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.

WARNING

Follow the important safety instructions about using child restraint systems in the front passenger seat *(→ Child restraints)*

About this Owner's Manual

This Owner's Manual is valid for all models and versions of your Volkswagen model and model year. The Owner's Manual describes all equipment and models without indicating special equipment or model versions. This may include descriptions of equipment that your vehicle may not have or that may only be available in some countries.

Similarly, upgrades for functions that require subsequent activation may be described .

You can find details of your actual vehicle equipment in your sales documentation or by contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting 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.

Due to legal and technical requirements, the vehicle may be provided with different Owner's Manual variants depending on the country.

readme

The vehicle may be equipped with a printed readme rather than a full printed Owner's Manual. The readme provides an overview of basic safety-related topics and contains information about the vehicle.

Words and phrases marked in blue in the readme are keywords, under which you can find further, more detailed information in the digital Owner's Manual (**Manual**).

The readme is accompanied by a digital Owner’s Manual in the Infotainment system, which can be updated online.

Digital Owner's Manual

The vehicle may be provided with a digital Owner's Manual in the Infotainment system depending on the vehicle equipment.

The digital Owner's Manual describes the range of functions of the vehicle at the time it is delivered. The digital Owner's Manual may be updated during the vehicle's service life due to updates, supplements and changes.

Printed Owner's Manual

The printed Owner's Manual describes the range of functions of the vehicle at the time of release. Additions and amendments to the Owner's Manual may also be added in the form of supplements.

An alphabetically ordered keyword index as well as a list of abbreviations that explains technical abbreviations and designations are included to assist with orientation and understanding of the printed manual.

Make sure that the printed documents are in the vehicle if you wish to sell or lend the car. Volkswagen also recommends resetting the Infotainment system to its factory settings in order to delete all personal data.

Explanations

Brief definitions are placed in front of some sections in a different color to summarize the topic in question. Detailed information about the systems and equipment along with their properties, conditions, and system limitations is included in the associated sections.

The following section explains phrasings and terms found in the Owner's Manual to help understanding.

Directions

Directions (left, right, front, back) are in reference to the driving direction unless noted otherwise.

Units and speeds

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.

Illustrations

Illustrations are only for orientation and are simply used to provide a visual display of descriptions and instructions. The illustrations may differ from your vehicle.

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.

Form of address

To improve readability, plural pronouns are used here to refer to a singular subject of any gender. This applies to all genders equally. The use of abbreviations are for editorial purposes and do not contain any evaluation.

Terms used and their meanings:

Sunroof

The term "sunroof" is used as a synonym for all equipment-dependent versions of the sliding, tilting, or tilting and sliding panoramic sunroof

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

Authorized Volkswagen dealer or authorized Volkswagen Service Facility refers to workshops with instructed or trained personnel that specialize in servicing passenger vehicles. A qualified professional can be an authorized Volkswagen dealer or authorized Volkswagen Service Facility or an independent workshop.

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

Authorized Volkswagen dealer or authorized Volkswagen Service Facility refers to workshops that have a contractual relationship with Volkswagen. This contractual relationship means that they have access to more information as well as a direct line of communication to the manufacturer.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility

In some situations, it is necessary for you to drive your vehicle to an authorized Volkswagen dealer or authorized Volkswagen Service Facility so that it can be checked.

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance

If it is no longer possible to continue driving your vehicle, it is necessary to have it checked directly where it is by a professional. A decision regarding whether the vehicle can continue to be driven following inspection or whether it needs to be towed must then be made depending on the circumstances.

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.

TM The symbol means “Trademark” and indicates a recognized but not (yet) officially registered trademark. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.

® The symbol means “Registered Trademark” and indicates a registered trademark. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.

Symbols of this type refer to warnings in the same section or on the specified page, pointing out possible risks that can cause accidents and 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

DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury, but related to damage to the vehicle.

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

Texts with this symbol contain supplementary information.

Video Tutorials

https://tutorials.volkswagen.com/meb

Discover the features and functions of your Volkswagen vehicle. Scan the QR code using a mobile device and access helpful video tutorials. This will help you get to know your vehicle even better. Have fun discovering!

These videos contain information that does not replace the Owner's Manual. In the event of contradictions between the videos and the Owner's Manual, the Owner's Manual always takes precedence. The Owner's Manual contains all the necessary instructions.

View from the front

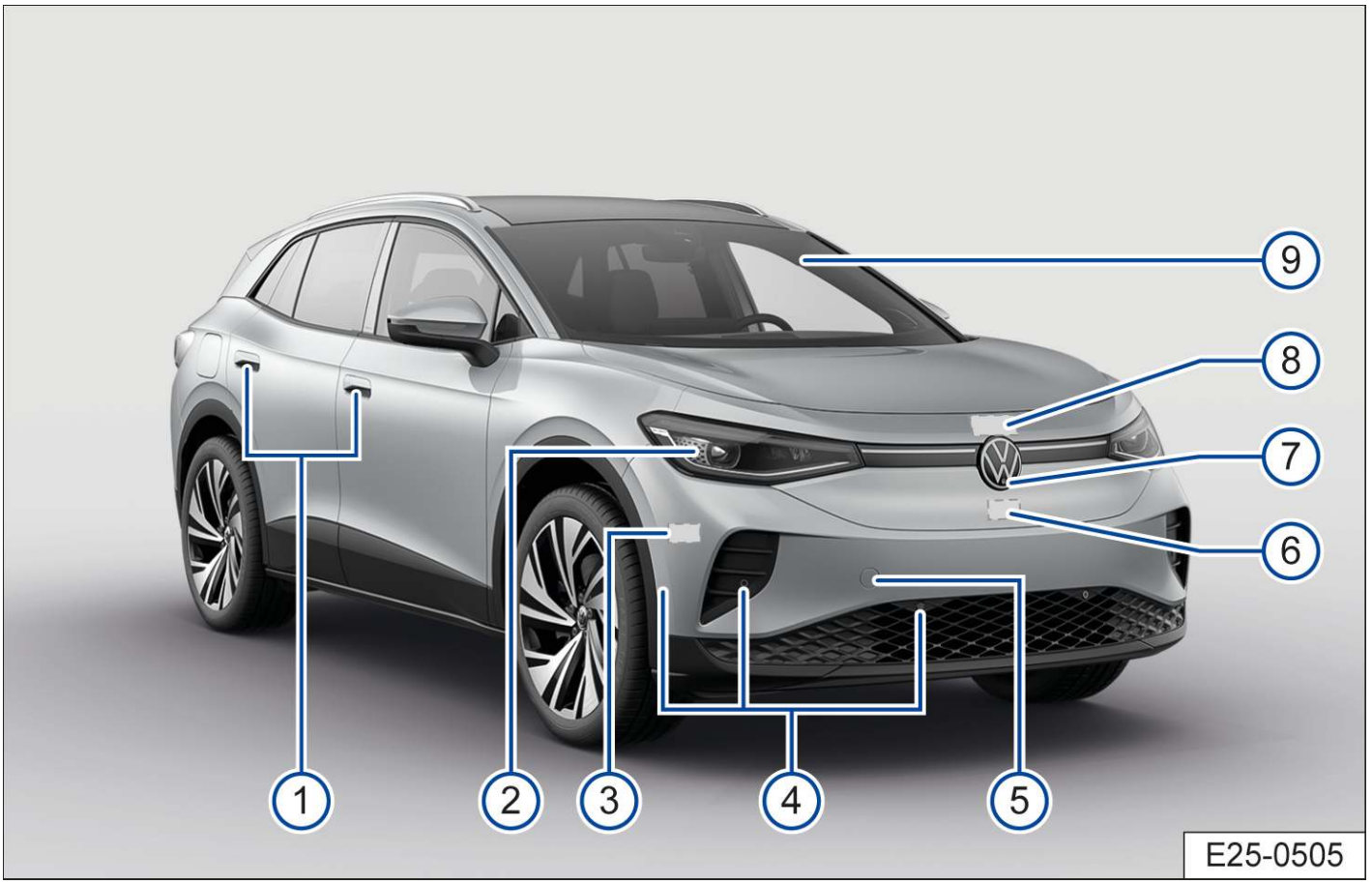


Fig. 1 Overview of vehicle from the front.

1. Door handles
2. Headlights
3. Behind the bumper: radar sensor for assistance systems
4. Sensors for assistance systems , *(→ Vehicle care exterior)*
5. Behind a cover: mount for towing eye
6. Behind a cover: Radar sensor for assistance systems , *(→ Vehicle care exterior)*
7. In the Volkswagen emblem: Camera for assistance systems , *(→ Vehicle care exterior)*
8. Opening lever for hood *(→ In the hood space)*
9. Windshield:
   - With VIN
   - With windshield wipers *(→ Windshield wipers)*
   - with windshield defroster *(→ Windshield defroster)*

— With camera for assistance systems in the interior rearview mirror area , *(→ Vehicle care exterior)*

— With rain/light sensor in the interior rearview mirror area *(→ Rain/light sensor)*, *(→ Vehicle care exterior)*

Rear view

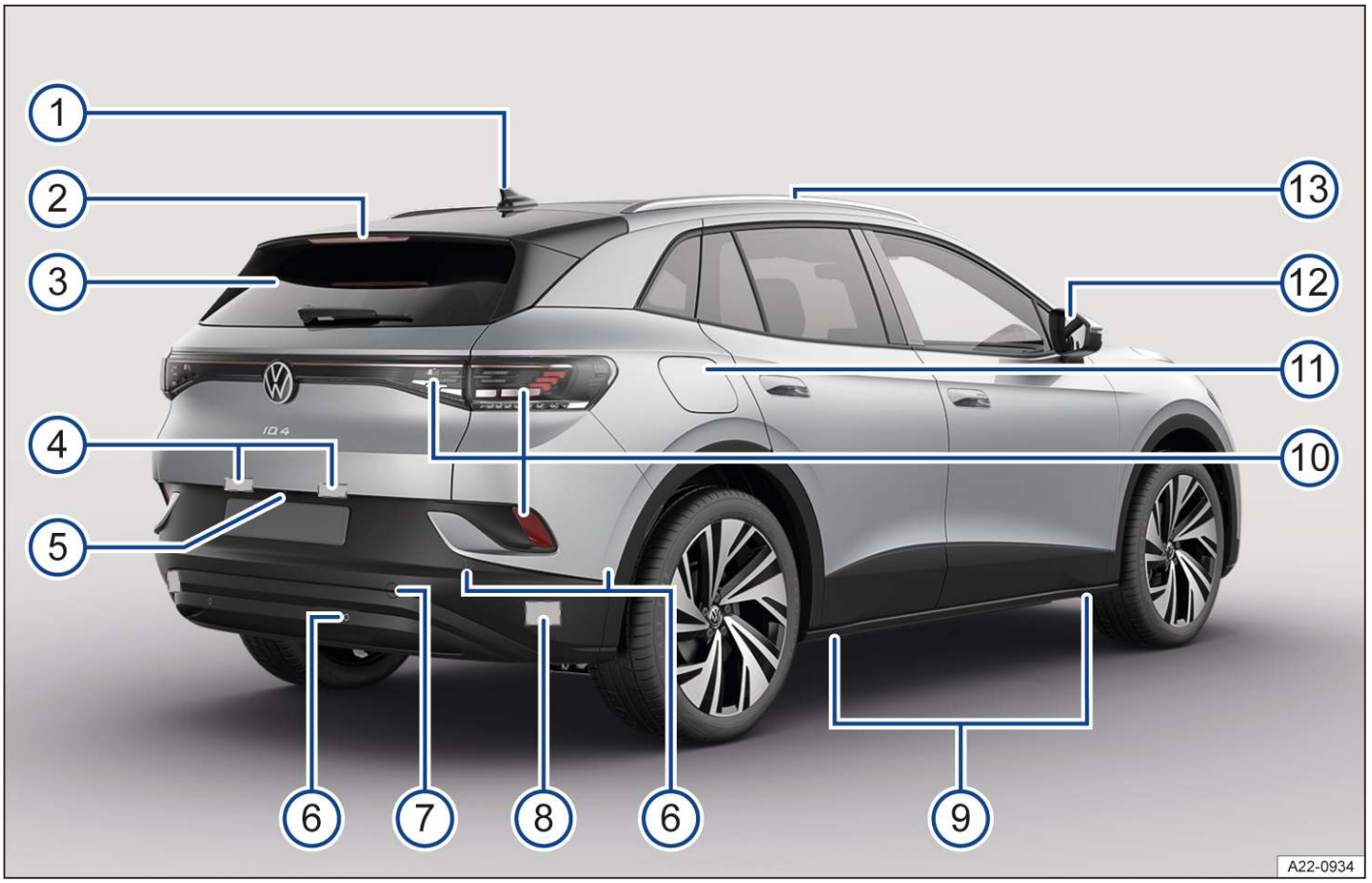


Fig. 1 Rear vehicle overview.

1 Roof antenna *(→ Radio reception and antenna)*

2 High-mounted brake light

3 Rear window:

— With rear window defroster *(→ Rear window defroster)*

— With rear window wiper *(→ Windshield wipers)*

— With window antenna *(→ Radio reception and antenna)*

4 Number plate light

5 Area:

— Button to open the trunk lid

— Camera for parking systems , *(→ Vehicle care exterior)*

6 Sensors for assistance systems , *(→ Vehicle care exterior)*

7 Behind a cover: mount for towing eye

8 Behind the bumper: radar sensor for assistance systems , *(→ Vehicle care exterior)*

9 Mounting points for the vehicle jack

10 Taillights and reflectors

11 Charging socket flap *(→ Charging processes)*

12 Outside mirrors *(→ Exterior rearview mirrors)*

— with Lane Change System (Side Assist) display *(→ Lane Change System (Side Assist))*

13 Roof rails

Driver's Side

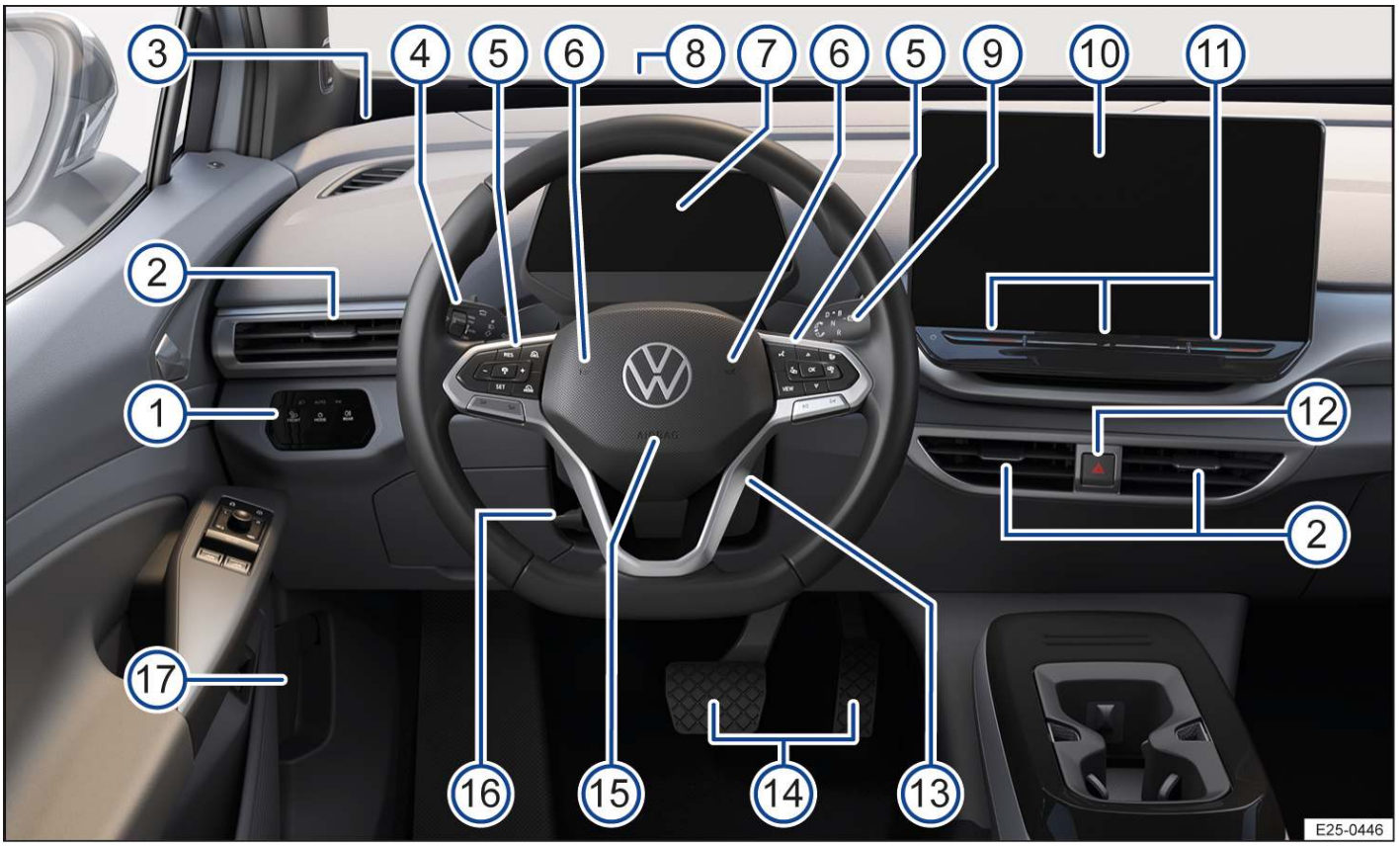


Fig. 1 Driver side overview (left-hand drive vehicle).

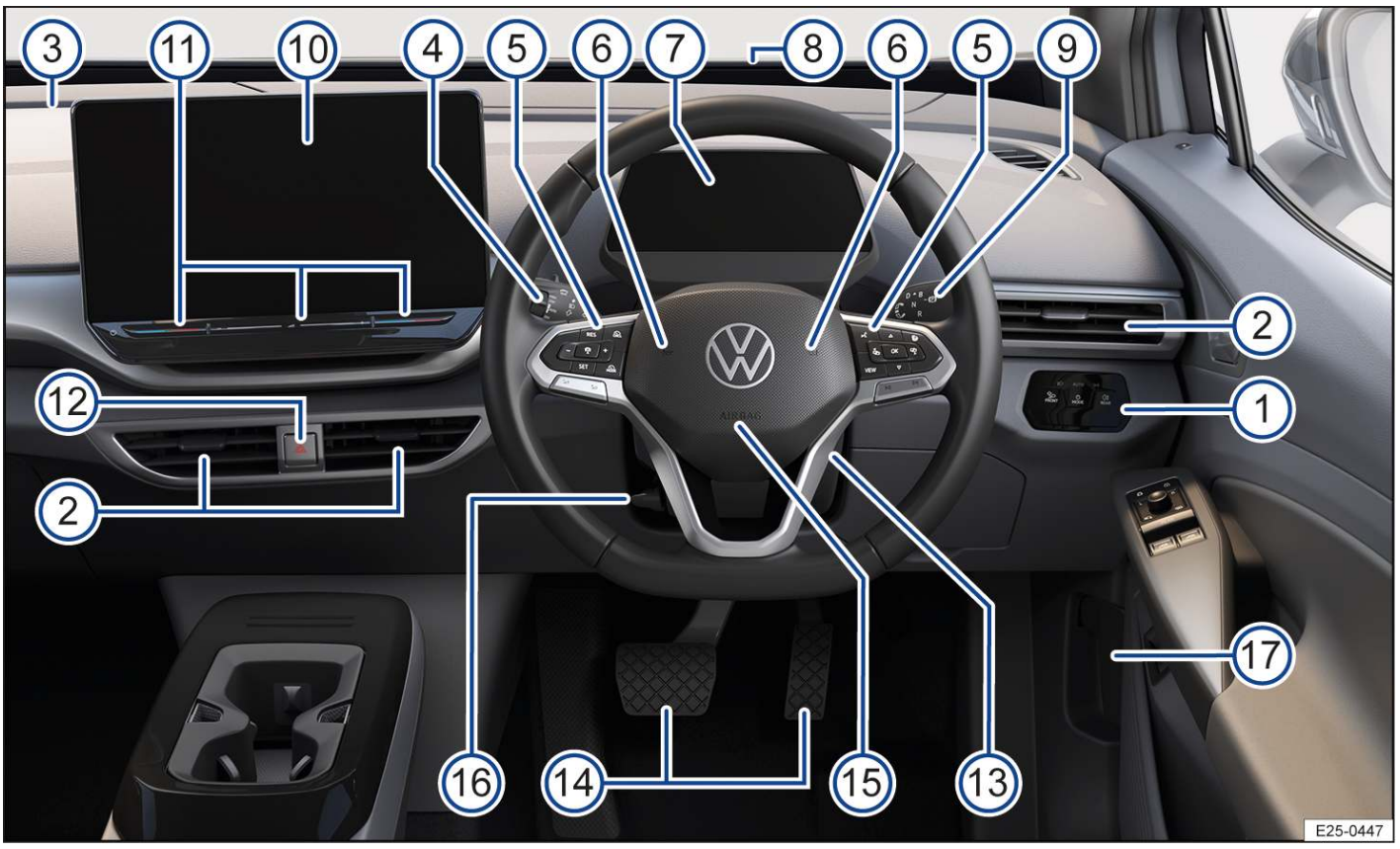


Fig. 2 Driver side overview (right-hand drive vehicle).

1 Controls

— For light functions

2 Vents *(→ Air conditioner air distribution)*

3 ID. Light (luminous band between windshield and instrument panel) *(→ ID. Light)*

4 Lever for turn signal, high beam headlight and windshield wiper *(→ Turn signal)*, *(→ High beam headlight)*

5 Multi-function steering wheel controls

— For driver assistance systems

— For audio, navigation

— For adjusting the volume

— For voice operation activation (may not function depending on the vehicle equipment)

— For switching between the ID. cockpit views 〈VIEW〉 *(→ Volkswagen Digital Cockpit (Pro))*

6 Horn

7 ID. Cockpit *(→ Volkswagen Digital Cockpit (Pro))*

— with warning and indicator lights and display of the engaged gear *(→ Symbols in the instrument cluster)*, *(→ Gear selection e-vehicles)*

8 Head-up display

9 Driving mode selector

— With electronic parking brake button Ⓟ

10 Infotainment system

11 Controls

— For switching the Infotainment system on and off

— for air conditioner temperature settings

— For adjusting the volume

12 Control for switching the emergency flashers on or off

13 Starter button *(→ Starter button)*

14 Pedals *(→ Pedals)*,

15 Installation location of driver's front airbag

16 Lever for adjusting the steering wheel position

17 Hood release lever *(→ In the hood space)*

Driver door



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

1. Door handle
2. Central locking indicator light *(→ Indicator light in the driver's door)*
3. Control
   - — For deactivating the rear power window switches
   - — For activating the electric child safety lock *(→ Electric child safety lock)*
4. Control panel for locking and unlocking the vehicle *(→ Central locking button)*
5. Knob for outside mirror positions and functions *(→ Exterior rearview mirrors)*
6. Buttons for operating the power windows
7. Hood release lever *(→ In the hood space)*,
8. Button to open the trunk lid
9. Storage compartment
   - — With cup holder
   - — With storage option for a reflective vest *(→ Emergency equipment)*

Center console



Fig. 1 Overview of the lower section of the center console.

1 Card holder

2 Storage compartment

— With removable cup holder

— With area for vehicle keys during an emergency start *(→ Starting the engine)*

3 Under a cover: Storage compartment

— With USB ports with charging function for batteries of external devices , *(→ Charging Options for Mobile Devices)*

— With functionality for wireless charging in accordance with Qi standard *(→ Charging Options for Mobile Devices)*

Passenger’s side

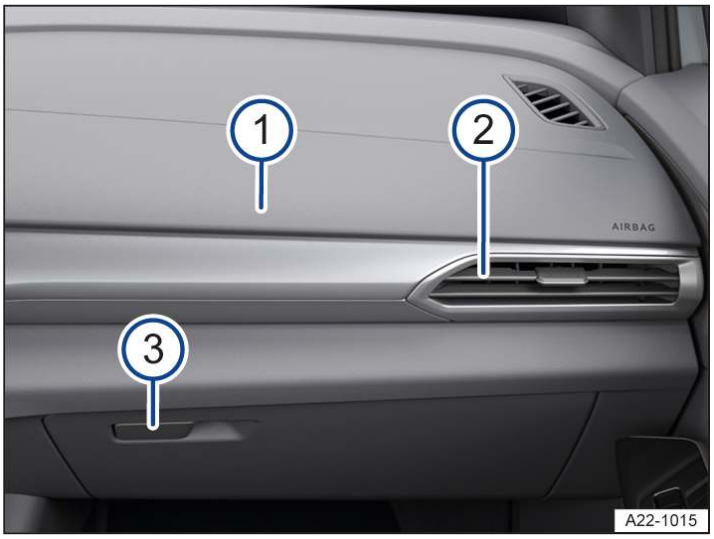


Fig. 1 Front passenger side (left-hand drive vehicle): Instrument panel overview (right-hand drive vehicle is the mirror image).



Fig. 2 When the front passenger door is open (left-hand drive vehicle): Key switch in the instrument panel (right-hand drive vehicle is mirror image).

1. Installation location of the front passenger’s airbag in the instrument panel
2. Adjustable air outlet vent *(→ Air conditioner air distribution)*
3. Glove compartment with a button for opening
4. Key switch for deactivating the front passenger's front airbag

Controls and Displays in the Roof Console

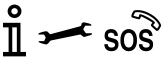
Roof console



Control for interior light .


Control for reading light .


Control panel for controlling the headliner *(→ Sunshade in the sunroof)*.



Buttons and control panels for information call, Roadside Call Assist and Emergency Call .



Indicator light for activated front passenger's front airbag .



Indicator light for deactivated front passenger's front airbag .

Interior rearview mirror

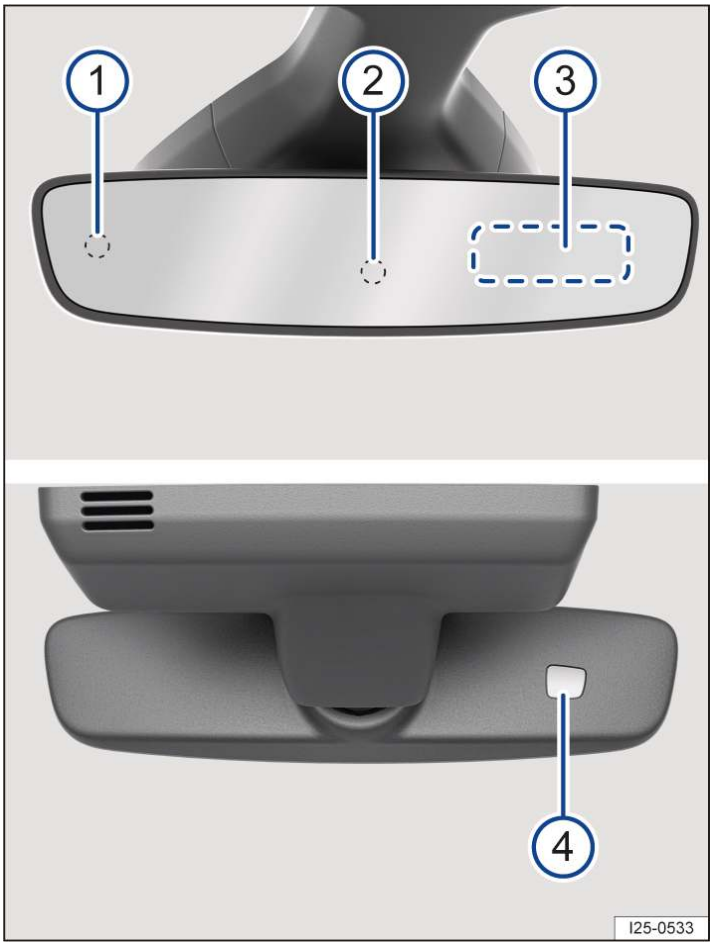


Fig. 1 In the interior rearview mirror: camera for Drowsiness Monitor and Driver Attention Monitor (general example).

1. Sensor for light entering from the rear.
2. Camera .
3. Area of the infrared sensor for the camera.
4. Sensor for light entering from the front.

Symbols in the instrument cluster

The warning and indicator lights can turn on individually or in combination with each other and indicate warnings, malfunctions and certain functions. Some warning and indicator lights come on when you switch the vehicle on and must turn off after some time.

Information on other indicator lights, e.g. in switches or on control panels, can be found in the corresponding chapters.

⚠ WARNING

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

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

Due to continuous vehicle development, the warning and indicator lights listed here may differ from those in the vehicle after an update.

Symbol	Meaning
	 Do not continue driving! Central warning light → *Priority 1 warning message*, → *Drive fault! Be ready to brake!*, → *and Take over steering.*
	Fastening the safety belt → *Fasten seat belts reminder*
	Electronic parking brake switched on → *Electronic parking brake*
	Electronic parking brake holding force is too low → *Electronic parking brake*
	button for the electronic parking brake faulty → */ electronic parking brake button malfunction*
	Electronic parking brake malfunction → *and / electronic parking brake malfunction*
	 Do not continue driving! Electronic parking brake malfunction → *and / electronic parking brake malfunction*
	 Do not continue driving!

	Brake system malfunction → *Brake system malfunction*
	Do not continue driving! Brake fluid level low → *Brake fluid level*
	Do not continue driving! Electromechanical brake booster failure → *Electromechanical brake servo failure*
	Take over steering and be ready to brake. → *Driving with Eco assist*, → *Introduction*
	Applying the brake pedal after automatic braking support → *Automatic braking intervention*
	Brake! → *and Take over steering.*, → *and Take over steering.*
	Do not continue driving! Coolant system has malfunctioned → *together with Electric drivetrain overheated*
	Do not continue driving! Coolant level too low → *Coolant level*
	Do not continue driving! Steering malfunction → *Steering malfunction*
	Leave vehicle! Risk of fire → *and High-voltage battery fire risk*
	Do not continue driving! Engine control malfunction → *Engine management malfunction*
	Do not continue driving! High-voltage system malfunction → *Fault in high-voltage system*
	Do not continue to drive!

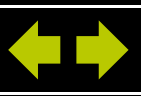
	Electric drivetrain overheated → *Electric drivetrain overheating*, → *Towing*
	STOP Do not continue driving! 12 V power supply has malfunctioned → *12-volt power supply*
	Only maneuvering is possible → *Only maneuvering is possible*
	Health risk! Open the window! CO2 concentration too high → *or Atmospheric CO2 concentration in the vehicle interior is too high*
	Collision warning → *Warning levels and braking support*
	Take over the steering immediately → *Take over the steering immediately*
	Emergency Assist is taking control, adaptive lane guidance active → *Driving with Emergency Assist*
	Emergency Assist is taking control, adaptive lane guidance inactive → *Driving with Emergency Assist*
	Proactive passenger protection system intervention → *Introduction*
	Traffic jam ahead → *Traffic hazard alert*
	Intervention by an assistance system in a vehicle driving ahead → *Traffic hazard alert*
	Accident site ahead → *Traffic hazard alert*
	Emergency vehicle in action → *Traffic hazard alert*
	Wrong-way driver → *Traffic hazard alert*
	Limited visibility → *Traffic hazard alert*
	Acute warning, stop sign detected → *Warning Levels of Advanced Road Sign Display*
	Acute warning, red light detected → *Warning Levels of Advanced Road Sign Display*
	Advanced drowsiness detected → *Warning Levels of the Drowsiness Monitor*
	Sleep detected → *Warning Levels of the Drowsiness Monitor*

	Central warning lamp → *Priority 2 warning message*, → *Drive fault! Be ready to brake.*, → *and Take over steering.*, → *and High-voltage system malfunction*
	Airbag systems or safety belt pretensioners with diagnostic device switched off → *Indicator light*
	Malfunction of airbag systems or safety belt pretensioners → *Indicator light*
	Function check of the airbag indicator light → *Indicator light*
	Proactive passenger protection system restricted or not available → *Troubleshooting*
	Front passenger's front airbag switched off → *Switching the Front Passenger's Front Airbag On and Off*
	Front passenger's front airbag enabled → *Switching the Front Passenger's Front Airbag On and Off*
	Limited function in the emergency call system → *Limited function in the legally mandated eCall Emergency System*
	Malfunction in the emergency call system → *Malfunction in the legally mandated eCall Emergency System*
	Emergency Call Service limited → *Emergency Call Service limited*
	Emergency Call Service faulty → *Emergency Call Service malfunction*
	Electronic parking brake malfunction → *and / electronic parking brake malfunction*
	Electromechanical brake booster malfunction → *Electromechanical brake servo faulty*
	Check brake pads → *Brake pad wear indicator (depending on the vehicle equipment)*
	Brake too hot → *and Brake too hot*
	Electronic Stability Control (ESC) regulating → *Information about braking assistance systems*

	Traction control system (TCS) regulating → *Information about braking assistance systems*
	Electronic Stability Control (ESC) malfunction → *and Brake energy recuperation not possible*, → *ESC malfunction*
	ESC Sport switched on → *Switching the braking support system on and off*
	Electronic Stability Control (ESC) switched off → *Switching the braking support system on and off*
	Anti-Lock Braking System (ABS) malfunction → *ABS failure or malfunction*
	Semi-automated driving assistance (Travel Assist) not available → *Comfort drive Travel Assist is not available or is not working as expected*
	Assisted lane changing not available → *Assisted lane changing is not available*
	Exterior lighting malfunction → *Exterior lighting malfunction*
	Rear fog lights switched on → *Switching on and off the rear fog light*
	Air conditioner is not working correctly or CO2 concentration cannot be measured → *air conditioner is not working correctly or CO2 concentration cannot be measured*
	Health risk! Open the window! CO2 concentration too high → *or Atmospheric CO2 concentration in the vehicle interior is too high*
	Rain/light sensor malfunction → *Rain/light sensor malfunction*, → *Rain/light sensor malfunction*
	Wiper system malfunction → *Wiper system malfunction*
	Washer fluid level too low → *Washer fluid level too low*
	Steering malfunction → *Steering malfunction*
	Tire pressure low → *Tire pressure low*
	Tire pressure monitoring system malfunction → *Tire pressure monitoring system malfunction*

	High-voltage system malfunction → *and Brake energy recuperation not possible*, → *High-voltage system malfunction*, → *and High-voltage system malfunction*
	Limited driving power → *Limited driving power*
	Electronic engine sound (e-Sound) malfunction → *Electronic engine sound impaired*
	No or restricted sensor range of the driver assistance systems → *No forward sensor range or limited forward sensor range*
	Automatic Emergency Braking (Front Assist) not available → *Automatic Emergency Braking (Front Assist) not available or has limited availability*
	Lane Keeping System (Lane Assist) switched off → *Driving with Lane Assist*
	Automatic Emergency Braking (Front Assist) switched off → *Using Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Adaptive Cruise Control (ACC) not available → *ACC is not available*
	Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available → *Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available*
	Lane Assist not available → *Lane Assist not available*
	Lane Assist regulating → *Driving with Lane Assist*
	Side Assist malfunction → *Side Assist malfunction*
	Exit warning system malfunction → *Exit warning system or Rear Traffic Alert malfunction*
	Battery charge level of the 12 V vehicle battery not sufficient → *12 V vehicle battery charge level*
	12-volt power supply malfunction → *12-volt power supply*
	High-voltage battery charge level low → *High-voltage battery charge level low*, → *High-voltage battery charge level low*

	High-voltage battery dead, deep discharge possible → *High-voltage battery dead and deep discharge possible*
	Range estimation malfunction → *Error when calculating the range*
	Dynamic Chassis Control (DCC) malfunction → *Adaptive chassis control malfunction*
	Ball mount of the trailer hitch not secured → *Ball mount of the trailer hitch not secured*
	Central locking system malfunction → *Central locking system is not available*
	Vehicle key not in the vehicle → *Valid vehicle key cannot be detected*
	Rear Traffic Alert malfunction → *Exit warning system or Rear Traffic Alert malfunction*
	Interior camera is only available to a limited extent → *Interior sensor system is only available to a limited extent*
	Interior camera not available → *Interior sensor system is not available*
	Drowsiness Monitor not available → *Drowsiness Monitor not available*
	Advanced Driver Attention Monitor is only available to a limited extent → *Advanced Driver Attention Monitor is only available to a limited extent*
	Advanced Driver Attention Monitor is not available → *The Advanced Driver Attention Monitor is not available*
	Advanced Road Sign Display is not available → *Advanced Road Sign Display is not available*
	Traffic jam ahead → *Traffic hazard alert*
	Accident site ahead → *Traffic hazard alert*
	Construction site ahead → *Traffic hazard alert*
	Emergency vehicle in action → *Traffic hazard alert*
	Stationary object or breakdown ahead → *Traffic hazard alert*

	Animals on the road → *Traffic hazard alert*
	Limited visibility → *Traffic hazard alert*
	Obstacles on the road → *Traffic hazard alert*
	People on the road → *Traffic hazard alert*
	Slow vehicle ahead → *Traffic hazard alert*
	Strong wind → *Traffic hazard alert*
	Slippery road conditions → *Traffic hazard alert*
	Auto Hold function active → *Auto Hold*
	Turn signal → *Turn signal indicator light*
	Trailer turn signal → *Trailer turn signal indicator light*
	Charging high-voltage battery → *Charging*
	Vehicle's drive system display → *Power display*, → *Activating the vehicle's drive system*
	Speed limiter is switched on, regulation active → *Introduction*
	Lane Keeping System (Lane Assist) ready to take control → *Driving with Lane Assist*
	Semi-automated driving assistance (Travel Assist) active → *Introduction*
	Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected → *Switching ACC on and off*
	Eco Assist control active → *Driving with Eco assist*
	Adjustment due to a left-hand bend → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control*
	Adjustment due to a right-hand bend → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control*

	Adjustment due to a roundabout → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control*
	Adjustment due to an intersection → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control*
	Intervention due to a highway exit, right-hand traffic → *Driving with predictive cruise control*
	Intervention due to a highway exit, left-hand traffic → *Driving with predictive cruise control*
	Adjustment due to a speed restriction being lifted → *Driving with predictive cruise control*
	Intervention due to a traffic light → *Driving with predictive cruise control*
	Intervention due to a stop sign → *Driving with predictive cruise control*
	Intervention due to a priority road → *Driving with predictive cruise control*
	Intervention due to online data → *Driving with predictive cruise control*
	Adjustment due to the end of a traffic jam → *Driving with predictive cruise control*
	Main beam or headlight flasher → *Switching the high beam headlights on and off*
	High beam control (Light Assist) switched on → *Switching on high beam control (Light Assist)*, → *Switching on Dynamic Light Assist*
	Speed limiter switched on, regulation not active → *Introduction*
	Adaptive Cruise Control (ACC) is not regulating; a vehicle is detected driving ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) is not regulating; no vehicle is detected driving ahead → *Switching ACC on and off*
	Lane Keeping System (Lane Assist) not ready to take control → *Driving with Lane Assist*
	Semi-automated driving assistance (Travel Assist) inactive, Adaptive Cruise

	Control (ACC) active, adaptive lane guidance passive → *Introduction*
	Semi-automated driving assistance (Travel Assist) deactivated → *Introduction*
	Online data available → *Driving with predictive cruise control*
	High-voltage battery charge level → *Charge status and range in the digital instrument cluster*
	Outside temperature is below +4 °C (+39 °F) → *Volkswagen Digital Cockpit information displays*
	Service due → *Service interval display*
	Time-dependent Drowsiness Monitor → *Warning Levels of the Drowsiness Monitor*
	Drowsiness detected → *Warning Levels of the Drowsiness Monitor*
	Ongoing distraction detected → *Warning Levels of the Advanced Driver Attention Monitor*
	Driver inattentive → *Warning Levels of the Advanced Driver Attention Monitor*
	Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated*
	Warning, stop sign detected → *Warning Levels of Advanced Road Sign Display*
	Warning, red light detected → *Warning Levels of Advanced Road Sign Display*
	Speeding detected → *Warning Levels of Advanced Road Sign Display*, → *Warning Levels of Advanced Road Sign Display*
	Assisted lane changing switched on, lane changing not possible → *Using assisted lane changing*
	Assisted lane changing switched on, lane changing possible → *Using assisted lane changing*

	Assisted lane changing switched on, lane changing is performed → *Using assisted lane changing*
	High beam control (Light Assist) active → *High beam assistance (Light Assist)*, → *Advanced high beam control (Dynamic Light Assist)*
	Take over the steering → *Take over the steering*
	Charging connector connected → *Operating V2L*, → *Operating V2L*, → *Charging*
	Automatic Emergency Braking (Front Assist) starts → *Automatic Emergency Braking starts*
	Distance warning → *Distance warning*
	Maximum speed limit active → *Volkswagen Digital Cockpit information displays*
	Eco driving mode → *Driving mode properties*
	Comfort driving mode → *Driving mode properties*
	Sport driving mode → *Driving mode properties*
	Individual driving mode → *Driving mode properties*
	Traction driving mode → *Driving mode properties*
	Note about information in the Owner's Manual → *Note about information in the Owner's Manual*
	Direction from which the emergency vehicle is coming → *Traffic hazard alert*
	Highway exit ahead, right-hand traffic → *Driving with predictive cruise control*
	Highway exit ahead, left-hand traffic → *Driving with predictive cruise control*
	Traffic light ahead → *Driving with predictive cruise control*
	Start driving prompt → *Warning Levels of Advanced Road Sign Display*
	Stop sign ahead → *Driving with predictive cruise control*

	Priority road ahead → *Driving with predictive cruise control*
	Take foot off accelerator pedal → *Driving with Eco assist*
	Highway exit ahead → *Driving with Eco assist*
	Roundabout ahead → *Driving with a predictive speed limiter*, → *Driving with Eco assist*, → *Driving with predictive cruise control*
	Intersection ahead → *Driving with a predictive speed limiter*, → *Driving with Eco assist*, → *Driving with predictive cruise control*
	Left turn ahead → *Driving with a predictive speed limiter*, → *Driving with Eco assist*, → *Driving with predictive cruise control*
	Right turn ahead → *Driving with a predictive speed limiter*, → *Driving with Eco assist*, → *Driving with predictive cruise control*
	Traffic jam ahead → *Driving with predictive cruise control*
	Speed limit ahead, example → *Driving with a predictive speed limiter*, → *Driving with Eco assist*, → *Driving with predictive cruise control*
	Detected speed limit adopted, example → *Driving with a predictive speed limiter*, → *Driving with predictive cruise control*
	End of speed limit ahead → *Driving with predictive cruise control*
	Vehicle driving ahead → *Driving with Eco assist*
	Steering wheel heating → *Steering wheel heating*
	Emergency charging of the high-voltage battery → *Emergency charging of the high-voltage battery*
	Rear seat information muted → *Parking*

Warning and information texts

The status of some functions inside the vehicle and of some vehicle components is checked when the vehicle 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.

A list of any malfunctions currently occurring can also be called up manually. To do this, open the **Vehicle status** or **Vehicle** menu *(→ Vehicle settings menu)*.

Priority 1 warning message

The red central warning light blinks or turns on, in some cases together with warning tones or additional symbols. **Do not continue driving!** There is a hazard. Check the malfunction. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Priority 2 warning message

The yellow central warning light blinks 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. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 vehicle is switched on, settings or information displays may not appear as described. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction to the Instrument Cluster

The vehicle is equipped with a Volkswagen Digital Cockpit. The instrument cluster shows essential information, such as speed.

In addition, the following functions, among others, are available depending on the equipment:

— Display messages.

— Information about the battery charge level and the range.

— Status displays for the driver assistance systems.

— Various menus, such as for the driver assistance systems.

— Warning and indicator lights.

Content can be individually adapted and settings can be changed in the menus.

WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

WARNING

If there is a serious fault in the instrument cluster, the display may be switched off. The red central warning light ⚠ may also come on. No further warnings can be displayed. This may result in vehicle breakdowns while driving, accidents and serious or fatal injuries.

- Safely stop the vehicle.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

After activating the vehicle's drive system when the 12 V vehicle battery is severely drained or has been replaced or jump-started, system settings, e.g. personal convenience settings and programming, may be adjusted or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

In cold outside temperatures, the indicators in the instrument cluster display may take slightly longer to turn on than in warm outside temperatures.

ID. Cockpit

The ID. Cockpit is a Volkswagen Digital Cockpit with a high-resolution LCD color display. By selecting different information profiles, you can display notifications from the driver assistance systems and other notifications, as well as the digital speedometer. The term “Volkswagen Digital Cockpit” is used for the ID. Cockpit below.



Fig. 1 In the instrument panel: digital instrument cluster (general example).

Operating the Digital Instrument Cluster



Fig. 1 Right-hand side of the multi-function steering wheel: operating the digital instrument cluster (general example).

Views in the display

Information and warnings are displayed as events in the digital instrument cluster. The event pops-up from the top of the digital instrument cluster screen and is hidden again after a certain time.

The different views offer you a better overview of the vehicle data, navigation or information about the driver assistance system.

Depending on the vehicle equipment, the amount of information shown and the scope thereof may vary.

The digital instrument cluster can display the following views in the display area:

Summary

Before establishing drive-ready mode: display with information about mileage, battery charge level and range.

Basic

Driving displays with information about speeds, driving data, driver assistance systems and navigation.

Driver assistance systems

Display of the active driver assistance systems and the speed. The navigation context is hidden.

Navigation

Display with notes on route guidance and speed. The graphical view of the driver assistance systems is hidden.

Situation-related messages, such as navigation information, are shown as pop-ups.

Setting views

The and buttons on the multi-function steering wheel can be used to switch between the **Driving data**, **Driver assistance systems** and **Navigation** views.

— To switch to the **Driving data** or **Navigation** view, press the button.

— To switch to the **Driver assistance systems** view, press the button.

— Briefly pressing the VIEW button enables you to focus your preferred display and to hide the remaining display options.

If warning messages about malfunctions appear when the vehicle is switched on, settings or information displays may not appear as described. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Volkswagen Digital Cockpit information displays

Possible displays in the digital instrument cluster

Depending on the vehicle equipment, different information can be displayed in the digital instrument cluster:

— Active driver assistance systems.

— Outside temperature display.

— Detected road sign from the traffic sign recognition.

— Distance indicators.

— Open doors, hood and trunk lid.

— Speed warnings.

— Speed warning for winter tires.

— Custom speed limit.

— Navigation information.

— Driver personalization: greeting and user selection.

— Range.

— Remaining charging duration for the high-voltage battery *(→ Charging process indicator)*.

— Service interval display.

— Seat-occupied recognition.

— Warning and information texts.

Outside temperature display

When outside temperatures are colder than about +4 °C (about +39 °F), a snowflake symbol ❄ appears in the digital instrument cluster from above. This symbol remains on until the outside temperature rises above approximately +6 °C (approximately +43 °F).

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

— When the vehicle is stationary

— When the driving speed is very low

The measurement range is from approximately -50 °C (approximately -58 °F) to approximately +75 °C (approximately +167 °F).

⚠ WARNING

Roads may be icy when outside temperatures are low, even if they are above the freezing point. There is an increased risk of an accident on icy roads. This could result in serious or fatal injuries.

- If the ❄ symbol is displayed in the instrument cluster display, drive with extra caution.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Never rely solely on the outside temperature display.

Distance indicators

The total distance meter registers the total distance that the vehicle has driven.

Open doors, hood and trunk lid

If, after unlocking the vehicle and while driving, any doors and/or the hood or trunk lid are open, this is displayed in the Volkswagen Digital Cockpit and an audible signal may also sound.

Speed warning for winter tires

If the set maximum speed is exceeded, this will be shown in the digital instrument cluster.

Settings for the speed warning can be adjusted in the driving directions in the **Assistance systems** menu in the Infotainment system *(→ Winter tires)*.

Custom speed limit

The custom speed limit limits vehicle speed to a permanently set maximum speed that cannot be exceeded. A custom maximum speed can only be set by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If you activate the vehicle's drive-ready mode when the custom maximum speed limit is set, the MAX indicator light will be displayed in the instrument cluster display. In addition, the maximum speed set is displayed in a text message.

WARNING

A set maximum speed limit can make an overtaking maneuver difficult. This may cause accidents and serious or fatal injuries.

- Always adapt your speed and driving style to the set maximum speed.
- Note that the maximum speed limit cannot be deactivated by a kick-down function.

Range

The approximate distance in kilometers which can still be driven with the remaining battery capacity, if driven in the same manner and with the same energy consumption. The calculation is based on the current energy consumption.

Seat-occupied recognition

When the vehicle's drive system is activated, occupied seats are detected in the instrument cluster and the system indicates whether safety belts are fastened on the occupied seats.

Some displays in the Volkswagen Digital Cockpit may be hidden due to events that occur suddenly, e.g. speed warnings.

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

Charge status and range in the digital instrument cluster

Charge status display



Fig. 1 In the Volkswagen Digital Cockpit: The high-voltage battery charge level (1) and vehicle range (2) (general example).

The current battery charge level of the high-voltage battery is shown by the symbol with a percentage value in the digital instrument cluster → *fig. 1* (1). The battery level on the symbol changes with the charge status.

Range display

The vehicle range is displayed in kilometers (km) or miles (mi), depending on the setting → *fig. 1* (2).

The range may vary even with a fully charged high-voltage battery. The value displayed is calculated and updated according to various criteria:

— Planned route.

When route guidance is activated, the range is calculated depending on the planned route. Contributing factors are both the expected speed and the terrain characteristics .

— Interior climate control *(→ Eco tips)*.

— Driving style .

— Vehicle load *(→ Eco tips)*.

— Environmental conditions e.g. low outside temperature.

Sufficient Battery Charge Level and Reserve Range

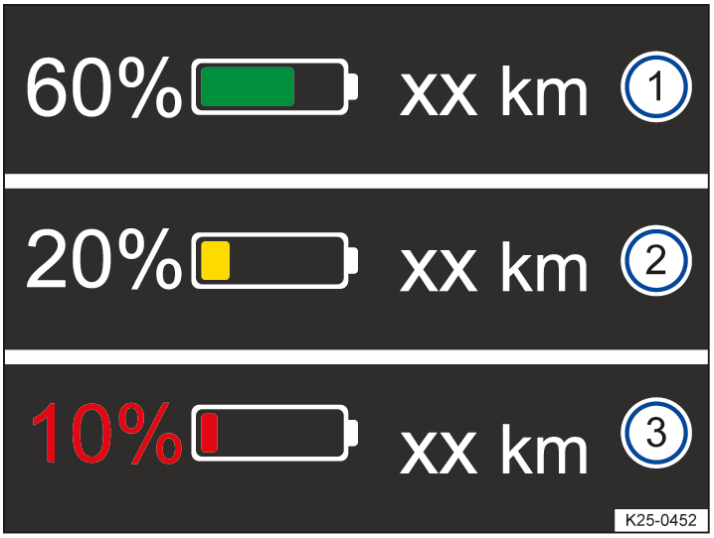


Fig. 2 In the digital instrument cluster: range and reserve display (general example).

1. Sufficient battery charge level and range.
2. Reserve display warning level 1 and range.
3. Reserve display warning level 2 and range.

Sufficient battery charge level and warning levels for the reserve range :

Green

The battery has a sufficient charge level.

Yellow

The charge status is equal to 20% or less than 20%.

Red

The charge status is equal to 10 % or less than 10 %.

Charge the high-voltage battery as soon as possible to prevent vehicle breakdowns!

WARNING

Driving with the high-voltage battery low on charge could lead to breakdowns in road traffic, accidents and serious or fatal injuries.

- Always ensure your high-voltage battery has a sufficient battery charge level.

WARNING

If the charge level of the high-voltage battery has reached the reserve charge level, the handling characteristics, e.g. the acceleration behavior, of the vehicle may be altered. This can cause accidents and serious injuries.

- Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions, as well as the charge level of the high-voltage battery.
- Always ensure your high-voltage battery has a sufficient battery charge level.

NOTICE

Self-discharging of the high-voltage battery, for example due to a long stationary period of several months, may damage the high-voltage battery in high ambient temperatures and with a low battery charge level.

- Always ensure your high-voltage battery has a sufficient battery charge level.

In very low outside temperatures, when the high-voltage battery is very cold, you may experience a limited range for electric driving.

Power display

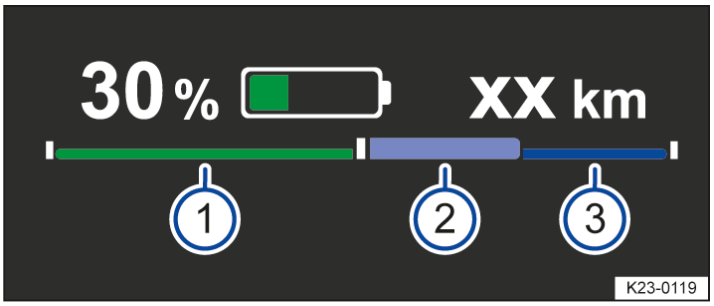


Fig. 1 In the Volkswagen Digital Cockpit: Power display (general example).

During travel, the power display shows the current performance of the electric drivetrain and the current electric drive power or energy recuperation power.

Display concept

If the vehicle's drive system is activated, the READY indicator light lights up green in the instrument cluster.

Using the bar split down the middle, the power display always shows the availability of energy recuperation → *fig. 1* (1) (green) to the left and forward motion → *fig. 1* (3) (dark blue) to the right. If the respective bar reaches to the end marking, there is unlimited availability. If there is any restriction, the bar is shown as correspondingly shortened.

The currently requested drive power is displayed dynamically using a lighter bar, either as energy recuperation power (light green) to the left or as propulsive power → *fig. 1* (2) (light blue) to the right.

If the current drive power and the currently available performance are equal in size (bars filled to the same extent), the power limit of the electric drivetrain has been reached.

The power limit cannot be reached at all vehicle speeds.

Influencing factors

In additional to vehicle speed, the following influencing factors exist:

— The availability of forward motion and energy recuperation depends on the battery charge level of the high-voltage battery. The energy recuperation can be limited if the battery charge level is high, as can the forward motion if the battery charge level is low.

— The high-voltage battery being at a very low or very high temperature can lead to a decrease in the available drive power. This affects forward motion and energy recuperation.

WARNING

Driving with the high-voltage battery low on charge could lead to breakdowns in road traffic, accidents and serious or fatal injuries.

- Always ensure your high-voltage battery has a sufficient battery charge level.

WARNING

If the drive power of the electric drivetrain is reduced, the handling characteristics, e.g. the acceleration behavior, of the vehicle may be altered. This can cause accidents and serious or fatal injuries.

- Always adjust your speed and driving style to the current visibility, weather, road, and traffic conditions, and to the battery charge level of the high-voltage battery.
- Always ensure your high-voltage battery has a sufficient battery charge level.

Introduction



Fig. 1 In the driver's field of vision: indicators on the head-up display (general example).

1 Immediate area.

2 Far-range content with AR function.

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

Displays

Explanations of the display areas shown in the head-up display (HUD) → *fig. 1*:

HUD immediate area

Information about the speed, battery charge level, consumption, navigation and driver assistance systems is displayed in the HUD close range image plane (1).

Augmented Reality HUD (AR-HUD)

In the AR HUD (2), information regarding the situation can be projected directly into the driver's field of vision. This is done for navigation, for example.

Depending on the vehicle equipment, the amount of information shown and the scope thereof may vary.

Operating the Head-Up Display

Switching the head-up display on and off

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

1. Tap the **Vehicle** function key.
2. In the **Vehicle** selection, select the **Display** view and tap the **HUD** function key.
3. Switch HUD on or off as desired.

Height adjustment

To adapt the vertical image position to your individual seating position, set the HUD in the corresponding menu in the vehicle settings of the Infotainment system:

1. Setting the optimal seat position.
2. Set the desired position and inclination of the HUD via the function keys.

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

Settings in the Infotainment system

Additional settings for the HUD can be adjusted in the vehicle settings in the Infotainment system.

In the **Head-up display settings** submenu:

— Setting the brightness of the HUD.

— Selecting the display contents for the HUD, e.g. displays for driver assistance systems.

— Alternative colors of the HUD in poor weather conditions, e.g. snow.

Selecting Displays Via the Multi-Function Steering Wheel



Fig. 1 Right-hand side of the multi-function steering wheel: select displays (general example).

In the HUD close range image plane:

1. Use the and buttons on the multi-function steering wheel to select the required display in the HUD *→ fig. 1*.
2. Briefly pressing the VIEW button enables you to focus your preferred display and to hide the remaining display options.

Switching the far-range content With Augmented Reality HUD On and Off

1. To switch on the far-range content with AR-HUD, focus the HUD close range image plane and press and hold the VIEW button on the multi-function steering wheel for a few seconds.
2. To switch off the far-range content with AR-HUD, focus the HUD close range image plane again and press and hold the VIEW button on the multi-function steering wheel again for a few seconds.

A message that briefly appears in the instrument cluster provides information about the relevant status of the AR-HUD.

⚠ WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

ID. Light

The ID. Light is a light strip in the cockpit, which displays important vehicle information and provides visual support for certain driving situations. The ID. Light provides different light animations when entering, driving and exiting the vehicle.

The ID. Light depends on the vehicle equipment and is not available in all countries. It displays, among other data, information and warnings relating to the following systems and functions:

— Basic functions, e.g. charging or limited driving performance.

— Navigation system, e.g. upcoming turns or lane recommendation.

— Infotainment system, e.g. incoming call or IDA voice assistant.

— Driving and maneuvering, e.g. traffic hazard alert or taking control of the steering.

Some of the selection options may not work.

You can change and expand which information is displayed by running an over-the-air update.

If the charge level of the 12 V vehicle battery is not sufficient, the function may not be available or may only be available to a limited extent *(→ 12-V vehicle battery)*.

Linking functions and systems with ID. Light

Depending on the vehicle equipment, there are various ways to open the settings for the ID. Light:

1. Tap the **Vehicle** function key in the Infotainment system.
2. Open the **Light** menu to open the ID. Light settings and make adjustments.

Or:

1. Tap the **Vehicle** function key in the Infotainment system.
2. Open the **Light** menu.
3. Tap **Interior lighting** to open the ID. Light settings and make adjustments.

Or:

1. Tap the **Vehicle** function key in the Infotainment system.
2. Open the **Light** menu and tap **Interior lighting** to open the **Lighting mood** menu.
3. Tap ⚙ to open the ID. Light settings and make adjustments.

Driving data menu

The driving data menu shows driving and consumption data, such as the driving duration or the driving distance. Depending on the vehicle equipment, several representations of driving data are available to you in the Infotainment system, in the digital instrument cluster and in the head-up display (HUD).

The values of the driving data contain information about the travel time and driving distance, the current consumption, and also the average speed and the average consumption. The driving data is determined over different observation periods and the value that is currently displayed may therefore differ from the actual average value.

Since start memory

You can view the **Since start** memory and reset it, if required.

In the Infotainment system:

1. Tap **Driving Data** in the Infotainment system.
2. Tap the 0.0 function key to reset the memory.

In the digital instrument cluster:

1. Use the and buttons on the multi-function steering wheel to select the **Driving data** view.
2. Press the OK button on the multi-function steering wheel repeatedly until the **Since start** memory appears.
3. To reset the memory, press and hold the OK button on the multi-function steering wheel for a few seconds.

The memory collects the driving data for up to 4,117 days (99,999 hours) of travel time or a driving distance of 999,999 km (approx. 621,371 mi). If one of these maximum thresholds is exceeded, the memory is automatically reset.

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

Memory Since loading

You can view the **Since charge** memory in the Infotainment system.

1. Tap **Driving Data** in the Infotainment system.
2. Tap the 0.0 function key to reset the memory.

After each charging process for the high-voltage battery, the memory is automatically reset.

The memory collects the driving data for up to 4,117 days (99,999 hours) of travel time or a driving distance of 999,999 km (approx. 621,371 mi). If one of these maximum thresholds is exceeded, the memory is automatically reset.

Extended period memory

You can view the **Long-term** memory and reset it, if required.

In the Infotainment system:

1. Tap **Driving Data** in the Infotainment system.
2. Tap the 0.0 function key to reset the memory.

In the digital instrument cluster:

1. Use the and buttons on the multi-function steering wheel to select the **Driving data** view.
2. Press the OK button on the multi-function steering wheel repeatedly until the **Long-term** memory appears.
3. To reset the memory, press and hold the OK button on the multi-function steering wheel for a few seconds.

The memory collects the driving data for up to 4,117 days (99,999 hours) of travel time or a driving distance of 999,999 km (approx. 621,371 mi). If one of these maximum thresholds is exceeded, the memory is automatically reset.

Resetting the trip odometer

1. Tap **Vehicle** in the Infotainment system.
2. In the **Vehicle** menu, tap the **Service** function key.
3. Tap **Distance**.
4. Tap the 0.0 function key to reset the value.

WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Service menu

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

Opening the Service Menu

1. Tap **Vehicle** in the Infotainment system.
2. Tap **Service** to display the service information.

   The mileage or the number of days until the next inspection service are displayed.
3. Tap  to return to the previous menu.

Service interval display

Indicators about service events appear in the Volkswagen Digital Cockpit display and in the Infotainment system.

Service notification

If an inspection service is due in the near future, a service reminder will be displayed when you switch on the vehicle.

The specified mileage or time is the distance or time that can be driven until the next inspection service.

One of the following displays may appear:

— **Inspection service in xx km.**

— **Inspection service in xx days.**

Service event

If an inspection service is due, a warning chime will sound and a wrench symbol may appear in the digital instrument cluster for a few seconds, together with the following indicator, when you switch on the vehicle:

— **Please have an inspection service performed**

Checking a service interval display in the Infotainment system

1. Tap **Vehicle**.
2. Tap **Service** to display the service information.

   The mileage or the number of days until the next inspection service are displayed.

Resetting the service interval display

The service interval display can only be reset as part of an inspection service by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The service message disappears automatically after a few seconds when the vehicle has been made drive-ready or when the OK button on the multi-function steering wheel is pressed.

Time and date

Setting the time and date in the Infotainment system

1. Tap **Settings**.
2. Open the **Time and date** menu.
3. Select time source:
   — **Automatic.**
   — **Manual.**

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

The automatic time display may be restricted or not available depending on the vehicle equipment and country. Set the time manually in this case.

Entry menu

Depending on the vehicle equipment, you can restore your individual settings for certain vehicle functions that were reset when starting the vehicle due to statutory requirements.

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

— Advanced Driver Attention Monitor.

— Exit warning system

— Mode selection

— Driving Mode Selection

— Speed warning from the Advanced Road Sign Display.

— Drowsiness Monitor.

— Lane Assist

— Lane Change System (Side Assist)

— Warning tone of speed warning from the Advanced Road Sign Display.

Restoring Settings Immediately After Starting the Vehicle

When the vehicle is started, a message is displayed in the Infotainment system for about ten seconds that enables you to restore your individual settings immediately after starting the vehicle.

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

Restoring Settings at a Later Time

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

Activating and Deactivating the Message for Restoring Settings After Starting the Vehicle

You can manually deactivate the message to restore your most recent settings immediately when the vehicle is started:

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

Or:

1. Open the **Assistance systems** menu.
2. Tap and activate or deactivate the message as preferred.

Exit menu

You can adjust the settings of some functions in the exit menu before leaving the vehicle. The exit menu will be displayed in the Infotainment system when you switch off the vehicle's drive system.

The entries shown depend on the vehicle equipment and may only be available under certain conditions. The adjustable functions include, for example:

— Charging the high-voltage battery.

— Interior monitoring.

Hide

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

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

The exit menu can be opened again by restarting the vehicle's drive system and deactivating it again immediately.

Settings

You can select the entries individually and arrange their order.

1. Tap ⊘.
2. Select the entries as desired and rearrange their order if necessary.
3. Tap ⊘ again.

Vehicle settings menu

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

General information for operation

The activated functions are highlighted in color.

Opening the Vehicle settings Menu

1. Switch on the vehicle.
2. If necessary, switch on the Infotainment system.
3. Tap the **Vehicle** menu.
4. Depending on the equipment: tap the **Vehicle** menu item and choose between **Interior** and **Exterior**.

   Or: select the ⚙ menu item.
5. Open the preferred item from the submenus and set as desired.
6. To return to the home screen, tap the home button ⌂.

System settings and vehicle information display

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

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

— Driving Data.

— Vehicle status.

After activating the vehicle's drive system when the 12 V vehicle battery is severely drained or has been replaced or jump-started, system settings, e.g. personal convenience settings and programming, may be adjusted or deleted. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

⚠ WARNING

Operating the Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Introduction

Depending on the country, a camera with an infrared sensor (hereinafter also referred to as “interior rearview mirror sensor system”) is fitted in the interior rearview mirror of the vehicle, which is not visible to you. Depending on the vehicle equipment, the vehicle has various driver assistance systems and functions, which use the interior sensor system for system evaluation, depending on the country.

Installed interior sensor system

Depending on the country, a camera is installed in the interior rearview mirror. It detects the driver’s head movements, eye movements and facial structure using an infrared sensor. The infrared sensor is activated each time a journey is started. However, the infrared sensor is deactivated if an object or face gets too close to the interior rearview mirror.

The camera is a product of risk group 0 (RGO) and meets the criteria of IEC 62471:2006.

The interior sensor system evaluates this data only for internal vehicle purposes within the individual driver assistance systems and functions. The information is not saved in the vehicle *(→ Data processing in the vehicle)*.

You can find information on the installation location in the vehicle overviews or in the descriptions of the interior rearview mirror *(→ Interior rearview mirror)*.

⚠ WARNING

The driver assistance systems are not a replacement for the driver's attention and work only within their system limits. The driver assistance systems cannot detect all driving situations and may not provide warnings or react, or may provide warnings or react with a delay, or may provide warnings or react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Be aware of the limits of the sensor system and the system limits of the individual systems.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Be prepared to override or interrupt automatic interventions at all times.
- Pay attention to indicators in the instrument cluster display and respond to the displays accordingly when the traffic situation allows.
- Do not use driver assistance systems if you suspect a problem or damage.

⚠ CAUTION

Infrared radiation may potentially cause injuries to eyes if your face gets too close to the interior rearview mirror.

- Ensure that you are at a sufficient distance from the interior rearview mirror.

System Limits of the Interior Sensor System

In the following situations, the interior sensor system may respond in an unexpected way, may respond with a delay or may not respond at all:

— Covered interior rearview mirror, e.g. sticker, dirt or a face that is too close.

— Damaged interior rearview mirror, e.g. broken mirror glass or scratches.

— Glare, for example when the sun is low in the sky or from light reflections.

— The interior rearview mirror is not correctly adjusted to the driver.

— The driver is wearing glasses, particularly with an infrared filter.

— The driver's eyes are completely or partially concealed, e.g. due to sunglasses, wide glasses frames, face masks, long hair, or head coverings such as caps, headscarves or veils or cosmetic changes that may impair detection, e.g. false eyelashes.

— If the driver has any visual abnormalities, e.g. a squint.

— If the driver is experiencing any eye irritation.

Function-related system limits

In addition to the system limits of the interior sensor system, every driver assistance system has additional system limits linked to their function. Please also note these.

— Driver Attention Monitor *(→ Attention Monitor)*.

— Drowsiness Monitor *(→ Drowsiness Monitor)*.

Troubleshooting

Interior sensor system is only available to a limited extent

The availability of the interior sensor system is limited. A yellow indicator light and a message appear in the instrument cluster display for a few seconds.

— The interior mirror is misaligned or dirty. Clean the interior mirror or realign it.

— Interior mirrors or eyes are covered. Do not cover interior mirrors or the camera view area *(→ Accessories and replacement parts)*.

— System limits of the interior sensor system are not adhered to *(→ Interior sensors)*.

— Also take note here of the information regarding troubleshooting for the Driver Attention Monitor *(→ Attention Monitor)*.

— Also take note here of the information regarding troubleshooting for the Drowsiness Monitor *(→ Drowsiness Monitor)*.

— Malfunction or fault. Switch the vehicle off and back on.

— Once the cause of the problem has been rectified, some driver assistance systems initially still remain unavailable. Drive a short distance until the indicator light turns off and the driver assistance systems are functional again. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If a dependent function is not available and the fault is not rectified by the troubleshooting methods described, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Interior sensor system is not available

A warning tone sounds. The interior sensor system is not available. A yellow indicator light appears together with the yellow central warning light and a message in the instrument cluster display.

— The interior mirror is misaligned or dirty. Clean the interior mirror or realign it.

— Interior mirrors or eyes are covered. Do not cover interior mirrors or the camera view area *(→ Accessories and replacement parts)*.

— System limits of the interior sensor system are not adhered to *(→ Interior sensors)*.

— Also take note here of the information regarding troubleshooting for the Driver Attention Monitor *(→ Attention Monitor)*.

— Also take note here of the information regarding troubleshooting for the Drowsiness Monitor *(→ Drowsiness Monitor)*.

— Malfunction or fault. Switch the vehicle off and back on.

— Once the cause of the problem has been rectified, some driver assistance systems initially still remain unavailable. Drive a short distance until the indicator light turns off and the driver assistance systems are functional again. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If a dependent function is not available and the fault is not rectified by the troubleshooting methods described, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Note the messages in the instrument cluster.

If the sensor range is restricted, driver assistance systems may not be available or only to a limited extent. Refer to the other indicator lights of the driver assistance systems *(→ Symbols in the instrument cluster)*.

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

Introduction



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

The Drowsiness Monitor informs the driver if sluggish eye movements, dropping head movements or the vehicle handling of the driver suggest that they are tired.

The Drowsiness Monitor depends on the vehicle equipment and, depending on the country, uses the interior sensor system to evaluate both the eye movements and head movements of the driver and their vehicle handling to detect driver fatigue. If driver fatigue is detected, the system visually informs you in the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone *(→ Drowsiness Monitor)*. The message is shown for up to 6 seconds in the instrument cluster display.

When is it active?

The “Sleep detected” message is only active when the speed is above approximately 20 km/h (approximately 12 mph). The Drowsiness Monitor and the Driver Alert System are activated above approximately 50 km/h (approximately 31 km/h) and switched off again at a reduced speed.

⚠ WARNING

The Drowsiness Monitor is not a replacement for the driver's attention and works only within the system limits. This means that the Drowsiness Monitor cannot detect the driver's fatigue in all situations and may not issue a warning, or may issue a warning with a delay or in a way that is not desired. There is a risk of accidents and serious or fatal injuries.

- Always stay attentive and do not rely solely on the system. It is always your responsibility to make sure that you are fit to drive.
- Observe the system limits *(→ Drowsiness Monitor)*.
- Never drive a vehicle when tired.
- On longer journeys, take regular breaks and make sure that you feel adequately rested before setting off again.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly *(→ Drowsiness Monitor)*.

System Limits of Drowsiness Monitor

The Drowsiness Monitor has system-related limitations. The following conditions may cause the Drowsiness Monitor to only work with limitations or not at all:

— Speeds below approx. 50 km/h (approx. 31 mph).

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

— Winding roads.

— Poor road surfaces.

— Inclement weather.

— Construction sites.

— Sporty driving.

— Journeys with heavy or long trailers *(→ Trailer towing)*.

— If you are very distracted.

— Assisted driving, e.g. Travel Assist .

Limits of the sensor system

The Drowsiness Monitor detects eye movements using an infrared-sensor-supported camera in the interior rearview mirror.

Note the limits of the interior sensor system *(→ Interior sensors)*. Always pay attention and ensure sufficient time for breaks during the journey.

The Drowsiness Monitor has only been developed for driving on highways and well-constructed roads.

Microsleep

There is no immediate warning for microsleep!

Resetting the Drowsiness Monitor

The Drowsiness Monitor is reset in the following situations:

— The vehicle is switched off.

— When you have taken off your safety belt and opened the driver door.

Driving with the Drowsiness Monitor

Switching on and off

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

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

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Switch the Drowsiness Monitor on or off at a relevant point.

Hiding Messages Via the Multi-Function Steering Wheel

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

WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Warning Levels of the Drowsiness Monitor

If the system detects that a driver is fatigued, it will visually inform you on the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone. There are two levels of messages.

Drowsiness Monitor – Level 1

Drowsiness detected. Break recommended.

A warning chime sounds. A white indicator light appears with a message in the instrument cluster display. Consider taking a break.

Drowsiness Monitor – Level 2

Advanced drowsiness detected.

A warning chime sounds. A red warning light appears with a message in the instrument cluster display. Consider taking a break soon.

Time-dependent Drowsiness Monitor

The Drowsiness Monitor detects an uninterrupted driving duration of 4.5 hours and without detecting driver fatigue.

A white indicator light appears with a message in the instrument cluster display. Consider taking a break.

Sleep detected

Sleep detected. The Drowsiness Monitor detects if the driver's eyes are closed for a critical amount of time.

A warning chime sounds. A red warning light appears with a message in the instrument cluster display. Consider taking a break soon.

Troubleshooting

Drowsiness Monitor not available

A warning tone sounds. A yellow indicator light appears in combination with the yellow central warning light. A message also appears in the instrument cluster display and in the **Vehicle Status** menu.

— Malfunction or fault. Switch the vehicle off and back on. Check the settings of the Drowsiness Monitor in the Infotainment system *(→ Drowsiness Monitor)*.

— Interior mirrors or eyes are covered. Do not cover interior mirrors or the camera view area.

— Camera in interior mirror is misaligned or damaged. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— System limits of the Drowsiness Monitor are not adhered to *(→ Drowsiness Monitor)*.

— System limits of the interior sensor system are not adhered to *(→ Interior sensors)*.

— Take note of the troubleshooting for the interior sensor system *(→ Interior sensors)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

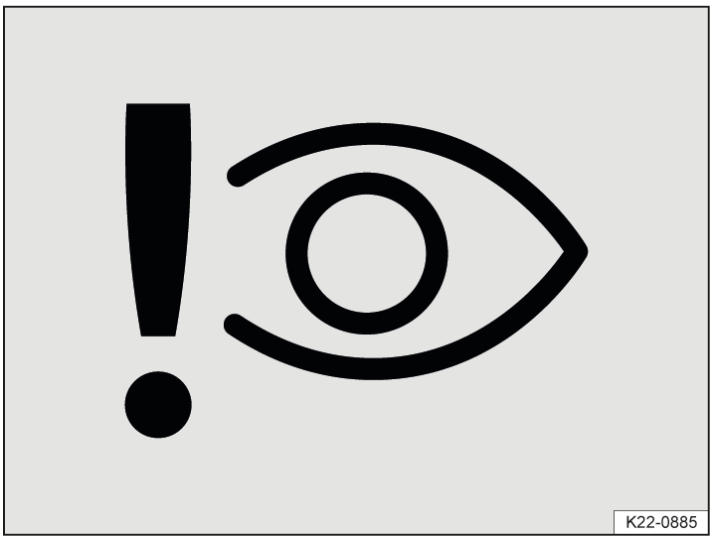


Fig. 1 In the digital instrument cluster display: Driver Attention Monitor symbol.

The Driver Attention Monitor informs the driver if wandering eye movements and head movements or the vehicle handling of the driver suggest that they are distracted.

The Driver Attention Monitor depends on the vehicle equipment and, depending on the country, uses the interior sensor system to evaluate eye movements and head movements of the driver or the vehicle-specific operating inputs to detect driver distraction. If driver distraction is detected, the system visually informs you in the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone *(→ Attention Monitor)*. The message is shown for up to 6 seconds in the instrument cluster display.

When is it active?

Driver behavior is only evaluated at speeds above approx. 20 km/h (approx. 12 mph).

⚠ WARNING

The Advanced Driver Attention Monitor is not a replacement for the driver's attention and works only within the system limits. This means that the Advanced Driver Attention Monitor cannot detect the driver's attention in all situations and may not react, or may react with a delay or in a way that is not desired. There is a risk of accidents and serious or fatal injuries.

- Always stay attentive and do not rely solely on the system. It is always your responsibility to make sure that you are fit to drive.
- Observe the system limits *(→ Attention Monitor)*.
- Do not be distracted while driving.
- Set personal vehicle settings before starting a journey.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly *(→ Attention Monitor)*.

In the event of a malfunction, have the system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

System Limitations of the Advanced Driver Attention Monitor

The Advanced Driver Attention Monitor has system-related limitations. The following conditions may cause the Advanced Driver Attention Monitor to only work with limitations or not at all:

— Speeds below approx. 20 km/h (approx. 12 mph).

— Challenging situations in traffic that require more frequent eye and head movements.

— Considerable driver distraction due to external factors, e.g. traffic situation.

— Considerable driver distraction due to the use of non-vehicle-related operating inputs, e.g. on mobile devices.

Limits of the sensor system

The Driver Attention Monitor detects eye movements using an infrared-sensor-supported camera in the interior rearview mirror.

Note the limits of the interior sensor system *(→ Interior sensors)*. Always pay attention and ensure sufficient time for breaks during the journey.

Driving with the Advanced Driver Attention Monitor

Switching on and off

Depending on the country, the Driver Attention Monitor is always switched on when the vehicle's drive system is activated. If necessary, you can manually switch off the Driver Attention Monitor in the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Switch the Driver Attention Monitor on or off at a relevant point.

Or:

1. Open the Car Control Center in the Infotainment system .
2. Switch the Driver Attention Monitor on or off.

Or:

1. In the app favorites bar, tap the !OFF function key to switch the Driver Attention Monitor on or off .

The !OFF function key must be placed in the app favorites bar in advance .

Hiding Messages Via the Multi-Function Steering Wheel

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

WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Warning Levels of the Advanced Driver Attention Monitor

If the system detects driver distraction, it will visually inform you in the instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone.

Driver Attention Monitor – Please be aware of traffic!

Driver distraction is detected based on operating inputs.

A warning chime sounds. A white indicator light appears with a message in the instrument cluster display. Stop the distracting activity and pay attention to the traffic.

Driver Attention Monitor – Be aware of traffic!

Continued driver distraction is detected based on prolonged gaze aversion.

A warning chime sounds. A white indicator light appears with a message in the instrument cluster display. Stop the distracting activity and pay attention to the traffic.

Troubleshooting

Advanced Driver Attention Monitor is only available to a limited extent

A yellow indicator light appears with a message in the instrument cluster display and in the **Vehicle Status** menu. The Advanced Driver Attention Monitor is only available to a limited extent.

— Malfunction or fault. Switch the vehicle off and back on. Check the settings of the Advanced Driver Attention Monitor in the Infotainment system.

— The interior mirror is misaligned or dirty. Clean the interior mirror or realign it.

— Interior mirrors or eyes are covered. Do not cover interior mirrors or the camera view area *(→ Accessories and replacement parts)*.

— Also take note here of the information regarding troubleshooting for the Driver Attention Monitor *(→ Attention Monitor)*.

— System limits of the interior sensor system are not adhered to *(→ Interior sensors)*.

— Take note of the troubleshooting for the interior sensor system *(→ Interior sensors)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The Advanced Driver Attention Monitor is not available

A warning tone sounds. A yellow indicator light appears together with the yellow central warning light in the instrument cluster display. A message also appears in the instrument cluster display and in the **Vehicle Status** menu.

— Check the causes and troubleshooting measures described in the information about the Advanced Driver Attention Monitor.

— Malfunction or fault. Switch the vehicle off and back on. Check the settings of the Advanced Driver Attention Monitor in the Infotainment system.

— Interior mirrors or eyes are covered. Do not cover interior mirrors or the camera view area *(→ Accessories and replacement parts)*.

— Camera in interior mirror is misaligned or damaged. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— System limits of the Driver Attention Monitor are not adhered to *(→ Attention Monitor)*.

— System limits of the interior sensor system are not adhered to *(→ Interior sensors)*.

— Take note of the troubleshooting for the interior sensor system *(→ Interior sensors)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

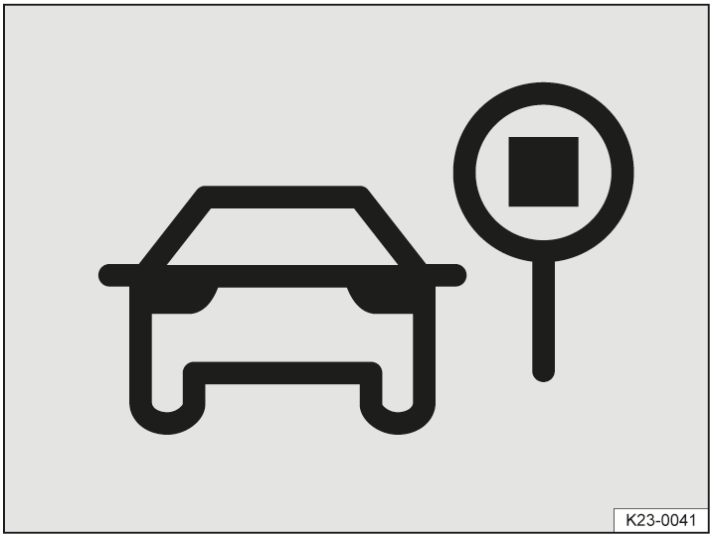


Fig. 1 In the digital instrument cluster display: Advanced Road Sign Display symbol.

The Advanced Road Sign Display detects speed limits, no-passing zones, stop signs and selected hazard signs. In addition, the Advanced Road Sign Display detects the traffic light phase relevant to the driver's lane and gives the driver advance warning of red traffic lights and stop signs, as well as if the maximum permitted speed is exceeded.

The Advanced Road Sign Display uses a camera in the interior mirror base to detect standardized traffic signs such as speed limits, no-passing zones, stop signs, traffic lights and selected hazard signs. Additional signs are also displayed within the system limits, e.g. in the case of temporary restrictions. Depending on the vehicle equipment, the system gives the driver advance warning of red lights and stop signs. The system may also continue to display the currently valid speed limits on roads without signs.

If the driver exceeds the maximum permitted speed or does not react in time to a red light or a stop sign, the system provides advance warning in the instrument cluster display with a blinking speed, traffic light or stop sign symbol recognized by the system, and, depending on the settings, also a warning tone *(→ Advanced Road Sign Display)*.

Dynamic Road Sign Display

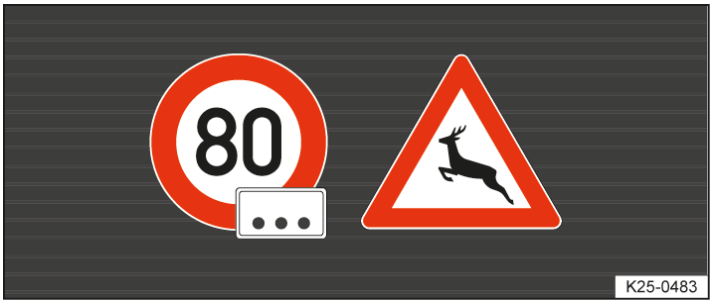


Fig. 2 In the digital instrument cluster display: displays of the Dynamic Road Sign Display with a hazard signs and recognized additional signs (general example).

After checking and evaluating the information from the camera, the Infotainment system and the current vehicle data, the Dynamic Road Sign Display displays the valid speed limit and, depending on the situation, a hazard sign which can have a recognized additional sign added to it → *fig. 2*:

1st position:

Shows the currently valid speed limit.

2nd position:

Can display a hazard sign depending on the situation.

Additional signs:

A recognized additional sign, e.g. for a time restriction, can be displayed under the applicable traffic sign. Depending on the system, a generic additional sign may be displayed instead of the actually detected additional sign. Depending on the vehicle equipment, the applicable traffic sign is displayed in the head-up display together with the additional sign.

Hazard signs, traffic lights and stop signs cannot be displayed in all countries. In addition, the system may not detect all hazard signs.

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

The road signs detected by the Dynamic Road Sign Display are shown in the display of the instrument cluster.

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

⚠ WARNING

The Advanced Road Sign Display is not a replacement for the driver's attention and works only within the system limits. This means that the Advanced Road Sign Display cannot detect all road signs and may not react, or may react with a delay or in a way that is not desired. Driving recommendations and road signs displayed in the Dynamic Road Sign Display may differ from the actual traffic situation.

- Observe the system limits *(→ Advanced Road Sign Display)*.
- Keep the navigation data up to date.
- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Traffic signs on the roads and traffic regulations must always take precedence over driving recommendations and displays from the Dynamic Road Sign Display function.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly *(→ Advanced Road Sign Display)*.

System Limits of Advanced Road Sign Display

The Advanced Road Sign Display has system-related limitations. The following conditions may cause the Advanced Road Sign Display to only work with limitations or not at all:

— High ambient temperature or long exposure to direct sunlight.

— Poor visibility, such as in snow, rain or darkness.

— Glare, for example from oncoming traffic or the sun

— High speeds

— Dirty camera.

— If road signs are outside of the camera's visual field

— If road signs are partially or completely covered, for example by trees, snow, dirt, or other vehicles.

— If road signs are not in the standard format

— If there are damaged or bent road signs

— If there are variable traffic signs on overhead signs (variable display of road signs by LEDs or other lighting).

— If there is outdated map material in the Infotainment system

— If there are stickers on vehicles that indicate road signs, such speed limits on commercial vehicles

The system sometimes uses the camera behind the windshield. You can find further details in the information about the sensor system .

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date.

Please contact a suitably qualified professional if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with the Advanced Road Sign Display

When is it active?

The speed warning issues warnings at speeds of above approx. 20 km/h (approx. 12 mph).

Switching warning functions on and off

If necessary, you can manually switch the individual warning functions on and off in the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Switch the desired warning function on or off in the relevant submenu.

Or for speed warning:

1. Open Car Control Center .
2. Switch the speed warning on or off.

Or for speed warning:

1. In the app favorites bar, tap the function key to switch the speed warning on or off .

The function key must be placed in the app favorites bar in advance .

Depending on the country, the speed warning may always be switched on when the vehicle's drive system is activated.

Switching the warning tone for the speed warning on and off

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Tap **Speed warning**.
4. Switch the warning tone on or off at a relevant point.

When you activate drive-ready mode, the warning tone is always switched on.

Setting the warning threshold for the speed warning

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Open the **Speed warning** submenu to set the warning threshold.

When you activate the vehicle's drive system, the warning thresholds for the speed warning are always reset to the default value.

Switching the info tone on and off when changing the maximum permitted speed

The info tone informs the driver acoustically when the maximum permitted speed is changed. If necessary, you can manually switch the info tone on and off.

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Open the **Speed warning** submenu to turn the info tone on or off.

Hiding Error Messages Via the Multi-Function Steering Wheel

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

Trailer mode

On vehicles with a trailer hitch installed at the factory and a trailer that is connected to the vehicle electrical system, the display of road signs relevant to a trailer, such as valid speed limits and no-passing zones for vehicles with a trailer, can be activated and deactivated in the vehicle settings in the Infotainment system.

For trailer mode, the display of valid speed limits can be adjusted to the model of the trailer and to the country-specific legal regulations.

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Driving directions**.
3. Open the **Trailer detection** submenu to set the maximum trailer speed.

⚠ WARNING

Operating the Volkswagen Digital Cockpit and Infotainment system can distract you from traffic. If the driver is distracted while driving, accidents and serious or fatal injuries can occur.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Warning Levels of Advanced Road Sign Display

Warning level 1

In warning level 1, the following traffic sign symbols are displayed:



Warning, speeding detected (as an example).



Warning, red light detected.



Warning, stop sign detected.

The system detects if a speed limit has been exceeded or predicts if the driver will not respond to red lights or stop signs in time.

The respective symbol blinks continuously in the instrument cluster and, depending on the vehicle equipment, in the head-up display.

Warning level 2



Acute warning, speeding detected (as an example).



Acute warning, red light detected.



Acute warning, stop sign detected.

The system progressively detects if a speed limit has been exceeded or detects if the driver still does not respond to red lights or stop signs in time.

The respective symbol blinks continuously in the instrument cluster and, depending on the vehicle equipment, in the head-up display. A warning tone also sounds.

A message also appears in the instrument cluster display for the traffic light and stop sign warning.

The second warning level is triggered when the relevant event continues, the speed limit continues to be exceeded or the vehicle continues to approach a red light or stop sign.

The second warning level is ended as soon as the relevant event is actively influenced by the driver, for example by slowing down or stopping before a red light or a stop sign.

The speed warning is deactivated when predictive cruise control is activated. The speed warning is only activated if the permissible speed is exceeded .

If you do not start driving as soon as the light turns green after stopping a red light, this symbol  will appear in the instrument cluster. The symbol reminds you to resume driving.

Troubleshooting

Advanced Road Sign Display is outside the usage area

A warning tone sounds. A message is displayed in the instrument cluster display and in the **Vehicle Status** menu.

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

Advanced Road Sign Display is not available

A warning tone sounds. A yellow indicator light appears together with the yellow central warning light in the instrument cluster display. A message also appears in the instrument cluster display and in the **Vehicle Status** menu.

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

— The camera's view is limited by attachments or stickers. Keep the area around the camera field of view clear *(→ Accessories and replacement parts)*.

— The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Advanced Road Sign Display will be available once the camera is available again. Switch the vehicle off and back on.

— Malfunction or fault. Switch the vehicle off and back on.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Advanced Road Sign Display is partially deactivated

A white indicator light will appear in the instrument cluster display.

The default settings of the speed warning are adjusted:

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

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

— Check whether the warning threshold set by default is changed *(→ Advanced Road Sign Display)*.

Ambience Settings

The ambience settings ensure a pleasant feeling in the vehicle interior while driving by combining various vehicle systems and coordinating them. You can select a preset ambience settings profile in the Infotainment system or configure your individual interior mood according to your preferences.

Depending on the vehicle equipment, the following vehicle systems can be combined with the ambience settings:

— Ambient lighting.

— Infotainment system.

— Sound profiles.

— Instrument cluster.

— Volume.

— Media posts from streaming services, e.g. Spotify.

Selecting an ambience settings profile

1. Open .
2. Tap the desired ambience settings profile.

Switching off the current ambience settings profile

1. Open .
2. In the ambience settings profile, tap to switch off the currently selected ambience settings profile.

Setting a preset ambience settings profile

1. Open .
2. Tap the desired preset ambience settings profile.
3. Tap to configure settings.
4. Tap **Reset profile** to reset the selected ambience settings profile to the factory settings.

Creating an individual ambience settings profile

1. Open .
2. Tap or .
3. Tap to configure the corresponding settings.
4. Tap **Reset profile** to reset the individual settings to the factory settings.

Setting the audio source in an ambience settings profile

You can leave the media source that is currently used unchanged, mute it or connect a streaming service.

1. Open .
2. Tap the desired ambience settings profile.
3. Depending on the ambience settings profile, tap or .
4. Select the audio source in the corresponding submenu.

Ambient lighting

Depending on the vehicle equipment, you can adjust the brightness and the color of the ambient lighting in the **Ambient lighting** menu.

Overnight stay

With Overnight stay, you can make optimal use of your vehicle in parking situations, e.g. at a campsite. This profile reduces energy consumption and adjusts the lighting to prevent possible faults.

You can activate or deactivate individual function components, e.g. Keyless Access, in the settings for overnight stays.

1. Open .
2. Tap .
3. Tap to activate or deactivate function components.
4. Tap **Reset profile** to reset the individual settings to the factory settings.

If Overnight stay is activated, you can switch the stationary air conditioning on or off using the climate control bar in the Infotainment system.

After the vehicle has been switched off, the lights will turn off when the vehicle is locked or automatically after a few minutes. 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 if the user profile is switched .

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.

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.

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.
- Never tilt your backrest too far back.
- Always keep your feet in the footwell while driving. Never place your feet on the seat or on the instrument panel, for example. Never place your 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.

Correct seating position

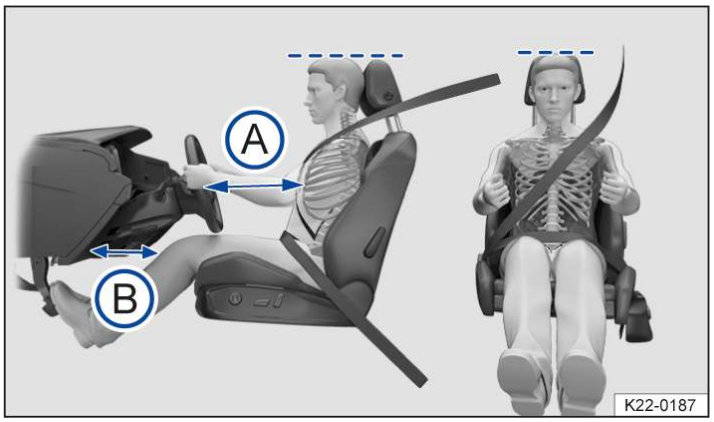


Fig. 1 Correct distance between the driver and the steering wheel, correct safety belt position and correct head restraint adjustment (general example).

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

The safety belt and airbags only provide the optimum protection when vehicle occupants are seated in a correct seating position. 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. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For your safety, to ensure that driving is as fatigue-free as possible and to reduce the risk of injuries in the event of a sudden braking maneuver or accident, Volkswagen recommends the following seating positions:

The following applies to all vehicle occupants:

— Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint → *fig. 1*.

— For shorter individuals, slide the head restraint all the way downward, even if the head is then below the upper edge of the head restraint.

— For taller individuals, move the head restraint upward all the way.

— Always keep both feet in the footwell.

— Adjust and fasten the safety belts correctly .

The following additional points apply to the driver:

— Sit as far back on the seat cushion as possible.

— Adjust the forward/back position of the driver seat so that you can press the pedals while your legs are slightly bent and there is at least 10 cm (around 4 inches) of space between the instrument panel and your knees → *fig. 1* (B).

— Adjust the driver seat so that the top point of the steering wheel can be reached.

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

— Your thighs should rest comfortably on the seat cushion. The back of your knees should extend a few centimeters past the front edge of the seat cushion. Depending on the vehicle equipment, use additional settings for the seats *(→ Mechanical front seat)* *(→ Electric front seat)*.

— Adjust the seat and steering wheel so that the distance between the steering wheel and your chest is at least 25 cm (around 10 inches) → *fig. 1* (A) and you can hold the steering wheel firmly at the sides with both hands and your elbows slightly bent.

— When adjusted, the steering wheel must always face your chest and not be directed toward your face.

The following additional points apply to the front passenger:

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

— Push the front passenger seat into the rear half of the range of movement so that the airbag can provide optimum protection if it deploys.

Introduction

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.

WARNING

The risk of serious and fatal injuries may increase if the safety belts are not worn or are worn incorrectly.

- 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.
- Secure children before and during every journey in the vehicle with a child restraint system that is appropriate for their weight and height and with the safety belt used correctly .
- Always insert the buckle tongue into the belt buckle that belongs to that seat and let it engage securely. Using a buckle from another seat reduces the protection provided by the safety belt and can cause serious injuries.
- 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 never strap children or infants to another person with 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 fit and function of the safety belt.

WARNING

The risk of serious and fatal injuries increases if the safety belts are 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.

- Never allow safety belts to become caught in the door or the seat mechanisms because the belts could be damaged.
- If there is damage to the belt fabric, the belt connections, the automatic belt retractor or the buckle, have the affected safety belt or belt fastening element 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, equipment and model year. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never try to repair, modify, or remove the safety belts or belt fastening elements yourself. Have all repairs to safety belts, belt retractors and buckle components performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The authorized Volkswagen dealer or authorized Volkswagen Service Facility must only replace the safety belt with a safety belt approved for the seat. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Have safety belts that are stretched during a collision replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. It may be necessary to replace them even if there is no visible damage. Check the safety belts' anchorage as well.

WARNING

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

- Check the safety belts and associated components regularly to ensure they function correctly.
- Always keep the safety belts clean.
- Never allow foreign objects or fluid to enter the openings in the safety belt latches and belt buckles. This could impair the function of the safety belt latch openings, belt buckles and safety belts.
- Never pinch the safety belt. Never damage the safety belt or allow it to rub against any objects with sharp edges.

Fasten seat belts reminder

 Warning light for the fasten seat belts reminder in the instrument cluster display.

If the safety belts are not fastened at the start of the journey or if the safety belts are unfastened during a journey, the symbols → *fig. 1* for the affected seats will light up red. The red warning light in the instrument cluster display will also light up. If driving at speeds faster than approximately 23 km/h (approximately 14 mph), the symbols for these seats → *fig. 1* and the red warning light will blink. A chime also sounds.

The red symbol → *fig. 1* and the red warning light only turn off after all vehicle occupants have fastened their safety belts when the vehicle is switched on.

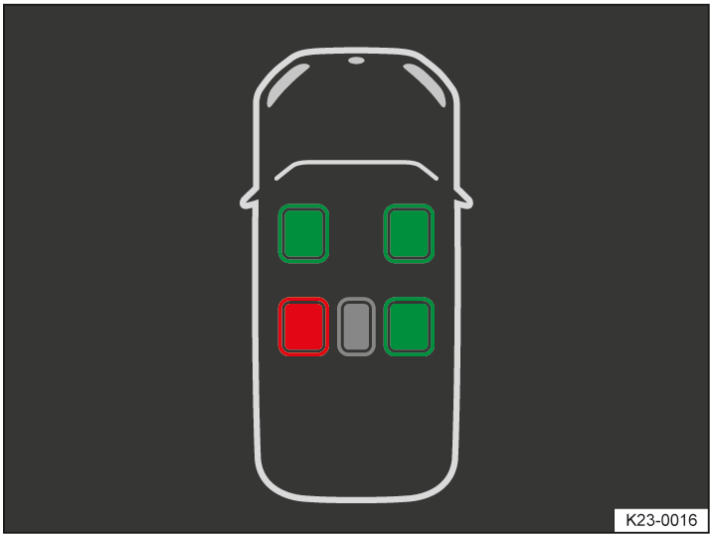


Fig. 1 In the instrument cluster display: fasten seat belts reminder (general example).

- When the symbol is green, this indicates that the passenger in this seat has fastened “their own” safety belt.
- When the symbol is red, this indicates that the passenger in this seat has not fastened “their own” safety belt.
- The gray symbol indicates that this seat is not occupied.

⚠ WARNING

The fasten seat belts reminder is designed to recognize adult vehicle occupants. A seat occupied by a light person, particularly by children, may not necessarily be recognized. The fasten seat belts reminder does not react, or has limited reactions when a child seat or seat cushion is in use. This may result in failure to detect that lighter people and children do not have their safety belt fastened. They could suffer serious or fatal injuries in an accident.

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

Fastening and unfastening the safety belts

Fastening the safety belt



Fig. 1 Inserting the buckle tongue into the safety belt buckle (general example).

1. Assume the correct seating position .
2. Grab the belt and pull it evenly over the chest and pelvis. Do not twist the belt while doing this *(→ Safety belt positioning)*.
3. Insert the buckle tongue securely in the safety belt buckle for that seat → *fig. 1*.
4. Pull on the safety belt to make sure the buckle tongue is latched correctly in the safety belt buckle.

Unfastening the safety belt

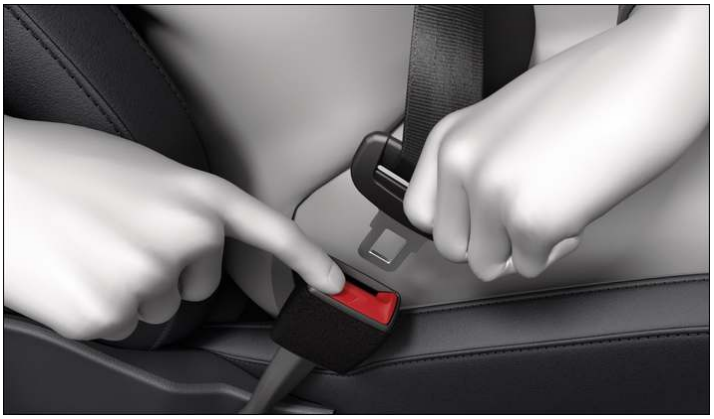


Fig. 2 Releasing the buckle tongue from the safety belt buckle (general example).

Only unfasten the safety belt while the vehicle is stationary *(→ Safety belt positioning)*.

1. Press the red button in the safety belt buckle *→ fig. 2*.

   The buckle tongue will pop out.

2. 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.

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:

1. Slowly and carefully pull the safety belt out completely by the belt buckle.
2. Untwist any twisted sections of the safety belt and guide the belt back slowly by hand.
3. 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.

4. Go to an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately to have the belt untwisted. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt positioning

Safety belts only offer the optimum protection during a collision and reduce the risk of serious injury or death if they are fastened and positioned correctly. The correct safety belt position also holds the vehicle occupant in place so that the airbags can provide their maximum protection if they deploy. Therefore, all vehicle occupants should always fasten their own safety belts and make sure they are positioned correctly *→ fig. 1*.

Correct safety belt positioning

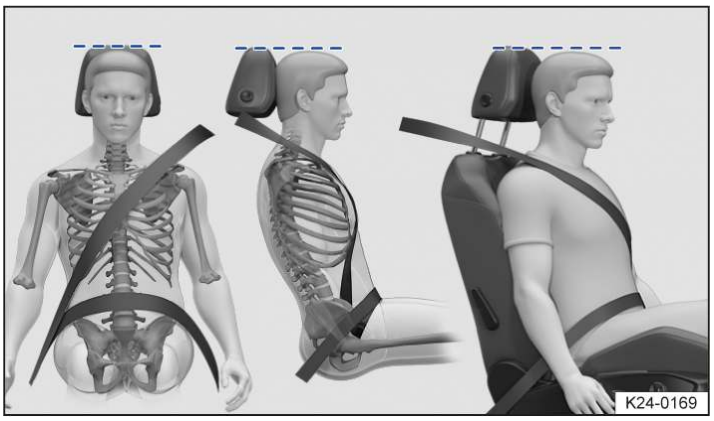


Fig. 1 Correct safety belt positioning and correct head restraint adjustment (general example).

— 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.

Correct safety belt positioning for pregnant women



Fig. 2 Correct safety belt positioning for pregnant women (general example).

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

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

— Belt height adjusters for the front seats *(→ Safety belt height adjuster)*.

— Height-adjustable front seats .

WARNING

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

- Ensure your safety belt is positioned correctly.
- Place the backrest in an upright position and position your safety belt correctly for your size to maximize the protective function of the safety belt.
- Place the shoulder portion of the safety belt over the center of your shoulder, and never under your arm or across your neck.
- Lay the safety belt flat and securely on the upper part of the body and pelvis. Retighten the belt if necessary.
- Ensure the lap section of the safety belt lies across your lap and never over your stomach.
- Throughout your pregnancy, ensure the safety belt rests evenly across your chest and as low and flat as possible on your lap. This will prevent pressure being applied to your lower abdomen.
- Do not twist the safety belt while securing or wearing it.
- Never hold the safety belt away from the body with your hand.
- Do not guide the safety belt over hard or breakable objects, such as eyeglasses, pens, or keys.
- Do not modify how the safety belt is routed using belt clips, retaining loops, or similar objects.

Persons who cannot achieve the optimum belt routing due to physical conditions should contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility about possible special modifications that can be used to achieve the best possible protection with the safety belt and airbags. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt height adjuster



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

You can use the safety belt height adjuster to adjust the safety belt routing in the shoulder area according to your individual body size, so that the safety belt can be correctly fastened:

1. Push down and hold the safety belt height adjustment button in the direction of the arrows *→ fig. 1*.
2. Slide the safety belt height adjuster upward or downward until the safety belt lies over the center of the shoulder *(→ Safety belt positioning)*.
3. Release the safety belt height adjustment button.
4. Pull hard on the safety belt to check that the safety belt height adjuster is engaged.

⚠ WARNING

Changing the safety belt height while driving may cause serious or fatal injuries.

- Never adjust the safety belt height while driving.

Automatic safety belt retractor, safety belt pretensioner, safety belt load limiter

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

Automatic safety belt retractor

The safety belts on the front seats and all outer rear seats (also on the middle rear seat depending on the vehicle equipment) are equipped with automatic safety belt retractors on the shoulder-belt section. If the safety belt is pulled slowly or while driving normally, the shoulder belt will be able to move freely. The automatic safety belt retractor blocks the safety belt from moving if the safety belt is pulled out quickly, for example during sudden braking maneuvers, when driving on hills, when driving around curves and when accelerating.

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

Safety belt pretensioners

The safety belts for the vehicle occupants in the front seats and, depending on the vehicle equipment, on the outer rear seats have safety belt pretensioners.

Safety belt pretensioners are activated by sensors and tighten the safety belts in the event of severe front-on, side and rear collisions or if the vehicle rolls over. If the safety belt is loose, it retracts. This can reduce the forward movement of the vehicle occupants and movement of the vehicle occupants in the direction of the collision. The safety belt pretensioner works together with the airbag system. The safety belt pretensioner is only activated during a rollover accident if the Side Curtain Protection® airbags are deployed.

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

WARNING

The safety belt pretensioners only provide protection for one deployment. If the safety belt pretensioners deploy, the system must be replaced.

- Have deployed safety belt pretensioners and affected system components replaced immediately with new parts that are approved by Volkswagen for the vehicle.
- Only have a suitably qualified professional make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never install safety belt pretensioner components removed from scrap vehicles or from recycling.
- Never modify any components of the safety belt pretensioners.

Belt pre-tensioning

When the driver or front passenger safety belt is fastened, the belt is automatically pre-tensioned at the start of the journey depending on the driving time and vehicle speed, and therefore safety belt slack is minimized .

Reversible belt tensioning (proactive passenger protection system)

In certain driving situations, the safety belts may be subject to reversible belt tensioning . Examples are:

— Heavy braking.

— Oversteer or understeer.

— Light collisions.

After certain driving situations, the reversible safety belt pretensioning may be permanently tightened. If this is the case, in order to loosen the belt tensioning, the safety belts must be manually removed and correctly fastened again when the vehicle is stationary.

Safety belt load limiter

The safety belts for the vehicle occupants in the front seats and rear seats have safety belt load limiters.

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. A suitably qualified professional will be familiar with these provisions *(→ Safety belt pretensioners)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt pretensioner servicing and disposal

When working on safety belt pretensioners, as well as when removing and installing other vehicle components as part of repair work, the safety belts can become damaged without you noticing. This may cause the safety belt pretensioner to not work correctly or prevent it from working 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 will be familiar with these provisions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 suitably qualified professionals . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Safety belts, safety belt pretensioners and automatic safety belt retractors cannot be repaired. These components must be replaced.

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

Introduction

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

Speed range

The proactive passenger protection system is available in its basic function at speeds above approximately 30 km/h (19 mph) when driving forward.

Displays

 If the proactive passenger protection system becomes active, the red warning light will appear in the instrument cluster display.

WARNING

The proactive passenger protection system is not a replacement for the driver's attention and works only within the system limits. The proactive passenger protection system cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits *(→ Proactive passenger protection system)*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.

