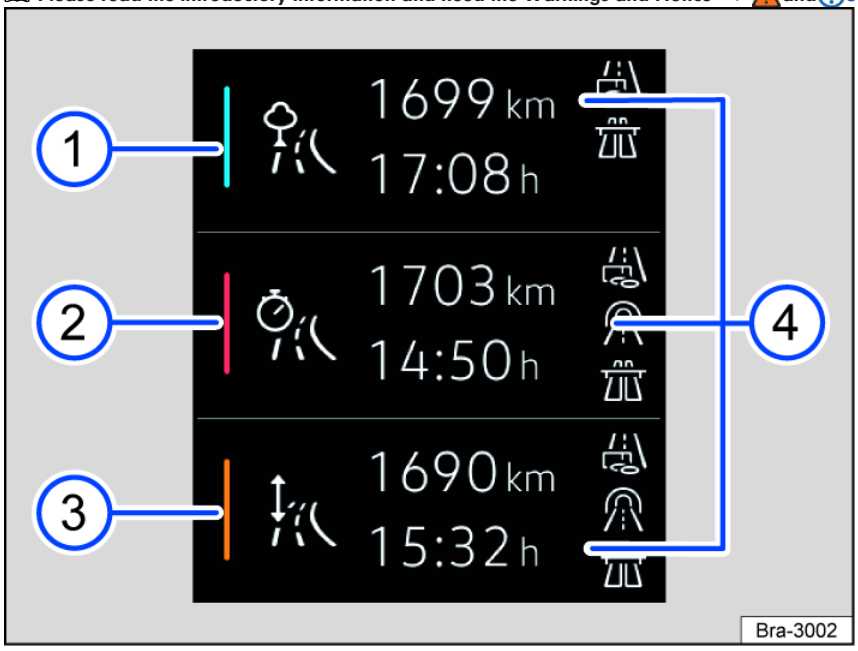


Fig. 129 Overview window for alternative routes.

Key:

(1) Economical route. Calculates the most economical route (light blue indicator).

(2) Fastest route. Calculates the fastest route to the destination, even if detours are necessary (red indicator).

(3) Shortest route: calculates the shortest route to the destination, even if it will require a longer driving time (orange indicator).

(4) Information field with information for all routes.

The alternative routes display must be activated in the settings menu .

If alternative routes are activated, the split screen for alternative routes will appear after route guidance starts.

Any tolls, tunnels, and highways will also be displayed in the split screen next to the alternative routes.

Phone interface

Introduction

Using the cell phone interface, you can connect your mobile telephone device to the Infotainment system and control the telephone function via the Infotainment. The sound is played back via the vehicle speakers.

The functions described in the following information can be accessed on the Infotainment system screen if a mobile device that is turned on is paired and connecte to the system. The functions that are available depend on the mobile device that is used.

You can connect multiple mobile devices to the Infotainment system at the same time. However, only one device is active at a time and can be used to make calls. The second connected device, or any other connected devices, can receive calls via the Infotainment system and be used to play media.

The phone interface functions will not be available if there is no mobile device paired and connected with the interface.

High speeds, poor weather and road conditions, a lot of background noise (even outside the vehicle), and the network quality can impair phone calls in the vehicle.

The phone interface may contain a compensator which offsets disruptions to the mobile device reception and also improves the transmission and reception performance of the mobile device.

Prior to the first use

- ✓ Follow all safety precautions ⇒ *Safety precautions*.
- ✓ Check if your mobile device is suitable and if the Bluetooth® function is supported.
- ✓ Activate Bluetooth® in the mobile device and set it to visible.
- ✓ Pair and connect the mobile device to the Infotainment system.

You usually only need to pair a device (e.g. cell phone) once. You can reestablish the connection to the Infotainment system at any time via Bluetooth or Wi-Fi, without re-pairing your device.

Only use compatible Bluetooth ® devices. Information about compatible Bluetooth ® products can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility, or found online.

Most electrical devices are shielded against high-frequency signals. However, in some rare cases, electronic devices may not be shielded against high-frequency signals from the phone interface. Interference can result.

Observe any applicable regulations when using a headset.

Mobile phone interface equipment and symbols

Symbols in the main menu

Some symbols and functions are only available during a phone call.

This chapter describes the meanings of symbols and function buttons.

- Contacts.
- Incoming and outgoing calls lists.
- Select telephone number.
- Set up a telephone connection with voice commands.
- Open Favorites.
- Indicator for an existing Bluetooth® connection to a mobile device.
- Current mobile phone signal strength.
- Battery charge level of the mobile device. This symbol is only displayed if the mobile device is connected via the Bluetooth ® Hands-Free Profile (HFP).
- Mobile telephone interface settings.

Symbols for telephone calls

The symbols may have a different appearance depending on the Infotainment system.

- Start or foreground a call.
- End or decline a call.
- Open contact list.
- Opens a detail view of the contact.
- Have the voice control read out contact names.
- Send a text message to the contact.
- Select telephone number.
- Mute or switch on the hands-free system.

 Mute or switch on the hands-free system.

 Have a conversation via the phone interface.

 Switch on the ring tone mute or pick up.

 Switch on the ring tone mute or pick up.

 Put a call on hold.

 Put a call on hold.

 Continue a call.

 Start a conference call.

 Starts route guidance to a contact as long as there is a complete address stored for the contact.

SOS Make an emergency call.

 Make an emergency call.

 Receive breakdown assistance.

 Receive information about Volkswagen and various traffic and travel services that are available for an additional charge.

 Receive information about Volkswagen and various traffic and travel services that are available for an additional charge.

 Voice mail.

 Voice mail.

Call list symbols

To open the call lists, tap on  .

 Incoming call received.

 Outgoing call made.

 Missed call.

 Transfer the phone number into the *Enter telephone number* menu.

 Telephone number (company).

 Telephone number (private).

 Mobile telephone number (company).

 Mobile telephone number (private).

 Fax device (private).

 Fax device.

Locations with special regulations

Switch off the mobile device and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. For example, the may include:

- Areas near pipes and tanks containing chemicals
- Lower decks in ships and ferries
- Areas near vehicles powered by liquefied petroleum gas (such as propane and butane)
- Areas with chemicals or particles in the air, such as flour, dust, or metal powder
- All other locations where the vehicle engine and the mobile device must be switched off.

⚠ WARNING

Switch off mobile devices at locations where there is a risk of explosions!

NOTICE

The mobile device must always be switched off in areas with special regulations relating to or prohibiting the use of mobile devices. Radiation from mobile devices that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

Pairing of Bluetooth® devices

Bluetooth® technology connects a mobile device to the vehicle's phone interface. Initial pairing is required in order to use the phone interface with a mobile device.

Pairing takes several minutes. Pairing can only take place when the vehicle is stationary.

Requirements

- ✓ Switch the ignition on.
- ✓ Switch on the mobile device.
- ✓ If necessary, disconnect the headset from the mobile device.
- ✓ Activate the Bluetooth® function on the mobile device and on the device or set it to visible.
- ✓ End any active calls on the mobile device as well as any automatic Bluetooth ® connections.
- ✓ Deactivate the automatic keypad lock and screen saver.

You will need to enter information using the mobile device keyboard during the pairing process. Refer to the mobile device operating guide.

Bluetooth® technology

Some mobile devices are detected automatically and connect when the ignition is switched on if the device has been previously connected to the system. For this t happen, the mobile device and the Bluetooth® function on the mobile device must be switched on, and all active Bluetooth ® connections to other devices must be disconnected. It may be necessary to input other information on the mobile device.

There is no cost for the Bluetooth® wireless connection.

Bluetooth® profiles

If a mobile device is connected to the phone interface, data can be exchanged via one of the Bluetooth ® profiles listed in the information that follows.

The availability of Bluetooth® profiles depends on the country, the vehicle equipment and the mobile device.

Bluetooth® profile: description	
HFP	**Hands-Free Profile** If a mobile device is connected to the phone interface via HFP, calls can be made wirelessly through the hands-free system.
MAP	**Message Access Profile** If a mobile device connected to the phone interface supports the MAP function, text messages and e-mails can be received, displayed, and sent through the phone interface.
PBAP	**Phonebook Access Profile** PBAP allows access to the phonebook in a connected mobile device.
A2DP	**Advanced Audio Distribution Profile** Profile for transmitting audio signals in stereo quality (music playback).
AVRCP	**Audio Video Remote Control Profile** Profile for displaying song information and controlling playback on a mobile device.

NOTICE

If authorization takes place via the mobile device, the “Message Access Profile” (MAP) and the “Phonebook Access Profile” (PBAP) will be automatically connected with the “Hands-Free Profile” (HFP). If the mobile device is connected with the “Advanced Audio Distribution Profile” (A2DP), the “Audio Video Remote Control Profile” (AVRCP) will be automatically connected as well.

Coupling, connecting and managing

Before the phone interface can be used, an initial pairing process with the mobile device is required in order to make both devices available to each other. A user profile is created in the phone interface. The mobile device is uniquely assigned to it.

Each mobile device must be paired initially with the phone interface via Bluetooth ®.

Several mobile devices can be paired with the Infotainment system, but only one mobile device can be connected to the Infotainment system at a time.

When the Infotainment system is switched on, it will automatically try to connect to the mobile devices that were most recently connected. If the system cannot connect to these mobile devices, the phone interface will attempt to connect to the next mobile device on the list of paired mobile devices.

The maximum range of a Bluetooth® connection is about 33 feet (11 meters). The Bluetooth ® connection will be disconnected if this distance is exceeded. The device will automatically reconnect once a paired mobile device is within Bluetooth® range.

Pairing takes several minutes. Pairing can only take place when the vehicle is stationary.

For additional information on pairing and connecting mobile devices, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To help prevent unauthorized use, visibility should be deactivated on the mobile device after successfully pairing.

When running a device search, select a location where there are likely to be few visible mobile devices.

Starting pairing through the Infotainment system:

1. MENU ▶ PHONE.
2. ▶ Find cell phone.

   OR : press the PHONE button.
3. Tap Find telephone.

   OR: Settings ▶ Select cell phone.

   When the search process has been completed, the names of the mobile devices that were found will be displayed on the screen.
4. Select the mobile device to be paired from the list of devices found.

The Infotainment system and the mobile device will now be paired to each other. In some cases, you may need to enter additional information on both the mobile device and in the Infotainment system in order to complete the pairing process.

- Confirm that the mobile device has been paired.
- **Depending on the mobile device:** Enter the PIN shown on the Infotainment system screen in the mobile device and confirm.

  OR: compare the PIN displayed on the Infotainment system screen with the PIN displayed on the mobile device. If it is the same, the code must be confirmed on both devices.

Once pairing has completed successfully, the PHONE main menu is displayed and the phonebook, call lists, and text messages stored in the mobile device are loaded automatically. A confirmation on the mobile device may be necessary.

The amount of time needed for the transfer depends on the amount of data stored on the mobile device. After the transfer is complete, the data will be available in the Infotainment system.

Bluetooth® coupling via NFC

NFC is not available in all countries and on all vehicle models.

Prerequisites for one-off coupling:

✓ Storage compartment with cable-free charge function (storage compartment with interface for mobile telephone) is fitted in the vehicle.

✓ NFC is activated in the mobile device.

1. Call up menu Telephone settings and tap on Select mobile device.
2. Unlock mobile device.
3. Place mobile device in correct position on the mobile phone shelf.
4. Pair Bluetooth using the menu on your mobile device and continue and confirm on the vehicle screen.

The mobile device is coupled with the Infotainment system.

While the Infotainment system is in the Known mobile telephones menu, the cable-free charge function is deactivated. Cable-free charging is reactivated if you leave the menu.

Basic and convenience telephony

Some symbols and functions are only available during a phone call.

Depending on your vehicle equipment, you can choose between two types of mobile phone interface:

- Basic mobile phone interface.
- Convenience mobile phone interface.

Basic phone interface

The Basic mobile phone interface uses the HFP Bluetooth® profile for transmission. This enables the use of mobile phone functions via the Infotainment system an output via the vehicle speakers.

If a mobile device is connected to the phone interface via the Bluetooth ® Hands-Free-Profile (**HFP**), calls can be made wirelessly using the hands-free equipment.

The exterior vehicle antenna cannot be used for this.

Convenience mobile phone interface

Just like the Basic mobile phone interface, the Convenience mobile phone interface uses the HFP Bluetooth® profile.

The Convenience mobile phone interface can be equipped with the wireless charging function ⇒ *Wireless charging function*.

In order to use the features of the wireless charging function, you need to correctly insert a suitable mobile device into the storage compartment. This will connect the mobile device to the vehicle aerial. This improves reception and call quality.

Special conditions:

To help ensure a stable connection between the mobile device and vehicle exterior antenna, note the following points:

- The total length of the mobile device should not exceed approximately 5.5 in (140 mm).
- Always place only one mobile device at a time on the wireless charging surface.
- Position the mobile device on the wireless charging surface without a cover or protective case.
- Do not place any metal objects, such as keys or coins, on the wireless charging surface. These objects could become very hot.

Business phone operation

Business phone operation is not available in some countries.

Business phone operation linked to the exterior antenna on the vehicle is designed for GSM 900, GSM 1800, UMTS 2100 and LTE mobile network standards.

If a mobile device is connected to the phone interface via Bluetooth ®, calls can be made wirelessly through the hands-free system.

With the SIM card reader, all phone interface functions can be used without a mobile device.

Depending on the country and equipment, there may be a SIM card reader in the vehicle.

Connecting to the vehicle exterior antenna

Note the requirements for connecting to the vehicle exterior antenna:

- The mobile device must be connected to the phone interface via the profile **rSAP** Bluetooth®.

  OR: a suitable SIM card must be in the SIM card reader.

If the mobile device is not connected to the exterior antenna on the vehicle, refer to the information about mobile communications in the vehicle.

Inserting a SIM card

1. Insert the SIM card in the SIM card slot with the label facing up (contact surface facing down). The angled corner of the SIM card must be at the left front corne facing the card reader.
2. Insert the SIM card into the slot until you feel it click into place.
3. Press the MENU touch-sensitive field and then select the TELEPHONE menu.
4. When prompted, enter the SIM card PIN on the screen.
5. Tap to be able to automatically connect the SIM card to the phone interface in the future *without* entering the PIN code again.

   OR: Tap OK to always enter the PIN when automatically connecting.

Depending on the SIM card being used, the stored contacts may be downloaded to the local phone interface memory after inserting the card.

The PIN code entry settings can be changed in the Telephone settings.

Additional costs through the SIM card

The eSIM card installed in your vehicle will be automatically deactivated if you use your own SIM card or a SIM card in a mobile device. In this case, data will be transferred via your own SIM card to perform Volkswagen Car-Net services. This may result in additional charges.

The eSIM card is used to perform Volkswagen Car-Net services (such as Security & Service).

The availability of the eSIM card depends on the country.

Removing a SIM card

1. Press on the SIM card. The card will release from the slot.
2. Remove the SIM card.

Possible Business connection types

The following connection types are available in addition to the Basic phone interface connection types:

SIM card	Device 1	Device 2	Device 3
The connection types depend on the country and device.			
Phone operation + Data connection	PBAP	A2DP/AVRCP	HFP (inactive)
Phone operation +	PBAP +	HFP	

SIM card	Device 1	Device 2	Device 3
Data connection	A2DP/AVRCP	(inactive)	
Data connection	HFP (active)	HFP (inactive)	A2DP/AVRCP
Data connection	HFP + A2DP/AVRCP (active)	HFP (inactive)	–
Data connection	HFP (active)	HFP + A2DP/AVRCP (inactive)	–
–	rSAP Phone operation + data connection	A2DP/AVRCP	–
		HFP	

NOTICE

Inserting SIM cards incorrectly, inserting SIM cards that do not fit, or inserting foreign objects can damage the SIM card slot and the Infotainment system.

- Make sure the SIM card is positioned correctly when inserting.
- If too much pressure is applied when inserting the SIM card, the locking mechanism in the SIM card slot may be destroyed.
- Strong vibrations can damage the SIM card slot.
- Do not use mini SIM cards.
  - Do not use micro SIM cards.
  - Do not use nano SIM cards.

For data protection reasons, Volkswagen recommends confirming the PIN code entry with OK so that you must enter the PIN code again each time the phone interface connects to the mobile network automatically.

Wireless charging function

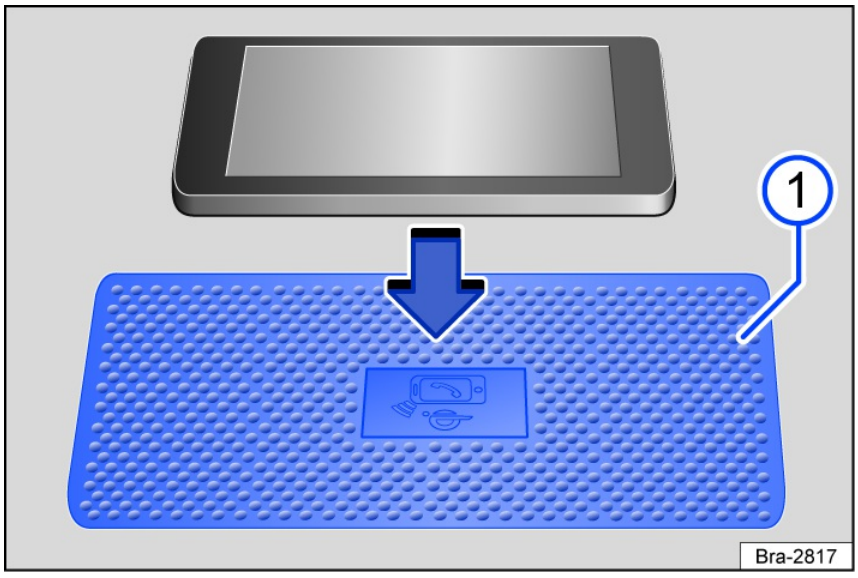


Fig. 130 Diagram: storage compartment with a liner pad for wireless charging.

The wireless charging function uses electromagnetic induction to transfer energy wirelessly over short distances.

The maximum charging power is 5 watts.

Only Qi-capable mobile devices without a protective case and a maximum total length of approximately 140 mm may be placed on the wireless charging surface.

The Qi standard allows suitable Qi-capable mobile devices to be charged wirelessly. Wireless charging is not available in all countries and all vehicle models.

In some vehicles, a “phone symbol” on the liner mat indicates the center position for the wireless charging function *fig. 130*.

To charge a Qi-capable mobile device, place it in the center of the surface with the display facing up *fig. 130*. The charging process starts automatically after that The operating instructions or the mobile device manufacturer will indicate if the mobile device supports the Qi-standard.

The Infotainment system installed at the factory informs you when the charging process is starting and if there are any foreign objects with metal components, such

as coins, keys, etc., on the surface. **Remove foreign objects immediately.**

If the mobile device is not positioned correctly or if it is too large, it may not be detected correctly or detected at all. The system may then notify you of a foreign object on the surface. Correcting the position on the surface may correct the malfunction.

Qi-capable mobile devices that are too large cannot be charged wirelessly.

NOTICE

The charging time and temperature will vary depending on the mobile device that is used.

NOTICE

To reduce the risk of malfunctions, make sure the mobile device is positioned correctly on the surface.

Declaration of conformity

This device complies with part 15 of the FCC rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

FCC ID: RK7XXX-00, IC 4774A-XXX00

Any changes or modifications not expressly approved by Novero could void the user's authority to operate this equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: RK7MBC-NAR, IC 4774A-MBCNAR

BEFORE USE, you **MUST REGISTER THIS DEVICE** with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your service provider.

You **MUST** operate this device with approved antennas and cables as specified by the manufacturer. Antennas **MUST** be installed at least 20 cm (8 inches) from any person.

You **MUST** cease operating this device immediately if requested by the FCC or a licensed wireless service provider.

WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

WARNING

Do not place metal objects or objects with metal components on the wireless charging surface. Metal objects can become very hot. This may cause burns to the skin or a fire.

NOTICE

Do not place any ID cards, credit cards, etc. with magnetic strips or with a chip on the wireless charging surface. The data stored on the magnetic strips or the chip could become unusable.

Using a phone

Open the mobile phone interface

- MENU ▶ .

Accepting or declining a call

When there is an in incoming call, the caller's number is displayed in the center of the screen. To accept or decline the call, press the corresponding button.

The caller's name will be displayed if the number is saved in the phonebook.

If a call is accepted, the screen display will change to call mode.

Using a phone

Select a telephone number to make a call. Various functions are available for selecting the telephone number.

Manually entering the telephone number

1. To enter the telephone number, tap .
2. Tap to make the call.

Using contact data

If a contact has multiple telephone numbers, you must select it accordingly.

- Tap . Tap the contact on the list to make the call.
- **OR:** enter the name of the contact to search for in the input field.
- **OR:** Browse the contact list and tap the desired contact.
- **OR:** Tap a favorite to make the call.

Using a call list

The mobile phone interface displays the call list for the mobile device. Frequently used telephone numbers are displayed under Favorites. You can make calls via the call list.

- ▶ All. Tap on a number in the list to make the call.

  OR: Filter the call list (e.g. by missed calls, selected numbers or favorites). Tap a number on the filtered list to make the call.

Call voice mail

- Tap to make a call.
- If no phone number is stored for the voice mailbox, enter the phone number and press OK to confirm.

Enter the country code

When entering a country code, the “+” symbol can be entered instead of the first two digits (for example “00”).

- Tap and hold the 0 function key for about two seconds to add the “+” sign.

While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Sending text messages (SMS)

To receive, display, and send text messages through the Infotainment system, the following requirements must be met:

- The Infotainment system is connected to a mobile device via the Bluetooth ® Profile **rSAP**.

  OR: A mobile device is connected via Bluetooth ®**MAP**.

To store new text messages, make sure there is enough free memory space on the SIM card. Delete existing text messages if necessary.

Due to the large number of mobile devices that are available, there is no guarantee that all functions will always be available.

Opening the text message menu

- In the PHONE menu, tap ▶ SMS .

Possible functions:

The number of available functions depends on the mobile device that is connected.

- Create and send text message.
- Display received, drafted, deleted and sent text messages.
- Open inbox and outbox.
- Send contact details for a contact in the contact list.
- Select a text template from the list.
- Tap to have text messages read by voice control.
- Tap to forward a text message.
- Opens the number pad to enter a phone number.

  OR: select a recipient from the contacts list.

  Tap to add additional recipients by entering a phone number or selecting from the contact list.

Phone directory

Select contacts

This first time a mobile device is paired with the Infotainment system, the phonebook is saved in the Infotainment system. After the initial pairing process, it may tak several minutes before the phonebook data from the mobile device is available. If necessary, confirm the transfer on the mobile device.

Depending on the device, only contacts from the phone's memory may be loaded.

The phone directory is updated after each new connection. During the update, the present phone directory can still be used.

The contacts can also be accessed during a call.

If an image is stored with the contact, it can be displayed in the list next to the entry.

Select a telephone number or a contact to make a call. Various functions are available for selecting the telephone number.

Opening and searching the phonebook

1. Press or to open the phonebook.
2. Turn the control knob to scroll up or down in the phonebook. A phonebook entry is always marked when doing this.

   OR: Scroll through entries with the and buttons or with the and function keys.

   OR: swipe two fingers up or down on the screen. A window shows the letter that is currently selected.
3. Briefly press the control knob to select the desired phonebook entry.

If only one phone number is stored for the selected phonebook entry, then it will be dialed immediately.

If two or more phone numbers are stored for the selected phonebook entry, a submenu with all of the stored phone numbers will open. Select the desired phone number to start dialing.

Using the search screen to select a contact

1. Tap Search to open the search screen.
2. Enter the name to find in the search screen. Each time a character is entered, a contact will appear in the input field.
3. The number of matching results will be displayed to the right of the input field. Tap the function key to switch to the list view.
4. Browse the list and tap the desired contact to call the contact.

Leaving a submenu or the phonebook

- Tap .

  OR: Briefly press the PHONE button.

The display always goes back one level, from a submenu to the phonebook, and from the phonebook to the PHONE main menu.

Favorites (speed dial buttons)

A speed dial key can be assigned with a favorite from the phone directory. If the entry contains an image, it is displayed on the speed dial key.

All favorites must be programmed manually and are then assigned to a user profile.

Favorites view

- Tap to switch to the Favorites view.

  To select a contact as a favorite in your address book, tap an empty favorite space. Selecting a location with a favorite assigned will dial the number associate with this favorite.

Assigning a favorite

1. In the TELEPHONE menu, tap an **unassigned** function button.
2. Tap Search to select a contact.
3. Tap a contact in the phone directory. If a contact has multiple telephone numbers, tap a number on the list.

Editing a favorite

1. In the TELEPHONE menu, press and hold the favorite until the contact list opens.
2. Select the desired contact from the list. If several phone numbers are stored for the selected contact, select the desired number.
3. Edit contact.
4. To close the contact list without saving any changes, tap .

Deleting a favorite

- A favorite can be deleted in the User profile settings menu under Manage favorites.

Calling a favorite

- In the PHONE menu, tap a function key that has the relevant favorite assigned in order to call the stored number.

Favorites are not automatically updated. If the phone number for a contact changes, the speed dial key must be reassigned.

Using contacts on a Bluetooth® device (with a SIM card in the SIM card reader)

If there is a SIM card in the SIM card reader, the contacts on a Bluetooth ® device can be accessed via a Bluetooth ® connection.

- Select a mobile device by tapping on one in the list.

  OR: To connect to a mobile device for the first time, tap Find phone.

After pairing is complete, the contacts will be imported and will be available in the Contacts menu.

After switching off the ignition and exiting the vehicle, the mobile device contacts will be loaded after the Infotainment system is restarted, as long as the mobile device is within range and the Bluetooth® function on both the mobile device and Infotainment system is switched on. Otherwise, the contacts from the SIM card in the SIM card reader will be displayed.

The availability of the contacts depends on the cell phone being used.

Transporting

Stowing luggage and cargo

Stowing luggage securely in the vehicle

- Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.
- Always stow luggage and heavy objects in the trunk ⇒ ⚠ and place them as far forward in the compartment as possible.
- Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating ⇒ *Technical data*.
- Secure objects in the trunk using suitable cords or straps on the tie downs.
- Also store small objects securely.
- If necessary, fold the rear seat backrest down and lock it securely.
- If necessary, adjust the headlight range ⇒ *Headlight range control*. Vehicles with dynamic headlight range control will adjust automatically.
- Adjust the tire pressure based on the load. Follow the tire pressure label ⇒ *Tire pressure*.
- If necessary, adapt the Tire Pressure Monitoring System (TPMS) to the new load ⇒ *Tire Pressure Monitoring System*.

⚠ WARNING

Objects that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior. To reduce the risk of damage, note the following:

- Store all objects securely in the vehicle. Follow all applicable legal regulations.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while driving.
- Always keep storage compartments closed while driving.
- Never stow objects in a location that requires you to adjust any seats to an incorrect seating position.
- If stowed objects block a seat, then no one should use this seat.
- Do not leave hard, heavy, or sharp objects loose in the open compartments in the vehicle, on the surface behind the rear seat backrest, or on the instrument panel.
- Remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and store them securely.

⚠ WARNING

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. If not stored or secured correctly, heavy objects can cause you to lose control of the vehicle and cause serious injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking.
- When transporting heavy objects, the vehicle handling performance may change due to the shift in the center of gravity.
- Always distribute the load evenly and as low in the vehicle as possible.
- Secure heavy objects in the trunk as far in front of the rear axle as possible.
- Loose objects in the trunk can slide around suddenly and alter the vehicle handling.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Apply the brakes earlier than usual.

NOTICE

Abrasive objects on the rear windows can cause damage, for example to the heating elements for the rear window defroster.

Luggage compartment floor panel

Trunk floor panel - functions



Fig. 131 In the trunk: opening the trunk floor panel.

Opening the trunk floor panel

Reach into the opening in the luggage compartment floor *fig. 131* (arrow) and take the luggage compartment floor out of the luggage compartment.

Closing the trunk floor panel

Reach into the opening in the luggage compartment floor *fig. 131* (arrow) and place the luggage compartment floor in the luggage compartment.

Roof rack

Introduction

Depending on the model, the vehicle may be designed to have a roof rack system installed.

Bulky objects can be transported on the vehicle roof using the roof rack system.

If you are not sure if your vehicle is designed to have a roof rack system installed, check with a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof rack systems that Volkswagen has approved for use with your vehicle.

Do *not* use or retrofit a roof rack system if this is *not* approved for your vehicle.

WARNING

When transporting heavy or large objects on the roof rack, your vehicle's driving characteristics could change because of the different center of gravity or increased wind resistance.

- Always secure cargo correctly with suitable and undamaged cords or tensioning straps.
- Large, heavy, long, or flat objects can have a negative effect on the vehicle's aerodynamics, center of gravity, and handling.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.

WARNING

If a roof rack that is *not* approved for the vehicle is installed or a roof rack is installed on a vehicle that is *not* designed for using a roof rack, accidents and serious injuries can occur.

- Only use roof rack systems that are approved by Volkswagen for your vehicle.
- Never install a roof rack on a vehicle that is not approved for using a roof rack.
- If a roof rack is not approved but is installed anyway, the rack could come loose while driving and fall off the roof.

NOTICE

Installing any type of roof rack on a vehicle where this is *not* approved can cause serious vehicle damage.

Securing a roof rack system

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

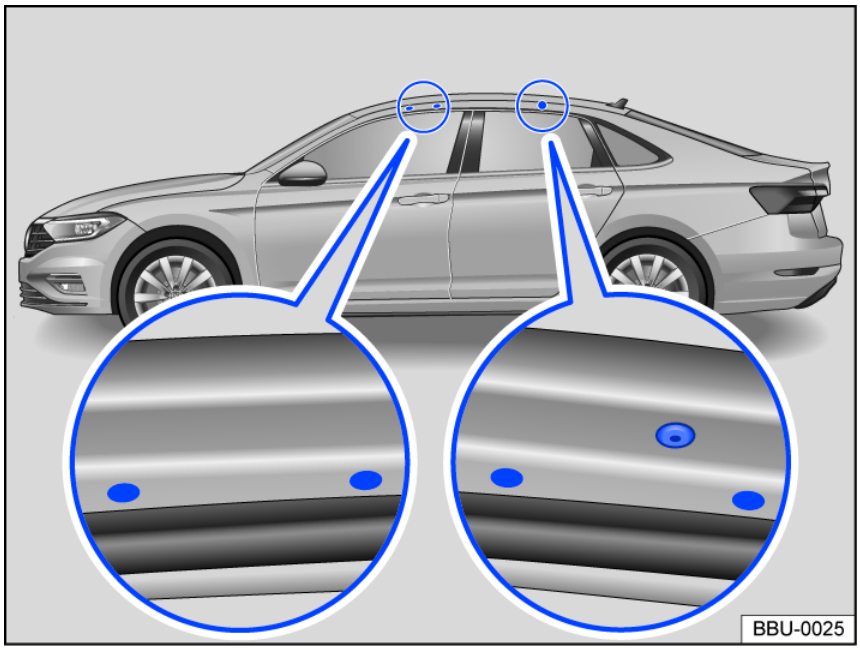


Fig. 132 Mounting points for the base carrier.

For safety reasons, special roof carrier systems are needed to transport luggage, bicycles, surfboards, skis, and boats safely → ⚠. An authorized Volkswagen dealer can provide you with suitable accessories.

Securing the base carrier and the rack base

Fit the base carrier according to the provided installation instructions.

The holes and markings for fastening the base carrier are located on the bottom side of the roof side member *fig. 132*.

The holes and markings can only be seen when the door is open.

After assembling the base carrier, the respective support structure can be secured on the rack base.

⚠ WARNING

If the base carrier and the rack base are improperly secured or if they are used improperly, the entire roof rack may detach from the vehicle roof and therefore cause accidents and injuries.

- Only use the base carrier and rack base when they are undamaged and properly secured.
- Always fit the base carrier and rack base properly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Only secure the base carrier in the positions provided for assembly.
- Always mount special roof rack systems for bicycles, skis, surfboards, etc. correctly. Follow the manufacturer's installation instructions that are provided with the roof rack.
- Check that the roof rack is correctly secured before starting to drive and retighten if necessary after driving a short distance. On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any changes or repairs to the rack base carriers or the rack base.

Loading a roof rack system

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

Maximum permissible roof weight

The maximum permissible roof load is **75 kg (165 lbs)**.

The roof load consists of the weight of the roof rack system and the items carried on the roof rack → ⚠.

Check the weight of the roof rack system and the items that will be transported on it. Weigh the items if necessary.

When using a roof rack with a low load limit, do not load the rack with the maximum permissible roof weight. In this case, only load the roof rack to the weight limit listed in the installation guide.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

⚠ WARNING

Accidents and serious injuries can result if the maximum permissible roof weight is exceeded.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating.
- Do not exceed the load limit of the roof rack system, even if the roof load is below the limit.

⚠ WARNING

Items that are secured loosely or incorrectly could fall off the roof rack system and cause accidents and injuries.

- Only use suitable and undamaged tie-downs and straps.

NOTICE

Make sure the trunk lid does not run into the roof load when opening the lid.

Trailer towing

Trailer towing information

The vehicle is **not** designed for towing a trailer. No trailer hitch may be retrofitted.

⚠ WARNING

Mounting a trailer hitch on the vehicle can lead to accidents and serious injuries when operating the vehicle.

- Never mount a trailer hitch on the vehicle.

NOTICE

Mounting a trailer hitch can lead to serious vehicle damage.

Fuel and emissions control system

Safety precautions for handling fuel

⚠ WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, shut down the engine and switch off the ignition and the mobile phone, as well as other radio equipment.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

⚠ WARNING

Refueling incorrectly can cause fires, serious injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

⚠ CAUTION

Fuel may leak out of reserve canisters. This can cause fires and injuries.

- Do transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Fuel types and refueling

Introduction

The fuel filler flap is located on the right rear side of the vehicle.