Functions of the proactive passenger protection system

Basic functions

When the driver or front passenger safety belt is fastened, the belt is automatically pre-tensioned at the start of the journey depending on the driving time and vehicle speed, and therefore safety belt slack is minimized.

In critical driving situations, the following functions may be initiated either individually or jointly, e.g. in the case of an emergency braking maneuver, if the driver understeers or oversteers or in the event of non-serious collisions:

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

— Depending on the vehicle's equipment, automatic closure of the power sunroof and the side windows to just a gap.

— Activating the emergency flashers.

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

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

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

Additional functions for vehicles with Lane Change System (Side Assist)

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

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

On vehicles with semi-automated vehicle assistance in a medical emergency (Emergency Assist), the proactive passenger protection system can be triggered if driver inactivity is detected.

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

— Brief or permanent reversible belt tensioning of the engaged driver's safety belt.

— Depending on the vehicle's equipment, automatic closure of the power sunroof and the side windows to just a gap.

Additional functions for vehicles with Front Cross Traffic Assist

On vehicles with Front Cross Traffic Assist, the probability of a side collision by a crossing vehicle is also calculated within the system boundaries. If the system has detected that a side collision is likely, it can trigger the proactive passenger protection system. In the event of a detected collision risk, the emergency flashers can be triggered in addition to the basic function of the proactive passenger protection system.

Setting in the Driving Mode Selection

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

Limitations of the proactive passenger protection system

The proactive passenger protection system depends on local laws and regulations for the vehicle equipment.

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

— Malfunction of Electronic Stability Control (ESC), reversible safety belt pretensioning or airbag control module .

— Anti-slip regulation (ASR) is deactivated or ESC limited .

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

— System fault or restriction of the Lane Change System (Side Assist).

— System fault or restriction of Emergency Assist.

— System fault or restriction of the Front Cross Traffic Assist.

— Reverse gear engaged.

— If there are reflective objects, e.g. guard rails, tunnel entrances, heavy rain, or ice.

— If there are animals or objects that are difficult to detect.

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

Troubleshooting

Proactive passenger protection system restricted or not available

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

The proactive passenger protection system has limited availability or is not available.

1. Deactivate the vehicle's drive system and activate it again.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the proactive passenger protection system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Introduction

Airbags are not a replacement for safety belts, which must always be worn.

Airbags can only provide additional protection for vehicle occupants if the seats, safety belts, head restraints and steering wheel for the driver are adjusted correctly and used.

The airbags will not deploy in all situations where there is visible vehicle damage.

Situations in which airbags will not always deploy:

— If the vehicle is switched off during a collision.

— In minor head-on collisions.

— In non-serious side-on collisions.

— In rear-end collisions.

— If the speed of rotation measured by the control module is too low during a rollover.

— In low-speed collisions.

The airbag cannot always prevent injuries, such as swelling, bruises, burns, and abrasions.

WARNING

If there are objects located between vehicle occupants and the airbag deployment zone, they will change the airbag deployment zone and the risk of injury if the airbag deploys increases. During sudden braking or driving maneuvers or in the event of an accident, the objects could move into the airbag deployment zone and then be thrown through the vehicle interior if the airbag deploys.

- Never hold objects in your hands or on your lap while driving.
- Never transport objects on the front passenger's seat.

WARNING

Once the airbags have been deployed, they lose their protective function and must be replaced. If the airbags do not have their protective function, the risk of injury during sudden braking or driving maneuvers or accidents increases.

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

WARNING

Fine dust and water vapor can develop when 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 breathing problems, particularly for individuals who have asthma or other respiratory conditions.

- To reduce the risk of breathing problems, 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.
- Flush your eyes and any open wounds with water if dust enters them.

WARNING

Cleaners that contain solvents can make the surface around the airbag installation locations porous. Plastic pieces that come loose could be thrown through the vehicle interior and cause serious injuries in the event of a collision with airbag deployment.

- Never treat the instrument panel and the surfaces around the airbag installation locations with cleaners that contain solvents.

Indicator light

Function Check

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

Malfunction of airbag systems or safety belt pretensioners

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

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

1. Remove the child restraint from the front passenger seat and install it on the rear seats.
2. Visit a suitably qualified professional and have the airbag systems and safety belt pretensioners checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Airbag systems or safety belt pretensioners with diagnostic device switched off

After the vehicle is switched on, the yellow indicator light lights up for about 4 seconds and then blinks for about 12 seconds. There may also be a message in the instrument cluster display.

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

1. Visit a suitably qualified professional and have a check carried out to establish whether the airbag systems or safety belt pretensioners need to remain switched off. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Installation locations and deployment zones of the airbags

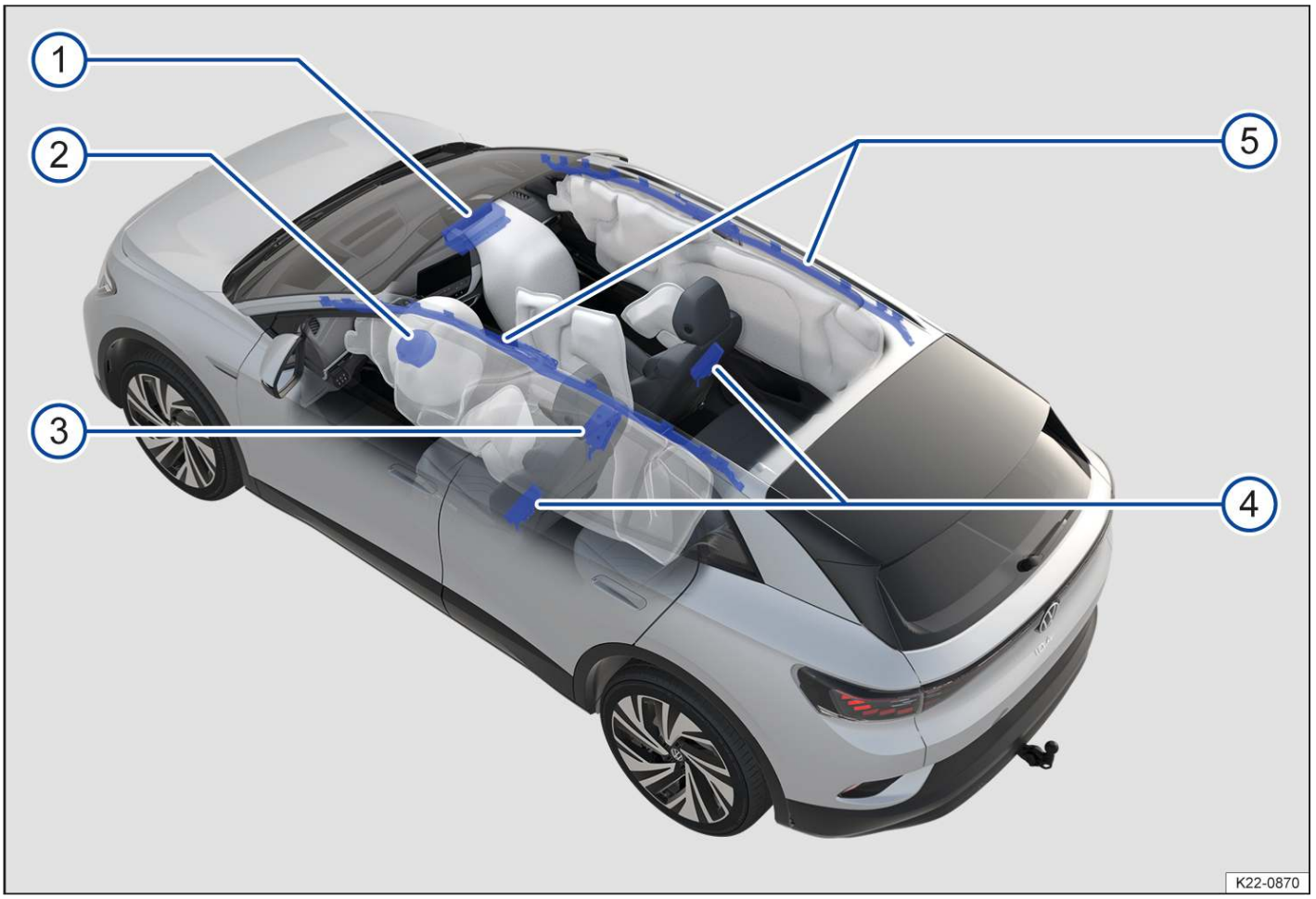


Fig. 1 Installation locations and deployment zones of the airbags.

Installation location

1. Front passenger's front airbag in the instrument panel
2. Driver's front airbag in the steering wheel.
3. Center airbag in the driver seat backrest.
4. Front side airbags in the driver seat and passenger seat backrests.
5. Side Curtain Protection® airbags above the front and rear side windows (both sides).

The airbag installation locations are indicated by the word “AIRBAG”.

The white areas shown in the figure are accounted for by the airbags (deployment zone) → *fig. 1*. Therefore, never place or attach objects in these areas →⚠.

⚠ WARNING

An airbag deploys within a few milliseconds and at a very high speed. This could result in objects being thrown through the vehicle interior. This may cause serious injuries.

- Always keep the deployment zones of the airbags clear.
- Never attach objects to the covers or in the deployment zones of airbags.
- Do not tape over or cover the installation locations of the airbags or the surfaces in the deployment zones of the airbags, or modify them in any other way.
- There should be no people, animals, or objects between the vehicle occupants and the airbag deployment zone. Make sure that children and passengers also follow this guideline.
- Do not attach any objects, such as mobile navigation systems, to the windshield above the front airbag on the passenger's side.
- Only pivot sunshades toward the side windows if no objects such as pens or garage door openers are attached to the visor.
- Do not attach any sunshades to the side windows that are not specifically approved for use in the vehicle.
- 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.

⚠ WARNING

An incorrect seating position may prevent the front airbag from functioning properly and cause serious injuries.

- Always hold the steering wheel with both hands on the sides of the outer edge, in the nine o'clock and three o'clock position.
- Adjust the driver seat so that there is a distance of at least 25 cm (10 inches) between your chest and the center of the steering wheel. If body characteristics mean that this is not possible, you must contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Adjust the front passenger seat so that there is the greatest possible distance between the front passenger and the instrument panel.

⚠ WARNING

Incorrect handling and use of the seats can inhibit the airbags from functioning correctly and cause serious injuries.

- Never remove the front seats from the vehicle or modify parts of them.
- Do not apply excessive force to the backrest bolsters.

- Only use seat covers or protective covers that are specifically approved for use in your vehicle.
- Have any damage to the seat covers or the seam in the airbag areas repaired immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Switching the Front Passenger's Front Airbag On and Off



Fig. 1 In the instrument panel on the passenger's side: key switch to switch on and off the front passenger's front airbag.

The front passenger's front airbag must be switched off when installing a rear-facing child restraint in the front passenger seat!

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

It is not possible to switch off the front passenger's front airbag in all countries. If there is no key switch in the vehicle, the front passenger's front airbag can only be deactivated by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front passenger's front airbag enabled

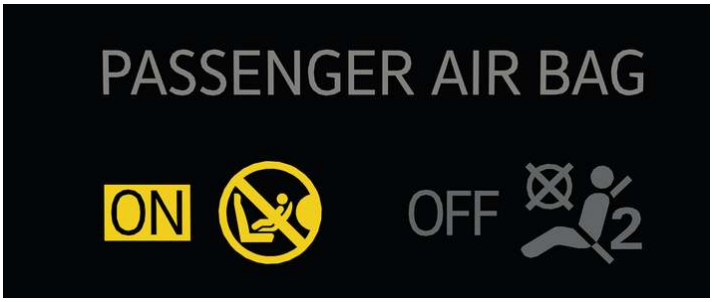


Fig. 2 In the roof console: Indicator light for the activated front passenger's front airbag.

ON The yellow indicator light for the activated front passenger's front airbag lights up for about 60 seconds after switching on the vehicle or after switching on the front passenger's front airbag with the key switch → *fig. 2* and then automatically turns off.

The front passenger's front airbag is switched on.

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

Front passenger's front airbag switched off

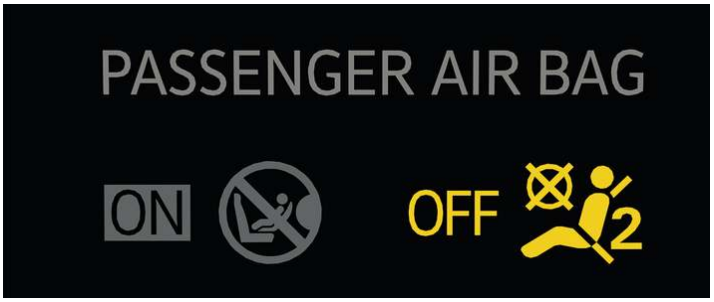


Fig. 3 In the roof console: indicator light for the switched off front passenger's front airbag.

OFF The yellow indicator light stays on → *fig. 3*. The front passenger's front airbag is switched off.

1. Check whether the front passenger's front airbag should remain switched off, for example if using a child restraint in the front passenger seat.

Switching on the front passenger's front airbag

1. Switch off the vehicle.
2. Open the front passenger door.
3. Fully fold out the key bit of the vehicle key.

   Or: Remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key switch until you feel resistance for a second time → *fig. 1*.

   The key bit is not fully inserted when doing so →.
5. Turn the remote control vehicle key or emergency key to the ON position without applying significant force.
6. Pull the vehicle key out of the key switch and fold in the key bit →.

   Or: Pull the emergency key out of the key-switch, and put it back into the remote control vehicle key →.
7. Close the front passenger door.

   The yellow PASSENGER AIR BAG ON indicator light will come on and turn off after approximately 60 seconds *(→ Indicator light standard airbag system)*.
8. Check that the yellow PASSENGER AIR BAG indicator light OFF does *not* light up when the vehicle is switched on *(→ Indicator light standard airbag system)*.

Switching Off the Front Passenger's Front Airbag

1. Switch off the vehicle.
2. Open the front passenger door.
3. Fully fold out the key bit of the vehicle key.

   Or: Remove the emergency key from the vehicle key *(→ Vehicle key)*.
4. Insert the key bit into the key switch until you feel resistance for a second time → *fig. 1*.

   The key bit is not fully inserted when doing so →ⓘ.
5. Turn the remote control vehicle key or emergency key to the OFF position without applying significant force.
6. Pull the vehicle key out of the key switch and fold in the key bit →⚠.

   Or: Pull the emergency key out of the key-switch, and put it back into the remote control vehicle key →⚠.
7. Close the front passenger door.

   The yellow PASSENGER AIR BAG indicator light OFF will light up and stay on when the vehicle is switched on *(→ Indicator light standard airbag system)*.

How to Recognize that the Front Passenger's Front Airbag is Switched Off

If the front passenger's front airbag is switched off, this is only indicated by the yellow PASSENGER AIR BAG OFF indicator light being permanently on *(→ Indicator light standard airbag system)*.

If the front passenger's front airbag is deactivated and the yellow PASSENGER AIR BAG OFF indicator light does not stay on permanently or comes on together with the yellow indicator light in the instrument cluster display, there may be a malfunction in the airbag system. Therefore, no child restraint system may be installed on the front passenger seat for safety reasons. The front passenger's front airbag could be deployed if there is an accident →.

DANGER

Read and heed the important safety instructions for the front passenger's front airbag *(→ Child restraints)*.

DANGER

If an airbag is deactivated in the event of an accident, persons on the front passenger seat may suffer serious or fatal injuries. For that reason, the front passenger's front airbag may only be switched off in special circumstances.

- Switch off the front passenger's front airbag only if a rear-facing child restraint is fitted in the front passenger seat in exceptional circumstances. Switch the front passenger's front airbag back on once the rear-facing child restraint in the front passenger seat is no longer being used.
- Only deactivate the front passenger's front airbag if, in exceptional circumstances, the front passenger backrest is folded down, depending on the vehicle equipment. Switch the front passenger's front airbag back on as soon as the front passenger backrest is folded back.
- To avoid damage to the airbag system, only switch the front passenger's front airbag on and off when the vehicle is switched off.
- As the driver, always ensure the key switch is in the correct position.

WARNING

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

- In the event of a malfunction, have the airbag system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If there is a malfunction in the airbag system, never fit a child restraint in the front passenger seat and remove any child restraints already installed there.

WARNING

If the vehicle key or the emergency key remains in the key switch after the front passenger's front airbag is activated or deactivated, damage can occur to the vehicle through closing the

front passenger door, and the status of the front passenger's front airbag can be changed unintentionally, which can cause serious or fatal injuries.

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

NOTICE

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

- Insert the key bit into the key switch until you feel resistance for a second time.

Introduction

Child restraints reduce the risk of injury in the event of an accident. Children under the age of 12 or less than 150 cm (around 4 ft 11 in) tall must therefore always be transported in child restraints.

For safety, always install child restraints on the rear seats *(→ Child restraints)*.

Volkswagen recommends using child restraints from the Volkswagen accessory catalog. These child restraints are developed and verified for use in Volkswagen vehicles.

For additional information about the child restraints from the accessory catalog, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility or visit the Volkswagen website.

Country-specific specifications

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

⚠ WARNING

Unsecured or improperly secured children may inflict serious or fatal injuries on themselves and on others in the event of sudden driving or braking maneuvers or an accident.

- Children under the age of 12 or less than 150 cm (around 4 ft 11 in) tall must always be transported in a suitable child restraint when riding in the vehicle. Observe any regulations specific to the country where you are driving.
- Always secure children in a suitable child restraint. Child restraints must correspond to the height, weight and age of the child.
- Observe the specifications of the child restraint manufacturer for fastening the child restraint in the vehicle and securing the child in the child restraint.
- Never secure more than one child in a single child restraint.
- Never under any circumstances drive with children or babies on the driver's or a passenger's lap.
- Never allow a child to sit in a child restraint unsupervised.
- Never allow children to be unsecured in the vehicle, stand or kneel on the seats, or be in an incorrect seating position while driving.
- For the child restraint to offer the maximum protection, it is especially important to route the safety belt correctly. Always follow the specifications from the child restraint manufacturer for routing the safety belt correctly. Safety belts that are fastened incorrectly can cause injuries, even during minor accidents.
- Replace the child restraint after an accident because there could be damage that is not visible.
- Do not use child restraints if the manufacturer specifies in the user instructions that they need to be secured in the vehicle using a lower tether.

Information on the Child Restraint and in the Vehicle

Child restraint standards

Regulations UN-R 44 or UN-R 129 apply to child restraints in member countries. Both regulations are valid at the same time. Child restraints that have been checked in accordance with this standard have an orange seal of approval from the Economic Commission for Europe (ECE). The ECE seal of approval may contain the following information about the child restraint:

— Weight class or child restraint group.

— Size class

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

— Certification number.

For child restraints that are approved in accordance with regulation UN-R 44, the eight-digit approval number on the ECE seal of approval must begin with 03 or 04.

Child restraints according to weight or size classes

Not all children across the board fit into the child restraints in their weight group. Also, not all seats fit in every vehicle. Therefore, always check to ensure that the child fits into the child restraint correctly and that you can secure the child restraint in your vehicle.



Fig. 1 Example of child restraints.

Group	Weight of the child	Height of the child
Group 0	Up to 10 kg	45 to 75 cm
Group 0+	Up to 13 kg	45 to 87 cm
Group 1	9 to 18 kg	Rear-facing: 61 to 105 cm
		Forward-facing: 76 to 105 cm
Group 2	15 to 25 kg	100 to 135 cm
Group 3	22 to 36 kg	125 to 150 cm

When using a child restraint from groups 2 and 3 or a child restraint for children 100 cm (3 ft 3 in) tall or taller, Volkswagen recommends using a child restraint with a backrest.

Transport children up to 105 cm (3 ft, 4 in) tall in a rear-facing child restraint where possible.



Fig. 2 Child restraint with additional belt guide (general example).

When using a child restraint from group 2 or a child restraint with a backrest for children taller than 100 cm (approximately 3 ft 3 in), Volkswagen recommends using the additional belt guide on the child restraint, if available, for the safety belt in the lap area → *fig. 2*. Follow the user instructions from the child restraint manufacturer.

Airbag label



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



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

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

— On the driver's and front passenger's sun visors → *fig. 3*.

— On the B-pillar on the passenger's side → *fig. 4*.

Always follow the warnings before installing a rear-facing child restraint →⚠, , , .

Notes on installing a child restraint

Note the following information when installing a child restraint. This information applies to child restraints with every securing system.

— Read and follow the user instructions from the child restraint manufacturer →⚠.

— It is best to install the child restraints on the rear seat behind the front passenger seat so that children can exit the vehicle on the side that is away from traffic.

— Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. For rear-facing child restraints, the lowest position of the belt height adjuster must be used.

— Switch off the front passenger's front airbag before installing a backward-facing child seat in the front passenger seat.

— If installing on the front passenger's seat, move the seat all the way back and move it into the highest position possible. Place the backrest in an upright position and, if necessary, tilt the seat cushion all the way downward *(→ Mechanical front seat)*.

— Always leave sufficient free space around the child restraint. Adjust the position of the seat in front of it if possible. Always make sure the driver and front passenger are using a correct seating position .

— The backrest of the child seat should be positioned as close as possible to the backrest on the vehicle seat. Adjust the angle of the vehicle seat so that the child restraint contacts it fully. If the child restraint comes into contact with the head restraint when installed and prevents it from fitting correctly, move the head restraint all the way up or remove it and store it securely in the vehicle .

— Once the child restraint is correctly installed, the settings for that seat must no longer be changed. If the seat settings have been changed, the installation of the child restraint must be checked and, if necessary, adjusted.

— If a child restraint is installed on a seat, functions such as the massage function *(→ Massage feature)* or seat heating must not be used on that seat.

⚠ DANGER

Read and heed the important safety instructions for the front passenger's front airbag *(→ Airbag system)*.

⚠ WARNING

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

- To secure the child restraint in the vehicle, follow the specifications from the child restraint manufacturer.

⚠ WARNING

If the Side Curtain Protection or side airbag deploys, this can cause injuries.

- Make sure that children are not within the deployment zone of the airbag .

- Do not place any objects within the deployment zone of the airbag.

WARNING

Anchorage points for child restraint systems are designed so that they will only withstand the loads generated by correctly adjusted child restraint systems. The anchorage points must never be used for safety belts, items of equipment or other objects in or on the vehicle.

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

Rear-facing child restraints on the front passenger seat

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

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

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

DANGER

Using a rear-facing child restraint on the front passenger seat results in increased risk of life-threatening, serious or even fatal injuries for the child in the event of an accident.

- Never use a rear-facing child restraint on the front passenger seat if the front passenger's front airbag is switched on.
- Deactivate the front passenger's front airbag if you wish to install a rear-facing child restraint on the front passenger seat. If the front passenger's front airbag cannot be deactivated, you cannot use rear-facing child restraints.
- Position the front passenger seat as far back as possible to create the greatest possible distance to the front passenger's front airbag.
- Move the seat backrest into the upright position.
- Adjust the height of the safety belt so that the belt webbing runs naturally along the child restraint without any sharp bends in the webbing. Use the lowest position of the belt height adjuster for rear-facing child restraints.
- Not all child seats are allowed to be used in the front passenger seat. Use only child restraints that are approved by the child restraint manufacturer for use on the front passenger seat with front and side airbags. Your Volkswagen dealership has a list of permitted child seats.

Forward-facing child restraints on the front passenger seat

Do not deactivate the front passenger's front airbag when using a **forward-facing child seat**. If the front passenger's airbag deploys, it can cause serious injuries →⚠.

⚠ WARNING

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

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

Attaching a child restraint with ISOFIX or i-Size

ISOFIX and i-Size are standardized fastening systems for quick and secure fastening of child restraints in the vehicle. The ISOFIX or i-Size attachment ensures a rigid connection between the child restraint and the vehicle body.

The child restraint has two fixed fastening brackets or arms. The attachment arms snap into the ISOFIX or i-Size anchors located between the seat cushion and the backrest *(→ Child restraint with LATCH/UAS or i-Size)*. Supplement the ISOFIX or i-Size fastener with a top tether strap or a support foot, if necessary.

The support foot or top tether strap reduces the risk of the child restraint tipping forward in the event of a collision. Use child restraints with a support foot only on the outer rear seats and the front passenger seat →⚠.

If the child restraint is equipped with a support foot, this support foot must be positioned securely on the vehicle floor.

⚠ WARNING

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

- Make sure the support base is installed correctly and securely.
- Always refer to and follow the installation instructions and warnings from the child restraint manufacturer.
- Do not transport children in child restraints with a support foot if the combined weight of the child restraint and the child exceeds 33 kg (approximately 73 lbs).

Volkswagen recommends securing child restraints with ISOFIX or i-Size and also either with a tether or a support foot.

Overview of ISOFIX or i-Size child restraint installation

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

i-Size anchors on the front passenger seat are not available in some countries.

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

Group	Child restraint orientation	Size class or ISOFIX class	Front passenger seat		Outer rear seats	Middle rear seat
			Front passenger's front airbag activated	Front passenger's front airbag deactivated		
Group 0: up to 10 kg	rear-facing	E/R1	X	IL-SU	IL-SU	X
Group 0+: up to 13 kg	rear-facing	E/R1 D/R2 C/R3	X	IL-SU	IL-SU	X
Group 1: 9 to 18 kg	rear-facing	D/R2 C/R3	X	IL-SU	IL-SU	X
	forward-facing	B/F2 B1/F2X A/F3	IL-SU, IUF	X	IL-SU, IUF	X
Group 2: 15 to 25 kg	forward-facing	–	IL-SU	X	IL-SU	X
Group 3: 22 to 36 kg	forward-facing	–	IL-SU	X	IL-SU	X
i-Size child restraint system	rear-facing	–/R2	X	i-U	i-U	X
	forward-facing	–/B2, F2X	i-U	X	i-U	X
Booster seat	forward-facing	–/B2, B3	i-B	X	i-B	X

— **Size class**: the size class specification corresponds to the body weight permitted for the child restraint. For child restraints approved as “universal” or “semi-universal”, the size class is specified on the ECE seal of approval. The size class specification is listed on the child restraint.

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

— **IL-SU**: Suitable seat for installing an ISOFIX child restraint with this “semi-universal” approval. Note the vehicle list provided by the child restraint manufacturer.

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

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

— **i-UF**: suitable seat for fitting a forward-facing i-Size child restraint with “universal” approval.

— **i-B**: suitable seat for fitting a forward-facing ISOFIX booster seat in Group 2/3 and also for a forward-facing i-Size child restraint for children approx. 100 cm (approx. 3 ft 3 in) to 150 cm (approx. 4 ft 11 in) tall.

Attaching child restraints with ISOFIX or i-Size

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

Label for ISOFIX anchors for child restraints on the rear seats.

Label for i-Size anchors for child restraints on the rear seats and on the front passenger seat.



Fig. 1 Fitting a child restraint with arms (general example).

1. Pay attention to and follow the information *(→ Child restraints)*.
2. If necessary, fold down the protective caps for the ISOFIX or i-Size anchors.
3. Push the child restraint arms in the direction of the arrow and onto the ISOFIX or i-Size anchor points *→ fig. 1*. The child restraint must engage securely and audibly.
4. Pull on both sides of the child restraint to check that the child restraint is securely locked in place.

Securing the child restraint with the upper strap



Fig. 1 On the back of the rear seats: top tether anchors for the top tether strap.



Fig. 2 On the back of the front passenger seat (depending on country of use): attached top tether strap.

ISOFIX child restraints with “universal” approval must also be fastened to the ISOFIX anchor points using an upper strap.

Fasten the top tether strap only to the top tether anchors designed for this purpose. The anchors suitable for top tether straps are labeled with a symbol and may have the lettering “TOP TETHER” *→ fig. 1* or *→ fig. 2*.

Fastening the top tether strap



Fig. 3 On the back of the outer rear seats or the front passenger seat: attached top tether strap.



Fig. 4 On the backrest of the top sport seat (with opening) on the passenger's side: belt guide for the top tether strap(general example).

1 Opening for the belt guide of the top tether strap.



Fig. 5 On the backrest of the top sport seat (without opening) on the passenger's side: belt guide for the top tether strap (general example).

1. Pay attention to and follow the information *(→ Child restraints)*.
2. Remove the luggage compartment cover if necessary.
3. Place the child restraint in the center of the vehicle seat surface.
4. Push the child restraint attachment arms in the direction of the arrow onto the ISOFIX universal anchor points *(→ Child restraint with LATCH/UAS or i-Size)*. The child restraint must engage securely and audibly.
5. If necessary, push the head restraint upwards and guide the top tether strap of the child restraint to the rear under the head restraint.

   Or: if necessary, remove the head restraint and guide the top tether strap of the child restraint to the rear over the backrest.

   Only applies to top sport seat with opening: Guide the upper strapthrough the opening in the backrest → *fig. 4* (1).

   Only applies to top sport seat without opening: Guide the top tether strap anchorover the head restraint → *fig. 5*.
6. Hook the tether of the child restraint into the appropriate anchor marked with “Top Tether” → *fig. 3*.
7. Tighten the top tether strap so that the child restraint is upright on the rear seat backrest.
8. Pull on the child restraint to check that it is securely locked in place.

WARNING

If the tether is not secured properly or is not secured to an anchor intended for this purpose, the child restraint may become loose and cause serious injuries.

- Always only fasten a top tether strap of a child restraint to a top tether anchor.
- Fasten the tether only to the tether anchors designed for this purpose. Never fasten a child restraint top tether strap to a tie-down.

WARNING

Objects in the rear pockets of the front passenger seat may damage the top tether in an accident. Serious injuries may result.

- Do not keep objects in the rear pockets of the front passenger seat if you are using top tether.

Depending on the vehicle equipment, there may be two or three tether anchorage points in the luggage compartment behind the rear seat backrest. These are not present in all countries.

Securing a child restraint with a safety belt

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

Group	Weight of the child	Height of the child	Front passenger seat[1)]		Rear seats
			Front passenger's front airbag activated	Front passenger's front airbag deactivated	
Group 0	Up to 10 kg	45 to 75 cm	**x**	**u**	**u**
Group 0+	Up to 13 kg	45 to 87 cm	**x**	**u**	**u**
Group 1	9 to 18 kg	Rear-facing: 61 to 105 cm	**x**	**u**	**u**
		Forward-facing: 76 to 105 cm	**u**	**x**	**u**
Group 2	15 to 25 kg	100 to 135 cm	**u**	**x**	**u**
Group 3	22 to 36 kg	125 to 150 cm	**u**	**x**	**u**

u: universal; x: seat is not suitable for installing a child restraint classified in this group.

1) Front passenger seat adjustment: maximum position of height adjustment, bottom seat cushion angle, longitudinal adjustment all the way to the rear, backrest upright.

Securing a child restraint with a safety belt

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

If the child restraint is designated as being from the “semi-universal” approval category, where the child restraint is secured by the safety belt and a support foot, it must not be secured on the middle rear seat.

Volkswagen recommends securing child restraints with ISOFIX or i-Size and a tether or with ISOFIX or i-Size and a support foot.

WARNING

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

- Make sure the support base is installed correctly and securely.
- Always refer to and follow the installation instructions and warnings from the child restraint manufacturer.
- Do not transport children in child restraints with a support foot if the combined weight of the child restraint and the child exceeds 33 kg (approximately 73 lbs).

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 of what to do in the event of a breakdown

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. Observe all important information on parking when doing so *(→ Parking)*.
2. Switch on the emergency flashers ⚠ *(→ Driver side)*.
3. Have all vehicle occupants 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.
4. Set up the warning triangle or switch on the warning light to warn others on the road about the vehicle.
5. Observe the safety instructions *(→ In the hood space)*.
6. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends Volkswagen Roadside Assistance Call, if available .

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.

Read and observe the important information about towing *(→ Vehicle towing)*.

⚠ WARNING

A stalled vehicle increases the risk of a crash that could cause injury to you, your vehicle occupants, 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 any persons, particularly children or people requiring assistance, in the vehicle. This is especially true when the doors are locked. Individuals locked in the vehicle could be exposed to very high or very low temperatures.

NOTICE

Pushing the vehicle by hand may cause damage to the vehicle, such as deformation or detachment of attachments.

- When pushing the vehicle by hand, make sure that you do not apply any pressure to the taillights, large sheet metal surfaces and side or rear spoilers.

Checklist of what to do after an accident

After an accident, for your own safety and the safety of your passengers, follow the points below in the order in which they are given:

1. Switch off the vehicle.
2. Switch on the emergency flashers ⚠ *(→ Center console)*.
3. Set up the warning triangle or switch on the warning light to warn others on the road about the vehicle.
4. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Provide first aid and follow the local regulations regarding wearing a reflective vest.
5. Report the accident to the fire department. Inform the fire departement that an electric vehicle is involved in the accident.
6. Wait at the location of the accident for the rescue services to arrive.
7. Inform the emergency personnel on site, and any people affected by the accident, that an electric vehicle is involved.

Observe important information about what to do in the event of a fire *(→ High-voltage components)*.

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.

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.

If the emergency flashers remain on for a long period of time, the 12 V vehicle battery will discharge – even if the vehicle is switched off.

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

The function of the button on the door handle for opening the doors may be impaired after safety belt pretensioners or airbags are triggered. It is still possible to open the doors manually *(→ Doors)*.

Emergency equipment

The emergency equipment includes a series of items, which are mainly used to secure an accident site or for the provision of first aid. The components of the emergency equipment depend on the vehicle equipment and are not available in all countries.

First aid kit

The first aid kit may be located 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



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

The warning triangle may be located in the trunk lid → *fig. 1*.

1. With the trunk lid open, hold the sleeve of the warning triangle by the recess and turn it 90° towards the front of the vehicle.
2. Remove the sleeve through the opening.
3. After use, store the warning triangle back in the sleeve and insert the sleeve back into the holder.

The warning triangle must meet the legal regulations.

Reflective vest

The safety vest may be located in a storage compartment in the front door trim panel or in the glove compartment *(→ Driver door)* *(→ Passenger's side)*.

The reflective vest must meet the legal regulations.

Fire extinguisher

A fire extinguisher may be located in a holder in the footwell under the front passenger 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 provided in the vehicle.
- Store the reflective vest in a storage compartment so that it is easy to access.

Information Call, Roadside Assistance Call and Emergency Call Service



Fig. 1 Located on the roof console: Emergency Call Service button (behind a button cover) and indicator light.



Fig. 2 Located on the roof console: Emergency Call Service button.

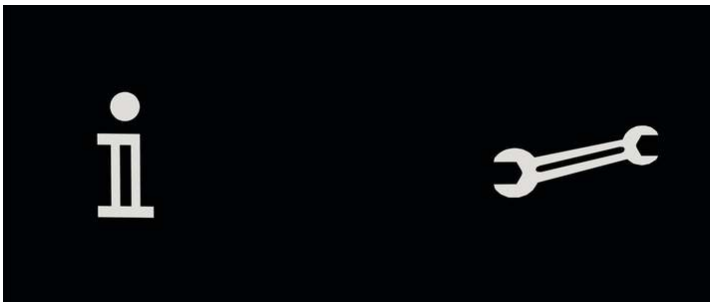


Fig. 3 In the overhead console: Controls for the information call and roadside assistance call.

Information call.

Roadside assistance call.

The controls in the roof console → *fig. 1*, → *fig. 2*, → *fig. 3* can be used for voice services and the Emergency Call Service, depending on the vehicle equipment and country of use. If the Emergency Call Service is available in the service portfolio for connected services and the primary user is set up in the vehicle, the Emergency Call Service is activated for a limited time as standard. The required connection is produced by a control module installed by the manufacturer.

Please note the additional information on connected services .

Indicator lights for the Emergency Call Service

An indicator light → *fig. 1* (arrow) is located next to the control. The indicator light lights up in different colors and light patterns after the vehicle's operational readiness is established:

- The indicator light does not come on: the Emergency Call Service is deactivated or not available.
- The red warning light blinks once drive-ready mode is activated: system error. The Emergency Call Service is deactivated.
- The red indicator light comes on and remains on: system error. The Emergency Call Service is limited or not available.
- The green indicator light comes on: The Emergency Call Service is available and the vehicle system is ready for use.
- The indicator light blinks green: a voice connection is being established there is a call in progress.

Information call

— With an information call, a call can be made to Volkswagen Customer CARE.

— The information call is only available in certain sales regions.

— The contact partner will communicate in the language that is set in the vehicle's Infotainment system.

— The information call can be executed if the driver seat is occupied or the vehicle's operational readiness is established.

— The information call can be executed manually via the control panel in the roof console or via the "Help & Contact" app in the Infotainment system.

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.

— The Roadside Assistance Call is only available in certain sales regions.

— Before a voice call is set up, you are asked whether vehicle data, e.g. the current location, is to be transmitted.

— The telephone contact partner communicates in the language of the country where the vehicle was registered for connected services.

— If the vehicle has not yet been registered for connected services, the telephone contact partner will communicate in the language of the country for which the vehicle was produced.

— The Roadside Assistance Call can be executed if the driver seat is occupied or the vehicle's operational readiness is activated.

— The Roadside Assistance Call can be executed manually via the control panel in the roof console or via the "Help & Contact" app in the Infotainment system.

Emergency Call Service

— Using the Emergency Call Service, assistance can be organized as quickly as possible in dangerous situations.

— 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, automatically in the event of an accident where the retention systems (airbag or safety belt pretensioners) are triggered or, depending on the vehicle equipment, in the event of a system intervention by Emergency Assist, data relevant to the emergency call is automatically transmitted, e.g. the current vehicle location → *Data transmission*.

— The contact partner will communicate in the language that is set in the vehicle's Infotainment system. In exceptional circumstances, communication can be in English.

— To ensure the system functions correctly after a severe accident, additional components are installed at the factory, such as an emergency call microphone, emergency call speaker, and an integrated battery that is separate from the vehicle electrical system.

— If the legally required eCall Emergency System is available in the vehicle, the Emergency Call Service can be deactivated via an individual service shut-off or in the privacy settings. The legally required eCall Emergency System, if it is available in the vehicle, cannot be switched off or deactivated *(→ Manage services)*.

⚠ WARNING

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

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the mobile communications network of the required telecommunications providers is unavailable. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System.
- The Emergency Call Service is not permitted by law in some countries.
- There is no valid license for the use of the Emergency Call Service.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The Emergency Call Service has been deactivated via the individual service shut-off. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System.
- The Emergency Call Service has been deactivated via the privacy settings. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System cannot perform its function for technical reasons, the Emergency Call Service is automatically reactivated.
- The vehicle’s drive-ready mode is not activated or was ended at least 10 minutes ago.

Triggering an emergency call manually

1. Press on the button cover → *fig. 1* briefly and fold the cover downward.
2. Press the Emergency Call button → *fig. 2* until the green indicator light starts to blink.

   The emergency call will be triggered and a voice call will be made to the Volkswagen emergency call center.

Only press the emergency call button in an emergency → *fig. 2*.

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

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

   Or: cancel the emergency call via the display in the Infotainment system.

Automatic emergency call

The automatic emergency call will only be triggered after the vehicle is ready for operation.

A connection to the Volkswagen emergency call center is automatically established in the following situations:

— Immediately after the restraint systems are activated (airbags or safety belt pretensioners).

— Depending on the vehicle equipment, in the event of a system intervention by the Emergency Assist system after the vehicle was brought to a stop.

The automatic emergency call cannot be canceled by pressing the emergency call button → *fig. 2*.

If questions from the Volkswagen emergency call center are not answered, it should be expected that rescue operations will be initiated.

Integrated battery

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

If the integrated battery is drained or faulty, a message indicating this will be displayed in the instrument cluster. If this message is shown, immediately consult a suitably qualified professional and have the integrated battery replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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.

The data regarding the location of the vehicle is continuously overwritten, so that only the 10 most recent saved vehicle locations as required for the Emergency Call Service to function are available. The vehicle cannot be tracked on a continuous basis.

The emergency call data is processed to ensure that the Emergency Call Service is functioning properly. The emergency call data is automatically deleted by the vehicle system 13 hours after the emergency call is triggered.

The following data is sent:

— The current vehicle position at the time the emergency call was triggered
— Nine other positions shortly before the emergency call was triggered (route driven, a few km (a few miles)).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle model
— Trigger type (automatic or manual)
— Call type.
— Direction in which the vehicle was moving at the time the emergency call was triggered.
— Accident severity prediction.
— Accident direction (vehicle impact area).
— Time of activation.
— Road type.
— Reliability of the positioning data
— Data set version.
— Counter of the data sets transmitted per call
— Calculated number of passengers.
— Language selected in the Infotainment system.
— End position of the vehicle.
— Speed reduction in longitudinal and transverse direction.
— Optional: callback number (paired cell phone number).

You can request to view and delete the data that is sent via the Volkswagen website.

Routing to the Statutory eCall Emergency System

In some situations, the Emergency Call Service is limited or not carried out. In this case, the legally required eCall Emergency System will be activated automatically. In this case, available data will be sent to the local emergency center during an emergency call to determine what rescue measures are needed .

Troubleshooting

Emergency Call Service malfunction

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

There is a system error with the Emergency Call Service. You may not be able to make an emergency call.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Emergency Call Service limited

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

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

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

Legally required eCall Emergency System



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



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

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

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

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

The legal basis for data processing for the legally required eCall Emergency System conforms to the specific laws and regulations, such as EU Regulation 2015/758.

Indicator light for the statutory eCall Emergency System

An indicator light → *fig. 1* (arrow) is located next to the control. The indicator light lights up in different colors and light patterns after the vehicle's operational readiness is established:

- The indicator light does not light up: The emergency call function is not available.
- Warning light blinks red after the vehicle is switched on: emergency call is deactivated.
- The red indicator light comes on and remains on: system error. The emergency call function has limited availability or is not available.
- The green indicator light comes on: The emergency call function is available and the vehicle system is ready for use.
- Indicator light blinks green: voice connection is being established there is a call in progress.

⚠ WARNING

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

- The emergency call location is in an area with no cell phone and satellite reception, or the required mobile communications network is unavailable.
- The emergency call function is not available in certain countries.
- The local emergency dispatch center or the local infrastructure is not technically able to carry out the legally required eCall emergency call.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle is not switched on or was switched off at least 10 minutes ago.

Triggering an emergency call manually

1. Press on the button cover briefly and fold the cover downward → *fig. 2*.
2. Press the Emergency Call button → *fig. 2* until the green indicator light starts to blink.

   The emergency call will be triggered and a call will be made to a local emergency dispatch center.

Only press the emergency call button in an emergency → *fig. 2*.

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

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

   Or: cancel the emergency call via the display in the Infotainment system.

Automatic emergency call

The automatic emergency call is only triggered when the vehicle is switched on.

A connection to the local emergency dispatch center is automatically established in the following situations:

— Immediately after the restraint systems are activated (airbags or safety belt pretensioners).
— Depending on the vehicle equipment, in the event of a system intervention by the Emergency Assist system after the vehicle was brought to a stop.

The automatic emergency call cannot be canceled by pressing the emergency call button *→ fig. 2*.

If questions from the local emergency dispatch center are not answered, it should be expected that rescue operations will be initiated.

Rejection or cancellation of the emergency call

The emergency call can be rejected by the emergency dispatch center. The emergency dispatch center will still be sent the data that would enable it to start a rescue chain.

Integrated battery

The integrated battery ensures that the legally required eCall Emergency System will still be available for some time if the 12 V vehicle battery is disconnected or faulty.

If the integrated battery is drained or faulty, a message indicating this will be displayed in the instrument cluster. If this message is shown, immediately consult a suitably qualified professional and have the integrated battery replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Data transmission

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

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

The emergency call data is only processed to ensure the proper function of the legally required eCall Emergency System. The emergency call data cannot be used to draw conclusions about the speed that was being driven at. The emergency call data is automatically deleted by the vehicle system 13 hours after the emergency call is triggered.

The following data is sent:

— The current vehicle position at the time the emergency call was triggered

— Two further positions up to 15 seconds before the emergency call was triggered.

— Vehicle identification number (VIN).

— Type of vehicle drive.

— Vehicle model

— Trigger type (automatic or manual)

— Call type.

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

— Accident direction (vehicle impact area).

— Speed reduction in the event of an accident in longitudinal direction.

— Speed reduction in the event of an accident in transverse direction.

— Time of impact

— Reliability of the positioning data

— Data set version.

— Counter of the data sets transmitted per call

— Calculated number of passengers.

You can request to view and delete the data that is sent by contacting the local emergency service center.

Troubleshooting

Malfunction in the legally mandated eCall Emergency System

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

There is a system error with the legally mandated eCall Emergency System. You may not be able to make an emergency call.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Limited function in the legally mandated eCall Emergency System

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

The legally mandated eCall Emergency System function is only available to a limited extent. For example, you cannot make a voice connection to the local emergency dispatch center.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle key functions

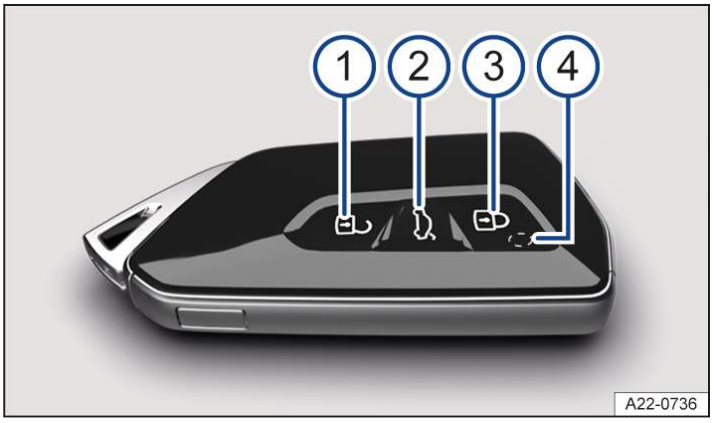


Fig. 1 Vehicle key.

1. Unlock the vehicle. Press once: vehicle unlocks according to the settings in the Infotainment system. Press twice: the entire vehicle is unlocked.
2. Unlock the trunk lid separately. All turn signals will flash twice. To do this, briefly press and hold the button. If the button is pressed for longer, the trunk lid opens.
3. Lock the vehicle. All turn signals will flash once. A single press locks the vehicle and activates SAFELOCK. A double press locks the vehicle without activating SAFELOCK.
4. Indicator light.

Your vehicle may be equipped with a SAFE lock. This prevents the doors from being opened both from the inside and from the outside.

If a vehicle has SAFELOCK, this feature is activated automatically when locking with the vehicle key or the sensor in the door handle. If SAFELOCK is to be deactivated, the vehicle key or the door handle sensor must be operated again. The vehicle is then only locked. Opening from the outside is prevented, but it can be opened from the inside.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the trunk lid, activate drive-ready mode, or switch on the vehicle and thereby activate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

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

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

NOTICE

External influences may limit the functionality of the remote control vehicle key and damage it.

- Protect the vehicle key from moisture and strong impacts.

Regular use of comfort systems and other usage patterns shorten the service life of the button cell in the vehicle key.

Emergency key



Fig. 1 Vehicle key: Unlocking the emergency key (general example).

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

An emergency key that can be used to manually unlock and lock the vehicle is located in the vehicle key → *fig. 1*.

In the event of a discharged vehicle battery or vehicle key battery, it may be necessary to perform emergency locking or emergency release of the vehicle .

Replacing the button cell battery

Volkswagen recommends having the button cell changed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠.

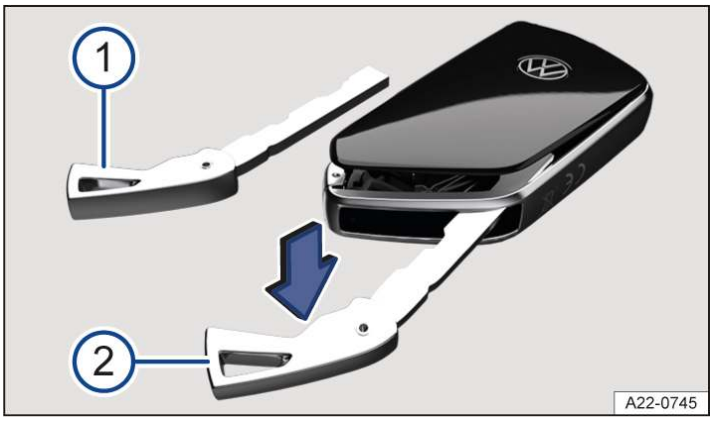


Fig. 1 Remote control vehicle key: opening the battery compartment cover.

1. Emergency key.
2. Lever out the cover.



Fig. 2 Vehicle key: replacing the button cell battery

1. Remove the emergency key → *fig. 1* (1) *(→ Vehicle key)*.
2. Insert the emergency key in the slot, push it in the direction of the arrow and lever out the cover → *fig. 1* (2).
3. Lift the button cell battery out of the battery compartment → *fig. 2* , → ⚠.
4. Press the new button cell battery into the battery compartment.
5. Press the cover onto the housing → *fig. 2* , → ⓘ.
6. Store the emergency key *(→ Vehicle key)*.
7. Dispose of the discharged button cell battery in a way that will not harm the environment.

⚠ DANGER

If button cell batteries are swallowed or enter the windpipe, serious or fatal injuries will occur within a very short time due to choking or internal burns.

- Seek medical assistance immediately if you suspect that a button cell battery has been swallowed.
- Always keep the remote control vehicle keys and key fob with button cell batteries out of the reach of children.

ⓘ *NOTICE*

If the button cell battery is replaced incorrectly or a button cell battery is unsuitable, it can damage the vehicle key.

- Only replace a drained button cell battery with a new button cell battery of the same voltage, size, and specification.
- Make sure the button cell battery is facing in the right direction when inserting it.
- If the battery compartment cover cannot be closed, do not use the remote control.

The type of button cell 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 button cell batteries. Volkswagen recommends having this service carried out for you by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Synchronizing a vehicle key

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

Synchronizing a vehicle key

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

Or:

1. Remove the emergency key *(→ Vehicle key)*.
2. If necessary, remove the cap from the driver's door handle .
3. Press the button on the vehicle key.
4. Unlock the vehicle using the emergency key.
5. Open the driver door.

   If the vehicle is equipped with an anti-theft alarm system, the alarm will be triggered immediately *(→ Anti-theft alarm system)*.
6. Switch on the vehicle.

   To switch on the vehicle, an emergency start must be performed. *(→ Starting the engine)*.

   This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

The remote control vehicle key is disrupted by objects, poor weather conditions or transmitters on the same frequency band close to the vehicle (e.g. cell phones), as well as by a drained button cell battery.

1. Close the driver door.

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

   Or: Change the battery cell in the vehicle key *(→ Vehicle key)*.

To protect the central locking from overloading, it switches off briefly.

1. Wait for about 10 seconds.
2. Try to activate the central locking again.

The indicator light is not blinking

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

Vehicle does not blink during locking

— All doors, the engine hood and the trunk lid must be completely closed. The turn signals will only blink if the vehicle is completely closed.
— Check that the vehicle key is close enough to the vehicle.
— Check the battery charge level of the key battery.

The indicator light in the vehicle key must turn on briefly each time the buttons are pressed.

The central locking button lights up white

— The vehicle is unlocked.
— Close all the doors and press the central locking button in the door.
— If all the doors have been locked from the inside, the central locking button lights up yellow.
— If the central locking switch remains lit up white, the doors are not locked and there is a malfunction. Contact a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle cannot be unlocked because the key battery is dead

1. Remove the emergency key from the vehicle key *(→ Vehicle key)*.
2. Insert the emergency key into the door lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the emergency key clockwise.

   The driver door is mechanically unlocked.
3. Open the driver door.
4. Switch on the vehicle.

   The alarm stops.
5. To unlock the remaining doors, press the central locking button in the door.

Depending on the vehicle equipment, an alarm is triggered when the door is opened.

The vehicle cannot be unlocked because the vehicle battery is dead

1. Remove the emergency key from the vehicle key *(→ Vehicle key)*.
2. Insert the emergency key into the door lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the emergency key clockwise.
3. The driver door is mechanically unlocked.
4. Open the driver door.

If SAFELOCK was not engaged previously, all doors can now be opened and unlocked individually by pulling on the inside door handle.

The other doors cannot be opened when SAFELOCK is engaged.

Once the comfort battery has been charged, the central locking functions will become available again.

You can get an additional or replacement vehicle key from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The “Cell phone as vehicle key” function is called “Digital Key”. This function allows an appropriate cell phone to be used in place of a remote control vehicle key. It is possible to lock and unlock the vehicle and switch on the vehicle with the Digital Key activated. Neither the cell phone nor the vehicle needs to be connected to the Internet for this to work.

The vehicle is delivered from the factory without an active Digital Key. To be able to use “Digital Key” function, you must first install and activate one or more Digital Keys *(→ Mobile key)*.

The communication between the cell phone and vehicle takes place via NFC, BLE and UWB transmission.

⚠ WARNING

Loss and careless or unsupervised use of a cell phone with Digital Key function can result in accidents, serious injuries and the vehicle being stolen.

- Always take all conventional vehicle keys or cell phones and devices with an activated Digital Key with you when leaving the vehicle.

Even if another vehicle key is inside the vehicle, the vehicle can be locked using Digital Keys.

One cell phone is able to manage the Digital Key for multiple different vehicles at the same time.

Other devices can hinder the functionality of the Digital Key. If you discover faults, store objects that might be causing interference, such as credit cards in the cell phone case, temporarily at another location.

If a cell phone and other devices that have received the Digital Key from this cell phone are in the same vehicle, e.g. a cell phone and a smart watch, faults may occur in certain situations.

Requirements

Requirements for setting up a Digital Key:

✓ Vehicle is equipped with the Digital Key function.

✓ Primary user must be logged in to the vehicle.

✓ Vehicle and cell phone must have an Internet connection.

✓ Volkswagen ID for an active VW Connect contract is available.

✓ The identity of the primary user has been verified *(→ We Connect)*.

✓ The vehicle must have been switched on with the vehicle key.

✓ A compatible cell phone with activated BLE and UWB and/or NFC is available. You can check compatibility via the Volkswagen app.

Setting up a cell phone for the vehicle

If a Digital Key is to be set up for the first time, an email with a link is sent to the primary user.

Setup in the Infotainment system

1. Open .
2. Scan the QR code displayed in the Infotainment system.
3. Follow further instructions.

Setup in the Volkswagen app

1. Open “Settings” in the app.
2. Tap “Digital Key”.
3. Tap “Activate Digital Key”.
4. Follow further instructions.

Setup in a Wallet app

1. Open the e-mail on your cell phone.
2. Click on the link in the e-mail on your cell phone.

   The link is shown as a symbol of the cell phone operating system.
3. Follow the instructions given by the cell phone to set up the Wallet app.

It can take several minutes for the automatically generated e-mail to be delivered. If necessary, check the spam folder.

Each Digital Key will automatically be deactivated five years after activation and must be reactivated. If the primary user is changed, this time will be reset.

The primary user is notified before the automatic expiry of a Digital Key after five years.

This service will establish a constant online connection with the Digital Key set up, which is maintained even in the maximum privacy mode. You can therefore delete active Digital Keys in the event of misuse (e.g. theft of the vehicle or the mobile device) and therefore prevent access to your vehicle by unauthorized persons. Only the data required to manage the Digital Key is transferred.

Functions in the Volkswagen app

The following additional functions, for example, can be carried out with the Volkswagen app:

— Managing the digital key card status.

— Deactivating the digital key card.

— Disconnecting the primary user.

— Viewing the coupling status.

— Viewing the activation status of the Digital Key in the vehicle.

Functions in the Wallet app

The following functions of the Digital Key, for example, can be carried out with the Wallet app:

— Assigning and withdrawing Digital Keys for your own vehicle.

— Transferring Digital Keys to other cell phones.

— Removing assigned Digital Keys on other cell phones.

— Viewing active or assigned Digital Keys.

Using the Digital Key

When using Digital Keys, please pay attention to the messages and information which can be viewed via the Infotainment system, Volkswagen app or the Wallet app.

After setting up the Digital Key with the cell phone, the Digital Key can also be transmitted to the smart watch.

Locking and unlocking the vehicle

Depending on the transmission between the cell phone and the vehicle *(→ Mobile key)*, there are different ways to lock and unlock the vehicle using the Digital Key.

1. *With BLE and UWB communication:* with the prepared Digital Key, approach or move away from the vehicle.

Or:

1. *With NFC communication:* hold the prepared Digital Key to the sensor surface of the door handle.

Switching on the vehicle

Depending on the transmission between the cell phone and the vehicle *(→ Mobile key)*, there are different ways to switch on the vehicle using the Digital Key.

1. *With BLE and UWB communication:* store the prepared Digital Key in the vehicle interior.
2. Switch on the vehicle .

Or:

1. *With NFC communication:* place the prepared Digital Key into the charging station in the center console.
2. Switch on the vehicle .

Sharing the Digital Key

Up to four other persons can be given Digital Keys after the primary user coupling. Each user can use the Digital Key on at least three devices. To do this, the “Share key” function must be selected in the cell phone’s Wallet app.

Authorizations (vehicle access or vehicle access and driving) must be selected for the Digital Key and then shared via email or messenger services.

To accept the Digital Key, the other person must click on “Accept” and follow the additional instructions. If the assignment of an activation password as an additional security measure was defined by the primary user, it must be entered in the Wallet app when accepting the Digital Key.

Revoking keys

The primary user can withdraw a shared Digital Key via the cell phone’s Wallet app → ⚠. For this purpose, the vehicle must be online and in a safe state. The safe state is established when the vehicle has been locked or the vehicle has been switched on with another Digital Key than the Digital Key to be deleted. Alternatively, a shared Digital Key can also be withdrawn in the **Digital Key** menu of the Infotainment system. To do so, the vehicle must have been switched on with the primary user’s digital key.

⚠ WARNING

If a shared Digital Key has been fully withdrawn, the vehicle can no longer be unlocked with this Digital Key. Persons and animals in the vehicle can no longer be freed from the vehicle when the SAFELOCK is activated. Serious injuries may result.

- Do not leave people or animals in the vehicle.

Transferring a primary user to a new cell phone

To transfer Digital Keys to a new cell phone as the primary user, select **Change primary user** in the Infotainment system and follow the instructions. This requires the activation code from the email that is only sent after the primary user is changed.

Restoring factory settings

— If all the settings of the cell phone are reset, only the Digital Keys of the primary user will be deleted on the cell phone.

— If the Factory settings function is reset in the Infotainment system, all Digital Keys will be deleted.

Changing a primary user with active Digital Keys

If there is a primary user change, shared Digital Keys remain active.

Buying a vehicle with Digital Keys

In order to remove shared Digital Keys, carry out a primary user reset or register yourself as the new primary user with this vehicle.

Selling a vehicle with Digital Keys

Perform a primary user reset.

All Digital Keys must be removed when the vehicle is sold.

Deactivating Digital Keys in the Infotainment system

Requirements

✓ The vehicle was switched on with the vehicle key.

If the Digital Key in the **Digital Key** menu is deactivated in the Infotainment system, all Digital Keys are retained in the vehicle. Only the BLE/UWB and NFC functions in the vehicle are deactivated.

The duration of the deactivation has no influence on the expiry date of any Digital Keys which have been issued.

Digital Key Card

The vehicle has a deactivated digital key card, which, once activated, serves as a temporary Digital Key in the case of a vehicle breakdown, when the vehicle is at an authorized Volkswagen dealer or authorized Volkswagen Service Facility or for a valet parking service. In order to use the digital key card, you first need to activate it in the wireless charging storage compartment. When the digital key card is activated, you can use it to lock and unlock the vehicle and switch on the vehicle.

A replacement digital key card can be ordered from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ensure that the digital key card is only activated for a specific purpose.

Leave the deactivated digital key card in the vehicle, so that all Digital Key users can activate the digital key card if needed.

Activating the digital key card

Requirements

✓ The Digital Key was issued for the vehicle.

1. Switch on the vehicle with the Digital Key.
2. Place the digital key card in the charging station in the center console.

   Remove the Digital Key from the charging station if the vehicle has been switched on via NFC.
3. Remove the digital key card from the charging station in the center console.

The digital key card is now active.

A display in the Volkswagen app also informs the primary user that the digital key card is active.

Dispose of any digital key cards that are no longer required in a way that will not harm the environment.

Deactivating the digital key card

1. Switch on the vehicle with Keyless Access with push-button start, the remote control vehicle key or the Digital Key.

   Or: deactivate the digital key card in the app.

The digital key card has now been deactivated and may be reactivated and used if required.

Troubleshooting

Digital Key not detected

The message **Digital Key not detected** is displayed in the Infotainment system.

— The cell phone no longer contains a valid Digital Key since this has expired or has been removed.

— The cell phone is not in the vehicle.

1. Check that the Digital Key fulfills all the requirements.

   Or: activate the vehicle's drive system with the vehicle key.

2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Locking without SAFELOCK does not work

1. To lock the vehicle with a Digital Key without SAFELOCK, deactivate the interior monitoring in the Infotainment system.

   SAFELOCK is not activated for the following locking action.

It is not possible to deactivate SAFELOCK retrospectively after locking the vehicle with the Digital Key.

The front passenger's front airbag cannot be deactivated

It is only possible to deactivate the front passenger’s front airbag with the remote control vehicle key.

1. Deactivate the front passenger's front airbag with the remote control vehicle key *(→ Airbag system)*.

If the 12 V vehicle battery is dead, locking and unlocking are not possible

1. To lock or unlock when the 12 V vehicle battery is dead, use the remote control vehicle key.

Battery of the Digital Key is discharged

If the battery of a device with an activated Digital Key is discharged, the Digital Key can still be used for a short time depending on the device.

- Ensure that devices that use Digital Keys are always sufficiently charged.
- The availability of the function depends on the manufacturer of the device. It cannot be guaranteed that the function will work as intended with every device.

Introduction

Depending on the vehicle equipment, your vehicle may feature the Keyless Access with push-button start function.

The Keyless Access with push-button start makes it possible to unlock and lock the vehicle without actively using the key. A valid vehicle key must be within the vehicle's detection distance to use this function.

Unlocking or locking using Keyless Access

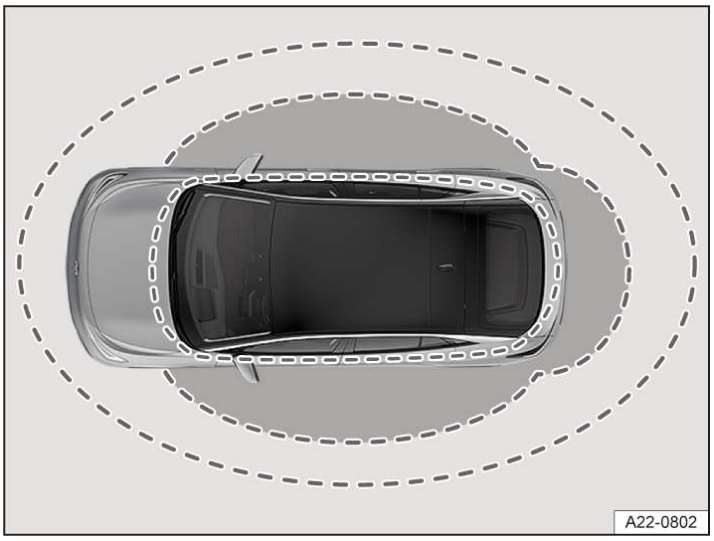


Fig. 1 Keyless Access: detection distance (general example).

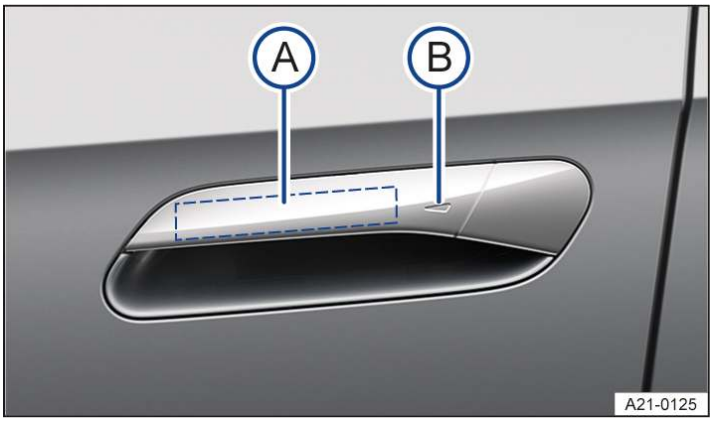


Fig. 2 In door handle: sensors.

(A) Sensor surface on the inside of the door handle.

(B) Sensor surface on the outside of the door handle.

Configuring Keyless Access

The behavior of the Keyless Access with push-button start can be set in the **Opening and closing** menu in the Infotainment system.

It is recommended that you always leave the Keyless Access with push-button start activated.

Unlocking the vehicle

1. Touch the sensor on the inside of the door handle → *fig. 2* (A).

   All turn signals will flash twice.

The driver door unlocks. All of the doors can be opened at the same time by pressing the central locking button in the driver door or by grasping the door handle twice in quick succession. If single door unlocking is activated, only the driver door can be unlocked on the driver's side. Other doors will not be unlocked. All doors or one side of the vehicle can also be selected in the Infotainment system settings.

To access the settings in the Infotainment system, select **Vehicle** and swipe left until **Central locking** appears. Once the item has been selected, the options for unlocking the door appear. **All doors**: all doors and the trunk lid are unlocked. **Individual door**: when unlocking for the first time, only the driver door is unlocked. When unlocking for the second time, the entire vehicle is unlocked. **Side of vehicle**: when unlocking for the first time, only the doors on the driver's side are unlocked. When unlocking for the second time, the entire vehicle is unlocked.

Unlocking the vehicle upon approach

Depending on the vehicle equipment, the vehicle can be automatically unlocked upon approach. The following conditions must be met at the same time:

✓ The function is activated in the Infotainment system.

Individual door: when approaching the driver's side, only the driver door is unlocked.

Side of vehicle: when approaching the driver's side, the driver's side is unlocked, and when approaching the passenger's side, the passenger's side is unlocked.

✓ The remote control vehicle key is in the vehicle unlocking area → *fig. 1*.

If automatic unlocking is successful, all of the turn signals will flash twice.

If the vehicle is not unlocked for a long period of time, the function will only available again after the vehicle's drive system is reactivated.

If single door unlocking is activated, the driver door can only be unlocked by approaching the driver's side. Other doors will not be unlocked.

Locking the vehicle

1. Park and leave the vehicle.
2. Touch the sensor on the outside of the door handle → *fig. 2* (B).

   All turn signals will flash once.

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

Locking the Vehicle Upon Exiting

Depending on the vehicle equipment, the vehicle can be locked automatically upon exiting. The following conditions must be met at the same time:

✓ The function is activated in the Infotainment system.

✓ The last key belonging to the vehicle exits the locking area.

If automatic locking is successful, all of the turn signals will flash once.

If another vehicle key is in the vehicle, the vehicle will not lock automatically. In addition, a double warning tone sounds.

To deactivate automatic locking once:

1. Press the button in the driver door for longer than 2 seconds with a door open.

   Automatic locking will be unavailable until the next time the vehicle is deliberately locked.

The vehicle will only lock if all of the doors and the trunk lid are closed. Depending on the vehicle settings, a double warning tone may sound to indicate open doors or an open trunk lid. The output of the double warning tone can be set in the Infotainment system.

If you lock the vehicle upon exiting, it will be locked without SAFELOCK. This is signaled by one-time audible feedback. The vehicle is only locked with SAFELOCK if it is deliberately locked at the door handle or with the vehicle key.

If the key is within the detection distance around the vehicle for a long period of time, there may be restrictions to locking upon exiting or unlocking upon approach.

Some devices may prevent locking. The vehicle then remains unlocked without an audible warning. Always be aware of whether or not the vehicle is locked.

If the vehicle is parked for a long time and has not been used, the vehicle can only be unlocked via the sensor on the inside of the driver door handle or the vehicle key.

If the vehicle is unlocked because you approach it and neither the doors nor the trunk lid are opened, no audible feedback is issued when the vehicle is locked because you leave it.

Unlocking and locking the trunk lid

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

If **Central locking for all doors** and **Keyless Access unlocking with push-button start upon approach** are activated in the Infotainment system, the vehicle will remain unlocked after opening and closing the trunk lid. The vehicle must be actively locked.

If **Keyless Access with push-button start locking upon exiting** is activated, the vehicle will also automatically lock when you exit it.

Deactivating Keyless Access temporarily

The Keyless Access with push-button start unlocking function can be temporarily deactivated.

1. Lock the vehicle with the button on the vehicle key.
2. Within five seconds of locking the vehicle, touch the sensor on the outside of the door handle once → *fig. 2* (B).

   All turn signals will flash once.

   Keyless Access is now temporarily deactivated.
3. To check that it has actually been deactivated, wait at least 10 seconds and then pull on the door handle again.

   The door should not open.

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

Deactivating Keyless Access permanently

Keyless Access can also be deactivated permanently in the Infotainment system.

If Keyless Access with push-button start is deactivated, the sensor-controlled opening and closing of the trunk lid *(→ Automatic trunk lid (easy open))* will also be deactivated depending on the vehicle equipment, even if the function is activated in the vehicle menu.

Troubleshooting

If Keyless Access is not working

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

1. Clean the sensors.

If all turn signals flash four times

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

1. Remove the vehicle 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:

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

The vehicle cannot be locked or unlocked from the inside because the key battery is drained

If the remote control vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

1. Hold the vehicle key against the lower section of the center console *(→ Starting the engine)*.

   Vehicle key is detected.

   Doors can be locked or unlocked again.

Valid vehicle key cannot be detected

The yellow indicator light turns on. A message will also appear in the instrument cluster display.

The vehicle key is no longer in the vehicle.

1. Do not end drive-ready mode.
2. Bring the vehicle key back into the vehicle.

   Or: depending on the vehicle equipment, remove the vehicle key from the immediate vicinity of the wireless charging function. Then place the vehicle key in the center console cup holder.

If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic unlocking or locking does not work

The vehicle does not unlock when you approach it.

— The function must be set in the Infotainment system.

The vehicle does not lock when you walk away.

— The function is not selected in the Infotainment system.

— There is another vehicle key in the vehicle.

— The doors or trunk lid are not completely closed.

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

If the message **Error: Keyless Access system.** appears in the instrument cluster, there may be a malfunction in the Keyless Access with push-button start. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The Keyless Access with push-button start may not function correctly if another signal, e.g. from a cell phone in the immediate vicinity, interferes with the vehicle key or if the vehicle key is covered by an object, such as a metal case. If there is no remote control vehicle key in the vehicle or the key is not detected, a corresponding message appears in the instrument cluster.

Introduction

The doors can be manually locked and in some cases 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 battery charging flap from one location.

The vehicle can be locked when the vehicle is switched off or if the driver has exited the vehicle when the vehicle's drive-ready mode has been deactivated.

Display for open doors

An image in the instrument cluster indicates if one or more doors are not closed correctly.

 Do not continue driving!

1. Safely park the vehicle, if necessary.
2. Open the respective door and close it again.

The image is also displayed when the vehicle 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 or fatal injuries.

- Stop as soon as traffic allows and close the door.
- When closing the door, make sure it engages securely and completely. When closed, the door must be flush with the areas of the vehicle body that are around the door.

WARNING

When the door is being held open by the door arrester, it may close by itself in high winds or on inclines, which can cause serious injuries.

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

WARNING

Opening and closing the doors and trunk lid without due care can be dangerous and result in serious injuries.

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

WARNING

The central locking system locks all the doors. In case of an emergency or accident, locked doors can make it more difficult for first responders to access the vehicle interior. When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

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

WARNING

All doors can be locked from the inside using the central locking button. Otherwise, children, people requiring assistance or animals could be locked inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves. Otherwise, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

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

NOTICE

Removing caps without due care may result in damage to the vehicle.

- When using the emergency locking or emergency unlocking feature, remove and reinstall the parts carefully and correctly.

When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle.

People locked inside the vehicle can unlock the doors in an emergency by firmly pulling the door opening lever twice. To do so, you must pull beyond a noticeable resistance.

Opening the doors

Opening the doors from the outside

There is a button on the inside of the door handles.

1. Unlock the vehicle using the remote control vehicle key.
2. Grasp the door handle, pressing and holding the button on the inside of the door handle whilst doing so.
3. Pull the door open.

Opening the doors from the inside

1. Pull the door opening lever until you feel resistance and push open the door. Do not pull the door opening lever beyond the point of resistance.

If the vehicle has been locked from the outside, the door opening lever must be pulled twice, as far as it goes, in order to open the door from the inside.

Stationary convenience

If you occupy the driver seat when the vehicle is switched off, the following convenience functions are available:

— Air conditioner.

— Some of the convenience functions, e.g. the Infotainment system.

The anti-roll function remains activated.

The vehicle is only switched on using the starter button or by actuating the brake when the Digital Key is detected *(→ Starter button)*.

If drive-ready mode has been deactivated and you are in the driver seat, the vehicle remains in stationary convenience mode.

The following conditions can end the convenience functions:

— If the charge level of the 12 V vehicle battery is too low.

— After 60 minutes.

— If the vehicle is locked.

Indicator light in the driver's door

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

The indicator light shows the status of the central locking system for around 30 seconds after the vehicle is locked.

The red LED light blinks at short intervals for around 2 seconds.

The status of the central locking system is then displayed for 28 seconds:

Vehicles with SAFELOCK

— If the red LED light blinks at long intervals, the vehicle will be locked with SAFELOCK.

— If the red LED light does not come on, the vehicle will be locked, but without SAFELOCK.

Vehicles without SAFELOCK

— If the red LED light blinks at long intervals, the vehicle will be locked.

After around 30 seconds, the LED light blinks at slow intervals.

Special conditions

If the red LED light comes on continuously, there is a fault in the central locking system or the anti-theft alarm system.

Automatic locking and unlocking

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 approx. 15 km/h (approx. 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:

— Airbags have deployed following an accident *(→ Doors)*.

— **Or:** the electronic parking brake is engaged and the vehicle is switched off.

— **Or:** if the door handle has been pulled. This applies at speeds up to approx. 15 km/h (approx. 9 mph).

The Auto Unlock function can make it easier for first responders to access the inside of the vehicle in the event of an accident.

Control for central locking



Fig. 1 In the driver door: Control for central locking.

1 Indicator light in the control panel for central locking.



Fig. 2 In the driver's door: unlock button for the trunk lid.

1 Release button.

Open the trunk lid.

If the switch in the driver door is pulled, only the trunk lid will open. All doors remain locked.

Depending on the country, the control for central locking may also be located on the front passenger door.

If the vehicle is locked from the outside with the vehicle key, the control for central locking is not activated.

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

— The yellow indicator light in the control comes on if all the doors are shut and locked *→ fig. 1 (1)*.

— 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 control turns 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



Fig. 1 Driver's door handle: prying off the cap.

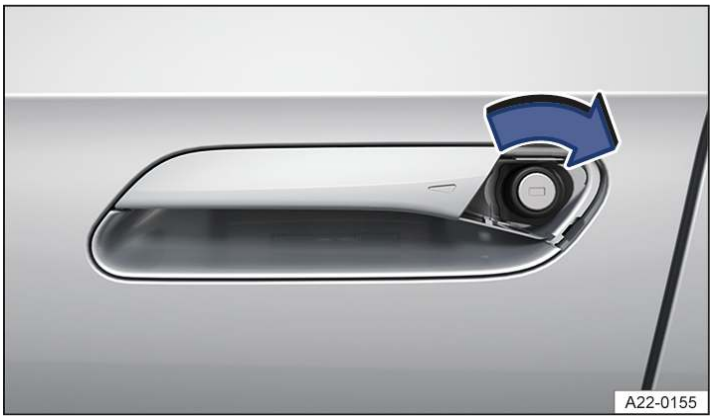


Fig. 2 Close the driver door using the emergency locking feature.

1. Use the vehicle key to pry the cap off in the direction of the arrow → *fig. 1*.
2. Insert the key bit in the lock cylinder. The handle of the emergency key is facing the rear door.
3. To lock the vehicle, turn the emergency key in the direction of the arrow → *fig. 2*.
4. To unlock the vehicle, turn the emergency key in the opposite direction to the arrow → *fig. 2*.
5. To open the door, pull firmly on the driver door handle.

   The driver door handle folds out.
6. Replace the cap.

Special considerations for manual unlocking

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

— An alarm is triggered when the driver's door is opened *(→ Anti-theft alarm system)*.

— An emergency start must be performed after unlocking *(→ Starting the engine)*.

— To switch off the alarm, activate the vehicle's drive system.

The electronic immobilizer will detect a valid vehicle key.

The anti-theft alarm system is activated when the vehicle is manually locked using the key bit *(→ Anti-theft alarm system)*.

Locking the front passenger door and rear doors in an emergency



Fig. 1 In the front edge of the rear right-hand door: vehicle emergency lock for using the emergency key (general example).

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

The anti-theft alarm system will not be activated.

1. Open the door.
2. Insert the key bit or the emergency key into the slot and turn it → *fig. 1*.
3. Close the door.
4. Check that the door is locked. To do this, pull firmly on the door handle.
5. Have the vehicle checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

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

Electric child safety lock



Fig. 1 In the driver door: Control for the electric child safety lock.

(1) Control for the child safety lock.

The electric child safety lock reduces the risk of the rear doors being opened from the inside and the rear power windows from being actuated.

Switching the electric child safety lock on or off

— *Switching on:* press the control → *fig. 1* (1)

— *Switching off:* press the control again.

If the child safety lock is active, the yellow indicator light in the control panel will light up → *fig. 1* (1).

Error message in the Infotainment system or instrument cluster display

If the electric child safety lock is activated and a rear door is opened at the same time, the electric child safety lock cannot be switched on or off at this door.

An error message is displayed in the Infotainment system or the instrument cluster display.

1. Press the button for the electric child safety lock again to synchronize the condition of the rear doors.
2. If the error message does not disappear, contact a suitably qualified workshop and have the child safety lock checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

When the electric child safety lock is switched on, that particular door cannot be opened from the inside. This can result in people locking themselves inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves.

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked.

⚠ WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

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

Troubleshooting

Central locking system is not available

The yellow indicator light turns on. A message is shown in the ID. Cockpit.

There is a malfunction in the door lock.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the indicator light does not turn off

The red LED light in the vehicle door flashes at short intervals and then stays on.

There is a malfunction in the locking system.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

The turn signals are not blinking as confirmation when locking the vehicle:

1. Check whether all of the doors and the trunk lid and engine hood are closed.
2. Close any doors and trunk lid or engine hood that are not closed.

If the vehicle is locking automatically

If the vehicle was unlocked using a remote control vehicle key or Keyless Access and one of the following conditions applies, the vehicle will lock again automatically after approximately 45 seconds:

— The trunk lid was not opened.

— No door was opened.

— The vehicle has not been switched on.

Locking with a second vehicle key

The key inside the vehicle will be blocked from activating the vehicle's drive system if the vehicle is locked from the outside with a different vehicle key.

1. To enable the vehicle key inside the vehicle so that it can be used to activate the vehicle's drive system as usual, press the button on the vehicle key inside the vehicle *(→ Activating the vehicle's drive readiness)*.

Unlocking and locking the vehicle following airbag deployment

The entire vehicle unlocks when an airbag deploys in a collision. The doors can be opened by firmly pulling on the door handles.

Depending on the severity of the damage, it may be possible to lock the vehicle as follows after the collision:

1. Switch the vehicle off and on again.
2. Open all doors and then close them again.
3. Lock the vehicle.

Vehicle key has been trapped in the vehicle

The vehicle can be locked with the doors or trunk lid open. If the key is then placed in the vehicle and the doors or the trunk lid are closed, the key may be trapped. For vehicles with Keyless Access, the vehicle blinks four times.

1. For vehicles with Keyless Access: Open the vehicle within a short period of time.
2. Unlock the vehicle with the second key.

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.

If there is no valid remote control vehicle key in the vehicle or the key is not detected, a corresponding message appears in the instrument cluster. This can occur if another signal interferes with the remote control vehicle key or if the remote control vehicle key is covered by an object, such as a metal case.

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.

If an attempt is made to access the vehicle electronically without using the appropriate vehicle key, this triggers the anti-theft alarm system, which emits audible and visual warning signals for up to five 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.

— When using an invalid remote control vehicle key.

— If the vehicle is equipped with an interior monitoring system and movement is detected inside the vehicle *(→ Interior monitoring and towing protection)*.

— If the vehicle is equipped with towing protection and it is raised or towed *(→ Interior monitoring and towing protection)*.

— If the vehicle is equipped with towing protection or an interior monitoring system, and it is transported on a car ferry or railway *(→ Interior monitoring and towing protection)*.

— If a bicycle rack that is paired with the anti-theft alarm system is unhitched (without LED lighting).

— If a trailer that is paired with the anti-theft alarm system is unhitched (without LED lighting).

— If the 12 V vehicle battery is disconnected.

— If the rear window breaks.

— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

Switching off the alarm

1. Unlock the vehicle with the unlock button on the vehicle key.
2. *For vehicles with Keyless Access with push-button start:* when the vehicle key is in the unlocking range, grasp the door handle .
3. Switch on the vehicle.

   To switch on the vehicle, place the remote control vehicle key in the area for vehicle keys during an emergency start *(→ Starting the engine)*.

The anti-theft alarm system will not work correctly if the 12 V vehicle battery is weak or drained.

SAFELOCK

Your vehicle may be equipped with a SAFE lock.

The SAFE lock deactivates the door handles when the vehicle is locked to reduce the risk of someone breaking into the vehicle. The doors can no longer be opened from the inside →⚠.

Deactivating SAFE lock

The SAFE lock can be deactivated through one of the following methods:

— Press the button on the vehicle key for a second time within two seconds.

— Touch the sensors on the outside of the door handle again within two seconds *(→ Keyless Access)*.

— Switch on the vehicle.

Or: Deactivate the interior monitoring and towing protection functions *(→ Interior monitoring and towing protection)*.

Depending on vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the **Vehicle settings** menu in the Infotainment system before locking the vehicle *(→ Interior monitoring and towing protection)*.

The instrument cluster may indicate an active SAFELOCK.

If the SAFE lock is deactivated, then:

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

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

— The interior monitoring and towing protection functions are deactivated *(→ Interior monitoring and towing protection)*.

⚠ WARNING

When SAFELOCK is activated, the doors can no longer be opened from the inside. Careless or unintended use of SAFELOCK can result in people being locked in the vehicle interior and can cause serious injuries in an emergency.

- Never leave any individuals in the vehicle when the vehicle is locked using the vehicle key.

Unlocking the driver's door mechanically using the vehicle key will only unlock that door, and not the entire vehicle. Once the vehicle is switched on, all doors will be released but not unlocked, and the central locking button will be activated.

Interior monitoring and towing protection



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

If movement is detected within the vehicle interior while the vehicle is locked, the interior monitoring alarm will be triggered → *fig. 1*.

If the system detects that the vehicle is being raised, the towing protection alarm will be triggered.

Activating interior monitoring and towing protection

1. Lock the vehicle.

   The interior monitoring and towing protection are also activated when the anti-theft alarm system is activated.

Depending on your vehicle's equipment, using a screen separator may have an adverse affect on the function of the interior monitoring.

Deactivating interior monitoring and towing protection temporarily

The interior monitoring and towing protection functions can be temporarily deactivated in the Infotainment system in the **Opening and closing** submenu *(→ Vehicle settings menu)*. Alternatively, the interior monitoring and towing protection functions can be temporarily deactivated with the remote control vehicle key. To do this, press the lock button on the remote control vehicle key twice within 2 seconds. The interior monitoring and towing protection functions remain deactivated until the next time the vehicle is locked.

The interior monitoring and towing protection functions can also be switched off in the exit menu. To do this, the vehicle must be switched off *(→ Starter button)*.

To reduce the risk of false alarms, deactivate the interior monitoring and towing protection functions in the following situations:

— If people or animals are staying in the vehicle.

— If the vehicle is being shipped, transported, or towed.

— If the vehicle is in a car wash or parked in a double platform garage.

Risks for false alarms from the interior monitoring function

The interior monitoring function will only function correctly when the vehicle is completely closed. Observe legal regulations. A false alarm can occur in the following situations:

— If one or more windows are completely or partially open.

— If objects that move easily remain in the vehicle, such as pieces of paper or mirror tags.

— If the vibration alarm on a cell phone is switched on.

It is not possible to deactivate the interior monitoring and the towing protection functions permanently.

If the doors or trunk lid are still open when activating the anti-theft alarm system, only the anti-theft alarm system will be activated. The interior monitoring and towing protection functions will only be activated after the doors and trunk lid are closed.

If the interior monitoring and towing protection functions are switched off, the SAFE lock will also be deactivated *(→ SAFELOCK)*.

Introduction

On vehicles with Keyless Access, the trunk lid is automatically unlocked when opening .

If individual door unlocking or the unlocking of one side of doors is activated in the Infotainment system settings for opening and closing, press the button on the remote control vehicle key twice to unlock the trunk lid.

On vehicles with Keyless Access with push-button start, press the sensor on the inside of the driver or front passenger door handle twice depending on the setting.

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.
- Always keep the trunk lid closed while driving.
- Close and lock the trunk lid and all doors when the vehicle is not in use.
- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

WARNING

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.

- 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 luggage compartment, close the lid, and then lock themselves in.

WARNING

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. This may cause serious injuries.

- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

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.
- If necessary, support the trunk lid or remove the cargo and/or snow before opening the trunk lid.

WARNING

Closing the trunk lid incorrectly may lead to the rear window shattering and cause serious injuries.

- Do not push the trunk lid closed with your hand on the rear window.

NOTICE

Using the opening mechanism incorrectly may damage the component and could prevent the trunk lid from closing.

- Never attach or secure cargo on the opening mechanism.

NOTICE

Using the trunk lid or rear spoiler incorrectly may damage the component and result in it breaking off.

- Never attach or secure cargo on the trunk lid or rear spoiler.

Opening and closing the trunk lid

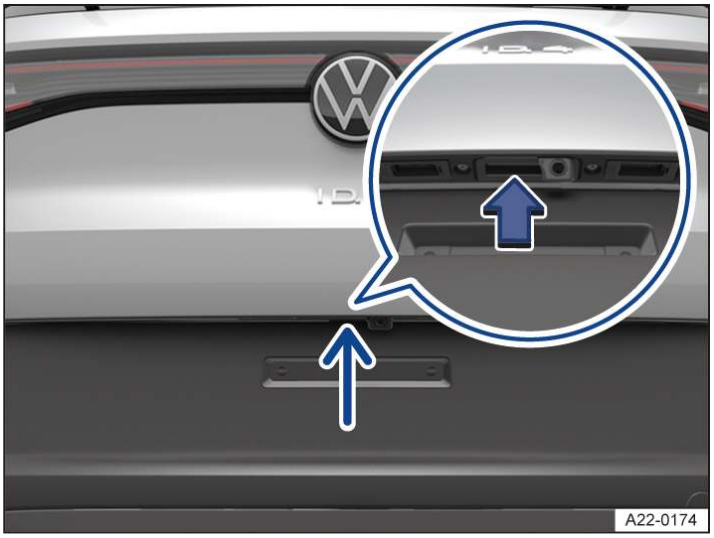


Fig. 1 In the trunk lid: button to open the trunk lid.



Fig. 2 In the open trunk lid: handle for closing the trunk lid (general example).

Opening the trunk lid

1. To unlock the trunk lid, press the or button on the vehicle key.
2. Raise the trunk lid using the button → *fig. 1*.

Closing the trunk lid

1. Pull the trunk lid downward carefully using the handle in the interior trim panel until it latches shut in the lock → *fig. 2*, →⚠.

The trunk lid will also lock when the doors are locked.

If the trunk lid is open or not closed correctly, an image in the digital instrument cluster display indicates this.

The trunk lid locks automatically while driving.

⚠ WARNING

Closing the trunk lid incorrectly or carelessly may lead to serious injuries.

- When opening the trunk lid, take care to pull it all the way up.
- When closing the trunk lid, make sure your hands are not within the closing range of the lid.

If the trunk lid is not opened within several minutes after unlocking, it will lock again automatically.

Power opening and closing the trunk lid



Fig. 1 In the open trunk lid: Button for power closing the trunk lid (general example).

Power opening the trunk lid

1. Briefly press and hold the or button on the remote control vehicle key.

   Or: pull the button in the driver door upward *(→ Central locking button)*.

   Or: press the button to open the trunk lid *(→ Mechanical trunk lid)*.

The trunk lid will open automatically.

Power closing the trunk lid

1. Press the button in the trunk lid when it is open *→ fig. 1*.

   Or: pull the button in the driver door upward when the vehicle is switched on until the trunk lid is closed *(→ Central locking button)*.

   Or: *On vehicles with Keyless Access with push-button start:* briefly press and hold the button on the vehicle key. The vehicle key must be within the detection distance for this. The trunk lid does not close until there is no vehicle key in the luggage compartment.

   Or: Begin closing the trunk lid by hand until it closes by itself.

The trunk lid is closed.

Interrupting the opening or closing process

1. Press the or button on the vehicle key while the lid is opening or closing.

   Or: press the button on the trunk lid while the lid is opening or closing → *fig. 1*.

The trunk lid can now be moved by hand. It is necessary to use more force when doing this.

Pressing the button again moves the trunk lid back to the original position.

Chimes

When the trunk lid is opened or closed from inside the vehicle or using the vehicle key, chimes will sound.

Changing and saving the opening angle

If the space behind or above the vehicle is not large enough to allow the trunk lid to open completely, you can change how far the trunk lid opens.

1. Interrupt the opening process at the preferred open position.

   The trunk lid must be at least half open.

2. Press and hold the button in the trunk lid until the emergency flashers start flashing → *fig. 1*.

The adjusted opening angle is saved.

There will be an audible signal and the emergency flashers will flash to indicate that the setting was saved.

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.

NOTICE

If you open or close the trunk lid when there is not enough space, this may cause damage.

- Before opening or closing the trunk lid, check whether there is enough room, e.g. in garages.

Opening the Trunk Lid with Motion Sensor (Easy Open)



Fig. 1 General example of the sensor-controlled luggage compartment opener (Easy Open).

If a valid vehicle key is located within the trunk lid's detection distance, the trunk lid can be unlocked and opened with foot motion, depending on the country.

1. Position your foot behind the middle of the bumper.
2. Quickly swing the lower part of your leg close to the bumper *→ fig. 1*.
3. Quickly remove the lower part of your leg once more from the bumper.

Visual feedback is given via the turn signals. The trunk lid will open.

Activating or deactivating the Easy Open function

The Easy Open function can be activated and deactivated in the Infotainment system:

1. Select the **Vehicle** menu.
2. Swipe to the side and activate or deactivate **Easy Open**.

Or:

1. Swipe to the side and select the **Central locking** menu item.
2. Scroll down the list and activate or deactivate **Easy Open**.

If Easy Open is activated, Easy Close is also active *(→ Automatic trunk lid (easy close))*.

The Easy Open function is only available when Keyless Access is activated .

The sensor-controlled luggage compartment opener (Easy Open) function may be triggered inadvertently in the following situations:

— During charging operations in which a charging cable is brought to the lower rear area of the vehicle.

— If there is a sweeping motion under the rear bumper.

— If a strong stream of water or steam passes.

— During maintenance and repair work in the area of the rear bumper.

— If there are moving gates in the vicinity of the bumper.

⚠ CAUTION

If a valid vehicle key is detected within the trunk lid's detection distance, the Easy Open function may trigger unintentionally in some cases and open the trunk lid. If the trunk lid opens unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- After parking the vehicle, switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts and garage doors, or if you park in an underground car park with a low ceiling.
- Always make sure that no valid vehicle keys are left unattended within the trunk lid's detection distance.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before washing the vehicle.
- Always switch off the sensor-controlled luggage compartment opener (Easy Open) function via the Infotainment system before mounting a bicycle rack or hitching a trailer *(→ Trailer towing)*.

Closing the Trunk Lid with Motion Sensor (Easy Close)



Fig. 1 General example of the trunk lid with sensor-controlled closing (Easy Close).

Depending on the country, the Easy Close function can only be activated if a valid vehicle key is detected within the trunk lid's detection distance.

1. Position your foot behind the middle of the bumper.
2. Quickly swing the lower part of your leg close to the bumper → *fig. 1*.
3. Quickly remove the lower part of your leg once more from the bumper.

Easy Close is activated for approx. 20 seconds. A chime will confirm successful activation.

The trunk lid is closed as soon as all valid vehicle keys are removed from the trunk lid's detection distance.

The trunk lid will lock automatically after it closes if the vehicle was previously locked and there is not a valid vehicle key inside the vehicle.

Easy Close permits locking a maximum of one vehicle key in the luggage compartment.

The locking procedure is interrupted as soon as a vehicle key is back within the detection distance. The trunk lid re-opens.

Activating or deactivating the Easy Close function

The function Easy Close can be activated or deactivated together with the sensor-controlled luggage compartment opener (Easy Open) function in the **Vehicle** menu in the Infotainment system *(→ Automatic trunk lid (easy open))*.

The Easy Close function is only available when Keyless Access is activated .

The Easy Close function may be triggered inadvertently in the following situations:

— During charging operations in which a charging cable is brought to the lower rear area of the vehicle.

— If there is a sweeping motion under the rear bumper.

— If a strong stream of water or steam passes.

— During maintenance and repair work in the area of the rear bumper.

— If there are moving gates in the vicinity of the bumper.

⚠ CAUTION

If a valid vehicle key is detected within the trunk lid's detection distance, the Easy Close function may trigger unintentionally in some cases and close the trunk lid. If the trunk lid closes unintentionally, it may cause injuries to people and/or damage to objects within the trunk lid's range of motion.

- After parking the vehicle, switch off the Easy Close function via the Infotainment system if you park close to obstacles, e.g. street lamps, posts and garage doors, or if you park in an underground car park with a low ceiling.
- Always make sure that no valid vehicle keys are left unattended within the trunk lid's detection distance.
- Always make sure that there are no people in the swivel range of the trunk lid.
- Do not hold on to anything in the path of the trunk lid.
- Always turn off the Easy Close function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always switch off the Easy Close function via the Infotainment system before washing the vehicle.
- Always switch off the Easy Close function via the Infotainment system before mounting a bicycle rack or hitching a trailer *(→ Trailer towing)*.

If another trunk lid function is activated while closing the trunk lid or objects are detected in the area of the trunk lid, the closing process is automatically interrupted.

If the vehicle is locked and the Easy Close function is started, the trunk lid will lock automatically once it is closed.

Troubleshooting

If the automatic trunk lid will not open or close

1. 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 the trunk lid is operated too frequently within a short period of time, then the lid motor will automatically switch off to reduce the risk of overheating. Until the lid motor has cooled down, the trunk lid can be opened and closed by hand using extra force.
— When in trailer mode, the power trunk lid can only be opened and closed at the trunk lid.
— If the 12 V vehicle battery is disconnected or the fuse is malfunctioning, the trunk lid must be closed by hand.

If all turn signals flash four times

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

1. Remove the key and lock the vehicle.

If the manual 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.

1. Guide the trunk lid farther upward by hand.

The Easy Open sensor function is not working

Easy Open only works when the vehicle is switched off.

— The sensors in the rear bumper are obscured, dirty, misaligned or damaged.
— The trailer hitch is extended.
— The vehicle was retrofitted with a trailer hitch.
— Easy Open may be deactivated in heavy precipitation to reduce the risk of false activation.

Opening and closing the windows



Fig. 1 In the driver door: buttons for the front and rear power windows (general example).

1 Buttons for the power windows.

2 Control REAR for activating the rear power windows and convenience opening and closing.

3 Control for deactivating the power window buttons in the rear doors and for switching on the electric child safety lock.

The buttons → *fig. 1* 1 can be used to operate the power windows in the front doors.

Opening the windows

1. Press the button.

Closing the windows

1. Pull the switch.

Deactivating the power window buttons in the rear doors

1. Press the control panel → *fig. 1* 3.

The electric child safety lock is switched on at the same time. If the power window buttons in the rear doors are deactivated and the child safety lock is switched on, the yellow indicator light in the control will come on.

The windows can still be opened or closed using the buttons in the doors for a brief period after the vehicle has been switched off, as long as the driver or front passenger door is not opened.

Using the Control REAR

1. Briefly press the control REAR → *fig. 1* (2) to activate operation of the power windows in the rear doors.

   If operation of the power windows in the rear doors is activated, the control function light comes on.

2. Briefly press the control REAR → *fig. 1* (2) again to activate operation of the power windows in the front doors.

If, after operation is activated, the power windows in the rear doors are not used, operation of the power windows in the front doors is reactivated after around ten seconds.

One-touch opening and closing function

The one-touch opening and closing function allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

One-touch closing function

1. Pull the window button upward briefly to the second level.

One-touch opening function

1. Press the window button downward briefly to the second level.

Stopping the automatic closing/opening

1. Pull or press the button for the window again.

Convenience opening and closing

Press and hold the REAR control to activate convenience opening and closing of the power windows in all doors. If the function is activated, the function light in the control blinks. Both of the buttons can simultaneously open or close all four windows.

If, after activation of the convenience opening and closing, the power windows are not used, the operation of the power windows in the front doors is reactivated after around ten seconds.

Briefly press and hold the control REAR again to deactivate the function.

The windows can be opened and closed from outside the vehicle using the vehicle key when the vehicle is switched off:

1. Press and hold the unlock or lock button on the vehicle key.

   Or: *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 . The vehicle key must be in the unlocking area to use this feature.

2. To stop the function, release the unlock or lock button.

   Or: remove your finger from the sensor.

A valid vehicle key must be in the unlocking area to use this feature. When all of the windows are closed, the turn signals will flash once as a confirmation.

You can select the convenience opening settings in the **Vehicle** menu in the Infotainment system.

WARNING

Careless or unintended use of the power windows can cause serious injuries.

- Do not open or close the power windows if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Note that the windows can still be opened or closed using the buttons in the doors for a brief period after the vehicle has been switched off, as long as the driver or front passenger door is not opened.
- When driving with children seated on the rear bench seat, always disable the rear power windows so that the windows cannot be opened or closed.

WARNING

If the vehicle is locked, the windows can no longer be opened and will prevent people from escaping from the vehicle interior. In an emergency, this could cause serious or fatal injuries.

- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked.

NOTICE

If the windows are open, precipitation can enter the vehicle and soak the interior equipment, which could restrict the function of the controls or damage them.

- Close all windows if there is precipitation.

If the power windows are malfunctioning, the one-touch opening and closing function and the pinch protection may not function correctly. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Convenience opening and closing only functions if the one-touch opening and closing 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 →⚠.

1. Check why the window did not close.
2. 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 pull on the power window switch again within a few seconds, the window will close without pinch protection →⚠.

Closing windows without pinch protection

1. Try to close the window again within a few seconds by holding the power window switch. This will disable the pinch protection.

   If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.
2. If the window still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting 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.
- Do not close windows if anyone is in the way.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the window frame.

Pinch protection is also active during convenience closing.

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:

1. Switch on the vehicle.
2. Close all windows and doors.
3. Pull the switch for the desired window and hold it in that position for several seconds.
4. 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.

Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

Adjusting the steering wheel position mechanically

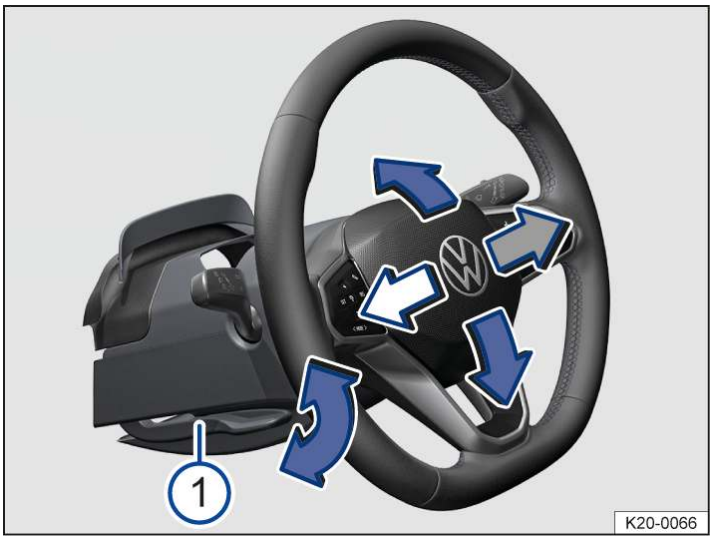


Fig. 1 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually (general example).



Fig. 2 On the steering wheel: nine o'clock and three o'clock position (general example).

Only adjust the steering wheel before driving or while the vehicle is stationary →⚠.

1. Tilt the lever →*fig. 1* (1) downward.
2. Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the nine o'clock and three o'clock position →*fig. 2*.
3. Press the lever all the way up until it locks flush with the steering column trim panel →⚠.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever →*fig. 1* (1) upward into 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, stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the nine o'clock and three o'clock position →*fig. 2*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

WARNING

Driving in an incorrect seating position due to seats being adjusted incorrectly may cause serious injuries.

- Adjust the front seats according to the correct seating position each time before driving and make sure all passengers have their safety belts fastened correctly.
- Move the front passenger seat all the way back.

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 seats could change unexpectedly while driving and you could lose control of the vehicle. You could also put yourself in an incorrect seating position.
- 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.
- Ensure that the movement of the seats is not limited by objects within their range of movement.
- Ensure that the adjusting and locking areas of the seats are not 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 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 any seat, 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.

Manually adjusting front seats

The information that follows describes all possible controls. Depending on the seat version, the number of controls may vary.

The controls on the front passenger seat are a mirror image of those for the driver seat.



Fig. 1 On the driver seat: Controls.

1. To adjust the backrest, turn the handwheel with nothing resting on the backrest.
2. If necessary, move the lever upward or downward multiple times to adjust the height of the seat.
3. Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.
4. Press the button to the side or down to adjust the armrest up or down.

   If the armrest is not being used, it can be folded up without pressing the button.
5. **Only with electric seats, depending on the vehicle equipment:**

   Lift the grip to move the seat cushion forward or backward.

Adjusting power front seats

The electric controls differ depending on the country and vehicle equipment and may vary according to the seat design.

The controls on the front passenger seat are a mirror image of those for the driver seat.

A seat may have both manual and power controls.

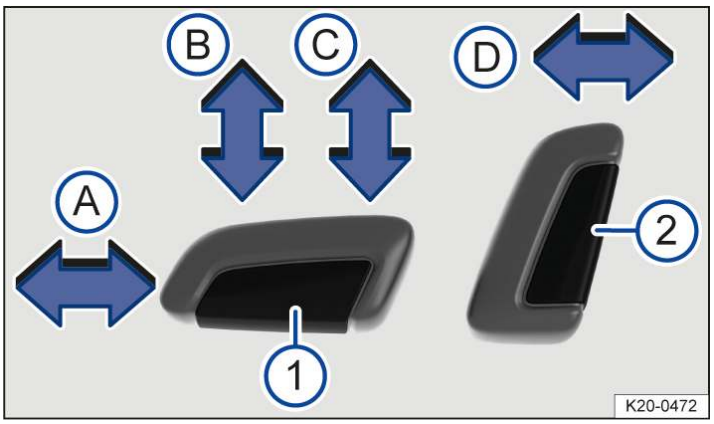


Fig. 1 Switch on the driver seat: Adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

Press the switch in the direction of the arrow:

1 (A) Slide the seat forward or backward.

(B) Adjust the angle of the seat surface.

(C) Adjust the height of the seat.

2 (D) Adjust the angle of the backrest.

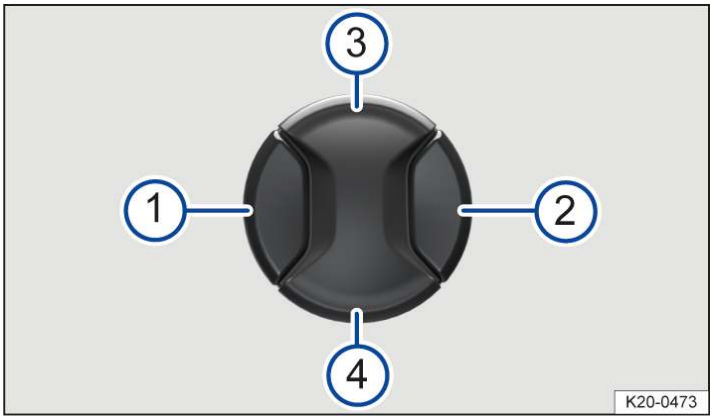


Fig. 2 Switch on the driver seat: Adjusting the lumbar support.

Press the switch in the direction you would like the lumbar support to move.

1 Move the curvature of the lumbar support forward.

2 Move the curvature of the lumbar support backward.

3 Raise the curvature of the lumbar support.

4 Move the curvature of the lumbar support down.

WARNING

Careless or unintended use of the power front seats can cause serious injuries.

- The power front seats can also be adjusted when the vehicle 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

Incorrect usage may damage the electric components in the front seats.

- Do not kneel on the front seats and do not otherwise concentrate pressure on specific points of the seat cushion and backrest.

If the charge level of the 12-volt vehicle battery is too low, it may not be possible to adjust the seat electronically.

Switching on the vehicle's drive system cancels a seat adjustment that is taking place.

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

WARNING

Incorrectly positioned rear seats increase the risk of serious injuries if an accident occurs.

- Before every journey, ensure that the rear seats are positioned so that all passengers are sitting upright and have their safety belts fastened correctly.
- Only adjust the rear seats when there is no one within the range of movement of the seats.

WARNING

If you adjust the rear seats while driving, you will adopt the wrong sitting position. In addition, the rear seats may move unexpectedly during the journey. This will increase the risk of serious injuries if an accident occurs.

- Only adjust the rear seats when the vehicle is stationary.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting any seat, always make sure that there are no cigarette lighters near the moving parts of the seat.

WARNING

Incorrect use of the rear center armrest may cause serious injuries.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Folding the rear bench seat backrest forward or backward

The seat backrest is divided. Each part of the rear seat backrest can be folded forward individually to enlarge the luggage compartment.

Folding the rear seat backrest forward and down with the release button



Fig. 1 In the rear seat backrest: release button.

1. Move the head restraints all the way down.
2. Pull the release button → *fig. 1* (1) forward while folding the rear seat backrest forward and down.

   The corresponding backrest part of the rear seat backrest is released when the red marking → *fig. 1* (2) can be seen.

Folding the rear seat backrest up and back

1. Fold the rear seat backrest to the back and push firmly into the catch until it securely engages →⚠.

   The red marking → *fig. 1* (2) must no longer be visible.

WARNING

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding forward or back.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- A red marking → *fig. 1* (2) indicates that the rear seat backrest is not engaged. Always check that the red marker is not visible when the rear seat backrest is in the upright position.
- Never allow people to sit in a rear seat if that rear 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, vehicle components – especially the safety belts and their components – 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 seats.
- Before folding the rear seat backrest forward, ensure that there are no safety belt buckle tongues in belt buckles.
- Before folding the rear seat backrest forward, always take care that there are no objects in its path.

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

All seats are equipped with head restraints. The head restraints are specially approved for the relevant seat and should not be installed in another seat in the vehicle.

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is not occupied, the respective head restraint can be pushed down as far as it will go.

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 in 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 persons

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller persons

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, always drive with the head restraint correctly installed and adjusted on that seat.
- If a person is sitting in a seat, adjust the head restraint according to their height.
- Never adjust the head restraint while driving.

NOTICE

Removing and fitting the head restraints incorrectly may cause damage.

- When removing and installing the head restraint, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components.

Adjusting the head restraints

Adjusting the height of the front head restraint



Fig. 1 Adjusting the front head restraint (general example).

1. Push the head restraint upward in the direction of the arrow or slide it downward while pressing the button → *fig. 1* (1).

The head restraint must lock securely into the top position or into an intermediate position. In the bottom position, where the guide rod is slid completely into the guide rail, the head restraint does not lock.

Adjusting the height of the rear head restraint

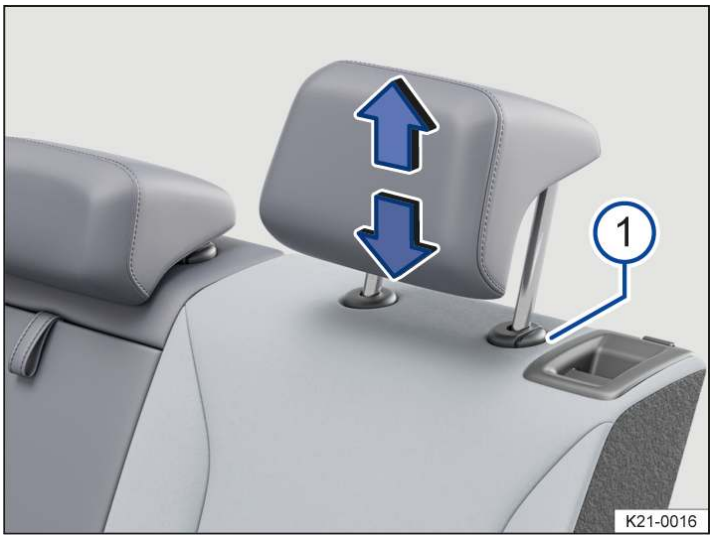


Fig. 2 Adjusting the rear head restraint (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → *fig. 2* (1) button.

The head restraint must lock securely into place.

Removing and installing the head restraints

Removing the front head restraints

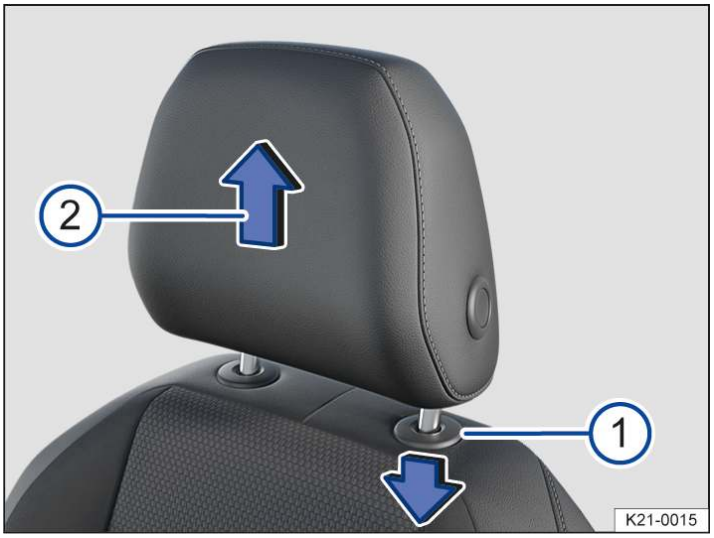


Fig. 1 Removing the front head restraint (general example).

1. Lower the head restraint if necessary.
2. To unlock, press down the ring around the guide rod of the head restraint → *fig. 1* (1).
3. Pull out the head restraint in the direction of the arrow → *fig. 1* (2).

Installing the front head restraints

1. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
2. Slide the head restraint downward until it engages into the guide rods.
3. Adjust the head restraint to the correct position.

Removing the rear head restraint

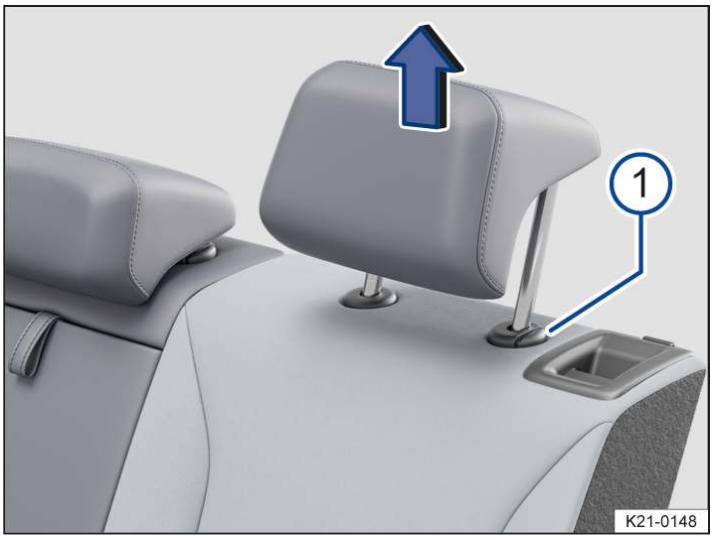


Fig. 2 Removing the rear head restraint (general example).

1. If necessary, adjust the seat backrest so that the head restraint can be removed.
2. Slide the head restraint all the way upward.
3. Pull the head restraint all the way out while pressing the → *fig. 2* (1) button.

Installing the rear head restraint

1. Release the backrest of the rear bench seat and fold slightly forwards.
2. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
3. Push the head restraint downward while pressing the → *fig. 2* (1) button.
4. Fold the rear bench seat backrest toward the rear and lock it securely into place.
5. Adjust the head restraint to the correct position.

Center armrest

Rear center armrest



Fig. 1 In the backrest of the center seat: folding rear center armrest.

There may be a folding center armrest in the backrest of the middle seat of the rear bench seat.

— To fold forward: pull the center armrest in the direction of the arrow using the loop → *fig. 1*.

— To fold back: fold the center armrest upward in the opposite direction of the arrow → *fig. 1* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

WARNING

Incorrect use of the rear center armrest may cause serious injuries.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

WARNING

Objects that are not secured or are secured incorrectly in the rear center armrest may be thrown around during sudden braking or driving maneuvers and can cause serious injuries.

- Store objects such as drinks in the storage compartments provided *(→ Storage compartments)*.

NOTICE

Incorrect handling of the rear center armrest can cause damage to the seat and the center armrest.

- Remove all objects before folding back the rear center armrest.

Memory function

Memory buttons



Fig. 1 On the outer side of the driver's seat: memory buttons.

The driver seat and outside mirror settings can be saved and opened using the memory buttons.

Storing the driver's seat and outside mirror settings for driving forward

1. Set the electronic parking brake.
2. Shift the transmission to neutral.
3. Switch on the vehicle.
4. Adjust the driver's seat and outside mirror.
5. Press and hold the SET button → *fig. 1* for longer than one second.
6. Press the desired memory button → *fig. 1* within approximately 10 seconds.

   A chime will confirm that the settings were saved.

Opening the driver seat and outside mirror settings

1. When the vehicle is stationary and the electronic parking brake is engaged (Ⓟ on the driving mode selector), briefly press the respective memory button.

   Or: if the electronic parking brake is not engaged, press and hold the respective memory button until the saved positions are reached.

Front seat convenience entry function

Variant 1: When the driver door is opened, the driver seat moves automatically to a position that makes it easy to enter the vehicle. The driver seat automatically returns to its original position once you have closed the driver door and switched on the vehicle.

Version 2: Before the vehicle is exited, the driver seat moves automatically to the rear position and remains there. After the vehicle is re-entered and the driver door is closed, the driver seat moves forwards to the last saved position.

The front seat convenience entry function can be enabled and disabled in the Infotainment system.

Driver personalization

Using the personalization function, depending on the vehicle equipment, you can save and open your personal seat settings in a user account .

After the vehicle is switched off and locked, the driver seat and outside mirror settings will be saved in a user account.

The driver's seat and outside mirror settings will be recalled after the vehicle is unlocked and the driver's door is opened.

The seat will react as follows when an account is selected or switched:

— Vehicle is stationary or traveling at no more than approx. 5 km/h (approx. 3 mph): the seat will be moved. You can cancel the seat movement before it completes by tapping the respective function key in the Infotainment system or by pressing a button on the driver's seat.

— Vehicle is traveling faster than approx. 5 km/h (approx. 3 mph): the seat will not be moved. All other settings will be applied.

Some settings can be saved in the driver personalization user profiles and change automatically when profiles are switched .

WARNING

Improper use of seat functions can cause serious injuries.

- Before beginning a journey always adjust to the correct seat position and maintain this throughout the journey. This also applies to all passengers.
- Set the memory function only with the vehicle stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the area in which the seats operate and move during adjustment.

Massage feature



Fig. 1 Massage function button to the side of the driver seat.

For the massage function, the lumbar support moves and massages the lumbar area of your back.

The lumbar support cushioning (intensity of the massage) can be individually adjusted in three stages during operation by pressing repeatedly on the corresponding switch *(→ Electric front seat)*.

The massage function is only available when the vehicle is switched on.

Switching the massage function on and off

1. To switch on the massage function, press the button in the control panel for the seat. Press the button again to switch off the massage function.

After around ten minutes, the massage function switches off automatically.

WARNING

Improper use of seat functions can cause serious injuries.

- Before beginning a journey always adjust to the correct seat position and maintain this throughout the journey. This also applies to all passengers.
- Only switch the massage function on and off when the vehicle is stationary.
- Always keep your hands, fingers, feet and other parts of your body clear of the range of operation and adjustment range of the seats.

Switching the turn signals on and off

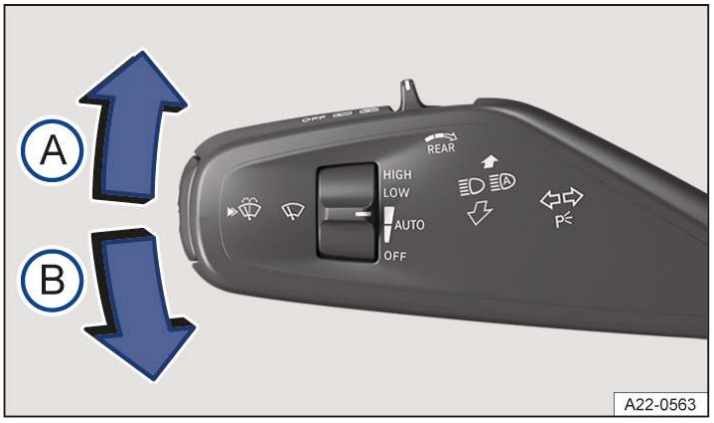


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Right turn signal ➡.

(B) Left turn signal ⬅.

Switching the turn signals on and off

1. Switch on the vehicle.
2. Move the lever out of the center position into the desired position *→ fig. 1*.
3. To switch off the turn signal, move the lever back to the basic position.

If no chime sounds when the turn signal is on, contact a suitably qualified professional and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

3-blink turn signal

1. Push the lever up or down to the pressure point and then release the lever.

   The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal 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 or fatal injuries.

- Always activate the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again every time you finish changing lanes, passing, or turning.

The emergency flashers also work when the vehicle is switched off.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Switching the lights on and off



Fig. 1 Next to the steering wheel: control panel for switching the exterior lighting on and off.

Switching the lights on

1. Switch on the vehicle.
2. Tap the MODE function key repeatedly until the corresponding indicator lights come on:

The low beam headlights are switched on. The green indicator light turns on.

AUTO Automatic headlights: The low beam headlights are switched on or off depending on the ambient brightness → ⚠, *(→ Automatic headlight control)*.

Parking light switched on, the green indicator light turns on. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) **AUTO**.

- - Only shown on the instrument cluster display: a message appears indicating that the light is switched off. The automatic headlights are activated from a speed of approximately 10 km/h (approximately 6 mph) or after a distance driven of around 100 m (approximately 328 ft) **AUTO**.

Switching the lights off

1. Switch off the vehicle.

AUTO The orientation lighting can be switched on *(→ Orientation lighting)*.

The parking lights or continuous parking light on both sides of the vehicle are switched on . The green indicator light turns on.

- - Only shown on the instrument cluster display: a message appears indicating that the light is switched off.

Additional buttons (depending on vehicle equipment)

FRONT Switch the poor weather lights on and off *(→ Poor weather light)*.

REAR Switch the rear fog lights on and off *(→ Rear fog light)*.

Daytime running lights

The daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

When the vehicle is switched on, the daytime running lights switch on when brightness is detected.

At a speed of around 10 km/h (approximately 6 mph) or more, the daytime running lights cannot be manually switched on or off.

NOTICE

If the outside temperature is very low, ice can form on the headlights. Improper cleaning can cause vehicle damage.

- Never use cleaning objects that are too hard or abrasive.
- Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

WARNING

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.
- Regularly check that the lighting system and turn signals are functioning correctly.

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 in the dark, when it is raining, and when visibility is poor. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.

WARNING

The automatic headlights AUTO support the driver. The driver is responsible for switching on the vehicle lighting correctly. The automatic headlights AUTO turn the dipped beam headlights on and off when there are changes in brightness. Insufficient lighting on the road may cause accidents and serious or fatal injuries.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Switching the high beam headlights on and off

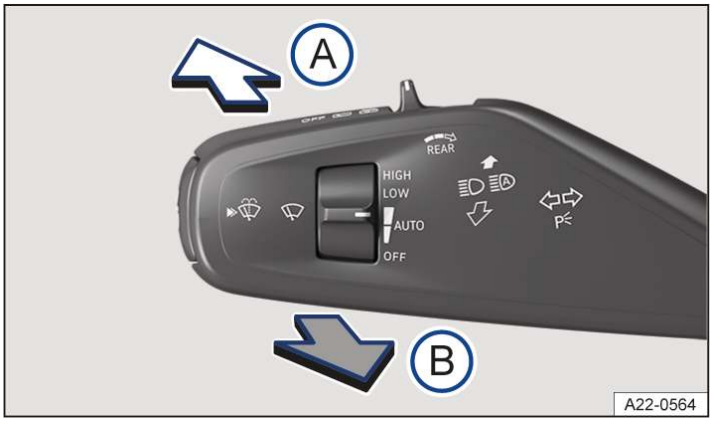


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

(A) Turn on the high beam headlight.

(B) Activate the headlight flashers or turn off the high beam headlights.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will light up on the instrument cluster display →.

Turning on the high beam headlight

1. Switch on the vehicle.
2. Switch on the low beam headlight.
3. Push the lever forwards out of the center position → *fig. 1* (A).

Turning off the high beam headlight

1. Pull the lever backwards out of the center position → *fig. 1* (B).

Turning the headlight flasher on and off

1. Pull the lever backwards out of the center position and hold it in place → *fig. 1* (B).

   To deactivate, release the lever.

High beam assistance

Depending on the vehicle equipment, an automatic high beam assistance may be available *(→ High beam control (Light Assist) (static))* *(→ High beam control (Light Assist) (dynamic))*.

⚠ WARNING

Incorrect use of the high beam headlight may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Use the high beam headlights only if other road users cannot be distracted or blinded.

High beam assistance (Light Assist)

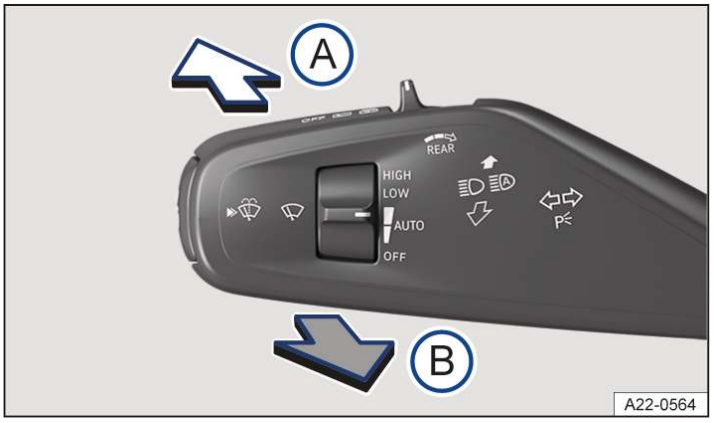


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The high-beam control (Light Assist) automatically dims if other self-illuminating road users are detected. In addition, Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on high beam control (Light Assist)

1. Switch on the vehicle.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forward out of the basic position → *fig. 1* (A).

When high beam control (Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If high beam control (Light Assist) switches on the high beam headlights, the blue indicator light for the high beam headlights will light up in the instrument cluster display.

Switching off high beam control (Light Assist)

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if high beam control (Light Assist) is switched on and the high beam headlights are active, pull the lever backwards → *fig. 1* (B).

   Or: if high beam control (Light Assist) is switched on and the high beam headlights are not active, press the lever forwards → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backward (B).

System limits

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:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— 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 switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

⚠ WARNING

Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

⚠ WARNING

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 auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Advanced high beam control (Dynamic Light Assist)

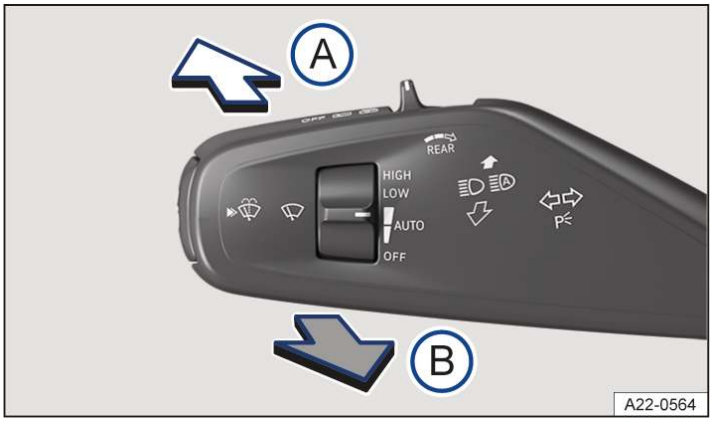


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The advanced high beam control (Dynamic Light Assist) function lights up the road and its peripheral areas to the maximum extent. At the same time, it avoids dazzling traffic ahead or oncoming traffic. The system uses a camera to detect other self-illuminating road users and their distance from your vehicle and specifically switches off areas in the light distribution. If it is no longer possible to prevent another road user from being dazzled, the high beam is completely switched off. Dynamic Light Assist also 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 →⚠.

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch on the vehicle.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forward out of the basic position → *fig. 1* (A).

When advanced high beam control (Dynamic Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If advanced high beam control (Dynamic Light Assist) switches on the high beam headlights, the blue indicator light for the high beam headlights will light up in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if Dynamic Light Assist is switched on and high beam is active, pull the lever backward → *fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and high beam is not active, tap the lever forward → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards.

System limits

The high beams must be switched off manually in the following situations, because Dynamic Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— 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 switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Dynamic Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

WARNING

Dynamic Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Dynamic Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

WARNING

If the camera lens is dirty, covered or damaged, the functionality of the Dynamic Light Assist may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Dynamic cornering light

The dynamic cornering lights provide optimum illumination of the roadway.

The dynamic cornering light only works when the automatic headlights AUTO are switched on and at speeds of more than approximately 10 km/h (approximately 6 mph).

The dynamic cornering light can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching the poor weather lights on and off

Poor weather lights help you to illuminate the carriageway more effectively when visibility is poor.

The poor weather lights can only be switched on when the vehicle is switched on.

Switching on the Poor Weather Lights

1. Switch on the vehicle.
2. Tap the FRONT button *(→ Low beam headlight)*.

The green indicator light in the button turns on. The indicator light will also light up on the instrument cluster display for a few seconds.

Switching off the Poor Weather Lights

1. Tap the FRONT button again.

If the poor weather lights are switched on when the light is off, the parking lights are switched on or the automatic headlights AUTO are switched on, the low beam headlights will also be switched on, regardless of the ambient brightness.

Troubleshooting

Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer turn signal indicator light

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting 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.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

If the automatic headlights (AUTO) are switched on, the vehicle lighting will not turn on or off automatically.

1. Switch the vehicle on and off.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic cornering light

The swivel behavior of the lights can be influenced by the selected driving mode in vehicles with driving profile selection.

If the dynamic cornering light malfunctions, this is indicated on the instrument cluster display. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

Light Assistants Are Not Responding as Expected

Travel mode deactivates the dynamic cornering light.

1. Ensure that the travel mode is not activated when it is not required *(→ Vehicle settings menu)*.

Switching on and off the rear fog light

The rear fog lights can only be switched on when the vehicle is on *(→ Low beam headlight)*.

Switching the rear fog light on

1. Tap the REAR function key.

   The indicator light in the button turns on. The yellow indicator light also lights up on the instrument cluster display.

Switching the rear fog light off

1. Tap the REAR function key again.

If the rear fog light is switched on when the light is off, the parking light is on or the automatic headlights AUTO are on, the low beam headlights will also be switched on, regardless of the ambient brightness.

For vehicles with a factory-installed trailer hitch: The rear fog lights on the vehicle will not turn on if a trailer with rear fog lights is connected to the vehicle.

Parking lights

If the parking light function is switched on, both headlights will come on, along with the parking lights, sections of the taillights, the license plate light and various buttons in the vehicle interior. The automatic headlights are activated from a speed of around 10 km/h (6 mph) or after driving a distance of around 100 m (approx. 328 feet).

If the vehicle is not locked from the outside when it is switched off and the parking light is switched on, the parking lights on both sides will automatically switch on after about 10 minutes to reduce the load on the 12 V vehicle battery *(→ Parking light)*.

Automatic side or parking light deactivation

The vehicle detects that the 12 V vehicle battery is low and switches off the parking lights or continuous parking lights early enough to ensure that the vehicle's drive system can still be activated, but not until at least two hours have passed.

If the battery capacity is not enough for the parking lights or continuous parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the vehicle's drive system can no longer be activated →⚠.

⚠ WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

Switching the parking light on and off

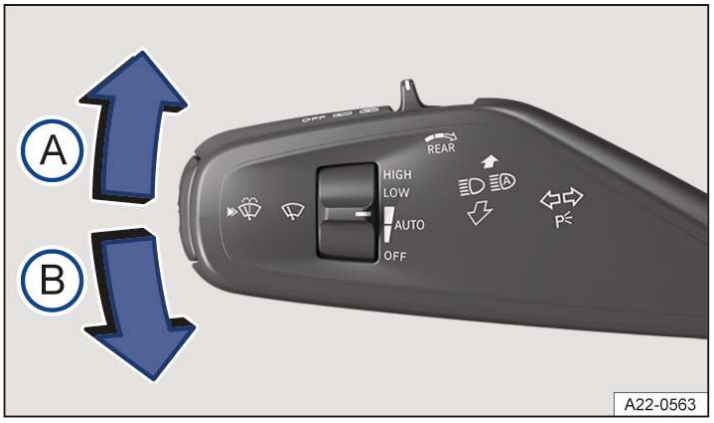


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

A Right-hand parking light P≤ switched on.

B Left-hand parking light P≤ switched on.

Switching on and off the parking light on one side of the vehicle

When the parking light is switched on, the headlight on that side of the vehicle will turn on as well as the side light and sections of the taillight. As a rule, a parking light lit on only one side of the vehicle can remain lit for twice as long as continuous parking lights on both sides of the vehicle:

1. Switch off the vehicle.
2. Move the lever out of the center position into the required position → *fig. 1*.
3. To switch off the parking light on one side of the vehicle, move the lever into the basic position.

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 side lights and sections of the taillights:

1. Switch on the parking light .
2. Switch off the vehicle.
3. Lock the vehicle from the outside.
4. To switch off the parking lights, unlock the vehicle from the outside.

Automatic side or parking light deactivation

The vehicle detects that the 12 V vehicle battery is low and switches off the parking lights or continuous parking lights early enough to ensure that the vehicle's drive system can still be activated, but not until at least two hours have passed.

If the battery capacity is not enough for the parking lights or continuous parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the vehicle's drive system can no longer be activated →.

WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

Entry and exit lighting (orientation lighting)

The entry and exit lighting illuminates the immediate area around the vehicle when you are entering and exiting the vehicle.

If a Digital Key is used as the vehicle key, the welcome and exit lighting will vary, depending on the vehicle equipment, according to the settings for the original vehicle key stored in the user account.

Switching on entry lighting

1. Unlock the vehicle when the automatic headlights AUTO are switched on.

Switching off entry lighting

1. Turns off automatically after the set lighting time has elapsed.

   Or: Lock the vehicle.

   Or: tap the MODE button until the light is switched off.

   Or: switch on the vehicle.

Switching on exit lighting

1. Switch off the vehicle.

The exit lighting switches on when the automatic headlights AUTO are switched on.

The lighting time begins when the last vehicle door or trunk lid is closed.

Switching off exit lighting

1. Switch on the vehicle.

   Or: tap the MODE button until the light is switched off.

   Or: automatically after the set light switch-off delay has elapsed.

   Or: Automatically if a vehicle door or the trunk lid is still open approximately 30 seconds after switching on.

Adjusting entry and exit lighting

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)*.

Depending on the vehicle equipment, you can adjust the behavior of the exterior lighting in the vehicle settings in the Infotainment system.

You can choose between two display strategies in the **Exterior lighting settings** menu:

— Classic entry and exit lighting.

The periphery lighting, headlights and taillights are switched on and off at the same time.

— Dynamic entry and exit lighting.

The ambient lighting, headlights and taillights are switched on and off dynamically and, if necessary, in an animated pattern.

In vehicles with Keyless Access with push-button start, switching on the entry lighting when approaching can be activated or deactivated.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Cornering lights

If the low beam headlights are switched on, a cornering light will also switch on during slow turns or in very tight corners.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Automatic headlight control

If automatic headlights AUTO are switched on, the vehicle lighting switches on and off automatically along with the instrument illumination under the following conditions:

— The light sensor has detected darkness.

— The windshield wipers are switched on for a long time.

When the lights are turned on, the yellow indicator light AUTO turns on *(→ Low beam headlight)*.

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)*.

Headlight range control

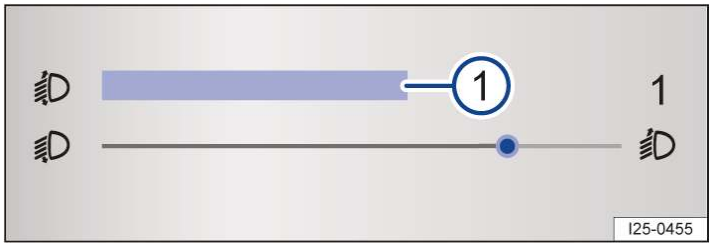


Fig. 1 In the Infotainment system: slider for headlight range control.

1	Slider for headlight range control.

Headlight range control is used to adjust the beam of the dipped beam headlight to the load level of the vehicle. This provides the driver with the best possible visibility and oncoming traffic is not dazzled.

Depending on the vehicle equipment, the headlight range can be adjusted in the Infotainment system → *fig. 1* (1) *(→ Vehicle settings menu)* , → ⚠.

Manual headlight range control

Adjustment with the slider in the Infotainment system:

1. Tap the Vehicle function keys.
2. Tap the Low beam headlight function key to open the **Headlight range control** → *fig. 1* (1) menu item.
3. Tap the required position (example vehicle load).

Setting in the Infotainment system:

0 Front seat occupied and luggage compartment empty.

2 All seats occupied and luggage compartment empty.

4 All seats occupied and luggage compartment fully loaded.

Trailer mode with low drawbar load.

6 Only driver seat occupied and luggage compartment fully loaded.

Trailer mode with maximum drawbar load.

Dynamic headlight range control

Manual adjustment does not apply to vehicles with dynamic headlight range control. The headlight range automatically adjusts to the vehicle load when the headlights are switched on → ⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the vehicle height to change such that the headlights dazzle and distract other road users. This can cause accidents and serious or fatal injuries.

- Always adjust the light cone to the vehicle load so that other road users are not dazzled.

⚠ WARNING

If the headlight range control fails or malfunctions, the headlights may blind and distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control inspected immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the low beam headlights on vehicles with advanced high beam control (Dynamic Light Assist) or dynamic cornering light can dazzle oncoming traffic. Therefore, the headlight alignment on vehicles equipped with these functions can be adjusted with the travel mode in the Infotainment system via the Vehicle settings menu under Light, Exterior light *(→ Vehicle settings menu)*. On vehicles without advanced high beam control (Dynamic Light Assist) and without dynamic cornering light, adjustment of the headlights is not required.

Travel mode may be used only for a short period of time. Contact a suitably qualified professional for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning tones when lights are not turned off

If the vehicle has been switched off and the driver door is opened, warning tones will sound under the following conditions:

— With the parking lights switched on.

— With the parking lights switched on .

— With the rear fog light switched on .

If the orientation lighting is switched on, the warning tone to indicate that the light is still turned on will not sound when leaving the vehicle *(→ Orientation lighting)*.

Instrument and switch illumination

You can adjust the instrument and switch lighting brightness in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Depending on the vehicle equipment, the brightness of the head-up display can be adjusted .

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlights AUTO are switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.

Interior/reading lights, ambient lighting



Fig. 1 On the overhead console: touch-sensitive reading lights.

Switching on or off interior and reading lights

Tap the corresponding symbol:

Switch the interior lights on or off.

OFF Function switched off: the interior lights will switch on automatically when unlocking or leaving the vehicle.

Touch-sensitive reading lights with manual dimming function

On the roof console and above the rear door, there can be touch-sensitive reading lights depending on the equipment → *fig. 1*. By tapping the illuminated area, the respective reading light can be switched on or off.

To activate the manual dimming function, touch the illuminated area until the desired brightness level is reached.

Glove compartment and luggage compartment lights

The glove compartment and the luggage compartment may be illuminated depending on the vehicle equipment.

The relevant light turns on or off when opening and closing the glove compartment or trunk lid.

Ambient lighting

The brightness and the color of the ambient lighting can be controlled via the **Ambience settings** function in the Infotainment system *(→ Atmospheres)*.

After the vehicle has been switched off, the lights will turn off when the vehicle is locked or automatically after a few minutes. 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 .

Operating the windshield wiper lever



Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

The windshield wipers only work when the vehicle is switched on, the driver door is closed and the hood or trunk lid is closed.

(1) Operate the windshield wipers.

(2) Operate the one-tap wiping and automatic wiper/washer system of the windshield wipers.

(3) Operate the rear window wiper.

Switching on the Windshield Wipers

1. Switch on the vehicle.
2. Turn the switch to the desired position → *fig. 1* (1):

HIGH Fast wiping.

LOW Slow wiper speed.

AUTO Vehicles without rain/light sensor: Intermittent wiping. The wiping interval can be set in two stages.

Vehicles with rain/light sensor: Automatic wiping depending on how hard it is raining. The sensitivity of the rain/light sensor can be adjusted in two stages.

Switching off the Windshield Wipers

1. Turn the switch → *fig. 1* (1) to the **OFF** position.

Switching One-tap Wiping (Brief Wiping) on and off

1. Switch on the vehicle.
2. Press and hold the → *fig. 1* (2) button to the first level → ⚠.

To switch off the one-tap wiping, release the button.

Switching the Automatic Wiper/Washer System for Cleaning the Windshield on and off

1. Switch on the vehicle.
2. Press and hold the → *fig. 1* (2) button to the second level → ⚠.

To switch off the automatic wiper/washer system, release the button.

The Climatronic switches to air recirculation for approximately 30 seconds to help prevent the windshield washer fluid odor from entering the vehicle interior.

Switching on the Rear Window Wiper

1. Switch on the vehicle.
2. Push the switch → *fig. 1* (3) into the center position.

   The wiper moves approximately every six seconds.

Switching off the Rear Window Wiper

1. Push the switch → *fig. 1* (3) to the left and into the **OFF** position.

Switching the Automatic Wiper/Washer System of the Rear Window Wiper on and off

1. Switch on the vehicle.
2. Push the switch → *fig. 1* (3) into the right-hand position and hold it there → ⚠.

To switch off the automatic wiper/washer system, release the button.

WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility. This can cause accidents and serious or fatal injuries.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the window washer system in winter temperatures if the windshield has not been warmed up with the air conditioning system.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently *(→ Wiper blades)*.

NOTICE

Incorrect handling of the windshield wipers can cause damage to the windshield, the wiper blades and the wiper motor.

- Before driving and before the vehicle is switched on, check that the windshield wiper lever is in the basic position.
- Remove any snow and ice from the windshield wipers and the windshield.
- Always carefully loosen wiper blades that have frozen onto the windshield from the windshield.
- Do not turn on the windshield wipers when the windshield is dry.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

If the driver door is opened when the vehicle is stationary, the windshield wipers move back to their initial position and are switched off. If the door is shut again within a few seconds or the windshield wiper lever is moved, the windshield wipers are switched back on again.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield *(→ Wiper blades)*.

Wiper function

Wiper/washer system for cleaning the windshield or rear window

The wiper/washer system cleans the windshield or rear window with the windshield wipers and windshield washer fluid. To guarantee correct functioning in all weather conditions, sufficient freeze protection must be added to the windshield washer fluid *(→ Washer fluid)*.

NOTICE

Without sufficient freeze protection, windshield washer fluid can freeze in the hoses filled with water and in the windshield washer tank at low temperatures. This can cause damage to the windshield washer pump.

- Always use windshield washer fluid with sufficient freeze protection.

Automatic rear window wiping

The rear window wiper switches on automatically when the windshield wipers are switched on and reverse gear is engaged. The automatic activation in reverse gear function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Cleaning system of the Rear View Camera system

The cleaning system of the Rear View Camera system cleans the Rear View Camera system and works with the automatic wiper washing system to clean the rear window.

If, after washing the camera several times, the camera's view is still limited, clean the camera lens manually *(→ Rear view)*, *(→ Vehicle care exterior)*.

Rain/light sensor

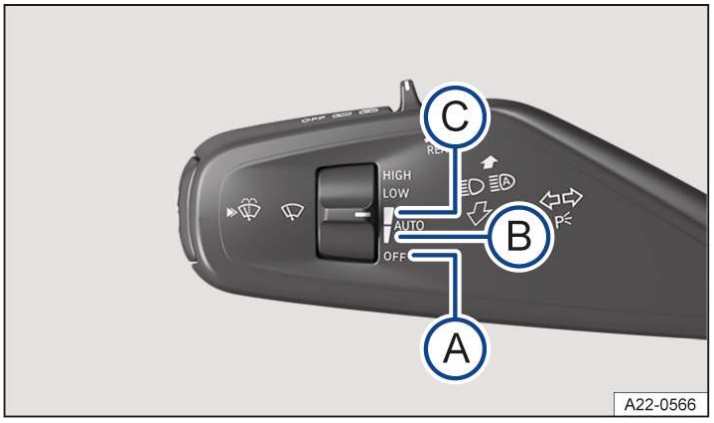


Fig. 1 On the left-hand side of the steering column: lever for turn signal, high beam and windshield wiper.

- (A) Rain/light sensor deactivated.
- (B) Rain/light sensor activated, stage 1.
- (C) Rain/light sensor activated, stage 2.

When switched on, the rain/light sensor automatically adjusts the delay between wiping cycles and the speed of the windshield wipers depending on how hard it is raining.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)* → ⚠.

Activating the Rain/Light Sensor

1. Switch on the vehicle.
2. Turn the switch to the desired position → *fig. 1*:
   - — Position (B): low sensitivity of the rain/light sensor.
   - — Position (C): high sensitivity of the rain/light sensor.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Deactivating the Rain/Light Sensor

1. Turn the switch to position → *fig. 1* (A).

⚠ WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly. Reduced visibility can cause accidents and serious or fatal injuries.

- 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 will change when the user profile is switched .

Troubleshooting

Washer fluid level too low

The yellow indicator light turns on.

1. Fill the washer fluid reservoir at the next available opportunity *(→ Washer fluid)*.

Wiper system malfunction

The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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.

1. Contact a suitably qualified professional. Volkswagen recommends contacting 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 the wiper intervals, or cause fast wiping time.

— **Insects:** insects hitting the windshield may trigger the wipers.

— **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.

— **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) may lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage *(→ Vehicle care exterior)*.

— **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.

1. Remove the obstacle and switch the wipers on again.

General safety precautions

Using the outside mirrors and the interior 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 outside mirrors and the interior rearview mirror correctly before starting to drive.

It is not possible to oversee the entire side and rear area of the vehicle by looking in the outside and interior rearview mirrors. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

WARNING

Adjusting the outside mirrors and interior rearview mirror while driving can distract the driver. This can cause accidents and serious or fatal injuries.

- Only adjust the outside mirror and interior rearview mirror when the vehicle is stationary.
- 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

The view in the outside mirrors and interior rearview mirror does not cover the entire area around the side and rear of the vehicle. Other road users and objects could be in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lanes, passing, and turning, always pay attention to your surroundings.

WARNING

Curved mirror surfaces (depending on the country: convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away. This leads to an inaccurate estimation of the distance to vehicles behind you, e.g. when changing lanes. This can cause accidents and serious or fatal 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. Coming into contact with this liquid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. This may cause serious injuries.

- If electrolyte fluid is swallowed, rinse out the mouth immediately for at least 15 minutes with plenty of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.
- Immediately get plenty of fresh air and exit the vehicle. If this is not possible, open all the windows and doors.
- If the electrolyte fluid comes into contact with eyes or skin, wash the affected area immediately for at least 15 minutes with plenty of water and seek medical assistance.
- If the electrolyte fluid comes into contact with your shoes or clothing, wash it for at least 15 minutes with plenty of water. Clean the shoes and clothing thoroughly before wearing them again.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte fluid can leak out. This fluid damages plastic surfaces.

- Remove any leaking fluid as soon as possible, for instance using a wet sponge.

Interior rearview mirror

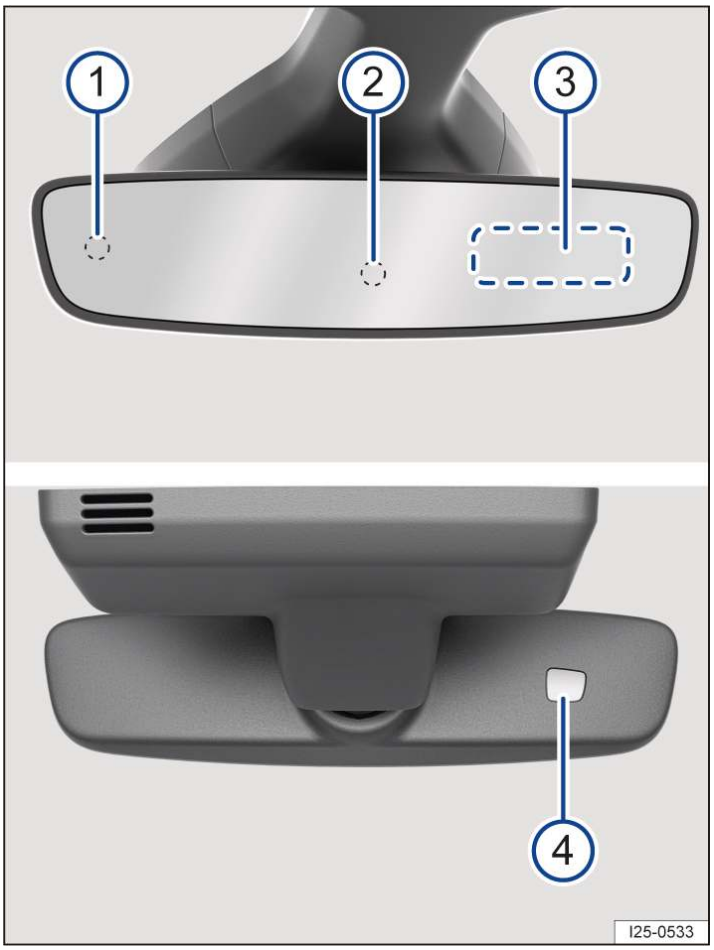


Fig. 1 On the windshield: automatic dimming interior rearview mirror.

1. Sensor for light entering from the rear.
2. Camera .
3. Infrared light source area for the camera.
4. Sensor for light entering from the front.

Automatic dimming interior rearview mirror

When the vehicle is switched on, the sensors measure the amount of light entering from the rear → *fig. 1* (1) and from the front (4).

Depending on the measured values, the interior 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 interior rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming interior rearview mirror can also affect the sensors →⚠.

Automatic dimming will be deactivated in some situations, for example when the interior lighting in the roof console is switched on or when reverse gear is engaged.

⚠ WARNING

The illuminated display of a mobile navigation system may interfere with the automatic dimming interior rearview mirror. This may stop you from using the interior rearview mirror to accurately determine the distance from vehicles or other objects behind you. Accidents and serious or fatal injuries could result.

- Switch the mobile navigation system off in such cases.

Outside mirrors



Fig. 1 In the driver door: knob for the outside mirrors.

The following information describes the outside mirror functions for left-hand drive vehicles. Position **L** corresponds to the outside mirror on the driver's side, and position **R** corresponds to the outside mirror on the passenger's side. For right-hand drive vehicles, proceed in the reverse order.

Adjusting outside mirrors

1. Switch on the vehicle.
2. Turn the knob in the driver door until the desired symbol lights up → *fig. 1*.
3. To adjust the outside mirror, push the knob forward, back, right or left in the direction of the arrow.

The corresponding symbol remains lit while the selected function is active.

Fold the outside mirror in towards the vehicle body →⚠.

Switch on the outside mirror heating. The exterior mirror heating only works when the ambient temperature is below approx. 20 °C (around 68 °F) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the ambient temperature.

L Adjusts the left outside mirror.

R Adjusts the right outside mirror.

Activating outside mirror functions

The following outside mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time *(→ Vehicle settings menu)*.

Synchronized mirror adjustment

The synchronized mirror adjustment feature simultaneously adjusts the right-side outside mirror to match adjustments to the left-side outside mirror.

1. Turn rotary knob to position **L**.
2. Adjusts the left outside mirror. The right outside mirror will be adjusted the same way (synchronized).
3. To correct the adjustment of the right outside mirror, if necessary, turn the knob to the **R** position and adjust the right outside mirror.

Folding the outside mirrors in while parking

If the vehicle is locked or unlocked from the outside, the outside mirrors can automatically fold in or out, depending on the vehicle equipment. For this to happen, the knob must be in the , **L**, or **R** position.

If the knob for power exterior mirrors is in the position, the outside mirrors will remain folded in.

Save the passenger-side outside mirror settings when reversing

1. Switch on the vehicle.
2. Select the reverse gear.
3. Adjust the front passenger outside mirror so that, for example, the edge of the curb can be seen clearly.
4. Shift the transmission to neutral.
5. Switch off the vehicle. The set mirror position is saved.

Opening the front passenger outside mirror settings for driving in reverse

1. Turn rotary knob for the outside mirrors to the relevant position for adjusting the front passenger outside mirror.
2. With the vehicle switched on, engage reverse gear.

   The front passenger outside mirror will adjust to the stored position.

The front passenger outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 15 km/h (about 9 mph) or when the knob is turned to any other position.

WARNING

If you fold the outside mirrors against the vehicle or back without taking care, you could get your fingers jammed between the outside mirror and the mirror base. This can cause severe injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the path.

NOTICE

If outside mirrors are not folded in when driving through a car wash, they can get damaged.

- Always fold in the outside mirrors.

NOTICE

Folding in the power exterior mirror manually can worsen wear and tear or damage the mirror motor.

- Do not fold power exterior mirrors in or out by hand.

Leave the outside mirror heating on only as long as it is needed. Otherwise power will be used unnecessarily.

If there is a malfunction in the power outside 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 will change when the user profile is switched .

Sun visors



Fig. 1 In the front of the headliner: sun visor.

(1) Light.

(A) Remove from holder.

(B) Slide cover open.

Adjustment options for the driver and front passenger sun visors:

— Fold toward the windshield.

— Remove from the holder and tilt toward the door → *fig. 1* (A).

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights → *fig. 1* (1) turn on when the cover → *fig. 1* (B) slides open.

WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended. This can cause accidents and serious or fatal injuries.

- 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.

Sunshade in the sunroof



Fig. 1 In the headliner: Function keys for controlling the sunshade.

The electronic sunshade works when the vehicle is switched on and can be opened or closed via the function key in the headliner or in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If corresponding equipment is present, the sunshade can be opened and closed using voice control *(→ Vehicle settings menu)*.

Opening the sunshade

— Automatic process: Swipe backward on the function key *→ fig. 1*. The automatic process is interrupted if the function keys are tapped.

— Manual process: Swipe backward on the function key and hold until it reaches the desired position.

Closing the sunshade

— Automatic process: Swipe forward on the function key *→ fig. 1*. The automatic process is interrupted if the function keys are tapped.

— Manual process: Swipe forward on the function key and hold until it reaches the desired position.

Sunshade pinch protection

The pinch protection can reduce the risk of being pinched and injured when the sunshade is closing →⚠. If the sunshade encounters resistance or an obstacle when closing, the sunroof will open again immediately.

1. Check why the sunroof did not close.
2. Try again to close the sunshade.

   If the sunshade still encounters resistance or an obstacle and will not close, open the sunshade again. Within a short time after opening, you can close the sunshade again without pinch protection.
3. If the sunshade is still not able to close, close the sunshade without pinch protection.

Closing the sunshade without pinch protection

1. Try again to close the sunshade.
2. If the sunshade still cannot be closed, swipe forward on the function key within 5 seconds →*fig. 1* and hold until the sunshade is completely closed.

   This will close the sunshade without pinch protection.
3. If the sunshade still will not close, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If you release the function key during the closing process, the sunshade will open again automatically.

Control is responding differently than expected

Moisture, dirt and grease may limit the functioning of the control.

1. Always keep the control clean and dry.

⚠ WARNING

Closing the sunshade without pinch protection may result in serious injuries.

- Always be careful when closing the sunshade.
- Ensure that nobody is within the range of operation of the sunshade, especially if it is closing without pinch protection.

Windshield with communication window



Fig. 1 Next to the mirror base: Communication window (general example).

Windshields made of heat protection glass may have an infrared-reflecting coating and may, depending on the vehicle equipment, be able to be wirelessly heated. In order to ensure that wireless equipment from the accessories industry, e.g. toll systems, can function correctly, an uncoated area is present on either side of the interior rearview mirror (communication window) *→ fig. 1*.

The uncoated areas must not be covered from the inside or outside, or have stickers on them, because this could cause malfunctions.

Overview of the Climatronic

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 climate control bar is displayed permanently at the bottom of the screen in the Infotainment system. For example, you will find the currently set temperature there.

Some functions of the air conditioner, as well as a climate control bar for the rear seats, depend on the vehicle equipment.

Making Efficient Use of the Air Conditioner

The air conditioner is most effective when the vehicle interior is kept closed. In the event of heat build-up in the vehicle interior, brief ventilation can accelerate the cooling process.

Display of activated functions

Illuminated symbols on the sensor areas in the instrument panel and function keys highlighted in color in the Infotainment system indicate functions that are switched on.

Switching functions in the climate control bar

You can change some functions in the climate control bar in the Infotainment system.

1. Tap and hold the function in the climate control bar.
2. Select your preferred air conditioner function from the displayed overview.

⚠ WARNING

Icy, snow-covered or foggy door windows restrict visibility very severely. This increases the risk of collisions and accidents, which may result in serious or fatal injuries.

- Keep all windows free of ice, snow and fog.
- Adjust the heating system, air conditioner *(→ Defrost function)* and rear window defroster *(→ 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 as soon as it is not necessary.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Air conditioner menu in the Infotainment system

CLIMA Open the Air conditioner menu via the climate control bar in the Infotainment system.

Open the Air conditioner menu via the app overview in the Infotainment system.

In the **Air conditioner** submenu, you can find, for example, the functions for air distribution *(→ Air conditioner air distribution)* and temperature regulation *(→ Air conditioner temperature control)*.

In the **Rear** submenu, you can find the settings for the temperature regulation of the rear seats.

In the **Stationary air conditioning** submenu, you can find the stationary air conditioning settings, e.g. the programmable departure times *(→ Stationary air conditioning)*.

Some functions and menus depend on the vehicle equipment.

Operating status of the air conditioner

The operating status of the air conditioning system is represented by colors:

Cooling.

Heating.

Climate control settings submenu

Depending on the vehicle equipment, you can find additional comfort functions in the **Climate control settings** submenu.

— Switch on seat heating automatically at the beginning of the journey *(→ Seat heating)*.

— Switch on steering wheel heating automatically at the beginning of the journey *(→ Steering wheel heating)*.

Switching the Air Conditioner On and Off

In the Air conditioner menu: top of the screen

Switch the air conditioning system on and off.

When the air conditioner is switched off, **OFF** will be displayed at the bottom of the screen in the Infotainment system.

Automatic mode of the Climatronic

In the air conditioner menu or in the climate control bar

AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled.

Selecting an Air Conditioner Profile

You can set the blower speed in automatic mode via the air conditioner profiles.

1. Open the Air conditioner menu in the Infotainment system.

   Or: create automatic mode AUTO as a favorite in the climate control bar *(→ Climatronic)*.

2. To switch on the Climatronic automatic mode, tap AUTO in the climate control bar or in the air conditioner menu.
3. Tap AUTO again and select your preferred air conditioner profile in the pop-up window.

Smart Climate

If a Smart Climate function is switched on, Climatronic automatic mode is also switched on. The Smart Climate functions remain switched on for a short time and automatic mode also remains switched on once this time has elapsed.

1. Open the Air conditioner menu in the Infotainment system.
2. Tap **Smart** and select the desired Smart Climate function.

 Clear fog and ice from the windshield.

 Direct warm air into the footwell.

 Direct warm air onto the steering wheel.

 Direct cool air into the footwell.

 Direct fresh air from outside into the vehicle interior.

 Temporarily increase the power of the heating.

 Temporarily increase the power of the refrigerant system.

Automatic Mode Switches Off

If one of the following conditions applies, automatic mode will switch off:

— The blower speed is changed manually.

— The air distribution is changed manually.

Operating automatic mode on the climate control bar for the rear seats

If the Overnight stay ambience settings profile is switched on, automatic mode can be switched on at the climate control bar for the rear seats.

1. With one finger on the left-hand side of the climate control bar, simultaneously tap and .

   Or: with one finger on the right-hand side of the climate control bar, simultaneously tap and .

   The AUTO function key is highlighted in color in the Air conditioner menu in the Infotainment system.

Setting the Temperature

Set the temperature via the touch control on the Infotainment system. The temperature settings are displayed permanently at the bottom of the screen in the Infotainment system.

In the air conditioner menu or in the climate control bar

A/C The air is cooled and dehumidified in cooling mode.

A/C MAX Switch the maximum cooling output on and off.

Air recirculation is switched on automatically and Climatronic automatically directs air to the upper body.

SYNC Apply temperature settings for the driver side to all seats.

On the Infotainment system: setting the temperature with the touch control

Depending on the vehicle equipment, you can set the temperature via the touch control on the Infotainment system.

1. To set the temperature of the Climatronic to +22 °C (+72 °F), tap and hold the touch control in the center between and .

   Or: to set a different temperature, swipe to the right or left on the touch control.

   The set temperatures are displayed at the bottom of the screen in the Infotainment system.

Climate control when the seat is not occupied

To make sure the power usage of the climate control system is as efficient as possible, the climate control operates based on whether the seat is occupied. If a seat is not occupied, **Eco** may be displayed in the Infotainment system rather than the temperature.

If a seat is occupied by a person wearing a seat belt, the vehicle recognizes the occupied seat when the vehicle's drive system is operational.

Adjusting the temperature for the rear seats

1. Open the Air conditioner menu in the Infotainment system.
2. Tap **Rear**.
3. Tap ■ or ■.

   Or: tap ■ or ■ in the climate control bar for the rear seats.

   The set temperature for the rear seats is displayed in the climate control bar display for the rear seats and in the **Rear** submenu.

REAR If **REAR LOCK** is switched on, the rear climate control bar cannot be used.

If the Overnight stay ambience settings profile and the stationary air conditioning is switched on, you can use **REAR LOCK** to switch off the display and the illuminated symbols for the rear climate control bar.

In the Infotainment system: Stationary air conditioning menu

Open the **Stationary air conditioning** menu in the app overview in the Infotainment system .

The stationary air conditioning allows the vehicle interior to be cooled, ventilated or heated while stationary.

Air distribution and blower speed

Vents

Vents are located in the following places in the vehicle, among other locations:

— Driver's side.

— Passenger's side.

— Front center console.

— Rear center console.

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.

Air distribution functions and blower speed in the air conditioner menu

 Adjust the blower speed.

 Direct air onto the windshield.

 Direct air to the upper body.

 Direct air into the footwell.

Air recirculation

No fresh air will enter the vehicle interior when recirculation mode is switched on →⚠.

Switch air recirculation on and off in the climate control bar at the bottom of the screen or in the Air conditioner menu.

When does recirculation mode switch off?

If one of the following conditions is met, air recirculation switches off automatically:

— The defrost function is switched on.

— A sensor detects that the vehicle windows could fog up.

⚠ WARNING

A lack of fresh air supply may result in reduced visibility due to fogged up windows and rapid driver fatigue due to stale air. This can result in collisions, accidents and serious or fatal injuries.

- Only use recirculation mode for a short time.
- Always switch off recirculation mode as soon as it is not necessary.

NOTICE

Tobacco smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

- To prevent permanent odors, do not smoke in the vehicle when air recirculation is switched on.

Defrost function

In the climate control bar



The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

Air Care

In the air conditioner menu

AIR CARE The Air Care Climatronic active combination filter can limit the entrance of hazardous substances as well as allergens.

If Air Care is switched on, the air recirculation of the air conditioner is maximized as far as permitted by the risk of fogging up the windows depending on the humidity in the vehicle interior and the outside temperature. Air recirculation is controlled automatically and adapts itself continuously.

Overview of seat heating

When the vehicle's drive system is activated, the front seats and outer rear seats can be electrically heated in three levels. The outer rear seats can be equipped with a seat heating system →⚠.

Seat heating levels

The operating statuses of the seat heating are shown in red in the Infotainment system.



Seat heating switched off.



Seat heating switched on to the highest heating level.

When should the seat heating function be switched off?

Switch off the seat heating function under any of the following conditions:

— The seat is occupied by a person with a limited perception of pain or temperature →⚠.

— The seat is not occupied

— A child restraint is installed on the seat

— Objects are covering the seat, e.g. protective covers, jackets, blankets or bags.

— The seat is damp or wet.

— The interior or exterior temperature is higher than +25 °C (+77 °F).

⚠ WARNING

Magnetic fields are generated when the seat heating is operated. In individual cases, these magnetic fields can affect active medical implants (e.g. pacemakers).

- If you have a medical implant, you should consult your doctor or the manufacturer of the implant before operating the seat heating.
- Also make your vehicle occupants aware.

WARNING

People who cannot feel pain or perceive temperature or can do so only to a limited extent, due to medication, paralysis or chronic illnesses such as diabetes, could develop burns or hypothermia on the back, buttocks and legs when using seat heating. Such injuries may take a very long time to heal or may never heal completely.

- If you have a limited perception of pain and/or temperature, never use the seat heating and leave the "Automatic seat heating at the beginning of the journey" function switched off *(→ Seat air conditioning)*.
- Contact a medical doctor for questions about personal health conditions.

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 is dry before using the seat heating function.
- Do not sit on the seat with wet clothing.
- Do not place any wet objects or clothing on the seat.
- Do not pour any fluids on the seat.

NOTICE

The heating elements of the seat heating may be damaged by loads concentrated in a single place and insulating materials.

- Do not kneel on the seats and do not exert pressure on the seat cushion and backrest with sharp or pointed objects.
- Do not exert pressure on the seat cushion and backrest with pointed objects.
- Switch the seat heating off if insulating materials are installed on the seat, e.g. a protective cover or a child restraint.
- Only use the seat heating if the seat is equipped with the original seat covers.
- If any odor starts to develop, turn off the seat heating immediately and have it checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using the seat heating function

1. To switch on the seat heating at the highest heating level, tap  at the bottom edge of the screen.
2. To adjust the heating level, tap  repeatedly.
3. To switch off the seat heating, tap  repeatedly until  is displayed.

   Or: to switch the seat heating on or off, tap with two fingers on the touch control under the Infotainment system on the driver's or passenger's side.

 In order to save energy, switch off the seat heating as soon as possible.

The seat heating switches on and off automatically

If you reactivate the vehicle's drive system within approximately ten minutes, the last heating level set for the driver seat is automatically switched on. If the front passenger seat is occupied, the last heating level set for the front passenger seat is also switched on automatically.

If the front passenger leaves their seat when the seat heating is switched on and the vehicle has been made drive-ready, the seat heating for the front passenger seat is automatically switched off. The display in the Infotainment system changes to  after approx. 2 seconds. If the front passenger takes their seat again when the vehicle is still drive-ready, the seat heating for the front passenger seat is automatically switched back on.

Automatic seat heating at the beginning of the journey

1. Open the Air conditioner menu in the Infotainment system.
2. To open the **Climate control settings** submenu, tap  .
3. To open the **Automatic temperature-dependent activation at the start of the journey and stationary air conditioning** menu item, tap ⌄.
4. Select the heating level at the start of the journey in the **Seat heating** menu item.

   After the vehicle's drive system has been activated, the selected heating level is automatically switched on, depending on the outside temperature.

   Or: to prevent the seat heating from switching on automatically at the start of the journey, tap **Off** in the **Seat heating** menu item.

Steering wheel heating

Switch the steering wheel heating on and off in the Air conditioner menu.

Switch steering wheel heating on and off via the multi-function steering wheel.

Heating levels for the steering wheel heating

The steering wheel heating modes are shown by colors in the Infotainment system and in the instrument cluster display. At the highest heating level, the symbol is red.

Highest heating level of the steering wheel heating.

Operating steering wheel heating

1. Open the Air conditioner menu in the Infotainment system.
2. To switch on steering wheel heating at the highest heating level, tap .

   Or: press on the multi-function steering wheel.
3. To adjust the heating level, tap repeatedly.
4. To switch off the steering wheel heating, tap repeatedly until the symbol is white.

Steering wheel heating switches on automatically

If you reactivate the vehicle's drive system within approximately ten minutes, the last heating level set is automatically switched on.

Switching on steering wheel heating automatically at the beginning of the journey

1. Open the Air conditioner menu in the Infotainment system.
2. To open the **Climate control settings** submenu, tap .
3. To open the **Automatic temperature-dependent activation at the start of the journey and stationary air conditioning** menu item, tap ⌄.
4. Select the heating level at the start of the journey in the **Steering wheel heating** menu item.

   After drive-ready mode is established, the steering wheel heating is automatically switched on, depending on the outside temperature.

   Or: to prevent the steering wheel heating from switching on automatically at the start of the journey, tap **Off** in the **Steering wheel heating** menu item.

Switching on steering wheel heating automatically with the Smart Climate function

Direct warm air onto the steering wheel.

If you switch on the Smart Climate function in the Air conditioner menu, the steering wheel heating will automatically be switched on at the highest heating level. The steering wheel heating will remain switched on once this time has elapsed.

If the steering wheel heating is already switched on before switching on the Smart Climate function , the set heating level of the steering wheel heating remains selected.

Steering wheel heating switches off automatically

If one of the following conditions applies, the steering wheel heating switches off automatically:

— If the energy use is too high.

— If the steering wheel heating system is malfunctioning.

Windshield defroster

The windshield defroster works when the vehicle is switched on.

 Switch the windshield defroster on and off in the Air conditioner menu.

Depending on the outside temperature, the windshield defroster switches off automatically, at the latest after approximately eight minutes.

Defrosting the windshield using the defrost function

If the defrost function is switched on and a sensor detects that the windshield may fog up, the windshield defroster will turn on automatically.

The windshield defroster switches off automatically

If one of the following conditions applies, the windshield defroster switches off automatically:

— If the energy use is too high.

— If the climate control system is malfunctioning.

— If the specified time has expired.

Rear window defroster

The rear window defroster works when the vehicle is switched on.



Switch the rear window defroster on and off in the climate control bar in the Infotainment system.

The rear window defroster switches off automatically after a maximum of around ten minutes.

NOTICE

Stickers that are placed on the inside of the rear window over the heat conductors of the rear window defroster, or objects that rest against the inside of the rear window may damage the rear window defroster.

- Do not affix any stickers over the heat conductors of the rear window defroster.
- Do not load the luggage compartment to a height where objects rest against the rear window.

In order to save energy, switch off the rear window defroster as soon as possible.

Introduction

The stationary air conditioning allows the vehicle interior to be cooled, ventilated or heated while stationary. In winter the windshield can be cleared of ice, fog, and a thin layer of snow. The stationary air conditioning is powered via a mains socket or by the vehicle high-voltage battery.

You can program and control the stationary air conditioning in the Infotainment system and using an app on your cell phone.

You can find information about the app, about requirements for use and availability, as well as compatible mobile devices online .

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.

If you use stationary air conditioning without a charging cable connected, the vehicle range will decrease. In extreme outside temperatures, the heating and cooling power of the stationary air conditioning function may not be sufficient to reach the preset desired temperature.

Operating the stationary air conditioning

The stationary air conditioning can be operated without a charging connector plugged in. If the charging connector is not connected, the stationary air conditioning is powered by the high-voltage battery.

If no charging connector is connected, stationary air conditioning only works when the high-voltage battery is sufficiently charged. Stationary air conditioning does not start if the Volkswagen Digital Cockpit is displaying the battery charge level of the high-voltage battery *(→ Charge level display and range)*.

Opening the Stationary air conditioning menu in the Infotainment system

 **Stationary air conditioning** menu in the Infotainment system.

1. Open the app overview.
2.  Tap on **Stationary air conditioning** in the app overview.

   Or: in the air conditioner menu, select the **Stationary air conditioning** submenu.

Setting your desired temperature

1. Open the **Stationary air conditioning** menu in the Infotainment system.
2. Set the desired temperature in the **Temperature** menu item using ⊖ and ⊕.

Activating the air conditioning in the stationary vehicle immediately

Switch the stationary air conditioning on and off in the Infotainment system.

Switch on the stationary air conditioning in the exit menu:

1. Switch off the vehicle.
2. Switch on **Retain air conditioning** in the exit menu.

   The air conditioning switches on for around 30 minutes. The function then switches off automatically.
3. To exit air conditioning, tap in the Air conditioner menu.

Switch on stationary air conditioning in the climate control bar in the Infotainment system:

— Charge the vehicle with alternating current (AC).

— Tap in the climate control bar.

The air conditioning switches on for around 30 minutes. The function then switches off automatically.

— To exit air conditioning, tap again.

Switch on the stationary air conditioning in the Control Center in the Infotainment system:

— Switch on the vehicle.

Or: if the vehicle is switched off, switch on the Infotainment system.

— Opening the Control Center in the Infotainment system

— Tap in the Control Center.

The air conditioning switches on for around 30 minutes. The function then switches off automatically.

— To exit air conditioning, tap again.

Alternatively, you can switch the stationary air conditioning on and off using the app on the cell phone or program a desired departure time in the Infotainment system *(→ Stationary air conditioning)*.

When you switch on the immediate air conditioning when the vehicle is switched on, the vehicle interior is air-conditioned to the temperature that you have set in the climate control bar in the Infotainment system.

Continuous operation of stationary air conditioning

If you select the Overnight stay ambience settings profile, you can put the stationary air conditioning into continuous operation in the settings of the ambience settings profile when the vehicle is stationary *(→ Atmospheres)*. Continuous operation of the stationary air conditioning switches off automatically if the charge level of the high-voltage battery has dropped too far.

The stationary air conditioning switches off automatically

If one of the following conditions applies, the stationary air conditioning switches off automatically:

— After around 30 minutes, if the vehicle is switched off and air-conditioned.

— After around 15 minutes, if the vehicle is not drive-ready after a programmed departure time.

— The duration for continuous operation set in the ambience settings profile has elapsed.

— The battery charge level of the high-voltage battery is too low .

Operating noises can be heard when stationary air conditioning is switched on.

Programming the stationary air conditioning

With the Infotainment system, you can program stationary air conditioning for a planned departure time. You can program the preferred temperature for the vehicle interior at a certain departure time.

The vehicle calculates the time at which stationary air conditioning should be switched on, based on your desired temperature, in order to reach that temperature by the departure time. The maximum stationary air conditioning pre-running time is around 30 minutes before the departure time.

Activating the air conditioning in the vehicle before departure

1. Open the **Stationary air conditioning** menu.
2. Tap the **Next departure times** menu item.

   If no departure time is set, the menu item is displayed as **Departure time is not activated**.
3. Set a scheduled departure time.

   If the **Repeat** function is switched on, a departure time of several days of the week can be selected.
4. Tap  .
5. Place a check mark in the checkbox to switch on the timer.

   The earliest programmed departure time is displayed in the exit menu in the Infotainment system and can be switched on or off there *(→ Exit menu)*.

If the vehicle is locked, the stationary air conditioning can switch on a maximum of five consecutive times. This counter will be reset as soon as the vehicle is drive-ready.

Stationary air conditioning with convenience functions

If the stationary air conditioning is switched on, the vehicle can also switch on the convenience functions automatically depending on the outside temperature. If a departure time is programmed, the convenience functions will switch on automatically 10 minutes before the scheduled departure time at the earliest. If you immediately air-condition the vehicle, the convenience functions will also be switched on immediately depending on the outside temperature.

The vehicle can switch on the following convenience functions automatically, depending on the vehicle equipment:

— Seat heating.

— Steering wheel heating.

— Exterior mirror heating.

— Rear window defroster.

— Windshield defroster.

For the vehicle to switch on the convenience functions automatically, proceed as follows:

1. Open the **Stationary air conditioning** menu.

   The seats are displayed on the right-hand side of the screen.

2. Select seats whose convenience functions are to be switched on automatically.

   Only the convenience functions of the selected seats are switched on automatically.

3. To ensure that the rear window defroster is switched on automatically, for example, switch on the **Automatic window heating** function.

Activating the air conditioning in the vehicle after charging the high-voltage battery

If the vehicle high-voltage battery is charged with alternating current (AC) or direct current (DC), then the air conditioning can be activated prior to a planned departure time. This setting can be applied in the charging settings in the Infotainment system *(→ Delayed charging)*.

Air-conditioning the vehicle while charging the high-voltage battery

If the vehicle high-voltage battery is charged with alternating current (AC), the air conditioner switches off automatically so that the charging duration is shortened. You can switch the stationary air conditioning back on when the charging connector is plugged in as required during the charging process.

Air-conditioning the vehicle when you approach it

1. Open the **Stationary air conditioning** menu in the Infotainment system.
2. Tap  .
3. Activate the **Air conditioning upon approach** checkbox.

   The vehicle is air-conditioned for five minutes as soon as you approach the vehicle with a valid remote control vehicle key.

Checking the programming

Once you switch off the vehicle, the next planned departure time and the switched-on functions are displayed in the Infotainment system.

Troubleshooting

or Atmospheric CO_2 concentration in the vehicle interior is too high

The red warning light or the yellow indicator light comes on.

The message **Health hazard due to high CO2 level! Open the windows!** or **Health hazard due to high CO2 level! Open all windows immediately!** may appear in the instrument cluster display.

1. Open all windows immediately.
2. Contact a suitably qualified professional to have the air conditioner checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

air conditioner is not working correctly or CO_2 concentration cannot be measured

The yellow indicator light turns on.

The message **Air conditioner is not working correctly. Please contact workshop.** may appear in the instrument cluster display.

1. Contact a suitably qualified professional to have the air conditioner checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The cooling mode A/C or heating cannot be switched on or the function is limited

The A/C cooling mode works as soon as the driver seat is occupied.

If the high-voltage battery is very warm, there are extreme outside temperatures or if the high-voltage battery charge level is too low, the function of the cooling mode A/C, the heating and the defrost function may be limited.

— Switch on the fan.

— Charge the high-voltage battery to a sufficient level.

— Check the safeguard on the air conditioning system .

— Change active combination filters .

— If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

If the air conditioner is not working and is operated further, that can cause subsequent damage.

- If the air conditioner is not cooling or warming the air, switch it off immediately.
- Have the air conditioner checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The door windows fog up when the air is damp. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

1. To improve the heating and cooling output, keep the air intake in front of the windshield free of ice, snow, and leaves .
2. 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.
3. Switch on the defrost function *(→ Defrost function)*.

The temperature unit has changed

You can change the unit for all temperature displays in the vehicle using the Infotainment system.

1. Open the app overview in the Infotainment system.
2. Open the **Settings** menu.
3. Select the **Units** menu item.

Energy-efficient heat pump with automatic defrosting

The energy-efficient heat pump with automatic defrosting is available depending on the vehicle equipment. The energy-efficient heat pump removes heat energy from the ambient air by means of a heat exchanger to heat the vehicle interior more efficiently. During this process, ice may build up on the energy-efficient heat pump at low ambient temperatures. The vehicle automatically controls defrosting of the energy-efficient heat pump. The automatic defrosting of the energy-efficient heat pump may cause operating noise and unusual vibrations from the steering wheel.

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is normal and does not mean there is a leak in the system.

When outside humidity is high and temperatures are low, condensation can evaporate when the auxiliary air conditioning is running. If this is the case, water vapor may escape under the vehicle. This does not indicate vehicle damage.

At low outside temperatures, the automatic defrosting of the energy-efficient heat pump can cause water to drip and pool under the vehicle. This is normal and does not mean there is a leak in the system.

Stationary air conditioning cannot be switched on

If the stationary air conditioning runs for a long time when the charging connector is not connected, the high-voltage battery will drain. The stationary air conditioning does not start if the battery charge level of the high-voltage battery is not sufficient.

Operating noises when the stationary air conditioning is switched on

Operating noises when stationary air conditioning is switched on are normal and not an indication of a fault.

The Climate Control Bar for the Rear Seats Cannot be Operated

When REAR is switched on, the climate control bar for the rear seats cannot be operated *(→ Air conditioner temperature control)*.

Controls are responding differently than expected

Moisture, dirt and grease may limit the functioning of the controls.

1. Always keep the control panels clean and dry.

Functions of the electric drivetrain

Power output of the electric drivetrain

The maximum torque of the electric drivetrain is made available as soon as the accelerator pedal is pressed.

Recuperation

When braking the vehicle and if the vehicle coasts under certain conditions when the vehicle is moving, electrical energy is generated via the electric drivetrain. Part of this energy is returned to the high-voltage battery *(→ Energy recuperation)*.

Crawling feature

The crawling feature consists of slow forward or reverse travel without using the accelerator pedal *(→ Gear selection e-vehicles)*.

⚠ WARNING

An electric vehicle generates very little stationary, driving or operating noise. As a result, when your vehicle is being driven, other road users such as pedestrians and children may have difficulty hearing your vehicle or may not notice it at all in traffic-calmed zones and when maneuvering or reversing. This may cause accidents and serious injuries.

- Always bear in mind that other road users may not notice the driving noise.

Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

Electromechanical steering adjusts automatically based on the vehicle speed, the steering torque, and the steering angle of the wheels. Electromechanical steering only works when the vehicle's drive system is activated.

If the power steering is impaired or has failed, 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

The steering column is locked electronically:

1. Stop the vehicle.
2. Set the electronic parking brake.
3. Leave the vehicle.

Countersteering assist

The counter-steering assistance provides the driver with power steering in some critical driving situations. Additional steering power, together with the ESC, supports the driver when counter-steering →⚠.

Progressive steering

The progressive steering can adapt the force of the steering movement to the driving situation. The progressive steering only works when the vehicle's drive system is activated.

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

Power steering only works when the vehicle is ready to drive. If the power steering is not working, the steering wheel becomes stiff, making it much more difficult to steer. That can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never let the vehicle roll when drive-ready mode has ended.

⚠ WARNING

The counter-steering assistance is not a replacement for the driver's attention and works only within the system limits. In critical driving situations, uncontrolled vehicle movements can occur despite the counter-steering assistance. If you do not pay attention, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Ensure that the vehicle is not steered by the counter-steering assistance.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

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!

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

— If the red warning light comes on, it may be difficult to move the steering wheel because the electromechanical steering has failed.

— The vehicle may not be towed on its own four wheels.

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light comes on permanently:

1. Reactivate drive-ready mode and slowly drive a short distance.
2. If the indicator light stays on, contact a suitably qualified professional and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light blinks:

1. Turn the steering wheel back and forth slightly.
2. Switch the vehicle off and back on.
3. Pay attention to the messages in the digital instrument cluster display.
4. If the indicator light continues to blink after switching the vehicle back on, do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Unusual noises and vibration

Operating the energy-efficient heat pump with automatic defrosting may result in unusual operating noises and noticeable vibrations in the steering wheel *(→ Heating and air conditioning system)*, *(→ High-voltage components)*.

1. Park the vehicle in an area protected from the cold for a few hours.
2. If the noises and vibrations are still present, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information on the pedals



Fig. 1 In the footwell: pedals.

1. Accelerator pedal.
2. Brake pedal.

WARNING

Objects in the driver footwell can prevent the pedal cluster from moving. This can cause the driver to lose control of the vehicle and increases the risk of serious or fatal injuries.

- Make sure all pedals can always be pressed without obstructions.
- Only use suitable floor mats for your vehicle.
- 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.
- Wear shoes that give your feet good grip for operating the pedals.

WARNING

If a brake circuit fails, the brake pedal may need to travel farther in order to stop the vehicle. A longer braking distance could cause accidents and serious or fatal injuries.

- Press the brake pedal down farther if braking power is reduced.

Information on the brakes

Breaking in brake pads

During the first approx. 200 km to 300 km (approx. 100 mi to 200 mi), new brake pads do not yet have their full braking efficiency and first need to be “worn in” → ⚠. 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

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 suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

External influences on the brake

When driving with wet brakes, for example after driving through water, in heavy rain, or after washing your vehicle, the braking efficiency can be reduced by moisture or ice on the brake discs. You must “dry” the brakes as soon as possible by braking carefully at high speeds. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

A coating of salt on the brake discs and brake pads reduces the braking efficiency 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 → ⚠. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

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. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

Vehicles with energy recuperation

In vehicles with recuperation, braking efficiency is primarily achieved by brake energy recuperation by means of the electric drivetrain and not by the hydraulic brake system. To remove corrosion and other residues from the brake disc, the brake pads must be engaged. To do this, either the braking strength must be higher than can be delayed by recuperation or gear **N** must be engaged so that energy recuperation is not used for braking. When braking, ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can lead to a loss of control of the vehicle, accidents and serious or fatal injuries.

- If you suspect that the brake pads are worn or the brake system is malfunctioning, immediately find a suitably qualified professional and have the brake pads checked and worn brake pads replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Up to the first approx. 300 km (approx. 200 miles), new brake pads do not yet have their full braking efficiency and first need to be “worn in”. Insufficient braking efficiency can increase the risk of accidents. This can cause serious or even fatal injuries.

- Increase the pressure on the brake pedal if reduced braking efficiency can be felt.
- To reduce the risk of accidents, 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

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly cause a total brake system malfunction. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

⚠ WARNING

When driving downhill, a lot of force is placed on the brakes and they become hot quickly. Overheated brakes reduces the braking efficiency and increase the braking distance considerably. This can cause loss of vehicle control, accidents, and serious or fatal injuries.

- Before driving on a long stretch of road with a steep gradient, reduce your speed and select a higher energy recuperation level. This utilizes the braking effect of the electric drivetrain and reduces the load on the brakes.
- Before starting a journey, ensure that the air supply to the brakes is not covered, e.g. by aftermarket or damaged front spoilers.

⚠ WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Test the brakes carefully.
- 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

When driving at high speed, increased force from the driver may be required to achieve sufficient braking efficiency. Insufficient braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- Never exceed the permitted maximum speed.
- Always comply with the applicable driving regulations and speed limits and think ahead while driving.

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.

If you are having the front brake pads checked, the brake pads in the drum brake on the rear axle should be checked at the same time. The check is performed through an eyehole on the rear side of the drum. To do this, you must remove a sealing plug. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To prevent premature wear of the brakes due to external factors, the brakes should be checked for corrosion at regular intervals and cleaned of residues using the hydraulic brake.

Troubleshooting

Brake system malfunction

The red warning light turns on. There may also be a message on the instrument cluster display.

Do not continue driving!

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Brake pad wear indicator (depending on the vehicle equipment)

The yellow indicator light turns on. Brake pads are worn.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

and Brake too hot

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

1. Stop at the next opportunity.
2. Leave the vehicle with the electronic parking brake applied and the vehicle switched on until a further message appears.
3. Then contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Unusual noises when braking

At low speeds, the brakes may cause noise. The noise is normal and is triggered by a high metal content in the material of the brake pads. The high metal content ensures an improved braking performance.

If there are sustained scraping or squeaking noises when braking at high speeds, that is a sign of worn brake pads on the front or rear axle.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

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, e.g. the braking distance suddenly increases:

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

Electronic immobilizer

The immobilizer helps prevent drive-ready mode from being established and the vehicle from being moved with an unauthorized vehicle key.

Vehicles with a Starter Button

In the remote control vehicle key, there is a chip used to automatically deactivate the electronic immobilizer when there is a valid remote control vehicle key in the vehicle interior.

The electronic immobilizer is automatically engaged as soon as the vehicle is switched off *(→ Starter button)*.

You can only activate vehicle's drive system with a suitably coded Volkswagen Original vehicle key. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You can also deactivate the function with a Digital Key .

Switching the Vehicle On and Off

Some vehicle functions are activated as soon as the driver approaches the vehicle with the vehicle key.

Switching on the vehicle



Fig. 1 On the right side of the steering column: starter button.

1. Press the starter button once → *fig. 1*.

   Or: Press the brake pedal.

The vehicle can only switch on and drive-ready mode can only be activated if there is a valid vehicle key in the vehicle.

Switch off the vehicle

1. If the vehicle is switched on and stationary, press the starter button once.

   Or: with the vehicle stationary and the electronic parking brake activated, leave the vehicle.

If the vehicle is stationary and the brake is not pressed and the driver opens the driver seat belt buckle with the electronic parking brake switched on, the vehicle is also switched off.

Switch off the vehicle automatically

If the driver moves away from the vehicle with the vehicle key when the vehicle is switched on, the vehicle will switch itself off automatically after a certain time.

If no valid vehicle key is detected in the vehicle interior after the vehicle has been switched off, drive-ready mode cannot be activated again without a valid vehicle key. A message is shown in the digital instrument cluster display.

If the hood is opened while the vehicle is switched on, the vehicle does not switch off automatically.

WARNING

If the brake pedal is pressed when the vehicle is switched on, drive-ready mode is activated immediately. This can cause unintentional vehicle movement and serious injuries.

- Avoid pressing the brake pedal when switching on the vehicle if drive-ready mode is not intended to be active.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the trunk lid, activate drive-ready mode, or switch on the vehicle and thereby operate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

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

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

Activating the vehicle's drive system

Switching on the vehicle

1. Press the starter button without pressing the brake pedal.

   The vehicle is switched on and the parking lock P is engaged.

Prerequisites for activating the vehicle's drive system

If the following conditions are met, the vehicle's drive system can be activated:

✓ The high-voltage battery has a sufficient charge level.

✓ The vehicle is not connected to a charging cable.

✓ The high-voltage battery temperature is within the operating range.

✓ A valid remote control vehicle key is present in the vehicle.

✓ The vehicle is switched on.

Activating the vehicle's drive system

READY If drive-ready mode is activated, the green indicator light comes on in the instrument cluster.

1. With the brake pedal pressed, engage the D or R gear.

   The READY indicator light in the instrument cluster display lights up and a chime sounds.

2. If the vehicle's drive system cannot be activated, repeat the process. Perform an emergency start if necessary.

Observe the information for activating the vehicle's drive system using the Digital Key *(→ Mobile key)*.

⚠ WARNING

An electric vehicle generates very little stationary, driving or operating noise. As a result, when your vehicle is being driven, other road users such as pedestrians and children may have difficulty hearing your vehicle or may not notice it at all in traffic-calmed zones and when maneuvering or reversing. This may cause accidents and serious injuries.

- Always bear in mind that other road users may not notice the driving noise.

Electronic engine sound

The electronic engine sound warns other road users of the approaching vehicle.

After activating the vehicle's drive system, the electronic engine sound is switched on.

When driving faster, the electronic engine sound will fade out slowly.

WARNING

The electronic engine sound may be quieter and/or more difficult to hear if there is snow around the front grille or if the area is very dirty. If the sound of the vehicle is not heard by other road users, this can lead to accidents and serious injuries.

- Before starting a journey, check the area around the front grille for heavy dirt and clean it if necessary.
- You should always assume that your vehicle will not be heard by other road users.

Exiting a vehicle while the vehicle’s drive system is active

Vehicle's drive system

The vehicle and the drive switch off automatically under certain conditions if the vehicle is exited after stopping with drive-ready mode active and with a selector lever position engaged *(→ Starter button)*.

This prevents unauthorized use of the vehicle.

Before you leave the vehicle, you must secure it against rolling away .

If you need to drive again immediately afterward, the vehicle must be switched back on, for example by pressing the brake pedal, and drive-ready mode must be reactivated. Pay attention to any messages shown on the digital instrument cluster display.

⚠ WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive unattended.
- When parking or leaving the vehicle, always switch on the electronic parking brake.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

Troubleshooting

Valid vehicle key cannot be detected



Fig. 1 In the center armrest: Emergency start function.

An indicator appears in the digital instrument cluster display.

If the remote control 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:

1. Place the vehicle key in the cup holder or the storage compartment in the center console → *fig. 1* (arrow).
2. Press the brake pedal or the starter button. The vehicle is switched on.

Vehicle's drive system cannot be connected.

If an unauthorized vehicle key is used or the system is malfunctioning, an indicator appears in the digital instrument cluster display.

1. Use an authorized vehicle key.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Deactivating the vehicle's drive system

Only perform these steps in the specified order:

1. Bring the vehicle to a stop.
2. Park the vehicle.
3. Set the electronic parking brake.
4. Pay attention to the messages in the digital instrument cluster display.

   To switch off the vehicle, press the starter button.

WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive unattended.
- Before leaving the vehicle, make sure that the electromechanical parking brake is switched on.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

WARNING

When drive-ready mode is ended, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

WARNING

If the vehicle is not in drive-ready mode, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

WARNING

When the vehicle is switched off, the steering lock could engage and you would not be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the vehicle when the vehicle is in motion.

Troubleshooting

The vehicle’s drive system cannot be deactivated

An emergency stop must be performed:

1. Bring the vehicle to a stop.
2. Briefly press the starter button once.

   Drive-ready mode is deactivated and the vehicle is switched off.

If the vehicle cannot be brought to a stop in an emergency:

1. Press the starter button twice within a few seconds.

   Or: Press and hold the starter button.

   Drive-ready mode is deactivated and the vehicle is switched off.

WARNING

When the vehicle is switched off, the steering lock could engage and you would not be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the vehicle when the vehicle is in motion.

WARNING

When drive-ready mode is ended, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

WARNING

If the vehicle is not in drive-ready mode, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never deactivate the vehicle's drive system while the vehicle is in motion.

NOTICE

Emergency shutdown can cause damage to the vehicle components.

- Avoid emergency shutdown.

Driving mode selector

When the vehicle is switched on, the selector lever position that is currently engaged is shown in the digital instrument cluster display and, depending on the vehicle equipment, on the driving mode selector.

Selecting a selector lever position



Fig. 1 On the right side of the steering column: driving mode selector.

To change into gear from neutral position N, proceed as follows:

1. Press the brake pedal.
2. Turn the driving mode selector in the desired direction → *fig. 1*.

Switching strong recuperation on and off

To activate strong recuperation B, carry out the following steps:

1. Turn the driving mode selector from the D/B position forward once → *fig. 1*.

   The driving mode selector always springs back.
2. To switch back to the D selector lever position, turn the driving mode selector forward again.

Description of the selector lever positions

D Permanent position for driving forwards – the electric drivetrain is in the normal program.

If ECO assistance is activated, recuperation will take place automatically .

B Powerful energy recuperation when coasting *(→ Energy recuperation)*.

One-pedal driving is activated by selecting selector lever position B.

N The electric drivetrain is in neutral position. No power is transmitted to the wheels and the braking effect of the electric drivetrain is not available.

R Reverse gear is selected. Only select this gear when the vehicle is stationary.

If the car is to be driven on an incline in reverse, the reverse gear may not be available depending on the degree of gradient and the load. This protects important components of the drive. Pay attention to the message in the instrument cluster. If possible, park the vehicle in such a way that it is possible to drive forward.

After leaving reverse gear, irrespective of the previously selected selector lever position, the vehicle switches to selector lever position N or D.

Ⓟ The rear wheels are mechanically locked. Only switch on when the vehicle is stationary .

Crawling feature

If the brake pedal is released when a gear is engaged, the vehicle will start moving at a reduced speed. This allows the vehicle to be started through gentle braking more slowly and more precisely, e.g. when maneuvering. The set vehicle speed is dependent on the slope and the vehicle load.

If Auto Hold is switched on, you can only activate the crawling feature by pressing the accelerator pedal.

Driving on an incline

When driving on an incline, energy recuperation should be used where possible *(→ Energy recuperation)*.

Stopping and starting to drive uphill

Auto Hold should be used when stopping or starting uphill with the vehicle's drive system activated *(→ Auto Hold)*.

If you stop on a hill with a selector lever position selected, always press the brake pedal or set the electronic parking brake to prevent the vehicle from rolling away. Only release the brake pedal when you are pulling away.

⚠ 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 while engaging a selector lever position.

⚠ WARNING

Fast acceleration or switching off the ASR can cause traction loss and sliding on slippery roads, such as on wet, icy or dirty roads. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Only accelerate quickly when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by the vehicle's acceleration and driving style.
- Always adapt your driving style to the flow of traffic.

⚠ WARNING

An unattended vehicle which is ready to drive may cause accidents and severe injuries.

- Never leave a vehicle which is ready to drive unattended.
- Always switch off the vehicle.
- When parking or leaving the vehicle, always ensure that the electronic parking brake is switched on.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.
- When the vehicle is drive-ready and the D/B or R gear is engaged, hold the vehicle stationary with the brake pedal.
- Never shift into reverse gear while the vehicle is moving.

NOTICE

Incorrect handling of the electric drivetrain can lead to increased wear or damage.

- Only allow the vehicle to roll in N gear as an exception *(→ Information on the brakes)*.
- If you stop on inclines when a selector lever position is engaged, press the brake pedal and not the accelerator pedal to hold the vehicle.

Troubleshooting

Electric drivetrain overheating

The red warning light turns on.

The electric drivetrain has become overheated.

A message appears in the digital instrument cluster display.

Do not continue driving!

1. Park your vehicle outside as soon as it is possible and safe to do so.
2. Deactivate drive-ready mode.

   Do not add coolant.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine management malfunction

The red warning light turns on.

A message is shown on the digital instrument cluster display and an acoustic warning sounds.

The function of the accelerator pedal is impaired and the drive power is reduced.

Do not continue driving!

1. Park the vehicle safely as soon as possible.
2. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

and Brake energy recuperation not possible

The yellow indicator lights turn on.

Brake energy recuperation is malfunctioning.

This may limit your vehicle's range.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

If you allow the vehicle to roll for a long time or at high speed when the vehicle is switched off and the 12 V vehicle battery is discharged, the electric drivetrain will be damaged.

- Note that the vehicle can only be towed under certain conditions *(→ Towing)*.

Only maneuvering is possible

The red warning light turns on.

A message is displayed in the instrument cluster and an acoustic warning sounds.

The temperature or the charge level of the high-voltage battery is too low and the drive power is reduced.

Climate control convenience functions are restricted.

If the indicator light comes on while driving, the vehicle is about to have a breakdown in road traffic:

1. If possible, drive the vehicle directly to the charging station.
2. If you cannot drive the vehicle to the charging station, park the vehicle safely.
3. To charge the vehicle away from a charging station, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

If the indicator light comes on when the vehicle is switched on, the vehicle can still be moved a short distance at approx. 7 km/h (approx. 4 mph):

1. Charge the high-voltage battery when the charge status is low.

When the power increases again, the indicator light turns off.

When driving in low outside temperatures, Volkswagen recommends activating the vehicle's climate control in advance, before departure. This heats up the high-voltage battery and increases the driving power available.

It is no longer possible to maneuver the vehicle when the outside temperature is extremely low and the vehicle has been stationary for a long time. To ensure that the vehicle’ s drive system can be activated even in extremely low outside temperatures, Volkswagen recommends parking the vehicle in a temperature-protected location *(→ Vehicle towing)*.

Limited driving power

The yellow indicator light turns on.

A message is displayed in the instrument cluster and an acoustic warning sounds.

The driving power is reduced considerably and could reduce further.

Climate control convenience functions may be restricted.

When driving with a trailer, the drive power may be limited earlier than usual.

1. Charge the high-voltage battery when the charge status is low.

In extremely cold or hot outside temperatures, the high-voltage battery is heated or cooled while driving. The driving power increases again after a short time.

Take note of the power display in the instrument cluster.

When the power increases again, the indicator light turns off.

Moving off at very low outside temperatures

The high-voltage battery has less drive power available when moving off at very low outside temperatures. The drive power can be significantly limited for a short time.

— In extremely cold conditions, park the vehicle so that the high-voltage battery has a sufficient battery charge level. Avoid the reserve charge level as far as possible.

— Use the stationary air conditioning before moving off.

All-wheel drive (4MOTION) is restricted

There is a malfunction in the all-wheel drive (4MOTION). The driving performance has been restricted.

— There is a malfunction in the all-wheel drive (4MOTION).

— In order to avoid overheating, the front engine's driving performance has been restricted.

— Pay attention to the message in the digital instrument cluster.

— It is possible to continue driving with reduced driving performance.

If the front engine is no longer within a critical temperature range, the driving power limitation is removed.

If the malfunction persists, have the vehicle immediately checked by a suitably qualified workshop. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Electronic engine sound impaired

The yellow indicator light comes on and an audible signal sounds.

A message will appear in the digital instrument cluster display.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

It is possible to continue driving.

Information on Brake Energy Recuperation

Function description

When the vehicle brakes and when coasting under certain driving conditions, electrical energy is generated by the electric drivetrain. Part of this energy is returned to the high-voltage battery.

The brake energy recuperation, and therefore also the engine braking effect, decreases as the charge level of the high-voltage battery increases. If the high-voltage battery is completely charged, there is no brake energy recuperation and no electric motor braking effect.

Very low or high temperatures in the high-voltage battery can restrict or prevent recuperation.

If the vehicle detects that the road conditions do not permit safe contact between the wheels and the road, the energy recuperation, and therefore also the engine braking, is automatically reduced.

Power display

The power display shows the availability of the energy recuperation and engine braking *(→ Power display)*.

Energy recuperation settings

Depending on the engaged selector lever position, the selected driving mode and the Eco Assist settings, the vehicle will recuperate energy differently:

— **Selector lever position** D **engaged and Eco Assist deactivated:** the energy recuperation strength depends on the selected driving mode.

In the **Eco** and **Comfort** driving modes, no energy recuperation occurs during driving. In the **Sport** driving mode and on vehicles with the **Traction** driving mode, energy recuperation occurs during driving.

— **Selector lever position** D **engaged and ECO assist activated:** Automatic energy recuperation. The energy recuperation strength is automatically selected by Eco Assist during driving .

— **Selector lever position** B **engaged:** the energy recuperation level can be adjusted in the Infotainment system.

The vehicle still recuperates energy if the brake pedal is pressed.

The vehicle brake light may light up when the brake energy recuperation is intense.

Efficient driving style

To achieve the most efficient style of driving, the **Eco** driving mode should be selected in the D gear, and Eco Assistance should be activated when driving.

Driving on an incline

Never let the vehicle roll down mountains or hills in the N neutral setting.

WARNING

Strong recuperation can cause traction loss and sliding, especially on slippery roads. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Only activate permanent high brake energy recuperation when the visibility, weather, road and traffic conditions allow and other road users are not put at risk by the vehicle deceleration and driving style.

WARNING

As the charge level of the high-voltage battery increases, the electric motor braking effect decreases and can completely disappear. The vehicle handling may therefore change, which can cause accidents and serious or fatal injuries.

- Never completely charge the high-voltage battery at higher altitudes, for example on a mountain pass, in order to achieve braking efficiency thanks to brake energy recuperation on the subsequent drive down.
- Before driving on steep hills, reduce your speed.
- When driving on steep hills, reduce your speed with the vehicle brakes.
- Note that, in the absence of electric motor braking, the strain on the vehicle brakes increases.

Using One-Pedal Driving

One-pedal driving makes it possible to decelerate and accelerate with the accelerator pedal. Depending on the selected display setting, the selected energy recuperation level can be displayed in the digital instrument cluster.

Activating one-pedal driving

1. Shift to selector lever position B.

   To brake the vehicle to a stop, release the accelerator pedal partially or fully.

   Or: to accelerate the vehicle, press the accelerator pedal.

Depending on the amount of pedal pressure, one-pedal driving may respond differently.

Availability

One-pedal driving is temporarily not available in the following cases:

— When driving with Adaptive Cruise Control (ACC).

— When driving with semi-automated driving assistance (Travel Assist).

— Depending on the vehicle equipment, when driving with the cruise control system.

Deactivating one-pedal driving

1. Disengage selector lever position B.

One-pedal driving: description of energy recuperation levels

The one-pedal driving energy recuperation levels can be set in the vehicle settings in the Infotainment system. The last selected energy recuperation level is saved.

B Position for standard recuperation.

B Selector lever position for strong recuperation.

Driver intervention request

If automatic deceleration by one-pedal driving is not sufficient or the system limits are reached, you will be prompted – with a message in the digital instrument cluster – to also apply the brakes. The red or yellow warning light will also light up and a warning tone will sound. Take over steering →⚠!

Efficient driving style

To achieve the most efficient style of driving, the **Eco** driving profile should be selected in selector lever position D, and Eco Assistance should be activated when driving.

WARNING

Strong recuperation can cause traction loss and sliding, especially on slippery roads. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Only activate permanent high brake energy recuperation when the visibility, weather, road and traffic conditions allow and other road users are not put at risk by the vehicle deceleration and driving style.

WARNING

One-pedal driving works solely within the system limits. One-pedal driving may not react, or may react with a delay. If you are careless, there is a risk of accidents, serious injuries and death.

- You are responsible any time that the vehicle is decelerated and comes to a stop.
- Always be ready to apply the brakes yourself.
- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Take over steering immediately if a take-over prompt appears in the digital instrument cluster display or the deceleration by one-pedal driving is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

WARNING

If the vehicle is loaded and one-pedal driving is used, the braking efficiency of the vehicle depends on the energy recuperation level selected. It may be necessary for the driver to intervene in order to achieve sufficient braking efficiency. Insufficient braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- You are responsible any time that the vehicle is decelerated and comes to a stop.
- Always be ready to apply the brakes yourself.
- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.

One-pedal driving is available in all driving modes.

Depending on the vehicle equipment, the display of the selected energy recuperation level of selector lever position B is not available in all displays.

In addition, the driving performance is displayed in the menu for selecting the energy recuperation levels.

Troubleshooting

Drive fault! Be ready to brake!

The red warning light turns on.

A message appears in the digital instrument cluster display.

The deceleration from one-pedal driving may not be sufficient.

1. Remain ready to brake.

   Pay attention to the messages in the digital instrument cluster.

Drive fault! Be ready to brake.

The yellow warning light lights up.

A message appears in the digital instrument cluster display.

The deceleration from one-pedal driving may not be sufficient.

1. Remain ready to brake.

   Pay attention to the messages in the digital instrument cluster.

and Take over steering.

The red warning light turns on.

A message is displayed in the instrument cluster and an acoustic warning sounds.

The deceleration from one-pedal driving may not be sufficient.

1. Brake with the necessary force and, if necessary, steer the vehicle.

   Pay attention to the messages in the digital instrument cluster.

and Take over steering.

The yellow warning light lights up.

A message is shown on the digital instrument cluster display and an acoustic warning sounds.

The deceleration from one-pedal driving may not be sufficient.

1. Brake with the necessary force and, if necessary, steer the vehicle.

   Pay attention to the messages in the digital instrument cluster.

⚠ or ⚠ Automatic gear change

If the vehicle is not stationary, the selector lever position will change automatically from B to D.

⚠ or ⚠ Selector lever position B not available

Selector lever position B is no longer available for the driving cycle and is out of service until it is repaired.

1. Deactivate drive-ready mode.
2. Reactivate the vehicle's drive system.
3. Select gear B.

   Pay attention to the message in the digital instrument cluster.

   If selector lever position B is not available after drive-ready mode is reactivated, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ or ⚠ Crawling feature is not available

The crawling feature is no longer available for the driving cycle and is out of service until it is repaired.

1. Deactivate drive-ready mode.
2. Reactivate the vehicle's drive system.
3. Select gear D.
4. Release the brake pedal.

   Or: press the accelerator pedal.

   Pay attention to the message in the digital instrument cluster.

   If the crawling feature is not available after drive-ready mode is reactivated, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ or ⚠ Only crawling is possible

Without pressing the accelerator pedal, only crawling is possible.

Pay attention to the message in the digital instrument cluster.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ or ⚠ Auto Hold function not available

The Auto Hold function is no longer available for the driving cycle and is out of service until it is repaired.

1. Deactivate drive-ready mode.
2. Reactivate the vehicle's drive system.

   Pay attention to the message in the digital instrument cluster.

   If the Auto Hold function is not available after drive-ready mode is reactivated, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about braking assistance systems

Braking assistance systems can stabilize the vehicle in critical driving or braking situations and increase driving safety. The driver is always responsible for safe driving →⚠.

— If a braking assistance system is regulating, continue braking with the necessary force.

— If necessary, steer the vehicle.

— ESC, ABS and ASR only function correctly when all four wheels have the intended tires →⚠.

— If the ABS malfunctions, the ESC, ASR and EDS also fail.

When the ignition is switched on, the condition of the braking functions is automatically checked. The indicator lights will come on briefly and then turn off. If an indicator light remains on permanently, there is a malfunction. Contact a suitably qualified professional immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

When the vehicle is switched on, the condition of the braking functions is automatically checked. The indicator lights will come on briefly and then turn off. If an indicator light remains on permanently, there is a malfunction. Contact a suitably qualified professional immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Braking assistance systems cannot replace the driver's attention and can only operate within the system limits. Fast driving on icy, slippery, or wet roads, as well as following the vehicle ahead too closely, may impair the vehicle stability and cause you to lose control of the vehicle. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions. Do not take any risks.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

⚠ WARNING

If other components and systems that affect driving dynamics have not been maintained correctly or are malfunctioning, the effectiveness of ESC may be reduced considerably. This applies especially to changes to the suspension and unapproved rim/tire combinations. Accidents and serious or fatal injuries could result.

- Ensure that conversion and modifications to the vehicle are only performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

Electronic Stability Control (ESC)



ESC is regulating the vehicle to reduce the risk of skidding and improve driving stability → ⚠. The indicator light flashes yellow.

Anti-Slip Regulation (ASR)



ASR is regulating the vehicle to reduce the risk of the wheels spinning. The indicator light flashes yellow.

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 → ⚠.

Anti-lock brake system (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can be steered → ⚠.

Brake Assist System

The Brake Assist System can help to reduce the vehicle braking distance. When the driver presses the brake pedal quickly in emergency situations, the Brake Assist System increases the braking force → ⚠.

Electronic Differential Lock (EDL and XDL)

EDS automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

Electronic differential lock XDS is an extension of the electronic differential lock, and improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

If the airbag control module has detected a collision in an accident situation, the Automatic Post-Collision Braking System automatically brakes the vehicle.

Requirements for automatic braking:

✓ The driver is not pressing the accelerator pedal.

Electronic braking distribution

The electronic braking distribution regulates the braking force between the front axle and the rear axle, even outside of ABS control. Overbraking of the rear axle is avoided and the vehicle remains stable when braking.

Electromechanical brake booster

The electromechanical brake booster supports the foot pressure only when the vehicle is switched on and enhances the pressure applied to the brake pedal by the driver →⚠. In case of braking support by a driver assistance system, such as during control by the ACC or during emergency braking, the brake pedal may move itself.

After switching off the vehicle, braking assistance will be gradually reduced. If the vehicle is still being held by the brake pedal, messages will appear in the digital instrument cluster display. Brake support is limited in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

⚠ WARNING

Driving without the brake booster or when the brake booster's system function is limited can increase the braking distance significantly. This may lead to accidents resulting in serious or fatal injuries.

- Never deactivate the vehicle’s drive-ready mode and never switch off the vehicle while the vehicle is moving.
- Press the brake pedal harder if the brake booster does not work or the vehicle is being towed.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Brake blending

Brake blending takes control between the electric motor braking efficiency during brake energy recuperation and the driver’s mechanical braking.

Switching the braking support system on and off

Depending on the vehicle equipment, the ESC braking system can be switched to a sport mode or switched off.

Driving situations

In order to avoid risks, the braking assistance systems should not be switched off under normal conditions →⚠.

⚠ WARNING

When ESC Sport is switched on or when ESC is switched off, the risk of the vehicle swerving is significantly higher. The vehicle can be difficult for inexperienced drivers to handle at high speeds. Accidents and serious or fatal injuries could result.

- Only switch on ESC Sport if you are driving on a closed track and are experienced in sporty driving.
- Only switch off ESC completely if you are driving on a closed track and are experienced in sporty driving.
- Do not take any risks.

Switching on and off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the **Brakes** menu if present.
3. Select the function in the **ESC system** drop-down list.

If the setting is no longer being used, you should completely switch off the braking assistance system again →⚠.

ESC Sport

The function assists with sporty driving. The ESC intervenes later to stabilize the vehicle, e.g. during fast cornering →⚠. ESC Sport also includes the ASR Sport function.

ESC Sport is available in all selector lever positions.



ESC Sport switched on. The yellow indicator light turns on.

ESC Off

On special sports models, the function assists experienced drivers with sporty driving. The ESC is switched off and stabilizing interventions are not performed. Always read the safety instructions →⚠. Depending on the vehicle equipment, ESC Off also includes the ASR Off function.

For safety reasons, it is only possible to switch this function on and off when the vehicle is stationary or at walking speed.

ESC Off is only available in selector lever position D.



ESC manually switched off. The yellow indicator light turns on.

Troubleshooting

Electromechanical brake servo failure

Do not continue driving!

The red warning light turns on.

A message is displayed if necessary.

1. Press the brake pedal harder, as the lack of braking assistance will increase the braking distance.
2. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Electromechanical brake servo faulty

The yellow indicator light turns on.

A message is displayed for a few seconds.

The brake pedal might pulse when pressed.

1. Press the brake pedal harder, as the reduced braking assistance will increase the braking distance.
2. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ABS failure or malfunction

The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle can be braked without ABS.

ESC malfunction

The yellow indicator light turns on. ESC has been switched off.

Recuperation may be restricted.

There is a fault or malfunction.

1. Switch the vehicle on and off.
2. Drive a short distance at a speed of approximately 15 km/h to 20 km/h (approximately 9 mph to 12 mph).
3. If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Noises in the braking assistance systems

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur.

1. Continue braking with the necessary force and steer the vehicle as required.

WARNING

If the brake warning light comes on together with the indicator light, the regulating function of the ABS could be malfunctioning. This can cause the rear wheels to lock when braking. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- To have the brake system checked, drive at low speed to the nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Avoid sudden braking or driving maneuvers.

WARNING

If the indicator light does not turn off, or comes on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes. If the ABS is restricted, this may lead to accidents causing damage to the vehicle and serious or fatal injuries.

- Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 DCC also incorporates the suspension tuning of the selected driving mode.

Presentation Mode

If the driving mode is changed when the vehicle is stationary and switched on or the slider is moved in the **Individual** driving profile, the adaptive chassis control DCC will be activated for approx. 30 seconds. Within this time, the adaptive chassis control can be tested in the various settings.

1. Switch on the vehicle.
2. Select the driving mode.

   Or: Move the slider in the **Custom** driving mode.
3. Only move the vehicle by the luggage compartment load sill or the roof pillar →.

NOTICE

Pressing against the vehicle body incorrectly, e.g. against the fender, the hood, or the roof, may damage the vehicle.

- Only press on the luggage compartment edge from above or against the roof pillar from the side.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Selecting the driving mode

The driving mode can be selected when the vehicle is switched on and 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.

1. 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 Infotainment System

1. Tap the MODE function key in the Infotainment system.
2. Tap your preferred driving mode.

Adjusting the Custom Driving Mode

In the **Custom** driving mode, you can change the settings of the various vehicle systems:

1. Select the **Custom** driving mode.
2. Tap on the function key.
3. Adjust the vehicle systems.

Displaying information about the driving mode

Further information about the driving mode can be displayed in the Infotainment system:

1. Tap on the function key of the driving mode.

WARNING

Adjusting driving modes while driving can distract from traffic. This can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.

Driving mode properties

The selected driving mode appears in the instrument cluster display.

The **Eco** driving mode switches the vehicle to fuel-efficient operation and supports the driver with an energy-saving driving style.

The **Comfort** driving mode is the basic setting for the vehicle systems, provides a comfort-oriented vehicle setup and is suited, for instance, for everyday use.

The **Sport** driving mode gives the driver a sporty feel.

The **Traction** driving mode offers maximum all-wheel drive (4MOTION) support and softens the suspension damping. On loose ground, it provides better traction.

The **Traction** driving mode is available only for vehicles with all-wheel drive (4MOTION).

With the **Custom** driving mode, you can adapt individual vehicle systems according to your preferences.

Standard behavior of the driving mode and the vehicle systems

The **Comfort** driving profile shows the basic settings of the vehicle systems when the vehicle is switched on.

Behavior of the driving modes when switching the vehicle off and on

If the vehicle is switched off and on again, the settings of the vehicle systems will be reset to the **Comfort** driving profile.

You can reactivate your preferred driving mode:

1. Select the driving mode again through the Driving Mode Selection.

Troubleshooting

Adaptive chassis control malfunction

The yellow indicator light turns on.

There may be a message in the display on the instrument cluster.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The driving mode or the vehicle systems do not behave as expected

1. Pay attention to the standard behavior of the driving mode and the vehicle systems *(→ Driving Mode Selection)*.

General driver information

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.