Designation of fuels and fuel standards

Refer to ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

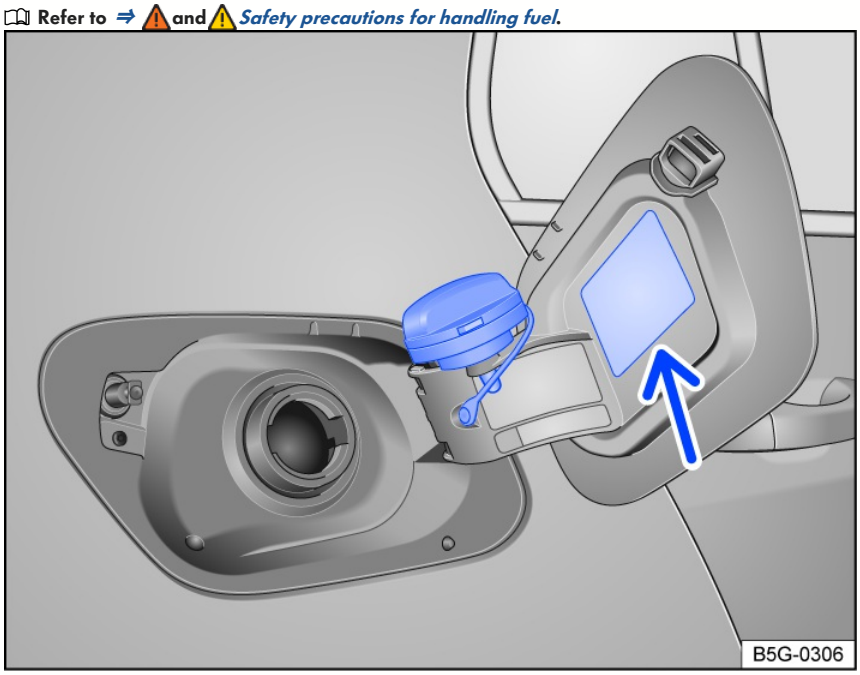


Fig. 133 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. There is a fuel label fitted on the fuel filler flap at the factory, which specifies the minimum required fuel type for the vehicle *fig. 133*.

The name and limits specify which fuels are suitable for the vehicle. This is the minimum requirement. The vehicle must not be refueled with other fuels ⇒ ⓘ.

Fuel standards

The fuel used must meet one of the following standards. The vehicle must not be refueled with other fuels ⇒ ⓘ.

If fuel with the specified standards is not available, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for information about which fuels are suitable for the vehicle.

Gasoline

Gasoline and methanol mixture

- AKI 87 or higher
- Maximum 3% methanol
- Maximum 2% solvent

Gasoline and ethanol mixture

- AKI 87 or higher
- Maximum 15% ethanol

Gasoline and MTBE mixture

- AKI 87 or higher
- Maximum 15% MTBE

ⓘ NOTICE

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Before refueling, check if the fuel specification at the fuel pump meets the vehicle specifications.
- Only refuel using fuels that conform to the specified standards and name to reduce the risk of damage to the fuel system and engine malfunctions.

Gasoline

Refer to ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

Gasoline types

The gasoline types differ in terms of their AKI (Anti-Knock Index) – also listed as (R+M)/2 – or Research Octane Number (RON) specification. The gasoline with a higher AKI/RON than is required by the engine can be used with the vehicle. However, this will not improve fuel consumption or engine power.

Arteon, Atlas 2.0 and Jetta GLI: Volkswagen recommends the use of Premium fuel with an Octane Number of 91 ((R+M)/2)/RON 95) to ensure that the specified output and torque are achieved.

The fuel label may include multiple types of gasoline, e.g. **91**/96 AKI. The highlighted gasoline types, 91 in this example, are the preferred gasoline types for the vehicle. Another fuel type that is listed can be used only if the preferred types are not available. If this is the case, the gasoline type with the higher AKI should be used, for example 96 instead of 91 AKI.

The most frequently purchased gasoline types in the USA and Canada have the following octane values, which are normally listed on the gasoline pump:

- Regular: 87 to 90 AKI ((R+M)/2)/91 RON
- Premium: 91 to 96 AKI ((R+M)/2)/95 RON

Volkswagen recommends the use of “TOP TIER Detergent Gasoline”. For more information regarding “TOP TIER Detergent Gasoline”, visit the official website at http://www.toptiergas.com.

ⓘ NOTICE

Using gasoline that does not meet the minimum octane number requirements may reduce engine performance, while the use of poor-quality gasoline or gasoline with an octane number below 87 could also result in engine damage.

Refueling

Refer to ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

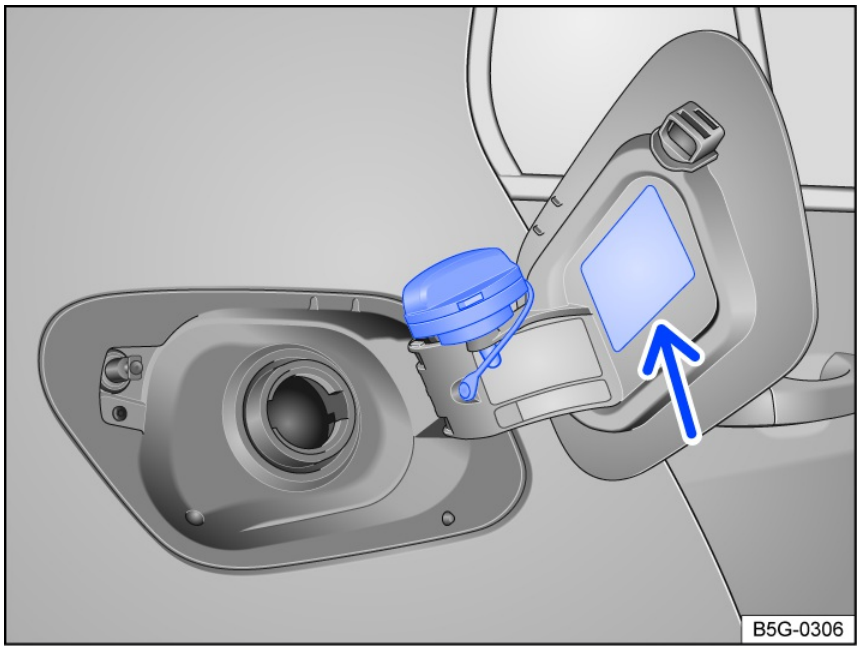


Fig. 134 Behind the fuel filler flap: fuel tank cap (general example)

Refueling procedure

- Unlock the fuel filler flap with the vehicle key or the button in the driver's door.
- Open the fuel filler flap.
- Remove the fuel tank cap and insert the pump nozzle into the opening in the fuel filler flap.
- Hold the fuel pump nozzle handle down to ensure optimum refueling.
- The fuel tank is full once the fuel pump nozzle turns off for the first time .
- Screw the fuel tank cap onto the fuel filler neck.
- Close the fuel filler flap.

⚠ WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

Exhaust treatment

🕮 Introduction

The exhaust-relevant components reduce exhaust emissions:

- Catalytic converter ⇒ *Catalytic converter*
- Particulate filter (depending on vehicle equipment) ⇒ *Particulate filter*

⚠ WARNING

Engine exhaust contains carbon monoxide, which can cause loss of consciousness and death.

- Do not allow the engine to run in confined spaces.
- Never start the engine in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

⚠ WARNING

Exhaust system components will become very hot. This can cause fires.

- Park the vehicle in such a way so that no exhaust system components come into contact with flammable materials under the vehicle such as brush, leaves, dry grass, etc.
- Never use additional underbody protection or corrosion protection on exhaust pipes, catalytic converters, or heat shields.

⚠ WARNING

California Proposition 65 Warning

- Engine exhaust, some of its constituents, and certain vehicle components contain or emit chemicals known to the State of California to cause cancer and birth defects and reproductive harm. In addition, certain fluids contained in vehicles and certain products of component wear contain or emit chemicals known to the State of California to cause cancer and birth defects and reproductive harm.

Catalytic converter

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

To ensure that the exhaust system and the gasoline engine catalytic converter can function correctly for a long time:

- Only refuel with unleaded gasoline.
- Never drive until the fuel tank is completely empty ⇒ *Refueling*.
- Never add too much engine oil ⇒ *Checking the engine oil level and adding oil* .
- Do not tow-start the vehicle; use jump-start assistance instead ⇒ *Jump-starting*.

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ *Troubleshooting*. Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

Particulate filter

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

Function

The particulate filter (depends on how your vehicle is equipped) filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself (e.g. if you only make short trips for an extended period of time), the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

⚠ WARNING

If you perform driving maneuvers that other road users cannot anticipate, you may cause an accident.

- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

Troubleshooting

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⚠ *Safety precautions for handling fuel*.

If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality:

- Reduce your speed immediately.
- Drive with a moderate engine speed and low engine load to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If these symptoms occur directly after refueling, stop the engine immediately to prevent further damage.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

For gasoline engines

- Drive at a speed of at least 80 km/h.
- Then take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll with a gear engaged.
- Repeat this process (acceleration and letting the vehicle roll) until the indicator light goes out.
- This process results in an autonomous cleaning process for the particulate filter and can take some time. If the indicator light does **not** go out, immediately consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Exhaust-related malfunction

The yellow indicator light turns on.

An exhaust-related component is malfunctioning, which could damage the vehicle.

- Drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Have the engine and the exhaust system inspected.

Misfire

The yellow indicator light flashes.

There is misfire which could damage the vehicle.

- Drive to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Have the engine and the exhaust system inspected.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Troubleshooting

Vehicle tool kit

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A vehicle tool kit, tire mobility set, spare tire, or compact spare tire that is loose or not secured correctly can be thrown around the vehicle interior during sudden driving or braking maneuvers or in a collision and cause serious injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare tire or compact spare tire are always secured in the trunk.

WARNING

An unsuitable or damaged vehicle tool kit can cause accidents and injuries.

- Never work with an unsuitable or damaged vehicle tool kit.

Placement

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

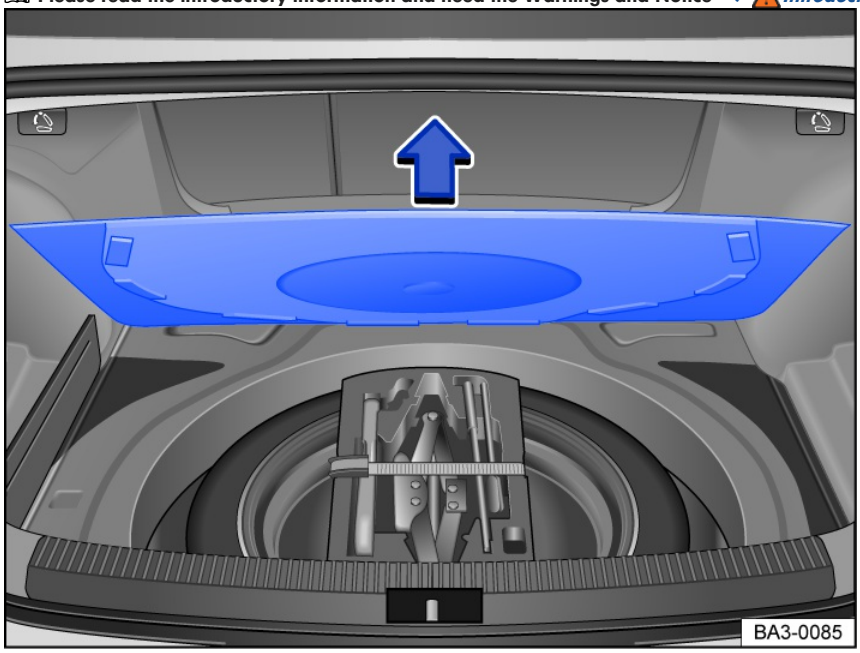


Fig. 135 In the luggage compartment under the luggage compartment floor: tool box.

There are a number of different storage locations for the tool box in the luggage compartment, such as under the floor covering:

- Open the trunk lid.
- Lift the floor covering in the direction of the arrow *fig. 135* and remove, if necessary.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Vehicle tool kit components

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

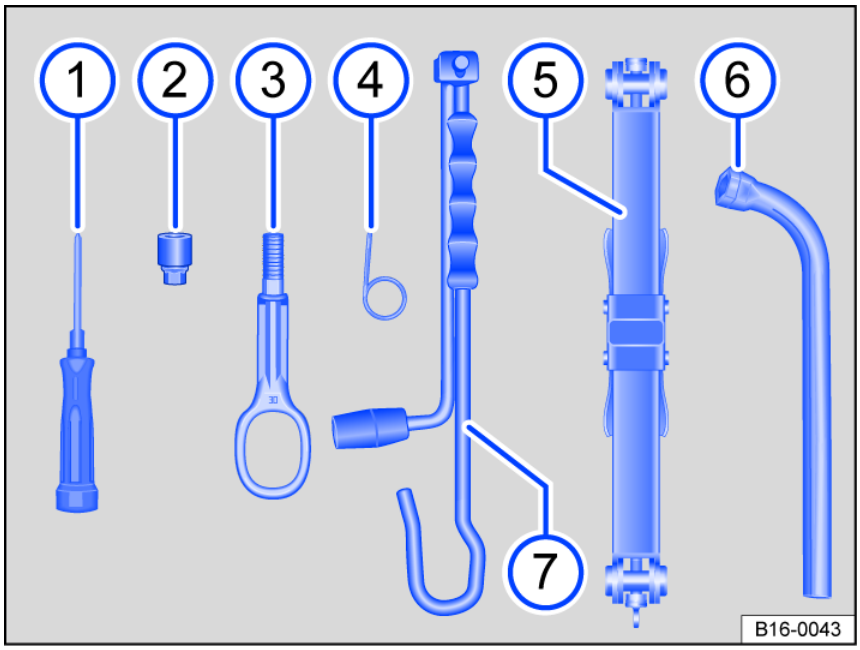


Fig. 136 Vehicle tool kit components (general example)

The contents of the vehicle tool kit depend on the country and vehicle equipment:

(1) Screwdriver with hex socket in the handle for removing or installing loose wheel bolts. The screwdriver blade is reversible. The screwdriver may be located under the lug wrench.

(2) Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The **code number** for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.

(3) Towing eye that can be screwed in.

(4) Wire bracket for removing the center wheel covers, full wheel covers, or the wheel bolt covers.

(5) Vehicle jack. Before putting the vehicle jack away, crank the vehicle jack claw all the way down.
Maintenance: The jack generally does not require maintenance. If necessary, apply universal lubricant to the vehicle jack.

(6) Lug wrench.

(7) Crank.

Wiper blades

Service position

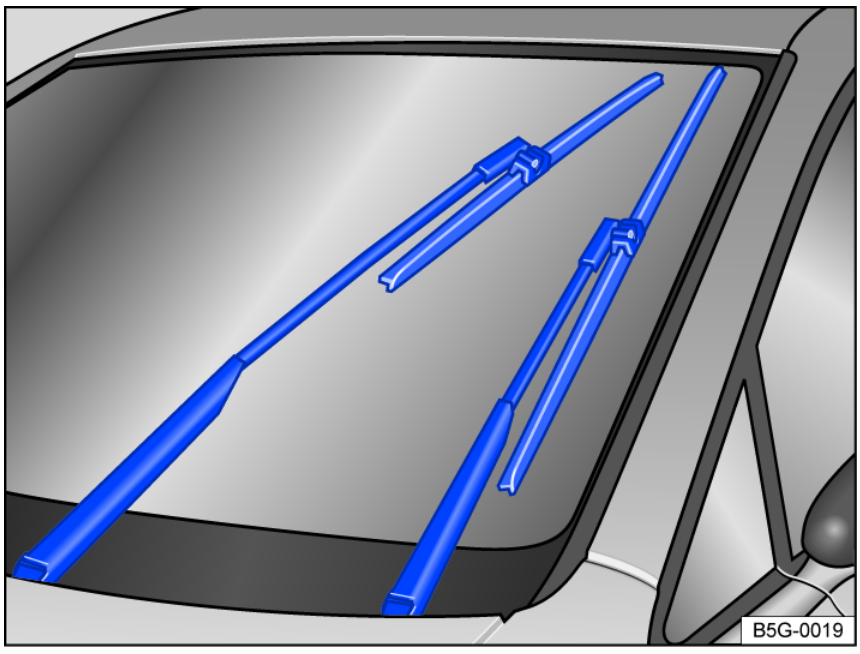


Fig. 137 Wipers in service position.

In the service position, the wiper arms can be lifted off of the windshield.

Activating the service position

- The hood must be closed ⇒ *Opening and closing the hood*.
- Switch the ignition off and on again.
- Press the windshield wiper lever briefly downward.

Lifting the windshield wiper arms

- Move the windshield wiper arms into the service position before lifting ⇒ (!).
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.

Place the wiper arms back onto the windshield before driving. When the ignition is switched on, press the windshield wiper lever briefly downward to bring the windshield wiper arms back into the original position.

(!) NOTICE

- To reduce the risk of damage to the hood and the windshield wiper arms, only lift the wiper arms off the windshield when they are in the service position.
- The windshield wiper arms must always be on the windshield before driving.

Cleaning and changing wiper blades

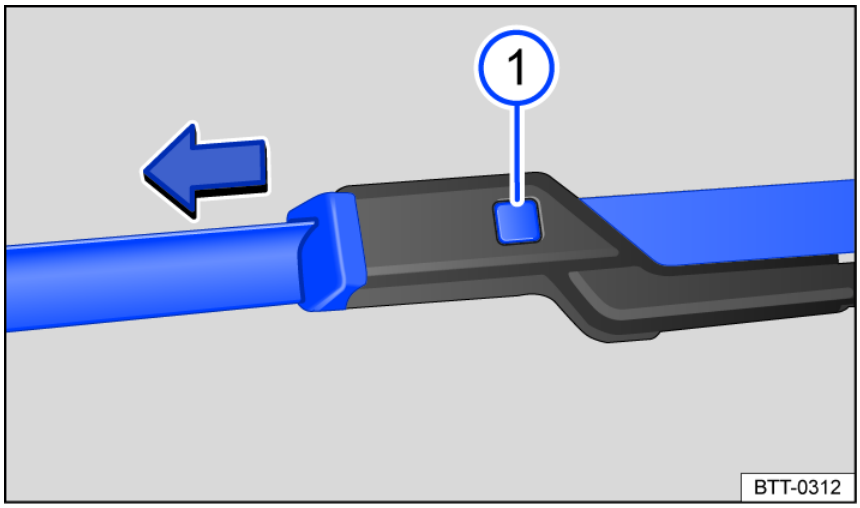


Fig. 138 Changing the windshield wiper blades.

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

Check the condition of the wiper blades regularly. If **wiper blades are rubbing**, replace them if they are damaged or clean them if they are dirty .

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

Note for the windshield wipers: move the windshield wiper arms into the service position before lifting ⇒ *Service position*.

- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Clean the wiper blades carefully with a damp sponge .
- Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

- Move the windshield wiper arms into the service position before lifting ⇒ *Service position*.
- To lift a windshield wiper arm, hold it **only** in the area where it attaches to the wiper blade.
- Press and hold the release button and remove the wiper blade at the same time in the direction of the arrow *fig. 138* (1).
- Insert a new wiper blade of the **same length and type** on the wiper arm until it engages.
- Place the wiper arms carefully on the windshield.

⚠ WARNING

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

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

NOTICE

Damaged or dirty wiper blades can scratch the window glass.

- Do not use any cleaning materials containing solvents, hard sponges, and other sharp-edged objects because they can damage the graphite coating on the wiper blades.
- Do not clean the windows with fuel, nail polish remover, paint thinner, or other similar fluids.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting

Introduction

Before changing a light bulb, check if it is an incandescent bulb or an LED light. Generally, the average person can replace an incandescent bulb. If the exterior lighting on your vehicle is equipped with LED technology, it is not possible to change LED lights or individual LEDs by yourself. The malfunction of individual LEDs may be an indication that more LEDs will malfunction. If this is the case, have LEDs checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

Additional bulb specifications

Some bulbs in the headlights or in the taillights may have certain manufacturer specifications that differ from conventional light bulbs. The respective name will be on the bulb socket or glass bulb.

WARNING

Accidents can occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see by others.

WARNING

Changing the bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before performing any work in the engine compartment ⇒ *Safety precautions for working in the engine/motor compartment*. The engine/motor compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.
- Halogen bulbs are under pressure and can break during a bulb change.
- Only change bulbs when they have cooled down completely.
- Never change a light bulb if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not touch the glass bulb with bare fingers. Fingerprints on the bulb will vaporize from the heat when the light is switched on and will cause the reflector to “darken”.
- Components with sharp edges are located on the headlight housing and on the taillight housing. Protect your hands when changing a light bulb.

NOTICE

If the rubber cover or plastic covers on the headlight housing were not installed correctly after a bulb change, this could cause damage to the electrical system, especially if water enters.

“Bulb replacement information” checklist

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

Checklist

Always perform the following steps for changing a bulb in the specified sequence :

1. Park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the electronic parking brake ⇒ *Using the electronic parking brake* .
3. Switch the lights off ⇒ *Switching the lights on and off* .
4. Turn off the turn signal if it is activated ⇒ *Switching the turn signals on and off* .
5. Automatic transmission: move the selector lever into the **P** position ⇒ *Automatic transmission: selecting the selector lever position*.
6. Stop the engine and remove the vehicle key from the ignition lock ⇒ *Stopping the engine*.

7. Manual transmission: engage a gear ⇒ *Manual transmission: Engaging a gear*.
8. Allow the orientation lighting to turn off ⇒ *"Coming home" and "Leaving home" function (orientation lighting)*.
9. Allow the affected light bulbs to cool down.
10. Check if you can see that a fuse is burnt out ⇒ 🕮 *Introduction*.
11. Change the affected light bulb according to the instructions . A light bulb may only be replaced with the same type of light bulb. The respective name will be on the bulb socket or glass bulb.
12. Never touch a glass light bulb with bare hands. The fingerprints left behind would vaporize from the heat when the bulb is switched on and condense on the reflector, which would then reduce the headlight brightness.
13. Check the bulb function after a bulb is changed. If the bulb does not function, the bulb may not have been inserted correctly, may have fallen out, or the connec may not have been plugged in correctly.
14. Every time a bulb is changed in the front of the vehicle, have the headlight setting checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

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

- Always follow the steps in the checklist and the general safety precautions.

ⓘ NOTICE

Always remove and insert lights carefully to reduce the risk of damaging the vehicle paint or other vehicle components.

Replacing the turn signal bulb

🕮 **Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.**

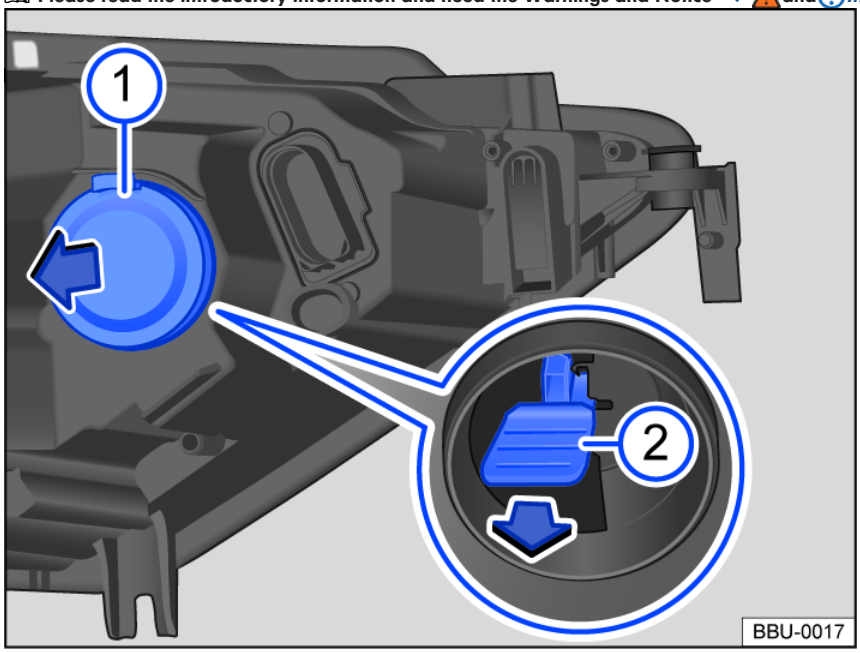


Fig. 139 In the right-side of the engine compartment: Rear side of the headlights.

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps ⇒ *"Bulb replacement information" checklist*.
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine/motor compartment*.
3. Remove rubber cover *fig. 139* (1).
4. Pull out the lamp holder *fig. 139* (2) by the handle in the direction of the arrow. At the same time, press the handle slightly up and down alternately, in order to removal.
5. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. Carefully insert the lamp holder in the headlight and press it forwards until it perceptibly engages *fig. 139*.
7. Press around the circumference of the rubber cover.
8. Close the hood ⚠ ⇒ *Safety precautions for working in the engine/motor compartment*.

The illustrations show the right headlight from behind. The left headlight is structured as its mirror image.

Replacing fuses

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse assignments, and the shared protection of multiple electrical equipment items using on fuse, a complete overview of the fuse layout will not be available at the time of print. Information about fuse assignment details can be obtained at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been found. If a new fuse burns out again after a short time, the electrical system must be checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

High voltage in the electrical system can cause electric shocks, serious burns, and fatal injuries.

- Never touch the electrical wires in the ignition system.
- Reduce the risk of short circuits in the electrical system.

WARNING

Using unsuitable fuses, repairing fuses, and bridging a power circuit without fuses can causes fires and serious injuries.

- Never install fuses that have a higher current rating. Only replace fuses with ones that have the same strength (same color and label) and the same size.
- Never repair fuses.
- Never replace fuses with metal bands, paper clips, or similar objects.

NOTICE

- To reduce the risk of damaging the electrical system in the vehicle, the ignition, the lights, and all electrical equipment must be switched off and the vehicle key must be removed from the ignition lock before a fuse can be replaced.
- If a fuse is replaced by another fuse with a higher current rating, this could also damage the electrical system in another location.
- Open fuse boxes must be protected so that dirt or fluids do not enter them. Dirt and fluids in the fuse boxes can damage the electrical system.
- Remove the fuse box covers carefully and reinstall correctly to reduce the risk of vehicle damage.

There are more fuses in the vehicle than are specified in this chapter. These should only be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses in the engine/motor compartment

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

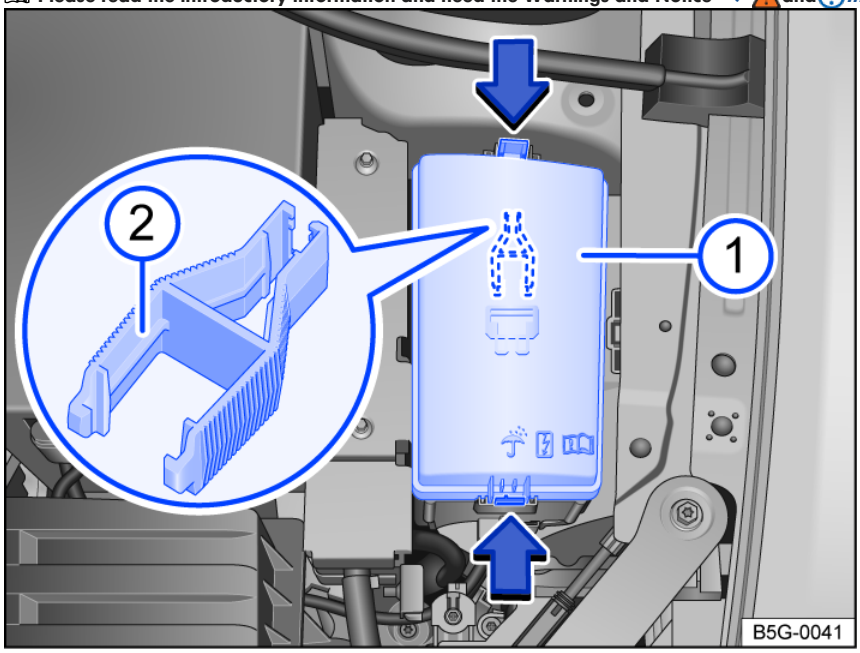


Fig. 140 In the engine/motor compartment: fuse box cover (1) with plastic pliers (2).

Opening the fuse box in the engine/motor compartment

- Open the hood ⚠ ⇒ *Safety precautions for working in the engine/motor compartment*.
- Press the locks in the direction of the arrow *fig. 140* (arrows) to release the fuse box cover *fig. 140* (1).
- Remove the cover upward.
- To *install*, place the cover on the fuse box and press down until the cover latches into place on both sides.

There are plastic pliers for removing fuses on the inside of the fuse box cover In the engine/motor compartment *fig. 140* (2).

Fuse table for fuses in the engine/motor compartment

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

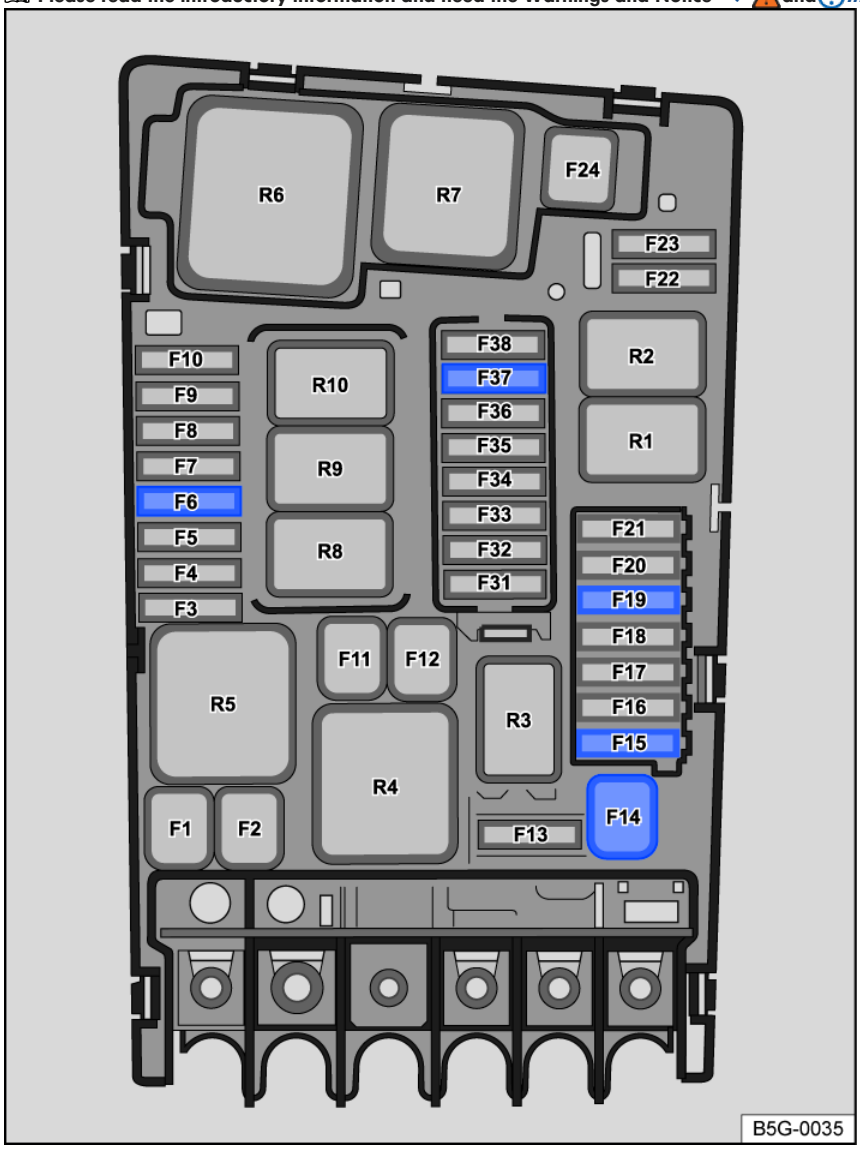


Fig. 141 In the engine/motor compartment: fuse locations.

The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot *fig. 141*:

F6 **7,5 A, ATO®**, brake light sensor.

F14 **40 A, JCASE®**, windshield defroster.

F15 **15 A, ATO®**, horn.

F19 **30 A, ATO®**, windshield wipers.

Fuses in the instrument panel

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

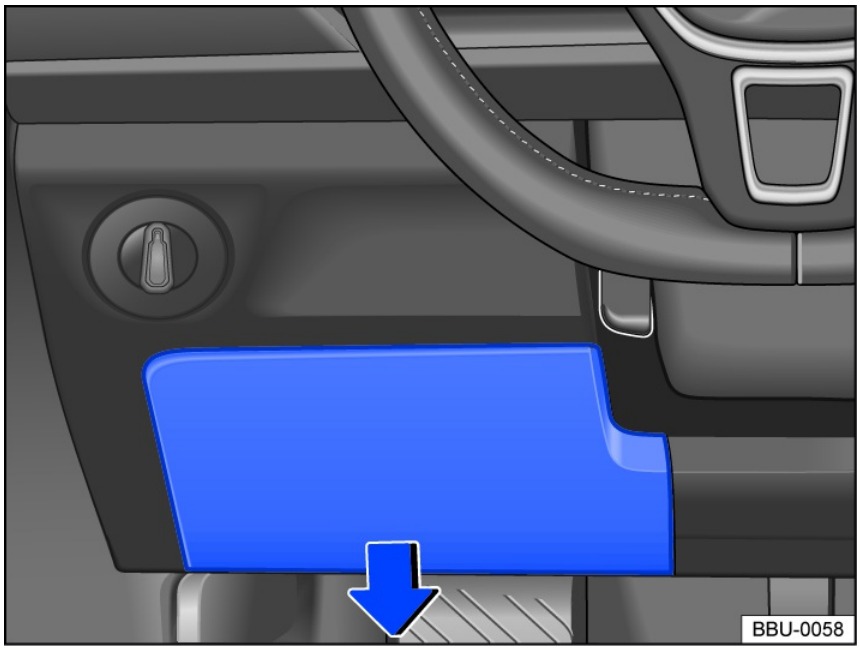


Fig. 142 Next to the steering wheel on the left: Cover for the fuse box in the dash panel.

Opening the fuse box in the instrument panel

- Pull the cover down in the direction of the arrow and remove it *fig. 142*.
- To *install* , push the cover into the dash panel mounts, in the opposite direction to the arrow, until it audibly engages *fig. 142*.