Avoiding Harsh Acceleration

Excessively high speeds increase the rolling resistance and air resistance and with that, the power needed to move the vehicle. Never drive at the maximum vehicle speed.

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 System *(→ Tire Pressure Monitoring System)*.

WARNING

Not paying attention to road traffic can cause accidents and serious or fatal injuries.

- Always comply with the applicable driving regulations and speed limits and think ahead while driving.
- Take regular breaks on long drives – at least every two hours or so.

WARNING

Alcohol, drugs, medication, and prescription narcotics can considerably impair perception, reaction times, and driving safety, which can result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- Do not drive under the influence of alcohol, drugs, medication or prescription narcotics.

WARNING

If you drive at high speed and without sufficient safety distance, accidents and serious or fatal injuries can result.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the electric drivetrain, brakes, and tires. The following tips will help you conserve the environment and your money.

Using Energy Recuperation

Energy recuperation enables energy from the rolling vehicle to also be used to charge the high-voltage battery *(→ Energy recuperation)*.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Removing unnecessary weight

Emptying out the luggage compartment before a journey, for example, removing empty crates or unneeded child restraints, can reduce energy consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving power

Electrical equipment, such as the air conditioner and window heating, requires energy from the high-voltage battery.

If you want to increase the vehicle's range:

— Set a higher interior temperature in summer and a lower interior temperature in winter. When outside temperatures are high, air out the vehicle before driving.

— If you are using an external power supply, use the stationary air conditioning.

— Switch off comfort consumers that are not required.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacement parts that are particularly energy efficient, such as new tires.

Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

— Stow all cargo securely .

— Accelerate with extra care and caution.

— Avoid sudden braking and driving maneuvers.

— Brake earlier than usual.

— If necessary, read and heed the information about roof racks .

— If necessary, note the information about driving with a trailer .

WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, and increase the braking distance when you brake hard or perform emergency braking. This can cause accidents and serious or fatal injuries.

- Correctly secure the load to prevent it from sliding.
- Use suitable tie-downs or securing straps on heavy objects.
- Engage the rear seat backrests and, if necessary, the adjustable rear seats securely.

NOTICE

Spilled fluids can come in contact with the connectors of the orange high-voltage cables. This can cause damage to the electrical system and high-voltage battery.

- Do not transport large amounts of fluids in the vehicle interior.

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.

Driving with an open trunk lid increases the air resistance of the vehicle and, consequently, the energy consumption of the electric drivetrain. This reduces the potential vehicle range significantly. Volkswagen recommends that you do not drive with the trunk lid open.

WARNING

If driving with the trunk lid unlocked or open, loose objects can fall out of the vehicle and injure other road users. This can cause accidents and serious or fatal injuries.

- Always drive with the trunk lid closed.
- Store all objects in the luggage compartment securely.
- Always drive carefully and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

WARNING

Objects protruding from the luggage compartment change the vehicle length and may possibly endanger other road users. This can cause accidents and serious or fatal injuries.

- Follow the legal regulations.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road.
- Never use the trunk lid to secure or wedge objects.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle. This can cause damage to the vehicle if driving carelessly.

- Be aware of the changed outer dimensions, such as when driving through underpasses.

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 deactivate the vehicle's drive system in water.

— Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.

⚠ 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. This could cause a loss of vehicle control, accidents and serious or fatal injuries.

- Dry and de-ice the brakes by performing careful braking maneuvers.
- Do not endanger road users or disregard legal regulations during braking maneuvers.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

Driving through water can greatly damage or corrode parts of the vehicle, e.g. electronics.

- Never drive through salty water.
- Using fresh water, immediately rinse any parts of the vehicle that may have come into contact with salty water.
- Protect electronic components against contact with water.

Operating the vehicle in different countries and continents

Approval regulations

The vehicle was manufactured by the factory for a specific country and meets those requirements and 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 information.

Safety standards and regulations

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends obtaining information about legal regulations from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries.

Selling in other countries

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.

Functions of the Infotainment system

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

Charging in other countries

Due to the different legal regulations, you can only charge with limited charging current at power outlets in other countries. The charging cable limits the charging current depending on the infrastructure used. If there are different settings, the lower value is used for charging .

Due to the different technical standards, you cannot charge at charging stations in another country or only if you use a suitable charging cable. For more information contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

- Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available original parts.

- Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

Introduction

Depending on the vehicle equipment, the vehicle has driver assistance systems that increase driving convenience. Some of these driver assistance systems use sensors or cameras (hereafter referred to as the “sensor system”) that are not or only partially visible to you.

The sensors and cameras visually detect the vehicle's surroundings ultrasonically or by using radar waves.

Installed sensor systems

Depending on the vehicle equipment, the following sensor systems may be installed:

— Radar sensors in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windshield.

— Ultrasonic sensors in the front of the vehicle.

— Ultrasonic sensors in the rear of the vehicle.

You can find information on the relevant installation location in the vehicle overviews .

WARNING

The driver assistance systems are not a replacement for the driver's attention and work only within their system limits. The driver assistance systems cannot detect all driving situations and may not provide warnings or react, or may provide warnings or react with a delay, or may provide warnings or react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Be aware of the limits of the sensor system and the system limits of the individual systems.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Be prepared to override or interrupt automatic interventions at all times.
- Pay attention to indicators in the instrument cluster display and respond to the displays accordingly when the traffic situation allows.
- Do not use driver assistance systems if you suspect a problem or damage.

Limits of the sensor system

Limits of the radar sensor

Driver assistance systems that use radar sensors may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— When driving in poor weather conditions, such as heavy rain, snow or heavy spray.

— When driving through construction zones, tunnels or toll stations.

— When driving on winding roads, for example, mountain roads

— In front of bumps or dips in the road

— When driving off-road

— When driving in parking ramps

— When driving on roads with embedded metal objects, such as railroad tracks

— When driving on gravel roads

— In complex driving situations, such as traffic islands.

— Following a violent impact affecting components within the range of the radar sensors, e.g. following a rear-end collision.

— The radar sensors are obscured, dirty, misaligned or damaged.

Limits of the camera behind the windshield

Driver assistance systems that use the camera behind the windshield may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— In front of bumps or dips in the road

— When driving in construction zones

— When driving off-road

— When driving in poor weather conditions, such as heavy rain, snow, fog or heavy spray and poor road conditions.

— In low-lying sun, darkness or if there is glare from oncoming vehicles.

— The camera is not available due to long exposure to direct sunlight or high ambient temperatures.

— The camera field of view is obscured, dirty or damaged.

— The camera is misaligned.

Delayed reaction

If the sensor system is exposed to environmental conditions that limit its function, the driver assistance systems may only be able to detect this with a delay. Therefore, the display that indicates that functions are impaired may be delayed when you first start driving or while driving.

Calibration

After the delivery of the vehicle, the sensors are calibrated within the first kilometers driven. This happens only once, and then again if the sensor system has been repaired. The range of the sensors may be limited during the calibration phase.

Limits in certain driving situations

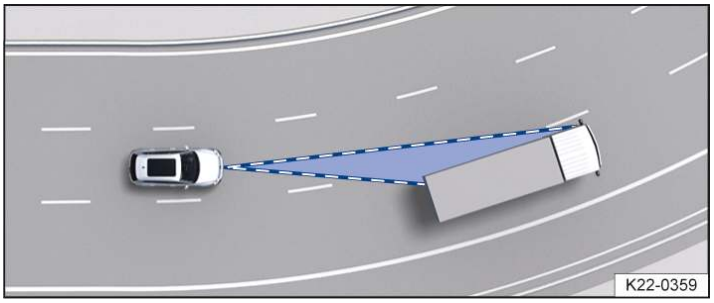


Fig. 1 Driving around curves.

The sensor system always measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected.

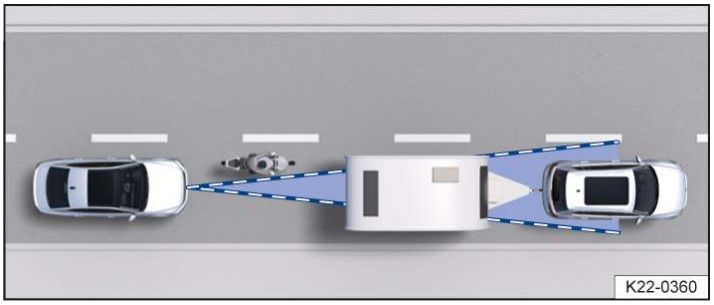


Fig. 2 Narrow vehicle.

Vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles, cannot be detected.

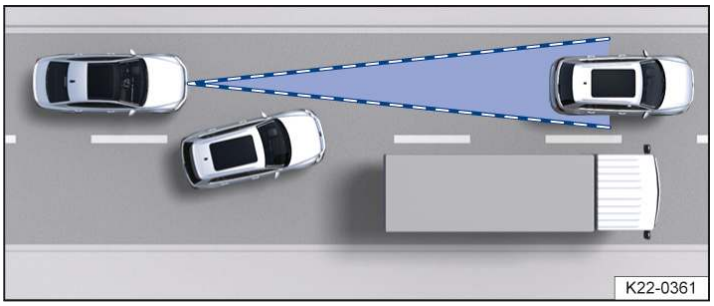


Fig. 3 Changing lanes.

Vehicles that change to your lane close in front of your vehicle cannot be detected. This also applies to vehicles with attachments exceeding the vehicle dimensions.

Specific system limitations

In addition to the limits of the sensor system, every driver assistance system has additional system limitations linked to their function. Please also note these:

— Predictive speed limiter *(→ Speed limiter with predictive control)*.

— Eco assist *(→ Eco assist)*.

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control *(→ Predictive cruise control)*.

— Automatic Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane Assist *(→ Lane Keeping System (Lane Assist))*.

— Comfort drive Travel Assist *(→ Comfort drive Travel Assist)*.

— Emergency Assist *(→ Emergency Assist)*.

— Lane Change System (Side Assist) *(→ Lane Change System (Side Assist))*.

— Advanced Road Sign Display *(→ Advanced Road Sign Display)*.

Troubleshooting

No forward sensor range or limited forward sensor range

Parts of the sensor systems in the front of the vehicle have limited availability or are not available. The yellow symbol and a message are displayed for a few seconds.

— The sensor areas are dirty or the sensor system's view is limited due to weather conditions, such as snow, or from detergent residue or coatings. Clean the sensor areas in the front of the vehicle and clean the windshield .

— The sensor areas are impaired by attachments, decorative frames on license plate holders, or labels. Keep the areas around the sensor system clear *(→ Accessories and replacement parts)*.

— The sensor system is misaligned or damaged, for example as a result of damage to the front of the vehicle or the windshield. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— Painting work was carried out on or structural modifications were made to the front of the vehicle or the windshield *(→ Repairs and technical modifications)*.

— Malfunction or fault. Deactivate the vehicle's drive system and activate it again.

— Once the cause of the problem has been rectified, some driver assistance systems initially still remain unavailable. Drive a short distance until the indicator light turns off and the driver assistance systems are functional again. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the sensor range is restricted, driver assistance systems may not be available or only to a limited extent. Refer to the other indicator lights of the driver assistance systems *(→ Symbols in the instrument cluster)*.

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

Introduction

The speed limiter helps you to ensure that you do not exceed a speed that you have previously saved.

Speed range

The speed limiter is available at speeds above approx. 30 km/h (approx. 20 mph) when driving forward.

Driving with the speed limiter

You can interrupt the limit set by the speed limiter at any time by fully pressing the accelerator pedal beyond the point of resistance. When you exceed the saved speed, the green indicator light will come on and a warning chime may sound. The vehicle speed remains stored in the system.

Once your driving speed falls below the saved speed, the speed limiter will automatically begin regulating your speed again.

Displays

If the speed limiter is switched on, the instrument cluster display shows the saved speed and the status of the speed limiter.

One of the following indicator lights will light up, depending on the driving situation:



Speed limiter switched on, regulation active.



Speed limiter switched on, regulation not active.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Use the electric drivetrain recuperation when traveling downhill for extended periods.

   This relieves the strain on the brakes.

⚠ WARNING

Using the speed limiter in adverse weather conditions is dangerous and can result in accidents and serious or fatal injuries.

- Always adapt your speed to the visibility, weather, road and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Do not drive at top speed unless necessary.
- Never use the speed limiter when driving on slippery surfaces, e.g. due to hydroplaning, snow, ice, leaves.
- To prevent unintended regulation, switch off the speed limiter if you do not need it.

Operating the speed limiter



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until the speed limiter is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   The speed limiter is switched on. At this stage, the limiter will not yet start regulating your speed.

Starting the regulation function

1. Press the SET button while driving.

   Your current speed will be saved as the top speed.

Setting the speed

You can adjust the saved speed as follows:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the – button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

Canceling the regulation function

1. Press the CNCL button briefly.

   The vehicle speed remains stored in the system.

Resuming the regulation function

1. Press the RES button.

Troubleshooting

!LIM Speed limiter not available

Malfunction or fault. The yellow indicator light turns on.

1. Switch the vehicle off and back on.
2. If the problem persists, switch off the speed limiter and seek assistance from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The regulation function is canceled automatically

— ESC is switched off.

— The brakes are overheated. Let the brakes cool down and check the function again.

— If the problem persists, switch off the speed limiter and seek assistance from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For safety reasons, the speed limiter will only switch off completely once you release the accelerator pedal or switch off the system manually.

Introduction

The predictive speed limiter automatically adapts one of your saved maximum speeds to the known speed limits and the route, e.g. corners.

The speed limiter with predictive control is an extension of the speed limiter and uses Dynamic Road Sign Display and the navigation data from the Infotainment system.

The speed limiter with predictive control is not available in all countries and may not be available depending on your vehicle equipment.

WARNING

The predictive speed limiter is not a replacement for the driver's attention and works only within the system limitations. The predictive speed limiter cannot detect all enforced maximum speed limits and routes and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limits *(→ Speed limiter with predictive control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds regulated by the system do not necessarily conform to your driving style.

Please also observe the safety information about the speed limiter and the route.

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date *(→ Navigation data)*. Please contact a suitably qualified professional if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

System limitations of the predictive speed limiter

As well as the system limitations of the Dynamic Road Sign Display, the speed limiter with predictive control has the following further system limitations:

— The speed limiter with predictive control only recognizes traffic signs which display a speed limit.

— The predictive speed limiter only detects the road layout, e.g. corners, based on the navigation data.

— Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.

— If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— The speed limiter with predictive control is not available with detected speed limits below approximately 30 km/h (20 mph). In this case, a corresponding message will appear in the instrument cluster display.

Entering and Exiting the Highway

— Depending on the country, when you enter a highway, the recommended speed or the maximum permitted speed will automatically be saved as the speed.

— When exiting a highway, the predictive speed limiter is deactivated.

Functional limitations

In the following situations, the predictive speed limiter may not change the stored speed, may change it with a delay, or may change it in a way that is not desired:

— Dynamic Road Sign Display is malfunctioning.

— The navigation data are out of date.

— You are driving without route guidance.

— You deviate from the route calculated by the navigation system.

— The position of the vehicle cannot be determined correctly due to inaccurate GPS data.

Activating the speed limiter with predictive control

You can set the events to which the vehicle should respond:

— Response to permissible speed.

— Response to road layout.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Select driving assistance.
3. Configure the desired setting.
4. Switch on the speed limiter and start control *(→ Speed limiter)*.

Driving with a predictive speed limiter

Displays (depending on the vehicle equipment)

30 The system has detected a speed limit for the route.

30 The system has saved the detected speed and is controlling the vehicle accordingly.

 Roundabout ahead.

 Adjustment due to a roundabout.

 Intersection ahead.

 Adjustment due to an intersection.

 Left turn ahead.

 Adjustment due to a left-hand bend.

 Right turn ahead.

 Adjustment due to a right-hand bend.

To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification, you can cancel the speed adjustment:

— Press the RES button.

Or: if the speed indicated is less than the currently saved speed, twice release the accelerator pedal and press it again.

The most recently saved speed is used again.

— Press the SET button.

The current speed is assumed.

— Press the CNCL button.

The regulation function is paused.

Bringing forward the speed adjustment

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can bring forward the speed adjustment:

1. Press the + button.

   Or: twice release the accelerator pedal and press it again.

Adjusting the speed shown

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the current speed too far, Adaptive Cruise Control ACC with predictive cruise control will be canceled.

If a speed limit is detected, the predictive speed limiter will adjust the saved speed, even if the speed limiter is not in control.

If the current speed is significantly higher than the speed limit detected by the Dynamic Road Sign Display, a warning will be shown in the instrument cluster display.

Troubleshooting

A notification shows that the predictive speed limiter is currently unavailable or is not available in your country

1. If the message is displayed for a long time and the predictive speed limiter is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information may be displayed in the vehicle status, depending on the malfunction *(→ Volkswagen Digital Cockpit (Pro))*.

Introduction

Eco Assist provides situation-related information and braking interventions to help the driver to drive in an anticipatory and energy-saving manner.

Eco Assist uses the navigation data from the Infotainment system and the sensors of the driver assistance systems. If you drive with route guidance, Eco Assist will take account of the route you have entered. If you drive without route guidance, the most likely route will be used.

Eco Assist or individual functions of the Eco Assist depend on the vehicle equipment and are not available in all countries.

System Limits of Eco Assist

Limits of the sensor system

Eco Assist detects driving situations using the radar sensors in the front of the vehicle and the camera behind the windshield. The radar sensor has a range of up to approx. 160 m (approx. 520 ft).

WARNING

If you use Eco Assist in driving situations outside system limits, accidents and serious injuries may result and legal regulations may be violated.

- Be aware of the limits of the sensor system *(→ Sensor system)* and stop the regulation function in the specified situations.

Unrecognizable objects

Eco Assist only detects vehicles that are moving in the same direction or are stationary. The following will not be detected:

— Pedestrians

— Animals

— Vehicles crossing the street or oncoming vehicles

— Other stationary obstacles

Functional limitations

In addition to the situations specified in the sensor system limits, Eco Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations, among others:

— Drive downhill.

Eco Assist only uses energy recuperation for taking control due to the road layout and speed restrictions. The available energy recuperation level depends on the battery charge level of the high-voltage battery.

Stationary vehicles

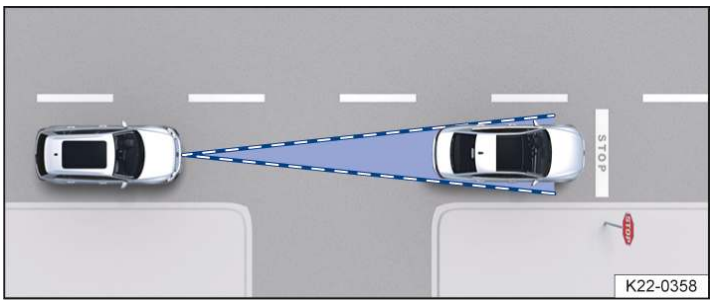


Fig. 1 Stationary vehicle.

Eco Assist responds in a limited manner to stationary vehicles up to approx. 60 km/h (approx. 37 mph), provided that a stationary vehicle is detected as such and your own vehicle can be braked behind the stationary vehicle within the system limits of Eco Assist. Eco Assist does not perform emergency braking *→ fig. 1*.

The reaction to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Driving with Eco assist

Intervention due to road layout and maximum permitted speed



Fig. 1 On the instrument panel: Eco Assist display (general example).

If you are approaching a speed limit or a road layout that requires attention on the route, the symbol and information about the type of event are shown in the head-up display and in the instrument cluster display → *fig. 1*.

In selector lever position **D**, the vehicle adjusts energy recuperation and speed to an upcoming event as soon as you take your foot off the accelerator pedal. The vehicle considers the selected driving mode and the distance from the event here.

Intervention due to a vehicle driving ahead

Eco Assist provides assistance when the accelerator pedal is not pressed when decelerating behind a vehicle driving ahead. Eco Assist can brake the vehicle to the stop behind a vehicle driving ahead. To do so, Eco Assist uses both energy recuperation and the brake.

If Eco Assist has braked the vehicle to a stop, the Auto Hold function will be activated even if you do not actively switch it on *(→ Auto Hold)*.

1. Press the accelerator pedal to start driving.

   Adjustment to the vehicle driving ahead becomes available again if the vehicle ahead starts driving or when you drive faster than 7 km/h (approx. 4 mph).

If automatic deceleration by Eco Assist is not sufficient or the system limits are reached, Eco Assist will prompt you – with a message in the instrument cluster – to also apply the brakes. The red warning light will also turn on and a warning tone will sound. Take over steering!

You can override Eco Assist at any time by accelerating or braking.

Displays

The following symbols are displayed, depending on the driving situation:


Take your foot off the accelerator pedal.


Eco Assist control active.


Vehicle driving ahead.


Intersection ahead.


Highway exit ahead.


Roundabout ahead.


Left turn ahead.


Right turn ahead.



Speed limit ahead, example.

Switching on and off

You can switch Eco assist on and off in the Assistance systems menu in the Infotainment system.

Eco assist is automatically deactivated temporarily in the following cases:

— The **Sport** driving mode is activated.

— When driving with Adaptive Cruise Control (ACC).

— When driving with semi-automated driving assistance (Travel Assist).

— ESC is not active.

If the reason for the deactivation is no longer applicable, Eco assist is reactivated if it is switched on in the Infotainment system.

WARNING

The ECO assist is not a replacement for the driver's attention and works only within the system limits. The ECO assist cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits of Eco Assist *(→ Eco assist)*.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Take over steering immediately if a take-over prompt appears in the instrument cluster display or the deceleration by Eco Assist is not sufficient.
- Note that road signs and traffic rules always have priority over driving recommendations.

Troubleshooting

Eco Assist not available

A message is shown in the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor .

— 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 .

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

— 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 *(→ Accessories and replacement parts)*.

— Malfunction or fault. Switch the vehicle off and back on.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— Automatic Emergency Braking (Front Assist) was switched off in the Infotainment system at the start of the journey *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Eco Assist is not functioning as expected

— The radar sensor is dirty. Clean the radar sensor .

— The brakes are overheating, and the regulation function has been automatically canceled. Let the brakes cool down and check the function again.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Unusual noises during automatic braking

This is normal and not a cause for concern.

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?

If you can select ACC with the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has ACC.

Speed range

You can set a speed above or equal to 20 km/h (15 mph).

Driving with ACC

You can override the ACC system at any time. The regulation function is canceled when you apply the brakes. When you accelerate, the regulation function is paused while accelerating and then resumed with the speed set.

If a trailer is hitched, ACC is less dynamic.

Driver intervention request

If automatic deceleration by ACC is not sufficient or the system limits are reached, ACC will prompt you – with a message in the instrument cluster – to take over the vehicle steering. The red warning light will also turn on and a warning tone will sound. Take over steering and be ready to brake.

⚠ WARNING

ACC is not a replacement for the driver's attention and works only within the system limits. ACC cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits *(→ Adaptive Cruise Control (ACC))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Take over steering immediately if a driver intervention 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 driver intervention prompt.

Special driving situations

The functions described below depend on the vehicle equipment and are not available in all countries.

Predictive ACC

If the vehicle has a Dynamic Road Sign Display, ACC can adjust the speed to recognized speed limits and adjust the route history .

Overtaking

If you activate the left turn signal (for left-hand drive vehicles, the right turn signal) to overtake, the ACC will accelerate the vehicle and reduce the distance from the vehicle ahead. Your selected speed will not be exceeded during this.

If ACC does not detect a vehicle ahead after changing lanes, ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC can brake the vehicle and bring it to a standstill. ACC remains active, and the instrument cluster display shows **ACC is ready**.

Vehicles with comfort drive Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC remains active, the vehicle will automatically move again once the vehicle driving ahead starts and if no obstacle has been detected.

Extend drive-readiness or reactivate:

1. Press the RES button.

   Or: Vehicles with comfort drive Travel Assist: Take hold of the steering wheel again.

Driving off when drive-readiness has ended and the vehicle driving ahead has already started moving:

1. Press the RES button.

   Or: briefly press the accelerator pedal.

The ACC does not stay active in the following scenarios:

— The stationary phase lasts several minutes.

— The driver door is opened.

— Switch off the vehicle.

⚠ WARNING

If **ACC is ready** appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The vehicle may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

Right-side passing restriction (left-hand drive vehicles: left-side passing restriction)

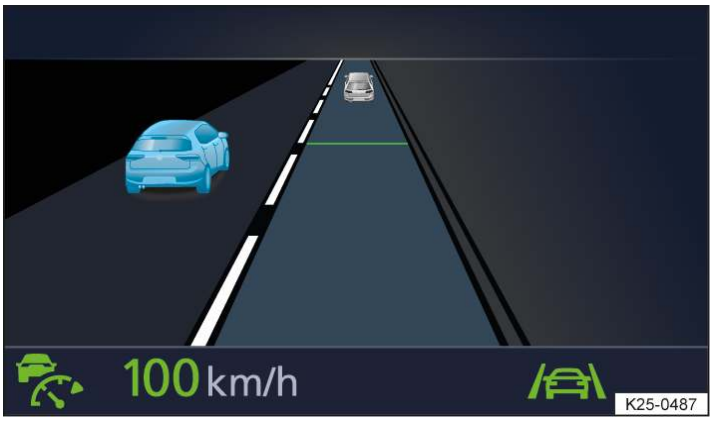


Fig. 1 In the instrument cluster display: slower vehicle detected in the left lane (general example).

Vehicles with right lane passing prevention: If ACC detects a slower vehicle in the left lane (for left-hand drive vehicles, in the right lane), ACC will brake gently within the system limits and prevent you from overtaking illegally. The function is available from approx. 80 km/h (approx. 50 mph).

Vehicles without right-side passing restriction: Stop the regulation function when driving on roads with multiple lanes if vehicles are driving slowly in the passing lane.

ACC system limits

Limits of the sensor system

ACC detects driving situations using the radar and ultrasonic sensors in the front of the vehicle and the camera behind the windshield. The radar sensor has a range of up to approx. 160 m (approx. 520 ft).

WARNING

If you use the ACC in situations outside system limits, accidents and serious injuries may result and legal regulations may be violated.

- Be aware of the limits of the sensor system *(→ Sensor system)* and stop the regulation function in the specified situations.

Unrecognizable objects

ACC only detects vehicles that are moving in the same direction or are stationary. The following will not be detected:

— Pedestrians

— Animals

— Vehicles crossing the street or oncoming vehicles

— Other stationary obstacles

Stationary vehicles

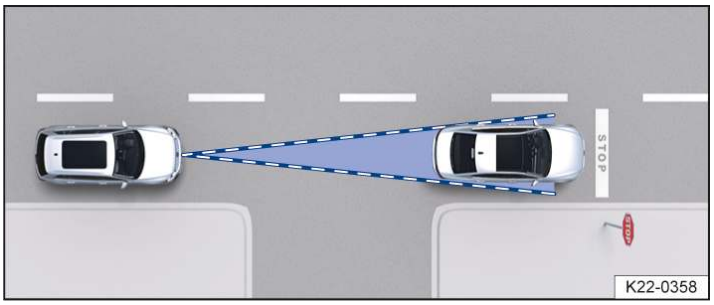


Fig. 1 Stationary vehicle.

The ACC responds in a limited manner to stationary vehicles up to approx. 100 km/h (approx. 62 mph), provided that a stationary vehicle is detected as such and your own vehicle can be braked behind the stationary vehicle within the system limits of the ACC. ACC does not perform emergency braking → *fig. 1*.

The reaction to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching ACC on and off



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until ACC is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   ACC is switched on.

Starting the regulation function

If you switch from the semi-automated driving assistance (Travel Assist) to ACC and Travel Assist was in control, the vehicle will remain in control. ACC is active.

Otherwise, you will need to start the regulation function:

1. Press the SET button while driving forward.

   ACC saves the current speed and maintains the set distance. If the current speed is outside the specified speed range, the ACC adjusts the minimum speed when driving too slowly or the maximum speed when driving too quickly.

   Relevant braking assistance systems are also activated *(→ Braking assistance systems)*.

The following indicator lights may turn on depending on the driving situation:

 ACC is regulating – no vehicle ahead detected.

 ACC is regulating – vehicle ahead detected.

 ACC is not regulating – no vehicle is detected driving ahead.

 ACC is not regulating – a vehicle is detected driving ahead.

Canceling the regulation function

1. Press the CNCL button briefly.

   Or: press the brake pedal while driving.

   If the respective indicator light for the driving situation lights up gray, the speed and distance are saved.

If a relevant braking assistance system is deactivated, the control will be canceled automatically *(→ Braking assistance systems)*.

Resuming the regulation function

1. 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 turn on corresponding to the driving situation.

Adjusting the ACC settings

Setting the distance

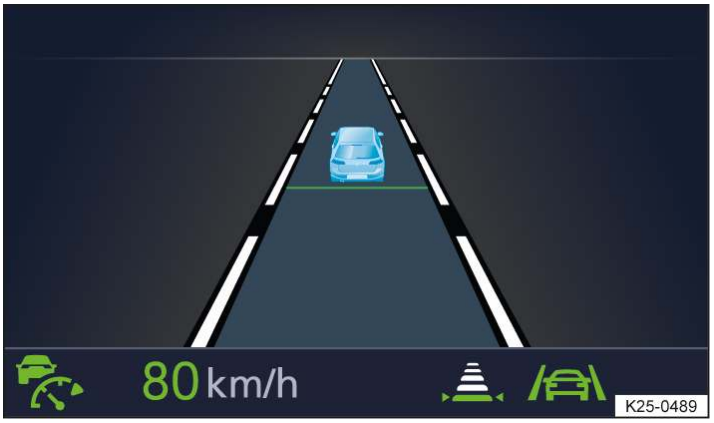


Fig. 1 In the instrument cluster display: set distance during control (general example).

You can set the distance at five levels from very short to very long:

1. Press the button.
2. Press the + or − button.

   Or: Press the button repeatedly until the preferred distance is set.

   The instrument cluster display and the head-up display show the selected level → *fig. 1*. Heed the country-specific regulations for minimum distance.

The control always starts in the gear that the respective user had set at the end of the last journey.

Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

WARNING

ACC cannot detect all driving situations correctly. If the vehicle is less than the minimum distance from the vehicle ahead and the difference in speed between the vehicle ahead and your own vehicle is so great that the speed deceleration from the ACC is not sufficient, there is a risk of a rear end collision. This may result in serious injury or even death.

- Always be ready to apply the brakes yourself.
- To override the predictive cruise control and Adaptive Cruise Control (ACC), press the accelerator pedal. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the regulation function system settings

You can influence how dynamically ACC takes control:

— Vehicles with Driving Mode Selection:

  Select the desired driving mode.

— Vehicles without Driving Mode Selection:

  Select the desired driving mode in the Assistance systems menu in the Infotainment system.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Troubleshooting

ACC is not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor .

— 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 .

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

— 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 *(→ Accessories and replacement parts)*.

— Malfunction or fault. Switch the vehicle off and back on.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ACC is not functioning as expected

— The radar sensor is dirty. Clean the radar sensor .

— The ultrasonic sensors are dirty, obscured or damaged. Clean the ultrasonic sensors .

Clear the area around the ultrasonic sensors and check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The system limits are not adhered to *(→ Adaptive Cruise Control (ACC))*.

— The brakes are overheating, and the regulation function has been automatically canceled. Let the brakes cool down and check the function again.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

The Adaptive Cruise Control cannot start

Make sure the following requirements are met:

— The brake lights on the vehicle are functioning.

— The brake lights on the electronically connected trailer are functioning.

— ESC is not regulating.

— The brake pedal is not being pressed.

Unusual noises during automatic braking

This is normal and not a cause for concern.

Introduction

Predictive cruise control adapts the vehicle's speed to identified speed limits and to the road layout ahead, e.g. corners.

Predictive cruise control is an extension of ACC and uses the Dynamic Road Sign Display system and the navigation data from the Infotainment system.

Predictive cruise control depends on the vehicle equipment and is not available in all countries.

Reaction to traffic lights and stop signs

The reaction to traffic lights and stop signs depends on the vehicle equipment and is not available in all countries. If a red light or a stop sign is detected, predictive cruise control can brake the vehicle and bring it to a stop. The reaction to traffic lights or stop signs can be overridden by the driver at any time.

1. Press the accelerator pedal to start driving.

Requirements:

— The vehicle is not on a highway.

— The vehicle has semi-automated driving assistance (Travel Assist).

— The reaction to traffic lights is activated in the Infotainment system *(→ Predictive cruise control)*.

— The reaction to stop signs is activated in the Infotainment system *(→ Predictive cruise control)*.

The vehicle will also be braked to a stop near the traffic lights if the traffic lights change to green during braking.

Response to the end of a traffic jam

Vehicles with V2X technology can interact with other vehicles in their vicinity. This allows your vehicle to be warned about an upcoming traffic jam and reduce its speed preemptively.

The response to the end of a traffic jam depends on the vehicle equipment and is not available in all countries, even if the vehicle is equipped with V2X technology.

Requirements:

— V2X is activated in the Infotainment system.

Using online data

Predictive cruise control can use online data to improve function, e.g. to optimize the response to traffic lights and stop sights and to optimize speed in corners, at intersections and roundabouts (depending on the vehicle equipment and not available in all countries). In addition, predictive cruise control can use online data to adapt the speed to the determined local average speed on single-lane roads.

Requirements:

— The vehicle has semi-automated driving assistance (Travel Assist) with online data.

— The response to local average speed is activated in the Infotainment system *(→ Predictive cruise control)*.

— All the associated requirements are met .

WARNING

Predictive cruise control is not a replacement for the driver's attention and works only within the system limits. Predictive cruise control cannot detect all enforced maximum speed limits and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limits *(→ Predictive cruise control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds the system drives at may not suit your driving style or be suitable for the weather conditions.
- The vehicle may be able to independently stop braking before a traffic light or a stop sign in some circumstances. Always be ready to take over the vehicle steering.

Also observe the system limits of and information on ACC.

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date *(→ Navigation data)*. Please contact a suitably qualified professional if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

System Limits of Predictive Cruise Control

Beside the system limits of the Dynamic Road Sign Display system and the system limits of the ACC, predictive cruise control also has the following additional, system-based limits:

— Predictive cruise control only detects road signs that display a speed limit.

— Predictive cruise control only detects traffic signs that are fully visible.

— Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.

— Road signs with additional signs that, for example, show time limits are only taken into consideration if they are included in the navigation data and detected by the Dynamic Road Sign Display system.

— Predictive cruise control only detects traffic lights and stop signs if they are fully visible and identifiable. The traffic lights and stop signs may in some cases only be detected shortly before reaching them. If the traffic light or stop sign is after a corner, this can affect the function. It may also be affected by low sun or darkness.

— The predictive cruise control function is not available on roads that are either not included or not mapped with complete accuracy in the navigation data.

— If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— Predictive cruise control cannot take over speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

— The predictive cruise control may not detect a turning request, for example in the following situations:

  — A dashed lane marking was detected on the side in the direction in which you activated the turn signal.

  — You did not operate the turn signal for long enough.

  — You have canceled the turn signal process.

  — Driving on a slip lane or deceleration strip was not detected.

Functional limitations

In the following situations, the predictive cruise control may not change the speed, may change it with a delay or in a way that is not desired:

— Dynamic Road Sign Display is malfunctioning. No speed limit is displayed in the instrument cluster display.

— Road signs are not being detected or are not being detected correctly.

— The navigation data are out of date.

— You are driving without route guidance.

— You deviate from the route calculated by the navigation system.

— The position of the vehicle cannot be determined correctly due to inaccurate GPS data.

— A turning request was not or was incorrectly detected as such.

— You have signaled an intention to turn too late.

— The response to the road layout is deactivated in the Infotainment system.

— The most likely route was not available at short notice.

— A traffic light or a stop sign that does not apply to your lane has been detected.

Activating the predictive cruise control

You can set the events to which the vehicle should respond:

— Response to road layout.

— Response to traffic lights.

— Response to stop signs.

— Response to local average speed.

— Response to permissible speed.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Select Adaptive Cruise Control (ACC).
3. Configure the desired setting.

If you have activated at least one event, predictive cruise control will be automatically switched on as well when ACC is switched on.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Driving with predictive cruise control

Driving with Route Guidance

If you drive with route guidance, predictive cruise control will adjust the speed to the route you have entered in the system.

Driving without Route Guidance

If you drive without route guidance, predictive cruise control will adjust the speed to the most likely route.

Indicating an intention to turn

If you activate the turn signal to indicate an intention to turn, the predictive cruise control may slow the vehicle at the next likely turn-off option – irrespective of whether you are driving with or without route guidance.

Displays (depending on the vehicle equipment)

As soon as the system detects a speed limit or is going to reduce your speed due to the road layout, a corresponding notification appears in the instrument cluster display.



Speed limit ahead, example.



Adjustment due to a speed limit, example.



End of speed limit ahead.



Adjustment due to a speed restriction being lifted.



Roundabout ahead.



Adjustment due to a roundabout.



Intersection ahead.



Adjustment due to an intersection.



Left turn ahead.



Adjustment due to a left-hand bend.



Right turn ahead.



Adjustment due to a right-hand bend.



Red traffic light ahead.



Intervention due to a red traffic light.



Stop sign ahead.



Intervention due to a stop sign.



Priority road ahead.



Intervention due to a priority road.

 Right-hand exit ahead.

 Intervention due to an exit.

 Left-hand exit ahead.

 Intervention due to an exit, left-hand traffic.

 Online data available. There is no intervention as the local average speed is higher than the set speed.

 Intervention due to online data.

 Traffic jam ahead.

 Adjustment due to the end of a traffic jam.

If the speed is adjusted due to a speed limit, the detected speed will be saved as a new desired speed. If the speed is adjusted due to the road layout, the vehicle will accelerate to the previously saved preferred speed afterwards.

The behavior of the predictive cruise control depends on the driving mode .

To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification in the instrument cluster display, you can cancel the speed adjustment:

— Press the RES button.

The most recently saved speed is used again.

— Press the SET button.

The current speed is assumed.

— Press the CNCL button.

The control function is canceled.

Confirming the speed adjustment early

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can confirm the speed adjustment at an early stage:

1. Press the ⊕ button.

   Or: press the accelerator pedal.

   The vehicle will immediately accelerate to the detected speed.

Adjusting the speed shown

The speed shown can only be adjusted when controlled due to speed restrictions.

+ 10 km/h (5 mph):
  Press the ⊕ button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the ⊖ button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the speed shown in the notification too far, the predictive cruise control will be canceled.

Activating cruise control

If you set your desired speed on the highway (or on expressway roads) to a speed below the current maximum permitted speed, this will be applied as the cruising speed after a short time. The vehicle will no longer automatically accelerate to above this set speed.

The cruising speed is available from approx. 90 km/h (approx. 55 mph).

Deactivating cruise control

If you set your desired speed such that the desired speed is above the saved cruise control speed and is at least equal to the current maximum permitted speed, the cruise control speed will be deactivated.

If a speed limit is detected, the predictive cruise control system will adjust the saved speed, even if the ACC is deactivated. However, it does not take control.

If a speed limit on a highway is lifted, the recommended speed will automatically be saved as the preferred speed. However, if a higher speed than the recommended speed was previously saved on a highway with no speed limit, this saved speed will be applied instead of the recommended speed.

Troubleshooting

A notification shows that the predictive speed limit control is currently unavailable or is not available in your country

1. If the message is displayed over a longer period and predictive cruise control is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Introduction

Front Assist can recognize impending forward collisions and warn the driver. In addition, the system can provide support when braking and initiate an automatic braking maneuver.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention.

Front Assist works solely within the system limits. Warning times vary depending on the Traffic Situation and the driving behavior.

Range of functions

Front Assist includes the following additional functions, depending on the vehicle equipment and the country:

— Emergency steering support.

— Oncoming vehicle braking when turning.

— Front Cross Traffic Assist.

The functions named are automatically active if Front Assist is switched on.

Recognizable objects

Automatic Emergency Braking (Front Assist) can detect the following objects:

— Vehicles.

— Two-wheeled vehicles.

— Pedestrians.

Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

You can override automatic steering interventions by countersteering.

Automatic braking

Front Assist can brake the vehicle 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.

⚠ WARNING

Front Assist is not a replacement for the driver's attention and works only within the system limits. Front Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits *(→ Autonomous Emergency Braking (Front Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Consider interrupting automatic Automatic Emergency Braking (Front Assist) interventions if necessary.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- If you are unsure which functions are included with your vehicle depending on the vehicle equipment and country, consult suitably qualified professionals before starting your journey. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning levels and braking support

Speed ranges

Front Assist assists in these maximum speed ranges:

— Response to vehicles: approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to single-track vehicles: approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to pedestrians: approx. 5 km/h (approx. 3 mph) to approx. 85 km/h (approx. 53 mph).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support.

Influencing factors

Whether and in which speed range Automatic Emergency Braking (Front Assist) reacts to the named objects is dependent on the following factors:

— Type of object.

— Movement direction of the object.

— Speed of the object.

— Speed of the vehicle.

The work area can therefore be limited if the vehicle approaches an object very quickly and thus has little time to react.

Furthermore, not all warning levels are passed through in all situations. Depending on the speed, there may not be, for example, an advance warning or immediate warning, but rather an automatic braking maneuver that occurs straight away, so as to best protect the detected object.

Advance warning



Front Assist 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 you do 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

Automatic Emergency Braking (Front Assist) can brake the vehicle automatically in several stages of increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

Braking support

If the system detects that you are not braking enough before an impending collision, Front Assist can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active for as long as you press the brake pedal.

Front Assist system limits

Limits of the sensor system

Front Assist detects driving situations using a radar sensor in the front of the vehicle and the camera behind the windshield.

Note the limitations of the sensor system *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

After starting the vehicle

Front Assist is not available or its availability is limited immediately after starting the vehicle. During this time, the white indicator light in the instrument cluster display comes on.

Unrecognizable objects

Automatic Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

— Stationary cyclists.

— Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

— Animals

In addition, depending on the vehicle equipment and country, Automatic Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

— Oncoming vehicles.

— Vehicles crossing the street.

— Oncoming pedestrians or cyclists.

Functional limitations

In addition to the situations specified in the sensor system 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, among others:

— When driving in reverse

— If ESC is regulating or is malfunctioning.

— If multiple brake lights on the vehicle are malfunctioning.

— If there is a malfunction in at least one brake light on an electrically connected trailer or bicycle rack.

— If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down.

— In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning

— When entering or exiting a tunnel.

— If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur →⚠:

— If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.

— If the vehicle is being towed or transported

— If add-ons cover the radar sensor or camera.

— If the camera or radar sensor is malfunctioning.

— Following a violent impact affecting components within the range of the radar sensor, e.g. following a rear-end collision.

— If the windshield is damaged in the camera field of view.

— If the vehicle is cleaned in a car wash.

— If there are multiple unwanted activations

⚠ WARNING

Using Front Assist in these situations may result in accidents and serious or fatal injuries.

- Switch off Front Assist in the specified situations.

Front Cross Traffic Assist

The Front Cross Traffic Assist can prevent the vehicle from colliding with a crossing vehicle, for example when driving into an intersection.

If there is a risk of collision with a crossing vehicle when leaving an exit or driving into an intersection, Front Cross Traffic Assist can warn the driver visually and audibly and brake the vehicle. This can reduce the risk of accidents.

Displays

At low speed, the Park Distance Control display shows detected cross traffic with yellow direction arrows.

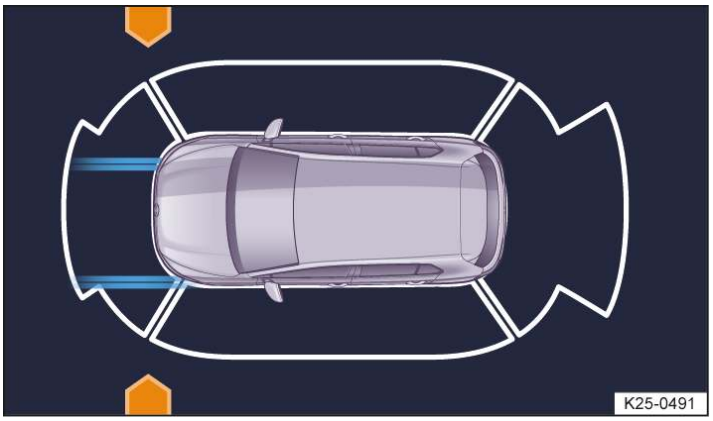


Fig. 1 In the Infotainment system: Front Cross Traffic Assist display (general example).

Front Cross Traffic Assist detects cross traffic. Stay alert and be ready to brake!

Depending on the driving situation, yellow direction arrows are also shown in the instrument cluster display. They indicate the direction from which cross traffic is approaching.

Speed range

Front Cross Traffic Assist is available within a speed range of approx. 0 km/h (0 mph) to approx. 65 km/h (approx. 40 mph).

Limits

The Front Cross Traffic Assist does not react to road users that are concealed by buildings or by other road users. Road users that appear from behind a concealment may be detected with a delay.

Also observe the system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Swerve support

The swerve support can help to steer the vehicle around an obstacle in a critical driving situation.

If you steer to swerve around an obstacle after an urgent warning, the swerve support can help. Swerve support slows individual wheels and helps you by making a corrective steering intervention while you are steering.

The swerve support will always initially be set according to your previous journey.

Speed range

Swerve support is available in a speed range from approx. 30 km/h (approx. 20 mph) to a maximum of approx. 150 km/h (approx. 90 mph).

Limits

The swerve support does not respond to objects crossing the street. Also observe the system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Oncoming vehicle braking when turning

Oncoming vehicle braking when turning can prevent the vehicle from colliding with an oncoming road users when turning.

If there is a danger that the vehicle can collide with an oncoming vehicle in an adjacent lane when turning, the oncoming vehicle braking when turning function brakes your vehicle. This depends on the vehicle equipment and is not available in all countries, and it also applies to oncoming pedestrians and cyclists. This enables you to keep the vehicle in its lane and to avoid a collision.

Speed range

The oncoming vehicle braking when turning function is available up to approx. 30 km/h (approx. 20 mph).

Limits

The oncoming vehicle braking when turning function is only available if you activate the turn signal, have turned the steering wheel and have thereby started the turning maneuver. However, after switching from driving on the right to driving on the left or vice versa, the oncoming vehicle braking when turning function will only be available after some time.

Also observe the system limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Using Front Assist

When you switch on the vehicle, Front Assist with all of its functions dependent on the vehicle equipment and country is automatically switched on.



However, Front Assist is not available or its availability is restricted while the white indicator light is turned on.

Volkswagen recommends always leaving Front Assist and all of its equipment- and country-dependent functions switched on. Exceptions *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

If the vehicle is stationary or traveling at a speed of approximately 10 km/h (approximately 6 mph), you can switch Front Assist on and off manually.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Automatic Emergency Braking on or off in the corresponding submenu.



If you switch off Front Assist, all of its equipment- and country-dependent functions are also switched off. The yellow indicator light turns on in the instrument cluster display.

If Front Assist was automatically deactivated, e.g. if towing is detected, the yellow indicator light also comes on.

Settings

If Front Assist is switched on, you can set the following settings in the Assistance systems menu of the Infotainment system:

— Switch on and off swerve support.

— Switch the Front Cross Traffic Assist on and off.

Distance warning

The distance warning can indicate if the distance to the vehicle ahead is too small.

The Front Assist distance warning detects if there is a safety hazard from following the vehicle ahead too closely.

 The indicator light turns on. Increase the distance.

The distance warning can be enabled and disabled in the Assistance systems menu in the Infotainment system.

The distance warning will always initially be set according to your previous journey.

Troubleshooting

Automatic Emergency Braking starts

The white indicator light comes on.

— Shortly after switching on the vehicle, Front Assist is temporarily not available or is only available to a limited extent.

Automatic Emergency Braking (Front Assist) not available or has limited availability

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor or camera field of view is dirty. Clean the radar sensor and windshield .

— The visibility of the radar sensor or camera is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor and windshield .

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

— The camera's view is limited by attachments or stickers. Keep the area around the camera field of view clear *(→ Accessories and replacement parts)*.

— The radar sensor or the camera is misaligned or damaged, for example as a result of damage to the front of the vehicle or the windshield. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Front Assist will be available once the camera is available again.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— If the problem persists, turn off Automatic Emergency Braking and contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily

— The sensor system does not work properly. Check remedial measures for non-availability or limited availability → *Automatic Emergency Braking (Front Assist) not available or has limited availability*.

— The system limits are not adhered to *(→ Autonomous Emergency Braking (Front Assist))*.

— Low-lying sun or darkness.

— If the problem persists, turn off Automatic Emergency Braking and contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Lane Assist helps the driver to stay in a lane, within the system limits. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

If the vehicle approaches a detected lane marking, Lane Assist warns the driver, depending on the situation, using corrective steering interventions or steering wheel vibrations as well as by visual warnings. The driver can override the corrective steering at any time.

Reduced assistance

With reduced assistance, no corrective steering interventions are made when driving over dashed markings.

However, corrective steering interventions can still be made in the following situations:

— Depending on the vehicle equipment, the interior sensor system has detected a lack of attention or sleep within its system limits .

— The sensors installed on the vehicle have detected a potentially critical situation (with traffic in the direction of travel or with oncoming traffic).

Not all potentially critical situations (with traffic in the direction of travel or with oncoming traffic) can be detected by the sensors installed on the vehicle. Always be ready to take over the vehicle steering.

Speed range

Lane Assist is ready to take control (active system status) when a lane marking is detected within the system limits above approximately 65 km/h (approximately 40 mph).

⚠ WARNING

Lane Assist is not a replacement for the driver's attention and works only within the system limits. Lane Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for keeping the vehicle within the lane.
- Observe the system limits *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving 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.
- Override immediately by steering 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.

Lane Assist system limits

Limits of the sensor system

Lane Assist detects lane markings with the camera behind the windshield.

Note the limits of the camera and the sensor system *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

Lane markings not detected or not correctly recognized

Lane Assist does not correctly detect all lane markings. If the lane markings are not detected or if other markings are wrongly detected as lane markings, Lane Assist may fail to intervene when it should, there may fail to be a warning or Lane Assist may intervene or issue warnings when not desired. In addition to the situations specified in the camera limitations, this may also occur in the following situations, among others:

— If lane markings are not present.

— When the driving style is very dynamic.

— When not on highways or well-developed roads.

— On poor road surfaces, road structures or objects.

— In the event of reflections or dazzling effects.

Always be attentive and intervene yourself if necessary by overriding unwanted interventions by the system immediately. Temporarily switch off Lane Assist if required.

Lane Assist not ready to take control or to issue warnings

Lane Assist is not ready to take control or to issue warnings (system status inactive) under the following conditions:

— Electronic Stability Control (ESC) is switched off.

— ESC Sport is active.

— The vehicle speed is less than around 60 km/h (around 35 mph).

— Lane Assist has not detected a lane marking.

— If lanes and curves are too narrow.

— Temporarily, when the driving style is very dynamic.

— When the driver oversteers during a system intervention.

— During an intervention by Automatic Emergency Braking (Front Assist).

Lane Assist is not ready to take control or to issue warnings on at least one side in the following situations:

— When the turn signals are switched on in the direction of the intended lane change.

— On the inside of a corner that you are consciously driving far to the inside of, when no potentially critical situation (with traffic in the direction of travel or with oncoming traffic) is detected.

— During overtaking without activating the turn signal, if no potentially critical situation (with traffic in the direction of travel or with oncoming traffic) is detected.

Depending on the vehicle equipment, only with reduced assistance.

— Depending on the vehicle equipment and with reduced assistance when intentionally approaching a lane limit if no potentially critical situation (with traffic in the direction of travel or with oncoming traffic) is detected.

Driving with Lane Assist

Switching on and off

You can switch Lane Assist on or off in the Infotainment system and view the current activation status there. Depending on the country, the last activation status of Lane Assist is preselected after switching on the vehicle.

1. Open the Assistance systems menu.
2. Switch Lane Assist on or off in the corresponding submenu. If necessary, switch reduced assistance on or off.

Or:

1. Open the Control Center .
2. Switch Lane Assist on or off.



Depending on the country, if you switch off Lane Assist, the yellow indicator light will come on in the instrument cluster.

If there is a system malfunction, Lane Assist may turn off automatically.

Displays

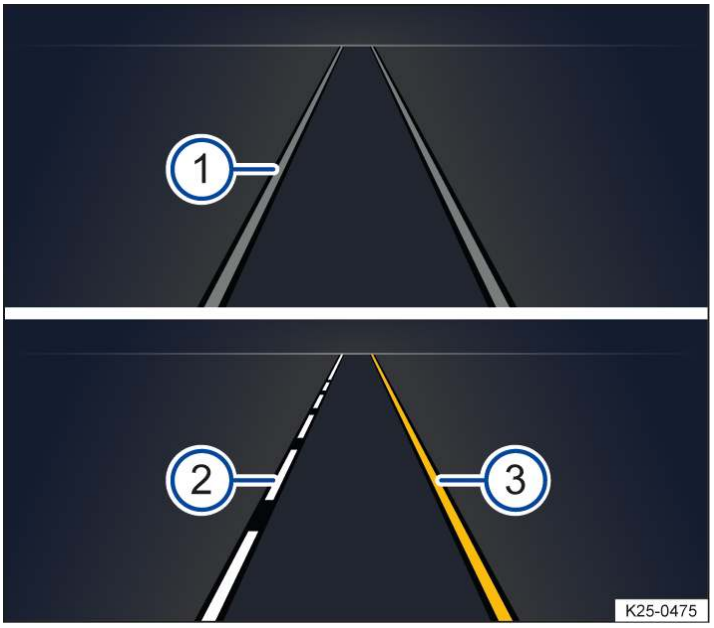


Fig. 1 In the instrument cluster display: Lane Assist displays.

1. Grey line: lane marking detected. The system is not ready to take control or to issue warnings on the side shown.
2. White line: Lane marking detected. The system is ready to take control or to issue warnings on the side shown.
3. Yellow line: Lane marking detected. The system is providing assistance or issuing warnings on the side shown.

Additional details of the lane marking can also be shown, for example, dashed road markings.

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

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

System switched on, inactive and not ready to take control or to issue warnings.

System active and ready to take control or to issue warnings on at least one side.

System taking control (corrective steering intervention) or issuing warnings on the side shown.

If Travel Assist is actively taking control, there will not be any steering intervention or warning and no Lane Assist display.

Lane departure warning

If a critical distance to a lane marking is detected, the yellow indicator light will light up in the instrument cluster display and the display will change *→ fig. 1*. The system also issues a warning through steering wheel vibrations.

Driver intervention request

If there is no steering activity, an indicator in the instrument cluster display will be displayed and audible warnings will sound.

If you do not respond to this, Emergency Assist will be activated, depending on the vehicle equipment.

If a corrective steering intervention is performed for an extended period, an indicator will be displayed in the instrument cluster display and audible warnings will also be sound regardless of the steering activity.

Troubleshooting

Lane Assist not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The camera field of view is dirty. Clean the windshield .

— The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield .

— The camera's view is limited by attachments or stickers. Keep the area around the camera field of view clear *(→ Accessories and replacement parts)*.

— The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Lane Assist will be available once the camera is available again. Switch the vehicle off and back on.

— Malfunction or fault. Switch the vehicle off and back on.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

It can take a few seconds once the vehicle has been switched on for a system fault to be recognized.

If Lane Assist is not available, Travel Assist is not available either.

Lane Assist is available to a limited extent

A message is shown in the instrument cluster display.

— A sensor can no longer detect objects reliably. Potentially critical situations (with traffic in the direction of travel or with oncoming traffic) may not be detected correctly.

— The driver's condition is not detected by the interior sensor system.

The system cannot detect sleep or a lack of attention.

Even when you intentionally approach or driver over a lane limit, corrective steering interventions and warnings can be carried out by the system.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

It can take a few seconds once the vehicle has been switched on for a system fault to be recognized.

The system is functioning differently than expected

1. Do not mount any objects on the steering wheel.

Introduction

Thanks to the comfort drive Travel Assist, within the system limits, the vehicle can maintain a distance, which has been preselected by the driver, to the vehicle in front and hold the preferred position within the lane (adaptive lane guidance).

Does this vehicle have Travel Assist?

If you can select Travel Assist using the MODE button on the left-hand side of the multi-function steering wheel, the vehicle has Travel Assist.

Speed range

You can set a speed above or equal to 20 km/h (15 mph).

Travel Assist system limits

Travel Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

Note the system limits and information regarding ACC and Lane Assist. Always pay attention and intervene yourself if necessary!

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can also bring the vehicle to a halt behind a stopping vehicle and drive on again.

You can override the Travel Assist regulation function at any time. The regulation function is canceled when you apply the brakes. If you accelerate, the distance control is interrupted for the duration of acceleration and the adaptive lane guidance remains active. This applies up to approximately 250 km/h (155 mph).

Displays



Fig. 1 In the instrument cluster display: Display during active control (general example).

1 The color of the lane marking shows the status of the adaptive lane guidance.

— Green line: adaptive lane guidance active.

— Grey line: adaptive lane guidance inactive.

2 Set distance.

Depending on the vehicle equipment, additional details of the lane marking can also be shown, for example, dashed road markings and other road users driving in front.

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

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist inactive, Adaptive Cruise Control (ACC) active and adaptive lane guidance inactive.

Travel Assist deactivated, no regulation.

Driver intervention request

If you remove your hands from the steering wheel, the system will ask you to take over the steering wheel after a few seconds with a message in the instrument cluster display and with audible warnings.

If you do not respond to this, Travel Assist is deactivated.

Alternatively, Emergency Assist is activated, depending on the vehicle equipment. If Emergency Assist is unavailable, Travel Assist will be deactivated.

Connected Travel Assist

Connected Travel Assist uses online map data to improve the functioning of Travel Assist (depending on the vehicle equipment and not available in all countries).

This allows the availability of Travel Assist in selected driving situations, e.g. in the event of incomplete road markings or markings missing on one side, to be increased.

Requirements:

— Travel Assist has been activated.

— A personal Volkswagen ID user account has been set up *(→ Volkswagen ID)*.

— There is a valid contract for using connected services.

— There is a valid contract for use of Connected Travel Assist.

— An Internet connection has been established.

— The vehicle is in online mode with location data *(→ Privacy settings)*.

— You are logged into the vehicle as a user.

— Current online data for the routes traveled is available.

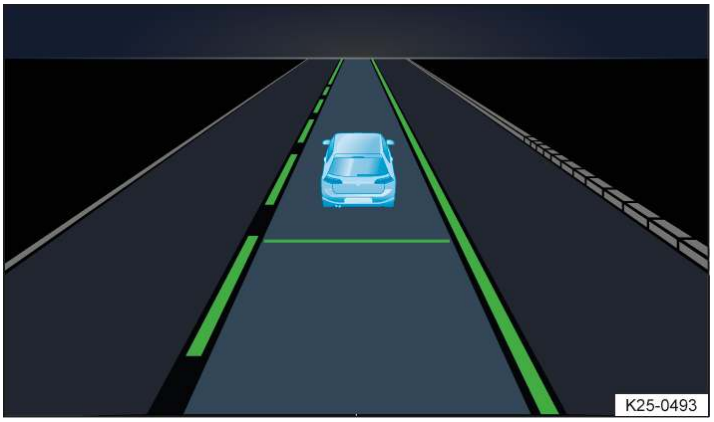


Fig. 2 In the instrument cluster display: display during use of online data (general example).

⚠ WARNING

Travel Assist is not a replacement for the driver's attention and works only within the system limits. Travel Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Note the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving 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.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by Travel Assist is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the MODE button on the left-hand side of the multi-function steering wheel repeatedly until Travel Assist is selected.
2. Press the OK button on the right-hand side of the multi-function steering wheel or wait for a short time.

   Travel Assist is switched on.

Starting the regulation function

If you switch from Adaptive Cruise Control (ACC) to Travel Assist, the vehicle will switch to the following system status in Travel Assist, depending on the driving situation:

— If ACC is regulating, Travel Assist maintains the current speed and the preset distance from the vehicle driving ahead (system status inactive).

  At the same time, the vehicle is kept in its lane by steering movements when road markings are detected (system status active).

— If ACC is not regulating, Travel Assist is switched on, but stays deactivated.

If the vehicle was in a different assistance system during the previous drive or if Travel Assist remains deactivated after switching on, you must start the regulation function:

1. Press the SET button.

   Travel Assist switches the driving situation accordingly to an active or inactive system status.

   The indicator/warning light corresponding to the driving situation comes on in the instrument cluster display.

Canceling the regulation function

1. Press the CNCL button briefly.

   Or: Press the brake pedal.

   The set distance remains saved.

Adjusting further settings

The further operation of Travel Assist corresponds to the operation of the ACC *(→ Adaptive Cruise Control (ACC))*.

Using assisted lane changing

When you activate the turn signal and high beam lever, the vehicle can assist with lane changing on multi-lane highways within the system limits, as long as sufficient space is detected around the vehicle.

Auto lane changing uses the same sensor technology as the Lane Change System (Side Assist). Therefore, please read through the information on Side Assist carefully. Also observe the system limits and information there.

Requirements

Assisted lane changing is only available while driving forward on multi-lane highways which are included in the navigation data of the Infotainment system, and only at speeds of between approx. 68 km/h (approx. 42 mph) and approx. 210 km/h (approx. 130 mph).

Travel Assist must also be switched on.

Displays

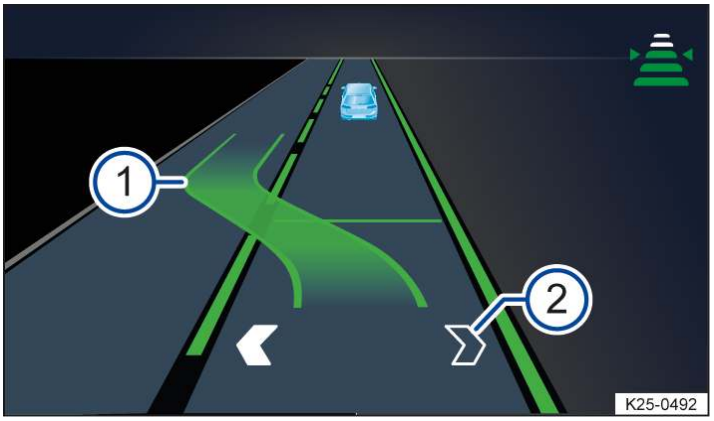


Fig. 1 In the instrument cluster display: displays for assisted lane changing (general example).

---

1 Indicated lane changing (green), assisted lane changing is carried out. The respective neighboring lane is additionally highlighted.

2 Arrows on your own lane show the status of assisted lane changing.

— Grey arrow: assisted lane changing not possible on the respective lane side.

— White arrow: assisted lane changing possible on the respective lane side. The respective neighboring lane is additionally highlighted.

Depending on the driving situation, one of the following indicator lights comes on in the instrument cluster display:

Assisted lane changing switched on, lane changing not possible.

White arrow: assisted lane changing possible on the highlighted side (white arrow).

Assisted lane changing is performed for the side shown.

Switching assisted lane changing on and off

You can switch assisted lane changing on and off in the Infotainment system.

1. Open the Assistance systems menu.
2. Select Travel Assist.
3. Switch assisted lane changing on or off as a sub-function of Travel Assist.

If there is a system malfunction, assisted lane changing can be switched off automatically or be interrupted during lane changing.

If Side Assist is not available, assisted lane changing is not available either.

Activating assisted lane changing

Assisted lane changing is automatically active on highways. A message is shown in the instrument cluster display upon activation.

Changing lanes

If the system has not detected any relevant objects in the detection zone of the sensors and assisted lane changing to a neighboring lane is possible, a white arrow will be shown on the relevant lane → *fig. 1* (2).

1. Activate the 3-blink turn signal on the respective side.

   The vehicle changes lane. A message is also displayed in the instrument cluster display and the lane change indicated → *fig. 1* (1). When lane changing has been completed, the turn signal is automatically switched off.

   Or: engage the turn signal and high beam lever on the desired side.

   The vehicle changes lane. A message is also displayed in the instrument cluster display and the lane change indicated → *fig. 1* (1).

   After changing lanes, move the turn signal and high beam lever into the neutral position.

During lane changing, the vehicle activates the turn signal automatically on the relevant vehicle side.

⚠ WARNING

Assisted lane changing is not a replacement for the driver's attention and works only within the system limits. Assisted lane changing cannot detect all driving situations or all objects in the surrounding area and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Before changing lanes, always make sure that it is safe to do so. In particular, objects approaching quickly may not be detected in good time.
- Always keep your hands on the steering wheel and be ready to change the speed and/or direction of travel yourself.

If the turn signal and high beam lever remains engaged after changing lane and is not moved into the neutral position, a message will appear in the instrument cluster display. This message disappears after a few seconds or when the turn signal and high beam lever is moved into the neutral position.

Canceling a lane change

You can cancel a lane change that has already been started.

1. Steer or activate the turn signal in the opposite direction.

   The lane change is canceled. The vehicle can be returned to the initial lane.

Deactivating assisted lane changing

1. Press the CNCL button briefly.

   Or: Press the brake pedal.

   Assisted lane changing and Travel Assist are deactivated.

Troubleshooting

Comfort drive Travel Assist is not available or is not working as expected

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— There is a malfunction in the sensor system. Check the causes and troubleshooting measures described in the information on ACC and Lane Assist.

— Malfunction or fault. Switch the vehicle off and back on.

— The system limits are not adhered to.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Take over the steering

The white indicator light will come on and a message will be shown on the instrument cluster display.

You have let go of the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over steering the vehicle.

Take over the steering immediately

The red warning light will come on and a message will be shown in the instrument cluster display. An audible warning will sound or the steering wheel will vibrate, depending on the driving situation.

You have let go of the steering wheel for a long period of time or the system limits have been reached.

1. Immediately take hold of the steering wheel and take over steering the vehicle.

Comfort drive Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have let go of the steering wheel for a long period of time.

— Malfunction or fault. Switch the vehicle off and back on.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The regulation function is canceled unexpectedly

Vehicle without assisted lane changing:

— You have operated the turn signal.

Assisted lane changing is not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— There is a malfunction in the sensor system. Check the causes and corrective measures described in the information on the Lane Change System (Side Assist).

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Assisted lane changing is interrupted or is not available

A message is shown in the instrument cluster display.

— The vehicle can no longer detect any lane markings.

— You have let go of the steering wheel.

— You were steering too strongly with or against the movement.

— The vehicle speed is less than around 65 km/h (around 40 mph).

— The vehicle detected objects in the area which prevent assisted lane changing.

— You are not on a multi-lane highway.

— You have connected a trailer, a bicycle rack or similar to the ball mount.

Introduction

Emergency Assist can recognize driver inactivity and can automatically keep the vehicle in its lane, move it onto the hard shoulder and, if necessary, slow it down to a stop. The system can hereby actively help to avoid an accident or reduce the consequences of an accident.

Emergency Assist system limits

Emergency Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

WARNING

Emergency Assist is not a replacement for the driver's attention and works only within the system limits. Emergency Assist cannot detect all driving situations and may not react, may react with a delay, or may react in a way that is not desired. Emergency Assist also cannot always avoid accidents and serious injury by itself. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- If the vehicle behaves unexpectedly, stop the intervention by Emergency Assist.

Driving with Emergency Assist

Requirements

After the vehicle has been switched on, Emergency Assist is always switched on and ready to intervene under the following conditions:

— Lane Keeping System (Lane Assist) or semi-automated driving assistance (Travel Assist) is switched on.

— As a minimum, the system must detect one lane marking on the left or right side of the vehicle.

If there is a system malfunction, Emergency Assist will not be available.

Driver intervention request

Using warning chimes and brief braking maneuver, Emergency Assist prompts an inactive driver to take over control of driving. In addition, a message is shown in the instrument cluster display and the volume of the Infotainment system is decreased.

Depending on the vehicle equipment, the proactive passenger protection system is activated at the same time.

System intervention

If you do not respond, the system can brake the vehicle and keep it in its lane if it detects lane markings.

Depending on the driving situation, one of the following warning lights comes on in the instrument cluster display:



System is taking control, adaptive lane guidance active.



System is taking control, adaptive lane guidance inactive.

Canceling the regulation function

You can stop the control function at any time by taking one of the following actions, as appropriate for the traffic situation:

— Briefly press the brake pedal.

— Briefly and forcefully press the accelerator pedal.

— Press the accelerator pedal fully beyond the initial resistance.

— Brief steering movement to each side.

If Emergency Assist is active, other road users will be warned as follows:

— The emergency flashers are switched on after a short delay.

— The vehicle's horn sounds, depending on the speed.

If the remaining stopping distance is sufficient, the vehicle slows down, if necessary, to a stop.

As soon as the vehicle comes to a standstill, the following happens:

— The electronic parking brake is switched on.

— The doors are unlocked.

— The interior lighting is switched on.

— Depending on the vehicle equipment, an emergency call is made.

Troubleshooting

Semi-automated vehicle assistance in a medical emergency (Emergency Assist) not available

Malfunction or fault. The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

1. Switch the vehicle off and back on.
2. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The system is triggered unwantedly or is functioning differently than expected

Malfunction or fault.

— Switch off the Lane Keeping System (Lane Assist).

— Do not use semi-automated driving assistance (Travel Assist).

— Contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The Lane Change System (Side Assist) helps the driver to discern the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the housing of the outside mirrors.

Only use Side Assist on secure roads.

Speed range

If Side Assist is switched on, this function is available from approx. 10 km/h (approx. 6 mph). Side Assist is deactivated at speeds below approx. 7 km/h (approx. 5 mph).

⚠ WARNING

Side Assist is not a replacement for the driver's attention and works only within the system limitations. Side Assist cannot detect all driving situations and all objects in the surrounding environment, and may not provide warnings, may provide warnings with a delay, or may provide warnings in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle and changing lanes.
- Observe the system limits *(→ Lane Change System (Side Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror housings and in the instrument cluster display, and act accordingly.

Side Assist system limitations

Limits of the sensor system

Side Assist detects driving situations via the radar sensors in the rear area.

Note the limits of the radar sensors *(→ Sensor system)* and always pay attention!

Functional limitations

In addition to the situations specified in the sensor system limitations, Side Assist may not correctly interpret the traffic situation in the following situations, among others:

— When driving in the center of two lanes.

— When lanes have different widths.

— When certain types of equipment are on the side of the road, such as high or offset guard rails.

The Lane Change System (Side Assist) does not detect any stationary vehicles either.

Restricted visibility

Sunlight may reduce the visibility of the visual display in the outside mirror.

Driving with Side Assist

Switching on and off

You can view the current activation status of Side Assist in the Infotainment system. You can also switch Side Assist on and off there.

1. Open the Assistance systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator light in the housing of the outside mirror comes on once briefly.

If there is a system malfunction, Side Assist may switch off automatically.

Depending on the country, Side Assist is always switched on after switching on the vehicle.

Deactivation due to trailer mode

If you use the trailer hitch installed at the factory and have made the required electrical connection, Side Assist will switch off automatically. Once a trailer is connected to the vehicle electrical system and the driver starts to drive, a message will appear in the instrument cluster display stating that Side Assist is deactivated. Once you have disconnected the electrical connection, Side Assist will be automatically switched on again.

For trailer hitches that were not installed at the factory, you must switch Side Assist off and on again manually.

Displays in the outside mirror



Fig. 1 In the housing of the outside mirrors: Side Assist indicators.

- Blinking: a vehicle has been detected in the blind spot.

  In addition, one of the following conditions must be met:

  — A turn signal has been activated towards the detected vehicle.

  — Your vehicle is getting too close to the lane marking towards the detected vehicle.

- Lights up: your vehicle is being overtaken or you are overtaking another vehicle.

If you are overtaking another vehicle, the indicator will only light up with a difference in speed of up to approx. 15 km/h (approx. 9 mph). There is no indicator if the passing speed is clearly faster.

The faster another vehicle approaches, the sooner the display in the outside mirror housing will turn on.

Lane change system “Side Assist Plus”

In vehicles with a Lane Keeping System (Lane Assist), a corrective steering intervention warns you if a potentially critical situation is detected when changing lanes (information level, warning level), if Lane Assist is switched on and is ready to take control. The steering intervention also occurs if you activate the turn signal for the respective side. If you oversteer the steering intervention, an additional warning is provided by a steering wheel vibration. Steering wheel vibration must also be activated in the Assistance systems menu in the Infotainment system.

Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu in the Infotainment system. Side Assist is not active while adjusting the settings.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Troubleshooting

Side Assist malfunction

Malfunction or fault. The yellow indicator light in the instrument cluster display lights up. In addition, the yellow central warning light ⚠ comes on.

1. Switch the vehicle off and back on.
2. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Malfunctioning sensor view, malfunction message, system switches off automatically

— Clean the radar sensors and remove stickers or attachments from the radar sensors or the bumper *(→ Vehicle care exterior)*, *(→ Accessories and replacement parts)*.

— Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The system is functioning differently than expected

— The radar sensors could be dirty. Clean the radar sensors *(→ Vehicle care exterior)*.

— The radar sensors could be covered by water.

— The view of the radar sensors is limited due to weather conditions, such as snow, or due to dirt, soap residue or coatings. Clean the radar sensors *(→ Vehicle care exterior)*.

— The system limits are not adhered to *(→ Lane Change System (Side Assist))*.

— The vehicle could be damaged in the radar sensor area, for example from parking barriers. Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is limited by attachments, bicycle rack systems or stickers. Clear the area around the field of view of the radar sensor *(→ Accessories and replacement parts)*.

— Painting work was carried out on or structural modifications were made to the area around the radar sensors, to the rear of the vehicle or to the suspension *(→ Repairs and technical modifications)*.

— The side mirrors have been covered with after-market tinting films *(→ Repairs and technical modifications)*.

— If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Parking

1. Press and hold the brake pedal.
2. To switch on the electronic parking brake, press the Ⓟ button on the driving mode selector.

   The vehicle's drive system is deactivated. The red warning light Ⓟ and the red display **PARK** in the digital instrument cluster come on → ⚠.
3. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll into a curb if it begins moving.
4. Release the brake.
5. Exit the vehicle → ⚠. Pay attention to other road users.
6. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- Before exiting the vehicle, make sure the electronic parking brake is switched on and the red Ⓟ indicator light in the digital instrument cluster comes on. The red indicator light **PARK** in the digital instrument cluster display comes on.
- When parking the vehicle, always follow the steps in the specified order.

⚠ WARNING

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

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

Parking spaces and surroundings

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area → ⓘ.

NOTICE

The vehicle may slip on an uneven, loose, slippery or icy surface. It cannot always be held securely despite the electronic parking brake being engaged. This may result in damage.

- Always park the vehicle on level and suitable ground.

NOTICE

Vehicle components that are low to the ground, such as the bumpers, spoilers, and parts of the suspension, may collide with objects protruding up from the ground when they are driven over. The vehicle can be damaged.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

Maneuvering in a Parking Space

You can maneuver the vehicle into a parking space at a low speed if the door is open and the safety belt has been unfastened. The electronic parking brake does not engage automatically.

✓ Auto Hold has been switched off.

1. Press the brake pedal.
2. Use the driving mode selector to shift from Ⓟ to selector lever position D/B or R.
3. Carefully maneuver the vehicle.
4. Before exiting, switch on the electronic parking brake →ⓘ.

NOTICE

If the vehicle is not exited correctly, there may be a delay in the electronic parking brake engaging. The vehicle may move slightly and be damaged by a very close obstacle, e.g. garage wall.

- Before exiting the vehicle, make sure that the electronic parking brake is switched on and the red Ⓟ warning light in the digital instrument cluster comes on. The red indicator light PARK in the digital instrument cluster display comes on.

Rear seat reminder

The function depends on the vehicle equipment.

If the vehicle is switched off, a message appears in the Infotainment system to remind you not to leave behind passengers in the rear seats →⚠.

If a rear door was used prior to driving, a message will also be displayed in the digital instrument cluster and a warning tone will sound if necessary.

The warning tone can be activated and deactivated in the **Interior** menu in the vehicle settings in the Infotainment system.

Rear seat reminder muted.

Electronic parking brake



Fig. 1 On the driving mode selector: Button Ⓟ for the electronic parking brake (general example).

The electronic parking brake secures the parked vehicle to prevent it rolling away. It can be used to brake the vehicle in an emergency.

Switching on

1. When the vehicle is stationary, press the Ⓟ button for the electronic parking brake → *fig. 1*.

   Or: switch off the vehicle.

Ⓟ If the electronic parking brake is switched on, the red warning light comes on in the digital instrument cluster.

In addition, the red **PARK** indicator comes on.

Switching off

1. Press the brake pedal and engage a selector lever position or neutral gear N.

   The red warning light Ⓟ as well as the indicator **PARK** will turn off.

Anti-roll function

If it is detected that the vehicle is not exited correctly with a selector lever position selected or in neutral gear N, the electronic parking brake can switch on automatically. The red warning light Ⓟ lights up when the electronic parking brake is switched on →⚠.

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- When parking the vehicle, always follow the steps of the parking procedure in the specified order *(→ Parking)*.
- Before exiting the vehicle, make sure the electronic parking brake is switched on and the red Ⓟ indicator light in the digital instrument cluster comes on.

Holding force on large gradients

If the gradient of the parking area is too large, the vehicle may not be permanently held.

Ⓟ The warning light in the digital instrument cluster display blinks red and a message is displayed.

1. Park the vehicle in a different parking space with a lower gradient.

The vehicle is not held securely in place until the Ⓟ indicator light stays on.

Deactivating the anti-roll function

In certain situations, the vehicle must remain able to roll, e.g. during towing procedures or in car washes. The electronic parking brake must not switch on automatically →ⓘ.

For more information on towing procedures or car washes, refer to *(→ Towing)*, *(→ Vehicle washing)*.

Requirements

✓ Vehicle is stationary.

✓ The vehicle is switched on.

✓ The electronic parking brake has been switched off.

1. Press the brake pedal.
2. Turn the driving mode selector and engage neutral gear N.
3. Confirm the **Anti-roll function deactivated.** message in the Infotainment system.

   After successful confirmation, the vehicle's roll mode is displayed in the digital instrument cluster.

   If the vehicle's roll mode is not displayed, deactivate the anti-roll function using the vehicle settings in the Infotainment system.

The anti-roll function can be deactivated in the vehicle settings of the Infotainment system.

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the **Brakes** menu.
3. Activate or deactivate the anti-roll function.

To activate the anti-roll function, press the brake pedal and engage a selector lever position. Alternatively, switch off the vehicle.

ⓘ *NOTICE*

If the deactivation of the anti-roll function is not confirmed in the Infotainment system or the vehicle key is not in the vehicle, the electronic parking brake can switch on again in the car wash or when towing. This could lead to damage to your vehicle.

- Deactivate the anti-roll function in the Infotainment system for these situations.
- Leave the remote control vehicle key in the vehicle. Otherwise, the vehicle will switch off automatically and the anti-roll function will be activated again.

Emergency braking function

Only use the emergency braking function in an emergency, if the vehicle cannot be stopped using the brake pedal →⚠.

1. Press and hold the Ⓟ button.

   The vehicle will brake abruptly. A warning chime will also sound at the same time.

   The electronic parking brake is activated when the vehicle is stationary.

⚠ WARNING

The electronic parking brake is not designed for braking the vehicle, as doing so increases the braking distance. This could result in accidents and serious or fatal injuries.

- Always use the brake pedal to brake the vehicle and never the electronic parking brake unless it is an emergency.

Noises can be heard when you switch the electronic parking brake on of off. This may also occur during an automatic check.

Troubleshooting

(P) and (!)/(!) electronic parking brake malfunction

The red warning light (P) is blinking. A yellow indicator light or red warning light will also be displayed.

There is a system malfunction. The electronic parking brake does not fully engage or disengage when driving.

STOP Do not continue driving!

1. Switch the vehicle off and on again.
2. Activate the vehicle's drive system.
3. Press the electronic parking brake button (P).

   If the red warning light (P) comes on without a further warning light, there is no longer a malfunction.

The yellow warning light (!) remains lit

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The (!) Red Warning Light Remains Lit

1. **STOP Do not continue driving!**
2. Park the vehicle on level ground, where possible, and secure it to prevent it from rolling away.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

(!) Electronic parking brake malfunction

The yellow warning light (!) in the display of the digital instrument cluster comes on and stays on. A message is displayed.

There is a system malfunction.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ⓟ/ⓘ electronic parking brake button malfunction

If the electronic parking brake button is pressed, the red Ⓟ warning light will blink and the yellow indicator light will be continuously lit.

1. To switch on the electronic parking brake when parking, switch off the vehicle.
2. Check whether the Ⓟ warning light is continuously lit.
3. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The electronic parking brake is working, but does not switch off

— Charging connector is inserted.

— The 12 V vehicle battery is drained *(→ Jump-starting)*.

Exit warning system

The exit warning system gives a warning when opening doors if other road users are approaching from behind.

How it works



Fig. 1 In the outside mirror housing: display of the exit warning system (general example).

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. If the vehicle is being approached by a cyclist, for example, the indicator lights in the outside mirror housing light up yellow → *fig. 1*.

When a critical situation is detected, the system delays opening the door. The indicator lights will flash briefly at first and a warning signal will sound →⚠.

The functions of the exit warning system are available depending on the vehicle equipment.

⚠ WARNING

The exit warning system is not a replacement for the driver's attention and works only within the system limits. The indicator may not light up or may not light up in time in response to stationary, slow-moving or rapidly approaching objects. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- When opening the doors, pay attention to the vehicle environment, e.g. pedestrians and cyclists.

Requirements

✓ Vehicle is stationary.

✓ Function was switched on in the Infotainment system.

After switching off the vehicle or the opening the doors for the first time, the exit warning system remains activated for about another three minutes.

1. To reactivate the function, switch on the vehicle.

Switching on and off

Depending on the country, the exit warning system always switches on after the vehicle is switched on.

1. Tap the P function key in the Infotainment system.

   The menu for parking systems is opened.
2. Tap the Settings function key.
3. Switch the exit warning system on or off.

The exit warning system can also switched on or off in the vehicle settings *(→ Vehicle settings menu)*.

Depending on the country, this setting can be saved in the driver personalization user accounts and can therefore be changed automatically when the user account is switched .

Driving with a trailer

If a trailer is electrically connected to a factory-installed trailer hitch, the exit warning system is deactivated. After disconnecting the electric trailer connection, the exit warning system is activated again automatically.

If the trailer hitch was not installed at the factory, the exit warning system must be activated and deactivated manually.

Auto Hold

Auto Hold secures the vehicle from rolling away when it is stationary, without having to hold the vehicle with the brake pedal.

Switching on

1. Switch on the vehicle.
2. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
3. Open the **Brakes** menu.
4. Switch on Auto Hold.

   Auto Hold is ready to use, but the vehicle may not be kept stationary →⚠.

Auto Hold remains switched on after the vehicle's drive system has been reactivated.

Keeping the vehicle stationary using Auto Hold

✓ The vehicle is drive-ready.

✓ The driver is in the vehicle.

✓ Selector lever position D or R has been engaged.

If selector lever position N is engaged, Auto Hold does not switch on, or it switches off. The vehicle will not be held automatically →⚠.

1. When Auto Hold is switched on, bring the vehicle to a stop using the brakes.
2. Release the brake →⚠.

   The vehicle is kept stationary.

HOLD The green indicator light in the digital instrument cluster comes on.

The hold on the vehicle will end when the vehicle starts to drive or the requirements for Auto Hold are not met.

Auto Hold is not active in selector lever position B. If the green HOLD indicator light lights up, the vehicle is being driven by the one-pedal driving Auto Hold function.

Auto Hold may not be available if one-pedal driving fails and a warning light in the instrument cluster turns on *(→ One-pedal driving)*.

Switching off

1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the **Brakes** menu.
3. Switch off Auto Hold.

If drive-ready mode is activated and Auto Hold is active, press and hold the brake pedal before switching off →⚠.

Auto Hold is available as a quick access feature in the Control Center of the Infotainment system .

Activating switched-off Auto Hold once

If Auto Hold is rarely used and switched off in the Infotainment system, it can be activated via the brake pedal, e.g. when stopping the vehicle on uphill gradients.

1. Use the brake pedal to bring the vehicle to a stop.
2. Press the brake pedal again.

   The green HOLD indicator light in the digital instrument cluster lights up.

Auto Hold is switched off again after starting to drive.

⚠ WARNING

Auto Hold is not a replacement for the driver's attention and works only within the system limits. The vehicle cannot be secured in every single situation, for example on inclines or slippery ground. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Make sure the green indicator light for Auto Hold in the digital instrument cluster display comes on if the vehicle is to be kept stationary.
- Never exit the vehicle when the vehicle's drive system is active, even if Auto Hold is switched on.

NOTICE

In car washes where the vehicle is pulled, the wheels may lock if Auto Hold is switched on. This can lead to vehicle damage.

- Switch off Auto Hold before going through a car wash.

Safety instructions

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits →⚠:

— In some situations, some objects may not be detected, 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 →ⓘ.

— Environmental and weather conditions, such as heavy rain, snow and extreme temperature changes, can affect the function.

— The parking system 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. In addition to dirt and snow, soap residue or other coatings can also impair the sensor range *(→ Vehicle care exterior)*.

— External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.

— Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.

— The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

WARNING

The parking systems cannot replace the driver's attention and can only operate within the limitations of the system. The parking systems cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always keep an eye on the driving direction and the vehicle surroundings.
- When parking, pay particular attention to small children, animals and objects.
- Do not allow the parking system's display to distract you from the traffic around you.
- Bear in mind that the parking system may not react if the vehicle approaches too quickly and will not issue a warning.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

NOTICE

When you maneuver in a parking space without a curb, the vehicle may be damaged by obstacles.

- Keep a safe distance of approx. 50 cm (around 20 in) from walls and buildings.

Volkswagen recommends practicing with the parking systems in a location or parking space with no traffic in order to become acquainted with the functions.

Requirements

General information

So that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system screen, the following requirements must be met.

✓ The doors and trunk lid are closed.

✓ The outside mirrors must not be folded in.

✓ Sensors or cameras are not covered by attachments, e.g. bicycle rack systems, or license plate holders with decorative frames. The decorative license plate holder must not protrude at the sides or bottom.

✓ The vehicle must be on level ground.

✓ The vehicle must not be loaded primarily in the rear or on one side.

✓ Drive-ready mode must be established.

✓ Braking assistance systems such as ESC or ASR are switched on.

✓ The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated. This does not apply when gear R is selected. The parking function cannot be deactivated in this case.

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions according to legal requirements.

Automatic braking intervention

The automatic braking function of the parking system helps to avoid collisions once an obstacle is detected.

Parking systems with braking support

Depending on the vehicle equipment, the vehicle has parking systems with a maneuvering and/or emergency braking function →⚠.

⚠ WARNING

Automatic braking support is not a replacement for the driver's attention and works only within the system limits. In some driving situations, the automatic braking support may be limited or may intervene in a way that is not desired or may not engage at all. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal before encountering an obstacle.
- React quickly to obstacle warnings from the parking system.

When is automatic braking available?

✓ A parking system has been activated by the driver.

✓ Park Distance Control: Maneuver braking is activated in the Infotainment system.

✓ When maneuvering, the vehicle is not driving faster than approx. 10 km/h (approx. 6 mph).

The automatic braking intervention will not happen if the parking system was activated automatically while driving forward *(→ Park Distance Control (PDC))*.

After an automatic braking intervention, the function may only be available again after a short distance or after a gear change, if necessary.

What happens during an automatic braking intervention?

As soon as an obstacle is detected, the vehicle brakes to a stop and is kept stationary for around two seconds.

Park Assist Plus: The vehicle brakes to a stop and is kept stationary by the electronic parking brake. The parking process is canceled and must be restarted.



Automatic braking by the maneuver braking function. Stop the vehicle with the brake pedal!



Automatic braking intervention by Rear Traffic Alert. Stop the vehicle with the brake pedal!

Depending on the vehicle equipment, a message may be shown in the Infotainment system or in the digital instrument cluster display.

Maneuver braking for Park Distance Control

The maneuver braking is activated each time the vehicle is switched on.

Maneuver braking can be temporarily deactivated in the settings for the parking systems in the Infotainment system. The symbol is displayed on the Park Distance Control screen.

To prevent a collision, the vehicle can also brake when the accelerator pedal is depressed with unusual force. Braking support is independent of whether Park Distance Control was previously switched on or automatically activated. If automatic activation of Park Distance Control has been deactivated in the Park Distance Control settings in the Infotainment system, or maneuver braking has been deactivated in the parking system settings, this function is no longer available depending on the vehicle equipment *(→ Park Distance Control (PDC))*.

Driving with a trailer

If a trailer is connected electrically, the automatic braking support in the rear area is deactivated.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated.

Troubleshooting

The parking system is functioning differently than expected

— The requirements for the parking system are not met *(→ Parking systems)*.

— The sensors or camera may be dirty or covered with ice *(→ Vehicle care exterior)* →.

— Sources of noise interfere with the ultrasonic signal, e.g. driving over cobblestones →.

— The vehicle may be damaged in the radar sensor area, for example, due to parking barriers or an accident →.

— 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 →.

— The areas detected by the sensors or camera may be blocked by attachments such as bicycle racks.

Fault displays

1. Note any messages in the digital instrument cluster display and in the Infotainment system.

NOTICE

If the parking system is used despite a malfunction of the sensors or cameras or a limitation of the detection ranges, damage to the vehicle may occur.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the event of a parking system malfunction. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Parking Function Screen Not Displayed Following Activation

The parking system has been switched on or activated, yet the display in the Infotainment system does not change to the function-specific screen, e.g. segment display for Park Distance Control, camera display during Park Assist.

1. Switch the parking system off and on again.
2. If the screen is still not displayed, a system malfunction has occurred. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic braking intervention occurs accidentally or too frequently

The vehicle is unintentionally braked, e.g. when driving off-road, driving through high grass or parking in a garage.

1. Temporarily deactivate the parking system.

   Or: deactivate maneuver braking in the settings for the parking systems in the Infotainment system.

Exit warning system or Rear Traffic Alert malfunction

The exit warning system or Rear Traffic Alert has been deactivated. An error message is displayed.

1. Check the sensors on the vehicle for damage or dirt.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Park Distance Control assists the driver when parking and warns if there are obstacles.

How it works

Using ultrasonic sensors, Park Distance Control detects the distance between the vehicle and an obstacle.

Park Distance Control warns you of a collision via colored lines on the screen of the Infotainment system and via warning chimes →⚠.

If the driver does not respond to an approaching obstacle, automatic braking support may kick in *(→ Automatic braking support)*.

⚠ WARNING

The Park Distance Control is not a replacement for the driver's attention and works only within the system limits. Park Distance Control might not be able to detect some obstacles and may not react, may react late, or may react in a way that is undesired. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- React quickly to the Park Distance Control visual warnings and chimes.
- Apply the brakes using the brake pedal before encountering an obstacle.

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path. The collision area has been reached, at the latest, when a red line is displayed on the Park Distance Control screen or a continuous warning tone sounds. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before encountering an obstacle.

NOTICE

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. Any obstacles that enter these areas from the outside are not displayed. The vehicle may be damaged in this instance.

- In order to fully scan and display the side areas, move the vehicle a few meters forwards or backwards.

Driving with a trailer

If a trailer is connected to the electrical system, the rear and side sensors (depending on the vehicle equipment) of Park Distance Control are not switched on.

— You are not warned about obstacles.

— The maneuver braking is also deactivated automatically.

Park Distance Control (PDC)Operating

Switching on

1. Select selector lever position R.

   Or: Tap the P function key in the Infotainment system.

   Or: The vehicle will roll backward.

Switching off

1. Disengage selector lever position R.
2. Then tap the home button ⌂ in the lower section of the Infotainment system.

   Or: tap P in the upper section of the Infotainment system.

Park Distance Control also switches off when forward travel becomes faster.

Screen display

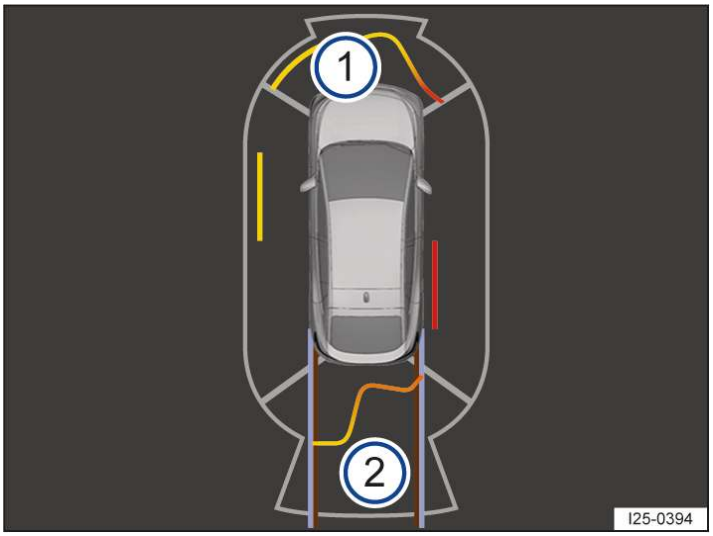


Fig. 1 Infotainment system: Display of Park Distance Control (general example).

1 Obstacle detection.

2 Steering lock.

Red line segment: nearby obstacle. The vehicle is at risk. Brake!

Yellow line segment: obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle.

Maneuver braking deactivated or malfunctioning.

Mute the warning chimes.

Selecting settings

1. Tap the P function key in the Infotainment system.
2. Tap Settings.
3. Tap Park Distance Control settings.
4. Select the setting, e.g. automatic activation when driving forward, volume of the warning chime.

You can save some PDC settings, like the volume of the warning chimes, in the driver personalization user profiles. The settings will automatically change when the user account is switched .

Automatic activation when driving forward

Park Distance Control activates automatically under approx. 10 km/h (approx. 6 mph) in the event of an obstacle in the front area, e.g. when driving into a garage.

The function can be switched on or off in the Infotainment system.

No automatic braking intervention takes place *(→ Automatic braking support)*.

First of all, the screen display appears in the Infotainment system. When the obstacle is very close, a warning chime sounds.

The system will activate automatically only once. It is available again under the following conditions:

— If the vehicle has been accelerated to more than approx. 10 km/h (approx. 6 mph) and then the speed has fallen below this again.

— **Or:** switch the vehicle off and on again.

Troubleshooting

! No sensor range or Park Distance Control malfunction

If a sensor malfunctions, the sensor area is deactivated. The ! symbol shows the affected sensor area in the Infotainment system.

If Park Distance Control is malfunctioning, a chime will sound when you switch it on. A message is displayed if necessary.

If necessary, Park Distance Control will be switched off completely and the P OFF symbol will be displayed.

1. Check whether the parking system has a malfunction due to external factors *(→ Parking systems)*.
2. Once the source of the issue has been resolved, switch the system on again.
3. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Maneuver braking restricted or not available

A message is displayed.

Automatic braking occurs unexpectedly or does not occur as usual. If the function is switched off, automatic braking does not occur.

1. Check the sensors on the vehicle for damage or dirt and clean them if necessary *(→ Vehicle care exterior)*.
2. Switch the vehicle off and on again.
3. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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.

How it works

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the mode and vehicle equipment, orientation lines may assist in the view toward the rear → ⚠.

⚠ WARNING

The Rear View Camera system is not a replacement for the driver's attention and works only within the system limits. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

The orientation lines superimposed on the camera image are shown by the system regardless of the vehicle's surroundings. There is no automatic obstacle detection by the camera while it is active. The driver must evaluate whether the vehicle will fit in the parking space.

If a trailer is connected to the factory-installed trailer hitch, all orientation lines for the rear area are hidden in the camera image.

If a camera is installed in the trunk lid, the orientation lines are also hidden if the trunk lid is open.

Switching the Rear View Camera system on and off

Switching on

Rear View Camera system with parking mode selection:

1. Select selector lever position R.

   Or: Tap the P function key in the Infotainment system.

Switching off

Rear View Camera system with parking mode selection:

1. Shift to selector lever position R.
2. Tap the home button in the lower section of the Infotainment system.

   Or: tap the P function key in the upper section of the Infotainment system.

The Rear View Camera system also switches off when forward travel becomes faster.

Parking (Rear View Camera system with parking mode selection)

Screen display



Cross traffic: Depiction of the area behind the vehicle and the areas to the side of the vehicle at a wide angle. The image is zoomed in.



Perpendicular parking: Depiction of the area behind the vehicle without a wide angle. The image is zoomed out.



Trailer support: Depiction of the area immediately behind the vehicle with guide lines (depending on the vehicle equipment).



Clean the Rear View Camera system (depending on the vehicle equipment for vehicles without rear window wipers).

Red line: Boundary or safety distance from the vehicle.

Blue lines: the vehicle's path based on the steering angle.

Parking perpendicular to the road

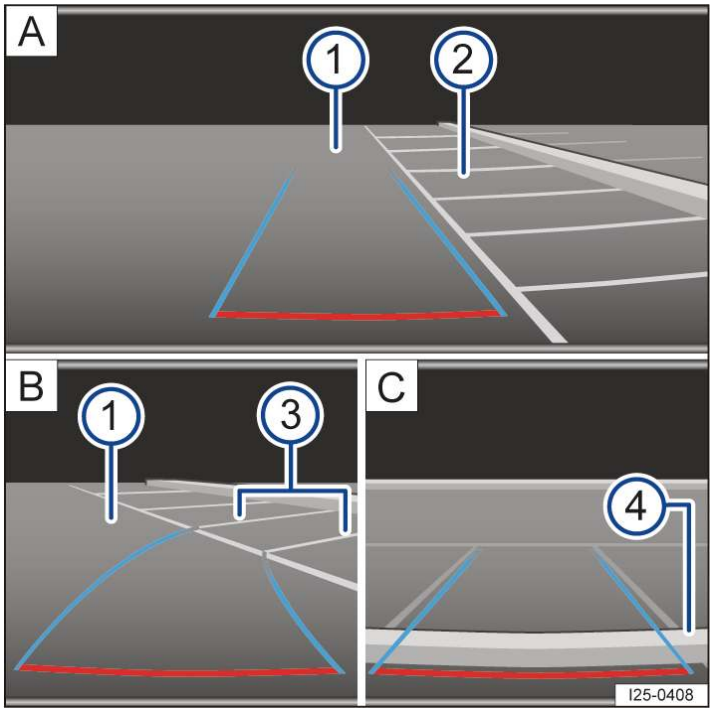


Fig. 3 Infotainment system: parking perpendicular to the road (general example).

- (A) Searching for a parking space.
- (B) Steering toward the selected parking space.
- (C) Aligning the vehicle within the parking space.
- (1) Road surface.
- (2) Parking space.
- (3) Side boundary of the parking space.
- (4) Rear boundary of the parking space.

---

1. Select selector lever position R.

   The image from the Rear View Camera system is displayed in the Infotainment system.
2. Position your vehicle in front of the parking space → *fig. 3* A (2).
3. Steer the vehicle so that the blue lines lead into the parking space. The blue lines must be within the side boundary lines of the parking space. → *fig. 3* B (3).
4. Stop when the red line reaches the rear boundary → *fig. 3* C (4).

Parking mode: Trailer support

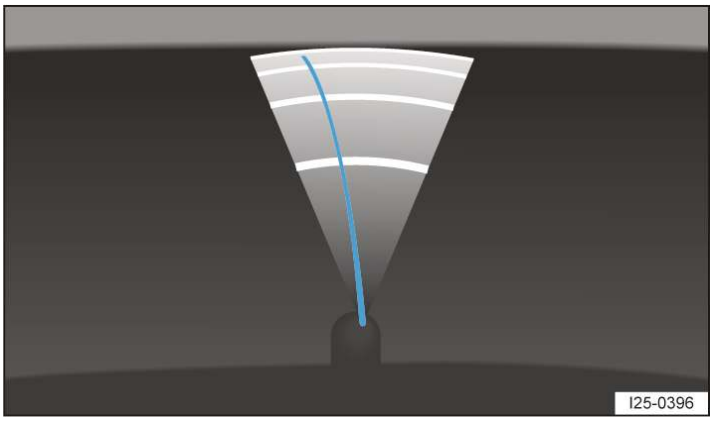


Fig. 4 Infotainment system: trailer support (general example).

On vehicles with a trailer hitch installed at the factory, trailer support can be used for assistance when attaching the trailer to a draw bar.

1. To select the parking mode, tap the function key.

The Rear View Camera system shows the vehicle's trailer hitch in the lower part of the image. Colored guide lines help you with the maneuvering process → *fig. 4*.

White lines: distance to the trailer hitch.

Blue line: predicted direction of the trailer hitch based on the steering wheel angle.

Troubleshooting

Malfunction of Camera Image of the Rear View Camera System

The camera image is unclear, “flickering” or has been disabled.

A technical malfunction may have occurred.

1. In the event of an unclear camera image, clean the Rear View Camera system *(→ Vehicle care exterior)*.

   Or: check whether the parking system has a malfunction due to external factors *(→ Parking systems)*.

2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The Area View function can display the entire vehicle surroundings in real time. This function helps you recognize obstacles in good time in situations where there might be blind spots.

How it works

The Area View displays the vehicle surroundings with the aid of multiple cameras, e.g. in the rear area, in the front of the vehicle and in the outside mirrors →⚠.

⚠ WARNING

Area View is not a replacement for the driver's attention and works only within the system limitations. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

Switching on and off

Switching on

1. Tap the P function key in the Infotainment system.

   Or: select selector lever position R.

Switching off

1. Disengage selector lever position R.
2. Tap the home button ⌂ in the lower section of the Infotainment system.

   Or: tap the P function key in the upper section of the Infotainment system.

Area View also switches off when forward travel becomes faster.

Changing the camera perspective

Sections of the screen

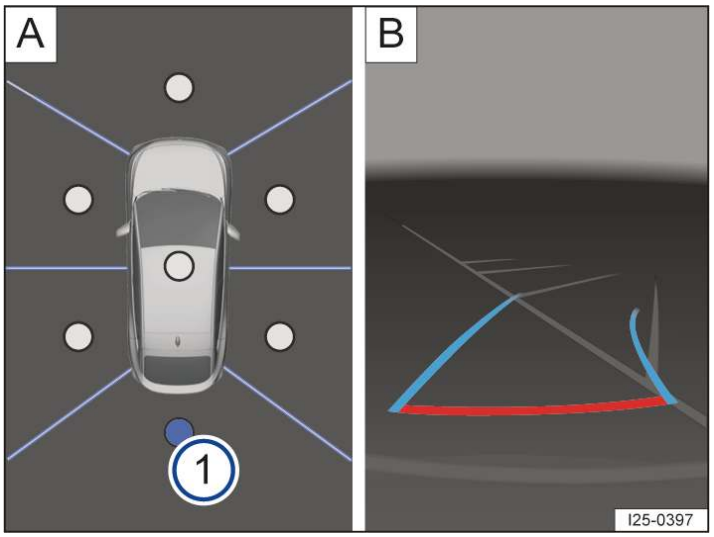


Fig. 1 Infotainment system: Area View with rear camera image (general example).

(A) Bird's-eye view with selectable camera areas.

(B) Camera image.

(1) Selection point for the rear camera image.

Six additional selection points are available. The selected selection point is highlighted graphically.

Two sections of the screen will be shown in the Infotainment system → *fig. 1*:

1. To display the right-hand camera image → *fig. 1* (B), tap the left of the screen area at the relevant point → *fig. 1* (A).

Change screen display

Depending on the selected camera image, other displays of the surroundings on the screen are possible.

1. Tap the corresponding function key in the Infotainment system.



3D view of the vehicle.


Car wash view.


Display the vehicle transparently.


Display distance lines from objects in the camera image.


Switch to trailer support (depending on the vehicle equipment).

Other screen displays

Red line: Boundary or safety distance from the vehicle.

Blue lines: the vehicle's path based on the steering angle.


Clean the Rear View Camera system (depending on the vehicle equipment for vehicles without rear window wipers).

3D view

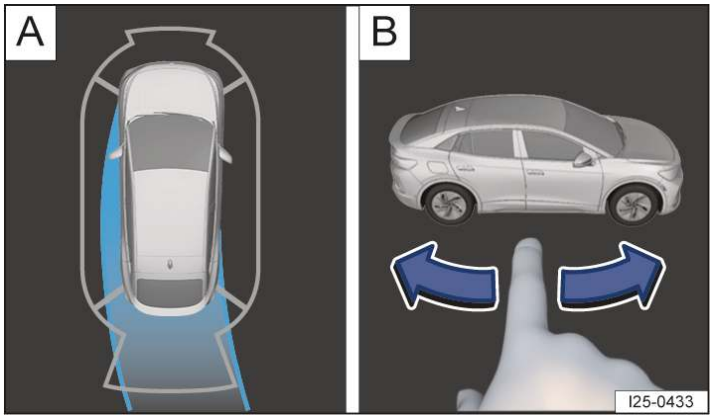


Fig. 4 Infotainment system: 3D view of the Area View (general example).

Ⓐ Park Distance Control.

Ⓑ 3D view with adjustable perspective.

A 3D view may be available, depending on the vehicle equipment.

1. Tap the function key 3D in the screen area A.
2. To adjust the perspective with which the vehicle is viewed, tap the screen and move the view in the desired direction → *fig. 1*.

Car wash view

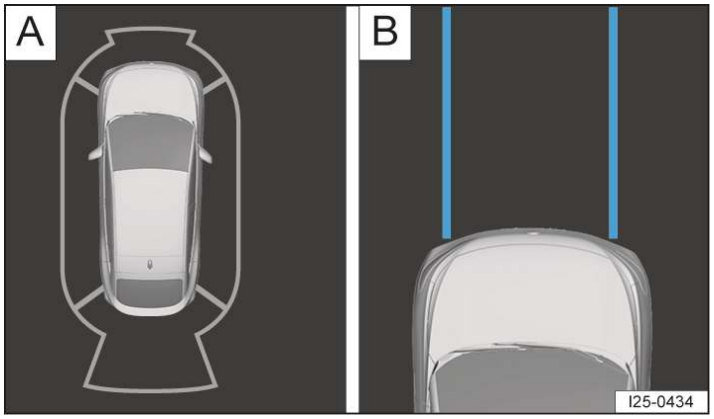


Fig. 5 Infotainment system: car wash view of the vehicle's front view (general example).

(A) Park Distance Control.

(B) Front area of the vehicle with lane shown.

Depending on the vehicle equipment, a car wash view is available.

The car wash view shows the front area of the vehicle in the top view and displays the lane. The driver is assisted when aligning the vehicle inside the car wash.

1. In the bird's-eye view, select the selection point in front of the vehicle → *fig. 1* A.
2. Tap the function key.

   The car wash view is displayed in the screen area B → *fig. 5* A.

Troubleshooting

Take note of the information regarding troubleshooting for the Rear View Camera system *(→ Rear View Camera system)*.