Fuse table for fuses in the instrument panel

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

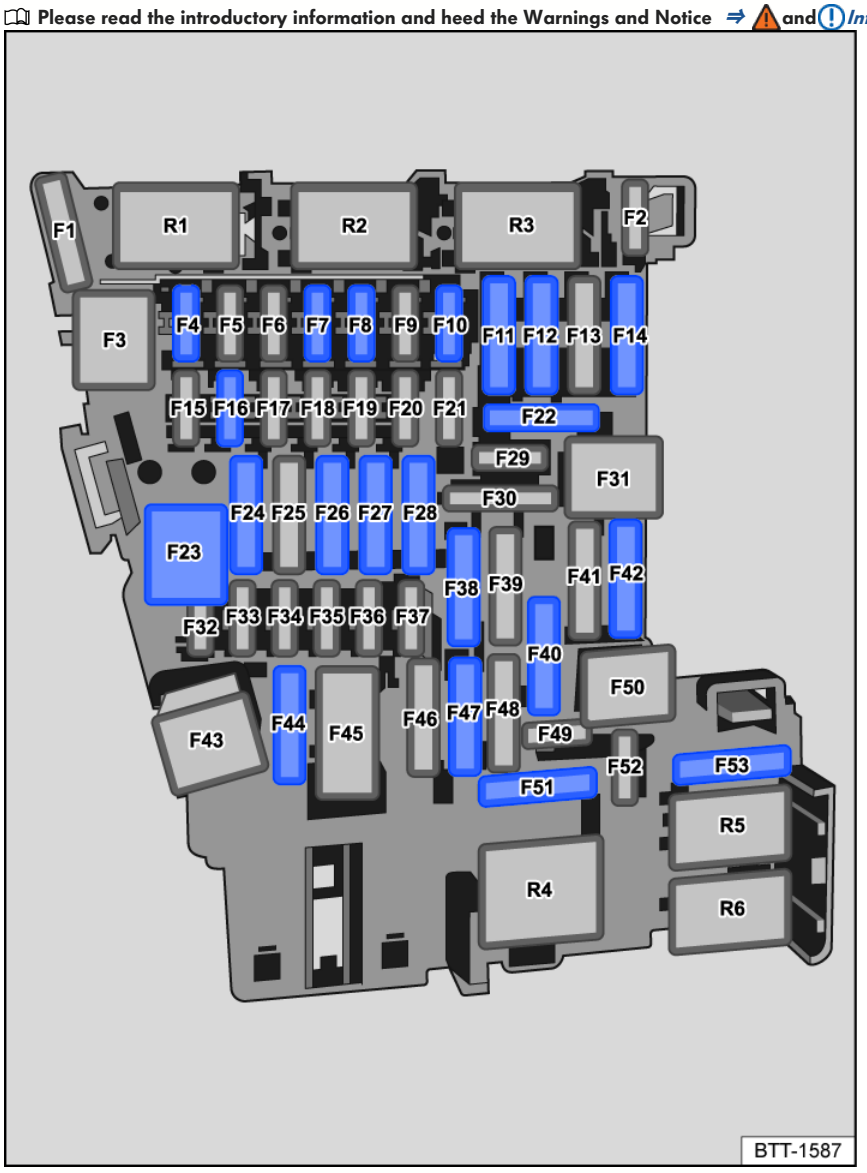


Fig. 143 Fuse assignment in the instrument panel.

The table shows the fuse locations for the equipment relevant to the driver. The first column of the table contains the fuse slot; the other columns include the fuse version, current rating, and the protected equipment.

Depending on the market and the vehicle equipment, there may be differences from the fuse numbers and fuse slots listed in the table. If necessary, ask for the exact fuse assignment at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse slot *fig. 143*:

F4 **7.5 Amp, MINI®**, anti-theft alarm system.

F7 **10 Amp, MINI®**, control for the air conditioner or heating and fresh air system, rear window defroster relay.

F8 **7.5 Amp, MINI®**, light switch (low beam), rain/light sensor, electronic parking brake.

F10 **7.5 Amp, MINI®**, Display, Infotainment system control panel.

F11 **40 Amp, ATO®**, exterior lighting on the left side.

F12 **20 Amp, ATO®**, Infotainment system.

F14 **40 Amp, ATO®**, blower regulator.

F16 **7.5 Amp, MINI®**, telephone.

F23 **20 Amp, JCASE®**, power sunroof.

F24 **40 Amp, ATO®**, exterior lighting on the right side.

F26 **30 Amp, ATO®**, seat heating.

F27 **30 Amp, ATO®**, interior lighting.

F40 [6] **20 Amp, ATO®**, cigarette lighter, sockets

F42 **40 Amp, ATO®**, central locking system.

F47 **15 Amp, ATO®**, rear window wiper.

F51 **25 Amp, ATO®**, rear seat heating.

F53 **30 Amp, ATO®**, rear window defroster.

Note the installation position. Factory fuse location is represented in the image *fig. 143*.
Power windows and seats can be protected by circuit breakers, which switch back on automatically several seconds after correcting the overload, for example when power windows are frozen shut.

Replacing blown fuses

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

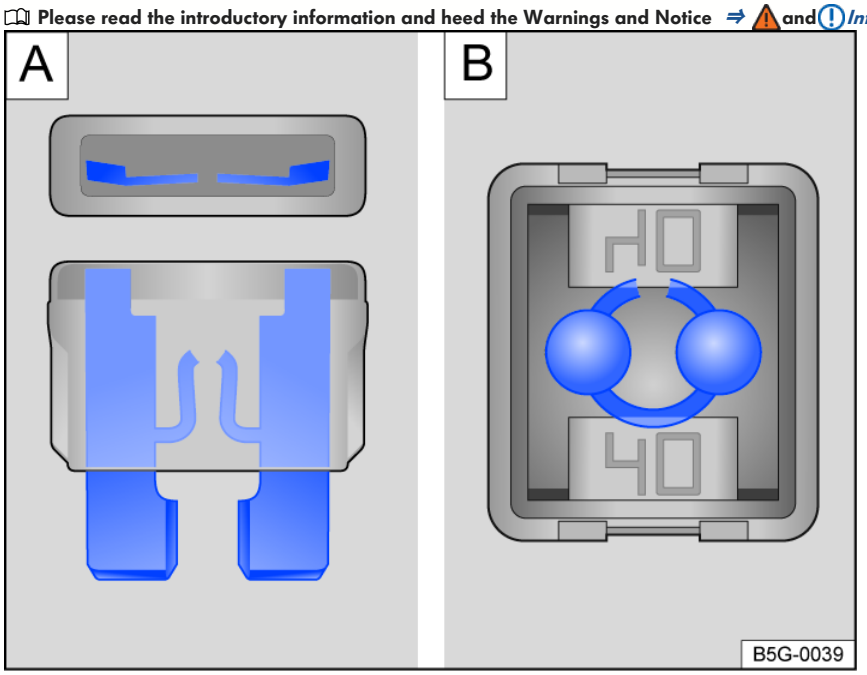


Fig. 144 Blown fuse: A flat connector fuse B block fuse.

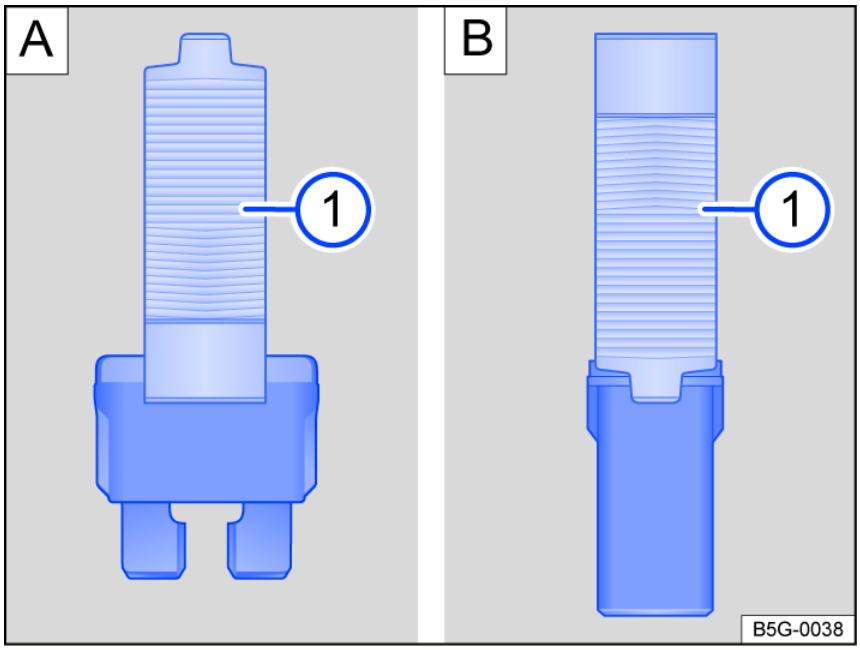


Fig. 145 Removing or installing a fuse with the plastic pliers: A: flat connector fuse, B: block fuse.

Fuse versions

- Standard flat connector fuse (ATO®).
- Small flat connector fuse (MINI®).
- Block fuse (JCASE®).

Fuse color codes

Fuses (ATO - MINI - MAXI)

Color	*Current rating*
Black	1 A
Purple	3 A
Orange	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
White or clear	25 A
Green	30 A
Light green	40 A

Fuses (JCASE)

Blue	20 A
Pink	30 A
Green	40 A
Red	50 A
Yellow	60 A

Preparations

- Switch off the ignition, lights, and all other electrical equipment.
- Open the applicable fuse boxes ⇒ 🕮 *Introduction*.

Detecting blown fuses

- Shine a flashlight on the fuse. This will help you to see the blown fuse more easily.
- A blown *flat connector fuse (ATO®, MINI®)* has metal strips that have burned through, which you can see through the transparent housing from above and fror the side *fig. 144* A.

- A blown *block fuse (JCASE®)* has metal strips that have burned through, which you can see through the transparent housing from above *fig. 144* B.

Replacing fuses

- Remove the plastic pliers from the fuse box cover, if necessary *fig. 145* (1).
- Depending on the fuse version, push the fitting clamp on the plastic pliers on the side of the fuse *fig. 145* A (1) or *fig. 145* B (1).
- Remove the fuse.
- If a fuse is blown, replace with a fuse with the *same* rating (same color and same label) and the *same* size → ⓘ.
- After inserting the new fuse, place the plastic pliers back in the cover.
- Reinstall the cover or close the fuse box cover.

NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

Jump starting

Introduction

The vehicle must not be tow-started for technical reasons .

If the engine cannot start because the 12-volt vehicle battery has drained, the 12-volt vehicle battery on another vehicle can be used to start your vehicle.

A suitable jump-start cable is required for jump-starting.

The wire diameter for the jump-start cable.

- For vehicles with a gasoline engine, at least 25 mm ^{2} (0.038 in^2).

WARNING

Using jumper cables and performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the warnings and safety precautions before working on the 12 V vehicle battery ⇒ *Introduction*.
- The vehicle battery supplying the power must have the same voltage (12 V) and approximately the same capacity (see the label on the vehicle battery) as the drained 12 V vehicle battery.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V battery can freeze at temperatures around 32 °F (0 °C).
- A frozen or thawed 12 V vehicle battery must be replaced.
- During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery. Never use a mobile phone while connecting and disconnecting the jump-start cable.
- Position the jump-start cable so that it will never contact rotating components in the engine compartment.
- Never switch the positive terminal with the negative terminal or connect the jump-start cable incorrectly.
- Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

NOTICE

To reduce the risk of considerable damage to the vehicle electrical system, note the following:

- Jump-start cables that are connected incorrectly can cause a short circuit.
- There must be no contact between the vehicles. Otherwise, current could already be flowing when the positive terminals are connected.

NOTICE

Tow-starts may lead to damage.

Jump-start point (negative connection)

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

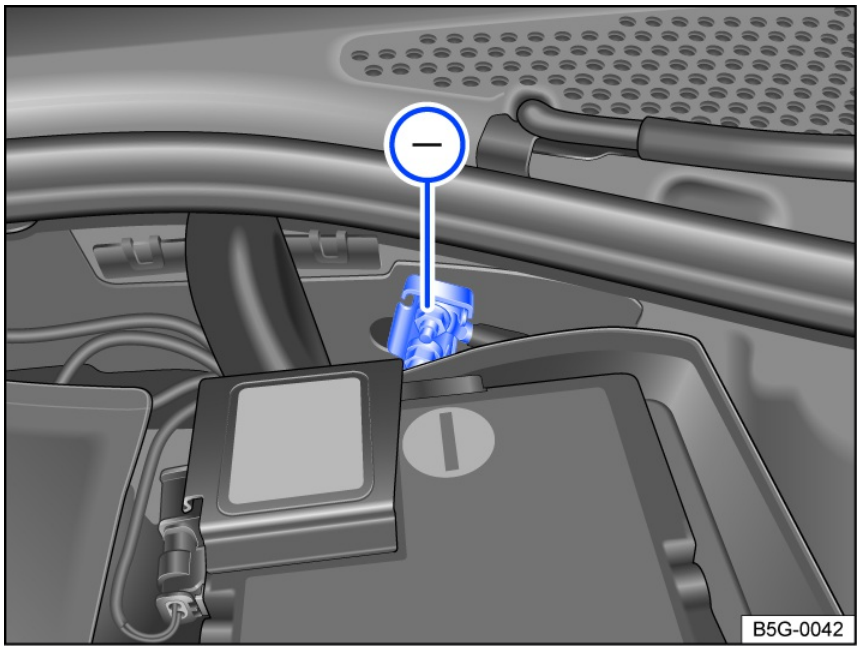


Fig. 146 In the engine compartment: jump-start point (negative connection).

The jump-start point – (negative connection) is for connecting the *black* jumper cable *fig. 146*.

Only perform jump-starting using this jump-start point (negative connection).

Jump-starting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

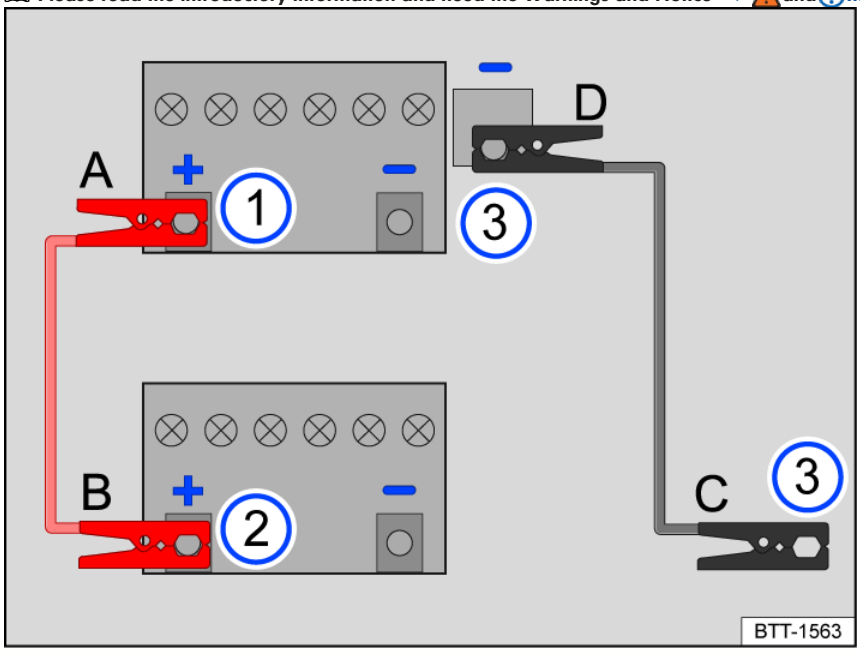


Fig. 147 Diagram for connecting the jumper cables.

(1) Vehicle with the drained 12 V vehicle battery that is receiving the jump-start.

(2) Vehicle with the 12 V vehicle battery providing power that is providing the jump-start.

(3) Suitable negative connection: preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.

The drained 12 V vehicle battery must be connected correctly to the vehicle electrical system.

The vehicles must not touch each other. Otherwise, current could begin flowing when the positive terminal is connected.

Make sure the terminal clamps have sufficient contact with metal.

If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting the jumper cables

Only connect the jumper cables in the sequence **A – B – C – D** *fig. 147*.

Never connect the *black* jumper cable to the negative terminal – on the 12 V vehicle battery. Connecting to the negative terminal can lead to an incorrect evaluatio

of the status of the 12 V vehicle battery by the vehicle electronics.

- Switch the ignition off on both vehicles ⇒ *Starting and stopping the engine*.
- If necessary, open the cover on the 12 V vehicle battery in the engine compartment ⇒ 🕮 *Introduction*.
- Connect one end of the *red* jumper cable **A** to the positive battery terminal **+** of the vehicle battery with the discharged 12-volt vehicle battery *fig. 147* (1).
- Connect the other end of the *red* jumper cable **B** to the positive battery terminal **+** of the vehicle supplying the power *fig. 147* (2).
- Connect one end of the *black* jumper cable **C** preferably to a jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself of the vehicle supplying the power *fig. 147* (3).
- Connect the other end of the *black* jumper cable **D** for the vehicle with the discharged 12-volt vehicle battery preferably to the jump-start point (negative connection), otherwise to a large metal part that is bolted securely to the cylinder block or to the cylinder block itself *fig. 147* (3).
- Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Starting the engine

- Start the engine in the vehicle that is providing current and allow it to run at idle.
- Start the engine in the vehicle with the drained 12 V vehicle battery and wait two to three minutes until the motor is running “evenly”.

Removing the jumper cables

- Before disconnecting the jumper cable, switch off the low beam headlights if they are switched on.
- In the vehicle with the drained 12 V vehicle battery, switch on the blower in the climate control system or the heating and fresh air system and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
- With the engines running, disconnect the jumper cables only in the sequence **D – C – B – A** *fig. 147*.
- Close the battery cover if necessary.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the 12 V vehicle battery inspected.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the warnings and safety precautions before working on the 12 V vehicle battery ⇒ 🕮 *Introduction*.
- Always wear suitable protective eyewear and protective gloves, and never bend over the 12 V vehicle battery.
- Connect the cables in the correct sequence: first the positive cable, and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- The parts of the terminal clamps that do not have an insulation must not touch each other. The cable that is connected to the positive terminal on the 12 V vehicle battery must also not come into contact with any vehicle components that conduct electricity.
- Check the inspection window on the 12 V vehicle battery using a flashlight, if necessary. If it is light yellow or has no color, do not perform a jump-start and see an authorized Volkswagen Service Facility for assistance.
- Avoid discharging static electricity near the 12 V vehicle battery. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery.
- Never jump-start a vehicle if the 12 V vehicle battery is damaged, frozen, or thawed.

ⓘ NOTICE

After successfully jump-starting the engine, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have them inspect the 12 V vehicle battery.

Towing

🕮 Introduction

Towing requires practice, particularly if a towing cable is used. Both drivers should be familiar with the special considerations when towing. Inexperienced drivers should not tow.

Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions. There is always the risk of the coupling becomir overloaded when driving off-road.

Follow all applicable laws when towing.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven.

The vehicle can be towed using a tow bar or towing cable. When the engine is stopped, the transmission will not be sufficiently lubricated if traveling at high speeds and long distances:

- The maximum permissible towing speed is 30 mph (50 km/h).
- The maximum permissible towing distance is 50 km (30 miles).

Towing cable, tow bar

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available.

The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

Towing with a tow truck

If your vehicle will be raised by one axle when towing, only the axle listed below may be raised, depending on the transmission and engine combination:

Front wheel drive:

Manual transmission Front or rear axle

Automatic transmission Front axle

⚠ WARNING

The vehicle handling and braking will change considerably when towing a vehicle.

⚠ WARNING

Never tow a vehicle that has no electrical power.

- Never remove the vehicle key from the ignition lock or turn the ignition off with the starter button when towing a vehicle. The mechanical steering column lock or the electronic steering column lock could engage suddenly. The vehicle cannot be steered if this happens. This can result in crashes, serious injuries, and a loss of control of the vehicle.
- If the vehicle loses power while it is being towed, stop towing the vehicle immediately and see an authorized Volkswagen dealer or qualified repair facility for assistance.

NOTICE

Towing with a towing cable or tow bar can cause damage to the vehicle.

- Tow the vehicle carefully when using a towing cable or tow bar.
- If possible, never tow the immobilized vehicle with a tow truck.

NOTICE

When pushing the vehicle by hand, the taillights, side spoiler on the rear window, and large sections of sheet metal could be damaged, and the rear spoiler could detach.

- When pushing the vehicle by hand, do not press on the taillights, side spoiler on the rear window, large sections of sheet metal, or the rear spoiler.

NOTICE

Removing and installing the towing eye and the cover can cause vehicle damage, such as paint damage.

- Remove and install the towing eye and cover carefully to reduce the risk of vehicle damage.

Instructions for towing

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and Ⓘ *Introduction*.

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will activate again once the turn signal lever returns to the neutral position.

When may this vehicle not be towed?

The vehicle must not be towed in the following situations:

- If the vehicle transmission is damaged or contains no lubricant.
- If the 12 V vehicle battery is drained. In vehicles with Keyless Access with push-button start, the steering remains locked and if the electronic parking brake was switched on previously, this and the steering column lock cannot be released.

- If the towing distance is greater than 50 km (30 m).
- If the wheel clearance or the steering function can no longer be secured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the conditions listed, contact professional roadside assistance and have the vehicle transported by a rescue vehicle, if necessary.

Towing

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

Preparations

- Only secure the towing cable or tow bar at the designated attachment points ⇒ *Introduction*.
- Make sure the towing cable is not twisted. Otherwise it could disconnect from the towing eye while towing.
- Switch the ignition and emergency flashers on in both vehicles. However, do not do this if it is prohibited by law.
- Follow the instructions for towing given in the Owner's Manual for the other vehicle.

Towing vehicle (front)

- Only start to drive when the towing cable is taut.
- Be especially careful when accelerating.
- Avoid sudden braking or driving maneuvers.

Vehicles with manual transmission:

- Engage the clutch very carefully when you start to drive.

Vehicle being towed (rear)

- Make sure the ignition is switched on so that the steering wheel is not locked and so that you can use the turn signals and the windshield wipers if needed.
- The braking support and power steering only work when the engine is running. If the braking support and power steering are not functioning, you must press the brake pedal much harder and use more force to steer.
- Release the electronic parking brake.
- Make sure the towing cable is always taut.
- Shift into neutral or select the “N” selector lever position.

NOTICE

The vehicle can only be towed if the charge level of the 12 V vehicle battery is sufficient and the parking brake and steering column lock can be released. If there is a loss of power or the electrical system is malfunctioning, the engine may need to be jump-started in order to release the parking brake and the steering column lock.

Installing the rear towing eye

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.

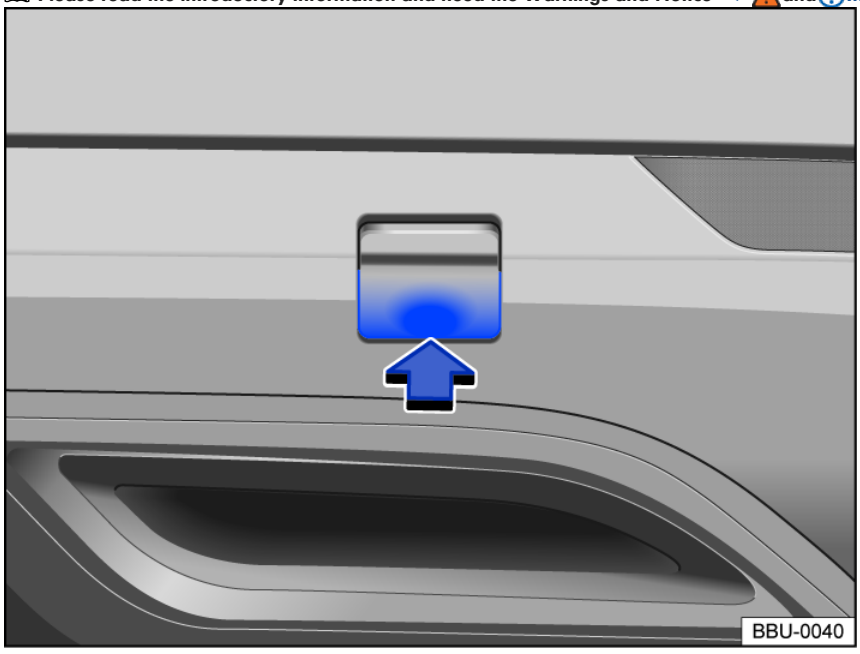


Fig. 148 In the right rear bumper: Cover for the towing eye mount.

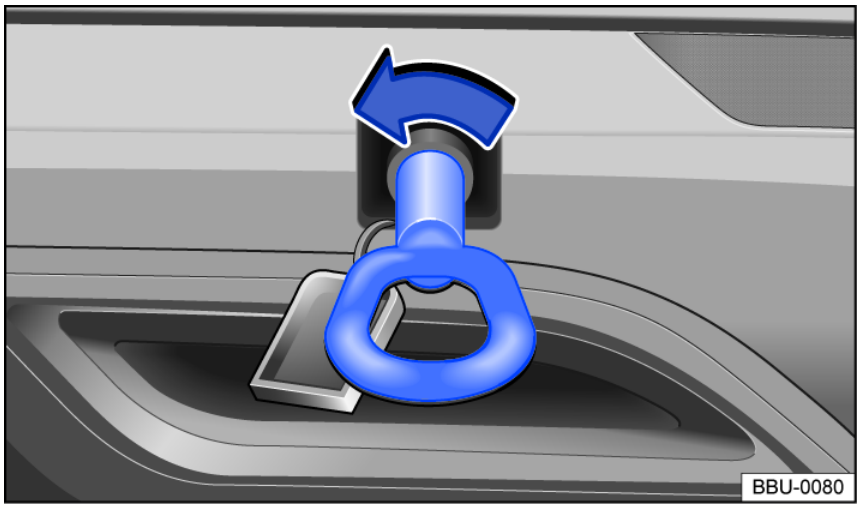


Fig. 149 In the right rear bumper: Screw in towing eye.

The towing eye must always be kept in the vehicle.

Read and follow the information about towing ⇒ *Instructions for towing*.

Installing the rear towing eye

- Remove the towing eye from the vehicle tool kit in the luggage compartment ⇒ *Placement*.
- Press on the lower section of the cover in the direction of the arrow to release the catch on the cover *fig. 148*.
- If necessary, remove the cover and place it in the vehicle.
- Rotate the towing eye **counterclockwise** and tighten as far as it will go to install it in the opening *fig. 149* , → ⓘ. Use a suitable object to tighten the towing eye completely and securely in the mount.
- After the vehicle is towed, unscrew the towing eye **clockwise** with a suitable object.
- Insert the cap into the respective opening and press in until it engages.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

ⓘ NOTICE

- The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.

Installing the front towing eye

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.

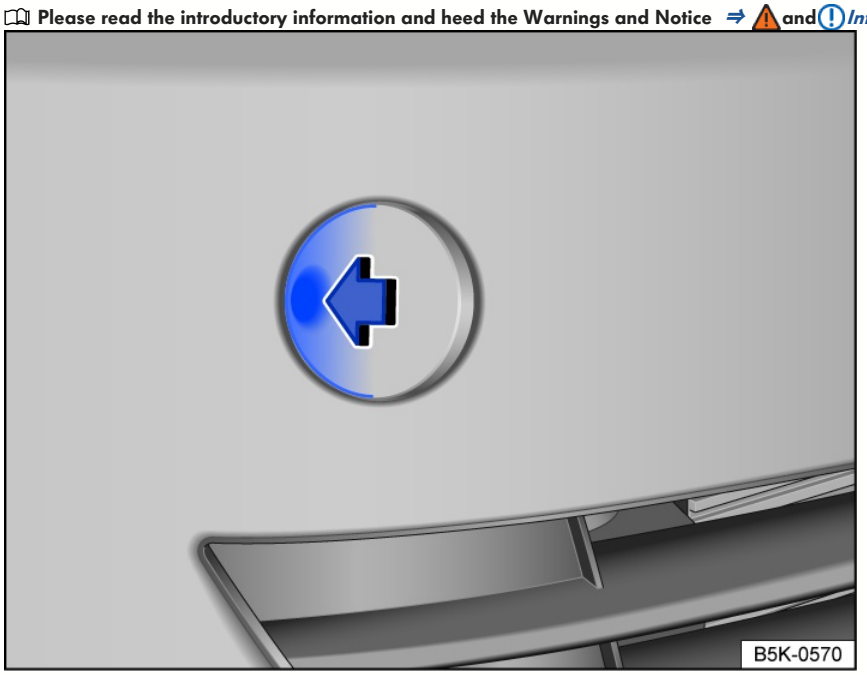


Fig. 150 In the right front bumper: Detach cover.

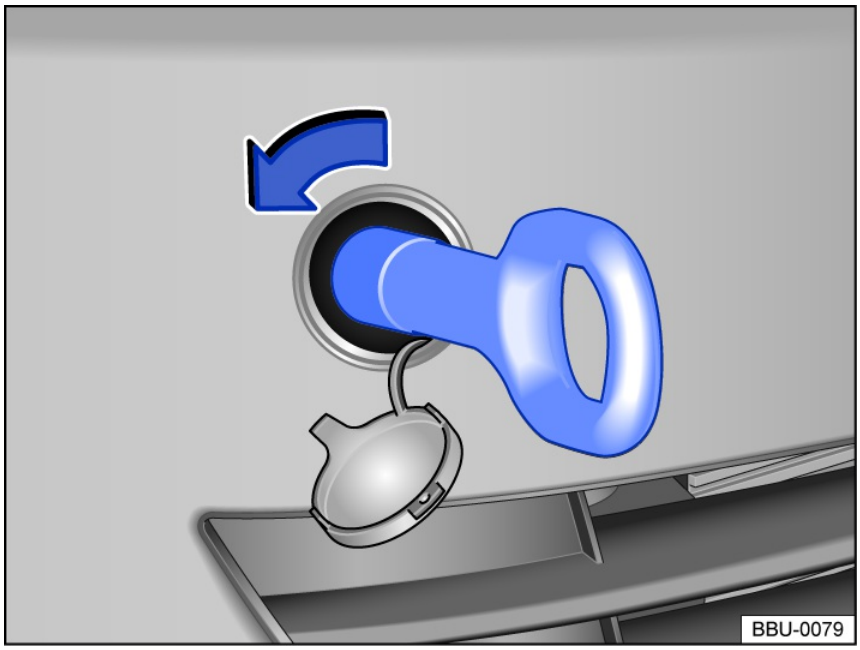


Fig. 151 In the right front bumper: Screw in towing eye.

The towing eye must always be kept in the vehicle.

Read and follow the information about towing ⇒ *Instructions for towing*.

Installing the front towing eye

- Remove the towing eye from the vehicle tool kit in the trunk ⇒ *Placement*.
- Press on the side of the cover (arrow) to release the lock on the cover *fig. 150*.
- Remove the cover toward the front and let it hang from the vehicle.
- Rotate the towing eye **counterclockwise** as far as possible to install it in the mount *fig. 151* , → ⓘ. Use a suitable object to tighten the towing eye complet and securely in the mount.
- After towing, detach the towing eye with an appropriate tool **turning clockwise**.
- Insert the cap into the respective opening and press in until it engages.
- If necessary, clean the towing eye and return it to the vehicle tool kit in the trunk.

ⓘ NOTICE

The towing eye must always be installed completely and securely in the mount. Otherwise, the towing eye could pull out of the mount when towing the vehicle.

Checking and filling

In the engine/motor compartment

Safety precautions for working in the engine/motor compartment

The engine/motor compartment is a potentially dangerous area in the vehicle. Only perform work in the engine/motor compartment if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries . Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Always make sure the vehicle is parked on a solid and level surface before performing any work in the engine/motor compartment.

⚠ WARNING

Unintentional vehicle movement while working on the vehicle can cause serious injuries.

- Never work underneath the vehicle when it is not secured to prevent it from rolling. If working underneath the vehicle while the wheels are in contact with the ground, the vehicle must be parked on a level surface, the wheels must be blocked, and the vehicle key must be removed from the ignition lock if necessary.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands. The vehicle jack is not sufficient for this because it could collapse, resulting in serious injuries.
- The start-stop system must be manually deactivated.

⚠ WARNING

The engine/motor compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.

- Always be as cautious and careful as possible and follow the general safety precautions when working on the vehicle. Never put yourself at risk.
- Never perform work in the engine/motor compartment if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Serious injuries can result if work is not performed correctly.
- Never open or close the hood if steam or engine coolant is escaping. Steam or hot engine coolant can cause serious burns. Always wait until you can no longer see or hear steam or engine coolant escaping from the engine/motor compartment.
- Always allow the engine to cool down before opening the hood.
- Hot engine or exhaust system components can cause burns if touched.
- Once the engine has cooled, note the following before opening the hood:
  - Switch on the electronic parking brake and place the selector lever in the **P** position or the shift lever in the neutral position.
  - Switch the ignition off, remove the vehicle key from the ignition, and keep it stored safely far enough from the vehicle (especially in vehicles with Keyless Access) so the ignition cannot be inadvertently switched on and the engine/motor started.
  - Always keep children away from the engine/motor compartment and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
  - Slowly and very carefully turn the cap on the engine coolant expansion tank counter-clockwise while pressing down lightly on the cap.
  - Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.
- Do not spill any fluids on engine components or the exhaust system when adding fluids. Spilled fluids could cause a fire.

⚠ WARNING

The high voltage in the electrical system can cause electric shocks, burns, serious injuries, and death.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- To reduce the risk of an electric shock and serious injuries, never touch the electrical wires or the ignition system while the engine is running or being started.
- Never touch the electrical wires and connections in the HID headlights.

⚠ WARNING

The engine/motor compartment contains moving components that can cause serious injuries.

- Never reach into the radiator fan or into the area near the radiator fan. Touching the fan blades could cause serious injuries. The fan is controlled by temperature and can switch on by itself, even when the ignition is switched off and the key is removed from the ignition.
- If work must be performed while starting the vehicle or when the engine is running, moving components such as the ribbed belt, alterator, and radiator fan, or the high-voltage system could cause potentially fatal injuries. Always be extremely careful.
  - Always make sure that no parts of the body, jewelry, ties, loose clothing, and long hair can be caught in moving engine components. To reduce the risk of anything becoming caught in engine/motor components, always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
  - Always be extremely careful and never press the accelerator pedal inadvertently. The vehicle could begin moving, even if the electronic parking brake is set.
- Do not leave any items, such as cleaning cloths or tools, in the engine/motor compartment. Objects left behind can cause malfunctions, engine damage, and fires.

⚠ WARNING

Additional insulation, such as covers in the engine/motor compartment, can cause engine malfunctions or fires and result in serious injuries.

- Never cover the engine with covers or other insulating materials.

⚠ WARNING

Fluids and some materials in the engine/motor compartment are very flammable and can cause fires and serious injuries.