Area View camera malfunction

A camera is malfunctioning. The image of the Area View cannot be created.

A technical malfunction may have occurred.

1. Check the cameras in the outside mirrors and in the front and rear area of the vehicle for damage or contamination.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Park Assist (Park Assist Plus) detects a suitable parking space and automatically maneuvers the vehicle during the parking process.

How it works

Park Assist Plus steers, controls the gears and accelerates and brakes the vehicle →, →.

Available functions

— Displaying suitable parking spaces in the Infotainment system.

— Loading a new parking space selection into the Infotainment system.

— Driving into a suitable parallel parking space or parking bay.

— Parking maneuver to exit a suitable parallel parking space. Perpendicular parking spaces are not supported.

The driver should continuously monitor the area surrounding the vehicle →. Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Automatic, hands-free parking with park assist plus may be prohibited or restricted in some countries or regions. Follow the legal regulations.

The speed when driving past the parking space should be as follows: for parking spaces parallel to the road, maximum approx. 40 km/h (approx. 25 mph), and for parking spaces across the road, maximum approx. 20 km/h (approx. 12 mph).

Park Assist Plus is not available in fast-moving traffic above approx. 50 km/h (approx. 32 mph) for safety reasons.

Park Assist Plus is only functional in areas with limited gradient.

Driving with a trailer

Park Assist Plus cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist Plus must be manually deactivated.

WARNING

Park Assist Plus is not a replacement for the driver's attention and works only within the system limitations. Park Assist Plus cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.
- Only drive the vehicle into the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Do not leave the driver seat during the parking process.
- Do not park in parking spaces which do not have structural boundaries, e.g. near the water's edge or near inclines with no structural separation.

WARNING

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

WARNING

During automatic parking, the vehicle may swing out or turn into oncoming traffic. Accidents and serious or fatal injuries could result.

- Pay close attention to the parking process and the traffic and brake the vehicle if necessary.

WARNING

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This could lead to accidents and damage to the vehicle.

- Do not use Park Assist Plus to park on slippery or icy roads.

NOTICE

Park Assist Plus may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of intrusive adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

Park Assist Plus may not be available in some regions of the same country for technical reasons.

— Pay attention to the display in the Infotainment system.

Searching for parking spaces

Searching for parking spaces

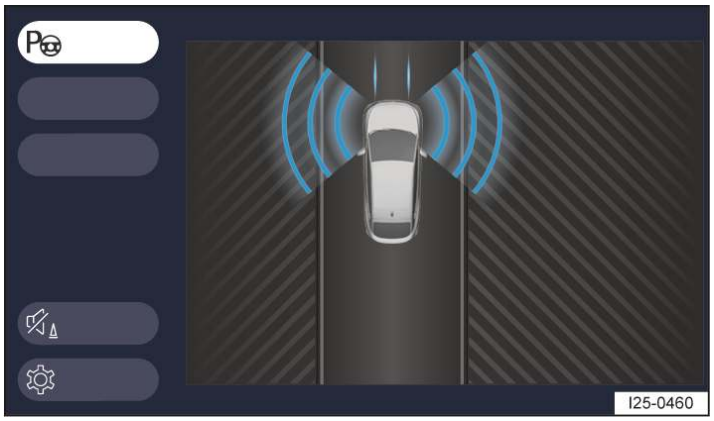


Fig. 1 Infotainment system: Park Assist Plus search drive (general example).

1. To switch to Park Assist Plus, tap the P function key for the parking menu in the Infotainment system.
2. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist Plus automatically looks for possible parking spaces on both sides of the road → *fig. 1*.

Available parking mode

The parking spaces aligned horizontally or vertically in the Infotainment system indicate parking modes that Park Assist Plus can execute → *fig. 3* (3) or (4).

— Cross parking driving forward.

— Cross parking in reverse.

— Parallel parking in reverse.

Parking space display



Fig. 2 Infotainment system: parking spaces detected (red number).

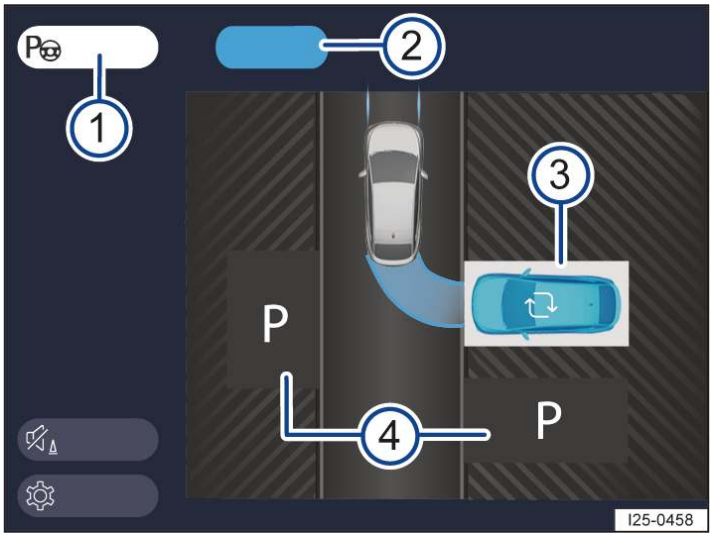


Fig. 3 Infotainment system: selecting a parking space (general example).

---

(1) Number of parking spaces.

(2) Start the parking process.

(3) Preferred parking space (vehicle in color).

Symbol ⟳: load new parking space selection.

(4) Additional parking spaces.

If parking spaces are found, a red number appears on the P function key in the app overview or in the parking menu of the Infotainment system → *fig. 2* , → *fig. 3* (1).

A preferred parking space is displayed in the Park Assist Plus menu → *fig. 3* (3).

1. Decelerate to a stop.

2. Press and hold the brake pedal.

Changing parking spaces

If multiple parking spaces have been detected along the road, you can switch to another parking space.

1. Tap the desired parking space on the Infotainment system screen → *fig. 3* (4).

   A new preferred parking space (vehicle in color) is displayed.

Loading a new parking space selection

1. If present, tap the ⟲ symbol → *fig. 3* (3).

   A new parking view is displayed.

Park Assist Plus can be activated subsequently. If you drive past a suitable parking space, this will be indicated.

Driving into parking spaces

Requirements

✓ Park Assist Plus has been activated.

✓ A parking space has been found and selected.

✓ The vehicle is in the starting position and its path is highlighted in color in the Infotainment system.

Driving into parking spaces

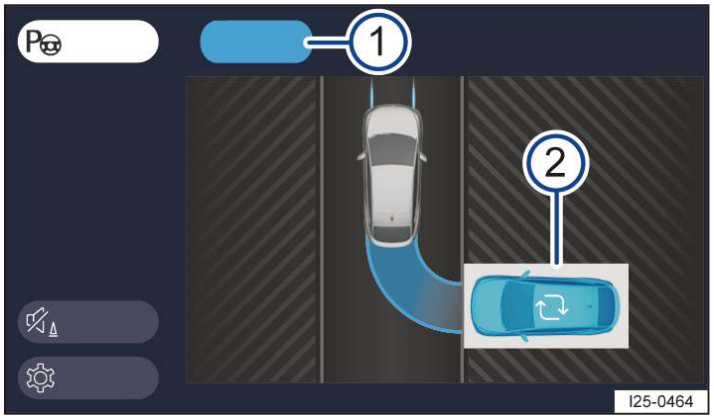


Fig. 1 Infotainment system: parking maneuver (general example).

(1) Start the parking maneuver.

(2) Perpendicular parking space.

1. Stop the vehicle with the brake pedal.
2. Tap Start in the Infotainment system → *fig. 1* (1).

   The process of driving into a parking space starts.

   The P symbol and a message are displayed in the Infotainment system →.
3. Pay attention to further displays in the Infotainment system.

   If necessary, Park Assist Plus can change the direction of travel independently.
4. Always wait until all rotational movements of the steering wheel have been completed in order to achieve an optimum parking result →.

   At the end of the parking maneuver, a message appears in the Infotainment system and a chime sounds.

   The electronic parking brake is switched on.

WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

The lane shown on the Infotainment system during a parking process is a general example. It does not correspond to the actual parking process with Park Assist.

You can reduce the speed when automatic parking by operating the brake pedal.

To secure the vehicle against rolling when on inclines, the steering wheel is automatically turned at the end of the parking process (depending on the country).

Taking over a manual parking procedure

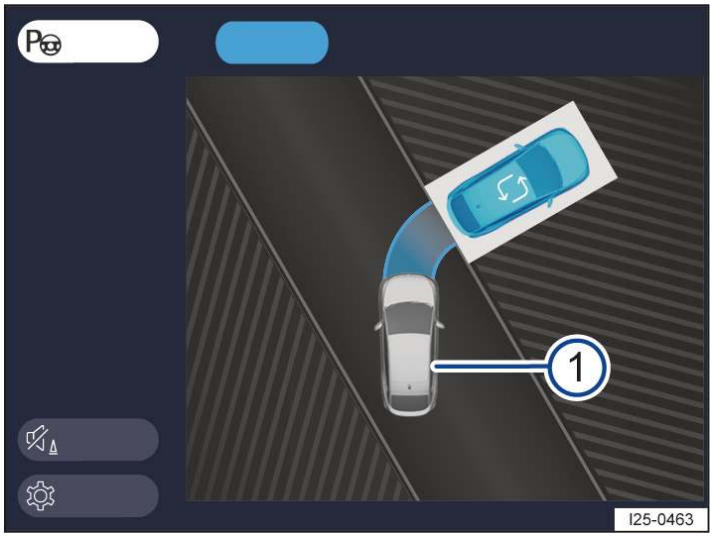


Fig. 2 Infotainment system: parking process available (general example).

(1) Your vehicle.

If you have only partially entered a difficult parking space without using Park Assist Plus, the parking system can take over the parking process. The vehicle is completely guided into the parking space by Park Assist Plus → *fig. 2*.

Requirements

✓ Park Assist Plus is not activated.

✓ Part of the front or rear of the vehicle has been driven into a parking space.

1. Stop the vehicle with the brake pedal.

   In the app overview of the Infotainment system, a red number for a parking space is displayed on the P function key.

2. To switch to Park Assist Plus, tap the P function key.
3. To start the parking process, tap Start in the screen display.
4. Pay attention to the displays in the Infotainment system.

Exiting a parking space

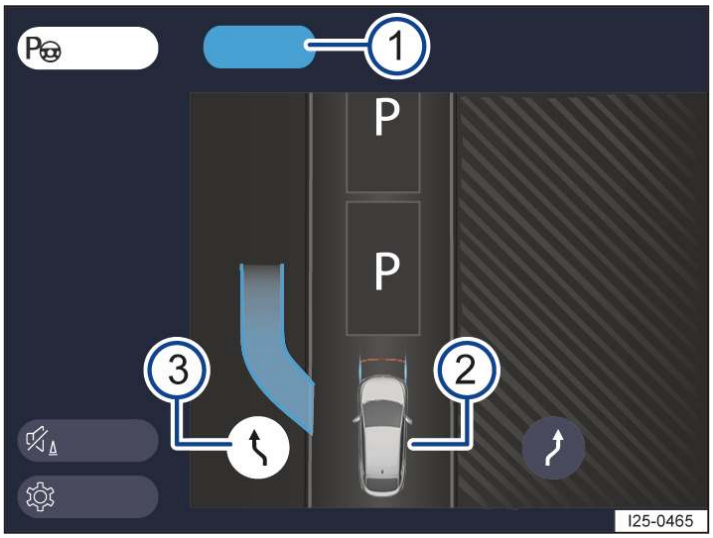


Fig. 1 Infotainment system: starting the exiting procedure (general example).

1. Start the exiting procedure.
2. Vehicle in a parallel parking space.
3. Selectable side for leaving a parking space.

1. Activate the vehicle's drive system.
2. Press and hold the brake pedal.
3. Activate Park Assist Plus P in the Infotainment system .
4. Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.

   Or: select the side of the road in the Infotainment system → *fig. 1* (3).
5. Tap Start on the Infotainment system screen → *fig. 1* (1).

   The parking maneuver to exit the space starts.

   The P symbol and a message are displayed in the Infotainment system.
6. Pay attention to further displays in the Infotainment system.

   The vehicle stops after a few meters. At the end of the exiting procedure, a message appears and a chime sounds.

   The parking system does not maneuver the vehicle further to the lane.
7. Resume control of the vehicle and fully exit the parking space in the direction of travel → ⚠.

The lane displayed in the Infotainment system is a general example. It does not correspond to the actual parking process.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

⚠ WARNING

Park Assist Plus does not support pulling out of perpendicular parking spaces because obstacles in road traffic cannot be detected fully. There is a risk of accidents and serious injuries.

- Pull out of a perpendicular parking space yourself and pay attention to the traffic situation.

Troubleshooting

Park Assist Plus has been deactivated or canceled

The parking system has been deactivated or has malfunctioned. The warning light and a message are displayed in the Infotainment system.

1. Resume control of the vehicle if necessary. After automatic braking support or after the end of the parking process, Park Assist Plus will be deactivated.

   Or: if there is a fault, note the message in the Infotainment system and restart Park Assist Plus.

2. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a wheel change, Park Assist (Park Assist Plus) parks inaccurately

If, after a wheel change, Park Assist Plus parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to acquire the wheel sizes again.

1. Drive the vehicle over a longer distance, including around bends.

   Park Assist Plus will automatically calibrate the new wheel sizes once the vehicle has been switched off and on again.

Introduction

Park Assist (Park Assist Plus) with memory function helps drivers to park in parking spaces they frequently use, e.g. garages and driveways. The vehicle automatically maneuvers toward a parking space on a previously saved vehicle path.

How it works

Park Assist Plus with memory function is an extension of Park Assist (Park Assist Plus).

The parking system uses the front camera to detect the surrounding area and saves the vehicle path to the parking space over a maximum distance of approx. 50 m (approx. 164 ft). Once the parking process has been saved in the Infotainment system, the vehicle can automatically drive the route to or from the parking space.

The driver should continuously monitor the area surrounding the vehicle →⚠.

Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Automatic, hands-free parking with Park Assist Plus with memory function may be prohibited or limited in some regions. Use Park Assist Plus with memory function only where permitted by legal provisions.

Park Assist Plus with memory function is only functional in areas with limited gradient.

Requirements

✓ There are geocoordinates available for the vehicle position.

✓ There is enough space to maneuver in. The vehicle may need to move a few meters to reach the calibrated vehicle path.

Driving with a trailer

Park Assist Plus with memory function cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist Plus with memory function must be manually deactivated.

WARNING

Park Assist Plus with memory function is not a replacement for the driver's attention and works only within the system limitations. Park Assist Plus with memory function cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.
- Only drive the vehicle into the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Do not leave the driver seat during the parking process.
- Do not use Park Assist with memory function for parking spaces which do not have structural boundaries, e.g. near the water's edge or near inclines with no structural separation.

WARNING

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

WARNING

During automatic parking, the vehicle may swing out or turn into oncoming traffic. This may lead to vehicle damage and serious or fatal injuries.

- Pay close attention to the parking process and the traffic and brake the vehicle if necessary.

WARNING

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This may lead to accidents resulting vehicle damage and serious injuries.

- Do not use Park Assist Plus with memory function to park on slippery or icy roads.

Park Assist Plus may not be available in some regions of the same country for technical reasons.

— Pay attention to the display in the Infotainment system.

Calibrating the parking process

Finding a suitable parking space

✓ The parking space is clearly visible and free of obstacles →ⓘ.

✓ The visibility is good, e.g. there is no heavy rain, fog or snow and it is not dark.

NOTICE

If the parking space does not have sufficient distance from curbs or other obstacles, the vehicle could be damaged during the parking process.

- Restart the parking process if Park Distance Control indicates an obstacle with a continuous tone.

Calibrating driving into a parking space

1. Drive the vehicle to the chosen parking space as usual.
2. Safely park the vehicle.
3. Save the process of driving into a parking space as a parking space in the Infotainment system (version 1 or 2).

Version 1: saving a parking maneuver to enter a space in the menu of the Park Assist Plus with memory function

1. Tap the P function key in the Infotainment system.
2. Tap Memory function.
3. Tap Save parking maneuver.
4. Name the function key, assign it your preferred symbol and confirm.

   The parking maneuver to enter the space is saved as a new parking space.

Version 2: saving a parking maneuver to enter a space in the exit menu of the vehicle

When leaving the vehicle, the exit menu is displayed in the Infotainment system.

1. Tap Save parking process.

Further information about teaching the parking maneuver to enter a space:

— Enter the space as evenly as possible.

— Avoid correcting the vehicle path on the last few meters to the parking space.

— Do not turn the steering wheel all the way, do not turn it too quickly and avoid changing direction too often.

Calibrating the exiting procedure

✓ The vehicle is located in a parking space for which a parking maneuver is saved and available in the Infotainment system.

1. Switch on the vehicle and activate drive-ready mode.
2. Tap the P function key in the Infotainment system.
3. Tap Memory function.
4. Select the saved parking space (parking).
5. Tap Record maneuver for exiting the parking space..

   A message is displayed in the Infotainment system.
6. Drive the vehicle out of the parking space.
7. Confirm the completion of the exiting procedure with the function key in the Infotainment system.

   The exiting procedure is also saved on the current parking space in the menu.

The teach-in procedure will be terminated automatically if the speed is too high or the distance traveled exceeds approx. 25 m (approx. 82 ft).

Recalibrating the parking process

If you wish to recalibrate the parking process (e.g. to improve the parking result or to approach from a different direction of travel), you should first delete the saved parking space from the menu.

The processes of driving into and out of the space will always be deleted too.

Saved parking spaces

Opening the menu

In the menu for Park Assist Plus with memory function, up to five saved parking processes can be stored as favorites.

1. Tap the P function key in the Infotainment system.
2. Tap Memory function.

Editing, sorting and deleting parking spaces

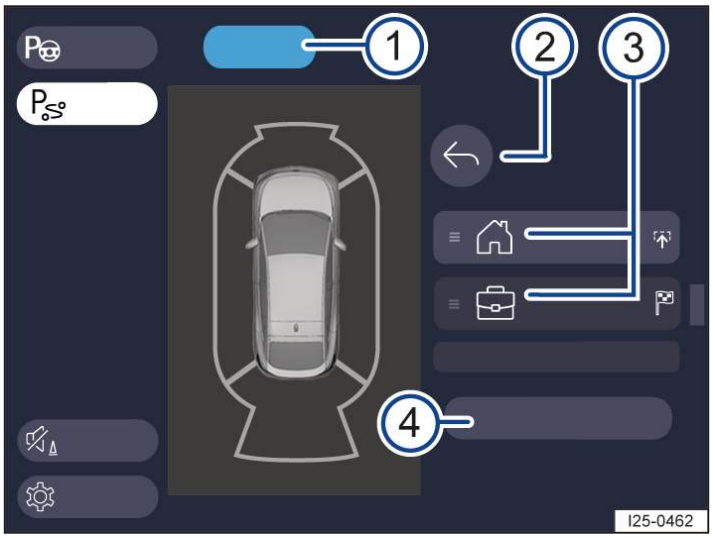


Fig. 1 Infotainment system: menu for Park Assist Plus with memory function (general example).

1. Start the selected parking process.
2. Change to the previous view.
3. Saved parking spaces.
4. Save the last parking process.

1. Press and hold the saved parking space for a few seconds.

   An additional window opens.

2. To rename a parking space or assign it a new symbol, tap in the window that appears.

   Or: to remove a parking space, tap .

   Or: to sort the parking spaces again, press and hold the function key for a parking space and drag it to the desired position.

Status of saved parking spaces



Fig. 2 Infotainment system: parking space view (general example).

1 Parking process available.

2 Exiting procedure available.

3 Navigation process to the parking space available.

4 No parking or navigation process to the parking space is available.

A new parking process can be calibrated if necessary.

Driving into parking spaces

If the vehicle approaches a saved parking space, a parking maneuver to enter the space is automatically offered in the Infotainment system with a message.

1. Bring the vehicle to a stop using the brake pedal.
2. If necessary, open the menu of the parking system in the Infotainment system and tap the saved parking space with the available parking maneuver.
3. Tap Start.

   The process of driving into a parking space starts →.

   The P symbol and a message are displayed in the Infotainment system → ⚠.
4. Pay attention to further displays in the Infotainment system.
5. Always wait until all rotational movements of the steering wheel have been completed in order to achieve an optimum parking result → ⚠.

   At the end of the parking maneuver, a message appears in the Infotainment system and a chime sounds.

   The electronic parking brake is switched on.

⚠ WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

NOTICE

When maneuvering in the vehicle path, the vehicle may adjust the steering angle or perform other corrections. If there are obstacles nearby, your vehicle may be damaged.

- Make sure that there is sufficient distance between the vehicle and obstacles.
- If necessary, brake the vehicle with the brake pedal.

Also observe the following information for Park Assist Plus with memory function.

— Stop as close as possible to the saved vehicle path, deviating by no more than around 1 m (around 3.28 ft).

— Always drive into the starting position from the same direction of travel.

— Where possible, avoid entering or exiting a parking space in very poor visibility conditions, as elements such as darkness or snow may result in limitations.

Parking in underground car parks

In parking garages with underground parking, a parking maneuver is not automatically offered with a message in the Infotainment system. The driver starts the parking process in the parking system menu.

1. Bring the vehicle to a standstill on the correct level of the underground car park and close to the calibrated parking process.
2. To switch to the parking system, tap the P function key.
3. Follow the next steps as described above.

Exiting a parking space

✓ The vehicle is situated in the target position of the saved parking process.

✓ The symbol is displayed in the saved parking space in the Infotainment system.

1. Activate the vehicle's drive system.
2. Open the parking system menu in the Infotainment system.
3. Tap the available parking space with the saved exiting procedure.
4. Stop the vehicle with the brake pedal.
5. Tap Start in the Infotainment system.

   The parking maneuver to exit the space starts.

   The $P_{\circledcirc}$ symbol and a message are displayed in the Infotainment system →⚠.
6. Pay attention to further displays in the Infotainment system.
7. Always wait until all rotational movements of the steering wheel have been completed in order to achieve an optimum parking result →⚠.
8. Resume control of the vehicle →⚠.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

⚠ WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

When exiting a parking space, the vehicle can be driven more slowly than usual for the first few meters. If there is an obstacle in the parking space, it can evade this and deviate from the stored travel path.

Navigation to a Saved Parking Space

Which parking spaces are available as navigation destinations?

Saved parking spaces with a navigation symbol can be transferred to the navigation system as a destination. The function depends on the country.

Starting route guidance

1. To select a destination, tap the parking space with the navigation symbol in the parking system menu in the Infotainment system.
2. Confirm the message in the Infotainment system.

   Route guidance will start and the parking menu will close.
3. Once the vehicle has arrived at the destination, note the message in the Infotainment system.

Troubleshooting

Park Assist Plus with memory function does not detect the saved parking space or travel path.

The vehicle may not be able to recognize the area surrounding the saved parking space.

1. Stop the vehicle in the immediate vicinity of the saved vehicle path.

   Or: do not use the parking system in very poor weather and lighting conditions.

   Or: if necessary, clean the windshield in the area of the front camera.

   Or: check whether an Internet connection is available. The parking system always uses geocoordinates to determine the vehicle position.

Camera for Park Assist (Park Assist Plus) with Memory Function Deactivated

The assist systems camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Park Assist Plus with memory function will be available once the camera is available again.

1. If necessary, deactivate the vehicle’s drive system and activate it again.

Introduction

The parking process can be controlled outside the vehicle with your cell phone.

How it works

Park Assist (Park Assist Pro) with remote parking capability uses the functions of Park Assist (Park Assist Plus), and executes part of the parking process via the Volkswagen Park Assist Pro app on your cell phone.

Park Assist Pro with remote parking capability is also possible for a parking space using Park Assist (Park Assist Plus) with memory function.

The driver carries all vehicle keys in the vicinity of the vehicle on their person and operates the app on their cell phone. The parking system steers, accelerates and brakes the vehicle →⚠.

 Function key or display in the Infotainment system.

Available functions of Park Assist Pro

— Driving into a suitable parallel parking space or parking bay.

— Exiting maneuvers from a suitable parallel or perpendicular parking space.

In the case of a parallel parking space, the vehicle is positioned so that the driver must fully drive out of the parking space.

Available memory functions for Park Assist Pro

— Driving into a saved parking space nearby.

The driver should continuously monitor the area surrounding the vehicle →⚠. Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

Park Assist Pro with remote parking capability may be prohibited or restricted in some countries or regions. Follow the legal regulations.

Park Assist Pro is only functional in areas with limited gradient.

WARNING

Park Assist Pro is not a replacement for the driver's attention and works only within the system limits. The parking system cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the remote-controlled parking process outside of the vehicle and cancel the parking process in the Volkswagen Park Assist Pro app in the event of a hazardous situation.
- Only drive the vehicle in and out of the parking space if you possess a valid driving license.
- Abide by the traffic regulations in the relevant country.
- Only leave the driver seat when you are prompted to do so by the vehicle.
- Do not use the parking system for parking spaces that do not have structural boundaries, e.g. near bodies of water or inclines with no structural separation.

WARNING

The system only has limited reactions to quickly changing environmental conditions. This can result in collisions with other road users, damage to the vehicle and serious or fatal injuries.

- Do not use the parking system in fast-moving traffic.
- Always maintain a distance of at least one vehicle's length from junctions.
- Do not park on the side of oncoming traffic or across several lanes.

WARNING

During automatic parking, the vehicle may swing out or turn into oncoming traffic. This may lead to vehicle damage and serious or fatal injuries.

- Do not position yourself in the way of the vehicle.
- Observe the parking process and the road traffic attentively and cancel the parking process in the Volkswagen Park Assist Pro app in the event of a hazardous situation.

WARNING

If the road is icy, the parking process cannot be properly carried out and the vehicle may slide away. This may lead to accidents resulting vehicle damage and serious injuries.

- Do not use the parking system to park on slippery or icy roads.

NOTICE

The parking system may suggest parking spaces that are not suitable for the parking process due to the absence of a boundary or presence of adjacent objects. This can result in vehicle damage.

- Do not park next to overhanging objects, e.g. cargo bays, parked trailers, or beneath hanging objects.
- Pay particular attention to the parking process in parking garages if the parking space is bordered by pillars.

Pairing and Connecting a Cell Phone

Volkswagen App for Park Assist with Remote Control

The Volkswagen app for Park Assist Pro is available in the respective app stores.

1. Install and launch the Volkswagen Park Assist Pro app on a compatible cell phone →⚠, →⚠.

⚠ CAUTION

If the mobile phone is damaged in any way (e.g. the touchscreen is broken) or its functions are limited (e.g. reactions are delayed during operation), this can impair the remote-controlled parking process. This could result in accidents with vehicle damage and injuries.

- Only use cell phones that are fully functional and compatible.

⚠ CAUTION

Technical manipulation by the user can impair the remote-controlled parking process. This could result in accidents with vehicle damage and injuries.

- Do not make any modifications to the software, the cell phone or its operating system, or the vehicle.

⚠ WARNING

If an incompatible cell phone is used, this may result in functional limitations, e.g. delayed reaction of the vehicle during a remote-controlled parking process. Damage to the vehicle and/or serious injuries may occur.

- Observe the information in the app with regard to compatibility on your cell phone.

Connecting the cell phone to the vehicle

The cell phone must be paired with the vehicle via Bluetooth® once.

For subsequent use of the Volkswagen Park Assist Pro app, the cell phone needs to be connected to the vehicle via Bluetooth®.

1. Switch on the vehicle.
2. Tap the ::: function key in the Infotainment system.
3. Tap Settings.
4. Tap Connections.
5. Tap Connect smartphone apps to vehicle.
6. Tap Establish new connection.
7. Scan the displayed QR code® with the Volkswagen Park Assist Pro app.

   Note the further information in the app.

The cell phone is paired.

Removing the Pairing

Park Assist with remote control is no longer possible once the pairing in the app or in the vehicle has been removed.

The data from all cell phones and the app can be removed in the Infotainment system.

1. Tap the ::: function key in the Infotainment system.
2. Tap Settings.
3. Tap Connections.
4. Tap Connect smartphone apps to vehicle.
5. Tap Delete all known connections.
6. Tap Delete all.

All cell phones are removed simultaneously. To completely cancel the pairing, also remove the vehicle from the Volkswagen Park Assist Pro app.

Driving into parking spaces

Requirements

✓ A parking process has been started with Park Assist Plus.

Or: a saved parking process has been detected by Park Assist Plus with memory function.

✓ The Volkswagen Park Assist Pro app has been opened and the Bluetooth® connection between the vehicle and the paired cell phone is active.

✓ Keyless Access is activated (**Opening and closing** menu of the Infotainment system).

✓ The driver has all the nearby vehicle keys.

✓ When using Park Assist Pro with remote parking capability, the cell phone must be located a maximum of approx. 4 m (approx. 13 ft) away →⚠.

Driving into parking spaces

1. Stop the vehicle with the brake pedal.
2. Tap the function key for Park Assist Pro with remote parking capability in the menu of the parking system.

   The white symbol comes on.
3. Exit the vehicle quickly.
4. Check the travel path and start the parking process with the Volkswagen Park Assist Pro app →⚠.

   Once the parking process has been completed, a message appears in the app.

   The electronic parking brake is switched on in the vehicle and the vehicle's drive system is deactivated.

⚠ WARNING

If the driver is too far away from the vehicle, the parking process may be canceled. Accidents and/or serious injuries may occur.

- Remain in a safe and suitable position in relation to the vehicle.

Exiting a parking space

Exiting a parking space

This function is only available for Park Assist Pro without memory function.

1. Open the Volkswagen Park Assist Pro app.
2. Activate drive-ready mode with the Volkswagen Park Assist Pro app.
3. Select the desired exiting procedure.
4. Check the travel path and start the exiting procedure with the Volkswagen Park Assist Pro app → ⚠.
5. Once the exiting procedure is complete, take control of the vehicle to continue driving and observe the messages in the Infotainment system → ⚠.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

⚠ WARNING

If the driver is too far away from the vehicle, the parking process may be canceled. Accidents and/or serious injuries may occur.

- Remain in a safe and suitable position in relation to the vehicle.

Interrupting the parking process prematurely and resuming control of the vehicle

An active parking process can be interrupted at any time and you can take control of the vehicle to continue driving.

1. Release the function key in the Volkswagen Park Assist Pro app.
2. Get into the vehicle.
3. Press the brake pedal and engage a gear.

Troubleshooting

Bluetooth® connection for Park Assist (Park Assist Pro) with remote parking capability is lost

The parking process is started on the cell phone and is suddenly interrupted, for example in the event of an incoming telephone call.

— Within one minute, the parking process can be continued in the same position by restarting the app.

— In the case of a longer interruption, drive-ready mode is ended and the electronic parking brake is switched on.

Rear Traffic Alert

The Rear Traffic Alert monitors the cross traffic behind the vehicle when reversing out of a space or maneuvering.

How it works

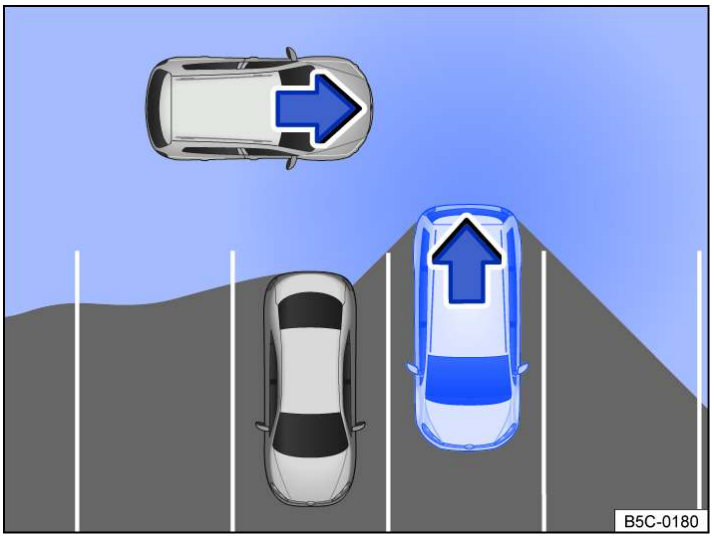


Fig. 1 Monitored area around the vehicle that is exiting a parking space (general example).

Radar sensors behind the cover of the rear bumper monitor the rear and side areas of the vehicle.

If moving objects are approaching the vehicle, the driver is warned of the obstacle by a color display of the obstacle area in the Infotainment system → *fig. 2*, → ⚠. When the vehicle is reversing, a warning signal will also sound.

If the driver does not respond, automatic braking support may kick in *(→ Automatic braking support)*.

⚠ WARNING

Rear Traffic Alert is not a replacement for the driver's attention and works only within the system limits. The system may not react or may not react in time in response to stationary, slow-moving or rapidly approaching objects. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when leaving a parking space.
- React quickly to the visual warnings and warning chimes of the Rear Traffic Alert system.

Switching on and off

1. Tap the P function key in the Infotainment system.
2. Tap the Settings function key.
3. Switch Rear Traffic Alert on or off.

Depending on the country, the Rear Traffic Alert always switches on after the vehicle is switched on.

Depending on the country, this setting can be saved in the driver personalization user accounts and can therefore be changed automatically when the user account is switched .

Screen display

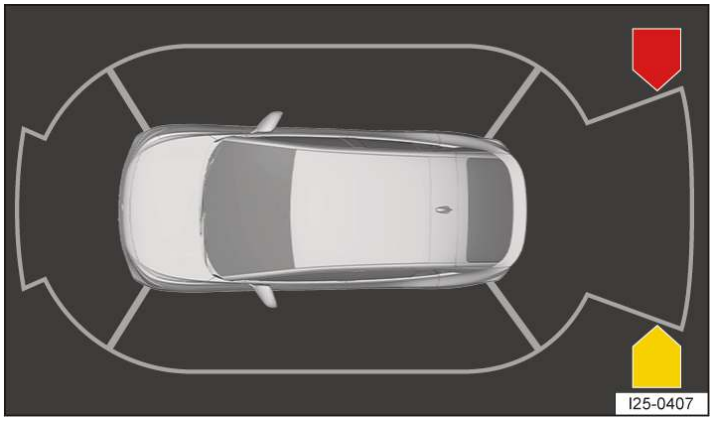


Fig. 2 Infotainment system: Rear Traffic Alert display (general example).

Red section of the image: nearby obstacle. The vehicle is at risk. Reverse out of the space carefully and brake if necessary.

Yellow section of the image: other road users in the vicinity of the vehicle.

Volume adjustment

The volume of the warning signal can be adapted via the rear volume adjustment of Park Distance Control.

1. Tap the P function key in the Infotainment system.
2. Tap Settings.
3. Tap Park Distance Control settings.
4. Set the value for **Rear volume**.

Driving with a trailer

If a trailer is electrically connected to a factory-installed trailer hitch, the Rear Traffic Alert is deactivated. After disconnecting the electric trailer connection, the Rear Traffic Alert is activated again automatically.

If the trailer hitch was not installed at the factory, the Rear Traffic Alert must be activated and deactivated manually.

Reversing assist

Reversing Assist provides assistance when reversing on narrow roads or rows of parking spaces where there is no option of turning. The vehicle constantly records the distance driven forward of approx. 50 m (approx. 164 ft) and takes control of steering when reversing.

How it works

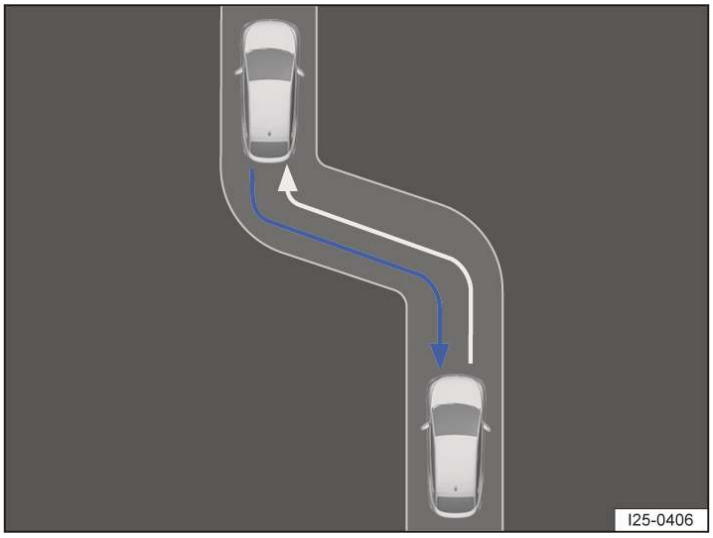


Fig. 1 Recorded distance driven (general example).

Once Reversing Assist has been activated in the Infotainment system, the vehicle takes over steering using the last saved route →⚠. The driver only has to press the accelerator pedal and brake in an emergency.

The vehicle speed when reversing must not be more than 10 km/h (max. 6 mph). A higher speed will lead to the intervention being canceled.

Reversing in very tight corners, for example in parking garages, can lead to the intervention being canceled. If the intervention is canceled, a message will appear in the Infotainment system.

The driver should continuously monitor the area surrounding the vehicle →⚠. There is no automatic braking support if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

⚠ WARNING

Reversing Assist is not a replacement for the driver's attention and works only within the system limits. The system does not react with automatic braking support in response to stationary, slow-moving or rapidly approaching objects. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the area around the vehicle when reversing.
- React quickly to the visual warnings and warning chimes provided by Reversing Assist.

Requirements

✓ The vehicle has driven a distance forward while adhering to a maximum speed of approx. 35 km/h (approx. 22 mph).

Driving in reverse

1. Bring the vehicle to a stop.
2. Activate selector lever position R.
3. Tap the function key in the Infotainment system.
4. Tap the Start function key on the Infotainment system screen.

   Reversing Assist takes control of the vehicle steering.

   A progress bar with a note on the remaining range is displayed in the Infotainment system.
5. Release the brake pedal and accelerate carefully.

   Or: if Auto Hold is active, press the accelerator pedal and accelerate carefully.

   Pay attention to further information in the Infotainment system.

   Once Reversing Assist has finished reversing, a message appears in the Infotainment system and a chime sounds.
6. Take control of steering and apply the brake if necessary.
7. Select the desired selector lever position. Continue your journey autonomously.

WARNING

While reversing, the steering wheel performs rotational movements. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

WARNING

While reversing, there is a danger of pulling out into moving traffic. Accidents and serious or fatal injuries may occur.

- Only use Reversing Assist when the traffic situation allows it.

Canceling the intervention prematurely

If the intervention is canceled, a message appears in the Infotainment system and a chime sounds.

If at least one of the following conditions applies during intervention, intervention by Reversing Assist may be canceled automatically:

— The gear is changed.

— An intervention is made in the steering.

— The driver's door is opened.

— ESC intervenes.

— A system involved in the intervention has a fault.

If the intervention by Reversing Assist has been canceled automatically, if necessary, restart the intervention via the Start function key or fully take control of the vehicle steering.

Driving with a trailer

Reversing Assist cannot be activated if a trailer is electrically connected to a factory-installed trailer hitch.

Introduction

WARNING

Loose objects can be thrown around the inside of the vehicleduring sudden driving or braking maneuvers. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Do not place mobile devices or similar objects in the rear center armrest storage system 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 clothing pockets.

WARNING

Incorrect usage of the cup holders can cause injuries. While driving, during a sudden braking maneuver or in the event of an accident, objects in the cup holder may be thrown around and hot drinks may be spilled. This can cause serious injuries or serious burns.

- Only stow soft, break-resistant, closed vessels in the cup holder.
- Always use the storage systems integrated into the rear center armrest in the locked end positions.
- Do not place hot beverages in the cup holders.
- Take care that only suitably sized drinks are stored in the cup holder. Drinks must always be steady and secure in the cup holder.

WARNING

If the glove compartment is open while you are driving, objects may be flung into the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Always keep the glove compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally, for example due to high surface temperatures. 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.

WARNING

Closed beverage bottles can explode from heat and burst from frost in the vehicle and cause serious injuries.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

WARNING

Objects placed on the surface behind the rear seat backrest could affect the workings of the Automatic Rollover Support System and be thrown through the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Never place objects on the surface behind the rear seat backrest.
- Keep the working range of the Automatic Rollover Support System free of objects.

NOTICE

Objects stored in the vehicle may be damaged by strong sunlight or the effects of heat or cold or cause damage to the vehicle.

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior.
- Bear in mind that objects made from transparent materials, e.g. transparent suction cups on door windows, can concentrate sunlight.

NOTICE

Depending on the vehicle equipment, the rear center armrest may have a storage system. Folding in the rear center armrest with the storage system open can damage the cup holder.

- Before folding in the rear center armrest, make sure that objects have been removed and that integrated storage systems are closed or folded in.

Cup Holder in the Rear Center Armrest



Fig. 1 In the backrest of the center seat: folding rear center armrest (general example).



Fig. 2 In the rear center armrest: cup holder (general example).

There is a cup holder in the rear center armrest.

— To fold forward: pull the center armrest in the direction of the arrow with the loop → *fig. 1*.

— To fold back: fold the center armrest upward in the opposite direction to the arrow and press it all the way toward the seat backrest → *fig. 1*.

Passengers must not sit in the center rear seat when the center armrest is folded down.

Introduction

Electrical devices can be connected to the sockets in the vehicle.

The 12 V socket only works when the vehicle is switched on.

The 230 V socket is a socket which depends on the vehicle equipment and country, is located in the vehicle interior and features the vehicle-to-load (V2L) function.

Also refer to the important safety notes on the V2L function .

WARNING

Using sockets and connected electrical devices incorrectly can cause fires and serious or fatal injuries.

- If the electrical devices become too warm, turn off the devices immediately and disconnect them.
- Be aware that sockets and electrical devices connected to them may still be used, e.g. by children in the vehicle, when the vehicle is switched off.

NOTICE

Electrical devices that are unsuitable, not permitted, or connected incorrectly may cause damage to the vehicle or electronics.

- Never connect electrical devices that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.
- Only use electrical devices that are checked according to country-specific directives.
- Do not use any malfunctioning electrical devices or devices with a damaged wire.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the vehicle on or off.
- Refer to the operating instructions for the electrical devices.

NOTICE

The vehicle electrical system can be damaged when the maximum load is exceeded.

- Never connect electrical devices that draw more than the specified load to a 12 V or 230 V socket.

The 12 V vehicle battery will discharge when vehicle is switched on and the electrical devices are switched on.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

12 V socket

Do not exceed the maximum power of the sockets. The power draw of the external devices is indicated on their identification labels.

12 V socket



Fig. 1 In the luggage compartment on the left-hand side: folding 12-volt socket (general example).

The total continuous output of all 12 V sockets in the vehicle is 120 W.

The maximum power of a 12 V socket in the vehicle with the vehicle switched on totals 180 W.

NOTICE

Using 12 V sockets for too long at maximum power can cause the fuse to blow.

- Never use 12 V sockets at their maximum power for longer than 10 minutes.
- Only ever use a single 12 V socket at maximum power.

Introduction to vehicle-to-load (V2L)

The vehicle-to-load (V2L) function depends on the vehicle equipment and country. The V2L function enables operation of electrical devices at a 230 V socket in the vehicle interior and via an adapter (PowerSocket) at the charging socket on the outside of the vehicle. The adapter (PowerSocket) is hereafter referred to as an “adapter”.

Electrical devices can be connected to the sockets in the vehicle.

Also refer to the safety notes on the high-voltage battery and the sockets .

Read and observe all the safety notes below before using the adapter or the 230 V socket in the vehicle interior for the first time.

The vehicle-to-load function can be used with the vehicle switched on or off.

V2L continues to function if the vehicle is switched on or off while electrical devices are being powered via the adapter or the 230 V socket in the vehicle interior.

Requirements

✓ The 230 V socket is included in the equipment available in the vehicle.

✓ The V2L function is activated in the Infotainment system.

✓ The charge level of the high-voltage battery should be at least 20%.

Activating or deactivating the V2L function in the Infotainment system

The V2L function is enabled in the delivery state or in the factory settings. The V2L function can be activated or deactivated in the Infotainment system.

1. To activate the V2L function, tap the **Charging** menu in the Infotainment system.
2. Tap ⚙ in the Infotainment system.
3. Select Vehicle to Load “on”.

   The power supply for the 230 V socket and the V2L adapter is active.
4. To deactivate the V2L function, select Vehicle to Load “off”.

   The power supply for the 230 V socket and the V2L adapter is deactivated.

When an electrical device is not being used, unplug the connector from the adapter or the 230 V socket in the vehicle interior.

If the electrical device remains plugged in, it could cause the high-voltage battery to discharge.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

Stowing the adapter

The adapter should be transported in the bag supplied. The bag should always be stowed in the storage compartment under the luggage compartment floor next to the charging cable →⚠.

Also observe the safety notes and further information regarding the storage compartment under the luggage compartment floor .

⚠ DANGER

The components of the high-voltage system carry electrical voltage. Contact with live components of the high-voltage system causes burns, serious injuries or fatal electric shocks.

- Do not use the 230 V sockets if the adapter, charging socket, socket, connector or cable of the electrical device is damaged, faulty, corroded, rusted or dirty.
- Do not leave any potentially dangerous electrical devices permanently connected or without supervision.
- Do not touch the socket, charging socket or connector of the electrical device when your hands are wet.
- Never insert objects into the charging socket or into the socket.
- Never disconnect the orange high-voltage cables from the high-voltage system.
- Never perform repair and maintenance procedures on orange high-voltage cables or high-voltage components. Always have work on the high-voltage system performed by a suitably qualified professional approved for this work. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never perform any work in the vicinity of high-voltage components or high-voltage cables using cutting, shaping, or sharp-edged tools or heat sources.

⚠ WARNING

In potentially explosive areas, for example near gas stations and in places where special regulations apply, sparks may form when electrical devices are unplugged from the socket in the vehicle interior and from the adapter. This can cause flammable or explosive vapors to ignite and lead to serious or fatal injuries.

- Do not use the socket or the adapter in potentially explosive areas.

⚠ WARNING

Using sockets and connected electrical devices incorrectly can cause fires and serious or fatal injuries.

- Only use the socket and adapter in dry environments.
- Do not cover the adapter during use.
- Always protect sockets from direct contact with dust, water, moisture and other liquids.

WARNING

Failure to comply and non-observance of these provisions and safety notes may result in material damage. Unsecured, incorrectly secured or incorrectly positioned objects can slip during braking, accelerating, when changing direction or during accidents, jeopardizing vehicle occupants and causing serious injuries.

- Never transport the adapter unsecured.
- Use the bag supplied with the adapter to transport it securely and stow it safely.
- Always stow the bag with the adapter in the storage compartment under the luggage compartment floor next to the charging cable; under no circumstances may it be stowed above the luggage compartment floor or in the passenger compartment, e.g. on or in front of the seats.
- Refer to the information in the user instructions for the adapter.
- Always keep to the order for plugging in the adapter to avoid crushing.
- Do not put your fingers or hands between the protective flap and socket.

NOTICE

Electrical devices that are unsuitable, not permitted, or connected incorrectly may cause damage to the vehicle or electronics.

- Never connect electrical devices which feed in power, e.g. solar panels or battery chargers, to the sockets or the adapter.
- Ensure that the protective flap of the adapter is securely closed during use.
- Do not use extension cables, drums, multi-outlet power strips or other adapters at the 230 V socket in the vehicle interior or at the adapter.
- Disconnect the cable of electrical devices from the socket and the adapter from the charging socket during severe weather, storms, rain, hail or snow.
- Avoid extreme loads, such as heat, cold, wet, direct sunlight, vibrations and mechanical pressure.
- Remove packaging and small parts to prevent damage, for example to the vehicle body, vehicle interior socket or adapter.

V2L: 230 V socket

The 230 V socket is a socket which depends on the vehicle equipment and country, is located in the vehicle interior and features the vehicle-to-load (V2L) function.

Refer to the prerequisites for using the V2L function .

V2L: 230 V socket

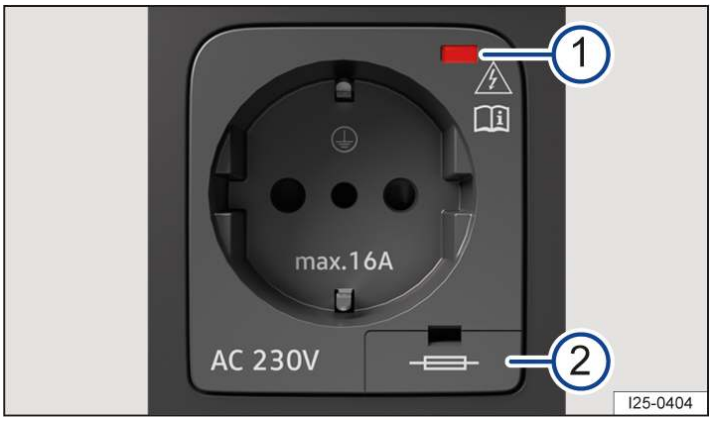


Fig. 1 In the luggage compartment on the right-hand side: 230 V socket with flap and fuse. Socket for one type F, C or L connector (general example).

1 LED indicator.

2 Replaceable fuse.

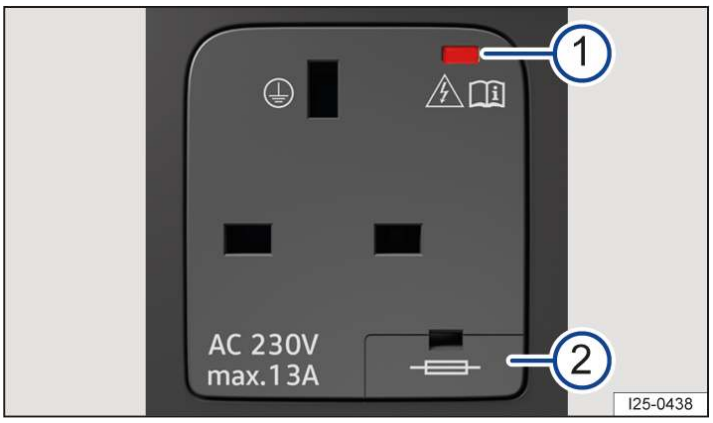


Fig. 2 In the luggage compartment on the right-hand side: 230 V socket with flap and fuse. Type G socket for e.g. the United Kingdom and Northern Ireland and other countries (general example).

1 LED indicator.

2 Replaceable fuse.

The rated current is a maximum of 16 A, depending on the country. The exact value can be seen on the socket.

The 230 V socket is ready for operation as soon as the V2L function has been activated in the Infotainment system and the charge level of the high-voltage battery is sufficient. The 230 V

socket is automatically switched on as soon as a connector is inserted → ⚠.

The replaceable fuse is intended to protect the 230 V socket against overcurrent and short circuits → *fig. 1* (2) or → *fig. 2* (2).

If the temperature of the vehicle interior socket is outside the temperature range of -30 °C to +95 °C (approximately -22 °F to +230 °F), functions may be impaired.

The sockets for Great Britain, Europe and Switzerland have a replaceable fuse. It can be replaced by replacing the complete fuse panel with fuse. Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The appearance of the sockets may differ, depending on the country.

Connecting an electrical device

If an electrical device is connected, the LED indicator of the 230 V socket does not light up → *fig. 1* (1) or → *fig. 2* (1).

1. The 230 V socket flap must be opened.
2. To unlock the integrated increased contact protection of the 230 V socket, insert the connector into the 230 V socket as far as it will go.
3. The respective mains voltage is only available when the connector has been fully plugged into the 230 V socket.
4. The V2L function can be activated or deactivated in the Infotainment system.

LED indicator on the 230 V socket → *fig. 1* (1) or → *fig. 2* (1):

- LED is off: if an electrical device is connected and powered, the LED will remain off. The power is still supplied reliably. If an electrical device is not connected, the LED will also remain off and the 230 V socket will not be powered.
- Red LED lights up: there is a malfunction, e.g. cut-off due to overcurrent or excessive temperature.

Temperature cut-off

The 230 V socket switches off automatically if the maximum operating temperature has been exceeded. The cut-off prevents overheating due to electrical devices that are connected drawing excessive power and overheating due to high ambient temperatures. You will not be able to use the 230-volt socket again until it has cooled down.

In order to use the 230 V socket again once it has cooled down, if an electrical device is connected you must first remove the connector connecting it to the socket and then plug it back in again. This prevents electronic devices from inadvertently being switched back on.

DANGER

Contact with voltage in the electrical system, e.g. through sockets, may cause electric shocks, serious burns and fatal injuries.

- Do not spill fluids over the 230 V socket.
- Do not insert travel adapters, multiple sockets, cable drums, or extension cables into the 230 V socket.
- Do not insert any conductive items (e.g. a screwdriver) into the contact openings of the 230 V socket.
- Do not use any faulty devices at the 230 V socket.
- Disconnect electrical devices from the 230 V socket if a malfunction occurs.

NOTICE

The sockets on the vehicle can be damaged by improper operation. This may result in damage to the electronics and the vehicle.

- Only electrical devices with an operating voltage that is the same as the output voltage of the 230 V socket may be connected to the 230 V socket.
- Do not suspend very heavy devices or connectors (e.g. power supply units) directly from the 230 V socket.

If electrical equipment with a high starting current is prevented from being switched on, the integrated overcurrent shutdown may be the cause. Electrical devices with high starting currents may not work as the starting current is too high. A notification is displayed in the Infotainment system.

With some electrical devices, the functionality of the 230 V socket may be impaired due to the relatively low power (wattage).

The energy taken from the high-voltage battery when using the V2L function is converted into virtual kilometers using a standardized procedure. This count is displayed in the vehicle settings of the Infotainment system.

V2L adapter (PowerSocket)

The vehicle-to-load (V2L) adapter is dependent on the vehicle equipment and country. The adapter (PowerSocket) is hereafter referred to as an “adapter”.

Overview of V2L adapter

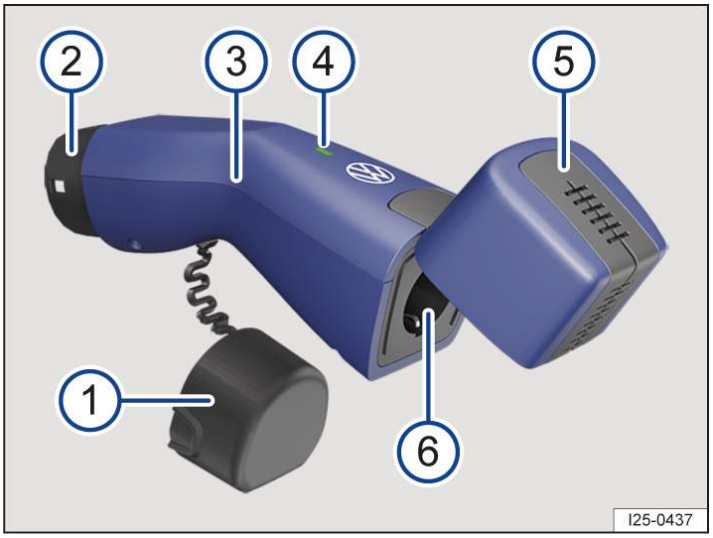


Fig. 1 Overview of adapter (general example).

1. Front protective cap.
2. Charging connector.
3. Handle.
4. Indicator light.
5. Rear protective flap.
6. Alternating current socket.

Adapter function

The adapter supplies electrical devices with 230 V AC voltage. The adapter has a charging connector for the charging socket on the front and a 230 V socket on the back. The adapter can also be used outdoors. Refer to the prerequisites for using the V2L function .

The adapter supports a maximum of 16 A.

The V2L function is enabled in the delivery state (factory settings). The V2L function can be activated or deactivated in the Infotainment system.

The use of a third-party adapter is not recommended as this third-party adapter may not be detected by the vehicle. Volkswagen recommends using only the V2L adapter from Genuine Volkswagen Accessories.

Operating information

If used incorrectly, the adapter and the connected electrical device may be damaged.

— Only use the adapter and the electrical device if they are in perfect condition.

— Protect the socket and connector of the adapter against dust, moisture, water and other liquids.

— During use, regularly check that the adapter and the connector of the electrical device are still secure.

— Activate the electronic parking brake to prevent the vehicle from rolling away. This also prevents possible material damage to the adapter and the connected electrical device.

If the ambient temperature is outside the temperature range of -40 °C to +90 °C (approximately -40 °F to +194 °F), the power supply may be automatically interrupted.

The V2L function via the adapter returns to normal as soon as the ambient temperature is within the temperature range.

If the adapter and the electrical device are covered during use, the devices can become too warm and the power supply to the device can be interrupted.

The power supply to the device will work normally again as soon as the adapter and the electrical device have cooled down again.

For how to reactivate, refer to the “Troubleshooting” section *(→ Vehicle-to-Load (V2L))*.

If an adapter is inserted in the charging socket, the vehicle cannot drive off.

— Remove the adapter from the charging socket before you drive off.

Versions of the adapter

The adapter is available with different sockets:



Fig. 2 Adapter with Schuko socket for a type F, type C or type L (10 A) connector (general example).



Fig. 3 Adapter with type G socket for e.g. the United Kingdom and Northern Ireland and other countries (general example).



Fig. 4 Adapter with type 2 camping socket (16 A) (general example).

— Before purchasing an adapter, seek advice from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operating V2L

For more information about the charging socket flap, see the “High-voltage battery” chapter *(→ Charging processes)*.

Connecting an adapter and electrical device

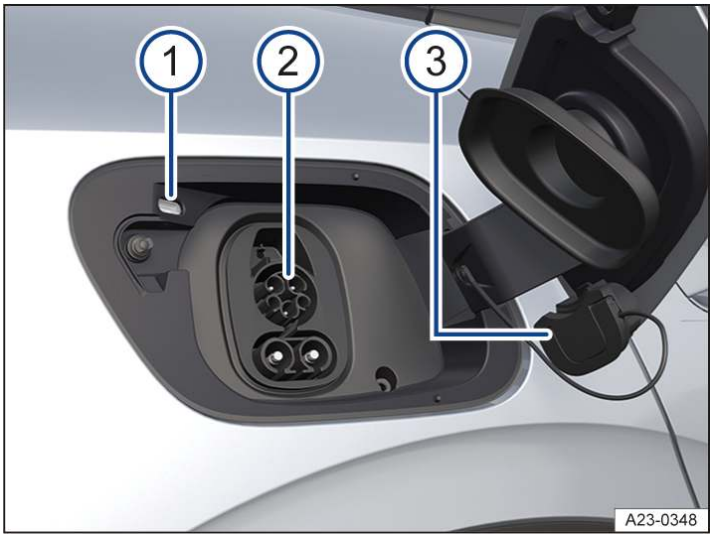


Fig. 1 Behind the charging socket flap at the rear right: Charging socket (general example).

1. Charging process display.
2. AC connection (top) and DC connection (bottom) of the charging socket.
3. Protective cap in “Last Parked Location”.

Application

1. Unlock the vehicle.
2. If necessary, select in the Infotainment system that Vehicle-to-load should always be usable.
3. Press gently on the charging socket flap to open it.
4. Remove the front protective cap → *fig. 1* (1).
5. Insert the adapter straight into the charging socket and check that it is fully plugged in → *fig. 2*.

   The adapter is locked automatically.

   The LED on the charging socket blinks white → *fig. 1* (1).

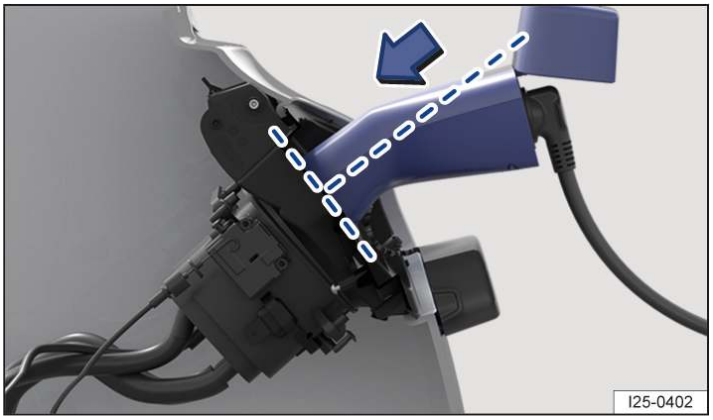


Fig. 2 Fully inserted adapter (general example).

When the adapter is inserted, the indicator light in the ID. Cockpit lights up.

NOTICE

If the cable is set down on the charging port flap, this may scratch the flap or damage it due to the weight.

- Do not place the device cable on the charging port flap.

Starting the V2L function with the adapter

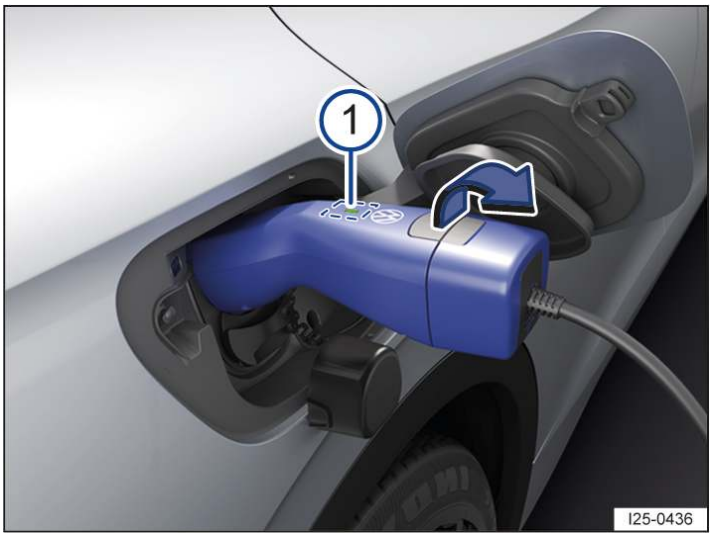


Fig. 3 Adapter with connected electrical device (general example).

1	Adapter indicator light.

1. Open the rear protective flap upward → *fig. 1* (5).
2. Connect the electrical device to the adapter's socket → *fig. 1* (6).

   The V2L function is active:

   The green indicator light on the adapter lights up → *fig. 3* (1).

   The LED on the charging socket goes out → *fig. 1* (1).

   The electrical device is connected and powered.
3. Close the rear protective flap downward so that the socket is protected (see arrow) → *fig. 3*.
4. If necessary, select in the Infotainment system that Vehicle-to-load should always be usable.

If the connected electrical device uses energy, the white indicator light in the ID. Cockpit will light up. The LED on the charging socket is off.

The adapter can be used at the same time as the vehicle interior socket if a total current of 15 A is not exceeded.

Ending use of the adapter

1. Open the rear protective flap upward → *fig. 1* (5).
2. Remove the connector of the electrical device from the adapter's socket → *fig. 1* (6).
3. Press the release button on the vehicle key.

   The LED on the charging socket lights up white → *fig. 1* (1).

   The LED on the charging socket automatically turns off after some time.
4. Remove the adapter from the charging socket.
5. Close the charging socket flap until it audibly engages.

V2L Process Display



Fig. 1 Behind the charging socket flap: V2L process display.

An LED on the charging socket → *fig. 1* shows the status when using the V2L function → *fig. 2*.

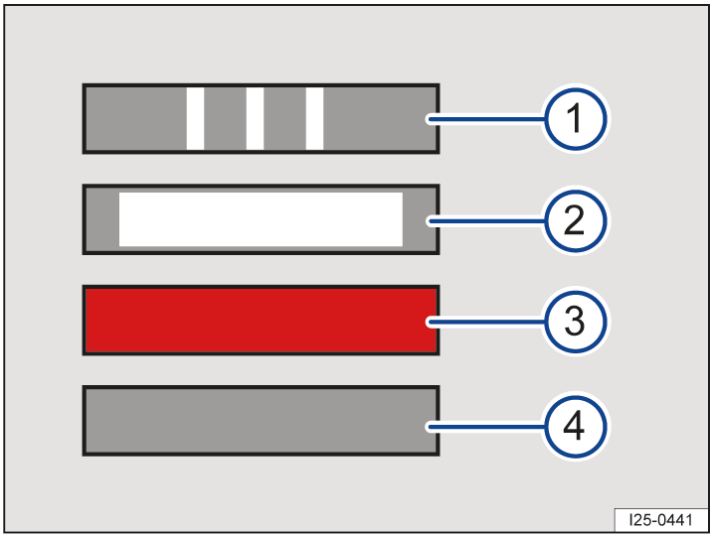


Fig. 2 Operating and error indicators of the LED (general example).

1. White blinking: adapter has been detected.
2. White light lights up: adapter has been unlocked.
3. Red light lights up: V2L malfunction or an error has occurred.

   Remove the adapter or disconnect the electrical device from the adapter.
4. Off: the V2L function is active or deactivated.

If the V2L process display constantly shows a fault, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Green indicator light for the adapter lights up → *fig. 3* (1):

- LED lights up green: the electrical device connector is plugged in. There is voltage in the electrical device.

Malfunctions

If there is a fault, the V2L function may stop.

1. Remove the connector of the electrical device from the socket.
2. Reconnect the connector of the electrical device to the socket.
3. If the malfunction persists, contact the after-sales service of the device manufacturer or a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Orientation lighting

The V2L process display lights up in the dark.

✓ The vehicle was unlocked.

✓ The adapter has been removed from the charging socket.

After locking or unlocking the vehicle, the light turns off automatically after a certain time.

NOTICE

Incorrect use, cleaning or storage of the adapter may cause damage to the adapter.

- Clean the adapter only with a dry cloth once it has been completely disconnected from the mains and the vehicle.
- Make sure that, in the event of unattended operation of the V2L function, unauthorized persons, e.g. children, do not have access to the vehicle interior socket, adapter or vehicle.
- Store the adapter in a dry place.
- Keep sufficient clearance from the entire adapter during use to ensure good ventilation and avoid damage.
- Keep the adapter away from animals.
- Do not modify or disassemble the adapter. Faults due to modifications or disassembly are not covered by the warranty.
- Do not drop the adapter and do not expose it to strong impacts.

Troubleshooting

High-voltage battery charge level low

The yellow indicator light turns on. A message appears in the digital instrument cluster.

The reserve charge level (20%) of the high-voltage battery has been reached.

1. Charge the high-voltage battery as soon as possible.

High-voltage battery discharged and deep discharge possible

The yellow indicator light turns on. The message **Charge vehicle now! Battery could otherwise be damaged.** is shown in the digital instrument cluster.

If the vehicle is parked for a long time, an empty high-voltage battery may continue to discharge and could be damaged.

1. Charge the high-voltage battery immediately.

V2L function not possible or canceled

The red LED on the charging socket lights up. A notification is displayed in the Infotainment system.

1. In the event of an error, please first remove all electrical devices before you reconnect them.

Reasons why the V2L function is not available or has been canceled are:

— The minimum charge level for the V2L function has been reached

— The V2L function is deactivated in the Infotainment system

— The maximum power depends on the grid conditions of each individual country.

The operating voltage of the electrical device to be charged must correspond to the supply voltage of the socket.

Observe the specifications for the grid conditions in each individual country.

After the vehicle has been exited, the minimum charge level of the high-voltage battery could drop to 20%.

High current demand

The V2L function has been canceled due to excessive current demand. A notification is displayed in the Infotainment system.

Electrical devices with high starting currents may not work as the starting current is too high.

To restart the V2L function, reconnect the electrical device.

1. Remove the cable of the electrical device from the vehicle interior socket and from the adapter.

   Reconnect the cable of the electrical device to the adapter after a short time.

   Or: check that the adapter and the electrical device are correctly inserted.

2. If you cannot resolve the malfunction, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Depending on the country, the socket may have a fuse panel. If this fuse is replaced by a non-professional, it could blow.

- The replacement fuse must always be the same type of fuse.
  - Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not tamper with the fuse.

Only use electrical devices that do not exceed the power limit.

Standby mode ended

Standby mode of the V2L function has been ended. A notification is displayed in the Infotainment system.

For electrical devices with low power consumption (< 20 W), the V2L function is deactivated automatically after 30 minutes.

To restart the V2L function, reconnect the electrical device.

1. Remove the cable of the electrical device from the vehicle interior socket and from the adapter.

   Reconnect the cable of the electrical device to the adapter after a short time.

   Or: check that the adapter and the electrical device are correctly inserted.

2. If you cannot resolve the malfunction, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

General fault, e.g. short circuit, insulation fault, control unit fault

The V2L function has been canceled, e.g. due to a short circuit.

The LED on the vehicle interior socket or charging socket lights up red.

Only use undamaged electrical devices.

To restart the V2L function, reconnect the electrical device.

1. Remove the cable of the electrical device from the vehicle interior socket and from the adapter.

   Reconnect the cable of the electrical device to the adapter after a short time.

   Or: check that the electrical device is not broken.

   Or: check that the adapter and the electrical device are correctly inserted.

2. If a short circuit in the socket fuse is caused by the electrical device, do not reconnect the broken device.

   Or: if you cannot resolve the malfunction, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the socket gets too warm, it may switch off for safety reasons. It will then not be possible to use the socket.

A notification is displayed in the Infotainment system.

1. Remove the cable of the electrical device from the socket and allow the socket to cool down.
2. Then reconnect the electrical device to the socket.

LED indicator on the vehicle interior socket or charging socket lights up red:

- The LED on the vehicle interior socket or on the charging socket lights up red: at a low battery charge level, the LED on the vehicle interior socket or the charging socket lights up red if an electrical device is plugged into the vehicle interior socket or the adapter.

V2L function and AC charging (alternating current)

The V2L function cannot be used simultaneously with AC (alternating current) charging. If an electrical device is being powered via the V2L vehicle interior socket and the vehicle is connected to an AC charging station at the same time, the power supply via V2L will be interrupted automatically.

1. Wait until the AC charging process has ended.
2. Unplug the cable of the electrical device from the socket.
3. Then reconnect the electrical device to the socket.

Voltage may be present at the vehicle interior socket during emergency charging.

For further information on emergency charging, refer to the “Troubleshooting” section *(→ Charging processes)*.

V2L function and DC charging (direct current)

If an electrical device is being powered via the V2L vehicle interior socket and the vehicle is connected to a DC charging station at the same time, the power supply via V2L will be interrupted.

To be able to use the V2L function during DC charging, proceed as follows:

1. Unplug the cable of the electrical device from the socket.
2. Then reconnect the electrical device to the socket.

Special features of atypical electrical grid types

In grids which are not compliant with IEC 60364, e.g. in parts of Norway and Belgium, a connector must not be plugged into the vehicle interior socket when the vehicle is being charged via AC.

— If charging fails to start, first make sure that there is not a connector in the vehicle interior socket.

Introduction

You can charge mobile devices in the vehicle either wirelessly or by using the built-in USB-C connectors.

WARNING

Notifications on the cell phone display may distract the driver. This can result in accidents and serious injury or death.

- Always drive attentively and responsibly.
- Never use the cell phone while driving.

WARNING

Loose objects in the storage compartment can be thrown around the inside of the vehicle during sudden driving or braking maneuvers. This can result in accidents and serious injury or death.

- Make sure that no objects interfere with the closing function of the cover.
- Always keep the cover closed while driving.

WARNING

Metal objects on the shelf can become very hot. This may cause burns or fires.

- Do not place metal objects or objects with metal components on the wireless charging shelf.
- Remove any foreign objects immediately.

NOTICE

If cards or other objects with magnetic strips or with chips are placed on the rear shelf for wireless charging, the data stored on these may be damaged.

- Do not place any ID cards, debit cards or credit cards with magnetic strips or chips on the wireless charging shelf.

The cell phone can become hot during cordless charging. Depending on the vehicle equipment, some liner mats have ventilation grooves. Keep the vents clean as they improve the air supply around the cell phone.

Using the Charging Function

Charging with USB-C Connectors

The vehicle may contain the following USB-C ports:

Symbol for a USB port for data transfer and the charging function.



Symbol for a USB port only for the charging function.

Available Charging Power

Voltages up to 20 V are provided via the USB port, which enables up to 45 W charging power.

Depending on the vehicle equipment, the following charging profiles may be supported by the USB connections:

— USB 2.0 standard charging (2.5 W).

— USB BC1.2 (7.5 W).

— USB-C charging (15 W).

— USB power delivery (up to 45 W).

The actual charging power of the connected device depends on the following aspects:

— Supported charging profiles.

— Device charge level.

— Device temperature.

— Charging cable used.

For double USB ports, the charging power can be split between both ports.

Wireless charging function



Fig. 1 In the center console: liner pad for wireless charging function (general example). The charging capacity is up to 15 W.

The wireless charging function depends on the vehicle equipment and is not available in all countries.

The wireless charging function uses electromagnetic induction to transfer energy wirelessly over short distances for Qi-capable cell phones.

The lining mat with a shelf for the wireless charging function is located in the area of the center console and is designed for only one Qi-capable cell phone at a time → *fig. 1*.

On some vehicles, the liner pad has a telephone symbol indicating the center position → *fig. 1*.

Input voltage and current: 14 V (DC)/between 0.8 A and 3.5 A.

If the vehicle interior is cooled by the air conditioner, cool air is directed into the storage compartment, depending on the vehicle equipment.

Qi Standard

The Qi standard enables wireless charging of suitable Qi-certified cell phones. To find out whether a cell phone supports the Qi standard, see the cell phone operating instructions. An overview of Qi-certified cell phones can be viewed under the following external link of the Wireless Power Consortium, Inc:

https://www.wirelesspowerconsortium.com/products

Volkswagen AG assumes no liability for the completeness and accuracy of this list. The manufacturer of the cell phone may provide additional information regarding compatibility.

Cell phones that are not Qi-certified may be subject to limitations with regard to wireless charging.

The Qi symbol is displayed in the Infotainment system to indicate the status of wireless charging.

Wireless Cell Phone Charging

Requirements

✓ The optimum operating temperature in the vehicle for the wireless charging function is between -40 °C and +35 °C (approx. -40 °F and +95 °F).

✓ A suitable cell phone that is no larger than the designated rear shelf and is Qi-certified.

1. Remove any foreign objects from the storage compartment prior to charging *(→ Charging Options for Mobile Devices)*.
2. Remove the protective case of the cell phone and any other foreign objects (if present), then place the cell phone flat against the rear shelf with the display facing upward.

   The charging process starts automatically.
3. Refer to the operating instructions for the cell phone.

The Infotainment system informs you when the charging process is starting and, if applicable, if there are any foreign objects with metal components in the storage compartment.

Depending on the vehicle equipment, the charging function can be deactivated manually in the Infotainment system.

If the ambient temperature is outside the temperature range of -40 °C to +35 °C (approximately -40 °F to +95 °F), the charging process may be interrupted or the charging duration extended.

Wireless charging will start working normally again as soon as the ambient temperature is back within the temperature range.

Meaning of the Qi symbols

The number of Qi symbols displayed in the Infotainment system varies depending on the vehicle equipment.

The white Qi symbol with the on and off switch symbol indicates that wireless charging is switched off.

The white Qi symbol indicates that the cell phone is charging.

The red Qi symbol indicates that wireless charging is not possible.

Depending on the vehicle equipment, tap the Qi symbol for an explanation of the status and, if necessary, to switch on wireless charging.

Storage compartment cover



Fig. 2 In the center console: storage compartment with open cover (general example).

The storage compartment for the wireless charging function has a cover.

The cover can prevent you from being distracted by the cell phone, e.g. by incoming notifications.

1. Place the cell phone in the storage compartment.
2. Keep the cover closed while driving so that the cell phone display is completely covered *(→ Charging Options for Mobile Devices)*.

Troubleshooting

Cell phone is not Charging

A message regarding a foreign object in the storage compartment may be displayed in the Infotainment system.

If the cell phone is in an unfavorable position on the liner mat, this can impair the charging function. This can be caused by changes in position – even small shifts that may occur as a result of vibrations, for example.

The position of the cell phone must be corrected in order to restore correct charging function.

1. Align the cell phone centrally on the shelf.

The charging function can also be impaired by metallic parts – in particular, magnetic parts of a cell phone or its protective case.

1. Rotate the cell phone approx. 180° with the display still facing upwards on the shelf.

If cards or other objects with magnetic strips or with chips are placed on the liner pad for wireless charging, the data saved on these may be damaged.

Depending on the vehicle equipment, an error message with the red Qi symbol may be displayed in the Infotainment system. In these conditions, it is not possible to use the cordless charging function.

1. Remove IDs, bank cards and credit cards with magnetic strips or with a chip from the liner pad. The error message is automatically closed.

   You can then charge the cell phone again with the wireless charging function.

If the cell phone on the liner pad becomes too hot, it may switch off for safety reasons. In these conditions, it is not possible to use the cordless charging function.

1. Take the cell phone off the liner pad and allow it to cool in another storage compartment. You can then charge it again with the wireless charging function.

Cyber security

Cyber security describes measures that reduce the risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack. Of all the components in the vehicle, connectivity components are most at risk of unauthorized access or cyber attacks.

Connectivity components comprise control modules for data transfer, interfaces, media and diagnostic connections through which information and data is exchanged between the vehicle and mobile devices or the Internet.

Connectivity components are equipped with security mechanisms to minimize the risk of unauthorized access to vehicle systems.

Connectivity components include in particular:

— Diagnostic connection port

— Control module with eSIM card.

— Phone interface

— App-Connect.

— Wi-Fi® hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— SD card slot.

The type and number of connectivity components present in your vehicle depends on the vehicle equipment and the country.

Software and security mechanisms

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on cell phones, software and security mechanisms in the vehicle may also be updated at various times.

Updates improve the security, stability and operating speed of vehicle systems. The update is a preventative measure, for example, to protect from malware and to optimize functionality.

An update is used to update the software of control modules in the vehicle.

Depending on the vehicle and country, there are two ways to update your vehicle:

— Updates by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Updates via an Over-the-Air Update.

WARNING

Malware can access data and information stored in the control modules, in the Infotainment system and on connected or paired mobile devices. In spite of the integrated security mechanisms and regular updates carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility or an over-the-air update, malware can cause damage and malfunctions in control modules and the vehicle. In the same way, connecting mobile devices that are infected with malware to the vehicle can result in damage to and malfunctions in control modules and the vehicle. The damage can lead to a complete loss of your data and malfunctions can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal, reduce your speed in a controlled manner and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Perform pending updates as soon as possible once they are made available or have them performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Protect your mobile devices with a suitable antivirus program and by taking commonly known precautions. Regularly update the antivirus program using the supplied updates provided by the vendor.

Minimizing risks

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

— Do not use data carriers, Bluetooth devices and cell phones in the vehicle that contain any manipulated data or malware.

— Ensure that updates are installed by a suitably qualified workshop as soon as possible once they are made available. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. If you have the option to carry out Over-the-Air Updates depending on the vehicle and country, request the update download and install the update as soon as the download has been completed. If an Over-the-Air Update is ignored multiple times by the driver, a suitably qualified workshop must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only have the vehicle repaired and serviced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Over-the-Air Updates keep the software of your vehicle up to date, e.g. to optimize functionality and protect against malware.

Over-the-Air Updates and app updates

Depending on the vehicle equipment, two types of updates are offered for your vehicle: Over-the-Air Updates and app updates.

The Over-The-Air Updates are extensive and update the entire vehicle control software. App updates update the apps available in the vehicle.

Further information about app updates is available at *(→ In-Car Shop)*.

How can you tell that an Over-the-Air Update is available?

As soon as an Over-the-Air Update is available, it is displayed in the Infotainment system.

If multiple Over-the-Air Updates are available for the vehicle at the same time, one Over-the-Air Update must be completed successfully before the next Over-the-Air Update can be started.

It is in your best interests to perform Over-the-Air Updates as promptly as possible. If the driver fails to perform an over-the-air update multiple times, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

In very rare circumstances, it is possible that a control module may no longer work properly after an Over-the-Air Update. Malfunctions in a control module and the vehicle can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal while driving, reduce your speed in a controlled manner.
- Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If the digital instrument cluster malfunctions after an Over-the-Air Update, it will not be possible to display instruments, warning lights, symbols or messages. Driving with a malfunctioning instrument cluster can lead to serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer CARE.

NOTICE

If special modifications are made to vehicles outside of the responsibility of Volkswagen AG, such as for service vehicles or taxis, there is a risk that these special functions, e.g. taximeter, will no longer work properly after an Over-the-Air Update.

- Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility before performing an Over-the-Air Update.

Measures to increase performance or efficiency (e.g. engine tuning) that are not performed by Volkswagen may be reverted by an Over-the-Air Update.

Depending on the vehicle equipment and in some countries, “release notes” that describe the changes to the vehicle status may be displayed in the Infotainment system once before or after an Over-the-Air Update.

See the following website for more information about the over-the-air updates:

softwareupdates.volkswagen.com

During the update, it is possible that installed apps may be adapted to the versions included in the update package. This can mean both an upgrade and a downgrade.

Requirements for an Over-the-Air Update

The following requirements must be met for an Over-the-Air Update to be downloaded and the software installation for an Over-the-Air Update to be carried out:

✓ The “Over-the-Air Update” function is available in your country.

✓ The vehicle is in an area with enough mobile network reception.

✓ The 12-volt vehicle battery is sufficiently charged.

If the battery charge level is too low, the installation cannot be started. Volkswagen recommends a battery charge level of at least 50 % for the Over-the-Air Update.

Downloading and installing an Over-the-Air Update

Download costs

An Over-the-Air Update is downloaded via the factory-installed control module with an eSIM card and is free of charge. Volkswagen pays the connection charges.

Starting the download

The download must be confirmed in the Infotainment system. As soon as the download has been completed, you will receive a message regarding a pending Over-the-Air Update.

The download time depends on the network quality, file size and Over-the-Air Update type. It may be the case that the download is interrupted. In this case, the download will resume when the vehicle is switched on.

Prerequisites for installation

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previous Over-the-Air Updates have been installed.

Installing the Over-the-Air Update

Select a time for the Over-the-Air Update when the vehicle does not need to be driven by you or anyone else. Note the estimated duration of installation, which is displayed in the Infotainment system.

⚠ WARNING

Control modules are deactivated and will not be operational for the duration of the installation. Driving with deactivated or non-functioning control units can lead to accidents and fatal injuries.

- Never operate your vehicle during installation.

1. Park the vehicle safely in accordance with the legal requirements and local conditions.
2. Switch off the vehicle and switch on the electronic parking brake.
3. Switch the lights off.
4. Close all windows and doors, the trunk lid and – if available depending on the vehicle equipment – the tilting and sliding panoramic sunroof.
5. Confirm installation in the Infotainment system.
6. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
7. Exit the vehicle, taking all vehicle keys with you.
8. Lock the vehicle.

Functional limitations during installation

The control modules, the main computer, functions and displays will not be available during installation. Do not use the vehicle during this process and do not operate the Infotainment system.

— The vehicle's drive system is blocked from being activated by the system.

— The high-voltage battery is not being charged.

— The diagnostic connection port is deactivated.

— The anti-theft alarm system is deactivated.

— The SAFELOCK is deactivated.

After installation

After installation and before activating the vehicle's drive system, read the message regarding completion of the installation in the Infotainment system and instrument cluster. The vehicle usually requires a certain time to display the status of the over-the-air update.

— The vehicle's drive system can be activated following successful installation.

— If installation is unsuccessful: *(→ System update)*.

Troubleshooting

⚠ Over-the-air updates failed

The central warning light lights up in the Instrument cluster display and the red symbol ↻ also appears in the Infotainment system.

STOP Do not continue driving!

Safety-relevant functions of the vehicle have failed.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

⚠ DANGER

In the event of a critical installation error, control modules that are responsible for safety-relevant functions of the vehicle have failed or are not functioning correctly. If you use the vehicle after a critical installation error, this will lead to serious accidents or fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer CARE.

⚠ Over-the-air update partially failed

The central warning light lights up in the instrument cluster display and the yellow symbol ↻ also appears in the Infotainment system.

Some functions can only be used in restricted manner.

1. To eliminate faults, seek assistance from a suitably qualified professional.

   Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Can I interrupt the installation of an Over-the-Air Update?

No, this is not possible.

What happens if the installation of an Over-the-Air Update is interrupted?

If the installation is interrupted, e.g. due to damage to the vehicle's electrical system, control modules may not be updated and may be damaged by the incomplete installation of the Over-the-Air Update.

Introduction

V2X technology, hereafter referred to as V2X, enables communication between multiple nearby vehicles as well as between vehicles and nearby traffic infrastructure, hereafter referred to as “participants”.

Functionality of V2X

The communication among the participants is based on the cross-brand V2X standard as per WLANp/DSRC.



Fig. 1 Communication among participants (general example).

When V2X is switched on, data will constantly be transferred between the participants, irrespective of which privacy setting is selected *(→ Privacy settings)*.

Transferring data

If V2X technology is activated, the following data is sent and received:

— Vehicle data, e.g. speed.

— Positioning data.

— Incident data, e.g. accidents in the form of a traffic hazard alert.

Continually changing, temporary IDs attached to the V2X technology data minimize the risk that data sent out can be traced back to you or misused.

To update V2X technology certificates and consequently to ensure that V2X technology remains activated, activate online mode in the vehicle at least once a month.

You can find further information on data processing in the Infotainment system .

Activating V2X technology

V2X technology is available depending on the country and the vehicle equipment. If you can activate V2X technology via the following path, the vehicle is equipped with V2X technology.

1. Tap ▶ ▶ **Privacy settings** or **Privacy settings and services** in the app overview.

When V2X technology is switched on, data is constantly being transferred between the participants, irrespective of whether the vehicle is in online or offline mode. If the vehicle is in Offline mode but V2X is nevertheless activated, the following symbol will be displayed in the Infotainment system:

 Offline mode is active, V2X technology is sending data.

If you are in Online mode, there is no special display for V2X, regardless of whether or not V2X has been activated. To check whether V2X is sending data in online mode, check whether V2X has been activated in ▶ ▶ **Privacy settings** or **Privacy settings and services** in the app overview.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched *(→ Online personalization)*.

V2X limitations

Data transfer

The V2X system in your vehicle only communicates with those participants who are equipped with functioning and compatible V2X technology.

Participants with deactivated, faulty or incompatible V2X are not included.

Range

Depending on the weather conditions and area surrounding the vehicle, V2X technology participants can communicate in an immediate area of up to around 800 m (around 2625 ft). Not all of the functions based on V2X use the full range possible.

Functional limitations

The function of V2X may be restricted in the following cases:

— The environmental conditions prevent data from passing through to the participant.

— Trailer mode prevents data from passing through to the participant.

— Vehicle superstructures prevent data from passing through to the participant.

— The event is not detected by participants as such.

Activating and deactivating V2X

When you log in as a user in the vehicle for the first time, check whether the V2X technology setting is as you want it and deactivate V2X technology manually if necessary.

Activating V2X technology

1. Tap ▶ ▶ **Privacy settings and services** or **Privacy settings** in the app overview.
2. Activate **V2X technology**.

WARNING

With V2X technology, limit values for electromagnetic radiation outside the vehicle could be exceeded. Higher limit values for electromagnetic radiation could pose a risk to the health of persons with active medical implants, e.g. pacemakers.

V2X antennae are located on the roof of the vehicle and, if necessary, in the mirror triangle of the windshield.

- When outside the vehicle, keep a distance of 20 cm (approx. 8 in) from the activated V2X technology antenna.
- Deactivate V2X technology if you suspect it has affected an active medical implant, e.g. pacemaker, or another medical device.

Manually deactivating V2X technology

1. Tap ▶ ▶ **Privacy settings and services** or **Privacy settings** in the app overview.
2. Deactivate **V2X technology**.

Automatic deactivation of V2X

V2X can be automatically deactivated in certain cases *(→ V2X technology)*.

Once the reason for the automatic deactivation has been resolved, V2X technology is reactivated if necessary.

1. To check the activation status of V2X technology, tap ▶ ▶ **Privacy settings and services** or **Privacy settings** in the app overview.

Troubleshooting

V2X deactivates automatically

— V2X is not permitted in the country in which you are currently driving.

— The vehicle was offline for too long, meaning that certificates were not updated.

Adjust the privacy settings so that an online connection can be established and certificates can be updated.

— System error.

Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

No V2X data is being displayed

— The function of V2X is restricted.

— There are no participants sending data in the surrounding area.

— There are participants sending data in the surrounding area but they are not relevant to your vehicle.

— The V2X technology antennae are blocked by attachments or covers.

Keep the areas around the V2X antennae clear.

— Data exchange between the participants is limited or not possible due to weather conditions.

— The driver has already responded to the hazard ahead.

Traffic hazard alert

The traffic hazard alert uses the V2X technology and gives warnings for nearby hazards according to the situation. This can prevent accidents and improve the traffic flow.

Depending on the type of hazard, the speed and the rate of deceleration of the vehicle, a warning will be given for the relevant hazard as follows:

— Warning tone.

— Message with symbol in the digital instrument cluster.

WARNING

The traffic hazard alert is not a replacement for the driver's attention and works only within the system limits of V2X technology. The traffic hazard alert cannot detect all hazardous situations and may issue a warning with a delay or not at all. If you rely solely on the traffic hazard alert, there is a risk of accidents and serious injuries or even death.

- Always drive attentively and think ahead and be ready to intervene at any moment.
- Observe the system limits *(→ V2X technology)*.
- Always adapt your driving style to the current visibility, weather, road, and traffic conditions.

WARNING

Ignoring traffic hazard alerts may cause serious accidents and fatal injuries.

- Never ignore traffic hazard alerts.

Symbols for Critical Hazards

Red symbols warn against critical hazards.



Accident site ahead.



Emergency vehicle in action.



Traffic jam ahead.



Intervention by an assistance system in a vehicle driving ahead, e.g. Automatic Emergency Braking (Front Assist).



Wrong-way driver en route.



Limited visibility.

Symbols for Warning Level

Yellow symbols warn if a hazard has been detected.

 Accident site ahead.

 Emergency vehicle in action. This symbol is accompanied by a symbol indicating the direction from which the emergency vehicle is coming.

 Direction from which the emergency vehicle is coming, e.g. from behind.

 Traffic jam ahead.

 Stationary object or breakdown ahead.

 Construction site ahead.

 People on the road.

 Animals on the road.

 Obstacles on the road.

 Slow vehicle ahead.

 Limited visibility.

 Strong wind.

 Slippery road conditions.

Setting Options for Traffic Hazard Alerts

Switching Traffic Hazard Alerts On and Off

You can switch the traffic hazard alerts on and off using the Assistance systems menu in the Infotainment system.

1. In the app overview, activate or deactivate **Driver assistance system settings ▶ Traffic hazard alert**.

   Or: in the app overview, activate or deactivate **Driver assistance system settings ▶ Traffic hazard alert ▶ Active**.

It is possible to only receive warnings for critical hazards. To do this, you must switch off traffic hazard alert in the warning level.

1. In the app overview, activate or deactivate **Driver assistance system settings ▶ Traffic hazard alert ▶ Warning level**.

Hide traffic hazard alert displayed

1. Press OK on the multi-function steering wheel.

Introduction

Mobile devices can be connected to the Infotainment system via the wired and wireless connections in the vehicle.

The type and quantity of wired and wireless connections depend on the vehicle 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

If you use unsuitable or damaged connection cables, or if you insert the plug on the connection cable with excessive force or in the wrong position, this can lead to malfunctions and damage to the device.

- Only use suitable and undamaged connector cables.
- Hold the plug on the connector cable in the correct position and insert it into the intended socket while pressing lightly.
- Make sure the connector cable is not trapped or bent excessively.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connector cable used, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

USB port

Using the USB port, you can transfer data and charge devices or only charge devices.

USB-C port



Fig. 1 USB-C connection in the vehicle (general example).

The vehicle may contain the following USB-C ports:

Symbol for a USB port for data transfer and the charging function.

Symbol for a USB port only for the charging function.

You can find information about charging options and charging capacity in this Owner's Manual *(→ Charging Options for Mobile Devices)*.

Possible USB port installation locations

The number and installation locations of the USB ports depend on the vehicle equipment and are not available in all countries.

— In the center console.

— In front of the roof console.

— At the base of the interior rearview mirror.

— In the storage compartment in the center console.

— In the compartment underneath the center armrest.

— In the armrest in the third row of seats.

— At the rear on the center console for the second row of seats.

USB ports at the rear seats only come with a charging function.

Available Data Transfer Functions

The following USB data transfer functions are available depending on the vehicle equipment:

— App-Connect .

Instructions and restrictions

— Only use suitable USB connection cables. The USB connection cable must be compatible with the USB port installed in the vehicle.

— Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

— Difference in quality between data carriers from different manufacturers can cause problems with media playback.

— Using USB extension cables, USB adapters or USB hubs may result in malfunctions or failure of the USB functions.

Bluetooth® Interface

The Bluetooth interface is a wireless connection. During music playback via Bluetooth, audio files on a mobile device that is connected via Bluetooth, such as a cell phone, can be played through the vehicle speakers.

Bluetooth audio is only possible in vehicles that are equipped with a factory-installed phone interface that supports this function.

Bluetooth services

A maximum of three mobile devices can be connected via Bluetooth at the same time: two for phone and one for music playback.

The following Bluetooth functions are supported:

— Access to contacts and call lists.

— Access to SMS.

— Using a phone and speakerphone.

— Music playback.

— Displaying and operating music playback.

— Transferring cover arts.

Requirements for using the Bluetooth interface for music playback

✓ The mobile device supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP).

✓ The audio and media transfer to the Infotainment system must be allowed in the settings on the mobile device.

You can find more detailed information about using the mobile device for music playback in this Owner's Manual .

Pairing a mobile device with the vehicle via Bluetooth

There are various options for pairing your mobile device with the vehicle via Bluetooth. The easiest way is pairing via one of the following apps: **Phone** or **Radio**.

Pairing via the **Phone** app

1. Open the app overview and tap **Phone** ▶ **Connection manager** ▶ **Connect new device**.
2. Follow the instructions in the Infotainment system and, if necessary, cell phone.
3. To connect another cell phone if cell phones are already connected, tap ⚙ ▶ **Connection manager**.
4. Select the cell phone to be connected.

Pairing via the **Radio** app

1. Open the app overview and tap **Radio** ▶ 📻 ▶ **Bluetooth**.
2. Follow the instructions in the Infotainment system.

If pairing via **Phone** or **Radio** is not successful, pairing can also be performed in the **Connection manager** menu.

Pairing via the **Device manager** menu

1. In the app overview, tap **Settings** ▶ **Connections** ▶ **Connection manager**.
2. If necessary, to activate Bluetooth, tap **Settings** ▶ **Connections** ▶ **Connection manager** in the app overview and tap and activate **Bluetooth**.
3. Open the list of available Bluetooth devices on the mobile device and select the device name for the Infotainment system. When set to factory settings, the Bluetooth device name of the Infotainment system is “My VW” and the final four numbers of the VIN.
4. Pay attention to notifications on the mobile device and in the Infotainment system, and confirm these if necessary.

   If the pairing was successful, the data on the mobile device will be saved in the user profile.
5. *Optional:* confirm the notification for transferring data on the mobile device.

You generally only need to pair a mobile device once. You can re-establish the mobile device's connection to the Infotainment system at any time via Bluetooth without re-pairing the mobile device.

The extent to which the mobile device connected via Bluetooth can be controlled via the Infotainment system depends on the mobile device.

You can find more detailed information about using a mobile device via a Bluetooth connection in this Owner's Manual .

Introduction

You have two options for using Internet in the vehicle:

— Via the Wi-Fi® hotspot on a mobile device, e.g. cell phone.

— Via the eSIM of the vehicle *(→ Wi-Fi)*.

The possible types of internet connections depend on the country and the vehicle equipment and the Infotainment system being used.

The vehicle is equipped with a embedded digital SIM that enables the mobile data connection for services such as remote access to the vehicle and other networked functions.

Regardless of how you establish the Internet connection, whether via the Wi-Fi hotspot on a mobile device or via the eSIM of the vehicle, you can use the Infotainment system as a Wi-Fi hotspot for eight other mobile devices *(→ Wi-Fi)*. This function depends on the vehicle equipment and is not available in all vehicles.

When using the Wi-Fi hotspot on a mobile device, depending on your mobile data rate, additional costs, such as roaming fees, may result from downloading and using data plans online, especially in other countries. 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 network provider.

In order to use the eSIM, you need to purchase data plans via the web shop of Volkswagen's external mobile communications partner. However, you do not need any data plans from the external mobile communications partner in order to use Volkswagen AG's connected services. This requires a contract for using connected services, which may be subject to a charge.

Setting up the Internet connection

Using the Internet in the vehicle via the eSIM

In order to use an Internet connection via the eSIM of the vehicle, you need to purchase data plans via the web shop of Volkswagen's external mobile network provider.

The option for using an Internet connection in the vehicle via the eSIM depends on the vehicle equipment and the country.

Using an Internet connection via a mobile device

1. Activate tethering or Wi-Fi hotspot on the mobile device, see the manufacturer's operating instructions.
2. In the app overview, tap and activate ⚙ ▶ **Connections** ▶ **Wi-Fi** ▶ **Wi-Fi**.

   The Infotainment system scans for Wi-Fi hotspots in the area. This scan process can take a few seconds. Searching for available networks is started and lasts until **Wi-Fi** is deactivated again.
3. Select the Wi-Fi network for the desired mobile device.
4. Enter the mobile device network key in the Infotainment system and confirm it.

   The Wi-Fi connection between the mobile device and the Infotainment system is established. It may be necessary to enter additional information on the mobile device to complete the connection.

Due to the large number of mobile devices that are available, there is no guarantee that all functions will always be available.

The availability of the function for using the Infotainment system as a Wi-Fi hotspot depends on the country and may vary.

The Wi-Fi connection can only be established for secured Wi-Fi networks that support the WPA2 or WPA3 standard. Older encryption methods and open networks are not supported.

Setting Up and Deactivating a Wi-Fi® Hotspot

Setting Up a Wi-Fi Hotspot

You will need to enter information both in the Infotainment system and on the mobile device.

1. In the app overview, tap ⚙ ▶ **Network** ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. To activate the Wi-Fi hotspot, tap **Use as hotspot**.
3. Search for the network name of the Wi-Fi hotspot displayed in the Infotainment system on the mobile device and select it.
4. Enter the password displayed in the Infotainment system on the mobile device and confirm.

   The Wi-Fi connection is established. It may be necessary to enter additional information on the mobile device to complete the connection.
5. *Optional:* repeat this process to connect additional mobile devices.

ℹ The network name and password are generated automatically. You can then change the network name and password yourself.

Deactivating a Wi-Fi Hotspot

1. In the app overview, tap ⚙ ▶ **Network** ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. To deactivate the Wi-Fi hotspot, tap **Use as hotspot**.

Quick connection with the Infotainment system

The quick connection function can be used to quickly and easily establish an encrypted Wi-Fi connection by scanning a QR Code®.

If your cell phone's camera app cannot scan a QR Code®, install a suitable app to scan a QR Code®.

1. In the app overview, tap ⚙ ▶ **Network** ▶ **Wi-Fi** ▶ **Quick connection to Infotainment system**.
2. Scan the QR Code® in the Infotainment system with the mobile device.

   The Wi-Fi connection is established. It may be necessary to enter additional information on the mobile device to complete the connection.

Technical Properties

The technical properties of the vehicle's Internet connections listed below depend on the vehicle equipment and are only available in some countries.

— Internet connection via the hotspot on a mobile device or via the eSIM.

— Wi-Fi according to IEEE 802.11 a/b/g/n/ac.

— 2.4 GHz and 5 GHz data transfer.

— Three Wi-Fi modes at once:

  — Tethering (2.4 GHz or 5 GHz).

  — 2.4 GHz access point.

  — 5 GHz access point.

— Wi-Fi antenna.

  — One multi-band aerial each for 2.4 GHz and 5 GHz.

— Wi-Fi hotspot for up to eight mobile devices simultaneously.

— Apple CarPlay® via Wi-Fi.

— Android Auto® via Wi-Fi.

— Simplified pairing process via QR Code®.

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.

Introduction

Use the connected services to connect your vehicle to the Internet. This gives you the option of expanding the scope of various vehicle functions with online functionalities, e.g. receiving real-time data for navigation. The basic availability of connected services depends on the country. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out whether connected services are available in your country. You can find a description of all the available connected services and further information about registration and help online at:

www *https://connect.volkswagen.com*

You can find the myVolkswagen customer area online at:

www *https://www.myvolkswagen.net/start/en.html*

Connected services can only be activated after concluding a contract with Volkswagen AG for using connected services, which may be subject to a charge. Connected services are subject to a country-dependent term limitation.

The usage and availability of connected services can differ depending on the country, vehicle and vehicle equipment. For more information, refer to the General Terms and Conditions for the connected services.

Emergency calls and phone calls cannot be made and data cannot be transmitted in areas with poor mobile phone and GPS reception.

Observe the warnings .

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

Only download apps from a secure source, e.g. from the Volkswagen website, and only use the official Volkswagen app.

Volkswagen AG assumes no liability for data protection terms and terms of service when using services from other providers. Please inform yourself regarding the processing of personal data directly from the respective provider.

You can find an overview of the connected services that are activated for you and their term in your Volkswagen ID user account.

Using connected services via the Volkswagen app may use data and lead to costs. If the contractually agreed volume of data is exceeded, the transfer rate will decrease, which may cause delays in using connected services.

Registering for connected services

To be able to use connected services in the vehicle, you must carry out the following steps:

1. Create a Volkswagen ID user account via myVolkswagen or in the Volkswagen app *(→ Volkswagen ID)*.
2. Become a primary user *(→ User management)* and, if necessary, perform **Volkswagen** Ident procedures for using safety-relevant connected services *(→ Volkswagen Ident procedure)*.
3. Create other users if necessary *(→ User management)*.

Data processing

Applies to EU countries where the General Data Protection Regulation is in effect.

Vehicle and personal data are processed when using connected services. Data is exchanged via a protected connection and only on the basis of statutory provisions, contractual agreements or consent. You can limit or deactivate data transfer at any time via the privacy settings in the Infotainment system. Further information about the type, scope and purpose of the data processing and your rights can be found in the data protection notices in the Infotainment system under **Legal**.

Restricting data transfer

Directly via the Infotainment system, you have the option of restricting your vehicle communication with the Volkswagen data server and the processing of vehicle and personal data *(→ Privacy settings)*.

Permanent transfer of the vehicle

If the vehicle has been purchased used or if the vehicle has been permanently transferred to you, connected services may already be activated and the previous user may be able to view data acquired by connected services and control certain functions of your vehicle.

Furthermore, Digital Keys may be active for your vehicle .

You can see in the Infotainment system if your vehicle is assigned to a person as a primary user. In this case, restore the Infotainment system to factory settings and then register yourself as the primary user of the vehicle.

Requirements for Using Connected Services

To be able to make full use of the connected services, the following requirements must be met:

✓ The hardware for using connected services has also been ordered for the vehicle and installed ex works.

✓ The vehicle and user are in the area of use.

✓ It is possible to transfer data at the user's location and the vehicle's location without restrictions.

✓ The mobile device is compatible with the Volkswagen app.

✓ The privacy settings on the Infotainment system allow data to be transferred.

✓ The settings on the mobile device allow data to be transferred for connected services.

✓ A personal Volkswagen ID user account has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract with Volkswagen AG for using connected services.

✓ A vehicle has been added to the Volkswagen ID user account *(→ Virtual vehicle)*.

✓ Neither the Online Connectivity Unit nor individual connected services are deactivated or disabled.

⚠ WARNING

Using apps, connected services and functions while driving can distract you from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Always drive attentively and responsibly.
- Only operate the instrument cluster and the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

⚠ WARNING

If you use connected services without due care or inadvertently, this may lead to people in and around the vehicle suffering serious or even fatal injuries, e.g. if they are inadvertently locked inside the vehicle.

- Always use connected services carefully and responsibly.

The vehicle added to the Volkswagen ID user account must first be driven a few kilometers before individual connected services can record, send and display correct data.

Do not share your login details, password or S-PIN with others, keep them safe from unauthorized access and ensure that they are not seen by others.

Change your password on a regular basis.

Situations that can affect system functions

Even if requirements for the usage of connected services have been met, the use of connected services may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

— Maintenance, repairs, deactivations, updates and technical improvements to the telecommunications systems, satellites, servers and databases.
— Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from LTE Or UMTS to EDGE or GPRS.
— Switching off an existing mobile network standard via 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 or very poor cell phone or GPS reception. These locations may include tunnels, areas between tall buildings, garages, parking ramps, 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 connected services are not offered.

Activation-free Connected Services

The following connected services can still be used if the vehicle has not been added to a Volkswagen ID user account.

This is the maximum scope possible. Not all connected services are available in all vehicles and countries.

— The legally required eCall Emergency System .

— Roadside assistance call .

— Information call .

Further information is available online in Europe and on Volkswagen's website.

Setting up a Volkswagen ID User Account

The Volkswagen ID user account offers personal access to Volkswagen's digital world. The Volkswagen ID user account enables users to log in to Volkswagen apps and web pages.

To be able to use the connected services, you will need a Volkswagen ID user account. You can register for the Volkswagen ID user account online at the Volkswagen website in the myVolkswagen customer area or via the Volkswagen app (hereafter referred to as "the app").

Registration via myVolkswagen

1. Open https://www.myvolkswagen.net/start/en.html.
2. Create a Volkswagen ID user account in the **Log in or register** area.
3. Follow the instructions on the screen.

Registration via the Volkswagen app

1. Install the Volkswagen app.
2. Follow the instructions in the Volkswagen app.

Changing and Deleting User Data from the Volkswagen ID User Account

You can change or delete your user data or login details. Any changes to your login details will also apply to all other Volkswagen systems that use the Volkswagen ID user account at the same time.

Changing User Data via myVolkswagen

1. In the myVolkswagen customer area, open **Profile & settings** and open one of the following areas:

   — **Volkswagen ID**.

   — **Privacy settings and consent**.

2. Tap **Volkswagen ID ▶ Change details**.
3. Change and save user data.
4. Adjust and save information in the **Privacy settings and consent** area as needed.

Deleting User Data via myVolkswagen

1. In the myVolkswagen customer area, tap **Profile & settings ▶ Volkswagen ID ▶ Delete data**.

   Your data will be deleted. Your Volkswagen ID user account will not be deleted.

Carrying Out Volkswagen Ident Procedures

To be able to use safety-relevant connected services, you must confirm the identity of the primary user. You can provide proof of identity either in person at an authorized Volkswagen dealer or authorized Volkswagen Service Facility, or via Volkswagen Ident procedures directly in the Volkswagen app.

1. If a message about identity verification is displayed when you use a safety-relevant connected service for the first time, refer to the information and tap **Start**.
2. Have an identification document ready.
3. Follow the instructions on the screen.

   If the identity verification is successful, this will be confirmed by a message.