- Never smoke near the engine/motor compartment.
- Never work near open flames or sparks.
- Never pour or spill fluids on the engine. Fluids could ignite on hot electrical motor components and cause injuries.
- If work must be performed on the fuel system or electrical system, note the following:
  - Always disconnect the 12 V vehicle battery. Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm will be activated.
  - Never perform work near sources of heat, boilers, or other open flames.
- Always have a fully-functioning, inspected fire extinguisher nearby.

NOTICE

When filling or changing fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Fluids leaking from the vehicle can cause environmental damage. Always check the ground under the vehicle for leaking fluids. If you see spots of fluid on the ground under the vehicle, have the vehicle inspected by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Dispose of leaking fluids correctly.

Preparing the vehicle for work in the engine compartment

Checklist

Always perform the following preparations in the specified sequence before all work in the engine compartment :

- ✓ Park the vehicle safely on level and stable ground.
- ✓ Press and hold the brake pedal until you have ended drive-ready mode.
- ✓ Set the electronic parking brake ⇒ *Electronic parking brake*.
- ✓ End drive-ready mode.
- ✓ Remove the vehicle key from the vehicle and store it outside of the vehicle so that the vehicle does not start accidentally ⇒ *Stopping the engine*.
- ✓ Let the engine cool down sufficiently.
- ✓ Always keep other people away from the engine compartment.
- ✓ Secure the vehicle against rolling away

⚠ WARNING

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

- Always follow the steps in the checklist and the general safety precautions.

Opening and closing the hood

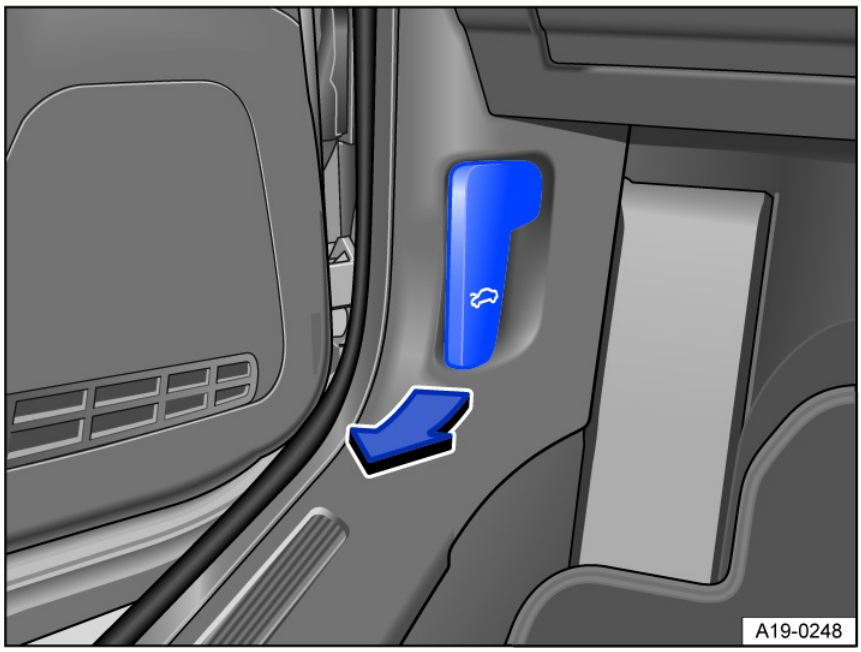


Fig. 152 In the driver's side footwell: Release lever for the hood (general example).

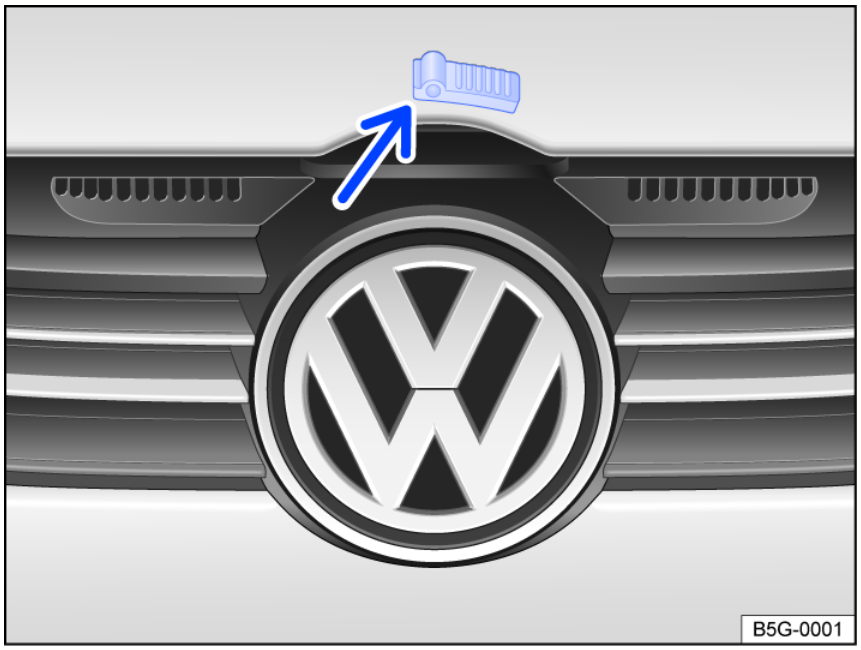


Fig. 153 Above the radiator grille: Opening lever for the hood.

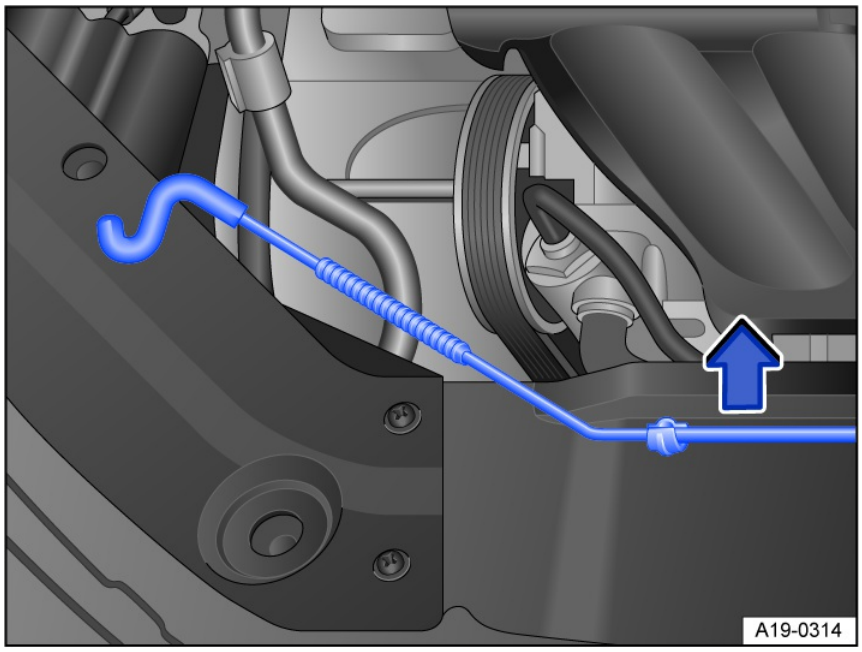


Fig. 154 In the engine compartment: Hood support in the bracket.

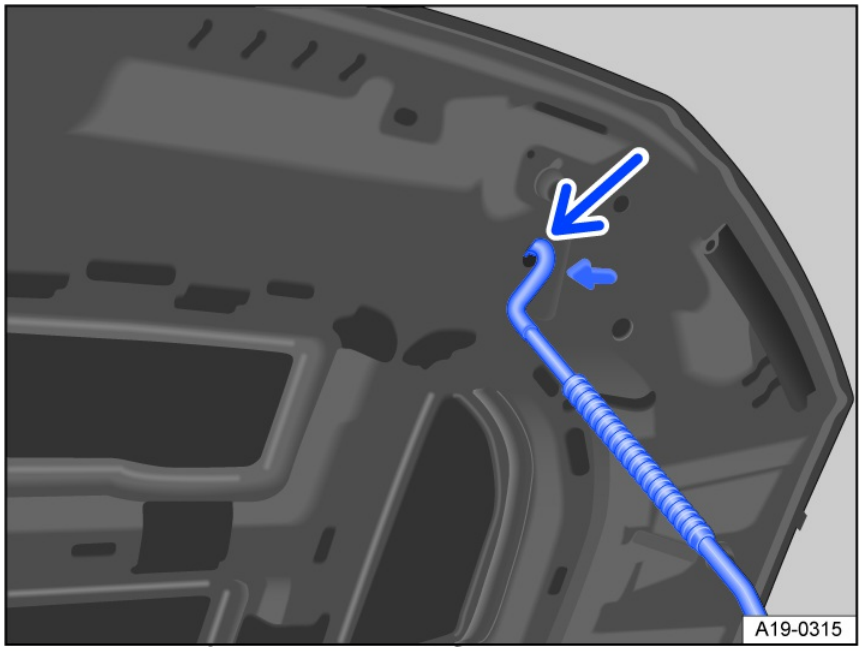


Fig. 155 On the engine hood: Hood support bracket.

Opening the hood

- Open the driver's door and pull the release lever in the direction of the arrow *fig. 152*. The hood will pop open due to spring force from the catch in the lock carrier .
- Lift the engine hood slightly while at the same time pushing the opening lever in the direction of the arrow *fig. 153* to open the engine hood fully.
- Lift the hood support out of the bracket *fig. 154* in the direction of the arrow and hook it into the opening *fig. 155*.

Closing the hood

- Lift the hood slightly .
- Unhook the hood support from the opening *fig. 154* and clip it back into the bracket *fig. 153*.
- Let the hood fall into the lock carrier catch from a height of approximately 8 inches (20 cm); do *not* press it down.

If the hood does not close correctly, lift the hood up and try to close it again.

When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body.

The hood will no longer be highlighted in the instrument cluster display ⇒ *Display* and the indicator light will turn off.

⚠ WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. This can cause accidents and serious injuries.

- After closing the hood, make sure the catch is engaged correctly in the lock carrier.

- If you realize while driving that the hood is not closed correctly, stop immediately and close the hood.
- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

- To reduce the risk of damaging the hood and the windshield wiper arms, only open the hood when wiper mode is switched off and the wiper arms are in the base position.

Display

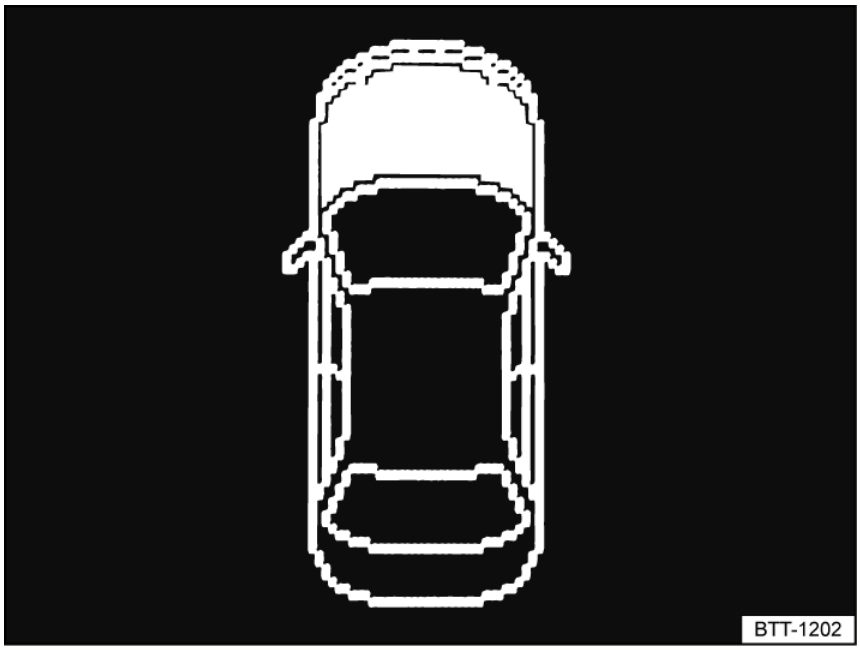


Fig. 156 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly *fig. 156*.

Do not continue driving! If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents, and serious injuries.

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

The image may vary depending on the version of the instrument cluster.

Operating fluids and equipment

All operating fluids and materials, such as engine coolant, and vehicle batteries, are continuously being developed. For internal combustion engines, also engine oils. Therefore, have operating fluids and equipment replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide up-to-date information about changes.

WARNING

Unsuitable operating fluids and equipment incorrect use of them can cause accidents, serious injuries, burns, and poisoning.

- Only store operating fluids sealed in the original container.
- Never use empty food cans, bottles, or other containers to store operating fluids, because someone could drink the operating fluids by mistake.
- Keep children away from all operating fluids and equipment.
- Always read and follow the information and warnings on the packaging for the operating fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

NOTICE

- Only add suitable operating fluids. Never interchange operating fluids. Otherwise, severe malfunctions and engine damage could occur.

Leaking operating fluids can pollute the environment. Collect any leaking operating fluids in suitable containers and dispose of them correctly according to environmental regulations.

Washer fluid

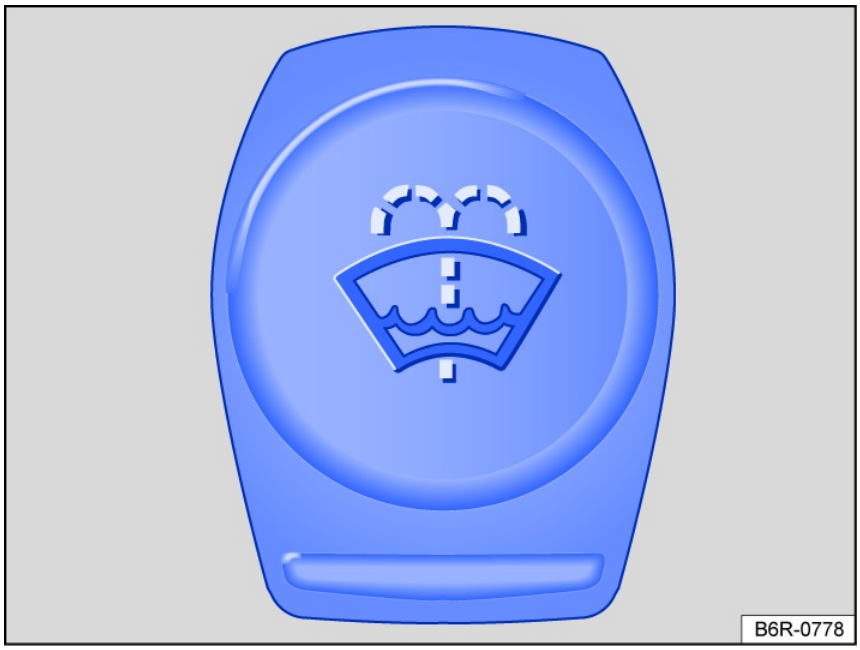


Fig. 157 In the engine compartment: cap on the washer fluid reservoir.

Check the washer fluid level regularly and fill if necessary.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles wher you refill the washer fluid. Take the screen out only to clean it. If the screen is damaged or missing, dirt particles could enter the system when adding fluid, which could block the windshield washer nozzles.

- Open the hood ⇒ *Opening and closing the hood*.
- The washer fluid reservoir is identified with the symbol on the cap *fig. 157*.
- Check if there is enough washer fluid in the reservoir.
- To add fluid, mix clean water (not distilled water) with a suitable window cleaner ⇒. Follow the mixing instructions on the packaging.
- When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze ⇒.

Depending on vehicle equipment, the washer fluid reservoir capacity is approximately 3.0 to 7.5 liters (3.1 to 7.9 quarts).

WARNING

Never mix coolant additive are similar unsuitable additives into the washer fluid. Otherwise, an oily film can build up on the windshield, which would impair visibility considerably.

NOTICE

- Never mix suitable cleaning agents with other cleaning agents. Otherwise, the components could coagulate and create a blockage in the washer nozzles.

Engine oil

Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine o comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The vehicle is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

Volkswagen recommends having engine oil changes performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the solutions section at the end of the chapter ⇒ *Troubleshooting*.

WARNING

Handling engine oil incorrectly can cause severe burns and other injuries.

- Always wear protective eyewear when handling engine oil.
- Engine oil is poisonous and must be kept out of reach of children.
- Only store engine oil in the sealed original container. This also applies to used oil until it is disposed.
- Regular contact with engine oil could damage the skin. If engine oil has come into contact with the skin, always wash thoroughly with soap and water.
- Engine oil becomes very hot when the engine is running and can severely burn the skin. Always allow the engine to cool down.

Engine oil that has dripped and spilled can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine oil standards

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

Utilized engine oil

There is a label on the lock carrier that shows which engine oil should be added. Please follow the note and if possible only add the indicated engine oil ⇒.

If this is not possible, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine oil is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the engine oil recommended by the authorized Volkswagen dealer or authorized Volkswagen Service Facility is not available, a different engine oil can be used in an emergency. To reduce the risk of damaging the engine, a maximum of 0.5 liters of the following engine oils may be added until the next oil change:

- Gasoline engine: Standard ACEA A3/B4 or API SN (API SM) and viscosity grade SAE 0W-30.

Volkswagen recommends Castrol engine oils.

NOTICE

- Do not mix any additional lubricants with the engine oil. Damage caused by such additives is not covered by the warranty.
- Volkswagen recommends using the approved engine oils in accordance with the respective VW standard. The use of engine oils that do not comply with these quality requirements can cause engine damage.

NOTICE

Only add engine oil of the same standard that was used in the vehicle. Otherwise the engine can be damaged.

Changing the engine oil

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.
The engine oil must be changed in accordance with the instructions in the service schedule. The service schedule is included with your manual Service schedule.

The engine oil must be changed regularly. Note which service interval applies to your vehicle ⇒ *Information regarding the service schedule*.

Changing the engine oil and filters requires special tools, specialist expertise and proper disposal of used oil. For this reason, always have the engine oil and filter changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You can find more information about service intervals in the Maintenance chapter ⇒ *Information regarding the service schedule*.

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

WARNING

If you need to change the engine oil in the vehicle yourself in exceptional situations, the following instructions must be followed:

- Always wear protective eyewear.
- Always allow the engine to cool down to reduce the risk of burns.
- Keep your arms horizontal when using your fingers to remove the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.
- Never use empty food cans, bottles or other containers to store engine oil, because individuals may not recognize that they contain oil.

- Engine oil is poisonous and must be kept out of reach of children.

Before changing the engine oil, find a place that will dispose of used oil correctly.

Dispose of used oil in a way that is responsible for the environment. Never dispose of used oil in gardens, forested areas, through the sewer systems, on street and paths, in rivers, or in bodies of water, for example.

Engine oil consumption

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

The engine oil consumption can vary from engine to engine and can change throughout the service life of the engine.

Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 quart) per 2000 kilometers (1200 miles); it can also be higher within the first 5000 kilometers (3100 miles) on new vehicles. Because of this, the engine oil level must be checked regularly. It is best to check each time you refuel your vehicle and before long drives.

For high engine loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be the upper section of the permitted area ⇒ *Checking the engine oil level and adding oil* .

Checking the engine oil level and adding oil

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

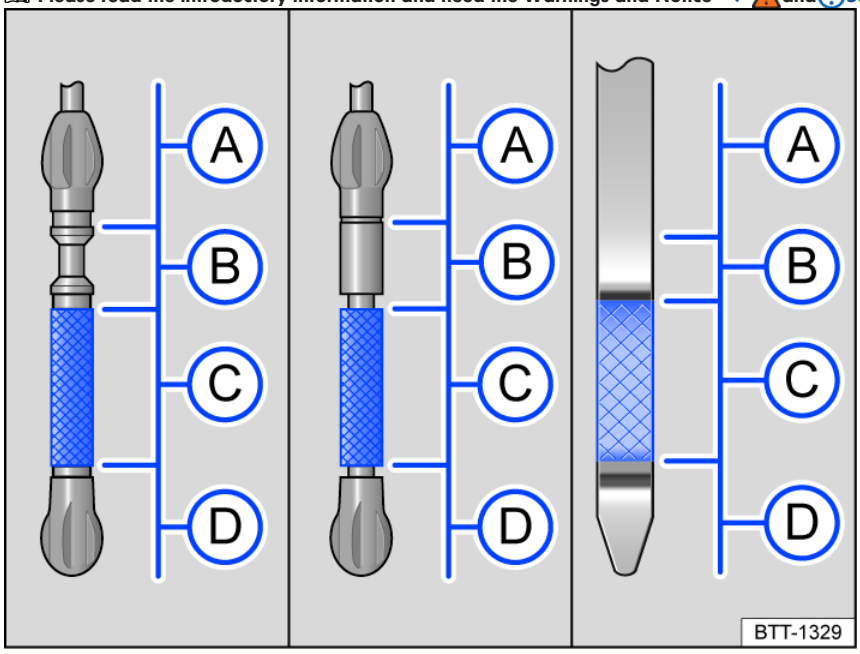


Fig. 158 Engine oil level markings on the oil dipstick (versions).

Key for *fig. 158*:

(A) Engine oil level too high – if necessary follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

(B) Do not add engine oil.

(C) The engine oil is at the correct level.

(D) The engine oil is too low - add oil.

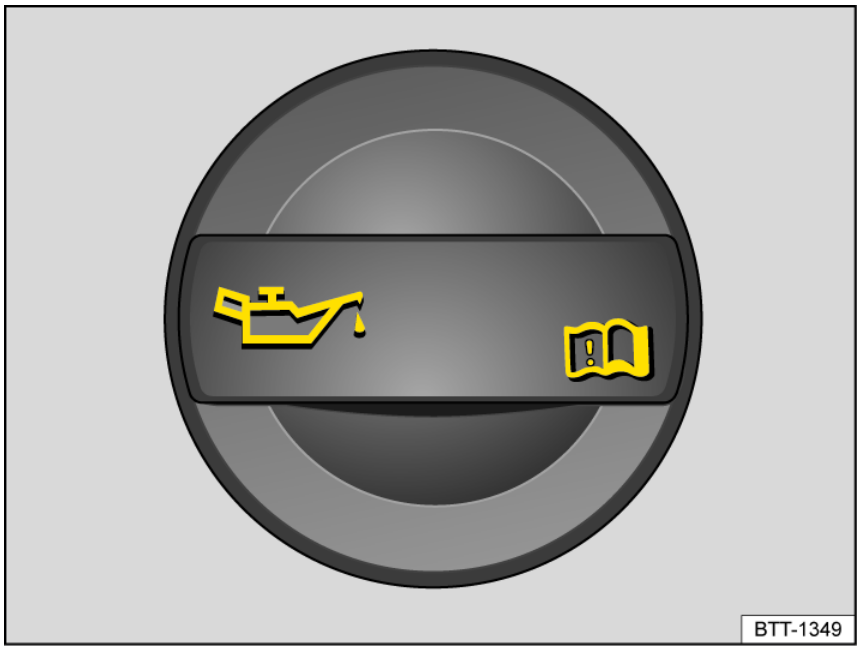


Fig. 159 In the engine compartment: engine oil filler cap (general example).

Checklist

Perform the steps in the order listed ⇒ ⚠:

- ✓ With the engine at **operating temperature**, park the vehicle on a level surface to avoid an incorrect oil level reading.
- ✓ Turn off the engine and wait a few minutes for the engine oil to flow back into the oil pan.
- ✓ Open the hood ⚠ ⇒ *Opening and closing the hood*.
- ✓ Find the engine oil filler and the dipstick. You can identify these by the symbol on the engine oil filler cap and the colored handle on the dipstick *fig. 15* If you are not sure where the cap and the dipstick are located, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- ✓ Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
- ✓ Reinsert the dipstick into the guide tube and push it all the way in. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
- ✓ Remove the dipstick again and read the oil level on the dipstick as described below *fig. 158*:

  (A) The engine oil level is too high. If necessary follow the messages in the instrument cluster display or **contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance**⇒ ⚠.

  (B) **Do not add any engine oil** ⇒ ⚠. Continue with step 16.

  (C) The engine oil is at the correct level. Engine oil can be added up to the **upper edge of this area**, for example if there is heavy engine load. Continue wit step 8 or step 16 ⇒ ⚠.

  (D) The engine oil level is too low. **Add engine oil immediately.** Continue with step 8.
- ✓ After reading the oil level, reinsert the dipstick back into the guide tube and push it all the way in.
- ✓ Remove the cap on the engine oil filler *fig. 159*.
- ✓ Top up the engine oil gradually in small quantities (not more than 0.5 l / 0.5 quart). Volkswagen AG recommends the use of approved engine oils according t the corresponding VW standard.
- ✓ To avoid overfilling, you must wait approximately one minute each time you add oil so that the oil can flow into the oil pan up to the marking on the dipstick.
- ✓ Read the oil level on the dipstick again before adding a little more. Never add too much oil ⇒ (!).
- ✓ When you are done adding oil, the oil level should be in the center of area *fig. 158* (C). It should not be above (C), it should be in area (B), and it must not be in area (A).
- ✓ If you accidentally add too much oil and the oil level is in area *fig. 158* (A), **do not start the engine**. Contact an authorized Volkswagen dealer or authorize Volkswagen Service Facility for assistance.
- ✓ Close the cap on the engine oil filler when you are done adding engine oil.
- ✓ Insert the oil dipstick all the way into the guide tube. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in th guide tube, and that the dipstick goes all the way in.
- ✓ Close the hood ⚠ ⇒ *Opening and closing the hood*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause burns and serious injuries.

- If engine oil spills on cold engine components, it could heat up and ignite when the engine is running.
- Always make sure that the cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube. This can prevent engine oil from leaking and coming into contact with hot engine components when the engine is running.

NOTICE

- If you accidentally add too much oil and the oil level is in area *fig. 158* (A), do not start the engine. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary. Otherwise, the catalytic converter and the engine could be damaged.
- When filling fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

(B) The engine oil level must not be above area *fig. 158* . Otherwise, oil could be drawn into the crankcase vent and enter the atmosphere through the exhaus system.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

Engine oil pressure too low

The indicator light flashes red.

Do not continue driving!

The engine oil pressure is too low.

- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .

If the warning light flashes, do *not* continue driving or let the engine run, even if the oil is at the correct level.

Engine damage could result.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too low

The yellow indicator light turns on.

- Stop at the next opportunity.
- Stop the engine.
- Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .

Engine oil system malfunction

The indicator light flashes yellow.

There is a malfunction in the engine oil system.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the engine oil system inspected.

Engine coolant

Introduction

Only perform work on the engine cooling system if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries . Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Engine coolant is poisonous.

- Only store engine coolant in the sealed original container and in a safe and secure place.
- Never use empty food cans, bottles, or other containers to store engine coolant, because someone could drink the engine coolant by mistake.
- Store engine coolant out of the reach of children.
- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.

- In extremely low temperatures, the coolant can freeze and the vehicle would be unable to start. Because the heater will also no longer function in that situation, vehicle occupants could freeze if they do not have sufficient warm clothing.

Coolant and coolant additives can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine coolant specifications

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine coolant is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To protect the engine cooling system, there must *always* be at least a 40% proportion of coolant additive. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 60%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The engine coolant additive can be recognized by its purple color. The mixture of water and coolant additive provides freeze protection down to -13 °F (-25 °C), protects the aluminum alloy parts of the cooling system from corrosion, prevents limescale deposits, and increases the boiling point of the coolant.

If the engine coolant is being topped up, a blend of **distilled water** and at least 40% of an appropriate engine coolant additive must be used to ensure optimum corrosion protection .

WARNING

Insufficient freeze protection in the engine cooling system can cause engine malfunctions, which can result in serious injuries.

- Make sure that the correct proportion of engine coolant additive based on the lowest outside temperature that is expected is used in the vehicle.
- In extremely low temperatures, the coolant can freeze and the vehicle would be unable to start. Because the heater will also no longer function in that situation, vehicle occupants could freeze if they do not have sufficient warm clothing.

NOTICE

Never mix Genuine Volkswagen coolant additives with coolants that are not approved by Volkswagen.

- If the fluid in the coolant expansion tank is not pink-colored (the color comes from the mixture of the purple coolant additive with distilled water) but is, for example, brown instead, the suitable engine coolant was mixed with another engine coolant that is not suitable. In this case, have the engine coolant changed immediately. Otherwise, serious malfunctions or damage to the engine and cooling system could occur.

Engine coolant and coolant additives can harm the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Checking and filling engine coolant

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

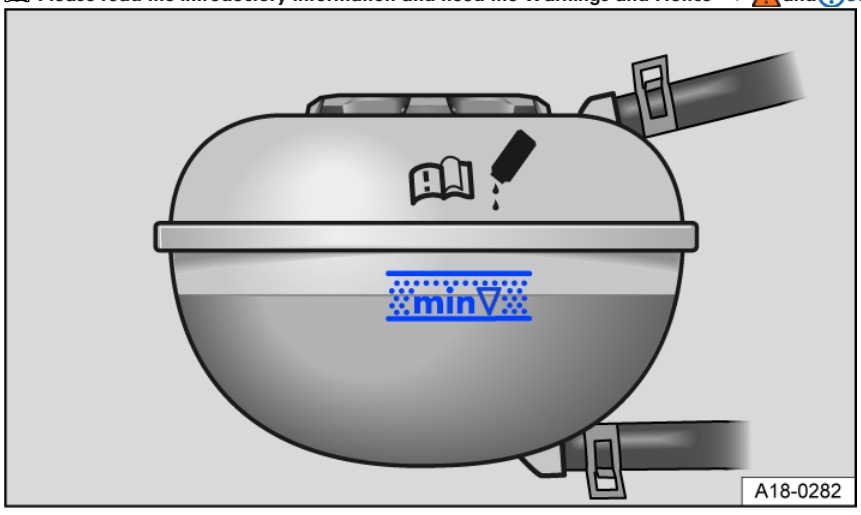


Fig. 160 In the engine compartment: markings on the engine coolant expansion tank.

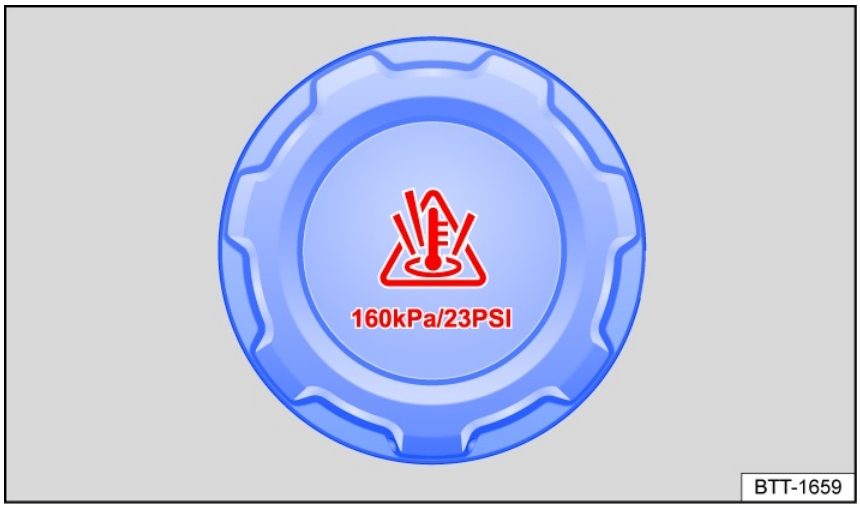


Fig. 161 In the engine compartment: cap on the engine coolant expansion tank.

The engine coolant warning light will turn on if the engine coolant level is too low.

Preparations

- Parking the vehicle on a level, secure surface.
- Allow the engine to cool .
- Open the hood ⇒ *Opening and closing the hood*.
- The engine coolant expansion tank is identified with the symbol on the cap *fig. 161*.

Checking the coolant level

Upon delivery **(new vehicles)** the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

- When the engine is cold, check the coolant level using the markings on the side of the engine coolant expansion tank *fig. 160*. The coolant level must be between the markings.
- If the fluid level in the coolant expansion tank is below the minimum mark (“min”), add coolant. When the engine is warm, the engine coolant level may be slightly above the upper marking.

Filling the coolant

The engine coolant warning light will turn on if the engine coolant level is too low. If this is the case, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately.

If the coolant level is too low and there are no workshops in the immediate area, note the following:

- Always protect your face, hands, and arms from hot coolant or steam by placing a suitable cloth on the coolant tank cap.
- Carefully unscrew the cap .
- Only add **new** coolant that conforms to the Volkswagen specification ⇒ *Engine coolant specifications*.
- Only add coolant when there is still some left in the reservoir. Otherwise, the engine/motor could be damaged. If there is no coolant visible in the reservoir, **st driving** and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If there is a small amount of coolant liquid remaining in the coolant expansion tank, top up the engine coolant to the upper fill level marker and check after one day. If the level drops **again**, contact an authorized specialist workshop and have the cooling system checked.
- The coolant level must be between the markings on the coolant expansion tank *fig. 160*. **Do not add coolant above the upper edge of the marked area** .
- Install the cap securely.
- If there is no coolant available that conforms to the specification, do not use any other coolant in an emergency ⇒ *Engine coolant specifications*. Add **distille water** instead . Then restore the correct mixture ratio using the specified coolant additive as soon as possible ⇒ *Engine coolant specifications*.

⚠ WARNING

Hot steam and hot engine coolant can cause serious burns.

- Never open the hood if you can see or hear steam or coolant escaping from the hood space. Wait until you can no longer see or hear steam or coolant escaping. Hot components can cause burns if touched.
- Before opening the hood, take note of the following:
  - Set the electronic parking brake.
  - Always keep children away from the hood space and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine

coolant could spray out and cause serious burns or other injuries.

- Slowly and very carefully turn the cap counter-clockwise while pressing down lightly on the cap.
- Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.

NOTICE

- Only add distilled water. The chemical components contained in all other types of water can cause considerable corrosion damage in the engine. This can cause engine malfunctions. If water that is not distilled is added, have the fluid in the engine cooling system changed immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only add engine coolant until it is up to the upper edge of the marked area *fig. 160*. If there is too much coolant, the engine cooling system will become pressurized when the coolant warms up, which can result in damage.
- If a large amount of coolant is lost, only add coolant when the engine is *completely cool*. A large amount of coolant loss indicates there is a leak in the cooling system. Have the cooling system inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Otherwise, the engine could be damaged.
- Do not add any coolant if there is no coolant left in the coolant expansion tank. Doing so could cause air to enter the cooling system. Stop driving and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the engine could be damaged.

Brake fluid



Fig. 162 In the engine compartment: cap on the brake fluid reservoir variant A.

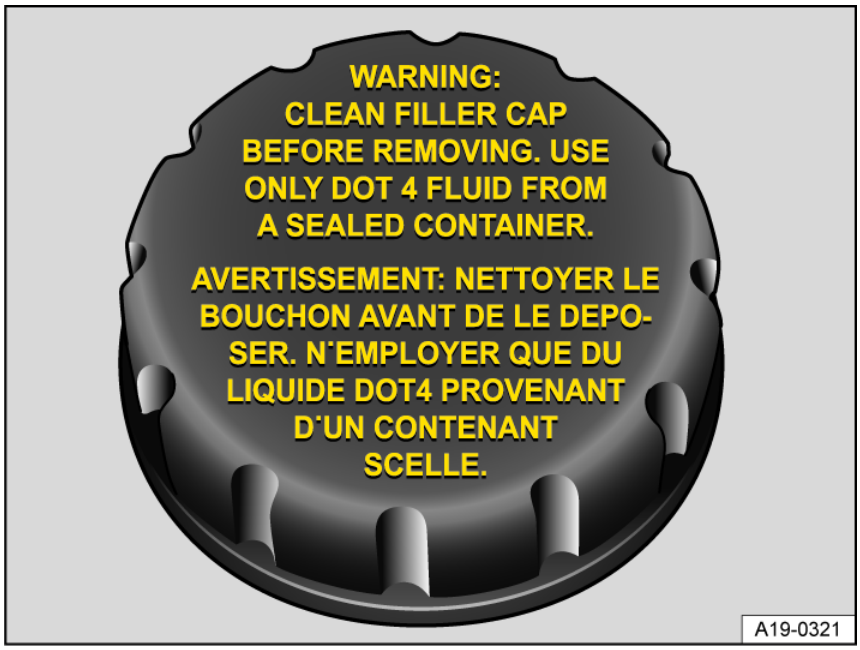


Fig. 163 In the engine compartment: cap on the brake fluid reservoir variant B.

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking and full braking. Vapor lock reduces the braking power, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of other on the road depends on your brake system functioning correctly at all times .

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle brake system. For optimum brake system function, Volkswagen recommends only using brake fluid that conforms to the **VW standard 501 14**.

Before using brake fluid, check if the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that conforms to the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If brake fluid that meets this specification is not available and another high-quality brake fluid must therefore be used, brake fluid that conforms the specification DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6 can be used.

Not all brake fluids that conform to the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

To help ensure that the brake system functions correctly over the course of time, Volkswagen recommends using a brake fluid that expressly conforms to the **VW standard 501 14**.

Brake fluid that conforms to the VW standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 CLASS 6.

Brake fluid level

The red indicator light comes on.

The brake fluid level is too low.

- **Do not continue driving!**
- Check the brake fluid level.

If the brake fluid level is too low:

- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the brake system checked.

Changing brake fluid

Have the brake fluid changed by qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Only use new brake fluid that meets the required specifications.

WARNING

Low brake fluid, brake fluid that is too old, or using an incorrect type of brake fluid can cause brake malfunctions or reduced braking power.

- Have the brake system and brake fluid level checked regularly.
- Have the brake fluid changed regularly.
- Placing a heavy load on the brakes when the brake fluid is old can cause vapor lock to form in the fluid. Vapor lock reduces the braking power, increases the braking distance considerably, and can lead to a total failure of the brake system.
- Be sure to use the correct brake fluid. Only use brake fluid that expressly conforms to the VW standard 501 14.
- Any other brake fluid or brake fluid that is not high-quality can impair the braking function and reduce the braking effect.
- If a brake fluid that complies with the VW standard 501 14 is not available and it is absolutely necessary to use a different brake fluid, a high-quality brake fluid that complies with the requirements of DIN ISO 4925 or the US specification FMVSS 116 DOT 4 CLASS 6 can be used.
- Any brake fluid that is added must be new.

WARNING

Brake fluid is poisonous.

- To reduce the risk of poisoning, never store brake fluid in beverage containers or other containers. A person could mistakenly drink from the container, even if the contents of the container are marked.
- Always store brake fluid in the closed original container and keep it out of the reach of children.

NOTICE

Spilled or leaking brake fluid damages vehicle paint and tires. Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle

components.

Brake fluid can pollute the environment. Collect spilled brake fluid and dispose of it correctly.

12 V vehicle battery

Introduction

The 12-volt vehicle battery is a component of the electrical system and supplies energy to the vehicle.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment and operating fluids and suitable tools are available. Work performed incorrectly can result in serious injuries → ⚠. Have all work performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the solutions section at the end of the chapter ⇒ *Troubleshooting*.

12 V vehicle battery location

Depending on the vehicle equipment, the 12-volt vehicle battery may be located in the engine compartment or covered in the luggage compartment.

Detailed warnings for the 12 V vehicle battery

	Always wear eye protection.
	Battery acid is highly corrosive. Always wear protective gloves and eye protection.
	Fire, sparks, open flame, and smoking are forbidden.
	A highly explosive mixture of gases forms when charging the 12 V vehicle battery.
	Always keep children away from battery acid and the 12 V vehicle battery.
	Always follow the instructions in the Owner's Manual.

⚠ WARNING

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. Always read and follow the following warnings and safety precautions before performing any procedures:

- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery acid and the 12 V vehicle battery.
- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Do not smoke while working and never work near open flames or sparks.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.
- Never short circuit the battery terminals.
- Never use a damaged 12 V vehicle battery. It could explode. Always replace the 12 V vehicle battery if it is damaged.
- Never use a frozen 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C). Always replace the 12 V vehicle battery if it freezes.
- In vehicles with the 12-volt vehicle battery in the luggage compartment, take care when securing the degassing tube to the 12-volt vehicle battery.

⚠ WARNING

California Proposition 65 Warning

- Battery posts, terminals, and related accessories contain lead and lead components, chemicals known to the State of California to cause cancer and reproductive harm. Wash your hands after handling.

NOTICE

Never expose the 12 V vehicle battery to direct sunlight for a long period of time.

- The UV rays can damage the battery housing.

NOTICE

Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

- The 12 V vehicle battery could “freeze” and be destroyed.

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

Checking the 12 V vehicle battery acid level

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine/motor compartment*.

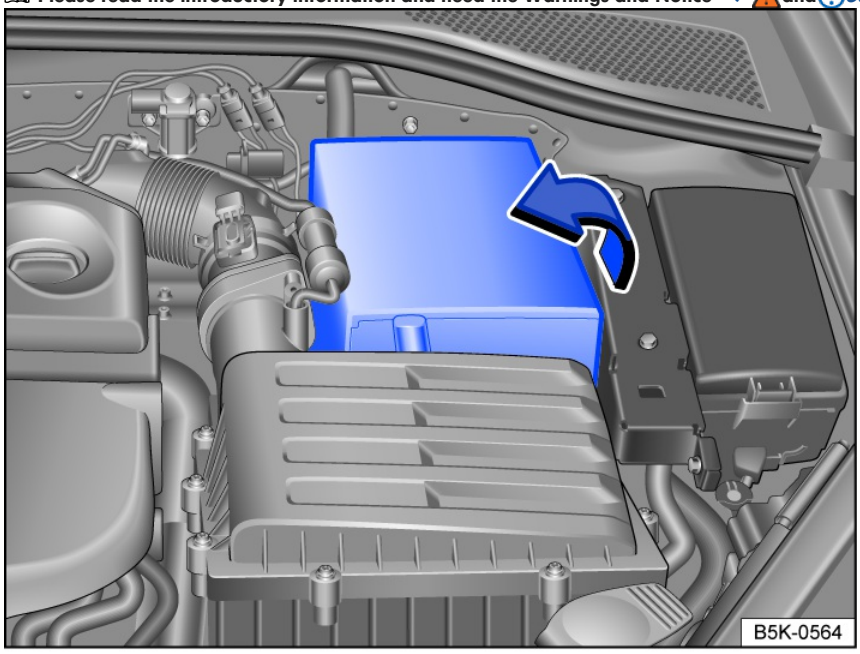


Fig. 164 Open the cover on the 12-volt vehicle battery in the engine compartment.

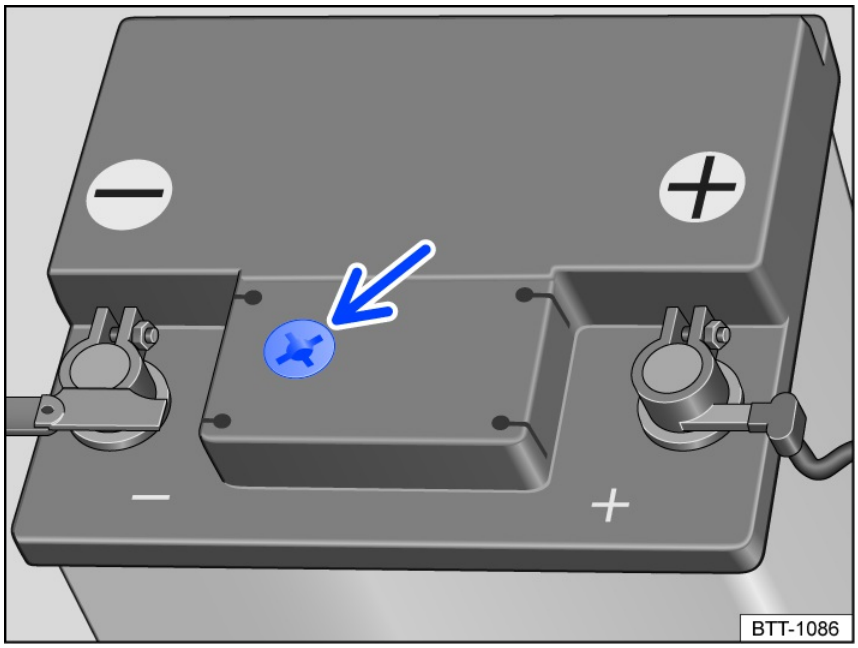


Fig. 165 Window on the top of the 12 V vehicle battery (general example).

Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old. Otherwise, the 12 V vehicle battery is maintenance-free.

Preparations

- Prepare the vehicle for work in the engine compartment ⇒ *In the engine/motor compartment*.
- Open the hood ⇒ *Opening and closing the hood*.

Opening the cover on the 12-volt vehicle battery

Open the cover in the direction of the arrow *fig. 164*.

Close the cover in the opposite direction to the arrow *fig. 164*.

Checking the battery acid level (12 V vehicle batteries with window)

- Make sure there is enough light to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery (arrow) *fig. 165*. Never use open flames or smoldering objects to provide light.
- The color indicator in the circular window changes depending on the acid level in the 12 V vehicle battery.

Light yellow* or *colorless The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Black The 12 V vehicle battery acid level is OK.

⚠ WARNING

Performing work on the 12 V vehicle battery can cause serious injuries, explosions, or electric shocks.

- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect the hands, arms, and face from spraying battery acid.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings and can cause chemical burns.
- Never open a 12 V vehicle battery.
- If battery acid comes into contact with the skin or eyes, flush the affected area immediately with cold water for several minutes. Then consult a doctor immediately.
- Consult a doctor immediately if battery acid is swallowed.

Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine/motor compartment*.
If you suspect that the 12 V vehicle battery is damaged or malfunctioning, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the battery inspected.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by qualified professionals because the battery that is installed at the factory requires a charging process where the voltage is limited ⇒ ⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the 12 V vehicle battery

The 12 V vehicle battery is designed to fit the location where it is installed and is equipped with safety features. If a 12 v vehicle battery must be replaced, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out the electromagnetic compatibility, the size, the maintenance, performance, and security requirements for the new 12 V vehicle battery. The vent opening on the 12 V vehicle battery must always be located on the negative terminal. The vent opening on the positive terminal side must be sealed.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.

Always have the 12 V vehicle battery replaced by a qualified professional because the vehicle electrical system must be adapted as part of the replacement. Only qualified professionals have the necessary equipment to perform the adaptation correctly. Volkswagen recommends having the 12 V vehicle battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

- Switch off all electrical equipment and the ignition.
- Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
- Disconnect the negative cable first, and then the positive cable ⇒ ⚠.

Connecting the 12 V vehicle battery

- Switch off all electrical equipment and the ignition before reconnecting the 12 V vehicle battery.
- Connect the positive cable first, and then the negative cable ⇒ ⚠.

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approximately 10 - 12 mph (15 - 20 km/h). If the indicator lights do not turn off, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly ⇒ *Instrument cluster*. Follow the maximum permissible maintenance interval ⇒ *Maintenance*.

Vehicles with Keyless Access ⇒ *Keyless Access*: if the ignition cannot be switched on after connecting the 12 V vehicle battery, lock and unlock the vehicle from the outside. Then try to switch the ignition on again. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Automatic equipment deactivation

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining:

- The idle speed will be increased so that the alternator delivers more power.
- If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.
- The power supply to the 12 V socket and the cigarette lighter will be interrupted temporarily when the engine is started.

The power management cannot always prevent the 12 V vehicle battery from being drained. For example, the battery could be drained if the ignition is left on for long periods of time when the engine is stopped or if the vehicle is parked for long periods of time with the parking lights on.

12 V vehicle battery draining

- If the vehicle is parked for long periods of time without running the engine, especially if the ignition is on.
- If electrical equipment is used when the engine is stopped.

⚠ WARNING

Securing the vehicle battery incorrectly or using the wrong 12 V vehicle battery can cause short circuits, fires, and serious injuries.

- Always use maintenance-free and leak-proof 12 V vehicle batteries that have the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

⚠ WARNING

A highly explosive mixture of hydrogen gas can form when charging the 12 V vehicle battery.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C).
- Always replace the 12 V vehicle battery if it freezes.
- Cables that are connected incorrectly can cause a short circuit. Connect the positive cable first and then the negative cable.

NOTICE

- Never connect or disconnect the 12 V vehicle batteries when the ignition is on or the engine is running. Also, never use a 12 V vehicle battery that does not conform to the vehicle specifications. The electrical system or electrical components could be damaged and electrical malfunctions could result.
- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket or the cigarette lighter in order to charge the 12 V vehicle battery. The vehicle electrical system could be damaged.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of 12 V vehicle batteries correctly.

Battery acid can pollute the environment. Collect spilled battery acid and dispose of it correctly.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine/motor compartment*.

Alternator malfunction

The red indicator light comes on.

The 12 V vehicle battery is not being charged by the alternator while driving.

- Turn off electrical equipment that is not needed.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have the electrical system inspected.

The start-stop system cannot start the engine ⇒ *Start/Stop system*.

Wheels and tires

Tire Pressure Monitoring System (TPMS)

Introduction

The Tire Pressure Monitoring System (TPMS) warns the driver if tire pressures are too low.

The following Tire Pressure Monitoring Systems (TPMS) are available for this vehicle:

Tire pressure monitoring indicator

- Monitors various parameters (including rolling circumference) of all four tires using ABS sensors (indirect measurements) while the vehicle is in motion.

The reference pressure for the Tire Pressure Monitoring System is the recommended tire pressure for the tires installed at the factory when the tires are cold at maximum load. The reference pressure corresponds to the details on the tire pressure label ⇒ *Tire pressure*.

If the tire pressure has been correctly adjusted on all four tires, the Tire Pressure Loss Indicator must be re-calibrated ⇒ *Tire pressure monitoring indicator*. This adapts the reference pressure to the current tire pressure.

⚠ WARNING

The intelligent technology of the Tire Pressure Monitoring System (TPMS) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Handling wheels and tires incorrectly can result in a sudden loss of tire pressure, tread separation, and ruptured tires.

- Check the tire pressure regularly and maintain the specified values ⇒ *Tire pressure*. If the tire pressure is too low, the tire can heat up so much that the tread separates or the tire ruptures.
- Always inflate the tires to the correct tire pressure when the tires are cold according to the tire pressure label ⇒ *Tire pressure*.
- Check the tire pressure regularly when the tires are cold. If necessary, adjust the tire pressure when the tires are cold so that it is suitable for the tires installed on your vehicle ⇒ *Tire pressure*.
- Check tires regularly for signs of wear or damage.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not rely on the Tire Pressure Monitoring System (TPMS) alone. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures, cuts, cracks, blisters, etc. Remove any objects stuck in the tread as long as they have not punctured the inside of the tire.

Tire pressure monitoring indicator

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Function description

Using the ABS sensors, the tire pressure monitoring indicator compares wheel speed and thus the rolling circumference of the individual tires.

The rolling circumference can change if:

- The tire pressure has changed
- The tire pressure is too low
- The tire has structural damage
- One side of the vehicle has a heavier load than the other
- Snow chains are installed on the tires
- A compact spare wheel has been installed
- Only one wheel was replaced on each axle

The tire pressure monitoring indicator (!) may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

The Tire Pressure Monitoring System shows a change in the rolling circumference of the tires via the (!) warning light in the instrument cluster.

The recommended tire pressure for the factory-fitted tires is displayed on the tire pressure sticker on the driver door pillar ⇒ *Tire pressure*.

The pressure of all tires, including the spare wheel or temporary spare wheel, must be checked monthly on cold tires and the results must correspond to those on

the manufacturer's tire pressure sticker. If the size of the tires installed at the factory differs from the details on the type plate or on the tire pressure label, the correc tire pressure must be determined.

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The Tire Pressure Monitoring System also has a display for a malfunction that is accompanied by the (!) warning light. In the event of a malfunction in the Tire Pressure Monitoring System, after switching on the ignition, the (!) warning light flashes for around one minute and then stays lit.

If the Tire Pressure Monitoring System displays a malfunction, the tire pressure cannot be monitored correctly. A malfunction in the Tire Pressure Monitoring Systen can have a number of causes, e.g. a wheel or a tire being replaced. After replacing a wheel or tire, you must check whether the (!) warning light displays a system malfunction to make sure that the Tire Pressure Monitoring System is working properly ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Programming the tire pressure monitoring indicator

- Switch the ignition on.
- Depending on the vehicle equipment, press the MENU button or function key ⇒ 🕮 *Introduction* and open the Vehicle menu in the Infotainment system.
- **OR:** Depending on the vehicle equipment, press the CAR button or function key.
- Depending on vehicle equipment, tap the Settings function key.
- Tap the Tires function key.
- Tap the SET function key.
- If all four tires meet the required tire pressure values, tap the Confirm function key.
- **OR:** Tap the Cancel function key to cancel the process. The current tire pressure is not saved and the system is not reprogrammed.

After longer trips (at least 20 minutes) and different vehicle speeds, the system adapts to the new values and monitors them.

The Tire Pressure Monitoring System must be reprogrammed under the following conditions:

- If the tire pressures were adjusted.
- If one or more wheels were changed.
- If one or more wheels were repaired.
- If the wheels were rotated, for example from front to rear.

The Tire Pressure Monitoring System must only be reprogrammed if all tires are inflated to the correct pressure when they are cold. To measure the cold tire pressure, the vehicle must have been stationary for 3 hours or must have only driven slowly for a few kilometers in the last 3 hours.

The tire pressure monitoring indicator will not work if the ESC or the ABS is malfunctioning ⇒ *Troubleshooting*.

After being warned about a low tire pressure, switch the ignition off and back on. The tire pressure monitoring indicator can only be reprogrammed after this is done.

Troubleshooting the Tire Pressure Monitoring System

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

(!) Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

- **STOP Do not continue driving!**
- Check and correct all tire pressures ⇒ *Tire pressure*.
- Replace damaged tires.
- Recalibrate the Tire Pressure Monitoring System ⇒ *Tire pressure monitoring indicator*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

(!) Tire Pressure Monitoring System malfunction

The indicator light flashes for approximately one minute and then stays yellow.

There is a system malfunction.

- **STOP Do not continue driving!**
- Switch the ignition off and back on again.
- Recalibrate the Tire Pressure Monitoring System ⇒ *Tire pressure monitoring indicator*.
- If the malfunction continues, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Different tire pressures or low tire pressure can cause tire damage, tire failure, loss of vehicle control, crashes, serious injuries, and death.

- If the (!) indicator light turns on, stop the vehicle immediately and check all of the tires ⇒ *Tire pressure*.
- Different tire pressures or low tire pressure can increase tire wear, decrease vehicle stability, and increase braking distance.
- Different tire pressures or low tire pressure can cause sudden tire failure and lead to ruptured tires and loss of vehicle control.
- The driver is responsible for maintaining the correct tire pressure in all tires on the vehicle. The recommended tire pressure can be found on a label ⇒ *Tire pressure*.
- The Tire Pressure Monitoring System (TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.
- All tires must always be inflated to the correct pressure based on the load ⇒ *Tire pressure*.
- Inflate all tires to the correct tire pressure before every drive ⇒ *Tire pressure*.
- When the tire pressure is too low, the tire must flex more when driving. This could cause the tire to become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.
- Driving at high speeds and excessive vehicle load can cause a tire to become so hot that the tire could rupture and you could lose control of the vehicle.
- Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.
- If the tire is not “flat” and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected ⇒ *Tire pressure*.
- The Tire Pressure Monitoring System must always be correctly calibrated.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. The yellow indicator light blinks for approximately 65 seconds when there is a malfunction and then remains on. However, the indicator light will turn off if the road conditions or driving style changes.

Information about wheels and tires

Introduction

Tires are the part of the vehicle that are under the most demand yet are the most underestimated. Tires are extremely important, because the small running surface on the tires is the only point of contact that the vehicle has with the road.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

- Handling wheels and tires incorrectly can reduce driving safety and cause accidents and serious injuries.
- Only use radial tires with the same design and as close to the same construction, size (rolling circumference), and tread pattern as possible on all four wheels.
- New tires must be broken in because they have reduced traction and braking effect when they are new. To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires regularly for damage and wear.
- Never drive with tires that are damaged (punctured, cut, cracked, or bulging) or worn. Driving with tires in this condition can cause tire blowouts, accidents, and serious injuries. Replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load that are specified for the tires mounted on your vehicle.
- The effectiveness of the driver assistance systems and the braking assistance systems depends on tire traction.
- If unwanted vibrations occur while driving or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- To reduce the risk of loss of vehicle control, accidents, and serious injuries, never loosen the bolts on rims with a bolted rim ring.
- Do not use any wheels or tires if you do not know how they have been used in the past. Used wheels and tires may be damaged, even if this damage is not visible, and could lead to tire damage, tire failure or loss of vehicle control.
- Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet. Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

WARNING

If the wheel bolts are not tightened correctly or are missing, the wheels could become loose and lead to loss of vehicle control, accidents, and serious injuries.

- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Handling wheels and tires

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

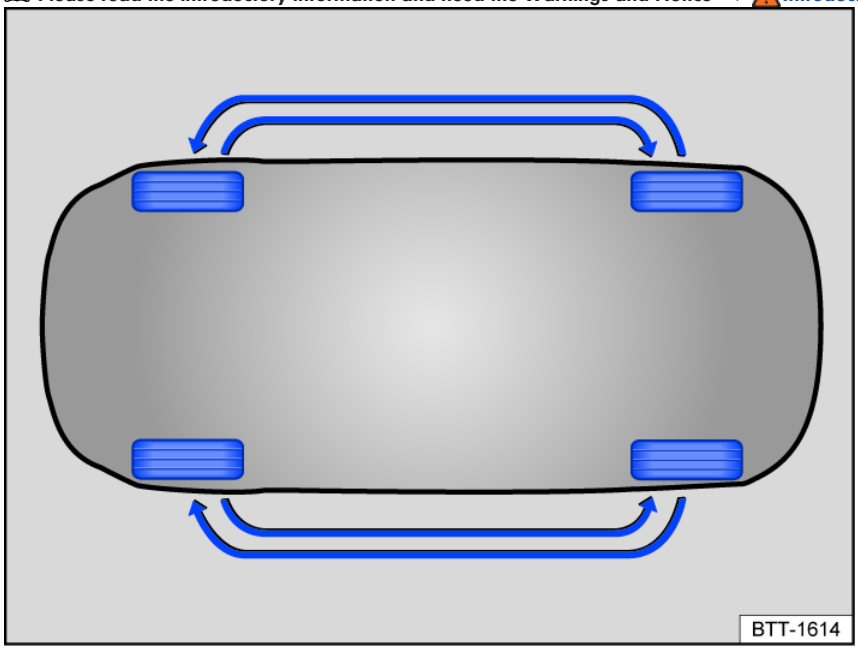


Fig. 166 General example: diagram for rotating tires

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

Replacing tires

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended *fig. 166*. This will allow the tires to have approximately t same length of service life.

Volkswagen recommends having the tires rotated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preventing damage to the rims and tires

- Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.
- Check the tire pressure regularly.
- Check the tires regularly for damage, e.g. holes, cuts, punctures or blisters.
- Never exceed the load index and maximum speed of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
- Have damaged or worn rims replaced immediately ⇒ *Tire damage*.
- Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid →.
- Replace missing dust caps on the valves immediately.
- Remove any objects provided they have not punctured the inside of the tire ⇒ *Tire damage*.
- Pay attention to all warnings issued by the Tire Pressure Monitoring System ⇒ *Troubleshooting the Tire Pressure Monitoring System* ,.

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement →.

Winter and all season tires lose their characteristics to a large extent due to **aging**, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date ⇒ *Tire pressure*.

Storing tires

- Only store tires in a cool, dry location that is as dark as possible. Do **not** stand tires that are mounted on rims up vertically.
- Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be *broken in*. Tires that have not been broken in yet have reduced gripping abilities → ⚠ and braking effect → ⚠.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.

Replacing tires

- At a minimum, replace both tires on a single axle → ⚠.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire pressure monitoring indicator*.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

⚠ WARNING

Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet.

- Only use tires that are more than six years old when absolutely necessary and drive with extreme caution if doing so.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking effect when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

NOTICE

Avoid strong impacts. Drive around obstacles if needed. The risk of tire damage is especially great if driving over potholes and curbs. Damage to the tires and rims can result.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. It should be replaced with a regular wheel as soon as possible.

Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Rims and wheel bolts

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct length and bolt head shape. This ensures that the brakes can work correctly and that the vehicle drives smoothly and safely.

For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model.

The wheel bolt tightening torque must be checked regularly with a functional torque wrench ⇒ *Wheel bolts*.

Wheel bolts

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque ⇒ *Wheel bolts*.

Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Damaged rims must be replaced and may only be repaired by qualified professionals. Volkswagen recommends having this done by your authorized Volkswagen dealer ⇒ ⚠.

Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

- Seal of conformity
- Rim size
- Manufacturer or brand name
- Production date (month/year)
- Country of origin
- Serial number
- Raw material batch number
- Commodity code

⚠ WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.
- Check the rims regularly for damage and replace if necessary.

⚠ WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause accidents and serious injuries.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

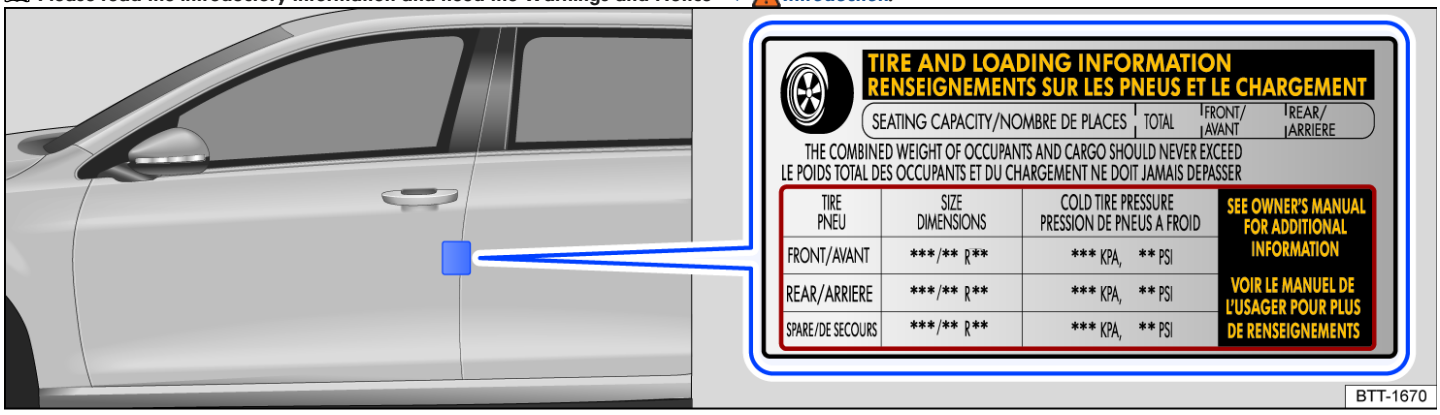


Fig. 167 On the driver door pillar: tire pressure sticker

The correct tire pressure for the tires fitted at the factory can be found on a label on the B-pillar of the driver door *fig. 167*. The factory-installed tires can b winter, summer or all-season tires.

An incorrect tire pressure can cause increased tire wear, negatively affect driving behavior and damage tires. Compliance with the correct tire pressure is very important, particularly when driving at high speeds.

The specified tire pressure is given for a cold tire. For warm tires, the pressure is higher.

Never reduce the pressure of a warm tire in order to reach the specified value. This will cause the actual pressure when the tire is cold to be too low.

Checking the tire pressure

- Check the tire pressure at least once a month.
- Check the tire pressure only when tires are cold. The specified tire pressure only applies to a **cold tire**. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.
- After adjusting tire pressures, always screw the caps on the valves and note the information about the Tire Pressure Monitoring System (TPMS).
- Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

⚠ WARNING

Incorrect tire pressures can cause tires to suddenly lose air or go flat while driving. This can cause accidents and fatal injuries.

- If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Excessive speeds and vehicle load can cause overheating, sudden tire damage including tire blow-outs, and stripping of the tread, which can then result in loss of vehicle control.
- An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.
- Check the tire pressures regularly, at least once a month and also before driving long distances.
- All tires must have the correct tire pressure for the vehicle load.
- Never reduce the tire pressure when tires are warm.

NOTICE

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem. If it is, it could damage the tire valve.
- Always make sure all valve caps are fully tightened when driving.

Tire pressures that are too low increase fuel consumption.

Tire inflation pressure for cold tires

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Model	Size designation	Tire pressure		
		PSI	kPA	bar
Jetta	205/60 R16 92H	36	250	2.5
	205/55 R17 91H	36	250	2.5
Jetta GLI	225/45 R18 91H	36	250	2.5
	225/45 R18 91Y	36	250	2.5
Jetta spare wheel	T125/70 R18	60	420	4.2
Jetta GLI spare wheel	T125/70 R18	60	420	4.2

Information regarding correct tire inflation pressure can be found on the tire pressure sticker on the driver door pillar. If the information on the tire pressure sticker does not match the information in the Manual, the information on the tire pressure sticker takes precedence.

Tread depth and wear indicator

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

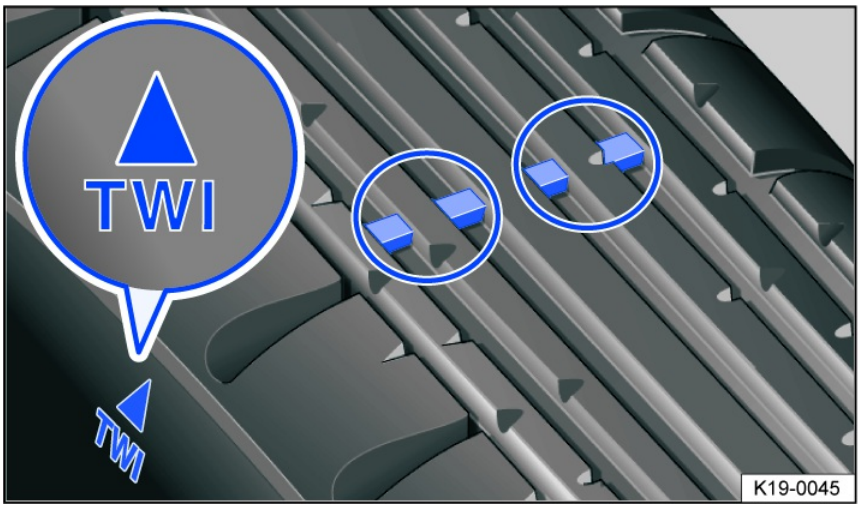


Fig. 168 Tire tread: tread wear indicator.

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm (1/16 in). This is measured in the tread grooves in addition to the tread wear indicators (note the legal requirements applicable in the country of operation). All tires, or at least tires on the same axle, must have an even tread depth → ⚠.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tread wear indicator in tires

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

The tread wear indicator is 1.6 mm (1/16 in) above the base of the tread *fig. 168*. Markings on the sides of the tire indicate the location of the tread wear indicator *fig. 168*.

⚠ WARNING

Worn tires are a safety risk and can cause the driver to lose control of the vehicle and lead to serious injuries.

- At the latest, tires must be replaced by new tires if the tires are worn down to the tread wear indicator.
- Worn tires have significantly less grip, especially on wet roads, and the vehicle is more likely to “hydroplane”.
- Worn tires reduce the driver’s ability to control the vehicle well in normal and difficult driving situations, and they increase the braking distance as well as the risk of skidding.

Tire damage

🕮 **Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.**
Damage to tires and rims can often occur where it is not visible → ⚠.

- If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.
- Check the tires and rims for damage.
- Do not continue driving if there is tire damage.
- Replace the damaged wheel ⇒ 🕮 *Introduction*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- **OR:** seal the damaged tire using the tire mobility set and inflate it with air ⇒ 🕮 *Introduction*.
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

Objects embedded in tires

- If an object has punctured through to the inside of a tire, leave the object in place. Objects stuck between the tire tread segments can be removed.
- Replace the damaged wheel ⇒ 🕮 *Introduction*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- **OR:** seal the damaged tire using the tire mobility set and inflate it with air ⇒ 🕮 *Introduction*.
- Check and adjust the tire pressure.
- Get professional assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- *On vehicles with run-flat tires (mobility tires):* leave the object in the tire and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Sealant that has been applied to the inside of the tire running surface will surround the object and seal the tire temporarily.

Tire wear

Tire wear depends on various factors:

- Driving style.
- Wheel balancing.
- Running gear alignment.

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage.

- Reduce your speed immediately and stop when traffic permits.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. Contact and authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

New tires and replacement tires

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be *broken in*. Tires that have not been broken in yet have reduced gripping abilities and braking effect ⇒ *Handling wheels and tires*.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.
- The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

Replacing tires

- At a minimum, replace both tires on a single axle ⇒ *Handling wheels and tires*.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Only replace old tires with tires that have the same specifications – including width, diameter, bearing capacity and maximum speed – such as the tires approved for your vehicle and model by Volkswagen.
- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire pressure monitoring indicator*.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking effect when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. It should be replaced with a regular wheel as soon as possible.