Managing Vehicles

After you have set up your Volkswagen ID and created your Volkswagen ID user account in the process, you must add your vehicle to your Volkswagen ID user account using the 17-digit vehicle identification number. Once your vehicle has been added to your Volkswagen ID user account, you can activate connected services.

Adding vehicles

You can add vehicles either via myVolkswagen or via the Volkswagen app. Log in with your Volkswagen ID user account and follow the instructions in the appropriate area .

If you wish to verify yourself as the primary user for the vehicle, refer to the chapter on the primary user *(→ User management)*.

If you add the vehicle to your Volkswagen ID user account, a user profile for the Volkswagen ID user account will not also be automatically created in the vehicle. To do this, you must log in to your vehicle in the Infotainment system as a new user or enter the activation code in the Infotainment system *(→ User management)*.

Removing the vehicle via the Volkswagen app or via myVolkswagen

If you are logged in to your vehicle as a user and delete this vehicle from your Volkswagen ID user account via the Volkswagen app or myVolkswagen, the user profile including personal data will also be deleted from this vehicle. All users will be deleted in the vehicle, and will lose the rights assigned to their respective role to use connected services. To delete the data, the vehicle must be in online mode and have an Internet connection.

— You can remove the vehicle via the **Delete vehicle** vehicle overview in the Volkswagen app.

— You can remove the vehicle via 🗑 in myVolkswagen.

Setting, Changing or Resetting the S-PIN

In addition to the password, the S-PIN is also requested as part of user authentication. The S-PIN protects security-related connected services from unauthorized access as the second security level.

The S-PIN is a four-digit number sequence that you set.

When creating your S-PIN, avoid numbers that are easy to guess and widely known dates of birth. You must keep your S-PIN strictly confidential. For security reasons, you should change your S-PIN immediately if your S-PIN becomes disclosed to a third party.

Setting the S-PIN via myVolkswagen and the Volkswagen app

— When adding a vehicle to the Volkswagen ID user account for the first time, you will be prompted to set the S-PIN.

— If the Volkswagen ID user account already has an S-PIN, the defined S-PIN will be retained.

The S-PIN should consist of four non-identical, non-consecutive (neither ascending nor descending) numbers.

Changing the S-PIN via myVolkswagen and the Volkswagen app

To change your S-PIN, you must enter and confirm both the previous and the new S-PIN.

— In myVolkswagen under **Profile and settings** ▶ **Manage S-PIN**, you can change the S-PIN.

— In the Volkswagen app, you can change the S-PIN in your user profile.

If you enter the S-PIN incorrectly multiple times, the input field will be locked for a period of time.

Resetting S-PIN

— In myVolkswagen under **Profile and settings** ▶ **Manage S-PIN**, you can reset the S-PIN.

— In the Volkswagen app, you can reset the S-PIN in your user profile.

If you are the primary user of the vehicle, you must authenticate yourself again as the primary user after resetting the S-PIN.

Getting Help

There are various sources of information for getting help with the function and use of individual connected services.

Help via myVolkswagen or the Volkswagen app

You will find information (depending on the country) on registering, individual services and frequently asked questions (FAQ) in the **Help & contact** area under **Help for apps and digital services**.

Introduction

Depending on the country and the vehicle equipment, you can create user profiles for different vehicle users. This allows you to personalize your vehicle, i.e. assign individual vehicle settings, e.g. for the air conditioner, to a user profile and open them directly the next time you start your journey.

In order to personalize your vehicle, you must create a user profile in the vehicle. You can select whether you want to create a local, non-synchronizable user profile, or a user profile that can be synchronized with the Volkswagen ID user account. If you decide to create a synchronizable user profile, you need a contract for the use of the connected services, which may be subject to a charge *(→ User management)*.

After you get into the vehicle, you will be asked in the Infotainment system if the correct user profile has been activated. You have the option to change the user profile. If the desired user profile is activated, the settings stored there will be loaded in the vehicle. You have the option to protect your user profile against access by third parties *(→ User management)*.

Description of user roles

Primary user

— The “primary user” is the person who orders the connected services for a vehicle using their Volkswagen ID user account and verifies themselves in the vehicle. The primary user should be the owner, keeper or another person who mainly uses the vehicle and who is authorized for this role, e.g. the lessee, company car owner.

— One primary user can log in for each vehicle. When a new primary user is verified for the vehicle, the previous primary user automatically loses their user role.

Guest users

— “User” is a personal, synchronizable user profile with which all other users of the vehicle can save their vehicle settings with the Volkswagen ID user account. “Guest users” can use connected services in the vehicle just like the primary user. However, they only have limited ability to use connected services via the Volkswagen app.

Local user

— “Local user” is a user profile that is not connected to the Volkswagen ID user account. The user profile cannot be synchronized with the server. Vehicle settings remain only in the respective vehicle and cannot be transferred to other vehicles. The “local user” only has limited access to certain connected services.

Anonymous guest

— “Guest” is a non-personal user profile that exists locally in the vehicle and cannot be synchronized with the server, and is intended for people who have access to the vehicle but do not log in to the vehicle. This non-person-specific user profile is available once and cannot be deleted. The vehicle settings remain in the “Guest” user profile until another user profile is selected.

If no user is logged in to the vehicle or an active user logs out, the “Guest” user profile will be activated. The “guest” role will remain activated until a user has logged in to the vehicle.

Opening user management

1. Tap **User** in the app overview or in the top display bar.

Becoming the primary user

The primary user should be the owner, keeper or another person who mainly uses the vehicle, e.g. the lessee, company car owner, and who is authorized for this role. The first user who logs in to the vehicle with a synchronizable user profile becomes the primary user of the vehicle. The “primary user” role can only be assigned once per vehicle.

To become the primary user, it is helpful to have a cell phone that supports scanning of a QR Code®.

1. Follow the instructions given in chapter *(→ User management)*.
2. *Optional:* perform Volkswagen Ident procedures *(→ Volkswagen Ident procedure)*. This is only necessary to enable safety-relevant connected services.

Following successful registration, you are the primary user of the vehicle. The connected services are activated.

Creating new users

You can create up to four user profiles in the vehicle.

No user profile has been created in the vehicle yet

The first user that links a synchronizable user profile with a Volkswagen ID user account in the vehicle will become the primary user of the vehicle.

1. Switch on the vehicle.
2. Confirm the question about the authorizations to be assigned with **OK**.
3. Activate privacy settings.
4. Select the user profile that is to be set up *(→ User management)*. The user profiles you can choose between are “guest user” and “local user”.
5. Follow the instructions in the Infotainment system.

User profiles have already been created in the vehicle

1. Switch on the vehicle.
2. Tap **User menu** ▶ ⊕.

   Or: open the app overview and tap **User** ▶ ⊕.

   The login menu is opened.
3. Confirm the question about the authorizations to be assigned with **OK**.
4. Select the user profile that is to be set up *(→ User management)*.
5. Follow the instructions in the Infotainment system.

The local user becomes the online user

1. Select the local user.
2. Tap **My profile**.
3. Connect to the Volkswagen ID user account and note the information in the Infotainment system.

Assigning the Vehicle Key

You can assign a valid vehicle key to your user profile manually. The settings for your user profile are automatically loaded and activated when the vehicle is opened with the assigned vehicle key.

1. Tap **My profile**.
2. Tap **Manual key assignment**.

   The view of the assigned vehicle keys opens.
3. Select the active vehicle key.
4. Change the name of the vehicle key if necessary.

The existing vehicle key assignment can be changed at any time. Anyone can reassign any vehicle key.

A vehicle key that is not assigned to a user profile is assigned to the last active user profile.

Protecting the user profile

You can protect your user profile against access by third parties. If you are the primary user or guest user, you can protect your user profile with the S-PIN, facial recognition or vehicle PIN. You can protect your user profile with the vehicle PIN when you log in as a local user.

1. Tap **User** ▶ **My profile** ▶ **Change PIN protection**.
2. Depending on the currently set locking method, confirm the change in the PIN protection using the S-PIN, vehicle PIN or facial recognition.
3. Select the desired locking method.

When registering for the first time, the user profiles of the “primary user” and “guest user” must be protected with an S-PIN.

S-PIN

The S-PIN is a four-digit sequence and is defined when you add your vehicle to the Volkswagen ID user account for the first time *(→ S-PIN)*.

If the Volkswagen ID user account already has an S-PIN, the defined S-PIN will be retained.

Facial recognition

If you protect your user profile with facial recognition, your user profile will be automatically loaded in the vehicle when you are sitting in the driver seat.

1. In order to activate facial recognition, enter the S-PIN.

   The facial recognition is calibrated in the vehicle.
2. To delete the data from the facial recognition, deactivate facial recognition.

As soon as facial recognition of a logged-in user has been selected as the protection, the face will be scanned during the journey.

The data generated will remain in the vehicle and will not be forwarded.

Vehicle PIN

The vehicle PIN is a four-digit sequence that you can use to protect your user profile. The vehicle PIN is stored locally in the vehicle.

If you have forgotten the vehicle PIN, you can delete your user profile from the vehicle as a guest user or a local user. This also deletes the vehicle PIN. If you, as the primary user, protect your user profile with the vehicle PIN and have forgotten the vehicle PIN, you must restore the factory settings of the Infotainment system.

Deleting a user

Any user can delete any other user except the primary user.

By deleting the user, the user profile including data will be deleted.

Deleting the primary user

If you sell your vehicle or if someone else is to take over the role of the primary user for your vehicle, you should restore the factory settings of the Infotainment system. This deletes the primary user of the vehicle and all service-specific data stored in the vehicle.

If you reset to factory settings, the link between the primary user and the connected services of the vehicle concerned will be deleted. Resetting the Infotainment system to the factory settings permanently deletes saved entries, settings and data included.

If the primary user is deleted, all other users will also be deleted.

Troubleshooting

Where is my user profile?

If you have already created a user profile in the vehicle and you can no longer see it in the user management, it may have been deleted. Log in to the vehicle again *(→ User management)*.

I have forgotten my S-PIN

If you have forgotten your S-PIN, you can have it reset via myVolkswagen or via the Volkswagen app *(→ S-PIN)*.

I have forgotten my vehicle PIN

If you have forgotten your vehicle PIN, you can delete your user profile from the vehicle as a guest user or a local user. You must restore the factory settings of the Infotainment system if you are primary user of the vehicle *(→ User management)*.

Privacy settings

Using the “Privacy settings” function, the data transfer between the vehicle and the Internet can be approved or blocked in several stages via the Infotainment system.

Note that every vehicle user can set up individual settings within the “privacy settings” function. These settings may be different to those desired by the vehicle owner.

Note that the privacy settings for vehicles that are assigned to a fleet, such as rental cars, may be different. Contact your fleet manager for more detailed information.

If data transfer is restricted, online vehicle functions, such as updates, cannot be carried out.

The same restrictions will apply to new online vehicle functions provided for the vehicle in the future.

Data transfer from mobile devices and their communication with the vehicle or connected services required by law, e.g. the legally required eCall Emergency System, cannot be blocked or deactivated via the “Privacy settings” function.

Some online vehicle functions and tracking services depend on the vehicle equipment and are not available in all countries.

Selecting online mode

1. Open the **Privacy settings** menu.
2. Activate **Connected services**.
   — Connected services can send and receive data, depending on their user profile settings.
   — The eSIM card is activated.
   — Data transfer is enabled for all vehicle functions that require an online connection.
   — The eSIM card signal strength display is available.

In the upper display bar of the Infotainment system, the following symbols may be displayed in online mode:

Your vehicle can send and receive data for activated connected services.

Online mode (currently no connection):

Online mode is selected, but there is currently no connection to the Internet.

Your vehicle is connected to the Internet with the indicated mobile network standard and signal strength.

Selecting online mode with location data for vehicle services

1. Open the **Privacy settings** menu.
2. Activate **Location data for vehicle services**.
   — Connected services can send and receive data, depending on their user profile settings.
   — Position data is processed to provide connected services with a location reference for authorized users in the Infotainment system, in the Volkswagen app or in myVolkswagen, e.g. the Last Parked Location in the Volkswagen app.
   — The eSIM card is activated.
   — Data transfer is enabled for vehicle functions that require an online connection.
   — The eSIM card signal strength display is available.

The following symbol appears in the upper display bar of the Infotainment system:

 Your vehicle is in online mode and can send additional location data for the use of other activated connected services.

Selecting online mode with location data for Infotainment services

1. Open the **Privacy settings** menu.
2. Tap **Use location**.
3. Activate **Use location**.
   — Connected services can send and receive data, depending on their user profile settings.
   — Position data is processed to provide connected services with a location reference for authorized users in the Infotainment system, in the app or in myVolkswagen, e.g. the Last Parked Location in the app.
   — The eSIM card is activated.
   — Data transfer is enabled for vehicle functions that require an online connection.
   — The eSIM card signal strength display is available.

The following symbol appears in the upper display bar of the Infotainment system:

 Your vehicle is in online mode and, regardless of the settings of the connected services, can use additional location data for the use of additional settings for the Infotainment system.

1. Open the **Privacy settings** menu.
2. Deactivate **Connected services**.
   — Connected services are deactivated and cannot send any data.
   — The eSIM card is deactivated.
   — Vehicle functions that require an online connection are deactivated.
   — The eSIM card signal strength display is not available.

Legally required connected services cannot be deactivated and continue transferring data.

The following symbols may be displayed in the upper display bar of the Infotainment system:

 Internet connection is not available.

 Offline mode – V2X technology active.

Your vehicle is in offline mode and continues to transmit data via the “V2X technology” function *(→ V2X technology)*.

If a Digital Key has been activated for the vehicle, there is a continuous Internet connection. The Internet connection is required so that the vehicle and usage data required for the deletion of an active Digital Key can be sent and received at any time. You can therefore delete active Digital Keys in the event of misuse, e.g. theft of the vehicle or the mobile device, in order to prevent access to your vehicle by unauthorized persons. You can find further information on this in the Volkswagen app and in the privacy policy for connected services in the app overview under **Legal**.

There is no signal strength display in offline mode and when the eSIM card is not working.

Online mode can also be briefly activated by safety-related connected services or connected services required by law, even if offline mode has been activated.

During this time, no connected services are activated and no data is sent. Once the safety-related information or information required by law has been successfully communicated, offline mode is automatically switched back on and the eSIM card is deactivated.

Remote access

If you use connected services, it is possible to access some vehicle functions via the Volkswagen app or via myVolkswagen. This means that the primary user and the guest user vehicle functions can be operated remotely or the vehicle's Last Parked Location can be accessed.

If you want to prevent remote access, deactivate the remote access in the **Privacy settings** menu.

 Location data and remote access are activated.

 Location data is not activated, remote access is activated.

 Location data is activated, remote access is not activated.

Managing Connected Services

The following functions are available for deactivating and activating connected services:

— Individual activation and deactivation of individual connected services in the Infotainment system in the app overview under **Privacy settings**.

If data transfer is restricted due to the privacy settings, it is not possible to activate or deactivate individual services.

You will not be able to use these connected services again until they have been reactivated.

Additional information in Europe is available online at:

https://connect.volkswagen.com

If you individually deactivate all connected services, the control module with the eSIM card can continue to transfer data.

Legally required connected services and their data transfer cannot be switched off or deactivated, for example the legally required eCall Emergency System.

Introduction

Personalizable vehicle settings, e.g. your preferred air conditioner settings, are used to adapt your vehicle to your preferences in the best possible way. The personalizable vehicle settings are saved in a user profile in the vehicle and loaded to the vehicle after the user profile is activated. Personalization is particularly useful if several users use the vehicle.

In order to be able to use the online personalization, you need a contract for the use of the connected services, which may be subject to a charge. Further information about connected services is available at .

Every time you change a personalizable vehicle setting, it is automatically assigned to the active user profile and saved. When a synchronizable user profile is activated, the vehicle settings are synchronized with the Volkswagen ID user account, if there is an Internet connection.

You can find out which vehicle settings can be personalized at *(→ Online personalization)*.

Information about creating a user profile is available at *(→ User management)*.

Customizable vehicle settings

The personalizable vehicle settings depend on the vehicle equipment and are not available in all vehicles and countries. Some vehicle settings that can be personalized are not stored online, rather they are only assigned locally to the user profile in the vehicle.

The following functions can be personalized:

— Windshield wiper settings.

— Seat and mirror settings.

— Settings for low beam headlight turning on times and the 3-blink turn signal.

— Settings for the “Ambience settings” function.

— Climate control system settings

— Selected driver assistance system settings.

— Driving Mode Selection

— Driving data menu and displays in the head-up display.

— Selected Infotainment system settings, e.g. radio station.

— Date and time display.

— Car2X.

Synchronising vehicle settings

Depending on the vehicle equipment and the country, the connected services can be used to synchronize the vehicle settings stored in a synchronizable user profile with the Volkswagen ID user account. The user profiles and linked vehicle settings are automatically synchronized in the following situations if there is an Internet connection:

— When the vehicle is switched on, all recently used user profiles are synchronized.
— When switching to another user profile, the newly activated and the now deactivated user profile are synchronized.
— At the end of the trip and when the vehicle is switched off, the user profile that was last active is synchronized.

Starting synchronization manually

You can also synchronize the user profiles manually, e.g. if the synchronization failed when logging in or if the vehicle did not have an Internet connection during automatic synchronization.

1. In the app overview, tap **User** ▶ **My profile** ▶ **SYNC**.

Synchronization cannot take place if the vehicle is not connected to the Internet, e.g. in underground car parks.

Synchronization cannot take place either if you have deactivated the use of connected services under **Privacy settings**.

You can only perform manual synchronization once per driving cycle.

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

In-Car Shop

Depending on the vehicle equipment, the In-Car Shop offers you the option to purchase, extend or terminate the connected services or functions directly in the vehicle. The In-Car Shop allows you to:

— Enable additional functions (upgrades) for your vehicle .

— Extend the term of the connected services or functions.

— Terminate enabled functions and connected services.

— Purchase and download apps and update and delete apps acquired in the In-Car Shop.

— Depending on the country and the vehicle equipment: purchase data plans.

You can also select the country and the language of the In-Car Shop under ▶ . Depending on the country selected, the range and availability of the products may vary.

App Update

If updates are available for apps, you will be notified of this via a pop-up. You can perform the updates immediately or at a later point in the app overview under **App updates** or in the In-Car Shop. You will also receive information about other possible updates there. If you want to update the apps downloaded in the In-Car Shop, you must log in as the primary user.

Introduction

With Upgrades, your vehicle can be temporarily or permanently equipped after delivery with new optional functions.

Depending on the country and the vehicle equipment, convenience and Infotainment system functions, as well as driver assistance systems, can be enabled for a limited time or permanently for a fee. You can activate additional functions via the Volkswagen Connect Shop, which you can access via your Volkswagen ID user account. Depending on the vehicle equipment, functions can also be enabled directly via the Infotainment system in the In-Car Shop.

Enabled functions are not bound to the term of the contract for the use of connected services.

When lending or selling your vehicle, inform the buyer or user about the functions which have been permanently enabled, or those which are enabled for a limited period.

WARNING

Enabling functions while driving can distract from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Enable functions only when the vehicle is stationary.
- Always drive attentively and responsibly.

In some cases, if the necessary hardware for enabling the function is not present in the vehicle, it can be retrofitted by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the necessary software for enabling the function is not present in the vehicle, the software can be retrofitted . Retrofitting may have associated charges, depending on the type of software.

Status of the function

Function enabled.

Function malfunctioning or temporarily not available.

Depending on the vehicle equipment, the runtime of the respective function can be viewed in the Volkswagen Connect Shop in the myVolkswagen customer area or in the Infotainment system under ▶ ▶ **Privacy settings and online services**.

Viewing and enabling functions

Requirements

✓ The vehicle has its own installed Infotainment system.

✓ Compatibility and performance of the hardware in the vehicle is ensured.

✓ There is a valid contract for use of the connected services between you and Volkswagen.

✓ You are the primary user *(→ User management)*.

✓ There is sufficient cell phone reception at your vehicle's current location.

✓ The vehicle electrical system is functioning.

✓ The high-voltage battery must have a sufficient charge level.

✓ The 12-volt vehicle battery is sufficiently charged.

✓ There is a factory-installed control module with an eSIM card.

Activate functions

In the In-Car Shop or the Volkswagen Connect Shop, the primary user can view and enable all features on demand for the vehicle.

1. To open the In-Car Shop of the Infotainment system, tap 🛒 in the app overview.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Do not drive the vehicle during activation.

During enabling and after enabling, observe the messages in the Infotainment system.

1. Switch off the vehicle and switch on the electronic parking brake.
2. Close the hood, trunk lid, all windows and doors and – if available depending on the vehicle equipment – the tilting and sliding panoramic sunroof.
3. Switch off the stationary air conditioning.
4. Switch the lights off.
5. End navigation route guidance.
6. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
7. Exit the vehicle, taking all vehicle keys with you.
8. Lock the vehicle and remove the vehicle key from the sensor range of the vehicle.
9. Do not charge the vehicle.
10. Do not use the Volkswagen app.

After successful activation, it is necessary to first park the vehicle for approx. 10 minutes for some functions.

Before reactivating the vehicle's drive system, read the message in the Infotainment system regarding completion of the activation. If activation was not successful, observe the related note.

If you are the primary user of the vehicle *(→ User management)*, you can also view enabled functions in the Volkswagen app.

Viewing enabled functions

1. Tap ⚙ ▶ **Upgrades** in the app overview.

All functions offered for the vehicle can be viewed in the In-Car Shop of the Infotainment system.

Troubleshooting

The desired function is not offered in the shop

The functions that are available for your vehicle are displayed to you both in the In-Car Shop and in the Volkswagen Connect Shop. This is due to equipment requirements that must exist for certain features on demand.

In some cases, if the necessary hardware for the desired function is not present in the vehicle, it can be retrofitted by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the necessary software for enabling the function is not present in the vehicle, the software can be retrofitted . Retrofitting may have associated charges, depending on the type of software.

The feature on demand was not activated in the vehicle

The vehicle must be in online mode and the signal strength display must show good Internet availability. Check the privacy settings *(→ Privacy settings)* and park your vehicle outdoors. Internet availability can be impaired, for example, by the privacy settings or by being in a garage.

Getting Started with the Infotainment System

Depending on the vehicle equipment, you can use a variety of functions with the Infotainment system, such as receiving radio or playing media from an external device, e.g. cell phone.

The functions and settings of the Infotainment system and symbols depend on the vehicle equipment and are not available in all countries.

Prior to the first use

Before using the Infotainment system for the first time, observe the following points:

✓ Read and observe the safety notes and usage information *(→ Infotainment system)* *(→ Infotainment system)*.

✓ If the Infotainment system is used with a cell phone or another external device, read and observe the appropriate operating instructions in addition to this Owner's Manual.

The setup wizard will launch when you log in. This can be paused by tapping the home button ⌂ (3) and restarting via notifications 🔔 (8).

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Home Screen



Fig. 1 Home screen (general example).

1. Sensor area for switching on and off and muting ⏻.
2. Touch control for adjusting the volume.
3. Home button: ⌂.
4. Menu button: ⋮⋮⋮.
5. Vehicle favorites: 🚗.
6. App favorites.
7. Control Center.
8. Display of the notifications 🔔, status displays (availability depends on the country) and time display.

1 Sensor area for switching on and off and muting ⏻

— To manually switch the Infotainment system on or off, tap and hold ⏻ for a few seconds.

— To mute the Infotainment system, briefly tap ⏻.

2 Touch control for adjusting the volume

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

(3) Home button: ⌂

Apps are available as function keys on the home screen in different sizes of tiles.

1. To open the home screen, tap ⌂.

(4) Menu button: ⁝⁝⁝

Apps are available as function keys in the app overview .

1. To open the app overview, tap ⁝⁝⁝.

(5) Vehicle favorites 🚗

Vehicle functions, e.g. Auto Hold depending on the vehicle equipment, can be saved in the vehicle favorites to enable quick access. The vehicle favorites can be personalized .

1. To open vehicle favorites, tap 🚗.

(6) App favorites

Apps can be saved in the app favorites to enable quick access. The app favorites can be personalized .

1. To open an app in the app favorites, tap the corresponding app.

(7) Control Center

The Control Center contains additional function keys for functions and notifications, e.g. the screen brightness can be set here. Here, you can also search the entire Infotainment system, with the option of searching for contents in the Infotainment system, for example settings. Some functions in the Control Center can be personalized .

— Tap the selection and swipe down to open the control center.

— To open the search through the entire Infotainment system, open the Control Center and tap 🔍.

(8) Display of the notifications 🔔, status displays (availability depends on the country) and time display

The availability of the display of the notifications, status displays for user management and the “Privacy settings” function with signal strength display of the eSIM depends on the country.

— To open the additional window with the notifications, tap 🔔.

— To open the user management menu or the “Privacy settings” function, tap status display for user management or the “Privacy settings” function.

Further information about operating the Infotainment system can be found in this Owner’s Manual .

Driver personalization

Depending on the vehicle equipment, personalize the home screen → *fig. 1* and the app overview .

Control pause

Frequent operation of the Infotainment system within a short time period during the journey may lead to a control pause. The control pause is automatically rectified after a short delay.

App Overview



Fig. 1 App overview (general example).

1 Menu button: ⋮⋮⋮.

2 App.

1 Menu button: ⋮⋮⋮

1. To open the app overview, tap ⋮⋮⋮.

2 App

Apps are visible as function keys in the app overview and on the home screen . The layout of the apps can be personalized .

1. To open an app, tap the corresponding app.

Further information about operating the Infotainment system can be found in this Owner's Manual .

Apps in the App Overview

The app overview may include the following apps:

 **Ambience settings** .

 **Android Auto** *(→ Android Auto)*.

 **Apple CarPlay** *(→ Apple CarPlay)*.

 **Assistance systems** .

 **Vehicle** .

 **IDA**: Voice assistant .

 **ID. software**: You will find information about the software version here.

 **Sound** .

 **Climate control** .

 **Charging** .

 **MDK**, **Mobile Device Key**: Digital Key .

 **Media** .

 **Navigation** .

 **User**, **User management** .

 **Parking**.

 **Radio** .

 **Legal**.

 **Settings**.

Shop.

Seats.

Stationary air conditioning: Stationary air conditioning .

Search: search through the entire Infotainment system, e.g. for settings.

Telephone .

Safety instructions

To avoid possible accident and injury hazards, read and refer to the safety notes and applicable documents .

WARNING

The Infotainment system's central processor is networked with the control modules installed in the vehicle. If the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury due to the control module not working properly or at all.

- Never replace the central processor with a used central processor from a scrap vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Operating the Infotainment system, reading information on the screen and connecting, inserting or removing a data carrier or audio source can distract from traffic. Information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty, which may distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only operate the Infotainment system if the vehicle is stationary or when the traffic situation allows it.
- Have damaged screens repaired by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Clean dirty screens.

WARNING

If the volume is set too high, audible signals may not be heard, which may cause accidents and injuries.

- Adjust the volume settings in the Infotainment system so that audible signals (such as sirens on emergency service vehicles) can still be heard.

WARNING

Setting the volume too high can cause hearing damage even if you are exposed to a loud volume for only a short time.

- Select a volume that is at a comfortable level for all vehicle occupants.
- Avoid excessive volume levels.

WARNING

Sudden volume fluctuations may distract the driver, e.g. when an audio or media source is connected or changed. This could cause accidents and injuries.

- Reduce the volume level before changing or connecting an audio or media source, for example.

WARNING

The following conditions may restrict, interrupt or prevent emergency calls, phone calls and data transfers:

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the telecommunications provider's mobile communications network is unavailable.
- The vehicle components required for emergency calls, phone calls and data transfers are damaged, do not work or do not have sufficient power.
- The cell phone battery is empty or has an insufficient charge level.

WARNING

In some countries and mobile networks, emergency calls can only be made under the following conditions:

- A cell phone with an unlocked SIM card and sufficient calling credit is connected to the vehicle's phone interface.
- Adequate network coverage is available.

WARNING

Loose, unsecured or incorrectly mounted cell phones, external devices and accessories can be thrown through the vehicle interior in the event of sudden driving or braking maneuvers or a collision. This can cause accidents and serious injuries.

- Secure or stow cell phones, external devices and Genuine Volkswagen Accessories safely outside of the airbags' deployment zones.
- Always secure or store cell phones, external devices, audio sources and accessories in the dedicated compartments and holders in the vehicle so that they cannot be thrown through the vehicle interior and cannot impede the driver.
- Never leave heavy, hard or sharp objects in the pockets of clothing.
- Arrange cables for external devices and audio sources so that they are not in the way of the driver.

WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation and you must not be tempted to take safety risks.

- Always drive attentively and be ready to intervene at any moment.
- Always bear in mind that traffic signs, signal systems, traffic regulations and local circumstances have priority over the driving recommendations and displays in the navigation system.
- Always adapt your speed and driving style to the current visibility, weather, road and traffic conditions.

NOTICE

Setting the volume too high and excessively loud or distorted playback can damage the speakers.

- Select the volume setting so that the speakers are not damaged.

User information

System start

The Infotainment system requires a few seconds to perform a complete system start, and will not respond to inputs during that time.

The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.

During the system start, only the Rear Assist camera can be displayed.

The Infotainment system must start completely before all displays can appear and functions can be performed.

Accessories and Bluetooth® devices

Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as headphones.

Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.

Functions and settings

For the Infotainment system to function, it must be switched on and the vehicle must be set to the current date and time if necessary.

A missing function key in the screen is not the result of a device error, but instead corresponds to the country-dependent equipment.

Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.

Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, it is also necessary to turn the driving mode selector to neutral position N or press the (P) electronic parking brake button on the driving mode selector. This is not a malfunction, but rather compliance with legal regulations.

Only use suitable audio sources and data carriers .

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 can be adjusted *(→ Park Distance Control (PDC))*.

Use current map data for the navigation system.

Some functions in the Infotainment system require an active Volkswagen ID user account for the vehicle for the connected services and a connection to the Internet . In order to enable functions to be carried out, data transfer must not be restricted.

If the 12 V vehicle battery has been disconnected, switch on the vehicle before switching the Infotainment system back on.

The Infotainment system will switch off automatically once the vehicle is no longer drive-ready and if the 12 V vehicle battery charge level is too low.

Limits of the Infotainment system

Tunnels, high buildings, streets with tall buildings, garages, parking garages, underpasses, mountains and valleys and any other electrical devices being used, e.g. battery chargers, may interfere with the reception of cell phone, GPS and radio signals.

Cleaning

For instructions on cleaning the Infotainment system screen, refer to the chapter on vehicle interior maintenance *(→ Vehicle care interior)*.

Software and license information

The Infotainment system contains information about the software contained in the system and the licensing terms under: **Settings** ▶ **Info** for example.

Sales or loans

If you sell or loan your vehicle to someone, ensure that all of the saved data, files and settings are deleted and, if necessary, that the external audio and media sources and data carriers are removed.

Legal notes

Disclaimer

Some functions may contain third-party information that originates from third-party providers. Volkswagen is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.

Some functions may contain links to websites that are administered by third parties. Volkswagen does not assume ownership of third-party sites reached through links and is not responsible for their content.

The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.

Brands and licenses

Certain terms in this manual have the ® or ™ symbols. These symbols indicate emblems or registered trademarks. However, the absence of this symbol does not constitute a waiver of any rights associated with intellectual property.

Other product names are registered trademarks for the respective rights holder.

— All SiriusXM services require a subscription. See the SiriusXM Customer Agreement for complete terms at www.siriusxm.com (US) or www.siriusxm.ca (Canada). All fees, content and features are subject to change. Satellite and steaming lineups may vary. SiriusXM, Pandora and all related logos are trademarks of Sirius XM Radio Inc. and its respective subsidiaries. All rights reserved.

— HD Radio™ Technology manufactured under license from iBiquity Digital Corporation, a subsidiary of Xperi Inc., U.S. and Foreign Patents. For patents see https://xperi.com/hd-radio-patents/. Xperi, HD Radio, HD, and “ARC” logos and their respective logos are trademarks or registered trademarks of Xperi Inc. and its subsidiaries in the United States and other countries.

— QR Code® is a registered trademark of DENSO WAVE INCORPORATED.

— Apple Music is a trademark of Apple Inc.

— SPOTIFY and the Spotify logo are among the registered trademarks of Spotify AB. Compatible vehicle and Spotify Premium subscription required, where available.

— Android Auto® is a trademark of Google LLC.

— Apple CarPlay® is a trademark of Apple Inc.

— Bluetooth® is a registered trademark of Bluetooth® SIG, Inc.

— iPod®, iPad®, and iPhone® are registered trademarks of Apple Inc.

— MPEG-4 HE-AAC audio coding technology and patents licensed from Fraunhofer IIS.

— SD® and SDHC® are trademarks or registered trademarks of SD-3C LLC in the USA and other countries.

— Windows® is a registered trademark of Microsoft Corporation, Redmond, USA.

— 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.

Copyright

Audio and video files saved on cell phones, data carriers, audio and media sources and devices are generally subject to copyright regulations in compliance with the respective applicable international and national laws. Observe legal regulations.

Basic Functions of the Infotainment System

The Infotainment system functions are mainly operated using the screen (touchscreen) for the Infotainment system.

Switching the Infotainment System On or Off

In the following cases, the Infotainment system switches on automatically:

— When the driver enters the vehicle.

— If the Infotainment system was not previously switched off manually, it will switch on when the vehicle is switched on.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

In the following cases, the Infotainment system will switch off automatically:

— When the driver exits the vehicle.

— If you leave the vehicle while the vehicle is switched off.

— If you switch on the Infotainment system manually while the vehicle is switched off, after approximately 30 minutes without user input.

— If you stay in the vehicle while the vehicle is switched off, after approximately 30 minutes without user input.

Restarting the Infotainment system

If the Infotainment system is no longer responding, it automatically restarts. If the restart does not work, tap and hold ⏻ for about 15 seconds .

⚠ WARNING

During a restart of the Infotainment system, functions such as the Rear View Camera system display, acoustic and visual warnings of the Park Distance Control and Rear Traffic Alert, the Park Distance Control, the Rear Traffic Alert and other warning tones may not be available for a short time. This can cause accidents and serious injuries.

- Always stay attentive and do not rely solely on the systems. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when entering and leaving a parking space.
- In a hazardous situation, apply the brakes using the brake pedal.
- Wait until the Infotainment system and the other systems are fully started.

1. Open the app overview and tap ⚙ ▶ **Settings** ▶ **Restore factory settings**.

Please note information on this in the chapter on the connected services .

When restoring factory settings, the vehicle settings are deleted, and personal data may also be deleted. Connected services can no longer be used in this vehicle. The connected services can only be used again after reactivation. If there is a primary user in the vehicle, they will also be deleted. Please note additional information on this in the chapter on the connected services . If the vehicle has the “Digital Key” function and Digital Keys have been created, these are irrevocably deleted.

Personalization of the Infotainment System

Depending on the vehicle equipment, you can personalize the Infotainment system to access your favorite and frequently used functions quicker.

On the home screen and in the app overview, you will find tiles for accessing additional menus and functions.

Personalizing the home screen

Adding or removing pages

You can add or remove the pages on the home screen.

1. Open the home screen.
2. Tap and hold the tile until an additional window opens.
3. To add a new page with tiles, tap ⊕, tap on your preferred template and tap **OK**. New tiles are created without any functions.

   Or: to delete a page with tiles, tap **Delete page** and confirm.
4. To return to the page, tap **Finished**.

There are always at least two pages available. They cannot be removed.

Adjusting tiles

You can adjust the tiles as well as the functions displayed on the home screen.

1. Open the home screen.
2. Tap and hold the tile until an additional window opens.
3. To add functions to a tile, tap on the desired tile.
4. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.
5. To remove a function from a tile, tap on the tile of your choice and tap your preferred function in the additional window.
6. Tap **Finished**.

For some tiles, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

Personalizing the app overview

Moving apps

You can adjust the layout of apps in the app overview by moving the apps.

1. Open the app overview.
2. Tap and hold the function key until an additional window opens.
3. Tap the function key in the additional window and hold until the function key is highlighted.
4. Move the function key to the preferred position and release it.
5. Tap **Finished**.

Personalizing the Control Center

Adapting the functions in the Control Center

You can adapt the displayed functions in the Control Center to access your favorite functions and frequently used functions more quickly.

1. Open the Control Center.
2. Tap and hold the function until an additional window opens.
3. Tap the required function in the additional window.
4. Tap **Finished**.

For the control center, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

Auto Hold can also be set as a quick access option in the Control Center. Refer to the chapter on Auto Hold *(→ Auto Hold)*.

Personalizing App Favorites

Adding or replacing app favorites

1. To add an app favorite, tap ⊕.

   Or: to replace an app favorite, tap and hold an occupied preset until an additional window opens.

2. Tap the required app in the additional window.
3. Tap **Finished**.

Deleting App Favorites

1. Tap ⊕.

   Or: tap and hold an occupied storage location until an additional window opens.

2. Tap the required app in the additional window.
3. Tap ≡ ▶ **Delete favorite** and confirm.
4. Tap **Finished**.

All app favorites can be reset to factory settings. To do this, tap ≡ ▶ **Factory settings**.

Personalizing Vehicle Favorites

Adding or Replacing vehicle favorites

1. Open the vehicle favorites.
2. To add vehicle favorites, tap ⊕.

   Or: to replace a vehicle favorite, tap and hold an occupied preset until an additional window opens.
3. Tap the required function in the additional window.
4. Tap **Finished**.

Deleting Vehicle Favorites

1. Open the vehicle favorites.
2. Tap ⊕.

   Or: tap and hold an occupied storage location until an additional window opens.
3. Tap the desired function in the vehicle favorites.
4. Tap ≡ ▸ **Delete favorite**.
5. Tap **Finished**.

All vehicle favorites can be reset. To do this, tap ≡ ▸ **Reset all** and confirm.

Quick Introduction to the IDA Voice Assistant

With the voice assistant, you can carry out certain functions and access information by voice command.

Prior to the first use

Before using the IDA voice assistant for the first time, observe the following points:

✓ Before driving, check the availability of the IDA voice assistant.

✓ Test the IDA voice assistant when stationary to familiarize yourself with how it works.

✓ Before a journey, set one of the following languages available for the IDA voice assistant in the Infotainment system: AR, BG, CZ, DE, DA, EL, EN-GB, EN-US, ES, FI, FR, HE, HU, IT, NL, NO, PL, PT, RU, SV, TR.

The IDA voice assistant is not available in all languages. The number of languages available in your country depends on the country.

Availability of the IDA voice assistant

The vehicle has the IDA voice assistant if the relevant **IDA** app is available in your Infotainment system .

Depending on the system language set in the Infotainment system and your country, the voice assistant is available offline or online. You can check in the IDA app whether online voice recognition is activated, and deactivate or activate it at any time via **IDA** ▶ **General** ▶ **Online voice detection**.

Operating the IDA voice assistant

The voice assistant will only recognize voice commands in the system language set in the Infotainment system. Voice commands must be formulated differently depending on the system language set in the Infotainment system *(→ Voice assistant)*.

Starting the Voice Assistant

---

1. To start the IDA voice assistant via the activation command, activate the activation command in the IDA app, if necessary, and say the activation command *(→ Voice assistant)*.

   Or: press on the multi-function steering wheel *(→ Driver side)*.

   Or: to start the IDA voice assistant via the “Simply speak” function, activate the function in the IDA app and say the voice command *→ Simply speak function*.

“Simply speak” function

Using the “Simply speak” function, it is also possible to have a spoken dialog without saying the activation command or pressing the Talk button on the steering wheel. This function can only be used if the driver is alone in the vehicle. In the factory settings, the function is deactivated and can be activated or deactivated at any time in the IDA app. If the “Simply speak” function is active, the microphones are always open.

Activating the “Simply speak” function

1. Tap and activate **IDA ▶ General ▶ Simply speak**.

Ending the Voice Assistant

The IDA voice assistant will end automatically if tasks involving speech occur, you receive telephone calls, if you use the Infotainment system screen or activate the parking system.

1. Say the Cancel voice command *(→ Voice assistant)*.

   Or: press  on the multi-function steering wheel *(→ Driver side)*.

“Listen for longer” function

With the “Listen for longer” function, the IDA voice assistant remains active for a short period of time after the last voice command has been executed, and the IDA voice assistant will continue to be visible. In this time, another voice command can be spoken and the previous dialog can be continued without having to reactivate the IDA voice assistant. In the factory settings, the function is deactivated and can be activated or deactivated at any time in the IDA app.

Activating the “Listen for longer” function

1. Tap and activate **IDA ▶ General ▶ Listen for longer**.

Proactive suggestions and smart routines

The IDA voice assistant offers the option of proposing functions and routines based on the usage pattern. In the factory settings, the function is deactivated and can be activated or deactivated at any time in the IDA app. If the function is deactivated, the data collected up to this time will be retained and will not be deleted automatically. You can delete the data manually *→ Deleting data manually*.

Activating proactive suggestions and smart routines

1. Tap and activate **IDA ▶ Proactiveness ▶ Proactive suggestions and smart routines**.

Deleting data manually

1. Tap and hold the desired entry.
2. Tap **Delete data**.

   The data of the entry will be deleted.

   Further information about this is available in the IDA app under **IDA ▶ Proactiveness ▶** ⓘ.

IDA voice assistant and artificial intelligence (AI)

The IDA voice assistant uses artificial intelligence (AI). You are interacting with AI if the following symbol appears in the Infotainment system:

AI The IDA voice assistant uses artificial intelligence (AI).

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Further information, e.g. regarding the voice commands, is available in the IDA app under **IDA ▶ General ▶ Help ▶ Information & introduction** and in this Owner's Manual *(→ Voice assistant)* *(→ Voice assistant)*.

Activation command

The words spoken in the vehicle are continuously analyzed in the vehicle and overwritten after a few seconds. As soon as the Infotainment system recognizes the activation command, the voice assistant will begin. If the IDA voice assistant is available online and activated, (voice) data will also be transmitted from the vehicle from this point onward. Otherwise, data or words spoken in the vehicle will not be transmitted.

The IDA voice assistant only detects the activation command if it is activated in the settings *→ Activating or deactivating the activation command*. Detection can be disabled at any time *→ Activating or deactivating the activation command*. In the **IDA** app, you can have the activation command displayed .

Displaying the activation command

The activation command for your language can also be found in your IDA app.

1. Tap **IDA** ▶ **General**.

Activating or deactivating the activation command

1. Tap **IDA** ▶ **General** ▶ **Activation command** and activate or deactivate.

Voice commands

Voice commands can be freely and informally formulated, depending on the system language. For example, depending on the system language, the statement “I'm cold” leads to an increase in the vehicle's temperature.

In some languages, voice commands must be formulated according to a certain pattern in order to be successfully recognized, e.g. “navigate to [*city, street name, house number*]”.

Voice commands that are analyzed online enable optimized searches for points of interest or queries in various categories, e.g. the weather.

Tips for using the IDA voice assistant

Further information and tips on the IDA voice assistant, such as voice commands for canceling the IDA voice assistant, can be found under **IDA ▶ Help** and **IDA ▶ Help ▶ Information and introduction**.

The suggestions for voice commands may vary according to the system language or through the use of online mode.

Troubleshooting

Voice Assistant Not Responding

— The voice assistant is not available in your language.

— Set the correct system language in the Infotainment system.

— Say the correct activation command for the system language set in the Infotainment system *(→ Voice assistant)*.

— Check the activation command in the settings and activate it if necessary *(→ Voice assistant)*.

— Restart the Infotainment system .

Voice Assistant Gives Unsuitable Answers

— The voice assistant interpreted the question incorrectly.

— Clearly give your voice command again.

— Rephrase the voice command *(→ Voice assistant)*.

Voice Assistant Does Not Carry Out Function

— The function cannot be carried out using the voice assistant.

— The function is not available in all languages. Information about the language the IDA voice assistant is available in can be found in this Owner's Manual *(→ Voice assistant)*.

— Settings configured within the relevant function prevent it from being switched on or carried out.

— Rephrase the voice command *(→ Voice assistant)*.

Quick Introduction to the Radio

In radio mode, you can receive radio stations and save your favorites for quick access.

The functions and reception modes listed below depend on the vehicle equipment and are not available in all countries. Reception modes and frequency bands may be discontinued, switched off or no longer offered in individual countries. Comply with national regulations and legal requirements when using the radio.

Searching For and Selecting a Station

You can search for and select stations in a variety of ways. The options vary based on the reception mode.

Searching for and selecting a station in the station list

1. Tap .
2. To select a reception mode, tap FM, for example, in the bar on the left.

   The station list will open.
3. Tap the desired station.

   The selected station will be tuned. The best reception mode is selected automatically depending on station availability.

You can also select stations from the station list or from favorites via the multi-function steering wheel. To do so, press or on the multi-function steering wheel.

Further information on the following topics is available in this Owner's Manual:

— Symbols *(→ Radio)*.

— Stations and station list *(→ Radio)*.

— Favorites *(→ Favorite radio stations)*.

— Station logos *(→ Station logos)*.

— Traffic program (TP function) *(→ Traffic program function)*.

You can also operate the radio via the IDA voice assistant .

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Other electrical devices connected in the vehicle can impair radio reception and cause noise in the loudspeakers.

Decals or metal-coated stickers on the antenna and the door windows can impair radio reception, particularly in vehicles with window antennas.

Radio stations can broadcast messages about disasters and dangers. If messages about disasters or dangers are not received or issued, accidents and injuries may occur. It may not be possible to receive or send messages under the following conditions:

— The current location is in an area with no cell phone or insufficient radio signal reception.

— In areas with sufficient radio signal reception, where the radio station's frequency bands are malfunctioning or not available.

— The speakers and the vehicle components required for radio reception are damaged, do not work or do not have sufficient power.

Symbols

General symbols

Open Search.

Select the playback source.

Loudspeakers switched on and radio audible.

Tap to mute the loudspeakers.

Loudspeakers muted.

Tap to make the radio audible.

Select the last station from the station list or from favorites.

Select the next station from the station list or from favorites.

Last stations.

Open Favorites.

Save favorites.

Displayed small in a station list: stations already saved as favorites.

No reception.

Opening the settings.

Additional symbols

2 In the instrument cluster: station saved as a favorite. The number on the symbol indicates the position in the favorites, here e.g. position 2.

Stations and Station List

Selecting a station using a frequency

1. Tap 🔍.
2. Enter the frequency.
3. Tap the desired frequency.

   The selected frequency will be set. The best reception mode is selected automatically depending on station availability.

Searching for a Station in SCAN mode

In SCAN mode, the stations in the reception mode are set automatically in succession and played for approx. five seconds each. SCAN mode is only possible in the additional window in which the current playback is displayed.

1. To start SCAN mode, tap **SCAN**.

   SCAN mode starts and the current station is shown on the display.
2. To select a station, tap **SCAN**.

   SCAN mode stops and the station is tuned.

Station list

The station list displays the stations that currently can be received. The station list updates automatically. Depending on the country, the station list for the FM/DAB reception mode is set in the factory settings and the stations are sorted alphabetically.

Changing the sorting of the station list

The current sorting of the stations can be seen in the station list. The station list can be sorted alphabetically, by group and by genre.

1. Open the station list.
2. Tap next to the display of the current sorting ∨.
3. Select the desired sorting.

   The selected sorting will be set.

Switching to Similar Stations

If the reception of a station becomes poor or breaks off, the station will automatically switch to an alternative station, according to the station availability and depending on the reception quality, for example between stations of neighboring regions.

Activating Switching to Similar Stations

1. Tap and activate ⚙ ▸ **Switch to a similar station when reception is poor**.

Additional DAB Announcements

In addition to the messages via the TP function, you can also receive further announcements from the stations, e.g. about the weather, with the DAB reception mode.

Activating Additional DAB Announcements

1. Tap and activate ⚙ ▸ **Additional DAB announcements**.

Favorites

Saving a station as a favorite

You can save up to 36 stations or frequencies from different reception modes as favorites.

1. Select reception mode.
2. Tune the desired station.
3. Tap ♡.

   Or: tap and hold the station on the station list.

   The storage locations are displayed.
4. Tap ⊕.

   Or: Tap and hold a storage location that is already occupied until the station is saved.

   The station is saved at the selected storage location.

   If a station was already saved at the storage location, this station will be removed from the storage location and replaced by the new station.

Station logos

Station logos are available depending on the country and can be preinstalled in the Infotainment system for some frequency bands. If the **Automatic station logo selection** function is activated in the settings, the station logos are automatically assigned to the stations.

Activating automatic assignment of the station logos

1. In radio mode, tap ⚙ ▶ **Radio** and tap and activate **Automatic station logo selection**.

Assigning station logos manually

1. In radio mode, tap ⚙ ▶ **Radio** ▶ **Station logos**.
2. Select a station to which a station logo is to be assigned.
3. Select the station logo.
4. This process can be repeated for additional stations.
5. Tap ↩.

Showing or hiding the display of station logos and the DAB slideshow

1. Tap ♫ and swipe from right to left.
2. Tap radio text in the display for the current playback.

Traffic program function (TP function)

The traffic program function (TP function) monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media mode. Traffic news stations are not available in all countries. In media mode, a traffic report station will be tuned automatically in the background, as long as one can be received. Some stations without their own traffic program still support the TP function using a corresponding traffic report station (EON). 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**.

It is only possible to receive traffic reports if there is reception for a traffic report station and, depending on the country, the TP function is activated in the settings → *Activating or deactivating the TP function*.

Activating or deactivating the TP function

The TP function cannot be manually activated or deactivated in all countries.

1. Tap and activate ⚙ ▶ **Traffic program (TP)** in radio mode.

Quick Introduction to Sound

You can adjust the sound settings and the sound output of the Infotainment system in the **Sound** app.

Sound profiles

Here you can select a sound profile and adapt the sound character.

Adapting the sound character

1. To open the sound profiles, tap .
2. Tap the desired sound profile.
3. Tap .
4. Use the sound controller of the equalizer to adapt the sound character.

   Or: tap and center the subwoofer and the frequencies.

Focus

Here you can set the position in the vehicle at which the sound should be the loudest. The surround sound can also be activated here.

The settings are divided into the following three menus:

— **Balance fader**: move the sound forward or backward, and left or right.

— **Focus**: focus the sound on a seat or a row of seats.

— **Surround**: adjust the volume of the surround effect.

If you use one of the possible settings, only the selected setting will affect the sound. The other settings are not available and will not change the sound.

Moving the sound focus

1. Tap .
2. Tap and move **Balance Fader**.

   Or: tap **Focus** and the desired seats. The seats on which the sound is focused are highlighted.

   Or: tap **Surround** and adjust the surround effect.

Volume

Here you can adjust the volume, e.g. of the IDA voice assistant's voice output or the traffic program function (TP function).

Adjusting the volume for each function

1. Tap 🔊.
2. Swipe left below the relevant function name to reduce the volume.

   Or: to increase the volume, swipe right below the relevant function name.

Sound settings

In the sound settings, you can adjust the operation tones for the Infotainment system and activate or deactivate the "Speed dependent volume control" function.

Adjusting sound settings

1. Tap ⚙.
2. Adjust operation tones.

   Or: tap **Speed dependent volume control** and activate or deactivate it.

Further information on the following topics is available in this Owner's Manual:

— Symbols *(→ Sound and tone)*.

— Speed dependent volume control for external audio sources *(→ External audio source)*.

Symbols

 Open the **Sound profiles** menu.

 Open the **Focus** menu.

 Open the **Volume settings** menu.

 Opening the settings.

Speed Dependent Volume Control for External Audio Sources

The “Speed dependent volume control” function can automatically synchronize the volume of different audio sources. Depending on the audio content, the “Speed dependent volume control” function can cause the playback to lose dynamic range. The dynamic range is the range between the loudest and quietest sound during playback. If you deactivate the function, this effect will not take place and the audio source will be played unchanged. In the factory settings, the function is activated and can be deactivated or activated in the sound settings *(→ Sound and tone)*.

Quick Introduction to Phone

In the **Phone** app, you can connect your cell phone to the Infotainment system and control the phone functions via the Infotainment system.

To use the functions, pair and connect a cell phone with the Infotainment system. You can simultaneously connect up to three cell phones to the Infotainment system. However, only one cell phone is active at a time and can be used to make calls. The second connected cell phone can receive calls via the Infotainment system and be used to play media. If three cell phones are connected, the third cell phone can be used for media playback.

The phone interface uses the “Hands-Free Profile” (HFP) Bluetooth profile for transferring data. This means that it is possible to make calls wirelessly via the hands-free system.

The functions listed below depend on the vehicle equipment and are not available in all countries and are dependent on the cell phone used and its operating system.

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.

Pairing a cell phone

Before connecting for the first time, you need to pair the cell phone with the Infotainment system. If access to the contacts is allowed during the pairing process, the contacts will be displayed in the Infotainment system *(→ User data)* *(→ Contacts)*. The coupling process may take a few minutes.

1. Activate Bluetooth and visibility for Bluetooth devices on the cell phone.
2. Tap ⚙ ▶ **Connection manager** ▶ **Connect new device**.
3. Open the list of available Bluetooth devices on your cell phone and select the device name for the Infotainment system.
4. Pay attention to notifications on the cell phone and in the Infotainment system, and confirm these if necessary.

   If the pairing was successful, the data on the cell phone will be displayed in the **Connection manager**.

⚠ WARNING

The pairing of a mobile device, e.g. cell phone, can distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only carry out the pairing as the driver when the vehicle is stationary.

ℹ You generally only need to pair a device like a cell phone once per technology, Bluetooth or Wi-Fi®. The connection of the device with the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without re-pairing the device.

Connecting a cell phone

1. Pair a cell phone with the Infotainment system *→ Quick Introduction to Phone*.
2. Tap ⚙ ▶ **Connection manager**.
3. Tap the name for the preferred cell phone.
4. Pay attention to notifications on the cell phone and in the Infotainment system, and confirm these if necessary.

ℹ If the connection is not automatically established, tap ⚙ ▶ **Connection manager** ▶ **Device manager** and tap the name of the desired cell phone.

Using a phone

Manually entering the telephone number

1. Tap and enter a telephone number.
2. Tap to make the call.

If teleconferences are supported by the mobile network provider and by the cell phone, the contacts can be opened during a phone call and another participant can be added to the phone call.

During a phone call, the volume of the call can be adjusted with the volume control .

During a phone call via the hands-free system or at a high volume, a conversation may also be heard by third parties outside the vehicle.

Callback by Volkswagen emergency services

To enable a callback by Volkswagen emergency services in the event of an emergency, you can save your phone number in the Infotainment system, depending on the country . You can save your phone number via the **Connection manager** menu or, when you pair the cell phone for the first time, via the notifications . For this function, a valid contract with Volkswagen AG for using connected services is required.

A callback by the Volkswagen Emergency Call Center to the vehicle is possible irrespective of the setting selected in the Infotainment system.

Requirement:

✓ Cell phone is paired and connected with the Infotainment system → *Quick Introduction to Phone*, → *Quick Introduction to Phone*.

Save or change the callback number via the **Connection manager**

1. Tap ▶ **Connection manager**.
2. Tap next to the name of the desired cell phone.
3. Tap and activate **Save callback number**.

   Or: to change the number, tap **Change callback number** and change the number.

Voice mail

Calling voicemail

1. Tap ⁘.
2. Tap and hold the button with the following symbol: ⌾⌾.

Further information on the following topics is available in this Owner's Manual:

— Symbols .

— User profile *(→ User profile)*.

— Contacts *(→ Contacts)*.

— Call list *(→ Call list)*.

— Favorites *(→ Favorites)*.

— Connection types .

— Text messages (SMS) *(→ Text messages)*.

— Saved data *(→ User data)*.

⚠ WARNING

In potentially explosive environments, e.g. in the vicinity of gas stations and at other similar locations with specific regulations, ignition sparks caused by electrostatic discharge or cell phones, for example, can cause an explosion or fire and lead to serious or fatal injuries.

- Switch off the cell phone and phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.
- Do not use the cell phone and cell phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.

Symbols

General symbols

 Open call list of incoming and outgoing calls and the list of frequently used numbers or contacts, if this is supported by the cell phone.

 Frequently used numbers, contacts or favorites from your cell phone, if this is supported by the cell phone.

 Open contacts.

 Dial telephone number.

 Open Search.

 Opening the settings.

 Select the active device from two or more connected cell phones.

 Voice mail.

Call list symbols

1. To open the call lists, tap on  .

 Outgoing call.

 Received incoming call.

 Missed call.

Symbols for telephone calls

Start, handle and display a call.

End or decline a call.

Put a call on hold.

Decline a call with a SMS template.

Add participants to a phone conference or merge calls and begin a phone conference.

Mute the hands-free system.

Symbols in the contact list

1. To open the contact list, tap .

Address.

User Profile for the Mobile Device

For each paired cell phone, an entry is automatically created in the **Connection manager**. For example, contacts and favorites are downloaded from the phone. To delete the entry in the **Connection manager**, for example, delete saved data *(→ User data)*.

Contacts and Contact List

The first time a cell phone is paired with the Infotainment system, the cell phone's contacts are saved in the Infotainment system. You may need confirm the transfer on your cell phone. The contacts in the Infotainment system will be updated each time the cell phone is connected to the Infotainment system. During the update, the existing contacts can still be used.

If an image is stored for the contact, it can be displayed in the list next to the entry.

Using contact data

If a contact has multiple telephone numbers, you must select the number you wish to call accordingly.

1. Tap .
2. To search for a contact, tap and enter the name of the contact.
3. To make the call, tap the contact you would like to speak to in the list.

When searching for a contact, enter the last name and first name separated by a space.

Call list

Using a call list

The mobile phone interface stores the incoming and outgoing calls on a call list. Frequently used telephone numbers are saved under favorites *(→ Favorites)*.

1. Tap and filter entries in the call list, e.g. by missed calls.
2. Tap on a number or, where applicable, a contact in the list to make the call.

Favorites

When a cell phone is paired, the contacts are downloaded from the cell phone *(→ User profile)*. You may need confirm the transfer on your cell phone.

Calling favorites

1. Tap .
2. Tap on your favorites.

Connection Types

Active and passive connection

In order to use the phone interface functions, at least one cell phone must be connected to the Infotainment system. If several cell phones are connected to the Infotainment system, you can switch between an active and an inactive connection. In order to operate the phone interface with your preferred cell phone, establish an active connection to the Infotainment system.

Paired cell phones are saved in the Infotainment system even if they are not currently connected.

Difference between the types of connection

Active

The cell phone is paired and connected. You can carry out phone interface functions using data from this cell phone.

Passive

The cell phone is paired and connected. You can only take incoming calls via the phone interface. Other functions are not available.

Change connection type (inactive to active)

Requirement:

✓ Several cell phones are connected to the Infotainment system simultaneously.

1. Tap ⌄.

   The actively connected cell phone is highlighted.

2. Tap the name for the preferred cell phone.

   The connection with the other cell phones will be inactivated automatically.

Connection management

Requirement:

✓ The cell phone is paired and connected.

1. Tap ⚙.
2. Open the app overview and tap ⚙ ▶ **Mobile devices**.
3. Tap to connect the desired technology.

Sending and receiving text messages

Depending on the cell phone in use and the Infotainment system, you can send and receive text messages, SMS, via the phone interface.

Sending an SMS

1. Tap **Contacts** ▶ **SMS** ▶ **New message** and enter the message.
2. Tap **OK** to send the message.

Saved data

Delete saved data

1. Tap ⚙ ▸ **Connections** ▸ **Connection manager**.
2. Tap **Delete device**.

Quick Introduction to App-Connect

Android Auto and Apple CarPlay App-Connect technologies make it possible to display and control content and functions displayed on the cell phone through the Infotainment system screen.

The cell phone can be connected to the Infotainment system via a USB port with a data transfer function for use of Android Auto and Apple CarPlay App-Connect technologies. Some technologies can also be used wirelessly via the Bluetooth interface and the Wi-Fi hotspot for the Infotainment system.

Technologies

The following technologies may be available:

— Apple CarPlay®.

— Android Auto®.

The technologies listed above are operated by third parties and provided by Volkswagen. Volkswagen is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle. Apps from third-party providers may be incompatible. It cannot be guaranteed that the apps that are offered will be able to run on all cell phones and with all operating systems.

The availability and range of apps and App-Connect technologies depend on the vehicle equipment, the cell phone used and the country. The content, scope, and providers of the apps may vary. Some apps are also dependent on the availability of third-party services.

You can find more information on the Volkswagen web page.

The use of apps and the required mobile phone connection may be subject to additional charges.

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

WARNING

Using apps can distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only operate the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

WARNING

If unsuitable apps are used or apps are not used correctly, this may result in vehicle damage and accidents with serious or even fatal injuries.

- Protect the cell phone and its apps from misuse.

Using App-Connect technologies

In order to use App-Connect technologies, you must connect the cell phone to the Infotainment system. When using a wireless connection, the connection is initiated via Bluetooth and then established via the Wi-Fi hotspot of the Infotainment system.

When using Apple CarPlay, the Bluetooth connection is disconnected again when the connection via the Wi-Fi hotspot of the Infotainment system is established.

When using Android Auto, the Bluetooth connection remains active.

Connecting the cell phone via USB cable

1. Connect the cell phone to the Infotainment system using a USB cable.
2. Confirm the authorization requests on the cell phone.

Wirelessly connecting a cell phone

1. Connect the cell phone to Bluetooth *(→ Bluetooth)*.
2. In the app overview, tap the app of the desired technology, Apple CarPlay or Android Auto.
3. Confirm the authorization requests on the cell phone.

If any pop-up menus were dismissed during the connection process, App-Connect technologies will not be available. In this case, Volkswagen recommends deleting the devices from the cell phone settings and Infotainment system and restarting the connection process.

Using the wireless function of App-Connect technologies when crossing a border

If using the wireless function of the App-Connect technologies and Wi-Fi when crossing borders in countries with different permissible radio frequencies than in your own country, observe the following:

— Use of the wireless function of Android Auto and Apple CarPlay is limited or not possible due to legal provisions. This can be indicated by a message in the Infotainment system.
— Use of the wireless function of Android Auto and Apple CarPlay must be deactivated due to statutory provisions.
— The Wi-Fi hotspot must be deactivated.

Symbols

 Show further information.

 Select the Apple CarPlay technology.

 Select the Android Auto technology.

 Android Auto only: open the app overview.

Android Auto®

Requirements

The following requirements must be met in order to use Android Auto:

✓ The smartphone must support Android Auto.

✓ An Android Auto app must be installed on the smartphone.

✓ To use Android Auto wirelessly, Bluetooth must be activated on the smartphone and in the Infotainment system. The Infotainment system must also be activated as a Wi-Fi hotspot.

✓ If Android Auto cannot be used wirelessly, the smartphone must be connected to the Infotainment system with a USB port that allows data transfer. Only USB ports with data transfer are suitable for use with Android Auto.

✓ The USB cable that is used should be a USB cable that has been certified and approved by the smartphone manufacturer, e.g. the original USB cable from the smartphone manufacturer, or a USB cable from Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen and Android Auto websites or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening Android Auto

1. Open the app overview and tap .

Disconnecting

1. Tap ▶ **Connections** ▶ **Connection manager**.
2. Tap **Delete device**.

Special conditions

During an active connection with Android Auto, the following conditions apply:

— An active Android Auto device can be connected to the Infotainment system via Bluetooth (Hands-Free Profile, HFP) at the same time.

— Depending on the Infotainment system, you can view information about telephone operation in the instrument cluster display.

— It is not possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.

— Depending on the Infotainment system, you can view information from the Android Auto navigation system in the instrument cluster display.

— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice assistant

The availability of the “voice assistant” function depends on the vehicle equipment.

Starting the Voice Assistant

1. To start the IDA voice assistant for the connected smartphone, press and hold on the multi-function steering wheel.

   Or: to start the IDA voice assistant of the Infotainment system, briefly press on the multi-function steering wheel.

Apple CarPlay®

Requirements

The following requirements must be met in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ The Siri voice assistant must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without restrictions.

✓ To use Apple CarPlay wirelessly, Bluetooth and the Infotainment system as a Wi-Fi hotspot must be activated on the iPhone.

✓ If Apple CarPlay cannot be used wirelessly, the iPhone must be connected to the infotainment system via a USB port with Apple CarPlay-capable data transfer. Only USB ports with Apple CarPlay-capable data transfer are suitable for use of Apple CarPlay.

✓ The USB cable that is used should be a USB cable certified and approved by Apple, e.g. the original USB cable from Apple or a USB cable from Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps and availability can be found at the Volkswagen and Apple CarPlay website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening Apple CarPlay

1. Open the app overview and tap ▶.

Disconnecting

1. Tap ⚙ ▶ **Connections** ▶ **Connection manager**.
2. Tap **Delete device**.

Special conditions

During an active connection with Apple CarPlay, the following conditions apply:

— For an iPhone connected to the Infotainment system via Apple CarPlay, the contacts can only be accessed via Apple CarPlay. Other phone functions can also be executed via the phone interface in the Infotainment system.
— It is not possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started last ends the previous active one.
— Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.
— Depending on the Infotainment system, you can view information from the Apple CarPlay navigation system in the instrument cluster display.
— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice assistant

The “voice assistant” function depends on the vehicle equipment and is only available in certain countries.

Starting the Voice Assistant

1. To start the Siri voice assistant for the connected iPhone, press and hold on the multi-function steering wheel.

   Or: to start the IDA voice assistant of the Infotainment system, briefly press  on the multi-function steering wheel .

Quick Introduction to Using External Devices

Media files from data carriers can be played and saved as favorites using the Infotainment system, depending on the vehicle equipment.

Depending on the vehicle equipment, the following data carriers can be used as media sources:

— USB storage medium, e.g. USB flash drive.

— Bluetooth device, e.g. cell phone.

Playing a Media File

1. Connect the media source to the Infotainment system.
2. Select the corresponding app for the media source.
3. Tap the desired track.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

Difference in quality between data carriers from different manufacturers can cause problems with media playback.

Wrong configuration of data carriers can lead to the data carriers 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 carriers.

Playlists specify a playback order and are linked to the storage location of the media files. No media files are saved in playlists. To play a playlist, the media files must be present at the storage location on the data carrier to which the playlist is linked.

Volkswagen is not responsible for damaged, altered or lost files on data carriers.

Symbols

General symbols

 Start replay.

 Pause replay.

 Go to the previous track.

 Skip to the next track.

 Repeats the current track.

 Repeats all tracks.

 Activate shuffle.

 Loudspeakers switched on and playback audible.

Tap to mute the loudspeakers.

 Loudspeakers muted.

Tap to make the playback audible.

 Add to **My playlist**.

 Open Favorites.

 Open Search.

 Add media file to favorites list.

 Switch between radio and media mode.

 Opening the settings.

Symbols for media sources

Bluetooth: select a device connected via Bluetooth as a media source. Devices that are not yet connected via Bluetooth can also be selected and connected here.

USB: select a device connected via the USB port as the media source.

Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audiobooks.

Compilations.

Video replay symbols

Replay video in full-screen mode.

Minimize replay.

Media Source and Media Files

Connecting and Selecting a Media Source

1. Connect the media source.
2. Open the app overview and tap the app for the desired media source.

Searching For and Playing Media Files

You can search for and play media files from a media source in a variety of ways.

Searching the Selected Media Source

1. Open the folder structure.
2. Searching the folder structure for a desired track.

   Or: tap ◯ and enter the name of the desired track.

   The list of the found tracks updates automatically when you enter the name of a track.
3. 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.
4. Close the selection with ×.

Saving a media file as a favorite

You can save individual tracks, albums, artists and genres as favorites.

1. Start playback of the desired track.
2. Tap ♡.
3. Tap ⊕.
4. Select from the selection list:, e.g. title.

   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.

   The selection is saved in the selected storage location as a favorite. If the storage location was already occupied, the previously saved favorite will be replaced by the selection.

Selecting a Media File from Favorites

1. Tap ♡.
2. Tap on your favorites.

   Depending on the selection, all tracks heard during the current playback will be added to favorites.

Entertainment Playback

The Infotainment system can play music.

Depending on the country, videos can also be played.

Video mode

In video mode, the Infotainment system display can play a video from a data carrier or the internal memory. The video sound is played back via the vehicle speakers. The video image is only displayed when the vehicle is stationary. The Infotainment system display is switched off while driving; the video sound will remain audible. In some countries, for road safety reasons, no video image is shown and no video sound is played even when the vehicle is stationary.

Quick Introduction to the Navigation System

You can enter a destination, e.g. an address, into the navigation system and it will calculate a route to your destination.

To allow optimum navigation to the destination, all available data, e.g. GPS data and traffic information, is evaluated. Acoustic navigation announcements and graphic displays lead you to your destination.

The quality of the driving directions depends on the available navigation data and, depending on the country, any reported traffic incidents.

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.

If you sell or lend the vehicle, Volkswagen recommends resetting the Infotainment system to the factory settings . This only deletes all personal data, such as information about navigation. Please note additional information on this in the chapter on the connected services (availability depends on the country) .

WARNING

Operating the navigation system can distract you from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only operate the Infotainment system if the vehicle is stationary or when the traffic situation allows it.

Depending on the vehicle and country, before using the mobile online services of the navigation, select online mode and a mode with location data in the privacy settings *(→ Privacy settings)*.

In order to use mobile online services, e.g. Online Traffic Information (depending on the country), the relevant prerequisites must be fulfilled *(→ Online functions in the navigation system)*. Only then can online traffic information, for example, be displayed in the navigation system. If no Online Traffic Information is available, this is displayed in the Infotainment system *(→ Navigation)*.

Entering a Destination and Starting Route Guidance

Depending on the vehicle equipment and in certain countries, different functions are available for entering destinations.

Starting route guidance via an address

During input, the navigation system suggests already known destinations.

1. Tap Q.
2. Enter the destination address and select your desired destination.

   Or: tap the desired destination from the list.
3. Tap **Start**.

When entering the address, enter the name of the destination instead of the postcode.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

If you missed a turn on your route, the navigation system may recalculate the route.

For further information about symbols on the Infotainment system screen, see *(→ Navigation)* in this Owner's Manual.

Symbols

General symbols



Destination search: enter and search for destinations.



Open route plan.



Opening the settings.

Here you can find, for example, settings for the navigation announcements and route options.



Destination for the current route guidance.



Add waypoint.



Waypoint.



Navigation announcements are mute/mute navigation announcements.

Tap to mute voice guidance or to make it audible.



Saves destination as a favorite.



Home address.



Work address.



Current position.

Tap to center the map on the vehicle or to display details of the vehicle position.



Display route overview and alternative routes to the current route guidance.



Destination suggestions.



Fully automatic map mode.

Center the map to the vehicle position.

Alignment in the direction of travel, position, zoom and tilt.



Align the map.

Display dialog box with additional options.

Traffic disruption on the map, in this case, e.g. a traffic jam.

No online traffic information available.

Symbols for charging stations

E-charging stations, also referred to in the following as "charging stations", are displayed on the map if the data is available to the navigation system.

Charging station on the map.

Open the searching for charging stations function.

Open the filter and preference settings for displaying charging stations on the map.

If a filter is active, the symbol will change.

Current occupation status of the charging station.

Red status: charging station is occupied or out of order.

Green status: charging station is available and not occupied.

Predicted battery charge level of the high-voltage battery at the destination.

Battery charge level of the high-voltage battery required to continue driving.

System limits

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example in a tunnel, navigation will still be possible using the vehicle's sensors.

In areas that are not or only partially digitized, the Infotainment system still enables route guidance to be started if possible.

If the navigation data is missing or incomplete, it may not be possible to work out the exact position or provide exact route guidance under certain circumstances.

The road layout changes regularly, e.g. due to construction sites. Outdated navigation data can lead to errors or inaccuracies during route guidance.

Destination input

Depending on the vehicle equipment and in some countries, different functions for entering destinations are available. You can further restrict your search with specific suggestions in the results list, e.g. “nearby”.

For further information about symbols on the Infotainment system screen, see *(→ Navigation)* in this Owner’s Manual.

Enter address

Start route guidance by entering an address. During input, the navigation system suggests already known destinations.

Selecting the destination and starting the navigation system

1. Tap Q.
2. Enter the destination address and select your desired destination.
3. Tap **Start**.

When entering the address, enter the name of the destination instead of the postcode.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

Selecting a home and work address

Selecting the destination and starting the navigation system

1. Tap Q ▶ **Favorites**.
2. Tap **Home** or **Work**.
3. Tap **Start**.

Selecting from destination suggestions

The navigation system uses saved data such as your last destinations, learned destinations, favorites, home address and work address to provide you with route guidance.

Selecting the destination and starting the navigation system

1. Tap ▶ **Suggestions**.
2. Tap on the desired destination.

   The route overview will open.
3. Tap and hold the desired selection for a few seconds.

Selecting from last destinations

The navigation system saves up to 25 of the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

1. Tap ▶ **Last destinations**.
2. Tap on the desired destination.
3. Tap **Start**.

Selecting from favorite destinations

Selecting the destination and starting the navigation system

1. Tap ▶ **Favorites**.
2. Tap on the desired destination.
3. Tap **Start**.

Selecting on the map

The navigation map contains interactive areas at many points which are suitable for the input of a destination. Entering a destination via the navigation map is dependent on data status and not possible for all positions.

Selecting the destination and starting the navigation system

1. Tap the desired position or the desired location on the map.

   If map data is available at this point, route guidance will start.

Selecting a charging station

To display charging stations on the map, filter and preference settings can configured via .
Further information is available in the chapter about the Electric Vehicle Route Planner *(→ Electric Vehicle Route Planner)*.

Selecting the destination and starting the navigation system

1. To start route guidance, tap the preferred charging station on the map.

Setting preferred POI categories

The system offers different points of interest, e.g. gas stations, using the quick select symbol when entering destinations, in the route plan and on the map. You can prioritize the display of these symbols.

1. Tap ▶ **Basic functions** ▶ **Set preferred POI categories**.

Navigation map

Adapting the Navigation Map

To ensure an optimum view, you can also adapt the navigation map and map view using enhanced finger movements.

Moving the navigation map

Recommendation: Use index finger.

1. Move the navigation map with your finger.

Zooming in or out on the map view

Recommendation: Use index finger.

1. Tap and hold the map twice in a row.
2. To zoom in on the map view, move your finger downwards.

   Or: to zoom out of the map view, move your finger upwards.

Zooming in or out on the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom in on the map view, slide your fingers away from each other.

   Or: to zoom out of the map view, slide your fingers towards each other.

Tilting the map view

Recommendation: Use index and middle finger.

1. Tap and hold the map with two fingers at the same time, held horizontally next to each other.
2. To tilt the map view to the front, move your fingers upwards.

   Or: to tilt the map view to the back, move your fingers downwards.

Rotating the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to turn the map view.

You can also use the touch control for adjusting the volume to zoom in on or zoom out of the map view .

Voice guidance

Navigation messages are acoustic driving directions for the current route. The type and frequency of navigation messages depends on the settings and the driving situation, such as the start of the route guidance and whether you are driving on a highway or roundabout.

If the destination cannot be reached exactly, for example because it is not in a digitized area, there will be a navigation announcement that the destination area has been reached. Messages about the direction and distance to the destination will also be displayed on the screen.

Depending on the vehicle equipment and in some countries, reported traffic incidents on the route are announced during dynamic route guidance. There will be an additional navigation announcement if the route is recalculated due to a traffic incident or a change in driving style.

You can adjust or mute the volume during a navigation announcement. All other navigation announcements will be given at that volume or will be muted. Additional settings for navigation announcements are available in the navigation settings *(→ Navigation)*.

Having the Navigation Announcement Repeated

If you have missed a navigation announcement, you can have the navigation announcement repeated.

1. On the map, tap the function key with the next route information.

Navigation announcements are not available in all languages.

Navigation announcements will not be given if the Infotainment system is muted.

Available languages

The navigation announcements are automatically set to the system language selected in the Infotainment system. If the navigation announcements are not available in the set system language, the navigation announcements will be given in a language preset by the system.

Depending on the country, the following languages are available for the navigation announcements:

— Arabic.

— Bulgarian.

— Danish.

— German.

— English.

— Finnish.

— French.

— Greek.

— Hebrew.

— Italian.

— Croatian.

— Dutch.

— Norwegian.

— Polish.

— Portuguese.

— Romanian.

— Russian.

— Swedish.

— Slovakian.

— Slovenian.

— Spanish.

— Czech.

— Turkish.

— Ukrainian.

— Hungarian.

Route planning

Route plan

The route plan contains your route and possible stopovers. In the route plan, destinations and stopovers can be set, moved, or deleted one after the other. The starting point is always the vehicle position as determined by the Infotainment system. The route plan contains information about relevant events, such as waypoints and destination suggestions, if the relevant data is available to the navigation system. Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings.

The route plan displays current traffic disruptions if the relevant data is available to the navigation system *(→ Online functions in the navigation system)*.

Opening or closing the route plan

1. To open or close the route plan, tap ⋮.

Editing Route Guidance in the Route Plan

To edit route guidance, move the waypoints or the destination in the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release it.

   The route will be recalculated.

Stopping route guidance in the route plan

1. To stop route guidance to the destination, tap ⊗ on the right of the map in the route plan preview.

   Or: to stop route guidance to the destination or waypoint, open the route plan, swipe left in the route plan on the destination or waypoint, and tap 🗑.

Electric Vehicle Route Planner

You can use the Electric Vehicle Route Planner to automatically add charging stations along the current route as charging stops. A maximum of ten charging stations can be automatically added as charging stops.

Activating or deactivating the Electric Vehicle Route Planner

1. Tap and activate ⚙ ▶ **Electric Vehicle Route Planner**.

Charging stops can be added and adjusted with various preferences:

— Payment type.

— Remaining range at the charging stop and destination.

Setting Preferences

1. Tap ⚙ ▶ **Electric Vehicle Route Planner**.
2. Set your preferred remaining range.

   Or: set your preferred payment type.

Depending on the selection and the available data, suitable charging stations will be prioritized in the route plan.

If your preferred payment type is not available at one or several charging stations, audible information is provided.

You can temporarily overwrite the settings for the maximum battery charge level in the **Charging** menu by using the "Electric Vehicle Route Planner" function *(→ Charging settings)*. Once the route guidance is finished, the settings for the maximum battery charge level in the **Charging** menu will be used again.

The current occupation status of charging stations, if available, is shown in the Infotainment system if there is an active Internet connection *(→ Navigation)*. The current status is displayed with a colored dot at the edge of the symbol. Whether the current occupation status of charging stations is displayed depends on the country.

Automatically adding charging stops

1. To activate automatic planning of the necessary charging stations along the route, tap and activate ⚙ ▶ **Electric Vehicle Route Planner** ▶ **Add charging stops automatically**.

Selecting alternative charging stations

With planned routes, you can select alternative charging stations instead of the ones automatically mapped along the route.

1. Enter or select your preferred destination.

2. Tap **Start**.
3. Open the route plan *(→ Route plan)*.
4. Tap a scheduled charging station in the route plan.

   Details of the planned charging station are displayed.
5. Tap **Display further charging stations**.

   The positions of further charging stations nearby are displayed on the map.
6. Tap an alternative charging station nearby on the map or in the list.

   Details of the alternative charging station are displayed.
7. Tap **Add destination as a stopover**.

   The charging station previously planned in is replaced by the newly selected charging station and the route is adjusted.

If **Add as a stopover** is selected, the selected charging station is retained even if the route is changed.

Searching for Charging Stations with a Filter

Various criteria can be set to search for charging stations on the map or in the search results of the “Charging station” category. If a criterion is set, this has an effect on the presentation on the map. Only the charging stations corresponding to the criteria are displayed. The search results for the “Charging station” category are filtered according to the selected criteria. The criteria can be changed again at any time. An active filter has no influence on route planning. To consider charging stops in route planning, adjust the settings.

Filtering Charging Stations

1. Tap .
2. Select a criterion, e.g. payment type.

If a filter is active, the symbol will change.

Range

The “Range” function shows the possible range based on the current battery charge level in the high-voltage battery. The image only displays an estimated range, taking into consideration current consumption values. The image may change during the journey, and the upper and lower limits of the range must be seen as an estimate *(→ Charge level display and range)*.

Activating or Deactivating the “Range” Function

1. Tap and activate ⚙ ▶ **Electric Vehicle Route Planner** ▶ **Display range in map**.

Adjust the map view if necessary to show the complete range on the map *(→ Navigation map)*.

You can also activate a range warning in the navigation system settings: tap and activate ⚙ ▶ **Route guidance & routes** ▶ **Range warning**.

Online Navigation Functions

Online functions of the navigation system are available depending on the vehicle equipment and in certain countries. Online functions are not available in all vehicle models.

The online navigation functions include Online Traffic Information, for example.

Online traffic information

Reception of Online Traffic Information depends on the vehicle equipment and is not available in every country. The Infotainment system automatically receives detailed traffic information when there is an active Internet connection. This information is displayed on the map via symbols and color coding on the road network *(→ Online functions in the navigation system)* → *Traffic flow display*.

Reception of online traffic information is possible in some countries if permitted by the privacy settings selected. No Online Traffic Information is received in offline mode *(→ Privacy settings)*.

Prerequisites for using Online Traffic Information:

- ✓ The requirements for using the connected services have been met *(→ Online services)*.
- ✓ You have ordered the connected service and activated it in your vehicle.
- ✓ Depending on the country, online mode and a mode with location data are selected in the privacy settings *(→ Privacy settings)*.

Traffic disruptions

Traffic disruptions such as traffic jams are displayed on the navigation map as symbols *(→ Navigation)*. The route plan displays current traffic disruptions if the relevant data is available to the navigation system. If route guidance is active, traffic disruptions on the current route will be displayed on the route plan. You can avoid these traffic disruptions by modifying the route plan.

Avoiding traffic disruptions

1. Open the route plan *(→ Route plan)*.
2. Tap the traffic disruption.
3. Tap **Avoid**.

   The route will be recalculated.

Only one traffic disruption can be avoided in this manner for each route guidance.

Local warnings, e.g for severe weather, can be played via the Infotainment system as a pop-up notification.

Traffic flow display

The traffic flow for current traffic disruptions is displayed on the navigation map via color coding on the road network.

Orange

Stop-and-go traffic.

Red

Traffic jam.

Home and work address

Saving a home or work address

This is only possible if no home or work address has been set.

1. Tap ◯ ▸ **Favorites**.
2. Tap **Home** or **Work**.
3. To save the current position, tap **Position**.

   Or: to save an address, tap **Set**.

Deleting a home or work address

1. Tap ◯ ▸ **Favorites**.
2. Tap and hold the saved home address or work address and swipe left.
3. Tap 🗑.

Favorites

Favorite destinations

You can save up to 50 destinations as favorites.

Saving a destination as a favorite

1. While entering a destination, tap on ♡ in the additional window.

Deleting a favorite

1. Tap 🔍 ▸ **Favorites**.
2. Tap and hold favorites and swipe left.
3. Tap 🗑.

Navigation data

The Infotainment system is equipped with an internal navigation data storage medium. Depending on the country, the required navigation data may already be installed. The Infotainment system always requires up-to-date navigation data to ensure that route guidance can be implemented correctly and that the functions provided are fully available.

NOTICE

If you use outdated navigation data, there may be adverse effects on the navigation system. It may not be possible to determine up-to-date routes, or route guidance may guide you to an incorrect destination.

- Always ensure that your navigation data is kept up-to-date.

Updating navigation data via the connected services

Via the connected services, the navigation system updates the installed map data for route guidance along the route and in the destination area, and regularly updates the installed map data in the vicinity of the vehicle.

Requirement:

✓ The requirements for using the connected services have been met *(→ Online services)*.

Updating navigation data

1. Switch on the vehicle.
2. Establish an Internet connection if you have not already done so.
3. Depending on the country, also select the “Online mode with location data” mode in the privacy settings *(→ Privacy settings)*.

Updating navigation data manually

As an alternative, navigation data for the entire navigation database can be downloaded online on the Volkswagen website in the myVolkswagen customer area .

Regardless of the position of the vehicle and route guidance, the complete installed database is updated.

The **Navigation** app may not be available during a manual update.

Requirements:

✓ There is a commercially available USB data carrier with sufficient storage capacity for the downloaded data.

✓ The vehicle identification number (VIN) *(→ Vehicle Identification Number (VIN))* is available.

Updating navigation data

1. Open https://www.myvolkswagen.net/start/en.html .
2. Follow the instructions in the installation guide and on the screen in the vehicle.

It is recommended that you update the navigation data via the connected service.

Additional navigation data via the connected services

If you meet the requirements for using connected services *(→ Online services)*, additional map information can be provided during the journey, for example, more detailed lanes, for example, depending on the country and in some locations.

Displaying the map data version

1. Tap ⚙ ▶ **Database and disclaimer**.
2. Read off the version of the map data under the **Database** item.

Saved data

Learning usage patterns

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week.

The navigation system can suggest pre-learned routes. Selecting one of the suggested routes will cause route guidance to begin.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected route via the most direct path.

Relevant traffic disruptions are taken into consideration in route guidance. If an alternative route and the navigation data are available, relevant disruptions will be avoided.

If you are driving a pre-learned route without active route guidance, the destination is added to the route plan. Route guidance does not need to be actively started for a journey to a pre-learned destination. You are warned about traffic disruptions if necessary and an estimated arrival time is displayed.

You can activate or deactivate this function at any time as well as delete the saved data for this function.

Activating or deactivating “Learn usage pattern”

1. To open this function's settings, tap ⚙ ▶ **Basic functions**.
2. Tap and activate **Learn usage pattern**.

Displaying Suggested Routes

1. 🔍 Tap ▶ **Suggestions**.

Deleting saved “Learn usage pattern” data

1. To open this function's settings, tap ⚙ ▶ **Basic functions**.
2. Tap **Delete usage pattern**.

Saved data

In order to enable you to enter destinations quickly and to optimize route guidance, the Infotainment system saves certain data, such as frequently driven routes.

Delete saved data

1. Tap ⚙ ▶ **Basic functions** ▶ **Delete usage pattern**.
2. Tap confirm to delete the data.

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 luggage compartment and place them as far forward in the compartment as possible →⚠.

— Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating .

— Secure objects in the luggage compartment using suitable securing cords, fixation belts or tensioning 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. Vehicles with dynamic headlight range control will adjust automatically.

— Adjust the tire pressure based on the load. Follow the tire pressure label *(→ Tire pressure)*.

WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal 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.

- Store all objects securely in the vehicle. Follow the legal regulations whilst doing so.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while you are driving.
- Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
- Always keep the storage compartments closed while driving.
- Do not leave hard, heavy, or sharp objects loose in the open storage 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

If objects stowed in the vehicle cause people to sit in the wrong position, serious or fatal injuries may occur in the event of sudden driving and braking maneuvers or accidents.

- Never stow objects on a seat if a person is going to use it.

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. Heavy loads that have not been stowed or secured properly may change the vehicle handling, e.g. if the load slides around. This can result in a loss of vehicle control and lead to serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- Always distribute the load evenly and as low down in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Secure any loose objects to prevent them from sliding around.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Take extra care and caution when accelerating.
- Avoid sudden braking or driving maneuvers.
- Brake earlier than usual if the vehicle has a heavy load.

NOTICE

Abrasive objects on the rear windows can cause damage, e.g. to the heating conductors of the rear window defroster.

- Do not load the luggage compartment to a height where objects rest against the rear window.

NOTICE

Carrying systems fixed to the rear spoiler may damage the vehicle.

- Do not attach a luggage rack or any other kind of carrying system, e.g. bicycle rack, to the vehicle's rear spoiler.

Luggage compartment cover

When opening and closing the trunk lid, the luggage compartment cover is raised or lowered on the attached retaining straps.

The luggage compartment cover is not suitable for use as storage for objects, even lightweight items of clothing →⚠.

⚠ WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injury or death in the event of sudden driving and braking maneuvers or an accident.

- Never transport objects on the luggage compartment cover.
- Never allow animals to ride on the luggage compartment cover.

NOTICE

Incorrect handling of the luggage compartment cover can cause damage.

- Do not load the luggage compartment so high that the luggage compartment cover presses on the load when the trunk lid is closed.
- Never close the trunk lid while the luggage compartment floor is open or locked.

Installing and removing the luggage compartment cover

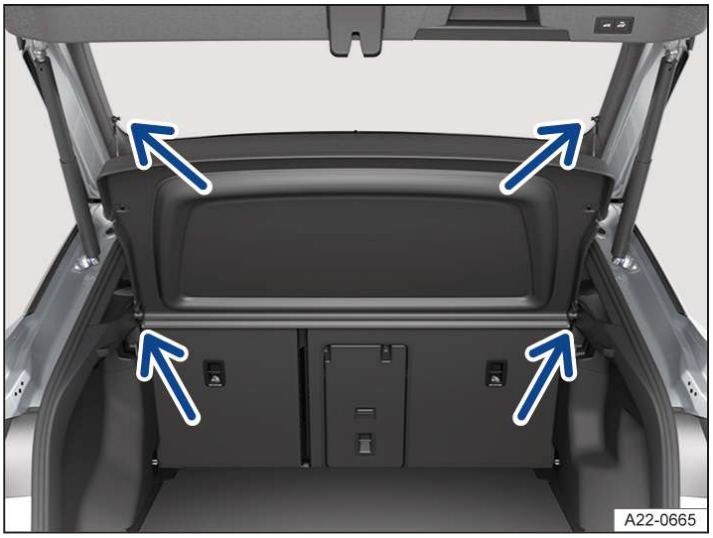


Fig. 1 In the luggage compartment: installing and removing the luggage compartment cover (general example).

Removing the luggage compartment cover

1. Unhook the top retaining straps from the trunk lid → *fig. 1* (upper arrows).
2. Push the luggage compartment cover out of the side holders from below → *fig. 1* (lower arrows).

Installing the luggage compartment cover

1. Press the luggage compartment cover into the side holders in the luggage compartment → *fig. 1* (lower arrows).
2. Hook the retaining straps onto the trunk lid → *fig. 1* (upper arrows).

Opening and closing the luggage compartment floor



Fig. 1 In the luggage compartment: Luggage compartment floor (general example).

The rear part of the luggage compartment floor can be folded forwards. Underneath, there is a storage compartment, e.g. for the tool box.

Opening the luggage compartment floor

1. Take hold of the loop or opening in the luggage compartment floor and lift the rear part of the luggage compartment floor in the direction of the arrow → *fig. 1*.

Closing the luggage compartment floor

1. Fold the luggage compartment floor downward in the opposite direction to the arrow.

NOTICE

Improper use may damage the luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downward, and do not drop it.
- Always distribute loads as evenly as possible across the entire luggage compartment floor to avoid concentrating the load in a single place.

Second luggage compartment floor – functions

Depending on the vehicle equipment, the vehicle may have a height-adjustable second luggage compartment floor.

Opening the second luggage compartment floor



Fig. 1 In the luggage compartment: open the second luggage compartment floor (general example).

1. Hold the handle and fold the rear part of the luggage compartment floor forward in the direction of the arrow → *fig. 1*.

If the luggage compartment floor is in the bottom position, the rear part will come into contact with the sides of the luggage compartment when it is opened and must be pushed through some resistance.

Closing the second luggage compartment floor

1. Fold back the luggage compartment floor and carefully lay it down.

Adjusting the height of the second luggage compartment floor

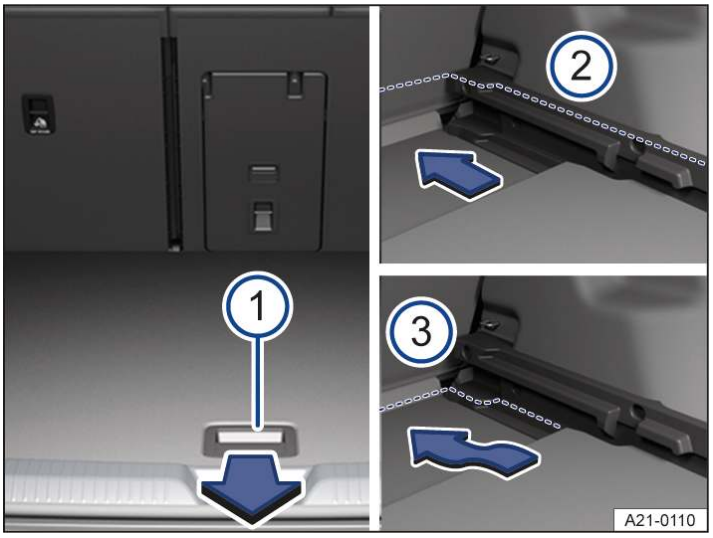


Fig. 2 In the luggage compartment: adjust the height of the second luggage compartment floor (general example).

1 Recessed grip on the luggage compartment floor.

2 Upper guides on the luggage compartment side.

3 Lower guides on the luggage compartment side.

The second luggage compartment floor can be placed in the top and bottom position:

1. Lift the luggage compartment floor using the handle → *fig. 2* (1) and pull it backward in the direction of the arrow and out of the guides on the sides of the luggage compartment.
2. Insert the luggage compartment floor into the guides at the desired height → *fig. 2* (2) or (3) and push it forward as far as it will go.

NOTICE

Improper use may damage the second luggage compartment floor or the luggage compartment trim.

- When closing the second luggage compartment floor, always carefully guide it downward, and do not drop it.
- Always distribute loads (max. 50 kg (110 lbs)) as evenly as possible across the luggage compartment floor to avoid concentrating the load in a single place.
- Only transport heavy loads if the luggage compartment floor is in the lower position.

Volkswagen recommends tying down objects to the tie-downs using fixation belts or tensioning straps.

Fitting and removing the screen separator behind the rear bench seat

A fitted screen separator can help prevent objects from being thrown out of the luggage compartment into the passenger compartment during a braking maneuver, for example.

The screen separator can be fitted either behind the rear bench seat *→ fig. 1* or behind the front seats *(→ Screen separator behind the front seats)*.

Installing the net partition

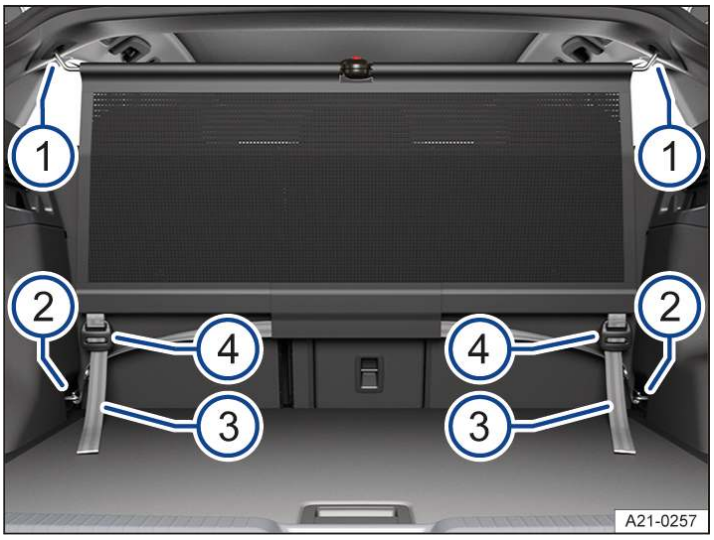


Fig. 1 In the luggage compartment: Install the screen separator behind the rear bench seat.

1. Holders in roof.
2. Front tie-downs in the luggage compartment.
3. Fastening straps.
4. Buckles.

1. Remove the screen separator from the storage bag, roll it out and unfold it. The screen separator hinge must audibly click into place.
2. Bring the front seats into the upright and engaged position.
3. Bring the backrests of the second seat row into the upright position and engage them as close as possible to the screen separator.
4. Hook one of the upper crossbar's hooks into one of the holders in the roof → *fig. 1* (1).
5. Press both ends of the upper crossbar together slightly and attach the second hook into the opposite mount in the roof.
6. Release the crossbar and check that both hooks of the screen separator are properly engaged.
7. Attach the lower hooks to the tie-downs in the front luggage compartment → *fig. 1* (2).

Tensioning the Screen Separator

1. Pull the ends of the fastening straps backward until the screen separator is tightened → *fig. 1* (3) , →⚠.
2. Check the tension of the screen separator again if the position of the backrests in front of the screen separator has been adjusted.

Removing the net partition

1. Loosen the fastening straps of the screen separator → *fig. 1* (3) by lifting the buckles → *fig. 1* (4).
2. Unhook the partition hooks from the tie-downs in the front luggage compartment → *fig. 1* (2).
3. Press both ends of the upper crossbar together and hold until the screen separator is removed.
4. Pull the screen separator back slightly and then carefully remove it downward from the holders in the roof → *fig. 1* (1).
5. Press the release button on the joint of the crossbar and fold up the screen separator.
6. Roll up the net partition and stow it in the storage bag.

⚠ WARNING

In the case of sudden braking maneuvers or an accident, objects could being thrown through the vehicle interior, causing serious or fatal injuries.

- Check that the screen separator is undamaged.
- Never use a damaged screen separator.
- Move all backrests in front of the screen separator into the upright and engaged position.
- After fitting, always check that the hooks of the screen separator are properly engaged.
- Check regularly that the screen separator is well tensioned.
- Secure all objects in the luggage compartment even if a luggage screen separator is fitted.
- Make sure that no persons are behind the installed screen separator when the vehicle is moving.

NOTICE

Securing the net partition to unintended points can cause damage.

- Always secure the screen separator only at the points designed for it.

Fitting and removing the screen separator behind the front seats

The screen separator can help prevent loose objects from being thrown out of the luggage compartment into the passenger compartment during a braking maneuver, for example.

The screen separator can be fitted either behind the rear bench seat *(→ Net partition behind the rear bench seat)* or behind the front seats → *fig. 1*.

Installing the net partition

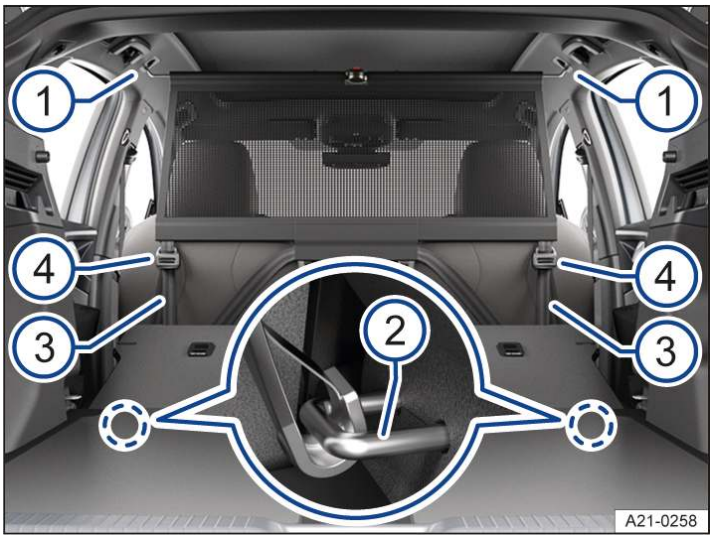


Fig. 1 In the luggage compartment: Screen separator behind the front seats.

1. Holders in roof.
2. Tie-downs for attaching the hooks.
3. Fastening straps.
4. Buckles.

1. Remove the screen separator from the storage bag, roll it out and unfold it. The screen separator hinge must audibly click into place.
2. Fold the backrests of the second row seats forward.
3. Bring the front seats into the upright position and engage them as close as possible to the screen separator.
4. Hook one of the upper crossbar's hooks into one of the holders in the roof → *fig. 1* (1).
5. Press both ends of the upper crossbar together slightly and attach the second hook into the opposite mount in the roof.
6. Release the crossbar and check that both hooks of the screen separator are properly engaged.
7. Attach the lower hooks to the fastening eyelets in the B-pillar next to the front seats → *fig. 1* (2).

Tensioning the Screen Separator

1. Pull the ends of the fastening straps ackward until the screen separator is tightened → *fig. 1* (3) , →⚠.
2. Check the tension of the screen separator again if the position of the front seats has been adjusted.

⚠ WARNING

The fastening eyelets on the B-pillar next to the front seats are not tie-downs and may only be used to fasten the screen separator. If the fastening eyelets are used to secure loads, this could result in fatal or serious injuries.

- Only use the fastening eyelets on the B-pillar next to the front seats for securing the screen separator.

Removing the net partition

1. Loosen the fastening straps of the screen separator → *fig. 1* (3) by lifting the buckles → *fig. 1* (4).
2. Unhook the lower hooks from the fastening eyelets in the B-pillar next to the front seats → *fig. 1* (2).
3. Press both ends of the upper crossbar together and hold until the screen separator is removed.
4. Pull the screen separator back slightly and then carefully remove it downward from the holders in the roof → *fig. 1* (1).
5. Press the release button on the joint of the crossbar and fold up the screen separator.
6. Roll up the net partition and stow it in the storage bag.
7. If necessary, fold back the backrests of the second row seats so they engage.

WARNING

In the case of sudden braking maneuvers or an accident, objects could being thrown through the vehicle interior, causing serious or fatal injuries.

- Check that the screen separator is undamaged.
- Never use a damaged screen separator.
- Move all backrests in front of the screen separator into the upright and engaged position.
- After fitting, always check that the hooks of the screen separator are properly engaged.
- Check regularly that the screen separator is well tensioned.
- Secure all objects in the luggage compartment even if a luggage screen separator is fitted.
- Make sure that no persons are behind the installed screen separator when the vehicle is moving.

NOTICE

Securing the net partition to unintended points can cause damage.

- Always secure the screen separator only at the points designed for it.

Tie-downs



Fig. 1 In the luggage compartment: Tie-down (general example).

1 Tie-down.

Tie-downs are located in the luggage compartment to secure loose objects and luggage with the help of lines, fixation belts or securing straps → *fig. 1* , .

WARNING

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.
- Secure cords, fixation belts and tensioning straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten the cords, fixation belts and tensioning straps securely to the tie-downs.
- Make sure that the upper edge of the load is above the tie-downs, especially on flat objects.
- Follow the signs about storing cargo in the luggage compartment, depending on the vehicle equipment.
- Never secure a child restraint to the tie-downs.

⚠ WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs and are therefore under tension. If elastic tensioning straps slip off and “spring back” toward your body, the hooks attached to them may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always hold on to the hooks of the luggage net to prevent them springing out of the tie-down when hooking and unhooking them.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first. Then pull them to the loading edge. Secure the elastic tensioning straps to the tie-downs so that they will “spring away” from your body if they come off.

Suitable fixation belts or securing straps and cargo securing systems are available from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Luggage net

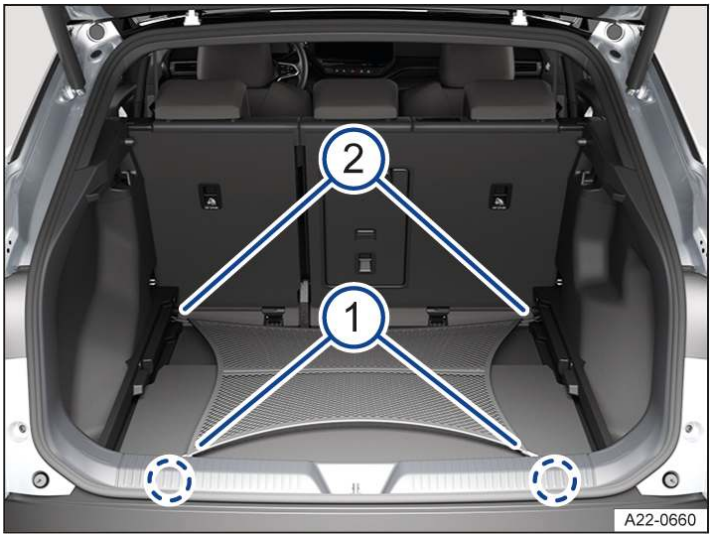


Fig. 1 In the luggage compartment: Level hanging luggage net (general example).

(1) Rear tie-downs.

(2) Front tie-downs.

The luggage net can help to prevent light objects from sliding around in the luggage compartment. The luggage net contains a pocket for storing small objects.

Attaching the luggage net in a flat position on the luggage compartment floor

1. Attach the luggage net hooks to the tie-downs → *fig. 1* (2) →⚠.

   The pocket of the luggage net must be at the top.

2. Attach the hooks on the other end of the luggage net to the tie-downs under the loading edge → *fig. 1* (1).

You may need to fold out the tie-downs to use them *(→ Tie-downs)*.

Removing the luggage net

The luggage net is under tension when it is installed →⚠.

1. Unhook the hooks of the luggage net.
2. Store the luggage net in the luggage compartment.

⚠ WARNING

An elastic luggage net needs to be stretched for securing to the tie-downs, which means that it is held under tension. If an elastic luggage net slips off and "springs" back toward your body, the attached hooks may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always hold on to the hooks of the luggage net to prevent them springing out of the tie-down when hooking and unhooking them.
- Always secure the hooks of the luggage net in the order described so that if the luggage net does snap off, it "springs" away from your body.

⚠ WARNING

If used improperly, the luggage net hooks could break during a braking maneuver or in the event of an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Only use the luggage net hooks to secure a luggage net.
- Never secure a child restraint to the luggage net hooks.

Shopping bag hooks



Fig. 1 Shopping bag hooks on the left and right of the luggage compartment.

You may have shopping bag hooks in your luggage compartment for hanging light shopping bags *→ fig. 1*.

⚠ WARNING

Luggage or other items tied to the shopping-bag hooks may tear off and be thrown into the vehicle interior during a braking maneuver or accident. This may cause you to lose control of the vehicle and result in serious or fatal injuries.

- Never use the shopping bag hooks to tie down pieces of luggage or objects.
- Only hang lightweight items, up to a maximum of 2.5 kg (approximately 5.5 lbs), from the shopping bag hooks in the vehicle.

Load-through hatch



Fig. 1 In the rear seat backrest: luggage compartment pass-through (general example).



Fig. 2 In the luggage compartment: rear of the luggage compartment pass-through (general example).

Depending on the vehicle equipment, there may be a load-through hatch behind the center armrest in the rear seat backrest for transporting long objects, such as skis, inside the vehicle.

Opening the pass-through from the vehicle interior

1. Fold the center armrest forward *(→ Center armrest)*.
2. Pull the release lever in the direction of the arrow → *fig. 1* and fold the luggage compartment pass-through cover all the way forward →.
3. Open the trunk lid.

Opening the pass-through from the luggage compartment

1. Press the release lever down in the direction of the arrow → *fig. 2* and fold the cover forward.
2. Insert long objects from the luggage compartment side and slide them forward through the load-through hatch.
3. Secure objects with a seat belt if necessary.
4. Close the trunk lid.

Closing the load-through hatch

1. Fold the flap for load-through hatch backward until it clicks into place.

   There may be a red mark on the luggage compartment side. This should not be visible → ⚠.
2. Close the trunk lid.
3. If necessary, fold the center armrest backward.