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Tire labeling and terminology, glossary, handling new tires, UTQG classification

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

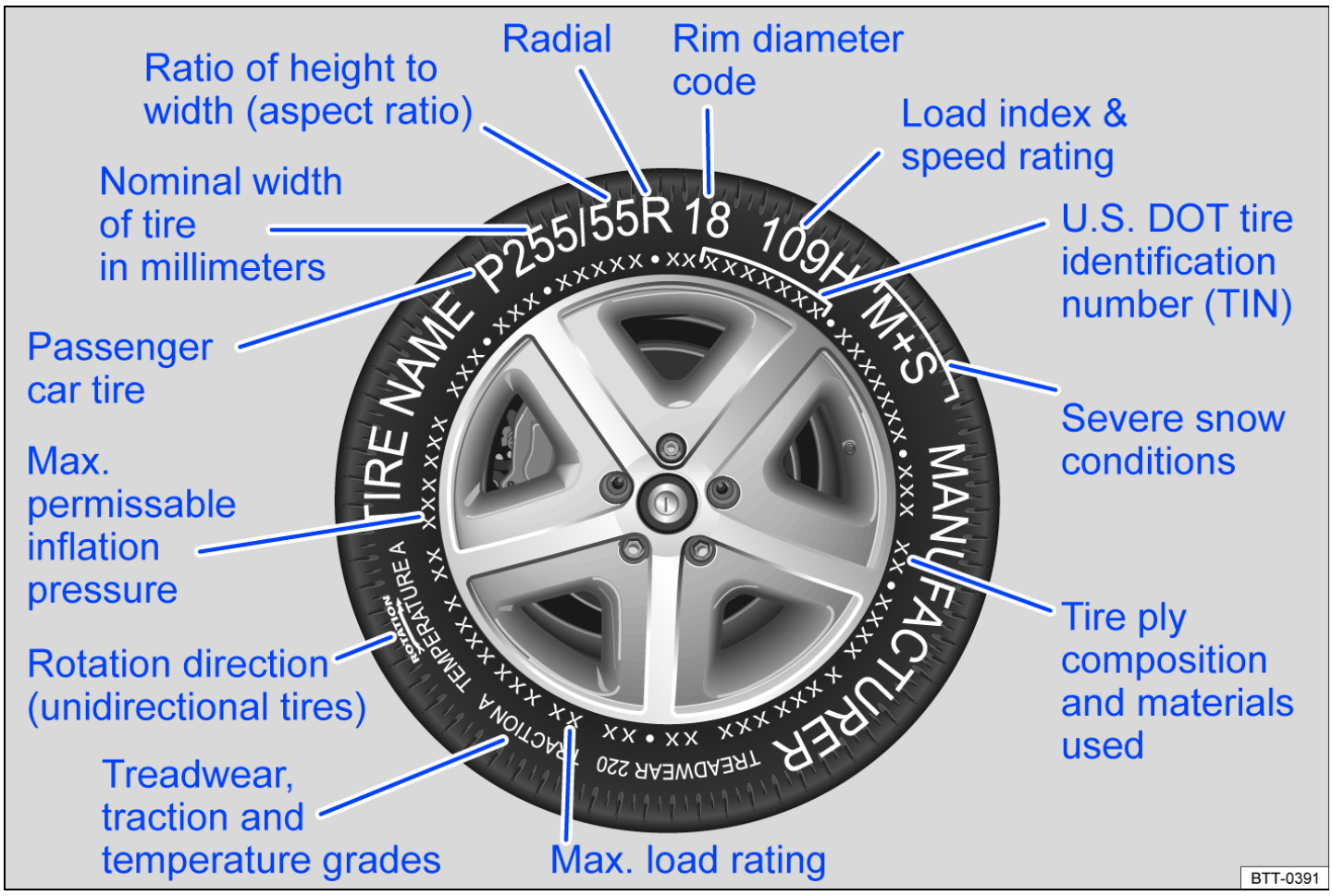


Fig. 169 International tire labeling.

Knowing about tire specifications makes it easier to choose the correct replacement tires. Radial tires have specifications marked on the sidewall.

Tire labeling (example)	Meaning	
Brand, Logo	*Manufacturer*	
Tire name	Individual tire designation of the manufacturer.	
	Dimensions:	
	P	Tire application: Passenger car
	255	Nominal sidewall-to-sidewall width of tire in millimeters.

P255 / 55 R 18 Tire labeling (example)	Meaning	
	55	Ratio of height to width (aspect ratio)
	R	Tire belt design letter code for radial.
	18	Rim diameter (in inches)
109 H	Load rating code and speed rating code.	
XL	Indicates “reinforced” tire (heavy-duty)	
M+S *or* M/S	Indicates Mud and Snow capability (also M/S).	
RADIAL TUBELESS	Tubeless radial tire.	
E4 ...	Labeling according to international regulations (E) including number of the approving country. The multi-digit approval number is listed next.	
DOT BT RA TY5 1709	Tire identification number (**TIN**) – In some cases the manufacturing date is only on one side of the tire:	
	DOT	The tire complies with the requirements of the United States Department of Transportation, responsible for issuing safety standards.
	BT	Identification letter of the manufacturing site.
	RA	Manufacturer information regarding tire dimensions.
	TY5	Tire characteristics provided by the manufacturer.
	1709	Manufacturing date: 17th week in 2009.
TWI	Marks the position of the treadwear indicator.	
Made in Germany	Country of manufacture.	
MAX LOAD 615 KG (1356 LBS)	United States maximum load rating per wheel.	
MAX INFLATION 350 KPA (51 PSI)	United States maximum permissible inflation pressure.	
ROTATION	Rotation direction (unidirectional tires)	

Tire labeling (example)	Meaning
SIDEWALL 1 PLY RAYON	Tire ply composition and materials used: 1 layer of rayon.
TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Tire tread composition and materials used: In this example there are 4 layers under the tread: 1 layer of rayon, 2 layers of steel belt and 1 layer of nylon.
Consumer information regarding comparison to specified base tires (standardized test procedure) :	
TREADWEAR 220	Relative service life expectancy of the tire referenced to a U.S.-specific standard test.
TRACTION A	Traction rating under wet conditions (AA, A, B or C).
TEMPERATURE A	Temperature stability of the tire at increased test bench speeds (A, B or C).
Additional numbers found on the tire could either be tire manufacturer internal labels or country-specific labels (such as for Brazil and China).	

Unidirectional tires

Unidirectional tires are designed to rotate only in one direction. Unidirectional tires have arrows on the sidewalls that show the direction of rotation. Make sure you mount the tire so that it rotates in the proper direction. The tire's performance with regard to hydroplaning, traction, noise, and wear is worse if it is not mounted in th proper direction of rotation.

If you have to mount a tire opposite to its proper direction of rotation, you must drive more carefully, since the tire is no longer being used as designed. This is particularly important on wet roads. You must replace or remount the tire as soon as possible in order to restore the correct direction of rotation.

Load rating code

The load index indicates the maximum permissible load per individual tire in pounds (kilograms).

91 1356 lbs (615 kg)

92 1388 lbs (630 kg)

93 1433 lbs (650 kg)

95 1521 lbs (690 kg)

97 1609 lbs (730 kg)

98 1653 lbs (750 kg)

99 1709 lbs (775 kg)

100 1763 lbs (800 kg)

101 1819 lbs (825 kg)

102 1874 lbs (850 kg)

103 1929 lbs (875 kg)

104 1984 lbs (900 kg)

110 2337 lbs (1060 kg)

Speed rating code letter

The speed rating code letter indicates the maximum permissible road speed of the tires.

P up to 93 mph (150 km/h)

Q up to 99 mph (160 km/h)

R up to 106 mph (170 km/h)

S up to 112 mph (180 km/h)

T up to 118 mph (190 km/h)

U up to 124 mph (200 km/h)

H up to 130 mph (210 km/h)

V up to 149 mph (240 km/h)

W up to 168 mph (270 km/h)

Y up to 186 mph (300 km/h)

Z over 149 mph (240 km/h)

Some tire manufacturers label tires with a maximum permissible road speed above 149 mph (240 km/h) with the letter combination “ZR.”

⚠ WARNING

Using incorrect or unmatched tires and/or wheels or improper tire and wheel combinations can lead to loss of control, collision and serious personal injury.

- Always use tires, wheels and wheel bolts that meet the specifications of the original factory-installed tires or other combinations that have been specifically approved by the vehicle manufacturer.
- All 4 wheels must be fitted with radial tires of the same type, the same size (tread circumference), and the same tread pattern. Driving with different tires reduces vehicle handling and can lead to a loss of control.
- Never drive faster than the maximum speed for which the tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.
- Overloading tires can cause heat build-up, sudden tire failure, including a blowout and sudden deflation and loss of control.
- Temperature grades apply to tires that are properly inflated and not over- or underinflated.

Glossary of tire and loading terminology

Accessory weight: The combined weight (in excess of those standard items which may be replaced) of automatic transmission, electro-mechanical power steering power brakes, power windows, power seats, radio, and heater, to the extent that these items are available as factory-installed equipment (whether installed or not).

Aspect ratio: The ratio of sidewall height to tire width, expressed as a percentage. A number of 50 (0.5:1 or 50%) means that the cross-sectional height is 50% of the tread width. A shorter sidewall can improve steering response and provide better overall handling, for example, on dry pavement.

Bead: The part of a tire made of steel wires, wrapped or reinforced by ply cords, with the shape and structure to ensure proper fit to the wheel rim.

Bead separation:A breakdown of the bond between components in the bead.

Carcass: The tire structure, except tread and sidewall rubber which, when inflated, bears the load.

Chunking:he breaking away of pieces of the tread or sidewall.

Cord: The strands of material forming the plies in the tire.

Cord separation: The parting of cords from adjacent rubber compounds.

Cracking: Any parting within the tread, sidewall, or inner liner of the tire extending to cord material.

Cold tire inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more than a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Curb weight: The weight of a motor vehicle with standard equipment including the maximum capacity of fuel, oil, and coolant, air conditioner, and additional weight of optional equipment.

Extra load tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Gross Axle Weight Rating (GAWR): The load-carrying capacity of a single axle system, measured where the tire contacts the ground.

Gross Vehicle Weight Rating (GVWR): The maximum loaded weight of the vehicle.

Groove: The space between 2 adjacent tread ribs.

Load rating code: The maximum load that a tire is rated to carry for a given inflation pressure. You may not find this information on all tires because it is not required by law.

Maximum loaded vehicle weight: The total of:

- Curb weight.
- Accessory weight.
- Vehicle capacity weight.
- Production options weight.

Maximum (permissible) inflation pressure: The maximum cold inflation pressure to which a tire may be inflated. Also called “maximum inflation pressure.”

Normal occupant weight: Means 150 lbs (68 kilograms) times the number of occupants seated in the vehicle up to the total seating capacity of your vehicle.

Occupant distribution: The placement of passengers in a vehicle.

Outer diameter: The diameter of a new, properly inflated tire.

Overall width: Total width measured at the exterior sidewalls of an inflated tire, including the additional width of labeling, decorations, or protective bands or ribs.

Passenger car tire: A tire intended for use on passenger cars, multipurpose passenger vehicles, and trucks, that have a gross vehicle weight rating (GVWR) of 10,000 pounds or less.

Ply: A layer of rubber-coated parallel cords.

Ply separation: A parting of rubber compound between adjacent plies.

Pneumatic tire:A mechanical device made of rubber, chemicals, fabric, and steel or other materials, that, when mounted on an automotive wheel, provides the traction and contains the gas or fluid that sustains the load.

Production options weight: The combined weight of installed regular production options weighing over 5 lbs (2.3 kg) more than the standard items they replace, and not previously considered as curb weight or accessory weight. These include, for example, heavy-duty brakes, ride levelers, roof rack, heavy-duty battery, and special trim.

Radial ply tires: A pneumatic tire in which the ply cords that extend to the beads are laid at substantially 90 degrees to the centerline of the tread.

Recommended inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more tha a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Reinforced tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Rim: The outer edge of a wheel upon which the tire beads are seated.

Rim diameter: The nominal diameter of the wheel's tire bead seating surface. If you change your wheel size, to wheels of a different diameter, you will have to purchase new tires to match the new wheels.

Rim size: Designation means rim diameter and width.

Rim type designation: The industry or manufacturer's designation for a rim by style or code.

Rim width: The nominal distance between wheel rim flanges.

Section width: The linear distance between the exteriors of the sidewalls of an inflated tire, excluding elevations due to labeling decoration, or protective bands.

Sidewall: The portion of a tire between the bead and the tread.

Sidewall separation: The parting of the rubber compound from the cord material in the sidewall.

Speed rating (letter code): A standardized letter code indicating the maximum speed at which a tire is designed to be driven for extended periods of time. The ratings range from 93 mph (150 km/h) “P” to 186 mph (300 km/h) “Y”. The speed rating letter code, where applicable, is molded on the tire sidewall. You may not find this information on all tires because it is not required by law.

Tire Pressure Monitoring System: A system that detects when at least one of a vehicle's tires is underinflated and illuminates a low tire-pressure warning light.

Tread: The portion of a tire that normally touches the road.

Tread rib: A tread section running circumferentially around a tire.

Tread separation: Tire failure caused by the tread pulling away from the tire carcass.

Tread wear indicators (TWI): Raised areas within the main tread grooves that show, visually, when tires are worn and near the end of their useful life.

Uniform Tire Quality Grading (UTQG): A tire information system developed by the U.S. National Highway Traffic Safety Administration (NHTSA) that is designed to help buyers compare tires. UTQG is not a safety rating, nor is it a guarantee that a tire will last for a certain number of miles or perform a certain way. It gives tire buyers more information to compare with factors such as price, brand loyalty and dealer recommendations. Under UTQG, tires are graded by the tire manufacturer in 3 areas: tread wear, traction and temperature resistance. UTQG information is molded into the tire sidewalls.

U.S. DOT Tire Identification Number (TIN): A tire's serial number. It begins with the letters “DOT” (“Department of Transportation”) and indicates that the tire meets all federal standards. The next 2 numbers or letters indicate the plant where the tire was manufactured. The last 4 numbers represent the week and year of manufacture. For example, the numbers 1709 mean that the tire was produced in the 17th week of 2009. Any other numbers are marketing codes used by the tire manufacturer. This information is used to help identify affected consumers if a tire defect requires a recall.

Vehicle capacity weight: The total rated cargo, luggage and passenger load. Passenger load is 150 lbs (68 kilograms) times the vehicle's total seating capacity (a listed on the label inside the driver door).

Vehicle maximum load on the tire: The load on an individual tire that is determined by taking each axle's share of the maximum loaded vehicle weight (GAWR) and dividing by 2.

Vehicle normal load on the tire: The load on an individual tire that is determined by taking each axle's share of the curb weight, accessory weight, and normal occupant weight (distributed according to the table below) and dividing by 2.

Wheel size designation: Wheel rim diameter and width.

Occupant loading and distribution for vehicle normal load for various designated seating capacities:

Designated seating capacity, number of occupants	Vehicle normal load, number of occupants	Occupant distribution in a normally loaded vehicle
2, 3, or 4	2	2 in front
5, 6, or 7	3	2 in front, 1 in back

New tires

- Drive a vehicle with new tires especially carefully for the first 350 miles (560 km) because the tires must first be *broken in*. Tires that are not broken in have reduced traction and braking performance.
- Install only radial tires of the same make, the same dimensions (tread circumference), and similar tread profile on all 4 wheels.
- The tread depth of new tires can differ between tire models and manufacturers because of different design features and tread design.

Replacing tires

- Tires should be replaced in pairs and not individually (both front tires or both rear tires at the same time).
- Replace tires only with tires that have the same specifications, including width and diameter, load and top speed rating as the tires approved by Volkswagen fo your vehicle and model.
- Never use tires that are larger or wider than the dimensions of the tires approved by Volkswagen for your vehicle and model. Larger tires could scrape and rub on the vehicle body or other parts of the vehicle.

Tire Pressure Monitoring System (TPMS) considerations: The Tire Pressure Monitoring System (TPMS) must be recalibrated whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change

⚠ WARNING

New tires tend to be slippery and must be broken in.

- Always drive with special care for the first 350 miles (560 km) to help reduce the risk of losing control, a collision, and serious personal injuries.

⚠ WARNING

Tires must have the required clearance. Tires that do not have enough clearance can rub against parts of the vehicle body, suspension, and brake system, causing brake system failure, tread delamination, and sudden blowouts.

- Always make sure that new tires are not larger than the tires approved for your vehicle and that the new tires do not rub against parts of the vehicle.

NOTICE

- When switching to different tires, make certain the valves are not damaged.
- Never drive without valve stem caps. The valves could be damaged.
- If the sensor on the Tire Pressure Monitoring System (TPMS) must be replaced, the valve must be replaced at the same time.

Always dispose of old tires in accordance with legal requirements.

If the replacement wheel is different from the tires that you have mounted on your vehicle — for example, winter tires, wider, low-profile tires, or a compact spare — only use the replacement wheel for a short time and drive cautiously.

Although tire size specifications can be the same, the actual dimensions may differ from those nominal values for different tire makes, or the tire contours may be significantly different.

UTQG classification

Uniform Tire Quality Grading (UTQG): Quality grades can be found where applicable on the tire sidewall between the tread shoulder and maximum section width. Example:

- Treadwear (number)
- Traction: AA, A, B or C
- Temperature: A, B or C

For example: Treadwear 200, Traction AA, Temperature A.

All passenger car tires must conform to Federal Safety Requirements in addition to these grades.

Treadwear

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course.

For example, a tire graded 150 (Treadwear-value 150) would wear one-and-one-half (1 1/2) times as well on the government course as a tire graded 100.

The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices and differences in road characteristics and climate.

Traction

The traction grades, from highest to lowest, are AA, A, B, and C. Those grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

Temperature

The temperature grades are A (the highest), B, and C representing the tire's resistance to the generation of heat, and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure.

The grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

⚠ WARNING

The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

⚠ WARNING

The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

[7)] TIN represents the serial number of the tire.

Tire load and vehicle load, determining the correct load

🕮 **Please read the introductory information and heed the Warnings and Notice** ⇒ ⚠ *Introduction*.

Vehicles and tires have a limited load capacity. An overloaded vehicle is difficult to steer and brakes less effectively. Overloading your vehicle can also cause damage to the vehicle and tires, such as tire blowouts and sudden pressure losses.

To ensure your safety and the safety of your passengers, never exceed the maximum vehicle weight. This is specified as the **Gross Vehicle Weight Rating (GVWR)**.

The GVWR includes the weight of your vehicle including all additional equipment, a full fuel tank, all fluids and its maximum load. The maximum load includes the number of people that can travel in the vehicle (number of seats) with an average weight of 150 lbs (68 kg) per person, as well as luggage. In trailer mode, the weight of the trailer and the trailer tongue weight rating must be included in calculations.

The **Gross Axle Weight Rating (GAWR)** is the maximum axle load per axle. The GVWR and GAWR are listed on the safety certificate on the B-pillar on the driver's side.

Your vehicle has either 4 (2 front, 2 rear), 5 (2 front, 3 rear), 6 (2 front, 2 center, 2 rear) or 7 (2 front, 3 center, 2 rear) seats, depending on the type of vehicle. Each seat has a safety belt. As there is an upper limit to the GVWR, the maximum load also has an upper limit. Traveling with a full vehicle or with passengers heavier than 150 lbs (68 kg) per person will reduce the remaining possible load.

The tire inflation pressure label for your vehicle also specifies the maximum weight.

Determining the correct load

The following steps will help you to determine the correct load (total weight of people and other loads in the vehicle).

	Steps:
1.	Note the specified limit under “THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED XXX KG OR XXX LBS” on the safety certificate or tire inflation pressure label.
2.	Determine the total weight of all people intending to travel in the vehicle (driver and all passengers).
3.	Subtract the total weight of all people in the vehicle from the specified weight (XXX KG or XXX LBS).
4.	The result of this calculation is the maximum remaining possible load. For example: If “XXX” = 1400 lbs and five people each weighing 150 lbs are in the vehicle, the remaining possible load is 650 lbs (1400 - 750 (5 x 150) = 650 lbs.).
5.	Determine the weight of any luggage you intend to transport in the vehicle. This weight must not exceed the result of the calculation in step 4.
6.	In trailer mode, the weight of the trailer and the trailer tongue weight rating must be included in calculations.
	The load index of your tires must also not be exceeded.

⚠ WARNING

Exceeding the maximum vehicle weight can cause you to lose control of the vehicle and cause accidents resulting in severe and/or fatal injuries.

- Never exceed the maximum load or the maximum vehicle weight as per the GVWR.

Winter tires

🕮 **Please read the introductory information and heed the Warnings and Notice** ⇒ ⚠ *Introduction*.

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road

conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +45 °F (+7 °C) or in winter road conditions.

The effectiveness of winter or all-season tires is greatly reduced when the **tire tread** is worn down to a depth of 3/16 in (4 mm).

The following applies when using winter tires:

- Follow all applicable laws in the country of operation.
- Use winter tires on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the tire sizes permitted for the vehicle.
- Only use winter tires that have the same belt construction, size, and tread pattern.
- Follow the speed restriction based on the speed rating → ⚠.

Speed restriction

Winter tires have a speed restriction based on their speed rating ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .

A speed warning can be set in the Vehicle settings menu in the Infotainment System under the Tires menu.

On **V winter tires**, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure.

All wheel drive (4MOTION)

With all wheel drive, the vehicle has good forward motion with standard tires in winter conditions. However, Volkswagen recommends using winter or all season tire on *all* four wheels in the winter, because this will also improve the *braking performance*.

Note the information about **snow chains** ⇒ *Snow chains*.

⚠ WARNING

Do not be tempted into taking safety risks due to the improved vehicle handling that the winter tires provide in winter conditions.

Exceeding the speed limit for the winter tires may lead to sudden tire failure and loss of vehicle control.

- Never ignore the speed limit for the winter tires fitted to your vehicle, even if the permissible maximum speed for the vehicle is higher.
- Never exceed the maximum load for the winter tires fitted to your vehicle.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.

When temperatures are above +45 °F (+7 °C), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

On vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after switching from summer tires to winter tires or vice versa ⇒ *Tire pressure monitoring indicator*.

You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes.

Snow chains

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.
Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may **only be fit on the front wheels** .

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes.

If possible, use fine-mesh snow chains that include a chain lock no larger than 13.5 mm.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains . However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using snow chains on the compact spare tire or collapsible spare tire

Using snow chains on the compact spare tire or collapsible spare tire is not permitted for technical reasons ⇒ *Spare wheel or compact spare wheel* .

- If a front tire is flat, mount the compact spare tire or collapsible spare tire on the rear axle.
- Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

⚠ WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than permitted when snow chains are mounted.

NOTICE

- Remove snow chains when driving on roads without snow. Otherwise, snow chains can impair handling and damage the tires, and the chains will quickly be destroyed.
- Snow chains that come into contact with the rim directly can scratch or damage the rim. Volkswagen recommends using snow chains with integrated rim protection.

On vehicles with a tire pressure monitoring indicator, the system must be reprogrammed after snow chains are mounted ⇒ *Tire pressure monitoring indicator*.

Wheel covers

Wheel center trim



Fig. 170 Remove the wheel center trim.



Fig. 171 Twist off the hubcap.

The wheel center trim is for protecting the wheel bolts and must be reattached after a wheel change.

Vehicles with removable wheel center trim

- *Removing:* take the wire bracket out of the vehicle tool kit ⇒ *Vehicle tool kit components* and insert in a hole (aluminum alloy wheel) or engage on the edge (steel rim) of the trim *fig. 170*.
- Remove the trim in the direction of the arrow.
- *Installing:* press the wheel center trim against the rim until it locks into place.

Vehicles with rotating hubcap

- *Removal:* Turn the hubcap to the left or right until it releases from the rim *fig. 171*.
- Grasp behind a lug and pull off the hubcap.
- *Fitting:* Place the hubcap in the center of the rim.
- Press the hubcap against the rim until you hear it lock into place.

⚠ WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged wheel covers.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

Full wheel covers

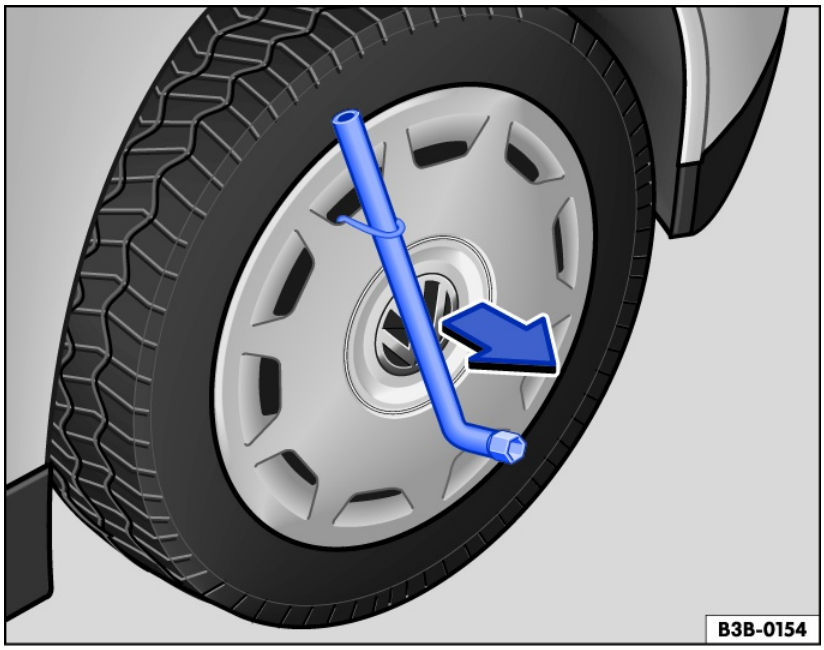


Fig. 172 Remove the full wheel cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

Removing the full wheel cover

- Removing: take the wire bracket out of the vehicle tool kit ⇒ *Vehicle tool kit components*.
- Engage the wire bracket in one of the openings on the full wheel cover.
- Slide the lug wrench through the wire bracket *fig. 172* and pull the full wheel cover in the direction of the arrow.

Installing the full wheel cover

- Press the full wheel cover onto the rim so that the opening for the valve aligns with the tire valve. Make sure that the entire outer edge of the cover is secured.

⚠ WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged wheel covers.

- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

NOTICE

The wheel cover may be screwed tightly and must not be removed with force.

Wheel bolt caps



Fig. 173 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

Removing and attaching caps

- *Removing:* take the wire bracket out of the vehicle tool kit ⇒ *Vehicle tool kit components*.
- Insert the wire bracket through the opening in the cap *fig. 173* and remove in the direction of the arrow.
- *Attaching:* mount the cap all the way on the wheel bolts.

Wheel change

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle jack supplied by the factory is only designed for changing one wheel that has a damaged tire and must be replaced. If both tires on one side of the vehicle, both tires on one axle, or all tires are damaged, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

WARNING

Changing a wheel can be dangerous, especially when done on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle a safe distance away from moving traffic to change the wheel.
- All passengers, especially children, must keep a safe distance and be outside of the work area when changing a wheel.
- Switch on the emergency flashers to warn other road users.
- Make sure the vehicle is on level and solid ground. If necessary, place a large, stable surface under the vehicle jack.
- Only change the wheel yourself if you are familiar with the necessary steps. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Only use suitable and undamaged tools for wheel changes.
- Always switch off the engine and move the selector lever to position **P** to reduce the risk of the vehicle moving unintentionally.

  With a manual transmission, always switch off the engine and leave the vehicle in gear, to reduce the risk of the vehicle moving unintentionally.
- Always switch on the electronic parking brake, to reduce the risk of the vehicle moving unintentionally.

- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- In vehicles with a Tire Pressure Monitoring System, the system must be recalibrated immediately after a wheel is changed ⇒ *Tire pressure monitoring indicator*.

Preparing to change a wheel

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

Checklist

Always perform the following steps in the specified order to prepare for a wheel change → ⚠:

1. If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the electronic parking brake.
3. Stop the engine and remove the vehicle key from the ignition lock.
4. Manual transmission: engage a gear.
5. Have all passengers exit the vehicle on the side facing away from traffic and move to a safe area.
6. Turn on the emergency flashers and set up the warning triangle ⇒ *Securing yourself and the vehicle*. Follow any applicable laws.
7. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
8. If the luggage compartment is full: remove the contents from the luggage compartment.
9. Lift up or remove the luggage compartment floor.
10. Where applicable, remove the subwoofer.
11. Remove the spare wheel or compact spare wheel and vehicle tool kit from the trunk.
12. Remove the wheel covers ⇒ *Wheel covers*.

⚠ WARNING

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

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

Wheel bolts

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

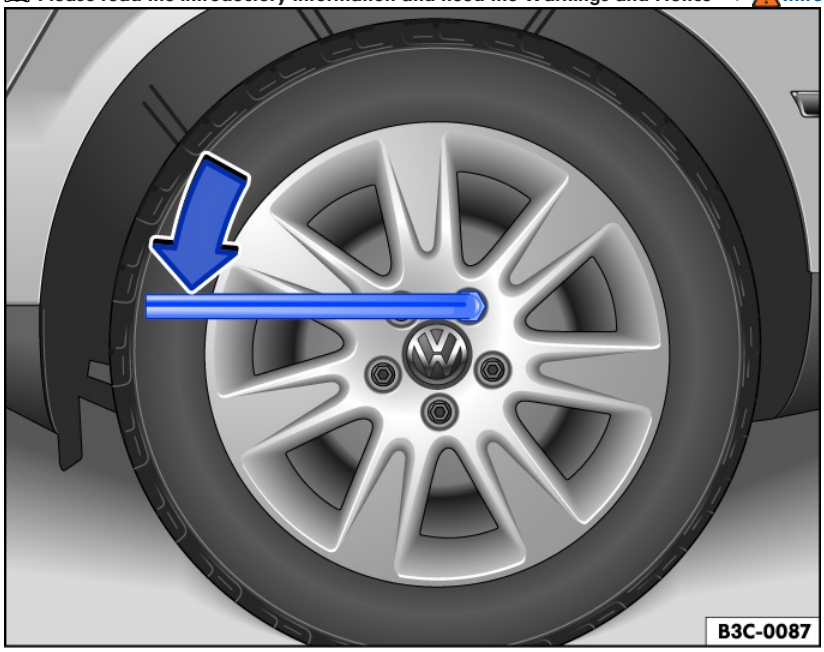


Fig. 174 Changing a tire: loosening the wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

Loosening wheel bolts

- Slide the lug wrench all the way onto the wheel bolt *fig. 174*.

- Hold the end of the lug wrench and turn the wheel bolt about *one* turn counter-clockwise → ⚠.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

- **120 Nm**.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned **before checking** the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Wheel bolts that are tightened incorrectly can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- The wheel bolts and threads in the wheel hub must be clean, easy to move, and free of oil and grease.
- Only use the lug wrench that was placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Never loosen the bolts on rims with a bolted rim ring.
- If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and rims could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads. Check the tightening torque regularly using a torque wrench.

⚠ WARNING

Incorrect wheel bolts can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- Only use wheel bolts that are intended to be used with the rim.
- Never use different wheel bolts.
- In vehicles with two-piece wheel bolts: only use two-piece wheel bolts.

Subwoofer

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

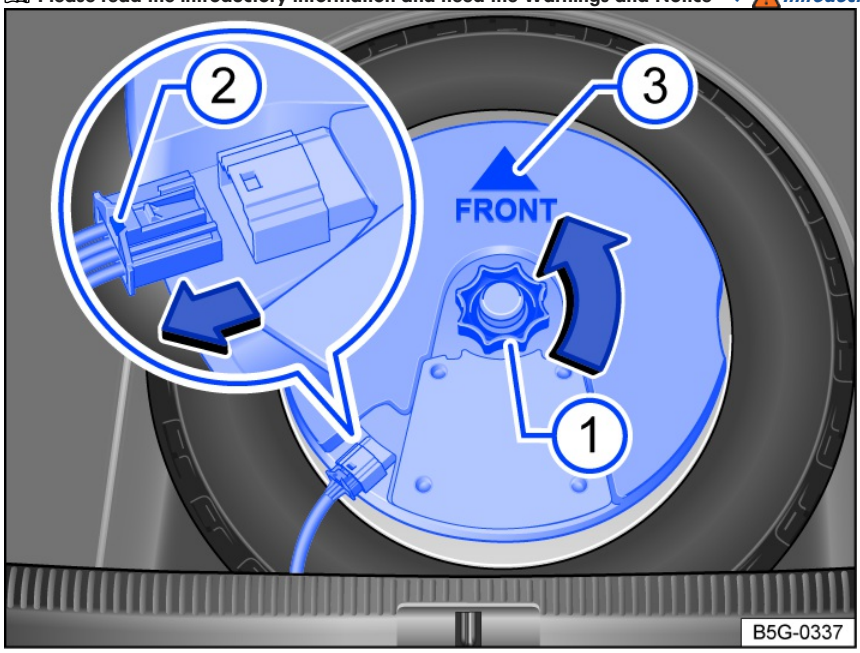


Fig. 175 In the luggage compartment: removing the subwoofer (version 1).

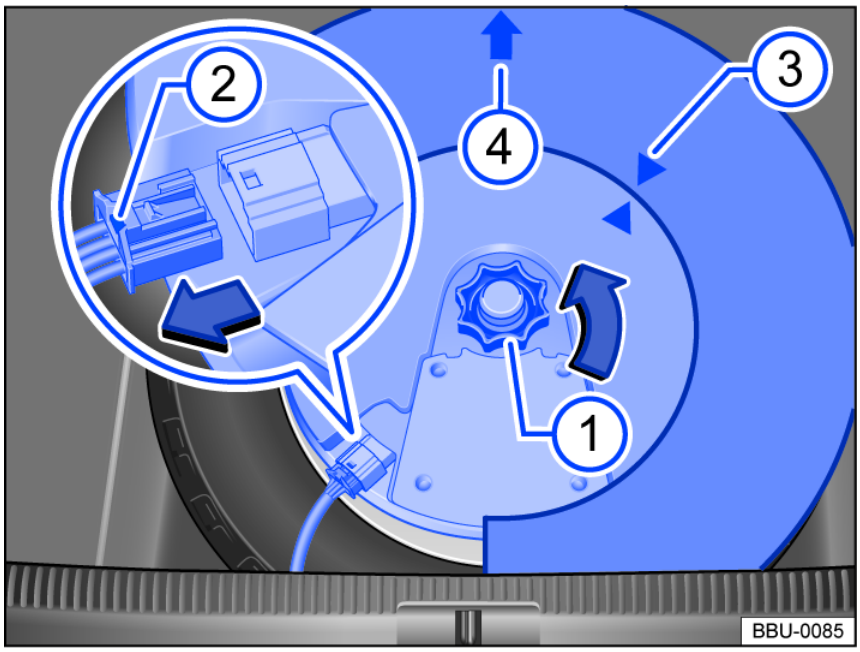


Fig. 176 In the luggage compartment: removing the subwoofer (version 2).

The subwoofer must be removed before the spare wheel can be removed.

Removing the subwoofer (version 1 and version 2)

- Remove the luggage compartment floor.
- Unscrew the handwheel (1) in the direction of the arrow.
- To release the connector (2), press the locking mechanism on the end of the connector.
- Detach the plug (2) in the direction of the arrows and put the electrical wire to one side.
- Lift the subwoofer out carefully.

Installing the subwoofer (version 1)

- Place the subwoofer carefully in the rim well. On the subwoofer, the tip of the arrow symbol “FRONT” *fig. 175* (3) must be pointing forward.
- Insert connector (2) until the locking mechanism audibly engages.
- Turn the handwheel (1) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- Place the luggage compartment floor on the floor covering.

Installing the subwoofer (version 2)

- Place the subwoofer carefully in the rim well. On the subwoofer, the tip of the arrow symbol “FRONT” *fig. 176* (4) must be pointing forward.
- Check that the tip of the arrow on the subwoofer corresponds to the tip of the arrow on the vehicle toolkit (3).
- Insert connector (2) until the locking mechanism audibly engages.
- Turn the handwheel (1) on the threaded pin in the opposite direction to the arrow until the subwoofer is securely fastened.
- Place the luggage compartment floor on the floor covering.

Spare wheel or compact spare wheel

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

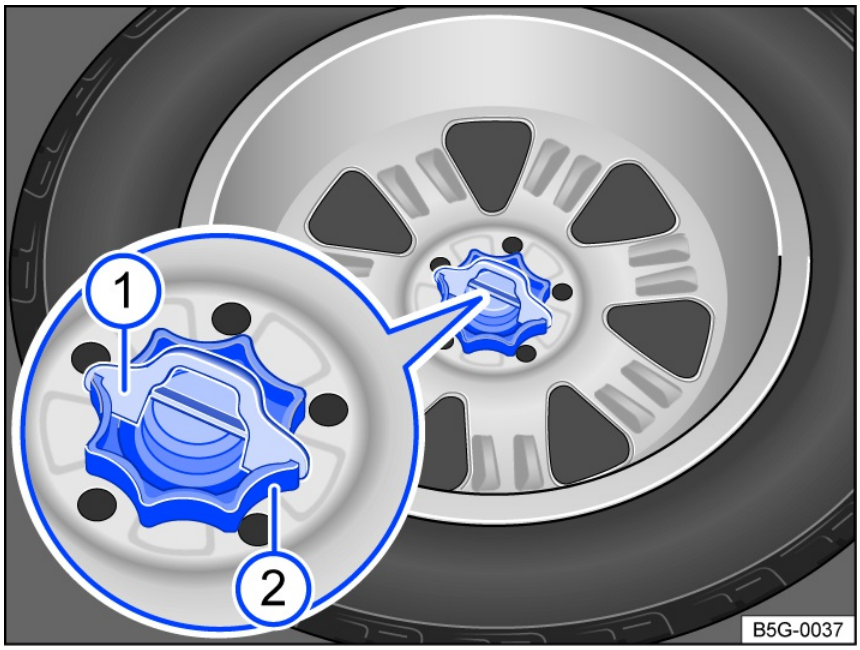


Fig. 177 In the luggage compartment: handle to secure the compact spare wheel.

Removing the spare wheel, collapsible spare wheel or compact spare wheel

- Open the trunk lid.
- Lift up the luggage compartment floor and remove it.
- Remove the vehicle tool kit with the container.
- If necessary, remove the subwoofer.
- Pull the locking wedge *fig. 177* upwards and out.
- Turn the handle in the center of the spare tire *fig. 177* all the way counterclockwise.
- Remove the spare wheel, collapsible spare wheel, or compact spare wheel.

Stowing the removed tire

- Open the trunk lid.
- Lift up the luggage compartment floor and remove it.
- If the removed wheel fits in the spare wheel well: place the removed wheel with rim down into the spare wheel well so that the center hole on the rim is directly above the hole or the threaded pin.
- Turn the handle on the threaded pin clockwise until the removed wheel is securely fastened.
- Position the locking wedge *fig. 177* in the slot on the threaded pin so that the handle will not be able to turn.
- Place the vehicle tool kit back in the container and stow it in the luggage compartment.
- If necessary, place the luggage compartment floor in the luggage compartment.
- Close the trunk lid.

If the removed wheel does not fit in the spare wheel well, the wheel must be securely stowed in the luggage compartment on the luggage compartment floor.

If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of time .

Note the driver information:

- Do not drive faster than 50 mph (80 km/h).
- Avoid hard acceleration, heavy braking, and fast cornering.
- Do not use snow chains on the compact spare wheel ⇒ *Snow chains*.
- After installing the spare wheel or compact spare wheel, check the tire pressure as soon as possible ⇒ *Tire pressure*.

The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel must be checked every time the tire pressure of the regular wheels is taken, or at least once a month. The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel when the tires are cold must correspond to the details on the tire pressure label ⇒ *Tire pressure*

⚠ WARNING

Incorrect handling of the spare wheel or compact spare wheel can result in loss of vehicle control, collisions, or other accidents, and serious injuries.

- Never use the spare wheel or compact spare wheel if it is damaged or if it is worn down to the tread wear indicator.
- Some vehicles may be equipped with a compact spare wheel instead of a spare wheel. The temporary spare wheel can be identified by a label stating "80 km/h" or "50 mph". This label indicates the permitted maximum speed at which the tire may be driven. The sticker must not be covered while the tire is in use.
- Never drive faster than 50 mph (80 km/h). Avoid hard acceleration, hard braking, and driving fast around curves.
- Never drive more than 200 km (125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Replace the compact spare wheel as soon as possible with a regular tire. The spare wheel is only intended for short-term use.
- The compact spare wheel must always be secured with the wheel bolts supplied by the factory.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the compact spare wheel, the tire pressure must be checked as soon as possible ⇒ *Tire pressure*.
- Snow chains must not be used on the compact spare wheel.

Lifting the vehicle with the jack (Version 1)

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

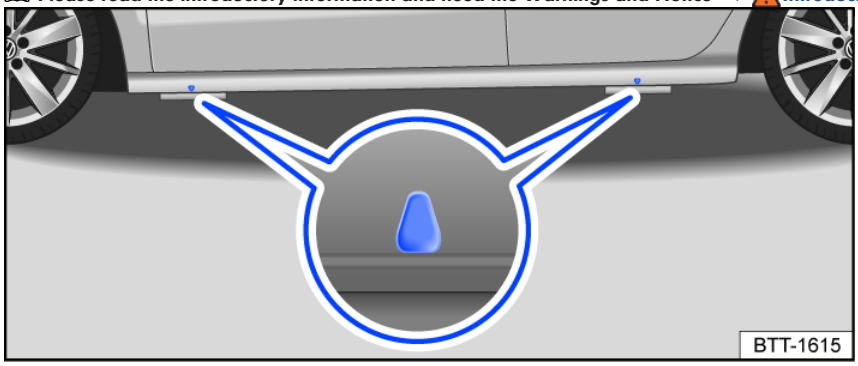


Fig. 178 Mounting points for the vehicle jack

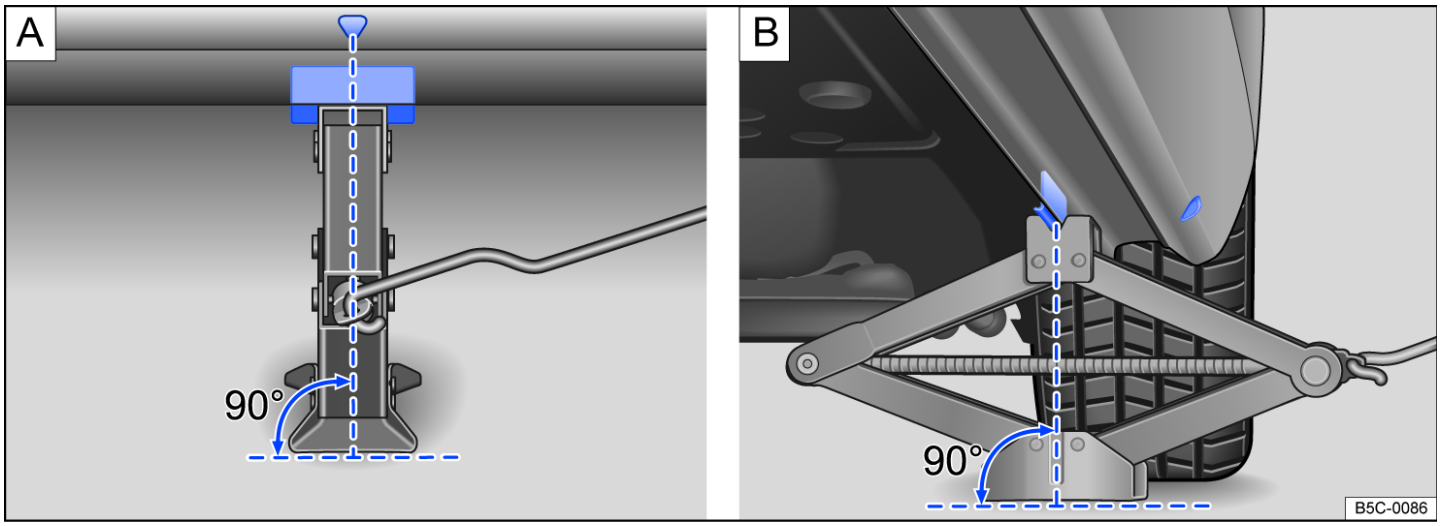


Fig. 179 Jack is positioned on the left side of the vehicle at the rear.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body *fig. 178*. The lift point that is nearest the affected tire should be used ⇒ ⚠.

Checklist

For your own safety, follow the points below in the order they are given ⇒ ⚠:

1. Select an area where the ground is level and firm for raising the vehicle.
2. Stop the engine.
3. Engage a gear on the manual transmission.
4. In the case of DSG® automated transmission, move the selector lever into the **P** position.
5. Set the electronic parking brake.
6. Block the tire that is diagonal from the one you will be changing with chocks or other suitable objects.
7. Loosen the wheel bolts ⇒ *Wheel bolts*.
8. Find the vehicle lift point *fig. 178* under the vehicle that is closest to the wheel you will be changing.

9. Position the hand crank in the mount on the vehicle jack (depending on vehicle equipment).
10. Crank the jack upward so that it is still positioned under the vehicle lift point.
11. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located perpendicularly and directly below the jacking point *fig. 179* A and B.
12. Straighten the jack and continue cranking the claw on the top of the jack upward until the claw is positioned on the jacking point under the vehicle *fig. 179*.
13. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

Using the vehicle jack incorrectly can result in the vehicle slipping from the jack and causing serious injuries. To reduce the risk of injuries, observe the following:

- Only use vehicle jacks that are approved by Volkswagen. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Only place the vehicle jack at the locations described. The bracket on the vehicle jack must firmly grip the sill *fig. 179*.
- Never place any part of your body such as your arm or leg under the vehicle when it is supported by the vehicle jack.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands.
- Never raise the vehicle while the engine is running or while the vehicle is on ground that is tilted to the side or sloping.
- Never start the engine while the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.

⚠ WARNING

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

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

Raising the vehicle with the vehicle jack (variant 2)

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

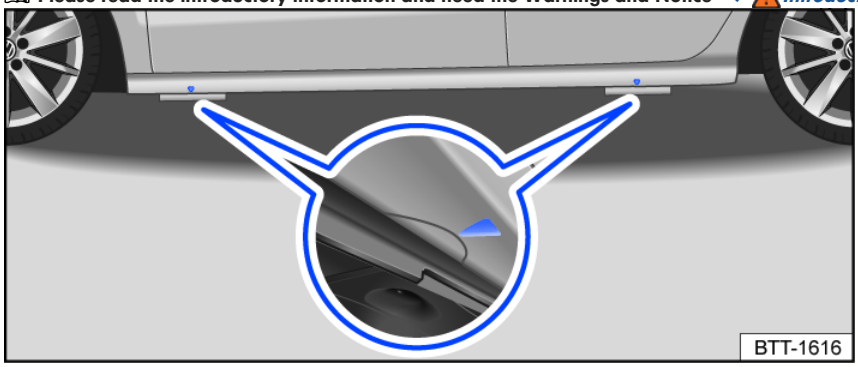


Fig. 180 Mounting points for the vehicle jack

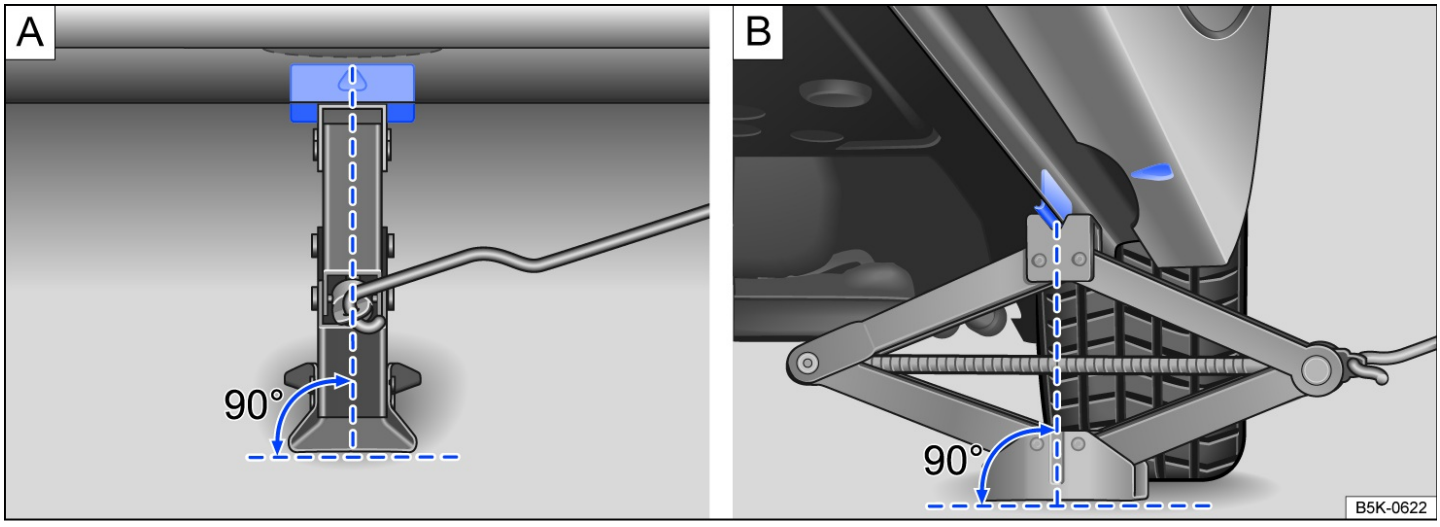


Fig. 181 Jack is positioned on the left side of the vehicle at the rear.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body. The lift point that is

nearest the affected tire should be used ⇒ ⚠.

Checklist

For your own safety, follow the points below in the order they are given ⇒ ⚠:

1. Select an area where the ground is level and firm for raising the vehicle.
2. Stop the engine.
3. Engage a gear on the manual transmission.
4. In the case of DSG® automated transmission, move the selector lever into the **P** position.
5. Set the electronic parking brake.
6. Block the tire that is diagonal from the one you will be changing with chocks or other suitable objects.
7. Loosen the wheel bolts ⇒ *Wheel bolts*.
8. Find the vehicle lift point *fig. 180* under the vehicle that is closest to the wheel you will be changing.
9. Position the hand crank in the mount on the vehicle jack (depending on vehicle equipment).
10. Crank the jack upward so that it is still positioned under the vehicle lift point.
11. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located perpendicularly and directly below the jacking point *fig. 181* A and B.
12. Straighten out the vehicle jack and continue raising the bracket on the top of the jack until the bracket is positioned on the brace under the vehicle *fig. 181*.
13. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

Using the vehicle jack incorrectly can result in the vehicle slipping from the jack and causing serious injuries. To reduce the risk of injuries, observe the following:

- Only use vehicle jacks that are approved by Volkswagen. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the vehicle jack from slipping.
- Only place the vehicle jack at the locations described. The bracket on the vehicle jack must firmly grip the sill *fig. 181*.
- Never place any part of your body such as your arm or leg under the vehicle when it is supported by the vehicle jack.
- If you must work underneath the vehicle, the vehicle must also be supported securely with suitable stands.
- Never raise the vehicle while the engine is running or while the vehicle is on ground that is tilted to the side or sloping.
- Never start the engine while the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.

⚠ WARNING

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

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

Changing a wheel

🕮 **Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.**



Fig. 182 Wheel change: removing wheel bolts with the lug wrench.

Removing a wheel

- Follow the checklist ⇒ *Preparing to change a wheel*.
- Loosen the wheel bolts ⇒ *Wheel bolts*.
- Raise the vehicle.
- Remove loose wheel bolts completely using the lug wrench *fig. 182* and place the bolts on a clean surface.
- Remove the wheel.

Installing a spare wheel or compact spare wheel

- Note the running direction of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
- Position the wheel.
- Screw in the other wheel bolts clockwise, tightening them *slightly*.
- Lower the vehicle with the vehicle jack.
- Tighten all wheel bolts securely clockwise using the lug wrench → ⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.
- Mount the caps, center wheel covers, or full wheel covers ⇒ *Wheel covers*.

After a wheel change

- Clean the vehicle tool kit and place it back in the foam piece in the trunk.
- Stow the old wheel securely in the trunk.
- Always check the wheel bolt tightening torque ⇒ *Wheel bolts*.
- Always have the damaged wheel replaced as soon as possible.

⚠ WARNING

An incorrect tightening torque or incorrectly treated wheel bolts can cause the driver to lose control of the vehicle and cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free of oil and grease. The wheel bolts must be easy to move and tightened to the tightening specification.

The Tire Pressure Monitoring System indicator light may indicate a system malfunction after a wheel is changed ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Tire mobility set

Introduction

The tire mobility set can be used to temporarily, reliably seal damage to the tires which was caused by foreign objects or punctures up to a diameter of around **4 mm**. **The foreign object, such as a screw or nail, should not be removed from the tire!**

After the sealant has filled the tire, check and adjust the tire pressure again after a drive of approximately 10 minutes.

If more than one vehicle tired is damaged, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The tire mobility set is only designed to fill one tire.

Only use the tire mobility set when the vehicle is safely parked and you are confident of the necessaries skills and safety precautions! Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Do not use the tire sealant:

- When the wheel rim is damaged.
- In outside temperatures of below -20 °C (-4 °F).
- When cuts or punctures to the tire are larger than 4 mm.
- If you have driven with a very low tire pressure or an empty tire.
- If the tire filler bottle is past its use-by date.
- If a foreign body has been removed from the tire.
- In combination with an AirStop® tire. You can tell if your vehicle is equipped with AirStop® tires by the lettering “Seal” on the outside of the tire.

⚠ WARNING

The use of tire mobility sets can be dangerous, especially when repairing tires on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle at a safe distance from moving traffic to fill the tires.
- Make sure the vehicle is on level and solid ground.
- All passengers, especially children, must keep a safe distance and be clear of the work area.
- Switch on the emergency flashers to warn other road users.
- Only use the tire mobility set yourself if you are familiar with the necessary steps. Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- The tire mobility set is only suitable for emergencies in order to reach the next garage.
- A tire which has been repaired with the tire mobility set should be replaced immediately.
- Sealant is harmful and must be removed immediately if it comes into contact with your skin.
- Store the tire mobility set out of the reach of children.
- Never use a jack, even if the jack is approved for the vehicle.
- Always stop the engine, set the electronic parking brake, and put the selector lever in the **P** position, or with manual transmissions, engage a gear that will reduce the risk of the vehicle moving unintentionally.

Tire mobility set components

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ *Introduction*.

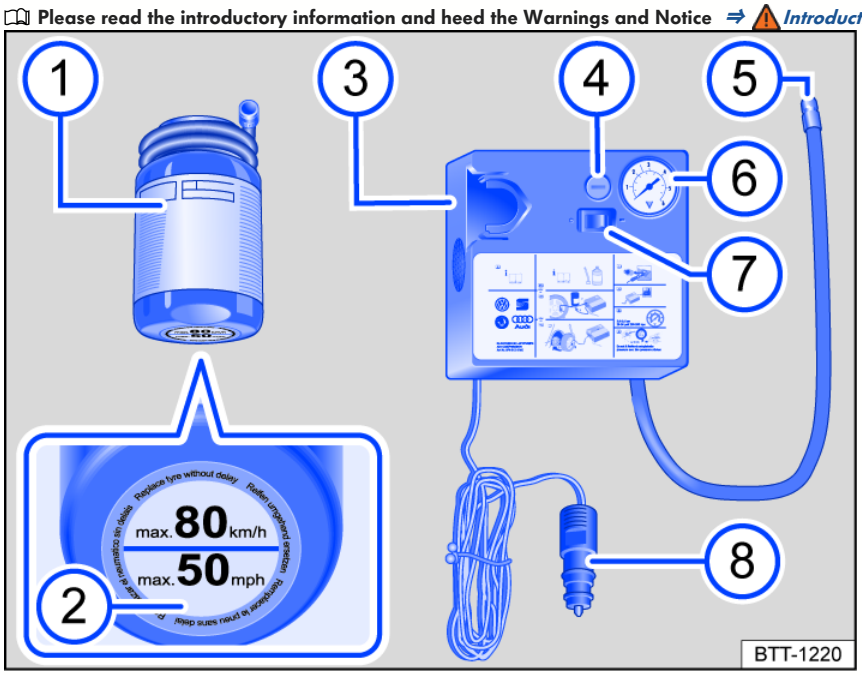


Fig. 183 General example: components of the tire mobility set.

Instead of the air drain plug, there may also be a button in the air compressor.
The tire mobility set is located in the luggage compartment under the luggage compartment floor.

(1) Tire inflation bottle with tire filler hose and sealant. [9)]

(2) Label with the speed specification “max. 80 km/h” or “max. 50 mph”.

(3) Air compressor

(4) Air drain plug [11)]

(5) Tire filler hose

(6) Tire pressure gauge

(7) ON and OFF switch [10)]

(8) 12 V cable connector

May also be integrated in the compressor.May also be located on the side of the compressor.Instead of the air drain plug, there may also be a button in the air compressor.

The air compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the air compressor label exceeds the maximum power draw of the socket.

Preparations

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Always carry out the following tasks in the specified order .

1. If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the electronic parking brake.
3. Automatic transmission or DSG® automated transmission: Move the selector lever into the **P** position.
4. Stop the engine and remove the vehicle key from the ignition lock.
5. Manual transmission: engage a gear.
6. Have all passengers exit the vehicle on the side facing away from traffic and move to a safe area.
7. Turn on the emergency flashers and set up the warning triangle ⇒ *Securing yourself and the vehicle*. Follow any applicable laws.
8. Check whether a repair with the tire mobility set is possible ⇒ *Introduction*.
9. If the luggage compartment is full: remove the contents from the luggage compartment.
10. Remove the tire mobility set from the luggage compartment.
11. Stick the label from the tire mobility set ⇒ *Tire mobility set components* in the field of vision of the driver on the instrument panel.
12. Do **not** remove the foreign body, e.g. screw or nail, from the tire.

WARNING

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

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

Sealing and pumping up tires

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.

Sealing tires

- Unscrew the valve cap from the tire valve.
- Shake the tire inflation bottle *fig. 183* (1) vigorously back and forth a few times.
- Screw the air compressor tire filler hose *fig. 183* (5) securely onto the tire filler bottle *fig. 183* (1) valve.
- Screw tire filler bottle hose *fig. 183* (1) securely onto the tire valve.
- Hold the bottle upside down and fit the top of the tire filler bottle into the notch on the air compressor *fig. 183* (3).
- Place the air compressor *fig. 183* (3) together with the tire filler bottle *fig. 183* (1) on an even surface.
- Activate the vehicle’s drive system.
- Insert the 12-volt plug *fig. 183* (8) into a 12-volt-socket in the vehicle ⇒ *Sockets in the vehicle*.
- Switch the air compressor on with the ON and OFF switch *fig. 183* (7).
- Leave the air compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached → ⚠. **Maximum run time: 8 minutes** → ⓘ.
- Switch off the air compressor.
- **If a tire pressure of 2.0–2.5 bar (29– 36 psi/200–250 kPa) has been achieved**, detach tire filler hose from the tire valve and drive on immediately at a maximum speed of 80 km/h (50 mph).
- After driving for 10 minutes, park the vehicle at the next safe opportunity, for example, in a car park on even ground, and check the tire pressure .

If a tire pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) cannot be reached

- If a tire pressure of 2.0–2.5 bar (29–36 psi/200–250 kPa) **cannot** be reached, detach the tire filler hose from the tire valve.
- Drive the vehicle around 10 meters forward or backward so that the sealing agent is distributed in the tire.
- Screw the air compressor tire filler hose directly onto the tire valve and repeat the inflation process.
- If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance → ⚠.
- Disconnect the air compressor and unscrew the tire filler hose from the tire valve.
- Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
- After driving for 10 minutes, park the vehicle at the next safe opportunity, for example, in a car park on even ground, and check the tire pressure .

Check after 10 minutes of driving

- Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
- Connect the tire filler hose *fig. 183* (5) again and read the tire pressure off the tire pressure gauge *fig. 183* (3).
- **1.3 bar (19 psi/130 kPa) and less:**
  - **Do not continue driving.** The tire cannot be adequately sealed with the tire mobility set.
  - Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance ⇒ ⚠.
- **1.4 bar (20 psi/140 kPa) and above:**
  - Readjust the tire pressure to the correct value.
  - Carefully drive to the next authorized Volkswagen dealer or authorized Volkswagen Service Facility at a maximum of 80 km/h (50 mph).
  - Have the damaged tire replaced at the authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The tire filler hose and the air compressor may become hot during pumping.

- Protect your hands and skin from hot parts.
- Do not place the hot tire filler hose or hot air compressor on flammable materials.
- Allow the device to cool down significantly before storing it.

⚠ WARNING

If the damaged tire cannot be adequately sealed with the tire mobility set, the tire will lose air while driving. This could cause tire failure, loss of vehicle control, accidents, and serious injuries and death.

- If the tire cannot be pumped to at least 2.0 bar (29 psi/200 kPa), the damage is too great. The sealing agent cannot seal the tire. Do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Do not continue driving if the tire pressure is 1.3 bar (19 psi/130 kPa) or less after 10 minutes of driving.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

Switch off the air compressor after 8 minutes of operation at the latest so that it does not overheat. Allow the air compressor to cool down for several minutes before switching it back on again.

Maintenance

Service

Information regarding the service schedule

Information regarding maintenance of your vehicle and the type and scope of service work can be found in your service schedule. The service schedule is included with your manual Service schedule.

Vehicle care

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components and upholstery, the more difficult it may be to clean them. Long-term exposure can make it impossible for dirt to be removed.

Volkswagen recommends using Volkswagen Genuine Care Products that are approved for your vehicle. [12] For questions or for vehicle components that are not listed, consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.
- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents. Solvents can cause permanent damage to the airbag module.
- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.

⚠ WARNING

Dirty, foggy, or icy windows reduce visibility and increase the risk of accidents and serious injuries. The vehicle safety equipment could become impaired.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

⚠ WARNING

Care products can be poisonous and dangerous. Unsuitable care products and incorrect application of care products can cause accidents, serious injuries, burns, and poisoning.

- Only store care products in their sealed original containers.
- Read and follow the package leaflet.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, nail polish remover, or other fluids with vapors that dissipate easily for vehicle care. They are poisonous and highly flammable.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, even if only exposed to the vehicle component for a brief period, for example on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

[12] Your authorized Volkswagen dealer can provide you with suitable accessories. Read and follow the usage instructions on the packaging.

Washing the vehicle

Thoroughly wash the underside of the vehicle regularly to remove any residue.

Automatic car washes

Always follow instructions from the car wash operator, especially if there are accessories attached to your vehicle ⇒ (!).

- Choose car washes with textile brushes.
- Prewash the vehicle with water.
- Never lock the steering column in a car wash ⇒ *Steering information*.
- Always switch off the wipers ⇒ *Window wipers* and the rain and light sensor before going in the car wash.
- Fold in exterior mirrors.
- For vehicle with decorative and protective decals, never use a wash package with hot wax.

Pressure washers

Pay attention to the manufacturer's instructions for the pressure washer. Do not use rotating nozzles under any circumstances ⇒ (!).

- Only use water up to maximum +140 °F (+60 °C).
- Do not clean icy or snow-covered windows with a pressure washer.
- Move the water jet evenly with a distance of at 50 cm (20 inch) between the washer jet and the side windows or other parts of the vehicle.
- Do not direct the water at the same spot for a long period of time. Allow stubborn dirt spots soak instead.
- If possible, do not direct the water at rubber seals, e.g. in the side windows, glossy trims, tires, rubber hoses, insulating material, and other sensitive vehicle components.
- Spray sensors, camera lenses, and decorative and protective trim directly only for a brief period.

Hand washing

Hand washing is generally a safe way to clean your vehicle. There are still some points to consider ⇒ (!).

- Soak any dirt with a lot of water before washing the vehicle and then wash away thoroughly.
- Clean the vehicle with a soft cloth, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down.
- Thoroughly rinse the sponge, wash glove, or wash brush regularly and frequently.
- Clean wheels, sill panels, etc, last using a different sponge.

Only use a cleansing shampoo on stubborn dirt.

Protecting

A good preservation treatment protects the vehicle paint. When water no longer clearly beads up on *clean* vehicle paint, the vehicle should be treated with a good wax protectant if not earlier than this.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year using Volkswager Genuine hard wax (000 096 317).

Polishing

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

Surfaces with matte paint must not be polished. The surface will be permanently damaged by the paint shining.

Washing matte-finish vehicles

Clean vehicles with matte surfaces by hand or in a textile washer system **without** a wax treatment. During a hand wash, first remove large amounts of dirt with plenty of water, then wash the surface with a mild soap solution. [13)]

Treat smaller dirty spots, such as specks of grease or insect residue, with a special cleaner for matte paint.

⚠ WARNING

After a car wash, the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can increase the braking distance.

- Perform careful braking maneuvers to "dry and remove ice" from the brakes. Do not endanger other road users while doing this.

(!) NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- In cold weather, never direct a jet of water at locks, doors, or the trunk lid. Vehicle components could freeze.

NOTICE

Car washes which mechanically scan contours may damage the vehicle, e.g. spoiler.

NOTICE

Matte objects and surfaces, unpainted plastic parts, headlight lenses, and taillights can become damaged by incorrect washing.

- Never use hard or abrasive brushes.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

[13] Mild soap solution: maximum two tablespoons of neutral soap in a liter of water.

Exterior care and cleaning

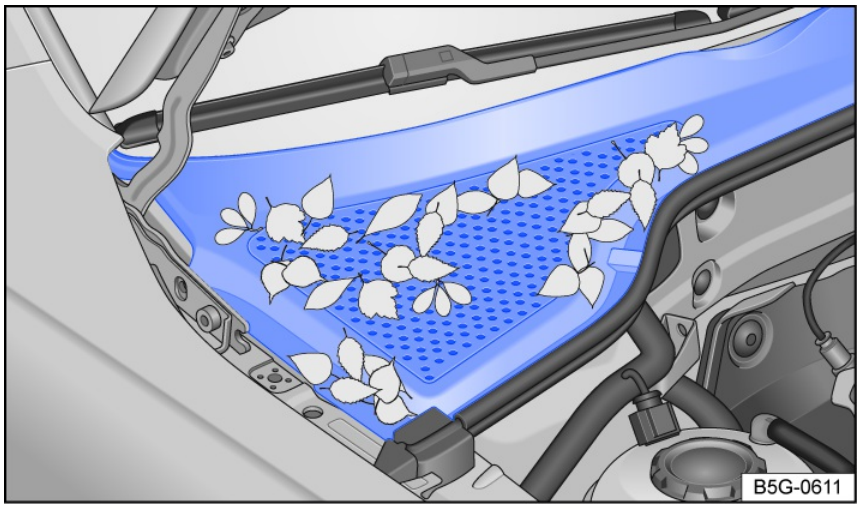


Fig. 184 Between the engine compartment and windshield: plenum chamber (general example).

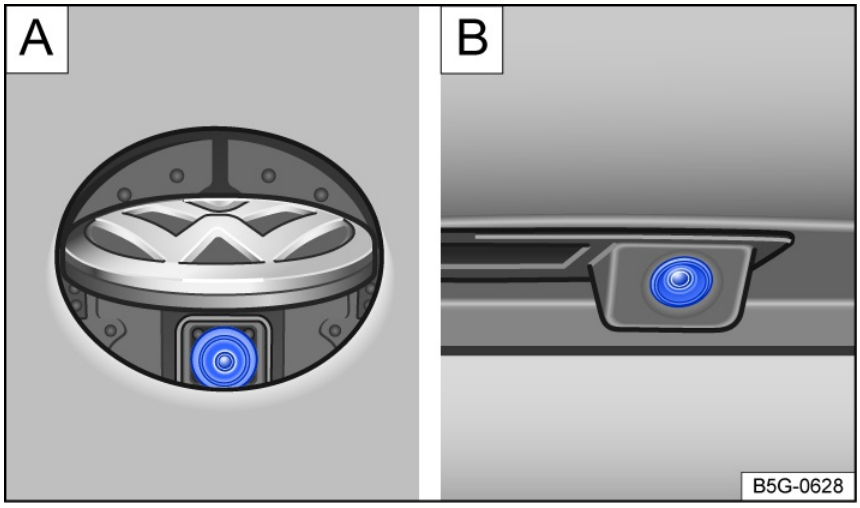


Fig. 185 In the rear of the vehicle: Rear View Camera system in the Volkswagen emblem A or on the handle B (schematic diagram).