⚠ WARNING

Objects in the deployment zone of the center airbag may prevent the airbag from functioning correctly, resulting in serious injury or death.

- Never push items forward into the deployment zone of the center airbag *(→ Airbag system)*.

⚠ WARNING

Folding and unfolding the load-through hatch in an uncontrolled or careless manner may result in serious injury or death.

- Never fold the luggage compartment pass-through forward or back while driving.
- When folding up the pass-through, make sure that the safety belt does not become trapped or damaged.
- Keep hands, fingers, feet and other body parts away from the pivot range of the pass-through when folding it forward or back.
- Always check that the red mark on the catch indicator is not visible when the pass-through is in the upright position. A red marking indicates that the luggage compartment pass-through is not locked into place.
- If the luggage compartment pass-through is folded down or is not securely engaged, no passengers, especially children, are to be transported on this seat.

Introduction

If equipped correctly, the vehicle can be used to tow a trailer.

Driving a trailer not only increases the vehicle load, but requires more concentration from the driver.

The increased towing weight affects vehicle wear, consumption, and vehicle performance and may shorten the service intervals.

If the vehicle is driving with a heavy load, functions such as the air conditioner power may be reduced or deactivated to prevent the vehicle from becoming stranded in traffic.

The load that a vehicle is able to pull decreases under the following conditions:

— Driving on slopes.

— Driving at high altitudes.

— Driving in high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

Trailer with function check for the lighting

No trailer with tail lights and brake lights that require a function check for the tail light or brake light in order to be approved may be operated on this vehicle. Consult the trailer manufacturer to find out what approval applies to your trailer.

Unused ball mount

Swivel the ball mount or remove it if there is no trailer, bicycle rack or similar attached to the ball mount. This is especially applicable if the vehicle's license plate or lighting is obscured by the unused ball mount. Comply with the country-dependent regulations for using a trailer hitch →

.

Special conditions

Before driving with a trailer, please note that the functions of the assistance and parking systems may be limited.

DANGER

Transporting persons in a trailer can cause life-threatening injuries and may be against the law.

- Never transport anyone in a trailer.

WARNING

Using the trailer hitch incorrectly can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Install and use the trailer in accordance with the instructions provided by the corresponding manufacturer.
- Only use the ball mount if it is undamaged and secured correctly.
- Do not modify or repair the ball mount. Removal of the coating on the ball mount is permitted if the installation instructions of the trailer manufacturer require this.

WARNING

If the ball mount is swiveled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists near parked vehicles and if rear collisions occur.

- Swivel the ball mount in or remove it when it is not in use.

WARNING

The vehicle has not been designed for “weight-bearing” or “load-compensating” trailer hitches. The trailer hitch could malfunction and the trailer could disconnect from the vehicle. This can cause accidents and serious injuries.

- Never install “weight distributing” or “load equalizing” ball mounts.

WARNING

Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Note that trailers with a high center of gravity may tip sooner than trailers with a low center of gravity.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra care and caution when accelerating.
- Avoid abrupt and sudden driving and braking maneuvers.
- Do not drive faster than 80 km/h (50 mph), or 100 km/h (60 mph) if absolutely necessary, when towing a trailer. This also applies in countries where higher speeds are permitted.
- Reduce the vehicle speed, especially when driving uphill or downhill.
- Always observe the country-dependent maximum permissible speed for vehicles with trailers.
- Overtake especially carefully and reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to “straighten out” a swaying trailer by accelerating.
- Look out for potential messages and warning and indicator lights turning on in the Volkswagen Digital Cockpit because of the increased load for the towing vehicle.

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system *(→ Anti-theft alarm system)*.

Some retrofitted trailer hitches cover the mount for the towing eye. If this is the case, it will not be possible to use the towing eye to tow other vehicles. Because of this, you should always keep the ball mount from a retrofitted trailer hitch inside the vehicle when it is removed.

Hitching a trailer

Trailer socket

The towing vehicle and the trailer are connected electrically using a 13-pin trailer socket. The pin assignment conforms to DIN ISO 11446.

If the trailer has a 7-pin connector, a suitable adapter must be used.

1. Switch off the vehicle.
2. Lift the socket cap and insert the plug.
3. Rotate the plug clockwise by a quarter of a rotation until it fully engages into the socket.
4. To lock the connector in place, release the cap.
5. Switch on the vehicle.
6. Check that the entire lighting system is working properly before starting the journey.

If you are not sure how to connect the trailer with the towing vehicle's electrical system correctly, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Integrating into the anti-theft alarm system

The trailer is integrated into the anti-theft alarm system if the following requirements are met:

✓ If the vehicle is equipped with a factory-installed anti-theft alarm system and trailer hitch.

✓ If the trailer is connected to the electrical system in the towing vehicle.

✓ If the vehicle and trailer electrical systems are functioning correctly and are not damaged.

✓ If the vehicle was locked using the vehicle key and the anti-theft alarm system is active.

When the vehicle is locked and the electrical connection to the trailer is disconnected, the alarm will be triggered.

Trailers with LED taillights cannot be integrated into the anti-theft alarm system due to the technology involved. If a trailer with LED taillights is fitted and the electrical connection to the trailer is interrupted, the alarm will not be triggered.

Securing cables

In some countries, unbraked and braked trailers must be secured by means of securing or breakaway cables.

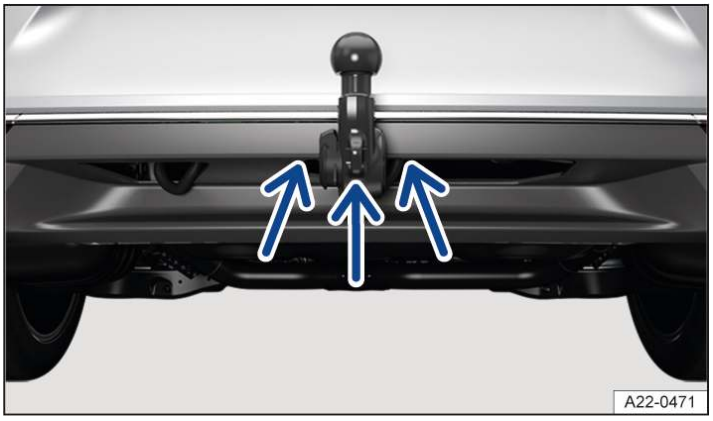


Fig. 1 On the trailer hitch: eye for fastening the securing or breakaway cable (general example).

Depending on the vehicle equipment, the eye for fastening the securing or breakaway cable can be located on the neck of the ball mount or next to the ball mount directly on the base plate of the ball mount → *fig. 1* (arrows).

Comply with the country-dependent regulations for using a securing cable.

Fastening a securing or breakaway cable to the eye on the ball mount provided for this purpose → *fig. 1*:

1. Guide the cable through the eyelet and hook it in the carabiner →⚠.

⚠ WARNING

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electronics as well as accidents and serious or fatal injuries.

- Have all work on the electrical system performed only by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer to the electrical connectors for the taillights or other power sources on the towing vehicle.

⚠ WARNING

Contact between the pins on the trailer socket can cause short circuits, overloading of the electrical system, or malfunction of the lighting system, which can result in accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired only by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

An improperly secured trailer can cause accidents and serious injuries or death.

- Never drape the securing or breakaway cable of the trailer loosely over the ball mount.

NOTICE

If a trailer hitched to the vehicle is resting on a supporting wheel or on the trailer support, the vehicle may lift and lower due to changes in the load or tire damage. This would put great stress on the trailer hitch and the trailer. This can cause damage to the vehicle and trailer.

- Note that a trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle.

If the vehicle is switched off and accessories on the trailer are on while there is an electrical connection through the trailer socket, the 12 V vehicle battery will discharge.

The electrical connection to the trailer will be automatically disconnected if the charge level of the 12 V vehicle battery becomes too low.

Loading a trailer

General information

If the vehicle is approved for trailer mode, note the country-dependent rules and regulations for driving with a trailer and the use of a trailer hitch.

Always ensure that the vehicle and trailer are well balanced. Do not load the trailer unevenly by putting more weight at either the front or the back. Always store heavy objects as close as possible to or above the axle. Always secure the load on the trailer properly →⚠.

Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The trailer tongue weight rating is the load that presses down vertically from above onto the ball mount of the trailer hitch.

Volkswagen recommends always using the maximum permissible trailer tongue weight rating . An insufficient trailer tongue weight rating negatively affects the handling of the vehicle and trailer. The maximum permissible trailer tongue weight rating of the trailer drawbar on the trailer hitch ball head must not be exceeded →⚠.

The actual trailer tongue weight rating increases the weight on the rear axle and reduces the possible load in the vehicle.

In some countries, under certain conditions, a higher trailer tongue weight rating can be used. Comply with the country-dependent specifications and regulations.

Towing weight

The towing weight consists of the actual weights of the loaded towing vehicle and the loaded trailer.

In some countries, trailers are divided into classes. Volkswagen recommends consulting with an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

The tire pressure for the tires on the trailer is based on the recommendation of the trailer manufacturer.

When towing a trailer, inflate the tires on the towing vehicle to the maximum permissible tire pressure *(→ Tire pressure)*.

⚠ WARNING

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries or death.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

⚠ WARNING

If the gross axle weight rating, trailer tongue weight rating, gross vehicle weight rating or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries or death can result.

- Never exceed the specified values .

Driving with a trailer

Headlight adjustment

When a trailer is attached, the front part of the vehicle may be lifted, and the dipped beam headlights may dazzle other road users. Lower the beam correspondingly using the headlight range control. Vehicles with dynamic headlight range control adjust automatically and do not need to be manually adjusted.

Characteristics when driving with a trailer

— When driving with a trailer with an overrun brake, first brake gently then rapidly. This avoids braking jolts due to the trailer wheels locking.

— The braking distance increases due to the gross combination weight (of the trailer and vehicle).

— Select a higher energy recuperation level when going downhill. This utilizes the braking effect of the electric drivetrain and reduces the load on the brakes. Otherwise the brake system may overheat and possibly fail.

— The vehicle's center of gravity, and thereby also its driving characteristics, are changed by the towing weight and the increased total weight of the vehicle and trailer.

— An empty towing vehicle and loaded trailer create a very unfavorable weight distribution. Drive very carefully and slowly with this combination.

Driving on hills with a trailer

Depending on the angle of the hill and the total weight of the trailer, a parked trailer may roll back slightly when you start driving.

When towing a trailer, start on a hill as follows:

1. Press and hold the brake pedal.
2. Engage gear **D/B**.

   The electronic parking brake is disengaged
3. Press and hold the Ⓟ button to hold the vehicle and trailer with the electronic parking brake.
4. Release the brake pedal.
5. Start driving slowly.
6. Only release the Ⓟ button once the electric drivetrain has generated enough drive power to start driving.

⚠ WARNING

Towing a trailer incorrectly can result in loss of control of the vehicle and cause serious injuries or death.

- Bear in mind that the driving characteristics change when driving with a trailer and transporting heavy or large objects.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra caution when overtaking.
- Reduce the vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Take extra care and caution when accelerating.
- Brake earlier than usual as the braking distance may be longer.
- Avoid abrupt and sudden driving and braking maneuvers.
- Reduce the vehicle speed, especially when driving downhill.
- Never try to “straighten out” a swaying vehicle and trailer by accelerating.
- Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

⚠ WARNING

A poor rear view when pulling a trailer may result in accidents and serious or fatal injuries.

- Ensure sufficient visibility behind you.
- Install additional rearview mirrors to ensure you have a clear rear view.

Trailer stabilization

If a trailer is hitched to the vehicle and it begins to sway, the trailer stabilization can detected this and countersteer.

Trailer stabilization is an additional feature of the Electronic Stability Control (ESC).

If the system detects that the trailer is swaying, the trailer stabilization will automatically provide counter-steering assistance to the reduce the “vibration” of the trailer.

Trailer stabilization requirements

— The trailer hitch must be installed at the factory or a compatible trailer hitch must be retrofitted.

— Electronic Stability Control (ESC) and anti-slip regulation (ASR) are active. The or indicator light in the instrument cluster must not be on.

— The trailer must be connected to the electrical system in the towing vehicle via the trailer socket.

— The driving speed must be less than 60 km/h (37 mph).

— The maximum tongue weight must be used.

— The trailer must have a fixed drawbar.

— Braked trailers must have a mechanical overrun protection device.

System limits

The trailer stabilization may not respond or may have a limited response in the following driving situations.

— The trailer stabilization switches off when ESC is deactivated.

— Trailer stabilization may not always detect if a light trailer is swaying and stabilize it.

— When driving on slippery roads with poor traction, the trailer can still jackknife despite the trailer stabilization.

— Trailers with a high center of gravity can tip before you notice any swaying back and forth.

— If there is no trailer hitched to the vehicle but there is a connector in the trailer socket, for example from a bike carrier with lights, sudden braking maneuvers may occur automatically in extreme driving situations.

⚠ WARNING

The trailer stabilization is not a replacement for the driver's attention and works only within the system limits. This means that the trailer stabilization cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits → *System limits*.
- Accelerate carefully on slippery roads.
- Take your foot off the accelerator pedal when a system is taking control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Swiveling out the ball mount

The ball mount of the trailer hitch is located in the bumper. The electrically releasing ball mount is swiveled out mechanically for use and cannot be removed.



Fig. 1 On the right side of the luggage compartment: button for releasing the ball mount.

Releasing and swiveling out the ball mount

1. Park the vehicle .
2. Open the trunk lid.
3. Briefly pull the → *fig. 1* (1) button in the luggage compartment.

   The ball mount is electrically released and swivels out automatically. The indicator light in the button flashes.
4. Manually swivel the ball mount further until you can hear and feel it engage and the indicator light in the button comes on and stays on.
5. Close the trunk lid.

Swiveling in the ball mount

1. Park the vehicle .
2. Detach the trailer and disconnect the electrical connection between the vehicle and the trailer. Also remove the adapter from the trailer socket.
3. Open the trunk lid.
4. Briefly pull the → *fig. 1* (1) button in the luggage compartment.

   The ball mount is electrically released. The indicator light in the button flashes.
5. Manually swivel the ball mount under the bumper until you can hear and feel it engage and the indicator light in the button comes on and stays on.
6. Close the trunk lid.

Meaning of the indicator light in the button

— The indicator light in the button → *fig. 1* is illuminated continuously and the trunk lid is open: The ball mount is securely engaged in its position (either swiveled in or swiveled out).

— The indicator light in the button is blinking: The ball mount is not yet securely engaged or the ball mount is damaged → ⚠.

— The indicator light in the button goes out approx. one minute after the trunk lid is closed.

⚠ WARNING

Improper use of the trailer hitch can cause accidents and serious injuries or death.

- If the diameter of the ball at the smallest point is less than 49 mm (1.9 inches), never use the trailer hitch.
- Only use the ball mount when it is engaged properly and there are no malfunctions in the electrical system or trailer hitch itself.
- Make sure that no persons, animals or objects are in the swivel range of the ball mount.
- Never intervene in the swivel procedure of the ball mount with aids or tools.
- Never press the button while a trailer is hitched or a luggage rack or other attachment is connected to the ball mount.
- If the ball mount cannot be installed or if the electrical system or trailer hitch has malfunctioned, have the ball mount checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Improper vehicle cleaning can cause damage to the seals or wash out the grease needed for lubrication.

- Never direct a high pressure cleaner or steam jet directly toward the swiveling ball mount or the installed trailer socket.

In the case of extremely low outside temperatures, it may not be possible to swivel the ball mount. In this case, simply move the vehicle to warmer areas, such as in a garage.

Dimensions and mounting points for retrofitting a trailer hitch

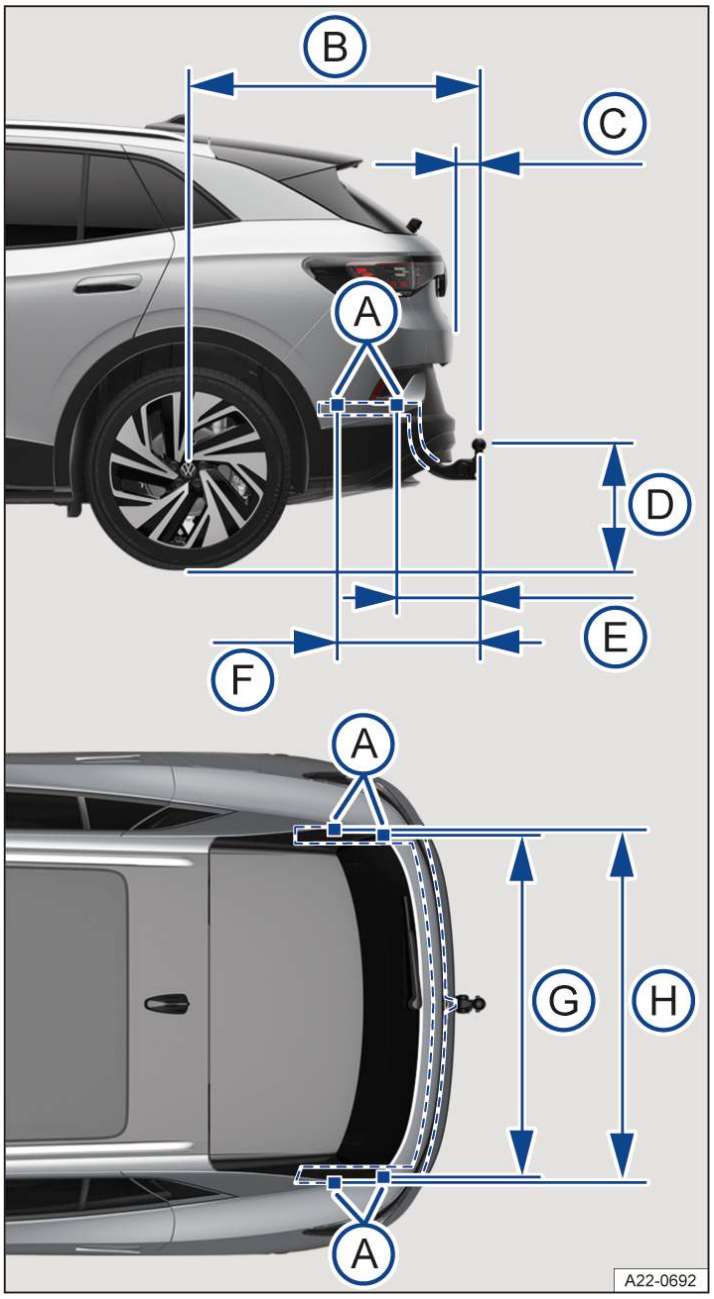


Fig. 1 Dimensions and mounting points for retrofitting a trailer hitch.

The correct dimensions → *fig. 1* must always be used when retrofitting a trailer hitch. The value must not fall short of or exceed the smaller specified dimension from the center of the ball mount to the road surface (D). This also applies when the vehicle is fully loaded including the maximum tongue weight.

(A) Mounting points.

(B) 1045 mm (approx. 41.1 in).

(C) Min. 65 mm (approx. 2.6 in).

(D) 350 to 420 mm (approx. 13.8 to 16.5 in).

(E) 357 mm (approx. 14 in).

(F) 577 mm (approx. 22.7 in).

(G) 994 mm (approx. 39.1 in).

(H) 998 mm (approx. 39.3 in).

Volkswagen recommends having a trailer hitch retrofitted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. For example, modifications to the cooling system or the installation of heat shields may be necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mount the trailer hitch in accordance with the instructions supplied.

A retrofitted, non-removable trailer hitch must not cover the label or the lighting system on the rear of the vehicle. Comply with the country-dependent regulations for using a trailer hitch.

Depending on the country, the vehicle may not be approved for trailer towing due to legal and technical requirements.

If this is the case, no trailer hitch may be retrofitted.

Please contact suitably qualified professionals if you have any questions about retrofitting a trailer hitch. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Improperly or incorrectly connected electrical wires can lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Never connect the electrical system on a trailer directly to the electrical connectors for the taillights or other unsuitable power sources.
- Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Incorrect mounting or the use of an unsuitable trailer hitch can lead to the trailer becoming detached from the towing vehicle during the journey, potentially causing accidents and serious injuries or death.

- Only have work on your trailer hitch or the retrofitting of a trailer hitch carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use trailer hitches that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Ball mount of the trailer hitch not secured

The yellow indicator light turns on.

1. Do not use towing bracket. Check towing bracket catch *(→ Electric ball mount)*.
2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attaching a rear carrier system or bicycle rack to the ball mount

Rear carrier systems are understood to include, for instance, bicycle racks or storage containers, which are attached to the ball mount.

Only use rear carrier systems that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer →⚠.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attach the rear carrier system according to the manufacturer's instructions.

Maximum load of the rear carrier system

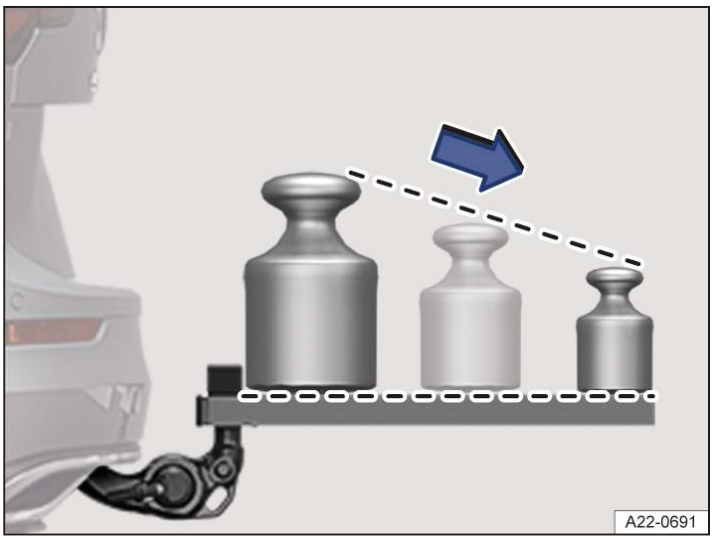


Fig. 1 Recommended weight distribution on the rear carrier system.

The carrying load is made up of the rear carrier system and the load transported on it.

The maximum recommended carrying load for the rear carrier system attached to the ball mount may vary from the trailer tongue weight rating of the vehicle.

However, the maximum permissible trailer tongue weight rating of the trailer hitch must not be exceeded.

The carrying load is reduced due to the effect of leverage, the further the center of gravity of the rear carrier system is from the ball mount.

Position heavy items as close to the ball mount as possible → *fig. 1*.

Maximum carrying load

To find out the recommended carrying load for your vehicle, check the trailer tongue weight rating of your vehicle . The carrying load can then be found in the following table. In accordance with Directive UN-R 55, Volkswagen recommends complying with the specified number of bicycles on the rear carrier system.

Maximum trailer tongue weight rating of the vehicle	Maximum carrying load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
From 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

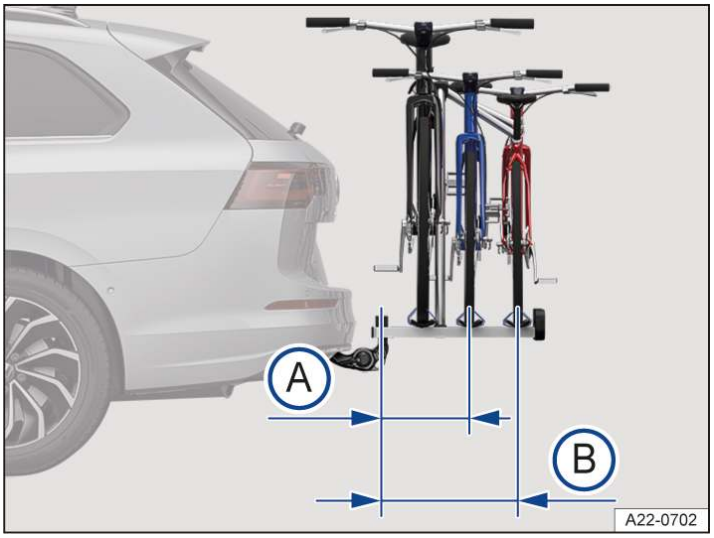


Fig. 2 General example of the maximum overhang on one bicycle rack for two or three bicycles.

(A) For a carrying load up to 55 kg (121 lbs): 500 mm (approx. 19.7 inches).

(B) For a carrying load of 75 kg (165 lbs): 700 mm (approx. 27.6 inches).

On bicycle rack systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 inches) from the center of the ball mount to the center of the bar on the last bicycle rack → *fig. 2* (A). On bicycle rack systems with three bicycles, it must not exceed 700 mm (approx. 27.6 inches) → *fig. 2* (B).

⚠ WARNING

Improper use of a rear carrier system mounted on the ball mount of the trailer hitch can cause accidents and serious injury or death.

- Ensure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the assembly instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system on the ball mount below the coupling ball. The rear carrier system could slip because of the shape of the ball mount.

Volkswagen recommends removing as many attachments as possible from the items to be loaded onto the rear carrier system before the journey. This includes bicycle baskets and paniers, child seats and batteries. This improves the wind load and the center of gravity of the rear carrier system.

Introduction

Depending on the vehicle equipment, the vehicle may be designed to have a roof rack installed.

Bulky objects can be transported on the vehicle roof using the roof rack.

If you are not sure if your vehicle is designed to have a roof rack installed, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof racks that are approved by Volkswagen for use with your vehicle.

Do not use or retrofit a roof rack if this is not approved for your vehicle.

WARNING

When transporting large, heavy, long, or flat loads on the roof rack, the vehicle's driving characteristics and aerodynamics change because of the different center of gravity and increased wind resistance. This may cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

WARNING

If the use of a roof rack is not approved for your vehicle or a roof rack that is incompatible with the vehicle is fitted, it may detach and fall from the roof of the vehicle while you are driving. This may cause accidents and serious or fatal injuries.

- Only use roof racks that are approved by Volkswagen for the vehicle.
- Do not fit roof racks if they are not approved for your vehicle.

NOTICE

Installing any type of roof rack onto a vehicle that is not approved for use of a roof rack can cause serious damage.

- Do not fit roof racks if they are not approved for your vehicle.

Driving with a roof rack fitted increases the air resistance of the vehicle and thus also the energy consumption of the electric drivetrain. This reduces the potential vehicle range significantly. This applies to all roof racks and any objects transported on them, such as bicycles and skis.

Mounting a roof rack

For safety reasons, special roof racks are needed to transport luggage, bicycles, surfboards, skis and boats safely. The roof racks for installation on the roof rail in particular are referred to as roof rack bars, and are used as a base supports for direct installation on the vehicle roof.

Only use roof racks that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mounting the Roof Rack Bars on the Roof Rail

Mount the roof rack bars in accordance with the supplied installation instructions.

The respective base can be attached after successfully installing the roof rack bars →⚠.

Remove the roof rack in the following scenarios

— If the roof rack is no longer needed.

— Before driving through an automatic car wash

— If the height of the vehicle exceeds the maximum height limit, for example in a garage

NOTICE

The height of the vehicle changes when a roof rack is installed and when there is cargo secured on it. The vehicle may be badly damaged if you drive into entrances with low heights, e.g. underpasses and garages.

- Compare the height of the vehicle with the clearance height.

NOTICE

If parts on the roof of your particular vehicle (depending on the vehicle equipment), e.g. the roof antenna, and the trunk lid's range of movement are impaired by the roof rack and the luggage, the vehicle may be damaged.

- Ensure that the roof rack is positioned correctly on the roof and that it will not affect any components of the vehicle.

WARNING

Securing the roof rack and base incorrectly or using them incorrectly may cause the luggage or the entire assembly to come loose from the vehicle roof. This can result in accidents and serious or fatal injuries.

- Always mount the roof rack and base correctly in accordance with the manufacturer's instructions.
- Secure the roof rack only at the locations intended for this.
- Always mount special rack assemblies for bicycles, skis, surfboards, etc. correctly and in accordance with the manufacturer's installation instructions.
- Only use the roof rack and base if they are undamaged and secured correctly.
- Check the roof rack mounts before starting a journey and, if necessary, retighten them after a short distance.
- On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any modifications or repairs to the roof rack or base.

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

Loading the roof rack

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 and the items carried on the roof rack →⚠.

Always check the weight of the roof rack 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 load. 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 →⚠.

Checking that everything is secure

Once you have fitted the roof rack, drive a short distance and then check all the fasteners. Keep checking them regularly →⚠.

⚠ WARNING

Exceeding the maximum permitted roof load can result in accidents, damage to the vehicle and serious or fatal injuries.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating of the vehicle.
- Do not exceed the load limit of the roof rack, even if the roof load is below the limit.

⚠ WARNING

If loose and incorrectly secured luggage falls off the roof rack, accidents and serious or fatal injuries may occur.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.

NOTICE

If the trunk lid hits the roof load, the vehicle may be damaged.

- Make sure the trunk lid does not run into the roof load when opening the lid.

Introduction

DANGER

The components of the high-voltage system carry high electrical voltage. Contact with live components of the high-voltage system causes burns, serious injuries or fatal electric shocks.

- Always assume that the high-voltage battery is fully charged and that all the high-voltage components are live. This may be the case even if the vehicle is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always obvious.
- Never remove the orange high-voltage cables and never damage or modify them.
- Never disconnect the high-voltage cable from the high-voltage system.
- Never open or modify the cover of the high-voltage battery and never remove it.
- Never perform repair and maintenance procedures on orange high-voltage cables or high-voltage components. Always have work on the high-voltage system performed by a suitably qualified professional approved for this work. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never perform any work in the vicinity of high-voltage components or high-voltage cables using cutting, shaping, or sharp-edged tools or heat sources.

NOTICE

The high-voltage battery or underbody of the vehicle may be damaged in an accident or if the vehicle runs into an obstacle.

- Have your vehicle checked by fully qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the high-voltage system has been switched off for safety reasons, the vehicle is no longer ready for use.

— Secure the vehicle after it is switched off and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

DANGER

Damage to the vehicle or the high-voltage battery or a fire at the battery cells may lead to poisonous gases or liquids being released. High-voltage components may be live here. There is a risk of serious injuries, burns or fatal electric shock.

- Do not inhale any escaping gases.
- Never touch leaking liquids.
- Quickly exit the vehicle together with all vehicle occupants.
- Do not remain in the immediate vicinity of the vehicle.
- Observe the information regarding the fire hazard warning in the instrument cluster.

⚠ and High-voltage battery fire risk

The red central warning light ⚠ in the display of the digital instrument cluster comes on. The warning light then appears. The message **High-volt. battery: Risk of fire! Safely park and exit vehicle now. Contact emerg. responders!** is displayed.

The temperature of the high-voltage battery is too high.

A warning tone sounds continuously.

The emergency flashers are switched on automatically.

1. **Do not continue driving!** Stop the vehicle immediately, taking the traffic situation into consideration.
2. Park the vehicle in a safe place in the open air and not near buildings and other vehicles.
3. Set the electronic parking brake.
4. Switch off the vehicle.
5. Leave the vehicle key visible in the vehicle, e.g. in the center console.
6. Exit the vehicle with all vehicle occupants and stay a long distance away from the vehicle, behind a crash barrier if possible.
7. Contact emergency services.
8. Do not try to put out the fire yourself.

The continuous warning tone can only be turned off by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Further functions can be triggered in order to increase safety and facilitate access from outside.

— The doors or trunk lid are unlocked.

— The child safety lock for the power windows is deactivated.

— The windows or roof are closed.

— The charging process is ended.

— The horn sounds when a vehicle is parked.

Warning signs for the high-voltage system

Some warning signs indicate a risk of contact-dangerous voltage at high-voltage components and orange high-voltage cables → *fig. 1*, → *fig. 2*.

Where are warning signs located on the vehicle?

— On covers and caps behind which there are high-voltage components.

— On high-voltage components, including the high-voltage battery.

— Under the hood.



Fig. 1 Warning signs on high-voltage components.



Fig. 2 Warning sign in the hood space.

Surfaces of high-voltage components can become very hot and should not be touched → *fig. 3*.



Fig. 3 Warning sign on the battery charger.

The illustrations may differ slightly from the warning signs on the vehicle.

Troubleshooting

Fault in high-voltage system

The red warning light turns on. A message will appear in the digital instrument cluster display.

There is a malfunction in the high-voltage system. High-voltage components may be damaged →⚠.

Charging the high-voltage battery is not possible.

⚠ DANGER

In the event of a fault in the high-voltage system, high-voltage components including the high-voltage battery and the high-voltage cable could be damaged and live. There is a risk of serious injuries, burns or fatal electric shock.

- Do not touch the high-voltage components or high-voltage cables.

1. **Do not continue driving!** Stop the vehicle, taking the traffic situation into consideration.
2. Safely park the vehicle.
3. Switch off the vehicle.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

High-voltage system malfunction

The yellow indicator light turns on. A message will appear in the digital instrument cluster display.

High-voltage components may be malfunctioning.

Recuperation may be restricted.

It is possible to continue driving.

1. Have the high-voltage system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ and  High-voltage system malfunction

The yellow indicator lights turn on. A message will appear in the digital instrument cluster display.

High-voltage components may be malfunctioning.

Recuperation may be restricted.

It is possible to continue driving.

1. Have the high-voltage system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Requirements

✓ Vehicle's drive system is deactivated.

✓ Charging cable and charging infrastructure are working correctly and have been checked → ⚠.

The maximum achievable charging capacity is influenced by, among other factors, the charging capacity of the local charging station, the charging cable and the vehicle equipment. The ambient or battery temperature and the battery state can also affect the charging capacity. You can ask your authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information and technical details for the vehicle.

Types of charging

— AC charging at a public charging station or home charging station with alternating current *(→ Charging processes)*.

— DC charging with very high charging currents at a quick-charging station with direct current → ⓘ *(→ Charging processes)*.

— AC charging at an GFI outlet with alternating current and very low charging capacity. This type of charging is available depending on the country. The household's electrical installation must be checked and must be working correctly → ⚠ *(→ Charging processes)*.

ⓘ For better energy efficiency, charge with the maximum available AC charging capacity at the charging station.

⚠ WARNING

Failure to comply with the operating and safety instructions and improper handling of the high-voltage battery and charging cable can cause short circuits, electric shock, explosion and fire. There is a risk of damage and serious or fatal injuries.

- Do not charge with damaged charging accessories, e.g. signs of wear on charging connectors or charging cables.
- Never charge in areas that are marked as potentially explosive or where flammable gases may be present. Charging cable components can trigger sparks and can ignite flammable or explosive vapors.
- For safety reasons, do not carry out any work on the vehicle during charging.
- Pay attention to the safety and operating information for the supplied charging cable.
- Always protect electrical connections from direct contact with water, damp, and other fluids.
- Always end the charging process before removing the charging connector.
- In the household, only use a connection that is suitable for electric vehicles and has been installed and tested by qualified professionals.

⚠ WARNING

Driving with a low high-voltage battery charge level can cause the vehicle to become stranded in traffic. Accidents and serious injuries could result.

- Always charge the high-voltage battery before starting a journey.

ⓘ NOTICE

Frequent DC rapid charging can permanently reduce the battery capacity.

- Charge the high-voltage battery mainly with alternating current (AC) at a charging station or wall box.

Compatible Charging Sockets

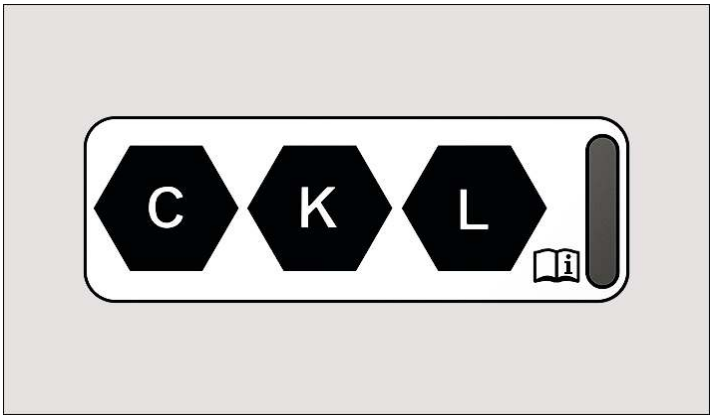


Fig. 1 On the charging socket: sticker for AC charging (C) and DC charging (K, L) with a voltage of up to 920 V.

The symbols on the charging socket can also be found on suitable charging stations, charging cables or charging accessories → *fig. 1*.

For the charging components, the requirements of the respective country and the following standards apply.

— IEC 61851 and IEC 62196 (Europe, Taiwan).

— SAE J1772 (Japan, South Korea, USA and Canada).

Handling the high-voltage battery

Reliability and battery capacity of a high-voltage battery

The high-voltage battery can be subject to a physical and chemically related aging and wear process over its useful life.

Careful handling of the high-voltage battery can significantly contribute to a high usable battery capacity and range in the long term. Also observe the applicable Volkswagen guarantee and warranty conditions for the high-voltage battery. For more information, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends observing the following care instructions. Some care instructions refer to a specific battery type if it is installed in your vehicle.

How can I work out which type of battery is installed in the vehicle?

— The technical data in the Owner's Manual specifies the battery type with LFP or NMC .

— View vehicle registration or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— In the case of an LFP battery, the Battery Care Mode function in Settings of the Infotainment system is not available.

Battery state display

In the **Vehicle Status** menu, the available net battery capacity (**Battery capacity**) is displayed in comparison with the new state. The capacity of the high-voltage battery decreases with time and depending on use.

1. Tap the Vehicle function key in the Infotainment system.
2. Open the vehicle status.
3. Tap the High-voltage battery function key.

   An overview with data regarding the **Battery state** is displayed.

Further information about the net battery capacity can be found in the technical data *(→ Technical data)*.

The vehicle updates the display regularly under certain conditions.

Performing manual calibration of the display:

A manual calibration is recommended for a precise value if the **last determined before** display shows a value higher than 10,000 km (approximately 6,214 miles) or this value is from more than six months ago.

Requirements:

✓ Longer idle time for the vehicle is scheduled.

✓ The charge level of the high-voltage battery is between 3% and 10%.

✓ Ambient temperature is at least approximately +0 °C (approximately +32 °F).

✓ The vehicle is at a charging station.

---

1. Park the vehicle in the immediate vicinity of a charging station.
2. Adhere to the idle time according to ambient temperature:

   — at least approximately +0 °C (approximately +32 °F): 4 hours.

   — at least approximately +10 °C (approximately +50 °F): 2 hours.

   — at least approximately +25 °C (approximately +77 °F): 1 hour.
3. After the idle time, charge the high-voltage battery to the 100% charge level.
4. After ending the charging process, park the vehicle in a nearby parking space and adhere to an additional idle time according to the ambient temperature:

   — at least approximately +0 °C (approximately +32 °F): 2 hours.

   — at least approximately +10 °C (approximately +50 °F): 1 hour.

   — at least approximately +25 °C (approximately +77 °F): 30 minutes.

If calibration was successful, the value **last determined before** is reset.

Charging instructions for maintenance of the high-voltage battery

— If you charge the high-voltage battery to 100%, you should drive away as soon as possible or schedule the charging process with a departure time in the Infotainment system *(→ Delayed charging)*.

— Avoid regular rapid charging with direct current (DC).

— Plan the charging process with the departure times in the Infotainment system if starting your journey later *(→ Delayed charging)*. This improves the performance of the high-voltage battery when starting to drive.

— NMC battery: for everyday use, set the maximum battery charge level to 80% in the Infotainment system *(→ Battery charge limits)* or activate Battery Care Mode.

Battery Care Mode

To maintain the battery capacity in the long term, Battery Care Mode limits the maximum battery charge level to 80% or 90%. This value depends on the ambient temperature.

1. Open the **Charging** main menu in the Infotainment system.
2. Tap Settings.
3. Activate the function.

If you use a higher battery charge limit, this is automatically reset during the next charging process.

Use Battery Care Mode for everyday journeys that do not require the maximum range.

Battery Care Mode is not available in a vehicle with an LFP battery because a battery charge level of 100% is required.

You can set a higher maximum battery charge level for departure times in the Infotainment system that are used at a charging location. For other charging processes, Battery Care Mode remains activated.

After the vehicle is parked, the cooling fan can be heard for some time. The temperature of the high-voltage battery is optimized.

Information about periods when the vehicle is unused

— If you intend to leave the vehicle parked for a prolonged period of time, park it with a battery charge level between 40% and 70% →ⓘ.

— Ideally avoid high outside temperatures, especially in direct sunlight, when the vehicle is parked for longer periods.

— To improve convenience and performance, charge the high-voltage battery and use stationary air conditioning for a while before your journey begins (depending on the vehicle equipment), especially at temperatures below approx. -15 °C (approx. +5 °F) *(→ Stationary air conditioning)*.

NOTICE

If a high-voltage battery is fully discharged, it may undergo a deep discharge if it is not used for a prolonged period of time. This can result in irreversible damage to the high-voltage battery.

- If the vehicle is not used for a prolonged period, the high-voltage battery must be charged within a period of no more than four months.
- Note the yellow indicator light in the digital instrument cluster *(→ Charging processes)*.

NOTICE

The high-voltage battery must not be manipulated for use as a stationary power source. This may lead to irreversible damage to the high-voltage battery.

- Never make technical modifications to or tamper with the high-voltage battery and high-voltage components.

Charging

The high-voltage battery can be charged with alternating current at the charging station or GFI outlet (AC charging) or with direct current at the rapid charging station (DC charging).

Connecting the charging cable



Fig. 1 Behind the rear-right charging socket flap: Charging socket.

1. Charging process display.
2. AC connection (top) and DC connection (bottom) of the charging socket.
3. Protective cap in “Last Parked Location”.

1. Unlock the vehicle.
2. Press gently on the charging socket flap to open it.
3. Remove the charging cable from the charging station or connect to the power supply and fully unwind →.

   Charging cable for mains sockets: The protective device of the charging cable will carry out a self-test *(→ Charging cable for GFI outlets)*.
4. DC charging: remove the protective cap and secure it in the “parking position” → *fig. 1* (3).
5. Insert the charging connector straight into the charging socket and check that it is fully plugged in → *fig. 2*.

   The charging connector is locked automatically.

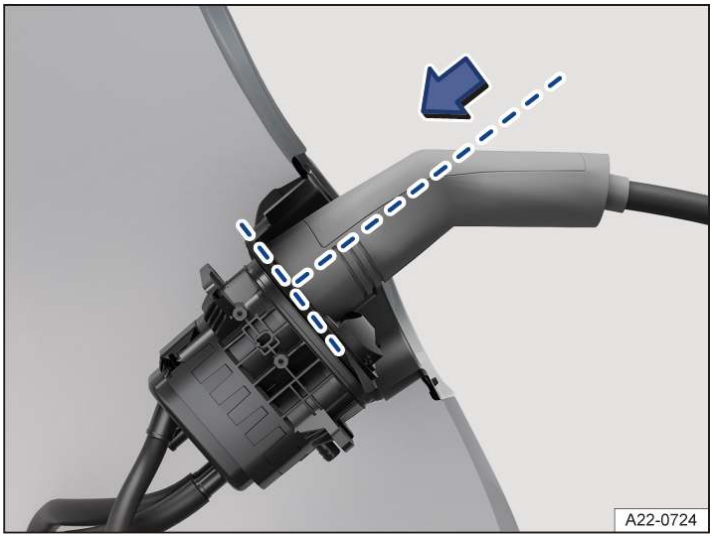


Fig. 2 Fully inserted charging connector (general example).

When the charging connector is plugged in, the indicator light in the digital instrument cluster comes on.

NOTICE

If the charging cable is set down on the charging port door, this may scratch the door or damage it due to the weight.

- Do not place the charging cable on the charging port door.

Starting the charging process

1. To achieve the desired range with immediate charging, set the maximum battery charge level on the charging information screen of the Infotainment system *(→ Charging settings)*.

   Or: the settings for a saved charging location in the Infotainment system are automatically used.

2. If necessary, activate the charging station.

When the high-voltage battery is being charged, the green indicator light in the digital instrument cluster blinks. The LED light on the charging socket pulses green.

The current charging capacity and additional information are displayed in the Infotainment system and in a Volkswagen app or at the charging station.

Online charging time optimization

The maximum charging capacity can be reduced automatically at the start of a DC charging process, particularly at high ambient temperatures. This achieves a higher charging capacity throughout the entire charging process. This reduces the charging duration.

✓ There is a valid contract for using online services .

Ending the charging process prematurely

— Charging station or GFI outlet (AC charging):

Tap Stop charging in the **Charging** menu of the Infotainment system.

Or: press the unlock button on the remote control vehicle key. Remove the charging connector within 30 seconds, as the charging process will continue after this time.

— Rapid charging station (DC charging):

End the charging process at the DC charging station.

After charging

Once the desired battery charge level is reached, the charging process indicator lights up green *→ fig. 1 (1)*.

Charging station or GFI outlet (AC charging):

1. Unlock the vehicle and remove the charging connector within 30 seconds.

   Or: if **Automatically release AC charging cable** is selected in the Infotainment system, the charging connector has been automatically unlocked and can be removed.

2. Disconnect the charging cable from the power supply and stow it carefully *(→ Charging cable)*.

3. Close the charging socket flap until it audibly engages.

Rapid charging station (DC charging): The charging connector is automatically unlocked from the charging station after charging.

If the charging connector is not released, the vehicle can be prevented from becoming stranded in traffic by manual release *(→ Charging connector)*.

Charging process indicator



Fig. 1 Behind the charging socket flap: charging process indicator.

An LED light on the charging socket → *fig. 1* shows the charging process status → *fig. 2*.

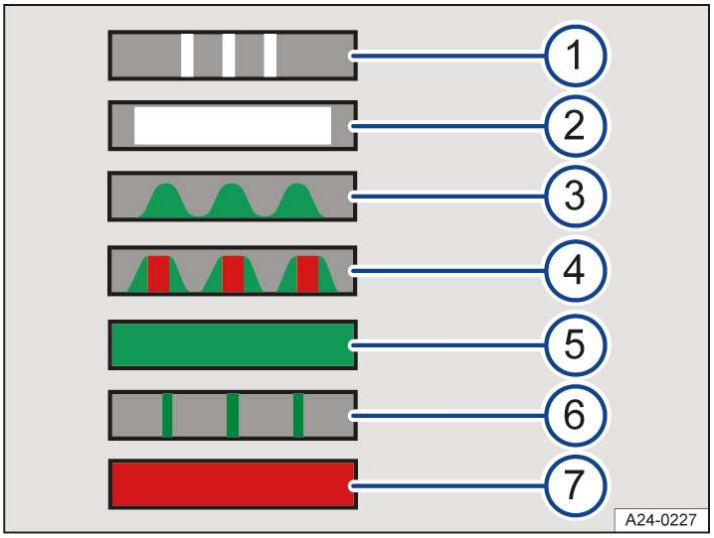


Fig. 2 Operating and error indicators of the LED light (general example).

1. Flashing: Charging connector has been detected.
2. Blinking white: Vehicle is being connected to the charging infrastructure. Preparing for charging.

   Light comes on: No active charging function.
3. Pulsing green: The high-voltage battery is being charged.
4. Green pulsing alternating with red light: emergency charging with reduced charging current. There is a malfunction, e.g. the charging connector is not fully inserted.
5. Green light comes on: Charging process successfully concluded.

6 Flashing green: charging for a certain departure time has been activated and has not yet begun.

7 Red light comes on: charging system malfunction or an error has occurred.

If the charging process indicator continuously displays a malfunction related to the vehicle power supply or charging system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Orientation lighting

The charging process indicator lights up in the dark.

✓ The vehicle was unlocked.

✓ The charging connector was removed from the charging socket.

After locking or unlocking the vehicle, the light turns off automatically after a certain time.

Battery calibration

Introduction

If an LFP battery is installed in your vehicle, the charge indicator may become inaccurate in the Infotainment system after some time. This is due to the physical properties of the battery cells.

After a battery calibration, the display updates and displays the current charge level of the high-voltage battery *(→ Charging settings)*.

The battery calibration is performed automatically if the requirements are met.

✓ Regularly charge the high-voltage battery to 100%, e.g. every two weeks.

✓ Then park the vehicle with a longer idle time, e.g. overnight.

Activating automatic battery calibration

This function is available depending on the vehicle equipment.

1. Open the settings in the main menu **Charging**.
2. Check whether the **Start battery calibration automatically** setting is present.
3. Activate the function.

If the vehicle requires idle time, a message appears in the **Charging** menu.

Manually performing battery calibration

If no automatic battery calibration has taken place for an extended period of time, the Calibration recommended function key will be displayed in the exit menu.

1. Tap Calibration recommended in the exit menu.

   The maximum battery charge level is set to 100% for immediate charging.

2. Connect the vehicle to an AC charging station.

   The battery calibration starts.

3. Note the messages in the **Charging** menu, e.g. battery calibration active or longer idle time required after charging.

During the process, no further adjustments to the active charging process are possible, for example, changing the maximum battery charge level or setting charging for a departure time.

If the charging process is terminated prematurely, for example, the journey is continued, the function remains activated and restarts during the next charging process.

After the battery calibration, the previous charging settings are restored, e.g. the maximum battery charge level for immediate charging.

Do not use any convenience functions such as air conditioning during the battery calibration.

Use an AC charging station where possible. During DC charging, the charging capacity may be temporarily reduced.

Battery calibration required soon

This function is activated automatically by the vehicle if the deviation has reached a critical range. A battery calibration has not been possible until now.

In the Exit menu, the Calibration mode activated function key is displayed. Other charging functions are not possible, e.g. charging for a departure time.

Route planning by the navigation system may be inaccurate if the last battery calibration was too long ago.

WARNING

If battery calibration is not performed in the long term, this may result in vehicle breakdowns while driving, accidents and serious or fatal injuries.

- When the Calibration mode activated message is displayed, connect the vehicle to a charging station as soon as possible.

Troubleshooting

High-voltage battery charge level low

The yellow indicator light turns on. A message will appear in the digital instrument cluster display.

The reserve charge level of the high-voltage battery has been reached.

1. Charge the high-voltage battery as soon as possible.

High-voltage battery dead and deep discharge possible

The yellow indicator light turns on. The message appears in the digital instrument cluster display.

If the vehicle is parked for a long time, an empty high-voltage battery may continue to discharge and could be damaged.

1. Charge the high-voltage battery immediately.

Emergency charging of the high-voltage battery

The white indicator light comes on. A message will appear in the digital instrument cluster display. The charging process indicator on the charging socket comes on, alternating between green and red.

It is charged with a reduced, single-phase charging current, as a fault is present, e.g. at the connection to the charging connector.

1. Check whether a message is displayed on the charging station.

   Or: to reach the normal charging capacity again, interrupt the charging process, and remove and reconnect the charging connector.

2. Ensure that the charging connector is completely inserted.
3. Start the charging process.
4. If the fault persists, continue the emergency charging for a sufficient vehicle range.
5. Contact a suitably qualified professional.

Also take note of the information on the correct use of the charging cable *(→ Charging cable)*.

Charging Process Not Possible or Canceled

The red charging process indicator on the charging socket comes on.

1. Reconnect the charging cable.

   Or: check that the charging connector is plugged in correctly.

   Or: check if there is a malfunction on the charging station. If necessary, contact the operator of the charging station.

2. If you cannot resolve the malfunction, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The charging process does not continue automatically after a power failure at the charging station. Restart the charging process.

The charging duration changes during DC charging

To maintain good functionality of the high-voltage battery, the charging current is automatically reduced after several DC charging processes in succession, e.g. during continuous use of the vehicle.

This extends the charging duration.

Error when calculating the range

The yellow indicator light turns on. A message will appear in the digital instrument cluster display.

There is a malfunction in the range calculation.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Emergency release for the charging connector

The emergency release of the charging connector should only be carried out if the charging connector cannot be removed normally.

✓ Vehicle is unlocked.

✓ Charging processes has been stopped or interrupted.

✓ Charging connector is not tilted in the charging socket, e.g. by the weight or the position of the charging cable.

DANGER

If the charging connector unexpectedly remains locked, it could be that the vehicle or charging station has a malfunction. Live contacts can be made accessible by manual emergency unlocking. Touching the contact in the charging socket may, in this case, lead to burns, other injuries, or a fatal electric shock.

- Never touch the contacts in the charging socket or the charging connector.

Manual release of the charging connector via central locking

1. End the charging process.
2. Press the button on the remote control vehicle key three times at intervals of at least one second.

   The turn signal must blink three times.
3. Unplug the charging connector.
4. If the problem persists, manually release the charging connector in the luggage compartment.

The emergency release may not be possible with charging for a certain departure time or with active stationary air conditioning.

Manually releasing the charging connector in the luggage compartment

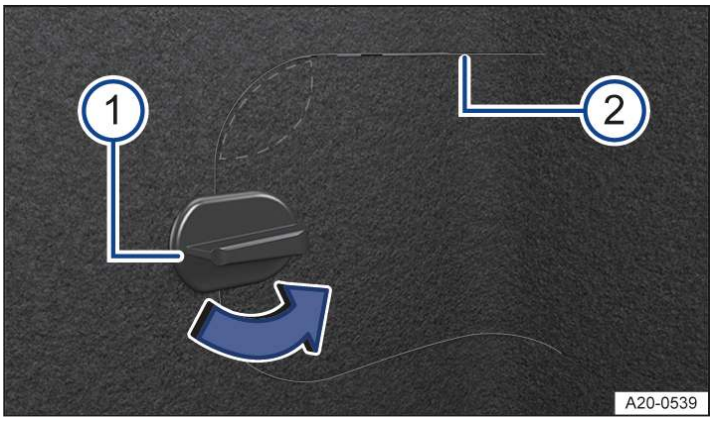


Fig. 1 In the bottom right luggage compartment trim: flap with the separation points.

1 Fastener.

2 Separation points.

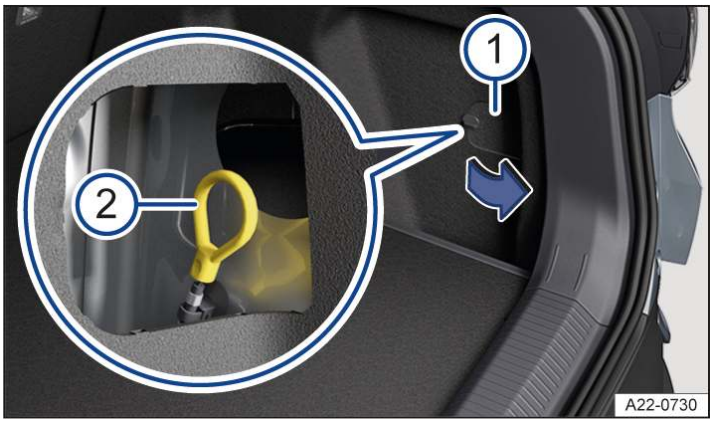


Fig. 2 In the bottom right luggage compartment trim: Emergency release of the charging connector.

1 Flap with fastener.

2 Emergency release loop.

1. Check that the charging process is interrupted. The white LED on the charging socket is continuously lit, or the Infotainment system shows no active charging process.
2. Open the luggage compartment.
3. Turn the flap lock by 90° in the direction of the arrow → *fig. 1* (1).
4. Press in the area above the lock → *fig. 1* (area marked).

5. Reach into the opening and pull the flap to release it. If necessary, use a suitable aid at the separation points → *fig. 1* (2).
6. Open the flap → *fig. 2* (1).
7. Pull the manual emergency release loop → *fig. 2* (2).

   The charging connector can be removed → ⚠.
8. Close the flap again.
9. Have the charging socket checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Charging settings can be configured in the Infotainment system menus. The **Locations** menu can be used to configure advanced charging settings and a charging plan, e.g. in order to use a time of day when electricity prices are low.

Opening the charging settings

1. Switch the Infotainment system on.
2. Open the **Charging** main menu in the Infotainment system.

   The submenus with the charging functions are displayed.

Charging menu for general charging settings *(→ Charging settings)*.

Charging locations with advanced settings *(→ Charging locations)* and departure time programming *(→ Delayed charging)*.

Optimize menu for improving the DC fast charging capability *(→ Preconditioning)*.

Settings menu with additional functions *(→ Charging settings)*.

Direct settings for the charging process

When the charging connector is connected, a screen with charging information opens in the Infotainment system.

1. Set the desired values for the current charging process.

Selecting a Charging Procedure

You can select a charging method in the Infotainment system, e.g. **Immed. charge**, **Charging until departure**, **Charging with climate control until departure**.

The availability depends on the settings at the charging location and the technical prerequisites available there.

1. Tap the function key for the charging methods.
2. Select the desired charging method from the list view.

General Charging Settings and Other Settings

Functions in the Charging menu

1. Open the **Charging** main menu in the Infotainment system.
2. Tap .

The following figure shows all possible displays and function keys in the Infotainment system. The displays may vary depending on the charging method, e.g. **Immediate charging**, **Charging at a departure time** → *fig. 1*.

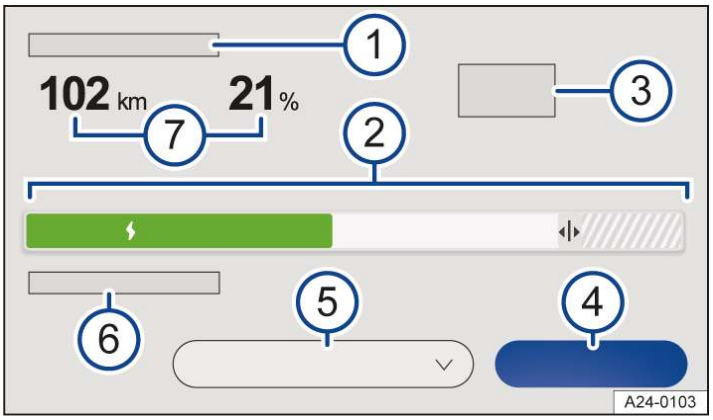


Fig. 1 Infotainment system: displays and function keys in the Charging menu (general example).

1

Current settings or charging location *(→ Charging locations)*.

2

Charging areas and slider for the maximum battery charge level *(→ Battery charge limits)*.

3

Maximum battery charge level for immediate charging *(→ Battery charge limits)*.

Or: end time of the charging procedure or planned departure time *(→ Delayed charging)*.

Or: stationary air conditioning for departure time (depending on the vehicle equipment).

4

Stop or restart charging *(→ Charging processes)*.

5

Change the charging procedure *(→ Charging settings)*.

6

Range regained during charging in km/h or km/min and charging power in kW.

7

Range and battery charge level.

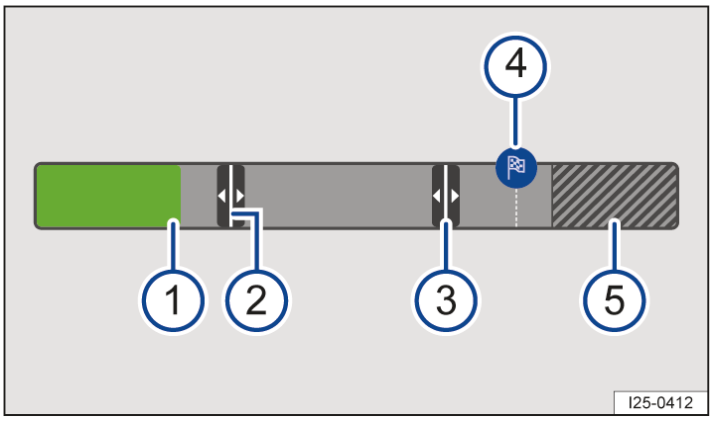


Fig. 2 Infotainment system: slider and displays.

1. Current charge status.
2. Slider for the minimum battery charge level.
3. Slider for the maximum battery charge level.
4. During electric vehicle route planning, the 🏁 symbol is displayed. The high-voltage battery is charged until the vehicle range is sufficient at least for the next charging stop *(→ Electric Vehicle Route Planner)*. If a higher battery charge level has been set, the vehicle will continue to charge until this is reached.
5. Possible charging area above the Battery Care Mode, e.g. for long journeys.

   This display is not included on vehicles with an LFP battery.

Observe the charging recommendations and battery care instructions *(→ Battery capacity)*.

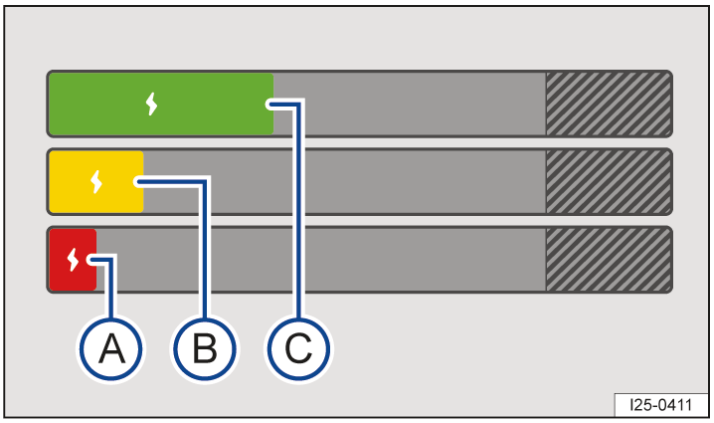


Fig. 3 Infotainment system: various battery charge levels of the high-voltage battery (general example).

A. Very low battery charge level.

B. Battery charge level in the reserve range.

Ⓒ Battery charge level in the normal range.

Functions in the ⚙ Settings menu

1. Open the **Charging** main menu in the Infotainment system.
2. Tap ⚙.
3. Activate the function.
   - Battery Care Mode *(→ Battery capacity)*.
   - Plug & Charge *(→ Plug and Charge)*.
   - Electric Vehicle Route Planner. Add stops for charging along the route in the vehicle navigation *(→ Electric Vehicle Route Planner)*.

     Automatic optimization of the DC charging capacity for stops for charging *(→ Preconditioning)*.
   - **Bidirectional charging** *(→ Home energy management)*.
   - **Reduce AC charging current**: instead of using the maximum charging current that is possible with the charging cable, charging is performed with a reduced charging current of 8 A (depending on the country). This setting is recommended when several large items of electrical equipment are being operated via the same circuit →⚠.
   - **Automatically release the AC charging cable**: after the charging process has finished, the charging connector is automatically released and can be unplugged immediately, e.g. at the charging station at home. The function depends on the country.

⚠ WARNING

Even with a reduced charging current, charging the high-voltage battery at an unsuitable electrical installation can result in short circuits, electric shock, explosion and fire. There is a risk of damage and serious or fatal injuries.

- Only charge the battery at connections that have been installed and tested by qualified technicians.

Advanced settings for charging locations

Profiles for charging locations can be created in the Infotainment system. The vehicle automatically recognizes a saved charging location and uses the available settings when charging.

Location data

For a new charging location, the Infotainment system saves the current location data of the vehicle.

✓ GPS navigation data is available.

Creating a Profile

1. Open the **Charging** main menu in the Infotainment system.
2. Open the **Charging locations** menu.
3. Add the current location as a new charging location and name it (five maximum).

Removing a Profile

1. Open the **Charging locations** menu.
2. Tap .
3. Tap to remove the saved charging location.

Settings at the Charging Location

All of the charging settings that have been saved in the relevant profile always apply to the charging location recognized by the vehicle.

Reduce AC charging current → ⚠.

Automatically releasing the AC charging cable. The function depends on the country.

Departure time (three maximum) *(→ Delayed charging)*.

Minimum battery charge level (0–50%) *(→ Battery charge limits)*. The high-voltage battery is charged as soon as the charging cable is connected.

Maximum battery charge level (50–100%) *(→ Battery charge limits)*.

Control using an external home energy management system (depending on the vehicle equipment). The vehicle communicates with the home energy management system via the charging station .

Preferred charging times *(→ Delayed charging)*.

Displays address or geocoordinates.

If a departure time for the charging location is activated, the charging method can be changed in the exit menu or in the **Charging** menu, e.g. for immediate charging.

Different charging settings can be saved for one charging location.

⚠ WARNING

Even with a reduced charging current, charging the high-voltage battery at an unsuitable electrical installation can result in short circuits, electric shock, explosion and fire. There is a risk of damage and serious or fatal injuries.

- Only charge the battery at connections that have been installed and tested by qualified technicians.

Battery charge limits

The battery charge level, and consequently the vehicle range, can be adapted to everyday demands using the battery charge limits in the Infotainment system.

Upper battery charge limit

The maximum battery charge level limits the maximum charge level of the high-voltage battery to between 50% and 100%.

It is not necessary to fully charge the high-voltage battery for standard daily use.

1. Move the slider in the Infotainment system's charging settings to the desired value.

The maximum battery charge level can also be adjusted during charging.

Lower battery charge limit

A minimum charge level for the high-voltage battery of between 0% and 50% can be set in the profile for a saved charging location.

The vehicle charges immediately once it has been connected to the power and reaches a minimum vehicle range.

Only then are preferred charging times, low tariffs or charging for a certain departure time considered.

1. Open the **Charging** main menu in the Infotainment system.
2. Open the **Charging locations** menu.
3. Move the slider (0–50%) in the profile for the charging location to the desired value.

To optimally set the battery charge levels in the Infotainment system, you should also refer to the battery care information *(→ Battery capacity)*.

Charging at a certain departure time

If there is a saved charging location in the Infotainment system, charging can be performed for a set departure time.

Setting a departure time

1. Open the **Charging** main menu in the Infotainment system.
2. Open the **Charging locations** menu.
3. Open the profile of a charging location.
4. Open the **Charging and air conditioning for a departure time** submenu and configure the settings for the individual departure times.
   — Day of the week.
   — Time at which the high-voltage battery should be charged.
   — To be used weekly or as a one-off.

Activating a departure time

1. Open the charging location profile.
2. If necessary, make adjustments, e.g. day of the week.
3. Activate a departure time.
4. Connect the vehicle to a charging station at the charging location.

   The charging process and other set functions start automatically before the departure time.

When the vehicle is connected to a charging station, the charging capacity can change due to the charging device used. This means that the planned battery charge level for a departure time that is already activated may no longer be guaranteed.

Air Conditioning

The vehicle interior is cooled or heated at the departure time by the stationary air conditioning.

1. Set the desired temperature in the Stationary air conditioning menu *(→ Stationary air conditioning)*.

Preferred Charging Times

Preferred charging times can be planned together with the departure times or can be used individually.

Charging is carried out at set times of the day.

Use this function if other electrical equipment is operated in the household (reduction of the load in the grid) or if you want to use cheap off-peak electricity from providers.

1. Open the profile of a charging location.
2. Select **Preferred charging times** in the settings.
3. Set the start and end time.
4. Activate the function by placing a “check mark” ☑ in the checkbox.

If a departure time is not activated, another available charging method can be started, e.g. at preferred charging times or immediate charging.

Plug & Charge

The high-voltage battery is charged at a suitable wall box or public charging station as soon as the charging connector is plugged in. Manual activation for cost accounting is not required.

The function depends on the vehicle equipment and the country.

Requirements

✓ The charging station supports the Plug & Charge charging function according to ISO 15118.

✓ A driving power contract has been installed in the vehicle with the Volkswagen app.

✓ Sending location data was approved in the Infotainment system before charging *(→ Privacy settings)*.

✓ Plug & Charge was switched on in the Infotainment system.

Activating the driving power contract

✓ VW Connect license available.

✓ Driving power provider supports Plug & Charge.

1. If not yet done, register as the primary user in the vehicle *(→ User management)*.
2. With We Charge contracts, activate the Plug & Charge service in the Volkswagen app.

   Or: activate Plug & Charge for the driving power contract with the provider. The vehicle identification number (VIN) must be shared with the third party providers for activation with third party providers.

Installing the driving power contract

✓ Vehicle is online and data can be sent (privacy settings) *(→ Privacy settings)*.

✓ Plug & Charge is activated as a service.

1. As the primary user in the Volkswagen app, open the menu for Plug & Charge.
2. Select the desired contract and tap the button for installation.

The primary user bears all charging costs arising during the use of Plug & Charge, even if these are caused by other users.

If you have any questions about the installation and activation of Plug & Charge or connected services, use Volkswagen Help .

Switching on and off

1. Open the **Charging** main menu in the Infotainment system.
2. Tap Settings.
3. Activate Plug & Charge.

The function can be used by a primary user and a guest user of the VW Connect service. The primary user can switch the function on and off in the vehicle. A guest user can only switch off the function.

Optimizing DC Charging

During travel, the battery temperature is optimized via the heating system so that a higher charging capacity is available at the DC quick-charging station upon arrival. This reduces the charging duration.

Requirements

✓ The vehicle has been switched on.

The availability of the function depends on the vehicle equipment and the country.

When the electronic parking brake is engaged, the optimization is temporarily stopped.

Activate function

The function can be activated manually in the Infotainment system, e.g. before arrival at a quick-charging station.

1. Open the **Charging** main menu in the Infotainment system.
2. Open the **Optimize** menu.
3. Tap the Start battery heating function key.

   The heating system starts and the required time is displayed.

Activating the function for electric vehicle route planning

If electric vehicle route planning of the navigation with DC stops for charging is active, the required heating time is calculated automatically. The heating system switches on before the next stop for charging.

1. Open the menu in the navigation system .
2. Check that **Optimization of the quick charging function with active route guidance** is activated and, if necessary, activate this function.

At the stops for charging on a route, the DC charging capacity displayed in the Infotainment system may vary.

Displays in the menu

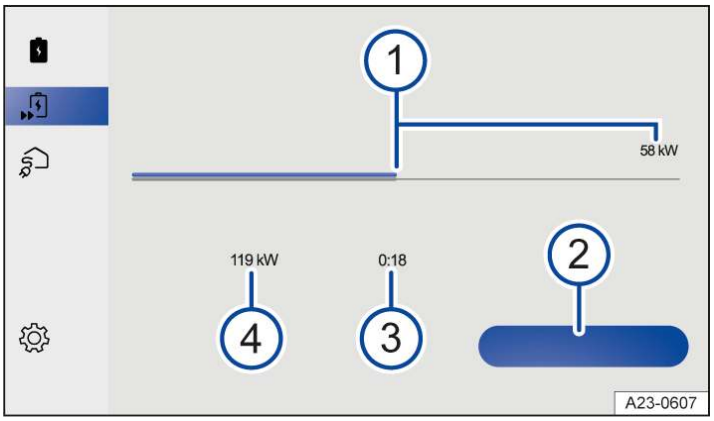


Fig. 1 Infotainment system: menu for optimizing the current DC charging power.

1. Current DC charging power in kW.
2. Start or stop heating the high-voltage battery.
3. Time required to reach maximum DC charging capacity.
4. Possible maximum DC charging power.

If the bar display → *fig. 1* (1) is completely full, no further optimization is possible. The display may vary.

If the high-voltage battery charge level is high, the maximum possible DC charging capacity can be significantly reduced even if the battery temperature has been optimized.

Charging with solar power

The high-voltage battery is charged with solar power from the home energy management system if the solar power system produces more energy than is required by the household.

Requirements

✓ Compatible home energy management system.

✓ Compatible charging station.

✓ A charging location was created in the Infotainment system.

Consult a qualified professional to determine which home energy management systems are suitable. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How it works

Follow the operating instructions provided by the manufacturer of the home energy management system.

The vehicle charges in accordance with the requirements of a home energy management system.

If a minimum battery charge level is set at the charging location in the Infotainment system of the vehicle, the charging process may initially start with conventional household current. Available solar power is used for the rest of the charging process.

Solar power charging is also possible with an activated departure time.

Selecting solar power charging in the Infotainment system

1. Connect the vehicle to the home energy management system.
2. Tap the drop-down list for the charging procedure in the Infotainment system, e.g. in the **Charging** menu.
3. Select Charge with solar power.

   The charging process starts automatically.

Depending on the current feed-in power of the solar power system and the current load situation in the household, the charging process can start earlier than usual and continue later. If necessary, the vehicle regulates the available charging phases automatically for safety reasons.

Charging times and charging plan

The vehicle creates a charging plan and uses charging times in which solar power is available or the energy prices of a provider are low. It also takes into account a solar power forecast by the home energy management system. The preferred charging times that were set in the profile of the charging location no longer apply with this function *(→ Charging locations)*.

Household power monitor

During the charging process, the ongoing current flow in the household is monitored. Before overloading the power supply, the vehicle automatically reduces the charging current.

Bidirectional charging

The high-voltage battery is used as additional interim storage of power from the house that has not been consumed. If necessary, the vehicle can return power to the house.

Requirements

The availability of bidirectional charging in the vehicle is country-dependent. This also applies to a suitable home energy management system.

✓ Vehicle with a suitable high-voltage battery.

✓ Compatible home energy management system with energy storage unit.

✓ A profile for a charging location was created in the Infotainment system.

First, consult a suitably qualified professional to determine which home energy management system is suitable. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How it works

The home energy management system controls the charging or discharging process of the high-voltage battery as required, e.g. according to the availability of solar power, and adopts the vehicle settings.

In addition, power from the high-voltage battery can be used for emergency power operation, e.g. for a household without a mains connection or in the event of power loss.

Read and observe the operating instructions and the functions of the home energy management system.

The emergency power operation is only displayed in the home energy management system.

Bidirectional charging is only possible at a battery temperature of between approx. -15 °C (approx. +5 °F) and approx. +40 °C (approx. +104 °F). This does not apply to emergency power operation of the home energy management system.

Activating bidirectional charging in the Infotainment system

1. Set the desired minimum and maximum battery charge level in the charging location profile.
2. Connect the vehicle to the home energy management system.
3. Tap the drop-down list for the charging methods in the Infotainment system, e.g. in the **Charging** menu.
4. Tap Bidirectional charging.

   The charging or discharging process starts automatically.

The battery charge levels for the bidirectional charging are limited to a maximum of 20% for drawing energy and a maximum of 80% for charging with solar power.

You can see the amount of energy drawn and the power values on your home energy management system. The vehicle discharges with a maximum output of about 10 kW.

Charging for a certain departure time is not possible with bidirectional charging.

Display of energy extraction as virtual distance

The energy taken from the high-voltage battery is converted into a virtual distance using a standardized procedure. This mileage indicates the additional use of the high-voltage battery by discharging.

The counter reading runs continuously and cannot be reset.

1. Tap the Vehicle function key in the Infotainment system.
2. Open the vehicle status.
3. Tap the High-voltage battery function key.

   Virtual distance (not resettable) is displayed under the **Bidirectional charging** entry.

Malfunctions

In the event of a malfunction, e.g. in the communication with the home energy management system, bidirectional charging may be canceled. Alternatively, the vehicle can automatically switch to the **Immediate charging** procedure.

1. Remove the charging connector.
2. Reconnect the vehicle to the charging station.
3. If the malfunction persists, contact the after-sales service of the device manufacturer or a suitably qualified professional.

Introduction

The charging cable delivered with the vehicle depends on the scope of supply and the country-specific technical specifications, for example charging plug connectors.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility if you have questions about the charging cable and other equipment.

If a charging cable has been supplied, Volkswagen recommends using only this charging cable.

Instructions for the charging cable

Refer to the following general messages →⚠, →⚠.

— Handle with care.

— Roll out or roll in completely.

— Do not fold or bend over sharp edges.

— Do not allow to become trapped or run over.

— Only pull on the charging connectors.

— Children must not use the charging cable.

— Keep animals away.

— Stow away safely and without kinks after use.

⚠ DANGER

Using a charging cable that has been damaged or tampered with can lead to an electric shock. This will result in serious or fatal injuries.

- Check the charging connectors and the charging cable for damage, e.g. cracks, before every use.
- Never open the charging cable and its components.
- Never use a charging cable that has been damaged or tampered with.
- In the event of a malfunction, have the charging cable checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Charging a high-voltage battery with an unsuitable charging cable can cause short circuits and electric shocks. This could result in damage to the charging cable and serious or fatal injuries.

- Always take note of the information on the charging cable.
- Before traveling abroad, find out about the electrical installations available locally.
- Before traveling abroad, make sure you know which is the correct, country-specific charging cable and what the maximum permitted charging current is.

The charging cable for the DC charging station must not exceed approx. 30 m (approx. 98 ft) in length.

Stowing the charging cable away



Fig. 1 Under the luggage compartment floor: storage compartment with space for the charging cable (general example).

WARNING

An unsecured or incorrectly secured charging cable can be thrown around the inside of the vehicle during sudden driving and braking maneuvers. This can cause accidents and serious injuries.

- Stow the charging cable in the storage compartment under the luggage compartment floor → *fig. 1*.

  ●**Or:** stow the charging cable in the charging cable bag provided and hook the charging cable bag to a front tie-down in the luggage compartment (depending on the vehicle equipment).
- If the rear seat backrest has been folded down, stow the charging cable in the charging cable bag in the footwell in front of the rear seat.

Instructions for the charging connectors and the protective device of the charging cable

— Do not reach into the contacts of the charging connector.

— Keep away from intense sunlight. The ambient temperature must be no higher than approximately 50 °C (approximately 122 °F).

— Do not drop.

— Protect against immersion in liquids, e.g. rainwater.

— Replace the protective cap after use.

WARNING

Connecting or using the charging cable for GFI outlets incorrectly can cause a serious malfunction. This may result in damage to the electrical installation and charging cable and cause a fire and serious injuries.

- Never connect the charging cable to an extension cable, a cable reel, a socket strip or an adapter, such as a travel adapter or timer.

As a portable piece of operating equipment, the charging cable may be subject to regular testing obligations. A test adapter is required for this.

Note the maximum load for the fuse circuit in use. If the charging cable is connected to a mains socket on the same electrical circuit as other consumers, the circuit fuse may be tripped.

Charging cables must be disposed of in an environmentally friendly manner and may not be included with household waste.

Cleaning the charging cable

1. Wipe the surface of the charging cable with a dry or only slightly damp cloth →, →.

DANGER

Cleaning a connected charging cable creates a danger of coming into contact with live voltage from the high-voltage system. This can cause an electric shock, resulting in burns and serious injuries or death.

- Only clean the charging cable when it is unplugged.

NOTICE

Improperly cleaning the charging cable could result in damage.

- Only use water and no additional cleaning agents when cleaning the surface.
- Ensure that no water enters the contacts of the charging cable.

Charging cable for charging stations with alternating current (AC)



Fig. 1 Charging cable for charging stations with alternating current (AC).

The maximum charging current is 16 A or 32 A and is dependent on the infrastructure used, the charging cable and the equipment of the battery charger →, →.

WARNING

If the charging cable for charging stations is used as an extension cable, it is not locked and may cause a serious malfunction. Damage, fire and serious injuries could result.

- Never use the charging cable as an extension for another charging cable.

NOTICE

Improper use of the charging station could damage the high-voltage system of the vehicle.

- Observe the manufacturer's instructions and information when operating the charging station.

Electrical installation may be carried out according to different technical rules in countries other than your own. Therefore, a charging cable with a wire size of 5 x 6 mm2 may be required locally to achieve the maximum available charging power.

Charging with a 16 A charging cable is not possible at charging stations that support 32 A charging.

— Before charging, find out about the charging technology provided.

Charging cable for mains sockets



Fig. 1 Charging cable for mains sockets (general example).

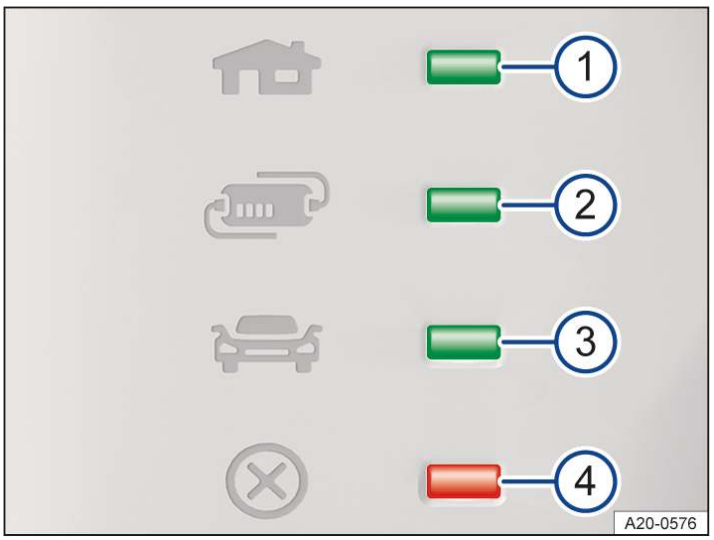


Fig. 2 Warning and indicator lights on the charging cable's safety device.

1. Connector or energy supply indicator light.
2. Safety features indicator light.
3. Vehicle indicator light.
4. Fault warning light.

Information on the charging cable

In addition, note the information on the charging cable and on the back of the protective device before using the charging cable.

In Norway, it may not be possible to use charging cables which were supplied outside of Norway for charging in a socket.

Protective device

Thanks to the electronic safety features the charging connector remains powerless until it is connected to the vehicle charging socket.

Self-test

If the charging cable is connected to the GFI outlet, the protective device will automatically carry out a self-test. During this, all warning and indicator lights light up briefly and then turn off in sequence. The current operating status is then shown.

Status indicators

One or more green indicator lights on the protective device come on → *fig. 2* (1), (2) or (3).

Display and Meaning
— (1) comes on: Charging cable connected to the mains power but not to the vehicle.
— (1), (2) come on, (3) blinks: The high-voltage battery is charging.
— (1), (2) and (3) come on: Charging process ended. High-voltage battery is fully charged.

Setting the charging current

The charging cable limits the charging current to correspond to the available power supply.

Should the local power supply not be charged with the maximum charging current, the charging current can be reduced in the Infotainment system's charging settings, depending on the vehicle equipment *(→ Delayed charging)*.

Temperature monitoring

The charging cable's temperature monitor is triggered if the charging cable heats up excessively, e.g. because it has been stored in an excessively hot luggage compartment or due to exposure to intense sunlight.

If the charging process is interrupted, the status indicator will disappear and one of the green indicator lights will blink. The red warning light will blink → *fig. 2* (4).

1. Remove the charging cable and leave to cool down.
2. If the error occurs again, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If only the warning light → *fig. 2* (4) blinks red and the status indicator remains on, you do not have to remove the charging cable. Charging continues with a lower charging current until the charging cable has cooled down after a while. The charging current is automatically increased again.

Fault displays

If the red warning light → *fig. 2* (4) blinks or comes on without an indicator light → *fig. 2* (1), (2) or (3) coming on permanently, there is a malfunction.

Display and Meaning
— (1) blinks, (4) comes on or blinks: Power supply fault.
— (2) blinks, (4) comes on or blinks: Safety device fault.
— (3) blinks, (4) comes on or blinks: Vehicle fault.

The charging process has been stopped or interrupted.

1. Note the information on the back of the protective device.
2. If the malfunction continues, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If there are any existing connections to the mains when you want to charge the vehicle, or if the vehicle is parked very close to some high-voltage lines, it may not always be possible to charge the vehicle from a mains power outlet. Additional connections to the mains:

— Battery charger for the 12 V vehicle battery connected.

— Contact with an implement connected to the mains, such as a lifting platform.

Troubleshooting

The charging cable protective circuit for the GFI outlet switches off

An error may be recorded by the protective circuit during a self-test if external electrical devices, such as a refrigerator, are used simultaneously in the vehicle.

1. Connect the charging cable to the external power supply.
2. Insert the charging connector into the charging socket.

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A loose tire mobility set, spare wheel, compact spare wheel or loose vehicle tool kit can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of an accident. This could result in serious or fatal injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

WARNING

Working with an unsuitable or damaged vehicle tool kit may result in accidents. This could result in serious or fatal injuries.

- Never work with an unsuitable or damaged vehicle tool kit.
- Seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility if there is no suitable vehicle tool kit available.

Placement

There are a number of different storage locations for the tool box in the vehicle, such as under the luggage compartment floor or in a side storage compartment of the luggage compartment.

Depending on the equipment variant, the vehicle may contain a loose box with the vehicle tool kit in the luggage compartment. This supplied vehicle tool kit is intended for a possible winter tire change and doesn't have to be permanently stored in the vehicle .

Vehicle tool kit components

The scope of the tool box depends on the country and equipment. The following information describes the full scope of items that may be included.

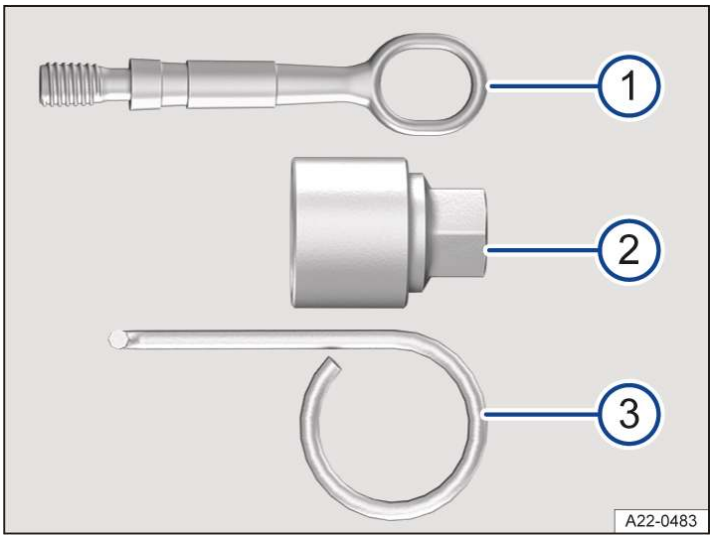


Fig. 1 Vehicle tool kit components (general example).

1. Towing eye that can be screwed in.
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. Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.

Additional vehicle tool kit

Depending on the vehicle equipment, the additional vehicle tool kit may include a jack. The additional vehicle tool kit with jack does not always have to be carried in the vehicle.

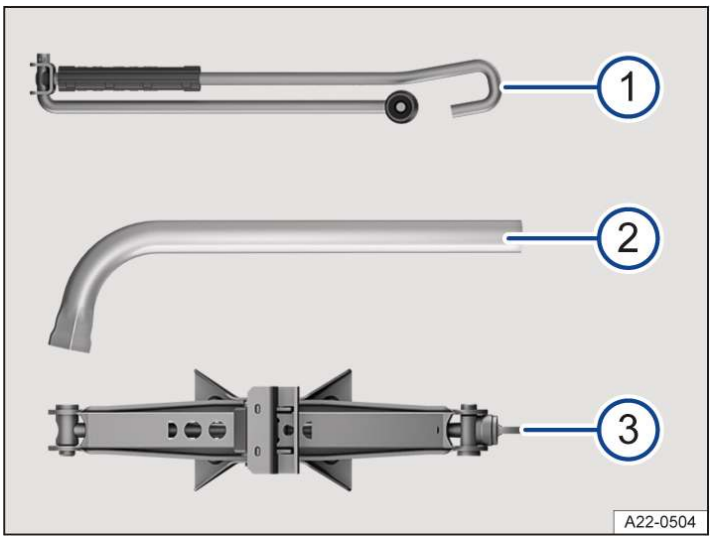


Fig. 2 Additional vehicle tool kit components (general example).

1. Crank.
2. Lug wrench for loosening and tightening wheel bolts.
3. Vehicle jack.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Jack maintenance

If a jack is included in the scope of the vehicle tool kit, the jack is generally not subject to any maintenance cycles.

1. If necessary, apply universal lubricant to the jack.

Tire Pressure Gage

In some countries, there may also be a tire pressure gauge in the vehicle.

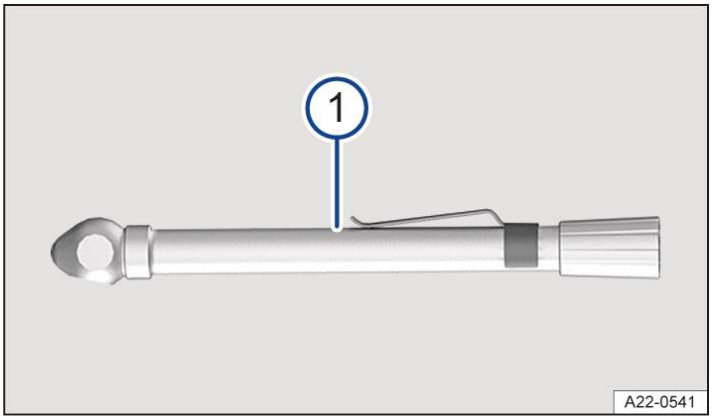


Fig. 3 Additional vehicle tool kit component (general example).

1 Tire pressure tester (depending on the country).

Putting the Windshield Wipers in the Service Position

In the service position, the wiper arms can be lifted off of the windshield.



Fig. 1 Windshield: windshield wipers in service position (general example).

Activating the service position using the windshield wiper lever

1. Close the hood.
2. Switch the vehicle on and off again.
3. Operate one-tap wiping *(→ Windshield wipers)*.

Activating the service position via the Infotainment system

Depending on the vehicle equipment, the windshield wipers can be set to the service position via the Infotainment system.

Take the following steps to set the windshield wipers to the service position via the Infotainment system:

1. Close the hood.
2. Switch on the vehicle.
3. Tap ⁝⁝⁝.
4. Tap Vehicle.
5. Tap Exterior. If necessary, swipe to the right or left until Windshield wipers is displayed.
6. Tap Windshield wipers; a selection menu appears.
7. Tap Windshield wipers in service position.
8. To terminate the service position function, tap Windshield wipers in service position.

Activating the service position via the exit menu

The service position of the wiper blades can also be activated in the exit menu for a limited period of time. To do this, the vehicle must be switched off.

Lifting the windshield wiper arms

1. Move the windshield wiper arms to the service position before lifting them →.
2. Only hold and lift wiper arms in the area where they attach to the wiper blade.

Placing the windshield wiper arms back

1. Before driving, carefully place the wiper arms back against the windshield, holding them only in the area where they attach to the wiper blade.
2. To return the wiper arms to the home position, operate “one-tap wiping” when the vehicle is switched on *(→ Windshield wipers)*.

   The wiper arms move back to the original position.

NOTICE

Failing to take care when working on the wiper arms can damage the hood, windshield, or wiper arms.

- Lift the wiper arms with care, and only ever in the service position.
- Never open the hood when the wiper arms are raised up.
- Always place the wiper arms carefully against the windshield before driving.

Cleaning and changing 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 from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

1. Move the wiper arms to the service position *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Clean the wiper blades carefully with a damp sponge →ⓘ.
4. Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

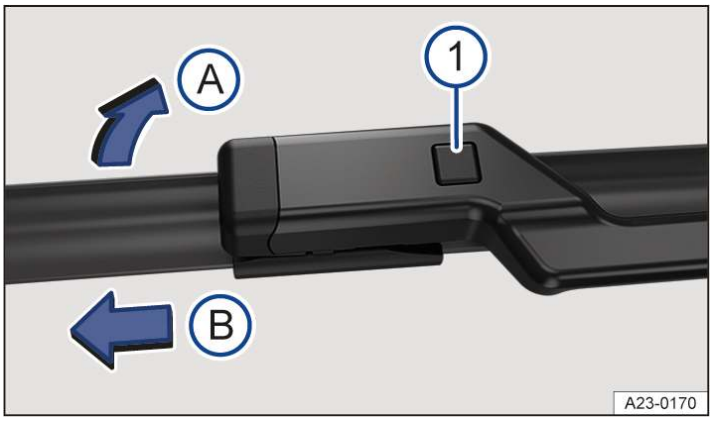


Fig. 1 Changing the windshield wiper blades.

1	Wiper blade release button.

1. Move the windshield wiper arms to the service position before lifting them *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Press and hold the release button → *fig. 1* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 1* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 1* (B). For this to work, the wiper blade has to be folded out → *fig. 1* (A).
6. Place the wiper arms carefully on the windshield.

Changing the rear window wiper blade

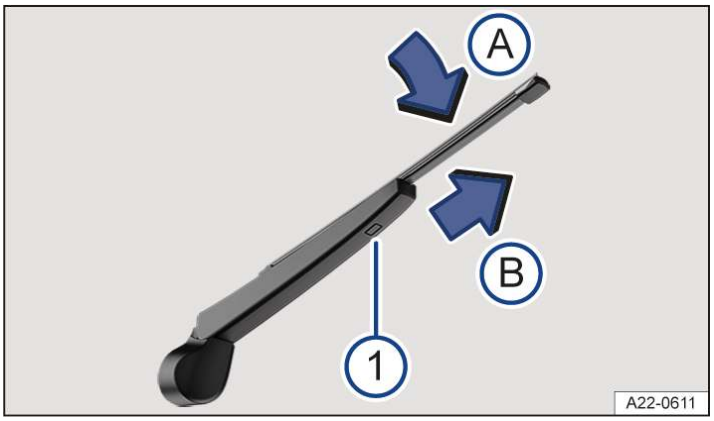


Fig. 2 Changing the rear window wiper blade.

1	Wiper blade release button.

1. To lift a windshield wiper arm, hold it only in the area where it attaches to the wiper blade.
2. Lift the wiper arm and fold it out.
3. Press and hold the release button → *fig. 2* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 2* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 2* (B). For this to work, the wiper blade has to be folded out → *fig. 2* (A).
6. Place the wiper arm carefully on the rear window.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always clean dirty wiper blades.
- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

NOTICE

Cleaning wiper blades or door windows with unsuitable cleaning agents may cause damage.

- Do not clean the wiper blades and windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.
- Do not clean the wiper blades with rough sponges or other sharp objects.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause the windshield wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Introduction

Before performing bulb replacement, check if it is an incandescent bulb or an LED light. Generally, light bulbs can be replaced by yourself. Depending on the model and on the vehicle equipment, if the exterior lighting uses LED technology, it is not possible to replace the LED lights or individual LEDs by yourself. The failure of individual LEDs may be an indication that more LEDs will fail. If this is the case, have the LED lights checked and replaced if necessary by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting 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 may have certain manufacturer specifications that differ from conventional light bulbs. The respective name will be on the bulb socket or glass bulb.

WARNING

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Regularly check the vehicle's lighting system and turn signals.
- Have the vehicle lighting system repaired immediately, when necessary.

WARNING

Work in the hood space can result in accidents and serious injuries if bulb replacements are carried out incorrectly.

- Always follow the tasks described and observe the general safety precautions.
- Never perform a bulb replacement if you are not familiar with the required activities.
- If you are not sure how to carry out a bulb replacement, have the work required carried out by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

During the bulb replacement, the sharp-edged parts of bulb housings and hot or exploding bulbs can cause serious injuries.

- Only change bulbs when they have cooled down completely.
- Always protect your hands during bulb replacement.

NOTICE

Water entering the headlight housing can damage the electrical system.

- Following a bulb replacement, always install the covers on the headlight housing.
- Always check that the covers are properly secured after installation.

NOTICE

If you touch the lights of the glass bulbs when changing them, you may leave fingerprints on the light. The fingerprints will vaporize from the heat when the light is switched on and will cause the reflector to darken.

- Do not touch the glass bulb with bare fingers. Use cloth gloves, for example.
- Only touch the base of the light when installing it.

Information on bulb replacement

Always perform the following activities for bulb replacement in the specified sequence →⚠:

1. Safely park the vehicle on a horizontal and firm surface, and a safe distance away from moving traffic where possible *(→ Parking)*.
2. Set the electronic parking brake.
3. Switch the lights off.
4. Turn off the turn signal if it is activated.
5. Switch off the vehicle.
6. Allow the orientation lighting to turn off.
7. Allow the affected light bulbs to cool down.
8. Check if you can see that a fuse is burnt out *(→ Fuses)*.
9. 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.

   Do not touch the glass bulbs with your bare fingers. The residue from fingerprints can reduce the brightness of the headlight.
10. Check the bulb function after a bulb is changed.

    If the bulb does not function, the bulb may not have been inserted correctly, may have fallen out, or the connector may not have been plugged in correctly.
11. After every bulb replacement in the front of the vehicle, have the headlight adjustment checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If the steps described for the bulb replacement are ignored, accidents may occur. Serious injuries may result.

- Always follow the tasks described and observe the general safety precautions.

NOTICE

Removing and inserting trim panels and headlights incorrectly can damage the vehicle paint and body.

- Always be careful when removing and inserting the trim panels and headlights.

Replacing Bulbs in LED Headlights

Preparations

Only perform these activities in the specified order:

1. Refer to the information on bulb replacement and carry out the activities *(→ Exterior lighting)*.
2. Open the hood.

The headlight does not need to be removed for bulb replacement.

Replacing a bulb in a turn signal

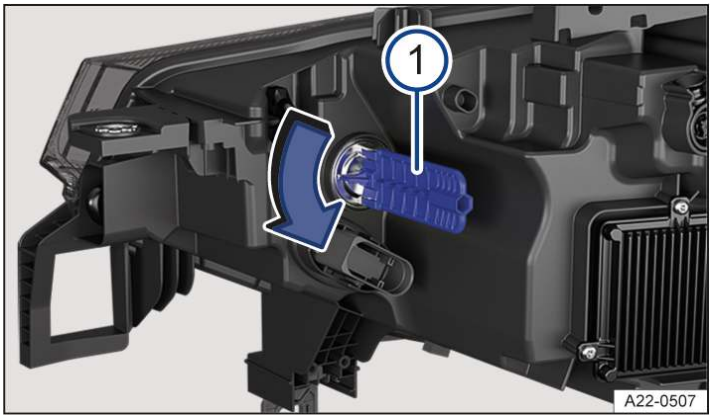


Fig. 1 In the right-side of the hood space: rear side of the headlights.

1	Turn signal bulb holder.

1. To remove, turn the bulb holder in the direction of the arrow → *fig. 1* (1).
2. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
3. Carefully insert the bulb holder into the headlight and turn in the opposite direction to the arrow → *fig. 1* (1).
4. Close the hood.

The illustration shows the right headlight from behind. The left headlight is structured as its mirror image.

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse allocations, and the combined protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout is not available at the time of print. Detailed information about the fuse assignment can be obtained from a suitably qualified professional. Volkswagen recommends contacting 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 fixed.

1. If a new fuse blows again after a short time, have the electrical system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses for emergency responders

A high-voltage system fuse in the fuse box in the instrument panel is marked with a special flag to allow emergency services to deenergize the vehicle as quickly as possible. Never replace this fuse yourself or swap it with a fuse from a different fuse location →⚠. If this fuse is malfunctioning, always have it replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Voltage in the high-voltage system can cause electric shocks, serious burns and death.

- Never touch the electrical wires in the hood space.
- Never replace or repair fuses of the high-voltage system yourself.
- Always have the work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Using unsuitable fuses, repairing fuses or bridging a circuit without fuses can lead to serious damage or a fire in the vehicle. This could result in serious or fatal injuries.

- Replace fuses only with fuses of same rating and size. Make sure that the color and label are identical to the faulty fuse.
- Never repair fuses.
- Never use metal strips, paper clips or similar objects as substitutes for fuses.

NOTICE

The high-voltage fuses marked with a special flag in the fuse box in the instrument panel are for use by emergency responders only in order to switch off the vehicle power in an emergency. If these high-voltage fuses are removed incorrectly, the vehicle could be damaged.

- Never remove the fuses marked with a special flag in the instrument panel.
- If the high-voltage system has switched off, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vehicle is no longer ready to drive.

NOTICE

Changing a fuse when the vehicle is switched on, drive-ready mode is activated, the lights are switched on, or other electrical equipment is switched on could cause damage to the electrical system.

- Always switch off the vehicle, lights and other electrical equipment.
- Make sure that the drive-ready mode cannot be established while a fuse is being replaced.

NOTICE

If a fuse is replaced by another fuse with a higher amp rating, this could also damage the vehicle's electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes from dirt and moisture.
- Avoid short circuits in the electrical system.
- Check that the fuse box covers are tightly sealed again and are not damaged.

There are other fuses in the vehicle. These should only be replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses in the hood space

Opening the fuse box in the hood space

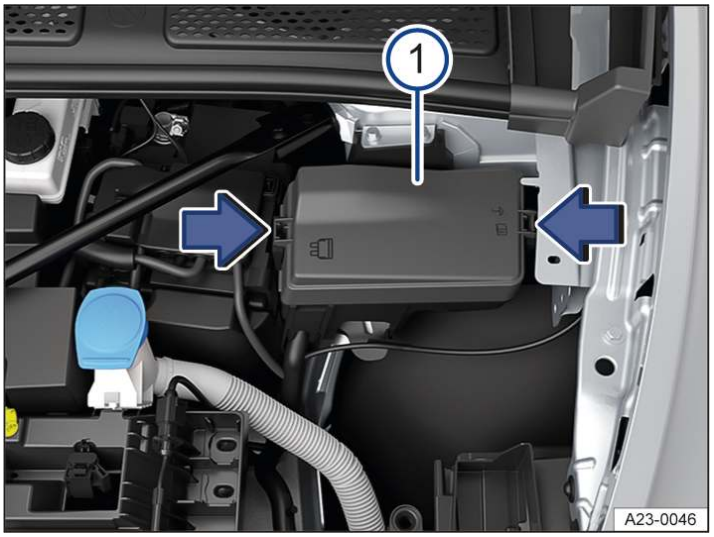


Fig. 1 In the hood space: fuse box (general example).

(1) Fuse box cover.

The plastic pliers for removing fuses can be found on the inside of the fuse box cover or on the fuse panel.

Removing the cover

1. Open the hood.
2. Press the catches in the direction of the arrow to unlock the fuse box cover → *fig. 1* (1).
3. Remove the cover upward.

Fitting the cover

1. Place the cover onto the fuse box.
2. Push the cover downwards until it audibly clicks into place on both sides.

Overview of Fuses in the Hood Space

The overview shows the fuse positions of the electrical equipment relevant to the driver. The fuse location is listed in the first column of the overview, and the protected electrical equipment is listed in the other column.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse assignment

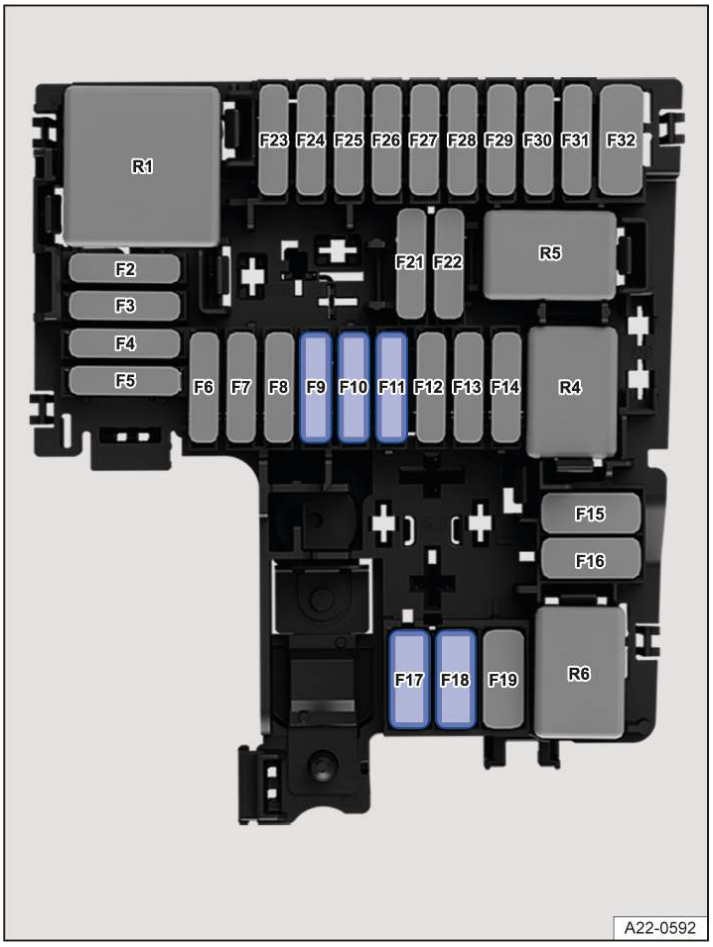


Fig. 1 In the hood space: Fuse locations.

Fuse location → *fig. 1*:

F9

Horn.

F10

Front windshield wiper.

F11

Air conditioner.

F17

Windshield defroster.

F18

Windshield defroster.

Fuses in the instrument panel

Opening the fuse box in the instrument panel (left-hand drive vehicles)



Fig. 1 Fuse box cover on the instrument panel on the driver's side (left-hand drive vehicles).

Removing the cover

1. Reach behind the cover and pull it off in the direction of the arrow → *fig. 1*.

Fitting the cover

1. Position the cover starting with the opposite side and push it closed in the opposite direction to the arrow until it clicks into place → *fig. 1*.

Opening the fuse box in the instrument panel (right-hand drive vehicles)

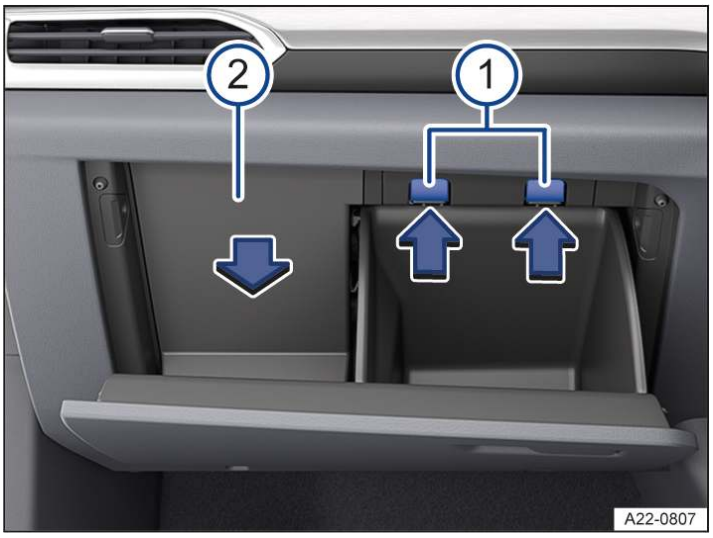


Fig. 2 On the passenger's side: Fuse box in the instrument panel (right-hand drive vehicles).

---

(1) Stop pin for the glove compartment.

(2) Fuse box cover.

Removing the cover

1. Open the glove compartment and empty it if necessary.
2. Push the catches in the direction of the arrow while at the same time opening the glove compartment further → *fig. 2* (1).
3. Reach to the side behind the cover and pull it backward → *fig. 2* (2).

Fitting the cover

1. Insert the cover in the opposite direction of the arrow and push it forwards until it clicks into place → *fig. 2* (2).
2. Close the glove box.