The following overview gives recommendations for cleaning and caring for individual vehicle components ⇒ .

Windows and glass surfaces:

Remove wax residue, for example from care products, using the Volkswagen Genuine cleaning towel (000 096 166 A) or using a suitable glass cleaner.

Use a hand brush for snow and ice. Always slide a plastic scraper in one direction only. For ice, use Volkswagen Genuine deicer (000 096 322).

Wiper blades: ⇒ *Wiper blades*.

Paint:

Always treat surfaces with extreme care to prevent paint damage. Treat light contaminants, for example, deposits, insects, and cosmetics, immediately with a clean soft towel and a mild soap solution [14] or with a cleaning clay bar.

Repair small sections of paint damage with a paint pen. Use the paint number from the vehicle identification label ⇒ *Technical data*. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for damage to matte paint surfaces.

Additional information:

- Spilled fuel or service fluids: clean immediately.
- Rust spots: dampen spots with soap solution. Then remove with a cleaning clay bar.
- Corrosion: have removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Plenum chamber and engine compartment:

Remove leaves or other loose objects with a vacuum or by hand *fig. 184* , ⇒ . The engine compartment should always be cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ .

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

Sensors and camera lenses:

Clean the area in front of the sensors or the camera using a damp cloth and solvent-free cleaning solution. Note the installation locations ⇒ *Vehicle overviews*.

For vehicles with Rear View Camera system in rear VW emblem *fig. 185* A:

- Switch the ignition on.
- Engage the **R** selector lever position.
- Clean the camera lens.

Clean sensitive surfaces of the rain/light sensor and the camera window on the windshield as you would **windows and glass surfaces** (depending on the equipment).

Remove snow with a hand brush. Do not use warm or hot water. For ice, use Volkswagen Genuine deicer (000 096 322).

Decorative and protective decals:

Remove contaminants as described for **paint**. For matte decorative decals, use Volkswagen Genuine plastic remover (000 096 314).

Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. **not use hot wax**, even in a car wash.

Additional information:

- Hard contaminants: remove gently with ethyl alcohol and then wash with warm water.

Trims made out of chrome-plated plastic, aluminum or stainless steel and tailpipe:

Clean surfaces with Volkswagen Genuine chrome and aluminum products (000 096 319 D).

Chrome-plated trims can be protected with Volkswagen Genuine hard wax (000 096 317).

Headlights and taillights:

Use a soft sponge saturated with mild soap solution [14]. Do not use cleaning solutions containing alcohol and/or solvents.

Additional information:

- Tough contaminants: remove with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Wheels:

Remove contaminants and road salt with plenty of water.

For alloy wheels: treat dirty aluminum alloy rims with Volkswagen Genuine rim cleaner (000 096 304). Volkswagen recommends applying Volkswagen Genuine har wax (000 096 317) to the rims every three months.

Additional information:

- Damage to the protective paint layer: always repair with a paint pen. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
- Brake dust: use Volkswagen Genuine rim cleaner (000 096 304).

Door lock cylinder:

Volkswagen recommends using Volkswagen Genuine deicer (000 096 322) for deicing. Do not use any door lock deicers with degreasing substances.

WARNING

The engine compartment is a dangerous area in any vehicle. There is a risk of injury, scalding, accidents, and burns when performing any work in the engine compartment.

- Always note the necessary handling guidelines and the safety precautions every time before working in the engine compartment ⇒ *Safety precautions for working in the engine/motor compartment*.
- Volkswagen recommends having these procedures done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the interior.

- Have the area under the perforated cover cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The durability and coloring on decorative and protective decals can be affected by environment conditions, such as sunlight, moisture, air pollution, stone chips, etc. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

[14] Mild soap solution: maximum two tablespoons of neutral soap in a quart (liter) of water.

Interior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components ⇒ .

Windows:

Clean with a glass cleaner, then wipe dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, and artificial leather:

Remove contaminants with Volkswagen Genuine interior cleaner (000 096 301). Do not treat materials with leather cleaners, solvents, floor polish, shoe polish, pai remover, or other similar substances.

Additional information:

- Dirt particles that adhere to surfaces: clean regularly with a vacuum so that the material is not damaged by frequent scrubbing.
- For grease-based contaminants such as oil, use Volkswagen Genuine interior cleaner (000 096 301). Blot away the dissolved grease or dye with an absorbent towel and treat afterward with water, if necessary.
- For some stains such as pen or nail polish, use Volkswagen Genuine interior cleaner (000 096 301). If necessary, treat afterwards with a mild soap solution

Natural leather:

Remove fresh dirt with a cotton cloth and a mild soap solution [15]. Do not let any fluids seep into the cracks.

Treat dried spots with Volkswagen Original leather cleaner (000 096 323).

After each cleaning and regularly between cleanings, apply conditioning cream that protects from light and penetrates into the material. Use special colored conditioning cream, if necessary. If leaving the vehicle parked for long periods of time, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, floor polish, shoe polish, paint remover, or other similar substances.

Additional information:

- Remove any fresh spots of grease such as oil with an absorbent cloth.
- Treat special stains, such as pen, nail polish, and dried stains, with Volkswagen Genuine leather cleaner (000 096 323).

Plastic parts:

Use a soft, damp towel.

If a mild soap solution cannot remove stubborn stains [15], use a solvent-free plastic cleaner such as Volkswagen Genuine plastic cleaner (000 096 314).

Decorative parts, decorative trim made out of chrome, aluminum, or stainless steel:

Clean using a clean, soft towel and mild soap solution [15] in a dust-free area.

Treat anodized surfaces with Volkswagen Genuine chrome and aluminum chrome products (000 096 319 D).

Controls:

Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach. Then use a clean, soft cloth and a mild soap solution [15]. Fluids must not enter into the controls.

Displays and screens:

Use a Volkswagen Genuine cleaning cloth (000 096 166 A) with some water, suitable glass cleaner, or an LCD cleaner. Do not clean the instrument cluster display and the Infotainment system screen when they are dry. Turn off the Infotainment system temporarily to clean it.

Rubber seals:

Clean with a soft, lint-free cloth and plenty of water. Treat regularly with Volkswagen Genuine rubber care product (000 096 310).

Safety belts:

Unreel the safety belt completely and leave the belt unreeled ⇒ . Remove large spots of dirt with a soft brush. Clean the safety belt with a *mild* soap solution. the belt webbing dry completely, then allow the belt to retract.

Wood trim:

Clean with a soft cloth and a mild soap solution [15].

Cleaning upholstery

If dye from clothing such as denim stains the seat cushion, this is not considered a defect in the vehicle upholstery. Airbag system components and connectors may be installed in the seat cushions. Damage, incorrect cleaning and handling, or moisture can also cause an airbag system malfunction as well as damage to the vehicle electrical system ⇒ ⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

- Never use a pressure washer, steam cleaners, or cooling sprays.
- Do not turn on the seat heating to dry the seats.
- Do not use detergent pastes or mild detergent solutions.
- Never wet the surface completely.
- When uncertain, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Improper cleaning can cause damage to the safety belts, anchors, and the automatic safety belt retractors.

- Never attempt to modify or remove the safety belts to clean them.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer’s instructions.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Never use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

[15] Mild soap solution: maximum two tablespoons of neutral soap in a quart (liter) of water.

Accessories, replacement parts, repairs, and modifications

Accessories and replacement parts

Volkswagen recommends consulting an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing accessories, replacement parts, or equipment, for example if you would like to retrofit the vehicle with accessories or if parts need to be replaced. The authorized Volkswagen dealer or authorized Volkswagen Service Facility is aware of legal regulations and factory recommendations for accessories, replacement parts, and equipment.

Volkswagen recommends using only approved **Volkswagen Accessories** and **Volkswagen Original Parts®**. Volkswagen has verified their reliability, safety, and suitability. An authorized Volkswagen dealer or authorized Volkswagen Service Facility is also qualified to perform installations correctly.

Products that are **not approved by Volkswagen** may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despit ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

Retrofitted devices that have a direct effect on vehicle control, must have an **e** symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have a symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

⚠ WARNING

Repairs and modifications performed incorrectly on the vehicle can impair airbag effectiveness and cause malfunctions, accidents, and fatal injuries.

- Never secure or position objects such as phone holders within the deployment zone of the airbags, since these items could cause serious or fatal injuries if the airbags deploy.

Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications ⇒ ⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility cannot assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Volkswagen recommends having all repairs and technical modifications performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility using **Genuine Volkswagen Parts®**.

Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Please contact a Volkswagen dealership or authorized Volkswagen Service Facility or register for the **erWin** (electronic repair and workshop information) web portal:

https://erwin.volkswagen.de
Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Centerliterature.vw.com
You can also register for the **erWin** web portal:

https://erwin.vw.com

Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

Windshield repairs

To perform functions, some equipment requires an electric or electronic component that is secured to the inside of the windshield near the rearview mirror, for example. If the windshield is damaged within the area covered by the electrical or electronic component's visual field, for example with a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the equipment.

After a windshield is replaced, the camera and sensors must be adjusted and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Impairment or damage to sensors and cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This can also be caused by collisions when parking and by minor damage, such as a stone hitting the windshield.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, decorative license plate frames, or similar objects. Note the position of sensors and cameras on your vehicle ⇒ *Vehicle overviews*.

If ignored, important vehicle functions of driver assistance systems could be impaired and vehicle damage could result.

Have repairs or structural changes performed by qualified professionals.

Additional information:

- Painting near the sensors can impair the function of the system that uses those sensors.
- The Volkswagen emblem can impede the view of the radar sensors to the front on some vehicle versions. Therefore only operate the vehicle with the original Volkswagen emblem or an emblem approved by Volkswagen.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Volkswagen recommends having an authorized Volkswagen dealer or authorized Volkswagen Service Facility perform any retrofit installations.

Engine/motor protection may not be available in all countries.

⚠ WARNING

Repairs and modifications that are performed incorrectly can cause vehicle damage and malfunctions as well as impair the effectiveness of the driver assistance systems. This can cause accidents and serious injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make repairs or modifications to a vehicle.

⚠ WARNING

Unsuitable replacement parts and accessories and procedures, modifications, and repairs that are performed incorrectly can cause vehicle damage, accidents, and serious injuries.

- Volkswagen recommends using only approved Volkswagen Accessories and Genuine Volkswagen Parts ®. Volkswagen has verified their reliability, safety, and suitability.
- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Never secure or position objects such as phone holders within the deployment zone of the airbags, since these items could cause serious or fatal injuries if the airbags deploy.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model.

Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications ⇒ ⚠.

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

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

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

⚠ WARNING

Repairs and modifications that were done incorrectly can cause damage and malfunctions to the vehicle as well as impair the effectiveness of the airbag system. This can cause accidents and serious or fatal injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications.
- The airbag module cannot be repaired; it must be replaced.
- Never install airbag components removed from old vehicles or from recycling.

⚠ WARNING

A modification to the vehicle suspension including using a rim/tire combination that is not permitted can change the functionality of the airbag and increase the risk of severe or fatal injuries in an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Never use rim/tire combinations that are not approved by Volkswagen.

Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk ⇒ ⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the

connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth ® connection. Before using the phone, secure it in a suitable holder ⇒ ⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about installing radio equipment.

⚠ WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause injuries.

- Secure or store the mobile phone and accessories safely outside the deployment range of the airbags.

⚠ WARNING

Using a mobile device or radio equipment inside the vehicle without a connection to an exterior antenna may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Maintain a distance of at least 8 inches (20 cm) between the device aerials and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Customer information

Warranty

Warranty and guarantee information

You can find information on your warranty and guarantee rights in your service schedule. Your service schedule is supplied with your Manual. Service schedule.

Event data recorder (crash 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.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

- Adaptive Cruise Control (ACC)
- Lane Assist
- Park Assist
- Parking systems
- Autonomous Emergency Braking Function (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 the event data recorder data unless the vehicle owner (or lessee if leasing the vehicle) gives permission. This exclude contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement o vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle, the vehicle owner, or the lessee.

Labels and plates

Factory labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

- Never remove these labels and plates or make them illegible.
- If vehicle components equipped with labels and plates are replaced, identical labels and plates must be placed correctly in the same locations on the new components.

Safety certificate

A safety certificate on the driver's door pillar specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Note the information in the Owner's Manual.

⚠ WARNING

Incorrect vehicle handling increases the risk of accidents and injuries.

- Follow the legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Incorrect vehicle handling can cause vehicle damage.

- Follow the legal regulations.
- Perform service procedures according to the directions.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the engine compartment provides information about the type and amount of refrigerant used in the vehicle air conditioning system. The label is in the front section of the engine compartment near the refrigerant filler tube.

Symbol	Description
	Warning: the air conditioning system must only be serviced by qualified technicians.
	Refrigerant type.
	Lubricant type.
	See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).
	The air conditioning system must only be serviced by qualified technicians.
	Flammable refrigerant.
	Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

Lubricant in the air conditioning system

The air conditioner contains up to 7 oz (210 ml) of lubricating oil. The exact specification and quantity of lubricant in the air conditioning system can be found in the **erWin** (electronic repair and service information) web portal ⇒ *Repairs and technical modifications*.

WARNING

To ensure safe operation, only have the air conditioning system serviced by qualified technicians.

NOTICE

- Never repair the air conditioning system evaporator with replacement parts from old vehicles or from the recycling, or replace it with such replacement parts.
- USA and Canada: A replacement part for the air conditioning system evaporator must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.

Infotainment system and aerials

The aerials for the Infotainment system are fitted in various places in the vehicle:

- On the inside of the rear window with the rear window defroster
- On the inside of the rear side windows
- On the inside of the windshield
- On the roof of the vehicle

Antennas on the inside of the window glass can be detected as thin wires.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal wires, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system must be compatible with the antenna amplifier installed in the vehicle by the manufacturer. Otherwise, the antenna amplifier could become damaged.

Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows an authorized Volkswagen dealer or authorized Volkswagen Service Facility to legitimately install or replace components and control modules.

In the following situations, component protection reduces the risk of components supplied by the factory being operated without restrictions outside the vehicle.

- Installation in other vehicles, for example the components have been stolen
- Operating components outside of the vehicle

If a message about component protection appears in the instrument cluster display or on the Infotainment system screen, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Disposal of old batteries and electronic devices

Vehicle keys, remote controls, and the batteries these devices contain cannot be thrown away in household trash. The symbol indicates this.

- Dispose of electronic devices and batteries at a recycling center according to the local regulations.
- You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

USA and Canada: Batteries for the vehicle key and remote controls may contain perchlorate. For information on how to handle these materials correctly, see the following website: http://www.dtsc.ca.gov/hazardouswaste/perchlorate. Follow all the legal specifications for dealing with and disposing of these batteries. Volkswagen recommends having these batteries replaced and disposed of by a Volkswagen dealership or authorized Volkswagen Service Facility.

Declaration of conformity (Declaration of Compliance, Telecommunications and Electronic Systems)

Radio Frequency Devices and Radiocommunication Equipment User Manual Notice.

Radio equipment

- Provision for mobile telephone.
- Electronic immobilizer
- Remote start relay function
- Vehicle key
- Keyless locking and starting system Keyless Access.
- USA: Car-Net.
- Adaptive Cruise Control (ACC)
- Autonomous Emergency Braking (Front Assist).
- “Blind spot” sensor.
- Rear Traffic Alert.

These devices comply with:

FCC Part 15.19

These devices comply with **Part 15 of the FCC Rules**. Operation is subject to the following 2 conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation

FCC Part 15.21

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

These devices comply with **RSS-210 of Industry Canada**.

Operation is subject to the following 2 conditions:

(1) This device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.

Third Party Copyright Information

http://www.volkswagen.com/softwareinfo

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions, and those applicable license texts, are available at the website given above. The source code of specific Open Source software components can be requested from the vehicle manufacturer. The manufacturer will provide the source code in accordance with the relevant license conditions, whereby you will only be charged for the provision costs (for example, the costs for the data carrier and delivery). The required information can be obtained at the website given above.

Old vehicle return and scrap disposal

Old vehicle return

Volkswagen has already taken steps to ensure that when the time comes to dispose of your vehicle, it can be done in an environmentally-friendly way. After a vehicle is returned, a recycling certificate is provided that documents that the recycling was handled correctly and in an environmentally-friendly way.

There is generally no cost for returning an old vehicle, subject to the fulfillment of national legal requirements.

You can obtain more information on the return and recycling of old vehicles from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followe An authorized Volkswagen dealer or authorized Volkswagen Service Facility is familiar with these instructions.

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Volkswagen of America, Inc. 3800 Hamlin Road, Auburn Hills, MI 48326.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Volkswagen of America, Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at:

Tel.: 1-888-327-4236 (TTY: 1-800-424-9153)
go to:

http://www.nhtsa.gov
or write to:

Administrator, NHTSA, 1200 New Jersey Avenue, SE. Washington, D.C. 20590
You can also obtain other information about motor vehicle safety from

http://www.safercar.gov

Declaration of conformity for radio equipment for the USA and Canada

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio equipment is not available in every market or every vehicle.

- Connection to the exterior antenna
- Antenna
- Antenna amplifier
- Bluetooth®.
- Remote control key (vehicle)
- Garage door opener
- Infotainment system
- Keyless Access
- Instrument cluster, electronic immobilizer
- Radar sensors for assistance systems
- Tire pressure sensors
- Phone interface
- Volkswagen Car-Net control module
- Wi-FI hotspot
- Central control module

Approval numbers

a) Radar sensors for the assistance systems, b) Instrument cluster, electronic immobilizer, c) Coupling antenna, wireless charging function d) Remote control vehicle key (vehicle), Keyless Access with push-button start.

FCC ID:

a	LTQR3TR
b	2AA98, 2AA98A. 2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010, 2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031, 2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034, 2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043, 2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053, 2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056, 2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072, 2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533, 2AOUZ18020534, BEJLCW05-VWE5, NBGRSB19, NBG013854, RX2BNFHL, RX2BNFLL.
d	NBGFS19

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC ID:

c	RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.
This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction

Technical data

Information on technical data

General information about specifications

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and market-specific equipment. The specifications in the legal vehicle documents always take precedence.

Engine

The engine in the vehicle is listed on the vehicle identification label or in the official vehicle documents.

Weight

The values for the curb weight in the following tables apply to a vehicle ready for operation. This includes a driver weighing (75k g (165 lbs)), operating fluids, a fuel tank that is 90% full, tools, and a replacement tire. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

- Passengers
- All luggage
- Attachments
- Roof load

The permissible total vehicle weight and the gross axle weight rating may never be exceeded, even with a trailer. The permissible values are indicated on the safety compliance label on the B-pillar on the driver side ⇒ *Labels and plates*.

Performance

The performance was determined without equipment that limits performance such as attachments.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude (incline) on a 100 m (300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

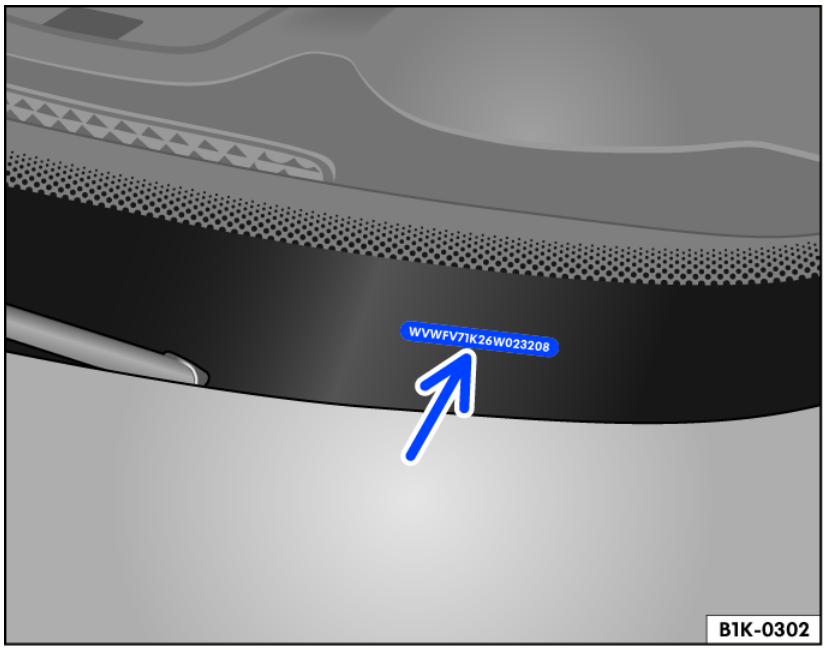


Fig. 186 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the VIN in the Service menu or in the vehicle settings, depending on the Infotainment system.

The VIN may also be stamped in the following locations, depending on the model, market, and engine:

- In the right water drain channel in the engine/motor compartment
- On the right suspension strut tower in the engine/motor compartment
- In the engine/motor compartment near the hinge for the hood on the right side of the vehicle
- Under the carpet behind the right front seat

Safety Compliance Certification Label

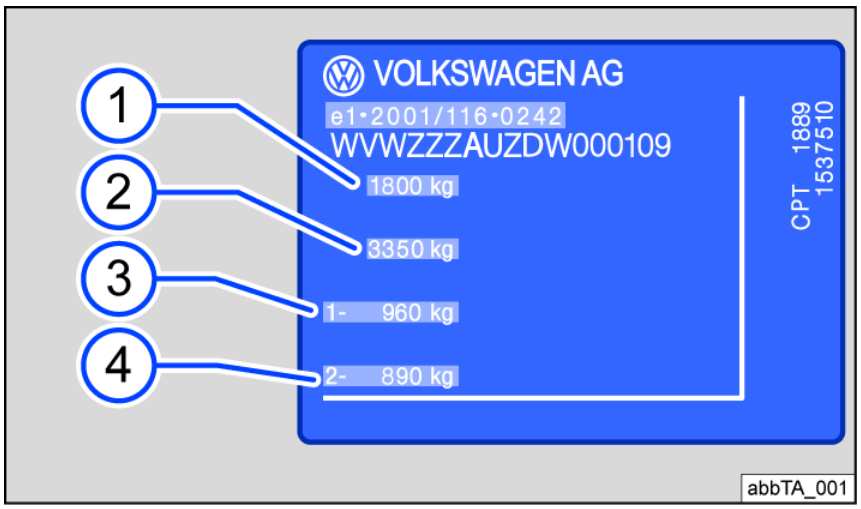


Fig. 187 Model plate (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

(1) Gross Vehicle Weight Rating.

(2) Gross combination weight rating (towing vehicle and trailer).

(3) Front Gross Axle Weight Rating.

(4) Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's for front passenger's door is open. Vehicles exported to some countries do not have a model plate.

Vehicle data label

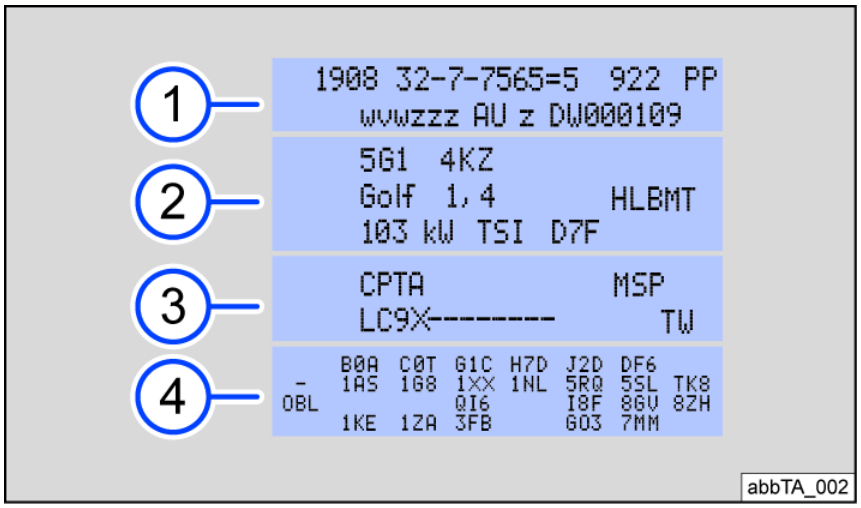


Fig. 188 General example: vehicle data label

(1) Vehicle Identification Number (VIN)

(2) Vehicle model, engine output, transmission

(3) Engine and transmission codes, paint number, interior equipment In the example, the engine code is "CPTA".

(4) Optional equipment, PR numbers

The vehicle data label is on the inside of the Owner's Manual wallet and in the trunk. Depending on vehicle equipment, the vehicle data label may be located under the trim on the wall of the trunk or the trunk floor panel, in the spare wheel well, or in the back panel.

Depending on vehicle equipment, the engine code may be displayed in the instrument cluster ⇒ *Displays*.

Dimensions

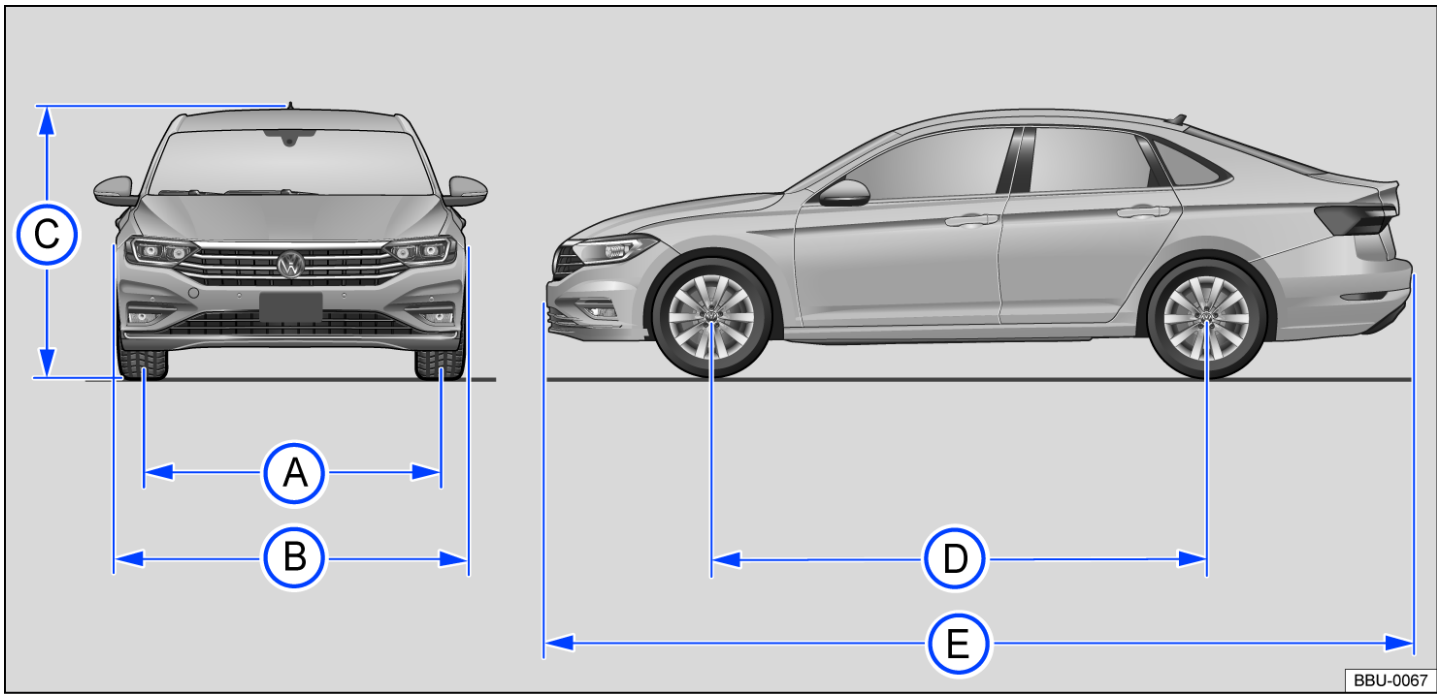


Fig. 189 Dimensions.

The information in the table applies to the German base model with basic equipment.

The specified values may differ due to different wheel rim and tire sizes, additional equipment, different vehicle equipment and subsequent addition of accessories in the case of special-purpose vehicles and vehicles for other countries.

Key for:		Value
A	Front track	1543 mm (60.7 in)
	Rear track	1533 mm (60.4 in)
B	Width	1799 mm (70.8 in)
C	Height at curb weight	1459 mm (57.4 in)
D	Wheelbase	2686 mm (105.7 in)
E	Length	4691-4697 mm (184.7-184.9 in)
	Minimum turning circle diameter	11.2 m (36.4 ft)

Curb weight without driver, without payload.

NOTICE

- Maneuver carefully in parking spaces with high curbs or fixed barriers. These objects protruding up from the ground can damage the bumper and other parts of the vehicle when driving into or out of a parking space.
- Drive carefully over entrances into buildings, ramps, curbs, and other objects. Vehicle components that are low to the ground such as the bumper, spoiler, and parts of the suspension, engine, or exhaust system could be damaged when driving over these objects.

Capacity of the fuel tank

The capacity of the fuel tank is **approximately 50 l (13.2 gallons)**.

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the tank indicator shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

Gasoline engines

Jetta GLI

2.0L, 4-cylinder TSI®

2.0L, 4-cylinder TSI		
Output	170 kW (228 hp) at 6,500 rpm [17]	
Engine code	**DKFA**	
Maximum torque	350 Nm (258 lb-ft) at 4,100 rpm [17]	
Transmission	**DSG®7**	**SG6**

Volkswagen recommends using premium fuel with 91 octane ((R + M) / 2-method) / ROZ 95) to achieve the stated power and torque outputs.

Jetta

1.4 l, 4 cylinder TSI®		
Output	110 kW (147 hp) at 5000-6000 rpm	
Engine code	**DJXA or DGXA**	
Maximum torque	250 Nm (184 lb-ft) at 1600-3500 rpm	
Transmission	**AG8**	**SG6**

Abbreviations

Abbreviation	Meaning
RPM	Engine revolutions per minute (engine speed).
4MOTION	All wheel drive.
A	Ampere, unit of measurement for indicating current.
A2DP	Technology used across manufacturers to transmit audio signals via Bluetooth ® (Advanced Audio Distribution Profile).
ABS	Anti-lock braking system.
AC	Alternating current.
ACC	Adaptive Cruise Control.
ACT®	Active cylinder management (cylinder deactivation).
AFS	Adaptive front lighting system.
AG6	6-speed automatic transmission.
AM	Medium wave (amplitude modulation).
ANSI	American National Standards Institute.
App	Application.
ASR	Anti-Slip Regulation.
AUX	Audio Auxiliary Input
AVRCP	Technology used across manufacturers to control audio sources remotely via Bluetooth ® (Audio Video Remote Control Profile).
BAS	Brake assist system.
BKU	Braking support.
CAS	Conditional Access System.
ccm	Cubic centimeter, unit of measurement for indicating displacement.
CO2	Carbon dioxide.
CNG	Compressed natural gas.
DAB	Digital transmission standard for digital radio (Digital Audio Broadcasting).
DC	Direct current.

Abbreviation	Meaning
DCC	Dynamic Chassis Control.
DIN	Deutsches Institut für Normung (German Institute for Standardization)
DLC	Data Link Connector.
DPF	Diesel particulate filter.
DRL	Daytime running lights.
DSG®	DSG® automated transmission
AAS	Anti-theft alarm system.
E85	Ethanol fuel.
eBB	Electromechanical braking support.
EBD	Electronic braking distribution.
ECE	Economic Commission for Europe.
EDL	Electronic Differential Lock.
EU	European Union.
ES	European Standard.
EON	Enhanced Other Network (support for other networks)
EPC	Engine control (Electronic Power Control).
ESC	Electronic stability control.
ETC	Collection system for toll roads (Electronic Toll Collection system).
EEC	European economic community.
FAQ	Frequently asked questions.
VIN	Vehicle Identification number.
FM	Ultra short-wave (frequency modulation).
FSI	Stratified direct fuel injection (fuel stratified injection).
g/km	Carbon dioxide in grams that is measured for each kilometer driven.
Speed-dependent volume increase	Speed-dependent volume increase

Abbreviation	Meaning
CCS	Cruise Control System.
GPS	Global Positioning System.
GSM	Global System for Mobile communications
HFP	Hands-Free Profile
ISO	Information Security Officer.
IT	Information technology.
kN	Kilonewton, unit of measurement for indicating force.
kp	Kilopond, drag.
kPA	Kilopascal, indicator of tire pressure.
kW	Kilowatt, power output from the engine.
kWh	Kilowatt hour.
LED	Light Emitting Diode.
Li-Ion	Lithium-ion (battery).
LNG	Liquified Natural Gas.
LTE	Long Term Evolution.
LRP	Lead Replacement Petrol.
MFD	Multi-Function Display.
EC	Engine code.
MP3	Format for compressing audio files
MPEG	Moving Picture Experts Group.
mpg	Miles per gallon.
N	Newton, unit of measurement for indicating force.
Nm	Newton meters, unit of measurement for indicating torque.
OBD	On Board Diagnostic system.
PIN	Personal Identification Number
PRS	Particulate reduction system.

Abbreviation	Meaning
HP	Horsepower (outdated), engine power output.
psi	Pound-force per square inch, unit of measurement for pressure.
PVC	Polyvinylchloride.
RDS	Radio Data System
RON	Research Octane Number, unit for specifying the knock-resistance of the gasoline.
rSAP	SIM Access Profile via Bluetooth® (remote SIM Access Profile)
RSE	Rear Seat Entertainment.
RSS	Format for simple and structured publication of changes to websites (Really Simple Syndication).
SCR	Selective catalytic reduction.
SD	Secure Digital (memory card).
SG5	5-speed automatic transmission.
SG6	6-speed automatic transmission.
SIM	Subscriber Identity Module
SMS	Short Message Service (text message)
SSD	Solid State Drive (hard drive)
SSID	Name of the Wi-Fi network.
IMI	Intake manifold injection.
TC	Traction Control.
TDI®	Diesel engine with direct injection and turbocharger (turbocharged Direct or Diesel injection).
TIN	Tire Identification Number.
TMC	Traffic Message Channel for dynamic navigation
TP	Traffic program function in radio mode.
trip	Trip odometer.
TSI®	Gasoline direct fuel injection with turbocharger or twincharger (turbocharged or twincharged stratified injection).
TWI	Tread Wear Indicator.
USB	Universal Serial Bus

Abbreviation	Meaning
UMTS	Universal Mobile Telecommunications System
V	Volt, unit of measurement for electrical current.
VBR	Variable bit rate
Wi-Fi	Wireless local area network
WMA	Format for compressing audio files
XDS	Enhancement of the Electronic Differential Lock.