Overview of the Fuses in the Instrument Panel

The overview shows the fuse positions of the electrical equipment relevant to the driver. The fuse location is listed in the first column of the overview, and the protected electrical equipment is listed in the other column.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse assignment

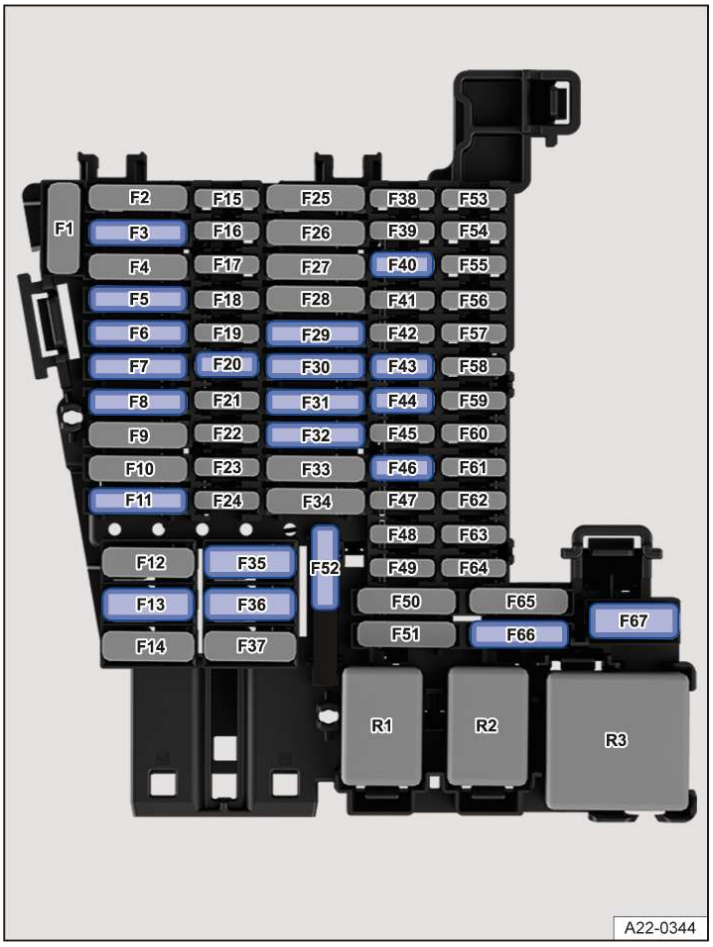


Fig. 1 Fuse assignment in the instrument panel.

Fuse location → *fig. 1*:

F5

Exterior lighting, left.

F6

Interior lighting.

F7

Seat heating.

F8

Headliner in the tilting and sliding panoramic sunroof.

F13

Central locking.

F20

Phone, USB port.

F30

Infotainment system scopes.

F32

Exterior lighting, right.

F35

Rear seat heating.

F40

Anti-theft alarm system.

F43

Climate control bar, rear window defroster relay.

F44

Light switch (low beam), rain/light sensor, ambient lighting, ID. Light.

F46

Display, Infotainment system control panel.

F52

12 V sockets. Note the installation position, factory-standard fuse location as shown in the illustration.

F66

Rear window wiper.

F67

Rear window defroster.

Sockets in vehicles with trailer hitch installed in the factory → *fig. 1*:

F3

Control module for trailer detection, left.

F11

Control module for trailer detection.

F29

Control module for trailer detection.

F31

Control module for trailer detection, right.

Power windows and seats can be protected by circuit breakers or control modules, which switch back on automatically several seconds after correcting the overload, for example when door windows are frozen shut.

Replacing blown fuses

Preparations

1. Switch off the vehicle, lights and all electrical equipment.

Detecting blown fuses

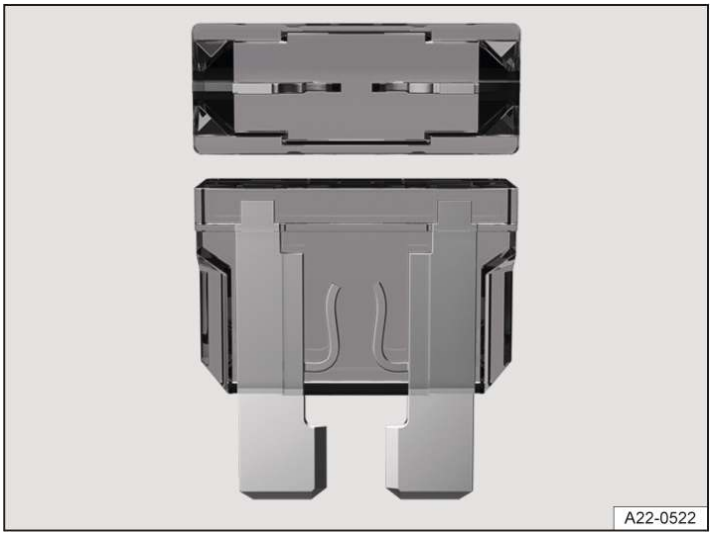


Fig. 1 Blown fuse (general example).

1. Shine a flashlight on the fuses.

A blown fuse can be recognized from above and from the side through the transparent casing, as its metal strip will be burnt through → *fig. 1*.

Fuse versions

— Standard flat connector fuse (ATO®).

— Small flat connector fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Fuse color codes

Fuses (ATO® - MINI® - MAXI® or MAXI+®).

Color	*Current rating*
Black	1 A
Purple	3 A
Light brown	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
White or transparent	25 A
Green	30 A

Orange

40 A

Red

50 A

Replacing fuses



Fig. 2 Plastic pliers for removing or inserting a fuse (general example).

1. If present, remove the plastic pliers from either the fuse box or the cover of the fuse box → *fig. 2*.
2. Depending on the design of the fuse, slide the appropriately sized clamp on the plastic pliers onto the fuse from above or from the side.
3. Remove the fuse.
4. If a fuse is blown, replace with a fuse with the same rating (same color and same label) and the same size →.
5. After inserting the new fuse, place the plastic pliers back in the cover, if necessary.
6. 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.

- Never replace a fuse with a fuse that has a higher current rating.

Introduction

For technical reasons the vehicle must not be tow-started →. If the vehicle's drive system cannot be engaged because the 12 V vehicle battery is dead, the 12 V vehicle battery on another vehicle can be used to engage your vehicle's drive system.

For technical reasons, the jump-start points in electric vehicles are not designed for use in jump-starting other vehicles →.

WARNING

Using jumper cables incorrectly and performing a jump-start incorrectly could cause the 12 V vehicle battery to explode. Serious injuries may result.

- Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery *(→ 12-V vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never jump-start a vehicle with a frozen or thawed 12 V vehicle battery.

WARNING

During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Sparks produced during a jump-start could ignite the flammable gas. Serious injuries may result.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when handling cables and electrical devices.
- Avoid creating sparks by discharging any static electricity before jump-starting; do this by touching a metal part of the vehicle body.

NOTICE

Tow-starting can cause severe damage to the vehicle.

- Jump-start the vehicle to activate the vehicle's drive system.

NOTICE

The electrical system of an electric vehicle is not designed to jump-start other vehicles. This can cause significant damage to the electrical system of an electric vehicle.

- Never use an electric vehicle to jump-start another vehicle.

Preparing to jump-start

If the vehicle cannot be made drive-ready because the 12 V vehicle battery is drained, another vehicle can jump-start it.

NOTICE

A drained 12 V vehicle battery can freeze at temperatures around approx. 0 °C (approx. +32 °F), suffer damage and fail.

- Always replace a frozen or thawed 12 V vehicle battery.

Preparations

Observe the following for jump-starting:

— Wear suitable eye protection and safety gloves →⚠.

— Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

— Open the hood.

— Always use a jumper cable with fully insulated terminal clamps and without any insulation defects for jump-starting →⚠.

— Ensure that there is sufficient distance between the vehicle providing the jump-start and the vehicle receiving the jump-start. If metallic parts of the vehicles come into contact with each other, even just connecting the positive battery terminals is enough to cause current to flow →ⓘ.

— Make sure the terminal clamps have sufficient contact with metal.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries.

- Always wear suitable eye protection and safety gloves.
- Never lean over the 12 V vehicle battery.
- Always connect the positive cable first and then the negative cable.
- Never connect the negative cable to the brake lines.
- Ensure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure the cable insulation is free from any defects.
- Make sure that the cable that is connected to the positive battery terminal on the 12 V vehicle battery does not come into contact with any vehicle components that conduct electricity.

Jumper cable

So that vehicles can be jump-started and can jump-start others, an appropriate jumper cable is required.

The cable cross-section of the jumper cables must be at least 25 mm^2 (0,038 in^2).

Vehicle Receiving Jump-start

1. Check that the discharged 12 V vehicle battery is properly connected to the 12 V vehicle electrical system.
2. If a 12 V vehicle battery with a viewing window has been installed, check the color of the viewing window. If the viewing window is light yellow or has no color, do not perform a jump-start; instead, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle to be Jump-started

1. Pay attention to the operating instructions provided by the vehicle manufacturer.
2. Check that the battery providing the jump-start has the same voltage (12 V) and approximately the same battery capacity as the dead 12 V vehicle battery. Pay attention to the information printed on the battery of the vehicle providing the jump-start.

NOTICE

To reduce the risk of damage to the electrical system due to short-circuiting, please note the following:

- Always connect the jumper cables as described.
- Avoid contact between the vehicles.

Connecting the jumper cables

Positive jump-start point



Fig. 1 Under a cover in the hood space: Positive jump-start point.

(+) The (positive) jump-start point for connecting the red jumper cable.

Ground jump-start point

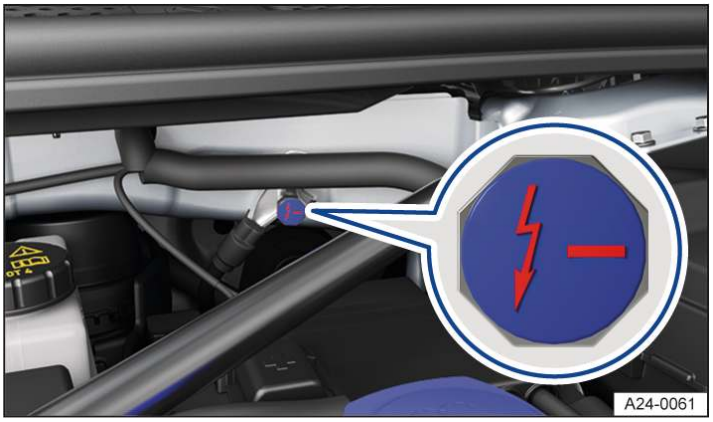


Fig. 2 In the hood space: Negative terminal jump-start point.

(–) The jump-start point (negative terminal) is for connecting the black jumper cable.

Connecting the jumper cable to the 12 V vehicle battery

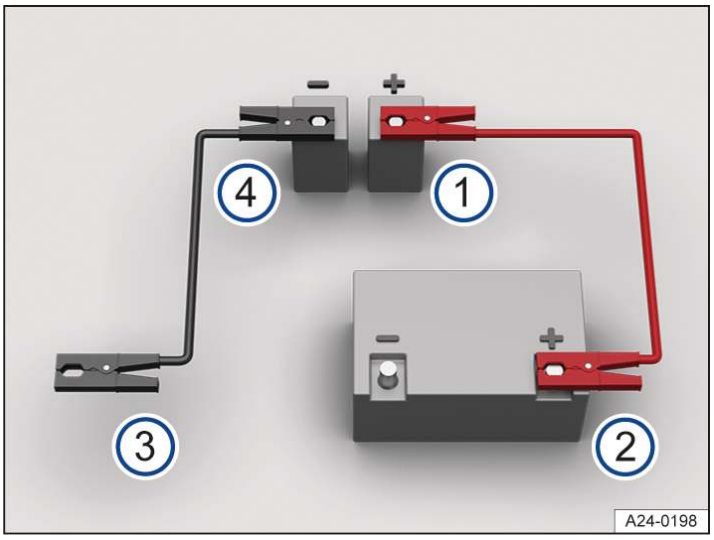


Fig. 3 Diagram for connecting jumper cables in vehicles with a 12 V vehicle battery.

1. Positive jump-start point of the vehicle receiving the jump-start.
2. Positive battery terminal of the vehicle providing the jump-start.
3. Suitable negative terminal of the vehicle providing the jump-start. Preferably a jump-start point (negative), otherwise a large metal part that is bolted securely to the engine block, or the engine block itself.
4. Negative jump-start point of the vehicle receiving the jump-start.

To reduce the risk of considerable damage to the vehicle electrical system, it is not permitted to jump-start other vehicles with an electric vehicle. The jump-start points are not designed for jump-starting other vehicles.

The jumper cable must be connected only in the order 1 – 2 – 3 – 4 → *fig. 3*.

1. Switch the ignition or the vehicle off on both vehicles.
2. In the hood space, open the cover on the positive jump-start point **+**, if fitted.
3. Connect one end of the red jumper cable to the positive battery terminal **+** of the discharged 12 V vehicle battery → *fig. 3* (1).
4. Connect the other end of the red jumper cable to the positive battery terminal (**+**) on the vehicle providing current → *fig. 3* (2).
5. Connect one end of the black jumper cable to a negative terminal jump-start point **–** on the vehicle providing current → *fig. 3* (3).

Or: if no negative terminal jump-start point – is available, connect to a large metal part that is bolted securely to the engine block or connect to the engine block itself → *fig. 3* (3).

6. Connect the other end of the black jumper cable to the negative terminal jump-start point – on the vehicle receiving the jump-start → *fig. 3* (4).
7. Route the jumper cables so that they cannot become caught in moving parts in the hood space.

Activating the vehicle's drive system

1. Start the engine in the vehicle providing the jump-start and let it idle.
2. Activate the vehicle's drive system in the vehicle with the discharged 12 V vehicle battery. If the vehicle's drive system cannot be activated, stop the starting process after 10 seconds, and try again after approximately 1 minute.

If the vehicle’s drive system still cannot be activated, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Removing the jumper cables

1. Before disconnecting the jumper cables, switch off the low beam headlight if necessary.
2. In the vehicle with the drained 12 V vehicle battery, switch on the blower for the air conditioner and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
3. Once the vehicle has been jump-started, always disconnect the jumper cable in the order 4 – 3 – 2 – 1 .
4. Close the cover of the positive terminal (+), if fitted.

After successful jump-starting, have the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

If a vehicle can no longer be moved under its own power, the vehicle can be transported away with a tow truck or towed with another vehicle.

Make sure that both drivers are familiar with towing a vehicle. This applies especially if no tow bar is used.

Follow all applicable laws when towing.

NOTICE

Tow-starting can cause severe damage to the vehicle.

- Jump-start the vehicle to activate the vehicle's drive system.

NOTICE

When towing, there is always the risk of the coupling becoming overloaded when driving off-road, and consequently of the vehicles being significantly damaged.

- Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions when towing.

Important information about transporting the vehicle away

Transporting the vehicle away refers to using a tow truck to transport a vehicle that cannot be driven.

WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be transported away and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary .

NOTICE

Pushing the vehicle by hand may cause damage to the vehicle, such as deformation or detachment of attachments.

- When pushing the vehicle by hand, make sure that you do not apply any pressure to the taillights, large sheet metal surfaces and side or rear spoilers.

1. Inform the relevant people, particularly the organizing office and transportation, that an electric vehicle is involved.

Transporting the Vehicle Away with a Tow Truck

If the vehicle is to be transported away, the vehicle must only be transported away with all four wheels situated on the tow truck.

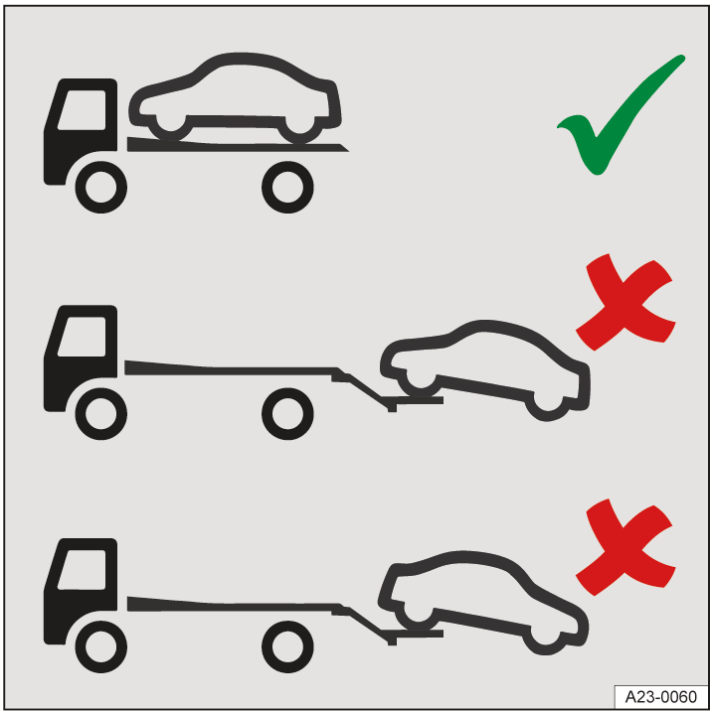


Fig. 1 Transporting the vehicle away with a tow truck.

Information about the attachment points for transporting the vehicle away *(→ Front towing eye)* *(→ Rear towing eye)*.

If the vehicle is transported with all four wheels on a tow truck:

— Switch off interior monitoring and towing protection *(→ Interior monitoring and towing protection)*.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven. The vehicle can only be towed with the hood space in the direction of travel using a tow bar or tow rope:

— The maximum permissible speed is 50 km/h (approx. 30 mph).

— The maximum permissible distance is 50 km (approx. 30 miles).

When may this vehicle not be towed?

If one of the following situations applies, the vehicle must be transported away with all four wheels situated on the tow truck in the event of damage.

— If the 12 V vehicle battery is drained.

— The power supply to the 12-volt vehicle electrical system cannot be secured.

— The indicator in the instrument cluster display does not function perfectly.

— The towing distance is greater than 50 km (approx. 30 miles).

— Idle (N selector lever position) cannot be selected.

— The anti-roll function cannot be deactivated .

— The steering column lock cannot be released.

— If the wheel clearance or the steering function can no longer be secured after an accident.

— Airbags or safety belt pretensioners have deployed following an accident.

If a red warning light and a message about an impaired drive system are displayed in the instrument cluster display, or the towing conditions have not been met, the vehicle must only be pushed or towed rolling on its own four wheels in emergency situations. The vehicle may be towed to the tow truck only at walking pace and up to a maximum of 100 meters (328.1 ft).

WARNING

If you tow your vehicle in spite of the message about an impaired drive system appearing in the instrument cluster, vibrations could occur in the drive system and the driven wheels could lock, particularly on ice or wet roads. Locked wheels can lead to loss of vehicle control. Accidents and serious or fatal injuries could result.

- If the message about an impaired drive system appears in the instrument cluster, do not push or tow the vehicle unless it is an emergency.

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.

⚠ WARNING

The vehicle handling and braking efficiency will change considerably when it is towed. This may cause you to lose control of the vehicle and result in accidents and serious or fatal injuries.

- Bear in mind that more force is required for steering and braking during towing.

Secure the tow rope or tow bar only at the permitted points:

— Towing lug.

— Ball mount.

⚠ WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be recovered and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Preparations

— Make sure the tow rope is not twisted. Otherwise it could disconnect from the towing eye while towing.

— On both vehicles, switch on the emergency flashers. Do not do this if it is prohibited by law.

— On both vehicles, switch on the ignition or the vehicle.

— Observe the legal regulations and instructions for towing in the Owner's Manual of the other vehicle.

Towing vehicle (front)

1. Only start to drive when the tow rope is taut.
2. Take extra caution when pressing the accelerator pedal.
3. Avoid sudden braking and driving maneuvers.
4. Do not exceed the permitted towing weight of the vehicle.

Vehicle being towed (rear)

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 or when the vehicle is switched on, activate the turn signal and high beam lever in the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will automatically activate again once the turn signal and high beam lever returns to the neutral position.

1. Make sure that the driver seat is occupied by a driver.
2. Make sure that the ignition or the vehicle is always switched on so that the steering wheel is not locked and the turn signals and windshield wipers can be operated if necessary. The brake booster and power steering only work when the engine is running or the vehicle is switched on. Otherwise, the brake pedal needs to be pressed much harder and more force is required to steer.
3. Make sure the vehicle key is always in the vehicle during the towing process *(→ Keyless Access)*.

   Or: make sure the digital key is always in the vehicle during the towing process *(→ Mobile key)*
4. Deactivate Automatic Emergency Braking (Front Assist).
5. Deactivate the anti-roll function .

   Or: The driver remains seated in the driver seat throughout the towing process and always wears their safety belt, and the driver door is closed.
6. Make sure the tow rope is always taut.

NOTICE

If the electronic parking brake switches on during the towing process, wheels may lock. Serious damage to the vehicles may result.

- End the towing process immediately.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

NOTICE

If the battery charge level of the 12 V vehicle battery is insufficient, you will not be able to release the electronic parking brake and steering column lock. The vehicle may be damaged when towed.

- To release the electronic parking brake and the steering lock, switch the ignition or the vehicle on or activate the drive-ready mode, if necessary by means of a jump-start in the event of a loss of power or malfunctions.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Front Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.

   Or: contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle →.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the front towing eye



Fig. 1 In the right front bumper: Remove cover.



Fig. 2 In the right front bumper: Screw in towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover → *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary →.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount → *fig. 2* , →. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Rear Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.
2. Please note important information about transporting the vehicle away *(→ Tow truck)*.

   Or: contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle →.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the rear towing eye



Fig. 1 In the right rear bumper: Remove cover.



Fig. 2 In the right rear bumper: Screw in towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover → *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary →.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount → *fig. 2* , →. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Vehicles with a trailer hitch

In vehicles with a factory-equipped trailer hitch, there is no mount for the threaded towing eye behind the cover.

1. To tow, swivel the ball mount out or mount and use it.

NOTICE

Using an unsuitable tow bar could damage the ball mount and the vehicle.

- Always use a tow bar specifically designed for mounting on a ball mount for towing.
- If you do not have a suitable tow bar, use a tow rope for towing.

Safety precautions for working in the hood space

The hood space of a vehicle is a dangerous area. Only perform work in the hood space if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by a suitably qualified professional if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The hood space is a dangerous area. Any work in the hood space could lead to accidents and serious or fatal injuries.

- Always work as cautiously and carefully as possible.
- Do not perform work in the hood space unless you are familiar with the required activities.
- If you are not sure how to do the work in the hood space, have the work required carried out by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Set the electronic parking brake before working in the hood space.
- Switch off the vehicle and store the vehicle key securely and far enough away from the vehicle to ensure that the drive-ready mode cannot be activated accidentally and the electrical system cannot be powered unintentionally.
- Never touch hot components of the electric drivetrain.
- Do not leave any items, such as cleaning cloths or tools, in the hood space.
- Always keep children away from the hood space and never leave them unattended.

⚠ WARNING

The hood space contains moving components. When working in the hood space, particularly when starting the vehicle or if the vehicle is drive-ready, contact with moving parts, e.g. fan blades in the radiator fan, may cause serious or fatal injuries.

- Even when the vehicle is switched off, never reach into the radiator fan or into the area near the radiator fan. The ventilator is temperature-controlled and may switch on by itself.
- Always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
- Always press the accelerator pedal extremely carefully and never press it without paying close attention. The vehicle could begin moving, even if the electronic parking brake is set.

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open or close the hood if steam or coolant are escaping.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

⚠ WARNING

The cooling system is under pressure when the electric drivetrain is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drivetrain is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

⚠ WARNING

Additional insulation, such as blankets in the hood space or discarded items such as cleaning cloths or tools, can cause malfunctions, damage to the electric drivetrain, or fires. This could result in serious or fatal injuries.

- Never cover the electric drivetrain with blankets or other insulating materials.
- Never leave items in the hood space.

Always park the vehicle safely on a horizontal and firm surface before carrying out any work in the hood space → ⚠ *(→ Parking)*.

⚠ WARNING

If the vehicle is not secured against rolling away during maintenance procedures, the vehicle may move unintentionally. This could result in accidents and serious or fatal injuries.

- Never carry out any work underneath the vehicle unless it is adequately secured to prevent it from rolling.
- Ensure that the vehicle is situated on a horizontal and firm surface and that the wheels are blocked to prevent them from moving when carrying out work underneath the vehicle with its wheels touching the ground.
- If you are working underneath the vehicle, additionally support the vehicle securely with suitable stands. The vehicle jack is not sufficient for this purpose and may collapse.

Work on the high-voltage system must only be carried out by a suitably qualified professional in accordance with the Volkswagen guidelines →⚠. The high-voltage battery must be checked by a qualified and trained specialist after a collision or after the vehicle runs into an obstacle.

⚠ DANGER

The components of the high-voltage system carry high electrical voltage. Contact with live components of the high-voltage system causes burns, serious injuries or fatal electric shocks.

- Always assume that the high-voltage battery is fully charged and that all the high-voltage components are live. This may be the case even if the vehicle is switched off.
- Never touch high-voltage components or orange high-voltage cables. Damage to high-voltage components is not always obvious.
- Never remove the orange high-voltage cables and never damage or modify them.
- Never disconnect the high-voltage cable from the high-voltage system.
- Never open or modify the cover of the high-voltage battery and never remove it.
- Never perform any work in the vicinity of high-voltage components or high-voltage cables using cutting, shaping or sharp-edged tools or heat sources. Always have work on the high-voltage system performed by a suitably qualified professional approved for this work. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never perform repair and maintenance procedures on orange high-voltage cables or high-voltage components.

⚠ DANGER

Damage to the vehicle or the high-voltage battery or a fire at the battery cells may lead to poisonous gases or liquids being released. High-voltage components may be live here. There is a risk of serious injuries, burns or fatal electric shock.

- Do not inhale any escaping gases.
- Never touch leaking liquids.
- Quickly exit the vehicle together with all vehicle occupants.
- Never remain in the immediate vicinity of the vehicle.
- Observe all of the information about what to do in the event of fire risk *(→ High-voltage components)*.

⚠ WARNING

The high voltage in the electrical system may cause electric shocks and burns. This could result in serious or fatal injuries.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- Never touch the high-voltage components, the high-voltage battery or – in particular – the orange high-voltage cables when the vehicle is switched on.

Preparing the vehicle for work in the hood space

Always perform the following activities in the specified sequence before all work in the hood space:

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Secure the vehicle against rolling away.
3. Remove all vehicle keys from the vehicle and store them outside of the vehicle, so that the vehicle does not start accidentally.
4. Allow the electric drivetrain to cool down sufficiently.
5. Always keep other people away from the hood space.

Opening and closing the hood

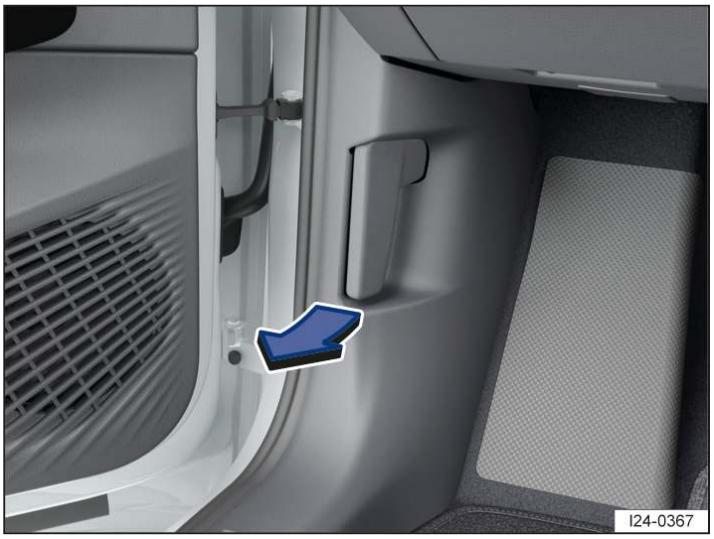


Fig. 1 In the driver's side footwell: Release lever for the hood (general example).



Fig. 2 On the hood: actuating lever (general example).



Fig. 3 In the hood space: hood support in the bracket (general example).

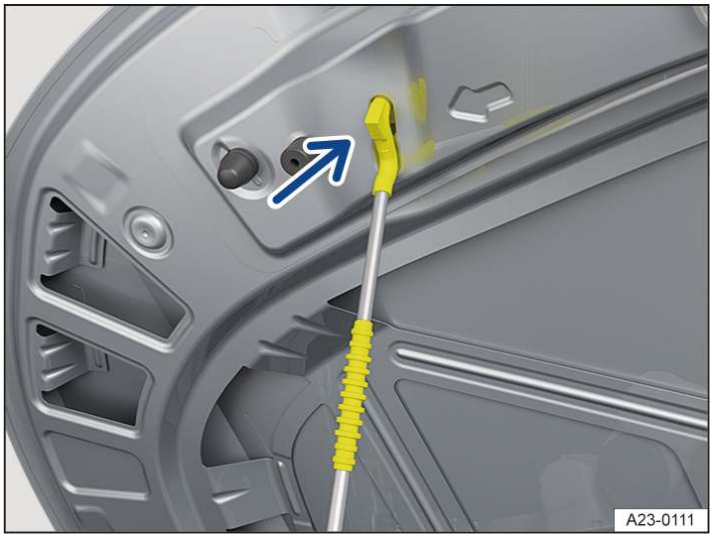


Fig. 4 On the engine hood: Hood support bracket (general example).

Opening the hood

1. Open the driver door and pull the release lever in the direction of the arrow → *fig. 1*.

   The hood will pop open due to spring force from the catch in the lock carrier →.

2. To open the hood fully, slightly lift the hood while pushing the actuating lever in the direction of the arrow → *fig. 2*.

3. Remove the hood support from the bracket in the direction of the arrow → *fig. 3* and insert it into the holder for the hood support → *fig. 4*.

Closing the hood

1. Lift the hood slightly and hold it →.

2. Unhook the hood support from the holder for the hood support → *fig. 4* and insert it into the bracket → *fig. 3*.

3. Allow the hood to fall out approx. 20 cm (approx. 8 inches) into the catch of the lock carrier, without pressing down on it.

   When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body →.

WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. Accidents and serious or fatal injuries could result.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.
- If you realize when driving that the hood is not closed properly, park the vehicle safely and close the hood.

WARNING

Failing to take care when opening and closing the hood can result in serious injuries.

- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

Opening and closing the hood incorrectly can cause damage to the hood or wiper arms.

- Only open the hood when wiper mode is switched off and with the windshield wipers folded in.
- Always fold the wiper arms against the windshield before driving.

Indicator for opened engine hood

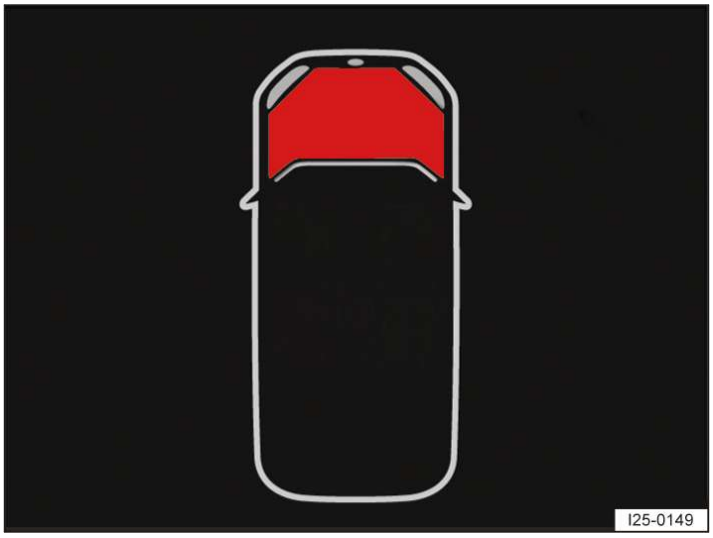


Fig. 5 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly → *fig. 5*.

Do not continue driving!

1. Stop the vehicle as soon as it is safe to do so.
2. If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents and serious or fatal injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.
- Do not continue driving and seek professional assistance if the warning light does not go out.

Operating fluids and operating equipment

All operating fluids and operating equipment, such as coolant and vehicle batteries, are continuously being developed.

1. Have fluids and operating equipment replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Carrying out work on the 12 V vehicle electrical system may cause fires and serious or fatal injuries.

- Always disconnect the 12 V vehicle battery.
- Always have a fully-functioning, checked fire extinguisher nearby.
- Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm system will be activated.

WARNING

Fluids may be poisonous. Improper use and storage may cause serious or fatal injuries.

- Only store fluids in their sealed original containers.
- Never use empty food cans, bottles, or other containers to store fluids, because someone could drink the fluids by mistake.
- Keep children away from all fluids and operating equipment.
- Always read and heed the information and warnings on the packaging for the fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

WARNING

Fluids and some materials in the hood space are highly flammable and may ignite on contact with hot surfaces, sparks, or naked flames. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never smoke near the hood space.
- Never work near open flames or sparks.
- Never perform work near sources of heat, boilers, or other open flames.
- Never pour or spill fluids on the electric drivetrain.
- Always have a fully-functioning, checked fire extinguisher nearby.

NOTICE

The use of fluids that do not correspond to the specification can cause serious malfunctions and result in damage to the electric drivetrain.

- When topping up or changing fluids, make sure that the fluids correspond to the respective specification.
- Only fill fluids into the designated filler openings.

Fluids leaking from the vehicle can cause environmental damage.

- Regularly check the ground beneath the vehicle.
- If you see spots of fluid on the ground under the vehicle, have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Dispose of leaking fluids according to legal and environmental regulations.

Washer fluid

General information

The windshield washer fluid reservoir is located in the hood space.



Fig. 1 In the hood space: Cap on the washer fluid reservoir (general example).

The washer fluid reservoir is identified with the symbol on the cap → *fig. 1*.

1. Check the washer fluid level regularly and fill if necessary.

Preparations

1. Prepare the vehicle for work in the hood space .
2. Open the hood.

Checking and refilling

1. Check if there is enough windshield washer fluid in the reservoir *(→ Washer fluid reservoir)*.
2. To top it up, mix clean water with a suitable alcohol-based windshield cleaner. Follow the mixing instructions on the packaging of the windshield cleaner →⚠, →ⓘ.
3. When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze. Follow the mixing instructions on the packaging of the anti-freeze agent.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles when you refill the washer fluid →ⓘ.

Do not use distilled water to fill the washer fluid reservoir. This is the only way that the windscreen wiper washer fluid level can be monitored.

⚠ WARNING

Unsuitable additives in the windshield washer fluid can create an oily film on the vehicle windshield. This may reduce visibility and increase the risk of accidents and serious or fatal injuries.

- Never add coolant additive or similar unsuitable additives to the windshield washer fluid.

ⓘ *NOTICE*

Using a cleaning agent that contains acid may result in damage and cause the spray nozzles to malfunction.

- Never top up the windshield washer fluid tank using a cleaning agent that contains acid, e.g. vinegar-based cleaners.

ⓘ *NOTICE*

Mixing different windshield cleaners can cause the components to flocculate and the spray nozzles to clog.

- Only use suitable alcohol-based windshield cleaners.
- Never mix different windshield cleaners together.

ⓘ *NOTICE*

When you top up the windshield washer fluid, if you use a damaged screen or do not use a screen at all, dirt particles may get into the windshield washer fluid tank. The spray nozzles may become clogged.

- Take the screen out only to clean it.
- Replace a damaged or missing screen.

Introduction

Only perform work on the cooling system if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries → ⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Coolant is toxic. Contact with coolant, especially swallowing coolant, may result in serious or fatal injuries.

- If you swallow coolant, seek urgent medical help.
- If you have health problems after working with coolant, seek medical help.
- Always store coolant in the sealed original container and keep it out of the reach of children.
- Never use empty food cans, bottles, or other containers to store coolant, because someone could drink the coolant by mistake.
- Avoid regular contact with coolant to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

⚠ WARNING

In extremely low temperatures, the coolant can freeze and the vehicle could break down. This can cause the heating to stop working in the vehicle. Vehicle occupants could die of exposure if they do not have sufficient warm clothing.

- Make sure that the quantity of coolant additive is adjusted to the lowest expected ambient temperature in which the vehicle is operating.
- Only use coolant additive approved by the manufacturer.

Coolant and coolant additives can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater 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 55%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The coolant additive can be recognized by its violet color. The mixture of water and coolant additive provides freeze protection down to approx. -25 °C (approx. -13 °F), protects the light-alloy parts in the cooling system against corrosion, prevents calcium deposits and significantly increases the boiling point of the coolant.

If the coolant is being topped up, a blend of distilled water and at least 40% of the G12evo coolant additive must be used to ensure optimum corrosion protection →.

NOTICE

The coloring of the coolant results from the mixture of the purple coolant additive and distilled water. If the fluid in the coolant expansion tank is not purple, but another color, e.g. brown, the appropriate coolant has been mixed with another coolant that is not suitable. This may result in serious malfunctions or damage to the drive and cooling system.

- Only use coolant additive approved by the manufacturer.
- If the coolant turns brown, have it changed immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never mix original Volkswagen coolant additives with coolant additives that are not approved by Volkswagen when topping up.

NOTICE

The engine coolant must always have a correct mixing ratio. If the mixing ratio is not correct, this may result in serious malfunctions or damage to the drive and cooling system.

- Have the correct mixing ratio checked by a suitably qualified professional, and restore if necessary, i.e. if there is doubt about the mixing ratio. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Checking the coolant level and refilling coolant

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Let the electric drive system cool down →⚠.
3. Open the hood.

The coolant expansion tank can be identified by the red symbol on the cap → *fig. 1*.



Fig. 1 In the hood space: cap of the coolant expansion tank (general example).

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open the hood if you can see or hear steam or engine coolant escaping from the hood space.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

⚠ WARNING

The cooling system is under pressure when the electric drivetrain is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the electric drivetrain is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

Checking the coolant level



Fig. 2 In the hood space: markings on the coolant expansion tank (general example).

When new vehicles are delivered or after repairs to the cooling system, the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

The coolant level cannot be checked exactly for every model, because the view of the fluid level in the coolant expansion tank may be obstructed. If you cannot read off the coolant level accurately, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

1. When it is cold, check the coolant level using the markings on the side of the coolant expansion tank → *fig. 2*. The coolant level must be between the markings.
2. If the fluid level in the coolant expansion tank is below the minimum mark (“min”), ensure that the coolant is topped up. When the coolant is warm, the coolant level may be slightly above the upper marking.
3. If coolant is no longer visible in the coolant expansion tank, do not add coolant →ⓘ.

Refilling coolant

1. Carefully unscrew the cap →⚠.
2. Only add new coolant that conforms to the Volkswagen specification up to as far as the upper fill level marking *(→ Engine coolant)*. After topping up the coolant, the coolant level must be between the markings on the coolant expansion tank → *fig. 2*.
3. Install the cap securely.
4. Check the coolant level after one day. If the fill level of the coolant expansion tank drops below the minimum marking (“min”) again, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the cooling system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If there is no coolant available that conforms to the required specification, initially only top up with distilled water. Then have the correct mixture ratio using the specified coolant additive restored as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →ⓘ.

NOTICE

Coolant expands when it heats up. If coolant is topped up above the marked level, excess coolant may leak out and cause damage to the vehicle.

- Do not refill the system with coolant above the upper edge of the marked area of the coolant expansion tank.

NOTICE

If there is no longer any engine coolant in the coolant expansion tank, air may have entered the cooling system. This could result in damage to the electric drivetrain.

- Do not continue driving.
- Do not top up the coolant.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

The chemical components contained in water that is not distilled can cause considerable corrosion damage in the electric drivetrain. This can cause an electric drivetrain failure.

- Only use distilled water for refilling the system!
- If you have added water that is not distilled, have the fluid in the cooling system changed completely by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The use of incorrect fluids can cause serious malfunctions and damage to the electric drivetrain.

- When you fill or change fluids, make sure that the correct fluids are added in the corresponding filler openings.

Troubleshooting

Coolant level

The red warning light turns on. A message is shown in the instrument cluster display.

Do not continue driving! This could result in damage to the electric drivetrain.

The coolant level is too low.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Switch off the vehicle.
3. Allow the electric drivetrain to cool.
4. Check the coolant level *(→ Engine coolant)*.
5. If the warning light does not turn off even though the coolant is at the correct level, do not drive any further; deactivate the vehicle's drive system immediately.
6. **Do not continue driving!**

   Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

together with Electric drivetrain overheated

The red warning light turns on. A message is shown in the instrument cluster display.

Do not continue driving!

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. Switch off the vehicle.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Introduction

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 efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times.

WARNING

Brake fluid is poisonous. Contact with brake fluid – in particular, if brake fluid is swallowed – may result in serious injury or death.

- If you swallow brake fluid, seek urgent medical help.
- If you have health problems after working with brake fluid, seek medical help.
- Always store brake fluid out of the reach of children and only within the sealed original container.
- Never use empty food cans, bottles, or other containers to store brake fluid, because someone could drink the brake fluid by mistake.
- Avoid regular contact with brake fluid to prevent damage to your skin.
- Protect your skin, face, and particularly your eyes when working with brake fluid.
- Do not eat, drink, or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Spilled or leaking brake fluid will damage the vehicle's surfaces. The vehicle's paint, plastic parts, and tires may be damaged.

- Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.
- Then rinse all vehicle parts with plenty of water.

Brake fluid can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle's brake system. For optimum performance of the brake system, Volkswagen recommends only using brake fluid that complies with the VW standard 501 14.

Before using brake fluid, check that the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that complies with the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this type of brake fluid is not available and it is therefore necessary to use a different high-quality brake fluid instead, a brake fluid that meets the requirements of DIN ISO 4925 or the US standard FMVSS 116 DOT 4 with the suffix CLASS 6 can be used.

Not all brake fluids that comply with the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 with the suffix 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.

Brake fluid that complies with the VW Standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 with the suffix CLASS 6.

Checking the Brake Fluid Level

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Open the hood.

Checking the Brake Fluid Level



Fig. 1 In the hood space: Cap on the brake fluid reservoir.

The brake fluid reservoir can be recognized by its cap → *fig. 1*.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir.

— If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the brake fluid level is not between the min. and max. marking on the brake fluid reservoir, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The brake fluid level decreases slightly when the vehicle is being used as the brake pads wear and the brakes automatically adjust themselves.

⚠ WARNING

A low brake fluid level or unsuitable brake fluid may cause the brakes to fail or may reduce braking efficiency. Accidents and serious or fatal injuries could result.

- Have the brake system and brake fluid level checked regularly.
- Be sure to use the correct brake fluid.
- Only use brake fluid that expressly complies with the VW standard 501 14.
- Only use a high-quality brake fluid that complies with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 in the exceptional case that a brake fluid that conforms to VW standard 501 14 is not available.

Changing brake fluid

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information about the interval for changing the vehicle brake fluid. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Have the brake fluid changed regularly.

— Only have brake fluid added that meets the required specifications.

WARNING

Vapor lock may occur in old brake fluid due to absorbed moisture during hard braking, reducing braking efficiency and potentially causing total brake failure. Accidents and serious or fatal injuries could result.

- Have the brake fluid changed regularly.
- Only have new brake fluid added.

Troubleshooting

Brake fluid level

The red warning light turns on. The brake fluid level is too low.

Do not continue driving! This could result in the brake failing.

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. If the brake fluid level is too low, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The 12 V vehicle battery is a component of the electrical system and supplies vehicle safety systems with energy if there is high-voltage system malfunction. During maintenance procedures, the 12 V vehicle battery is checked and replaced if necessary.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment and fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter *(→ 12-V vehicle battery)*.

Battery switch-off in an accident with triggering of the airbag

In vehicles with a 12 V vehicle battery in their vehicle interior or luggage compartment, the electrical connection to the 12 V vehicle battery is pyrotechnically disconnected in an accident with airbag deployment. This prevents a short circuit. For more information on the installation location of the vehicle battery, refer to section *(→ 12-V vehicle battery)*.

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 heed 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. This could result in serious injuries.

- Always read and follow the warning information on the 12 V vehicle battery.
- Before performing any work on the 12 V vehicle battery, switch off the vehicle and all electrical equipment and disconnect the negative cable of the 12 V vehicle battery.
- Always keep children away from battery electrolyte and the 12 V vehicle battery.
- When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Always wear eye protection and safety gloves.
- Never short circuit the battery terminals.
- Have all work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This could result in serious injuries.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

NOTICE

UV rays can damage the battery housing.

- Do not expose the 12 V vehicle battery to direct sunlight for a long period of time.

NOTICE

The 12 V vehicle battery could freeze and be destroyed.

- Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

System settings after a battery change

If the 12 V vehicle battery is replaced or after a successful jump-start, system settings may be changed or deleted.

1. Check the date and time and adjust them if necessary.
2. Check personal convenience settings and adjust and save them as necessary.

- 12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of the 12 V vehicle battery according to legal and environmental regulations and only at a collection point for old batteries, e.g. a recycling center or specialist retailer.

- Battery acid can pollute the environment. Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Electrical Equipment Automatic Switch-Off and Discharging the 12 V Vehicle Battery

Automatic equipment deactivation

If, once the vehicle has been switched off, the vehicle is stationary for a long time, electrical equipment is being used or outside temperatures are very low, the 12 V vehicle battery may reach a low battery charge level.

If the 12 V vehicle battery has a low battery charge level, the intelligent onboard supply management automatically takes various measures to make the vehicle ready to start.

— To ensure that the vehicle can still be switched on, equipment that uses a lot of power may have its performance limited or may be completely switched off in an emergency, meaning that online functions will no longer be available.

12 V Vehicle Battery Draining

If the battery is discharged, it may not be possible to switch on the vehicle. The 12 V vehicle battery will be drained in the following situations:

— If the vehicle is parked for long periods of time without ensuring that the vehicle is drive-ready.

— If electrical equipment is used when the vehicle is not in drive-ready mode.

Checking the 12 V vehicle battery acid level

The 12 V vehicle battery does not require any maintenance.

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.

12 V vehicle battery location

The 12 V vehicle battery is located in the hood space.

Checking the Acid Level

In order to check the acid level of a 12 V vehicle battery, you must remove the main fuse box on the 12 V vehicle battery. An additional tool that is not available in the vehicle tool kit is required to do this.

1. To have the 12 V vehicle battery checked, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle may be equipped with an AGM 12 V vehicle battery, depending on the country and vehicle equipment. For technical reasons, it is not possible to check the acid level in the 12 V vehicle battery.

Charging the 12 V vehicle battery

The 12 V vehicle battery is also charged when charging the vehicle. The 12 V vehicle battery is also charged while driving and, if necessary, is charged via the high-voltage battery when the vehicle is stationary. The high-voltage battery cannot be charged if the 12 V vehicle battery is discharged. If it is not possible to charge the 12 V vehicle battery using the vehicle, it should be charged by a suitably qualified professional because the technology of the 12 V vehicle 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.

⚠ WARNING

A highly explosive mixture of oxyhydrogen can form when charging the 12 V vehicle battery. Sparks or naked flames could ignite the gas mixture. This could cause serious burns.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Keep sparks and naked flames away from the 12 V vehicle battery.
- Avoid creating sparks by discharging any static electricity before starting work on the 12 V vehicle battery; do this by touching a metal part of the vehicle body.

⚠ CAUTION

A discharged 12 V vehicle battery can freeze at temperatures of around 0°C (approx. +32°F). Acid can escape from a frozen and defrosted 12 V vehicle battery. This can cause injuries and long-term damage to the vehicle.

- Never charge a frozen or thawed 12 V vehicle battery.
- Always replace the 12 V vehicle battery if it freezes.

NOTICE

If accessories that provide power for charging the 12 V vehicle battery are connected to the 12 V socket, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.

Disconnecting and Connecting the 12 V Vehicle Battery

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
3. Disconnect the negative cable first, and then the positive cable →⚠.

Connecting the 12 V vehicle battery

If the 12 V vehicle battery must be connected to the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Connect the positive cable first, and then the negative cable →⚠.

Various indicator lights may turn on after connecting a 12 V vehicle battery and switching the vehicle on. They will turn off after driving a short distance at a speed of approx. 15 to 20 km/h (approx. 10 to 12 mph). If the indicator lights light up and remain on, contact a suitably qualified professional and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 *(→ Service interval display)*. Follow the maximum permissible service intervals .

If the vehicle cannot be switched on after connecting the 12 V vehicle battery, carry out the following activities:

1. Lock and unlock the vehicle from the outside.
2. Try again to switch on the vehicle.
3. If you cannot switch on the vehicle, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ CAUTION

Cables that are connected incorrectly can cause a short circuit. This could damage the on-board electronics and result in serious injuries.

- Connect the positive cable first and then the negative cable.

NOTICE

If the 12 V vehicle battery is connected or disconnected when the vehicle is switched on, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect or disconnect the 12 V vehicle battery when the vehicle is switched on.

Replacing the 12 V vehicle battery

If you suspect that the 12 V vehicle battery is damaged or malfunctioning, contact a suitably qualified professional to have the 12 V vehicle battery checked. 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 needs to be replaced, have the spare part fitted by suitably qualified professional. Check with a suitably qualified professional to find out the component information regarding size and the required maintenance, performance, and safety features. They must possess the necessary technical documentation and equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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. The hose for the central gas venting system must always be attached to vehicles with a 12 V vehicle battery in the vehicle interior →⚠.

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 suitably qualified professional because the vehicle electronics must be adapted as part of the replacement. In addition, the battery parameters for functional safety can only be determined with the OEM battery. Only a suitably qualified professional has the necessary equipment to perform the adaptation and have access to the correct replacement batteries. If a battery is used that does not comply with the qualitative specifications of Volkswagen AG or the battery capacity is too low, the operating license and therefore the approval of the vehicle will be invalid →⚠.

⚠ WARNING

If the degassing tube is not attached to the 12 V vehicle battery correctly, the highly explosive gas mixture that builds up when the vehicle is running may enter the vehicle interior. The flammable gas could ignite and cause serious injuries or death.

- Always ensure that the opening on the positive terminal side of the 12 V vehicle battery is capped.
- For vehicles with the 12 V vehicle battery in the vehicle interior or luggage compartment, ensure that the degassing hose is connected to the 12 V vehicle battery correctly. The degassing hose must always be connected to the negative terminal side of the 12-volt vehicle battery.

⚠ WARNING

Use of a 12 V vehicle battery that does not have identical specifications and dimensions to the 12 V vehicle battery that was installed at the factory may cause short circuits or fire. This could result in serious or fatal injuries.

- Always use a maintenance-free and non-spillable 12 V vehicle battery that has the same specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

⚠ WARNING

Fitting 12 V vehicle batteries incorrectly may cause short circuits or fire. This could result in serious or fatal injuries.

- Always attach the 12 V vehicle battery to the attachment points provided in the vehicle.
- Replace all covers that are required for the vehicle back on the battery.

Troubleshooting

12-volt power supply

The red warning light turns on.

Do not continue driving! Possible failure of the electrical system.

A message is shown in the instrument cluster display.

1. Stop the vehicle immediately and park it safely.
2. Turn off electrical equipment that is not needed.
3. Switch off the vehicle.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

12-volt power supply

A message regarding the 12 V power supply is shown in the instrument cluster display.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

12 V vehicle battery charge level

The yellow indicator light turns on.

A message regarding the battery charge level of the 12 V vehicle battery is shown in the instrument cluster display.

1. Switch on the vehicle so that the 12 V vehicle battery can be recharged.

   Or: Charge the 12 V vehicle battery by charging the high-voltage battery.
2. If the message about the battery charge level of the 12 V vehicle battery does not turn off after a few minutes despite the measures having been taken, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Wheels are the parts of the vehicle that are under the most demand, yet are also the most underestimated. Wheels consist of coordinated tire/rim combinations. Wheels are very important because the narrow contact surfaces of the tires are the only contact that the vehicle has with the road.

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

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.

Rims, tires and wheel bolts

Rims, tires, and wheel bolts are determined based on the vehicle model. When converting to other rims, the tires approved for these rims and the wheel bolts with the correct length and spherical shape must therefore be used. This ensures that the tires do not rub against the wheel housing, 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. You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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)*.

Declaration of conformity for wheels and tires

Applies only to India: The tires fitted on the vehicle meet the requirements of BIS and the requirements of the Central Motor Vehicle Rules (CMVR), 1989.

⚠ WARNING

Incorrect handling of wheels can reduce driving safety and cause serious accidents and fatal injuries.

- Regularly check the tire pressure when the tires are cold and always maintain the specified pressure *(→ Tire pressure)*. 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 and rims regularly for damage and wear.
- Never exceed the maximum permissible speed and tire load specified for the tires mounted on your vehicle.
- For all four wheels, use only radial tires of the same design, size (rolling circumference), and tread pattern. Exceptions when replacing wheels are different tire and rim sizes on the front and rear axles *(→ Wheels and tires)*.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Never loosen the bolts on rims with a bolted rim ring.
- Only perform work on the wheels if you have the necessary knowledge and tools.

⚠ WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

This can cause accidents and fatal injuries.

- Break in new tires because they have reduced traction and braking efficiency when they are new. Therefore drive carefully for the first 600 km (370 miles).
- Never drive with tires that are worn or damaged, e.g. punctured, cut, cracked, or bulging. If you are unsure whether it is safe to continue driving, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Do not use any tires or rims if you do not know how they have been used in the past. Used tires and rims may be damaged in a way that may not even be visible.
- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.
- Have worn or damaged tires replaced immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- 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 a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

WARNING

Improper mounting of the tires on the rim can result in damage to the rim and cause tires to suddenly lose air or go flat while driving.

This can cause accidents and fatal injuries.

- Always have tires mounted on the rim by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Handling Wheels

Avoiding damage to wheels

— 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 →⚠.

— There is a high risk of damage to tires and rims, especially for low-profile tires, on poor road surfaces or when driving on unpaved roads or off-road.

— Check the tire pressure regularly.

— Regularly check tires for damage, e.g. punctures, cuts, tears, and bulges.

— Have damaged or worn tires replaced immediately by a suitably qualified professional . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Never exceed the load index and maximum speed of the tire *(→ Tire labeling and tire classifications)*.

— 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 .

— Observe all tire pressure monitoring system warnings *(→ Tire Pressure Monitoring System)* .

— Missing hubcaps can cause damage to the rims and wheel bolts.

Always install missing hubcaps before driving.

— Regularly check rims for damage, e.g. cracks, dents, kinks →⚠.

— Have damaged rims replaced immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only use rims approved for the vehicle →⚠.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

This can cause accidents and fatal injuries.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

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.

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 labeling and tire classifications)*.

⚠ WARNING

Old tires can suddenly lose air or rupture, particularly at high speeds.
This can cause accidents and fatal injuries.

- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.

New tires

— Drive particularly carefully during the first 600 km (370 mi) with new tires because they must be broken in. Tires that have not yet been run in have reduced adhesion and braking efficiency →⚠.

— For all wheels, use only radial tires of the same design, size (rolling circumference), and tread pattern. Exceptions when replacing wheels are different tire and rim sizes on the front and rear axle.

— The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.
This could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Break in new tires. Drive carefully for the first 600 km (370 miles).

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Replacing tires

— At the factory, the vehicle is equipped by Volkswagen with genuine tires designed to reduce the rolling resistance as much as possible. Volkswagen Genuine tires are marked with the ⊕ symbol. The specified fuel economy and range can only be achieved using these tires. When purchasing new tires, always make sure the tires are optimized for rolling resistance *(→ Eco tips)*.

— Before buying new reduced rolling resistance tires, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— 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 →⚠.

⚠ WARNING

Wheels 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.

This may cause the brake system to fail, the tread to separate, and the tire to rupture, resulting in serious accidents and fatal injuries.

- Only use tires with dimensions that do not exceed the dimensions of the tire brands approved by Volkswagen and that do not rub against other components of the vehicle.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced *(→ Tire Pressure Monitoring System)*.

This also applies if the tires are rotated, for example from front to back. Exceptions when replacing wheels are different tire and rim sizes on the front and rear axle.

Spare wheels

For technical reasons, your vehicle does not have a spare wheel supplied by the factory. Before purchasing and using a spare wheel, always check whether the spare wheel is approved for your vehicle. You can find the tire and rim sizes approved for your vehicle in part I of the registration certificate or the EC Certificate of Conformity (CoC paper) or contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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. Have all work on rims with a bolted rim ring carried out by a suitably qualified professional →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause severe accidents and death.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Dirt can damage the valves and introduce leaks, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or fatal injuries.

- Never drive without caps on the valves.

WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims approved for the vehicle.
- Regularly check the rims for damage, e.g. cracks, dents, kinks, and have damaged rims replaced immediately by a suitably qualified workshop. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Driving over potholes and curbs may cause the wheels to become deformed.

Damage to the tires and rims can result.

- Avoid strong impacts and drive around obstacles where possible.

NOTICE

The valves can be damaged when replacing wheels.

- Do not let wheels that you have removed fall on the rim.

Always dispose of old tires correctly and according to regulations.

If the spare wheel differs from the normal wheels in its design, the spare wheel must only be used for a short time in the event of a vehicle breakdown and with a suitably careful driving style. Replace the spare wheel with a regular wheel as soon as possible.

Using tires and rims approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. For other tires or rims, the seller must provide a certificate from the tire or rim manufacturer stating that the tire or rim is also suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Checking the tire pressure

Incorrect tire pressures negatively affect vehicle handling and can cause increased tire wear or even a flat tire → ⚠. Above all, the correct tire pressure is especially important when driving at high speeds.

— Check the tire pressure at least once a month.

— Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.

— Always adjust the tire pressures to the vehicle load → *fig. 2*.

— After adjusting tire pressures, always screw the caps on the valves and note the information about the tire pressure monitoring system.

— Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

— If the size of the tires mounted at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

Tire inflation pressure label on the vehicle

The label specifies the correct tire pressure for the approved tires and is either on the driver door pillar → *fig. 1* or on the inside of the charging socket flap.



Fig. 1 On the driver door pillar: tire pressure sticker (may also be on the inside of the charging socket flap).

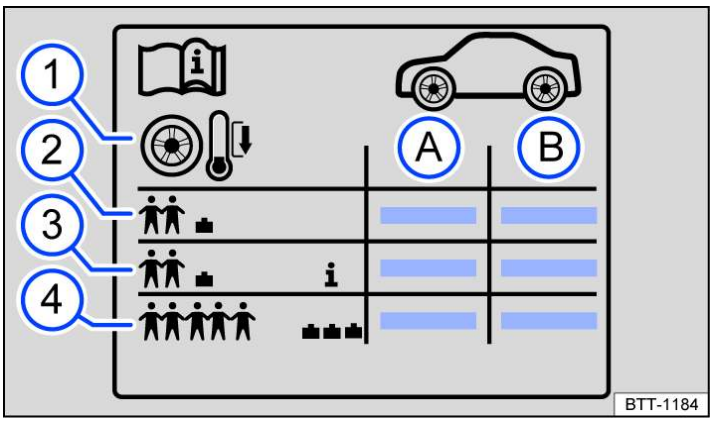


Fig. 2 Symbols on the tire pressure label.

(A) Tire pressure for the tires on the front axle.

(B) Tire pressure for the tires on the rear axle

(1) Note: check the tire pressure when the tires are cold

(2) Tire pressure when partially loaded

(3) *Depending on vehicle equipment:* comfort tire pressure when partially loaded

(4) Tire pressure when fully loaded

The appearance of the label may vary depending on the vehicle. Additional tire sizes can be included that are not approved for your specific vehicle. The tire sizes approved for your vehicle can be found in the vehicle registration document or the EC Certificate of Conformity (CoC paper); alternatively, you can query this with an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Comfort tire pressure

Depending on the vehicle equipment, the label may include a comfort tire pressure → *fig. 2*. The comfort tire pressure allows the driving comfort to be increased. Power consumption may increase when driving with the comfort tire pressure.

WARNING

A tire pressure that is too low can result in a sudden loss of air, separation of the tire tread or bursting of the tire while driving. An incorrect tire pressure shortens the service life of the tire and negatively affects vehicle handling.

An incorrect tire pressure can cause accidents and fatal injuries.

- Check the tire pressures regularly, at least once a month and also before driving long distances.
- Always adjust the tire pressure according to your load.
- Never reduce the tire pressure when tires are warm.

WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage (including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires mounted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires mounted *(→ Tire labeling and tire classifications)*.

NOTICE

Careless handling of the tire pressure gauge may damage the valve.

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem.

Tire pressure that is too low increases energy consumption.

Monitoring the tightening torque

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque. The wheel bolt tightening torque must be checked regularly with a functional torque wrench. In addition, the tightening torque must be checked immediately after each wheel change with a functional torque wrench. If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

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.

Wheel bolt tightening specification

The tightening torque of the wheel bolts is specified in the chapter on replacing wheels *(→ Wheels and tires)*.

WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- 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. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

Rotating wheels

Rotating wheels with the same tire and rim size on all wheels

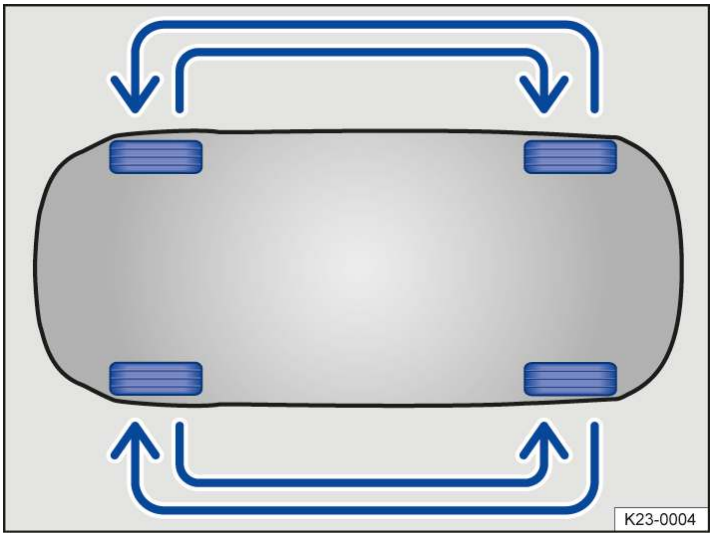


Fig. 1 Diagram for replacing the wheels with the same tire and rim size on all wheels (general example).

If all wheels have the same tire and rim size, we recommend replacing the tires regularly according to the diagram to ensure that the tires wear evenly → *fig. 1*. This will allow the tires to have approximately the same length of service life.

Volkswagen recommends having the wheel replacement carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Different tire and rim sizes on front and rear axle

Your vehicle may be equipped with wheels that differ in tire and rim size on each axle. The different wheels must not be interchanged between the front and rear axles, as this may also invalidate the vehicle's operating license.

The tire size (rolling circumference) and tread pattern on the front and rear axles may differ.

WARNING

Wheels 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.

This may cause the brake system to fail, the tread to separate, and the tire to rupture, resulting in serious accidents and fatal injuries.

- Only use tires with dimensions that do not exceed the dimensions of the tire brands approved by Volkswagen and that do not rub against other components of the vehicle.

WARNING

On vehicles with different wheels on the front and rear axles, the wheels on the rear axle have larger tire and rim dimensions than the wheels on the front axle. If the wheels are rotated between the front and rear axles, this may cause the tires to rub against the suspension and the vehicle body. This may lead to pressure loss and damage to the tires, suspension or vehicle body, or cause the tires to overheat or burst, or the tread to separate, resulting in serious accidents and fatal injuries.

- Never rotate the wheels between the front and rear axles.
- Use only radial tires of the same design, size (rolling circumference) and tread pattern for the wheels on an axle. These tires must also be approved for the specific axle. The tire sizes approved for your vehicle can be found in the vehicle registration document or the EC Certificate of Conformity (CoC paper); alternatively, you can query this with an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Monitoring the tread depth

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 of an inch). This is measured in the tread grooves next to the wear indicators. Observe any legal regulations specific to the country where you are driving.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tire wear

Tire wear depends on various factors:

— Driving style.

— Wheel balancing.

— Running gear alignment.

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. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Wear when Driving with a Sporty Driving Style

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

If you drive with a sporty driving style, check the tread depth every 5000 to 10,000 km (approx. 3107 to 6214 miles).

Tread wear indicator in tires



Fig. 1 In the tread grooves: wear indicator.

The tread wear indicator is 1.6 mm (1/16 in) above the base of the tread → *fig. 1*. Markings on the sides of the tire indicate the location of the tread wear indicator → *fig. 1*.

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.

When you check the tread depth, you must check the wear indicators of all tread grooves.

⚠ WARNING

Worn tires are a safety risk and make it difficult to control the vehicle well. They increase the braking distance and the risk of skidding.

Worn tires have significantly less grip. Particularly on wet roads, the vehicle is more likely to "hydroplane".

Worn tires could cause loss of vehicle control, serious accidents and death.

- Replace tires with new tires when the tires are worn down to the tread wear indicator.

Winter tires

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +7 °C (+45 °F) or in winter road conditions. This also applies to vehicles with all-wheel drive (4MOTION).

The effectiveness of winter tires or all-season tires is greatly reduced when the tire tread is worn down to a depth of 4 mm (approx. 5/32 in).

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. Exception *(→ Wheels and tires)*.

— Follow the speed restriction based on the speed rating.

Speed restriction

Winter tires have a speed restriction based on their speed rating *(→ Tire labeling and tire classifications)*.

In the Infotainment system, the tire type fitted on the vehicle can be selected and a speed warning can be set.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask a suitably qualified professional about the maximum permitted speed and required tire pressure. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Selecting the tire type

1. Switch on the vehicle.
2. Open the app overview in the Infotainment system.
3. Tap Vehicle.
4. Tap Vehicle (left-hand side).
5. Tap Tires.
6. Select the **Tire type** menu item.
7. Select the tire type.

Setting a speed warning

1. Switch on the vehicle.
2. Open the app overview in the Infotainment system.
3. Tap Vehicle.
4. Tap Vehicle (left-hand side).
5. Tap Tires.
6. Use the slider to adjust the speed warning according to the speed ratings of the fitted tires in the **Speed warning** menu item.
7. Use the slider to activate the speed warning in the **Speed warning** menu item.

WARNING

In winter road conditions, do not let the improved driving characteristics of winter tires tempt you to take safety risks, as otherwise you may lose control of the vehicle, resulting in serious injuries.

- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +7 °C (+45 °F), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after changing to winter tires *(→ Tire Pressure Monitoring System)*.

The speed limit and tire load of winter tires may differ from those of summer tires.

You can contact a suitably qualified professional for permitted winter tire sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may only be mounted on the rear wheels and only on the following tire/rim combinations:

Battery capacity for high-voltage battery	Tire size	Rim
52 (55) kWh	235/55 R19	8 J x 19 ET45
77 (82) kWh 79 (84) kWh	255/50 R19	8 J x 19 ET45

Only use thin snow chains which do not add more than 12 mm (approx. 19/32 in) including a chain lock.

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains may only be used on tire/rim combinations that are approved for snow chain operation.

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 a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using snow chains on the compact spare tire or collapsible spare tire

If the spare wheel differs from the tire/rim combinations approved for snow chain operation, the use of snow chains on the spare wheel is not permitted for technical reasons. In this case, proceed as follows:

1. If a rear tire is flat, mount the compact spare wheel or collapsible spare wheel on the front axle.
2. Replace the damaged rear wheel with the removed front wheel. Pay attention to the running direction when doing this.

The vehicle may be equipped with wheels that differ in tire and rim size on each axle. The different wheels must not be interchanged between the front and rear axles, as this may also invalidate the vehicle's operating license. In this case, snow chains with a spare wheel that differs from the tire/rim combinations approved for snow chain operation must not be used on the vehicle.

Volkswagen recommends attaching the snow chains before mounting the wheel.

WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause serious accidents and death.

- Always use the correct snow chains.
- Only use snow chains on the tire/rim combinations approved by Volkswagen.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than intended according to the specifications of the snow chain manufacturer or permitted by law when snow chains are mounted.

NOTICE

If snow chains are used on routes that are not snowy, they will impair the driving characteristics, damage the tires, and be quickly destroyed.

- Remove snow chains when driving on roads without snow.

NOTICE

Snow chains that come into contact with the rim directly can scratch or damage the rim.

- To prevent damage, use snow chains with integrated rim protection.

On vehicles with a Tire Pressure Monitoring System, the system must be reprogrammed after snow chains are mounted *(→ Tire Pressure Monitoring System)*.

Troubleshooting

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.

Vehicle pulls to one side or unusual vibrations

The vehicle pulls to the left or right when driving, or there are unusual vibrations. This could indicate tire damage or too low a tire inflation pressure.

🛑 Check the tires!

Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.

1. Check the tires and rims for damage.
2. Do not continue driving if there is tire damage.
3. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
4. 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. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Foreign object stuck in the tire

A foreign object is stuck in the tire or between the tread segments.

On vehicles with run-flat tires (AirStop® tires): leave the object in the tire and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting 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.

1. 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.
2. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
3. Check and adjust the tire pressure.

   Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tires lose traction

The vehicle loses traction when driving along curved stretches, and swerves. The braking distance is longer and the anti-slip regulation (ASR) and the anti-lock brake system (ABS) take control earlier.

The tire may be too worn down to guarantee sufficient traction *(→ Tread depth and wear indicator)*.

1. Go slowly and carefully to the nearest suitably qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Wheel bolts can only be undone with difficulty

Wheel bolts can corrode over time. This means that the wheel bolts can only be undone with difficulty.

1. Contact professional assistance, or drive slowly and carefully to the nearest qualified professional to have the vehicle checked. Volkswagen recommends contacting 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.

Tire damage could cause loss of vehicle control, accidents and serious or fatal injuries.

- Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.
- Check tires and rims for damage such as punctures, cuts, tears and bulges.
- Never continue driving with damaged tires or rims. Instead, seek professional assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest suitably qualified workshop to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How the Tire Pressure Monitoring System Works

The tire pressure monitoring system warns the driver if tire pressures are too low.

The tire pressure monitoring system monitors tire pressure and uses the ABS sensors to monitor the RPM and therefore the rolling circumference of the individual wheels during travel.

If a tire loses air or the tire pressure is too low, the rolling circumference is reduced and the RPM increases.

The tire pressure monitoring system shows a change in the rolling circumference of the tires via the (!) indicator light in the instrument cluster.

The following situations can also cause the RPM to change:

— The tire pressure has changed

— The tire has structural damage

— One side of the vehicle has a heavier load than the other

— Snow chains are installed on the tires

— If a spare wheel has been mounted.

— Only one wheel was replaced on each axle

The tire pressure monitoring system (!) may be delayed or not be displayed at all when driving with a sporty style, in wintry road conditions or on unpaved roads, or when driving with snow chains.

The recommended tire pressure of the tire sizes approved by Volkswagen for the vehicle type is indicated on the tire pressure label on the driver door pillar *(→ Tire pressure)*.

The Tire Pressure Monitoring System will not work if the ESC or ABS is malfunctioning *(→ Braking assistance systems)*.

Reference Pressure

The reference pressure for the tire pressure monitoring system is the recommended tire pressure for the factory-mounted tires when the tires are cold. 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 monitoring system must be re-calibrated *(→ Tire Pressure Monitoring System)*. This adapts the reference pressure to the current tire pressure.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

⚠ WARNING

The tire pressure monitoring system is not a replacement for the driver's attention and works only within the system limits. The tire pressure monitoring system cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the tire pressure monitoring system. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limits *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires mounted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires mounted on your vehicle.

⚠ WARNING

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, 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 vehicle handling.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the tire pressure monitoring system. If the (!) warning light turns on, stop the vehicle immediately where it is safe to do so and check all of the tires *(→ Tire pressure)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires mounted on the vehicle *(→ Tire pressure)*. The tire pressure monitoring system can only function correctly when all tires are inflated to the correct pressure when they are cold.
- If the tire is not “flat” and the wheel does not need to be changed immediately, drive at low speed to the nearest possible place you can check the tire inflation pressure, for example to a gas station. *(→ Tire pressure)*.
- Always set up the Tire Pressure Monitoring System correctly *(→ Tire Pressure Monitoring System)*.

⚠ WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage (including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires mounted *(→ Tire labeling and tire classifications)*.

- Never exceed the maximum permitted speed for the tires mounted *(→ Tire labeling and tire classifications)*.

Low tire pressures increases energy use 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 solely rely on the tire pressure monitoring system. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

Limitations of the Tire Pressure Monitoring System

Regular Maintenance

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.

Delayed or no display

In the following situations, the Tire Pressure Monitoring System cannot display anything or can only respond with a delay:

— Driving with snow chains.

— Driving on winter or unpaved roads.

— Driving with a sporty driving style.

Calibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

— If the tire pressures were adjusted.

— If one or more wheels were changed.

— If the wheels were rotated, for example from front to rear *(→ Wheels and tires)*.

The tire pressure monitoring system must only be recalibrated if all tires are inflated to the correct pressure when they are cold. Before you measure the tire pressure on a cold tire, you must park the vehicle for 1 hour away from direct sunlight.

If the tire pressure is too low, you can only recalibrate the Tire Pressure Monitoring System when you have met one of the following two conditions:

— Switch the vehicle off and on again.

— Wait for 60 seconds when the vehicle's drive-ready mode is activated and the vehicle is stationary.

1. Open the app overview in the Infotainment system.
2. Tap Vehicle.
3. Tap Status.
4. Tap Tires.
5. Tap (!) SET.
6. If all four tires meet the required tire pressure values, tap OK.

   The indicator light (!) flashes for approx. 6 seconds. In addition, a chime is emitted and a message is shown in the instrument cluster display.

   After travel times of at least 20 minutes and at different vehicle speeds, the system adapts to the new values and monitors them.

If the indicator light (!) blinks for approx. 6 seconds without the tire pressure monitoring system having been reprogrammed beforehand, contact a suitably qualified professional immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If the tire pressure monitoring system has been calibrated with a tire pressure that is too high or too low, the tire pressure monitoring system may give false warnings or fail to give a warning when the tire pressure is dangerously low.

This can cause accidents and serious or fatal injuries.

- Ensure that the tire pressure is correct on all wheels before calibrating the tire pressure monitoring system.

Troubleshooting the Tire Pressure Monitoring System

Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

1. Stop the vehicle immediately where it is safe to do so.
2. Check the tires for visible damage.
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel . If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: Seal the damaged tire with the tire mobility set and inflate it with air .
5. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
6. If the warning is still active, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure monitoring system malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

There is a system malfunction.

1. Stop the vehicle immediately where it is safe to do so.
2. Switch the vehicle off and on again.
3. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
4. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. If there is a malfunction, the indicator light flashes for approximately one minute and then stays on. However, the indicator light will turn off if the road conditions or driving style changes.

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. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the vehicle is delivered ex works with a jack, this jack may only be used if one wheel on the vehicle has been damaged and needs to be replaced. If both tires on one side of the vehicle, or both tires on one axle, or all tires are damaged, do not use the jack delivered ex works. Instead, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You must carry out the following steps to change a wheel:

1. Prepare the vehicle for the wheel change *(→ Wheel change)*.
2. Remove the wheel hub cover or wheel bolt caps *(→ Wheel covers)* *(→ Wheel bolt caps)*.
3. Loosen the wheel bolts *(→ Wheel bolts)*.
4. Jack up the car *(→ Vehicle jack)*.
5. Remove the damaged wheel and fit the spare wheel *(→ Wheels and tires)*.

WARNING

It can be dangerous to change a wheel at the roadside.

If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only carry out the wheel change yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- To reduce the risk of the vehicle moving unintentionally, park the vehicle properly at a safe distance from moving traffic *(→ Parking)*.
- Move all passengers, particularly children, to a safe distance away from the working area on the side facing away from moving traffic.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the 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 use suitable and undamaged tools for wheel changes.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- If your vehicle is equipped with a Tire Pressure Monitoring System, you must recalibrate the system immediately after a wheel is changed *(→ Tire Pressure Monitoring System)*.

Preparing Your Vehicle

Checklist

Always perform the following steps in the specified order to prepare for a wheel change →⚠:

1. Park the vehicle a safe distance from moving traffic. Observe all important information on parking when doing so *(→ Parking)*. 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.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants 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.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Adjust the steering wheel so that the wheels are not pointing straight forward.
6. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
7. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
8. If the luggage compartment is full: remove the contents from the luggage compartment.
9. Remove the vehicle toolkit from the luggage compartment.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

Removing and Fitting Wheel Hub Covers

Removing wheel hub covers



Fig. 1 Remove the wheel hub cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Engage the extraction hook in one of the openings on the wheel hub cover.
3. Remove the wheel hub cover with extraction hook in the direction of the arrow. If necessary, use a lug wrench for removal → *fig. 1*.

Installing the full wheel cover

1. Make sure the anti-theft wheel bolts are positioned correctly *(→ Wheels and tires)*.
2. 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 hubcaps.
- Check whether the wheel hub cover is securely engaged all the way around.

WARNING

Hubcaps that are installed incorrectly can cause the air supply for cooling the brakes to be interrupted or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

This can cause accidents and fatal injuries.

- Check whether the cut-out for the tire valve in the wheel hub cover is in the right position.
- Check whether the wheel hub cover is securely engaged all the way around.

NOTICE

The wheel hub cover might be screwed on tightly and may be damaged if it is pulled off.

- Do not use force to remove tightly screwed wheel hub covers.

Removing and Fitting the Wheel Bolt Caps

Removing the Caps



Fig. 1 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Insert the extraction hook into the opening in the cap.
3. Remove the cap with extraction hook in the direction of the arrow *→ fig. 1*.

Putting on Caps

1. Push the cap all the way onto the wheel bolts.

The anti-theft wheel bolt has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

Loosening wheel bolts



Fig. 1 Loosening 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.

1. Slide the lug wrench all the way onto the wheel bolt.
2. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise →⚠.

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 anti-theft wheel bolts

1. Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
2. Slide the adapter all the way onto the anti-theft wheel bolt.
3. Slide the lug wrench all the way onto the adapter.
4. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise →⚠.

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.

⚠ WARNING

If the wheel bolts are removed or loosened by more than one rotation before the vehicle is jacked up, the wheel could fall off and the vehicle might tip.

This can result in serious injuries.

- Only loosen the wheel bolts about one turn while the vehicle is not lifted with the jack.
- Never place any part of your body, such as your arm, under the vehicle while you loosen the wheel bolts.

Raising the vehicle with the vehicle jack

Lift points



Fig. 1 On the side sill: markings for the jack lift points.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body → *fig. 1*. Always use the lift point that is nearest to the wheel you are changing →⚠.

Positioning the vehicle jack

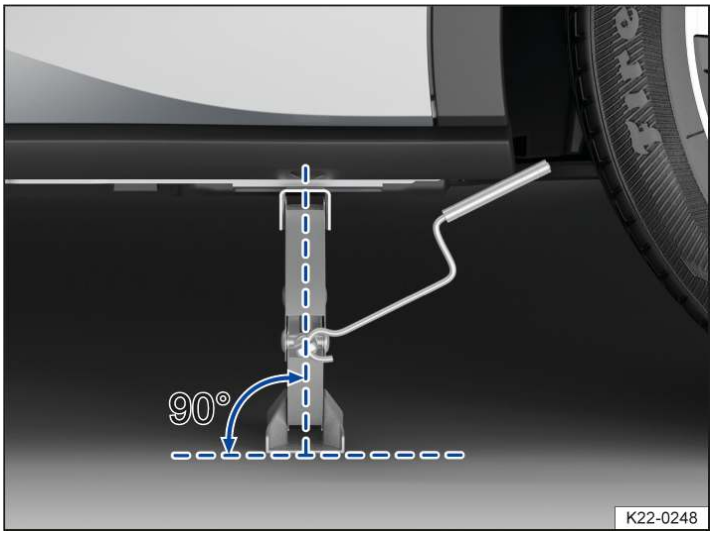


Fig. 2 Correct jack setup.

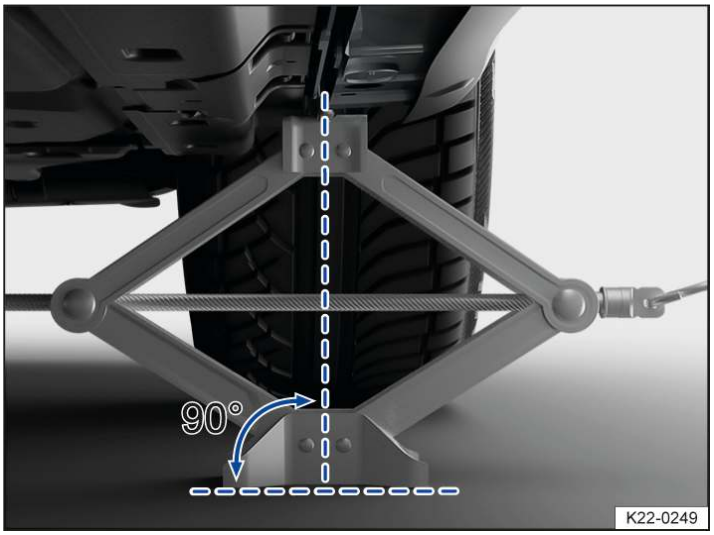


Fig. 3 On the left side of the vehicle at the rear: jack in position.

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

1. Position the hand crank in the mount on the jack.
2. Find the jacking point → *fig. 1* under the vehicle that is closest to the wheel you will be changing.
3. Crank the jack upward so that it is still positioned under the vehicle lift point.
4. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located exactly directly below the lift point → *fig. 2* and → *fig. 3*.
5. 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. 3*.
6. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

⚠ WARNING

Using the vehicle jack incorrectly can cause the vehicle to slip from the jack, resulting in serious injuries or death.

- Never raise the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when it is in drive-ready mode.
- Never establish drive-ready mode if the vehicle is raised.
- Only place the vehicle jack at the lift points described. The bracket on the vehicle jack must firmly grip the sill → *fig. 3*.
- Never position the jack on the high-voltage battery.
- Only use jacks that are approved by Volkswagen for the vehicle. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the 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.
- Never place any part of your body, such as your arm, under the vehicle when it is supported only by the jack. If you must work underneath the vehicle, additionally support the vehicle securely with suitable stands.

Changing a wheel

Removing a wheel



Fig. 1 Removing wheel bolts with the lug wrench.

1. Follow the checklist *(→ Wheel change)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Raise the vehicle *(→ Vehicle jack)*.
4. Remove loose wheel bolts completely using the lug wrench *→ fig. 1* and place the bolts on a clean surface.
5. Remove the wheel.

Two-piece wheel bolts

Two-piece wheel bolts must be used. Two-piece wheel bolts have the bolt connected loosely to the head.

Do not use single piece wheel bolts. If you are not sure which wheel bolts to use for your vehicle, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Installing the spare wheel

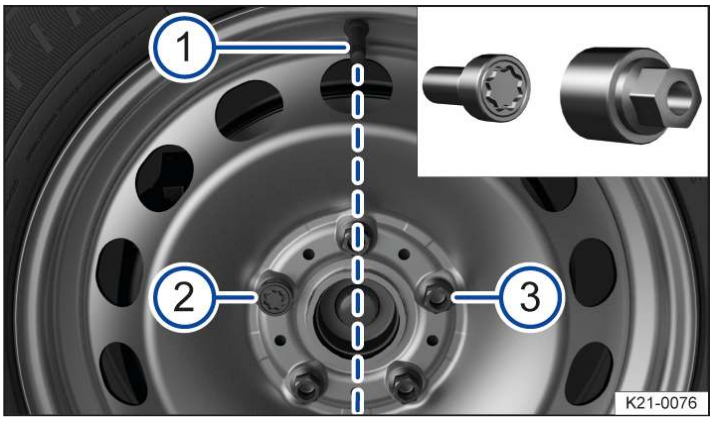


Fig. 2 Make sure the anti-theft wheel bolts are positioned correctly.

1. Note the running direction of the tire *(→ Tire labeling and tire classifications)*.
2. Position the wheel.
3. Install the anti-theft wheel bolt clockwise using the adapter in the correct position and lightly tighten.

   On wheels with full wheel covers, the anti-theft wheel bolt must be fitted in position *→ fig. 2* (2) or (3), based on the position of the tire valve (1). Otherwise, it will not be possible to install the full wheel cover.
4. Screw in the other wheel bolts clockwise, tightening them slightly.
5. Lower the vehicle with the vehicle jack.
6. Tighten each wheel bolt securely clockwise with 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.
7. Fit the caps or hubcap *(→ Wheel covers)* *(→ Wheel bolt caps)*.

After a wheel change

1. Clean the vehicle tool kit and place it back in the foam piece in the luggage compartment.
2. Stow the old wheel securely in the luggage compartment.
3. Get the tightening torque of the wheel bolts checked as soon as possible at your nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
4. Have damaged tires replaced as soon as possible.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

— 160 Nm (118 ft-lbs).

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

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- 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 a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- 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.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

WARNING

Incorrect wheel bolts can loosen while driving and cause loss of vehicle control, serious accidents, and fatal injuries.

- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never use different wheel bolts.
- Use only two-piece wheel bolts on vehicles with two-piece wheel bolts.

The tire pressure monitoring system indicator light may indicate a system malfunction after a wheel is changed *(→ Tire Pressure Monitoring System)* .

Introduction

The tire mobility set can be used to temporarily and reliably seal tire damage in the tread surface that was caused by foreign objects or punctures up to approximately 6 mm (approx. 15/64 in) in diameter. Do not remove the foreign body, such as a screw, from the tire!

Once the sealant has been filled into the tire, check and adjust the tire pressure again approx. 10 minutes after commencing driving.

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.

The tire sealant must not be used:

— When the wheel rim is damaged.

— In outside temperatures of below -30 °C (-22 °F).

— For cuts or punctures in the tire that are larger than 6 mm (approx. 15/64 in).

— 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

It can be dangerous to use the tire mobility set at the roadside.

If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only use the tire mobility set yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic *(→ In case of an emergency)* *(→ Parking)*.
- 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 and set up the warning triangle.
- When using the tire mobility set, never raise the vehicle using a jack, even if the jack is approved for the vehicle.

⚠ WARNING

A tire filled with sealant does not have the same driving characteristics as an undamaged tire.

Over-stressing a sealed tire may result in serious accidents and fatal injuries.

- Never drive faster than 80 km/h (50 mph).
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Drive at a maximum of 80 km/h (50 mph) for no more than 10 minutes and then check the tire.
- Tires sealed with the tire mobility set should be replaced immediately. The tire mobility set is only intended for emergency use in order to reach the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ CAUTION

The sealing agent can be harmful if it comes into contact with your skin.

- If the sealing agent comes into contact with your skin, clean it off immediately with a cloth or other suitable item.
- Store the tire mobility set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with statutory requirements.

Your authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with a new tire inflation bottle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Read the separate operating instructions provided by the tire mobility set manufacturer.

Preparing Your Vehicle

Checklist

Always carry out the following tasks in the specified order → ⚠.

1. Park your vehicle a safe distance from traffic and on level and firm ground. Observe all important information on parking when doing so *(→ Parking)*.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants 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.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Check whether a repair with the tire mobility set is possible *(→ Tire mobility set)*.
6. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
7. If the luggage compartment is full: remove the contents from the luggage compartment.
8. Remove the tire mobility set from the luggage compartment.
9. Do not remove the foreign body, e.g. screw, 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 tasks in the checklist.
- Observe the general safety precautions.

Sealing and pumping up tires

The tire mobility set is located in the luggage compartment under the luggage compartment floor.

Sealing a Tire (Variant 1)

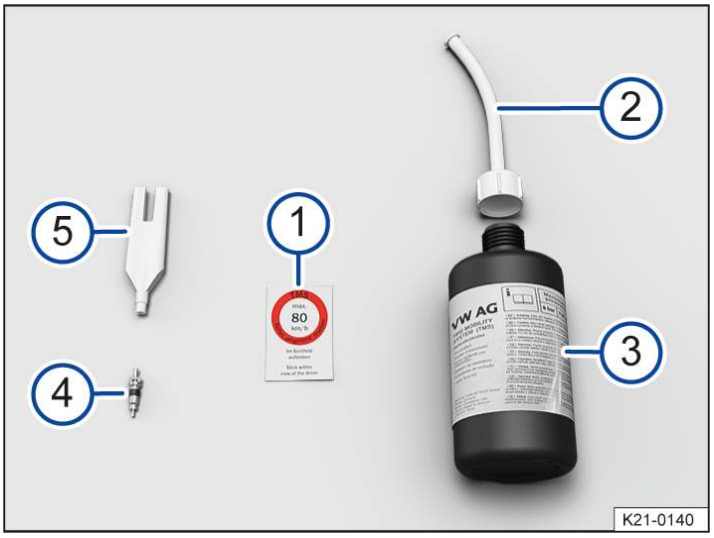


Fig. 1 Components of the tire mobility set (general example).

1. Label with the speed specification “max. 80 km/h” or “max. 50 mph”.
2. Tire inflation hose with plug
3. Tire filler bottle
4. Replacement valve insert
5. Valve insert tool

The valve insert tool → *fig. 1* (5) has a slot on the bottom end where the valve insert will fit. Only in this way can the valve insert be removed from the tire valve and reinstalled. This also applies to the replacement valve insert (4).

1. Affix the label from the tire mobility set “max. 80 km/h” or “max. 50 mph” → *fig. 1* (1) on the instrument panel within the driver’s field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →.
3. Unscrew the valve cap from the tire valve.
4. Use the valve insert remover → *fig. 1* (5) to remove the valve insert from the tire valve and place it on a clean surface.
5. Shake the tire inflation bottle → *fig. 1* (3) vigorously a few times.
6. Attach the tire inflation hose → *fig. 1* (2) to the tire inflation bottle by screwing it on firmly in a clockwise direction. This automatically tears the film on the seal.

7. Remove the sealing plug from the tire inflation hose → *fig. 1* (2) and insert the open end fully onto the tire valve.
8. Hold the bottle with the base pointing upward and fill all the sealing agent from the tire inflation bottle into the tire.
9. Remove the empty tire inflation bottle from the valve.
10. Use the valve insert remover to screw the valve insert → *fig. 1* (5) back into the tire valve.

Inflate the tires (variant 1)

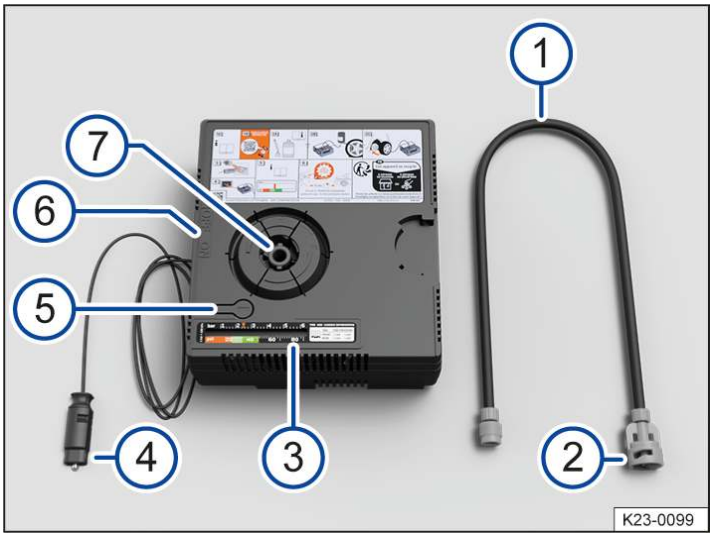


Fig. 2 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Wing nut.
3. Tire pressure gauge
4. 12 V cable connector
5. Air vent button.
6. ON and OFF switch
7. Holder for tire inflation hose.

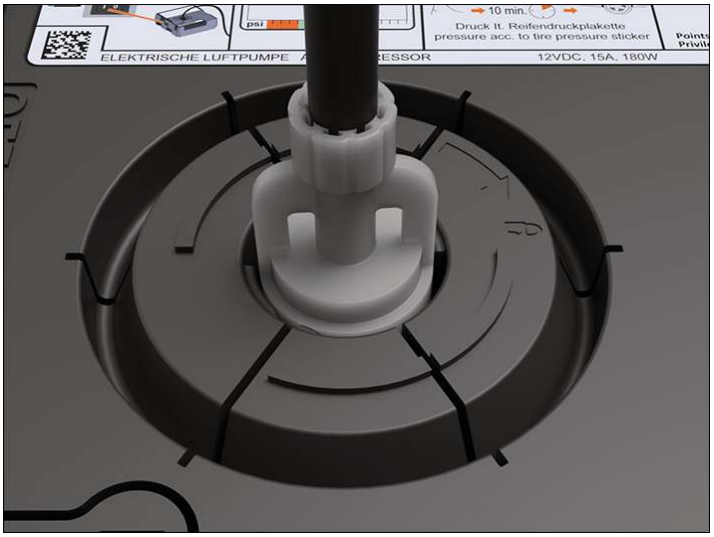


Fig. 3 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the

socket.

1. Remove the tire inflation hose → *fig. 2* (1) from the rear of the compressor.
2. Insert the tire inflation hose → *fig. 2* (1) with the wing nut (2) into the holder for the tire inflation hose (7) so that the wing nut points to → *fig. 3*.
3. Turn the wing nut → *fig. 2* (2) clockwise until the wing nut points to → *fig. 3*.
4. Screw the tire filler hose → *fig. 2* (1) of the compressor firmly onto the tire valve.
5. Switch on the vehicle.
6. Insert the 12-volt plug → *fig. 2* (4) into a 12-volt-socket in the vehicle .
7. Switch the compressor on with the ON and OFF switch → *fig. 2* (6).
8. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**
9. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached:

1. Unscrew the tire inflation hose from the tire valve.
2. Drive the vehicle around 10 meters (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Firmly screw the tire filler hose of the compressor back onto the tire valve and repeat the inflation process.
4. 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.

Sealing and inflating tires (version 2)



Fig. 4 Tire filler bottle

1. Tire inflation bottle valve.
2. Tire inflation hose of the tire inflation bottle.

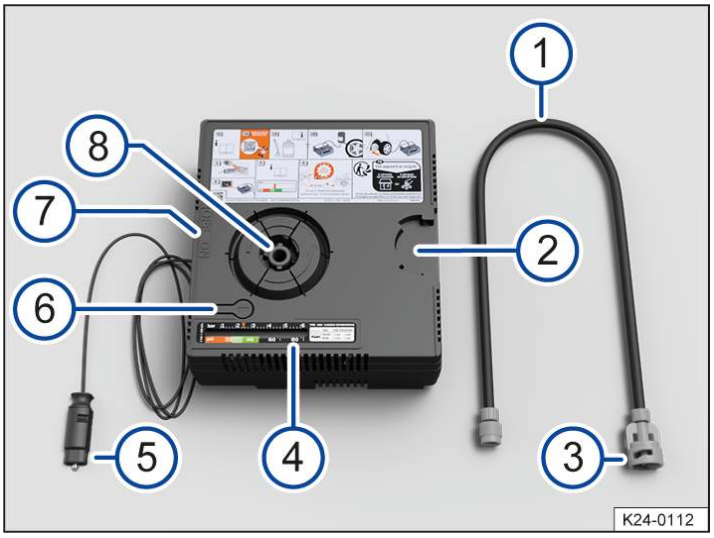


Fig. 5 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Notch for the tire inflation bottle.
3. Wing nut.
4. Tire pressure gauge
5. 12 V cable connector
6. Air vent button.

(7) ON and OFF switch

(8) Holder for tire inflation hose.

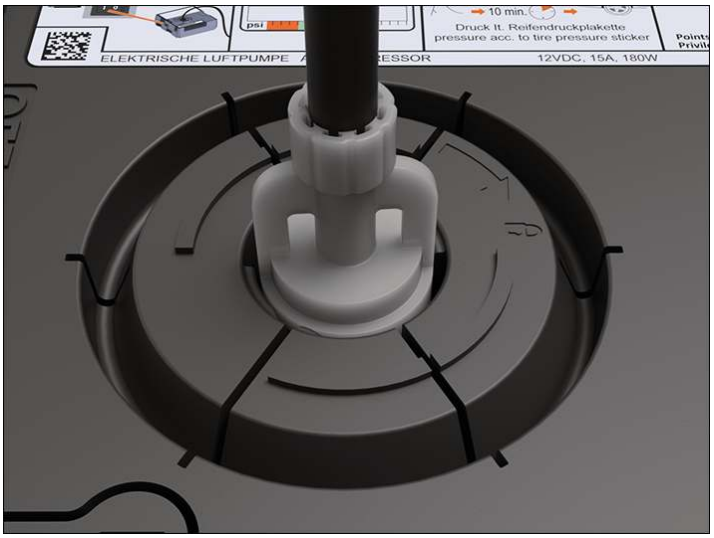


Fig. 6 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the label with the speed specification of “max. 80 km/h” or “max. 50 mph” from the underside of the tire inflation bottle → *fig. 4* and affix it on the instrument panel within the driver's field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →⚠.
3. Unscrew the valve cap from the tire valve.
4. Shake the tire inflation bottle → *fig. 4* vigorously a few times.
5. Remove the tire inflation hose → *fig. 5* (1) from the rear of the compressor.
6. Insert the tire inflation hose → *fig. 5* (1) with the wing nut → *fig. 5* (3) into the holder for the tire inflation hose → *fig. 5* (8) so that the wing nut points to → *fig. 6*.
7. Turn the wing nut → *fig. 5* (3) clockwise until the wing nut points to → *fig. 6*.
8. Screw the compressor tire inflation hose → *fig. 5* (1) securely onto the tire inflation bottle → *fig. 4* (1) valve.
9. Screw the tire inflation hose of the tire inflation bottle → *fig. 4* (2) securely onto the tire valve.
10. Hold the bottle upside down and fit the top of the tire inflation bottle into the notch on the compressor → *fig. 5* (2).

11. Place the compressor → *fig. 5* together with the tire inflation bottle → *fig. 4* on an even surface.
12. Switch on the vehicle.
13. Insert the 12-volt plug → *fig. 5* (5) into a 12-volt-socket in the vehicle .
14. Switch the compressor on with the ON and OFF switch → *fig. 5* (7).
15. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**.
16. Switch off the compressor.

Sealing and inflating tires (version 3)



Fig. 7 Tire filler bottle

1. Tire inflation bottle valve.
2. Behind the label: connection for the tire inflation hose

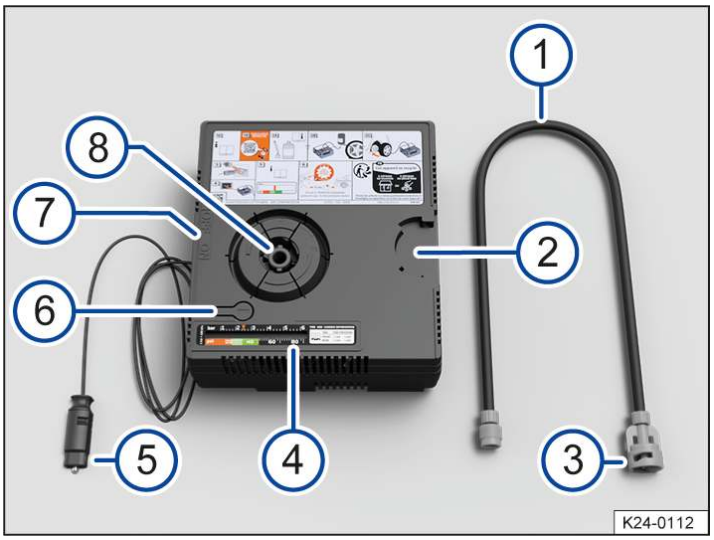


Fig. 8 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Notch for the tire inflation bottle.
3. Wing nut.
4. Tire pressure gauge
5. 12 V cable connector
6. Air vent button.

(7) ON and OFF switch

(8) Holder for tire inflation hose.



Fig. 9 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the label with the speed specification of “max. 80 km/h” or “max. 50 mph” from the underside of the tire inflation bottle → *fig. 4* and affix it on the instrument panel within the driver's field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →⚠.
3. Shake the tire inflation bottle → *fig. 4* vigorously a few times.
4. Hold the tire inflation bottle with the base facing upward and screw the valve into the mount of the compressor outlet valve so that the triangles of the top of the bottle and the compressor are aligned.
5. Screw the tire inflation hose into the bottle base facing upward.
6. Unscrew the valve cap from the tire valve.
7. Remove the tire inflation hose → *fig. 5* (1) from the rear of the compressor.
8. Screw the tire inflation hose of the tire inflation bottle → *fig. 4* (2) securely onto the tire valve.
9. Place the compressor → *fig. 5* together with the tire inflation bottle → *fig. 4* on an even surface.
10. Switch on the vehicle.
11. Insert the 12-volt plug → *fig. 5* (5) into a 12-volt-socket in the vehicle .

12. Switch the compressor on with the ON and OFF switch → *fig. 5* (7).
13. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**.
14. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached

1. Unscrew the tire inflation hose of the tire inflation bottle from the tire valve.
2. Drive the vehicle around 10 m (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Screw the compressor tire inflation hose directly onto the tire valve and repeat the inflation process.
4. 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.

Continuing Your Journey

1. Disconnect the compressor and unscrew the tire inflation hose from the tire valve.
2. 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.
3. After 10 minutes of driving, check the tire pressure.

Check after 10 minutes of driving

1. Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
2. Reconnect the tire inflation hose without tire inflation bottle → *fig. 2* (1) or → *fig. 5* (1) and read the tire pressure off the tire pressure gauge → *fig. 2* (3) or → *fig. 5* (4).

1.3 bar (19 psi/130 kPa) and less:

1. **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.

20 psi/140 kPa (1.4 bar) and above:

1. Readjust the tire pressure to the correct value.
2. Carefully drive to the nearest suitably qualified professional at a maximum of 80 km/h (50 mph). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Have the damaged tire replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The tire inflation hose and the compressor may become hot during pumping and can cause burns if touched.

- Always unwind the cable for the compressor power supply completely.
- Protect your hands and skin from hot parts.
- Do not place the hot tire inflation hose or compressor onto flammable materials.
- Allow the tire inflation hose and compressor to cool before you put them away.

⚠ 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 and instead seek professional assistance.
- Do not continue driving if the tire pressure is 1.3 bar (19 psi/130 kPa) or less after 10 minutes of driving. Instead, seek professional assistance.

Tire labeling and tire classifications

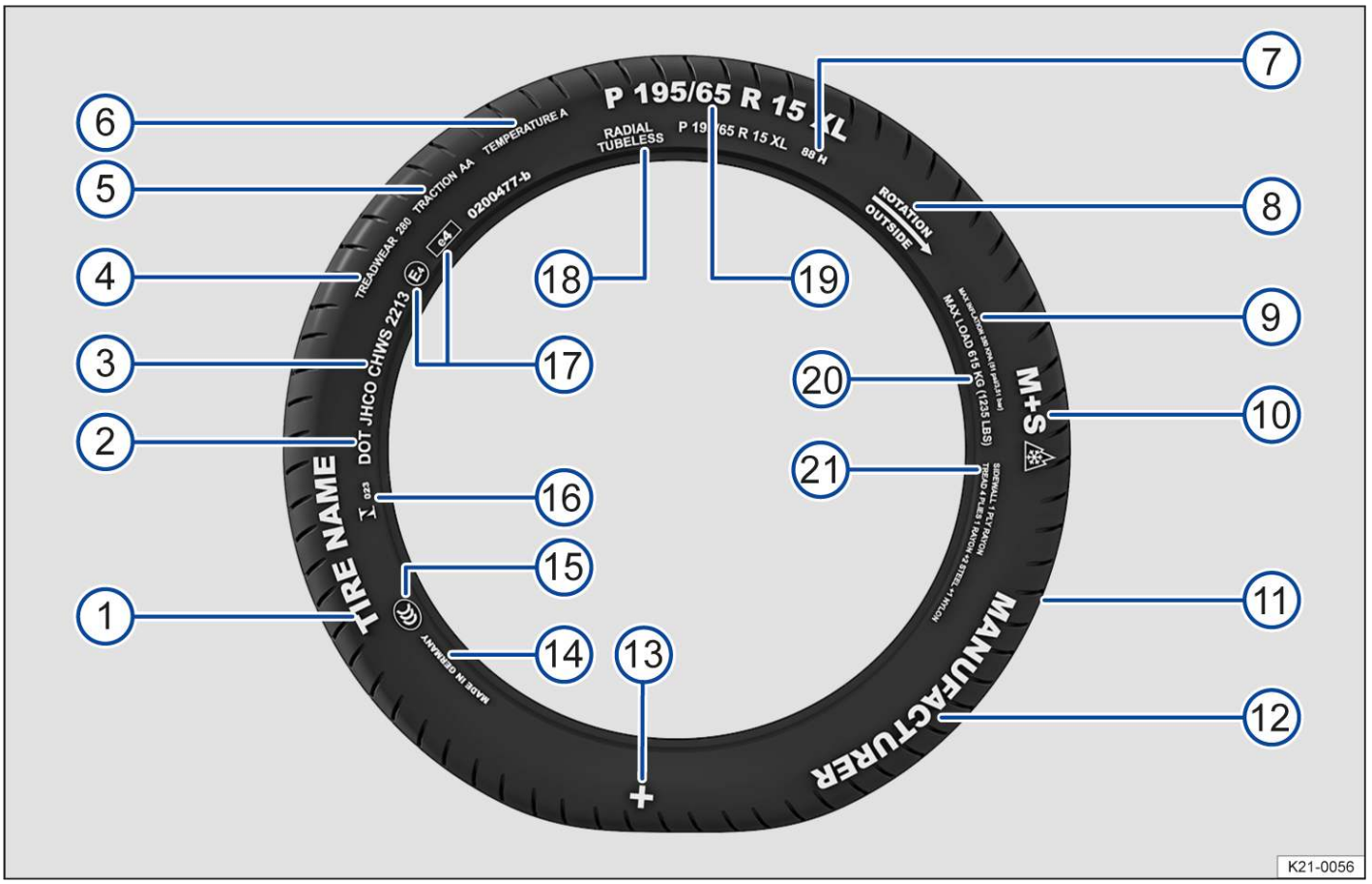


Fig. 1 International tire labeling.

→ *fig. 1* Tire labeling (example), meaning			
1	*Product name*	Individual manufacturer tire designation.	
2	DOT	The tire conforms to the legal requirements of the Departr Transportation in the USA, which is responsible for tire safe	
3	JHCO CHWS 2213	Tire identification number (TIN[1] – may only be on the inner side of the tire) and production date:	
		JHCO CHWS	Code for the factory that p and specifications from th for the tire size and tire ch
		2213	Production date: 22nd we 2013.
Information for the end consumer about comparative values for specified base tires (standardize			
4	TREADWEAR 280	Relative service life expectancy for the tire, based on a US- test. A tire with the specification *280* will wear 2.8 times m standard tire with a tread wear value of 100. The tire perfo the usage conditions and may differ significantly from the depending on the driving behavior, maintenance, different and climate conditions.	
5	TRACTION AA	Wet braking capability of the tire (*AA*, *A*, *B* or *C*). The wet b measured under controlled conditions on certified test cou with *C* have low traction performance. The traction value a based on straight-line traction test and includes neither ac cornering, nor hydroplaning and traction under maximum	
6	TEMPERATURE A	Temperature stability of the tire at high speeds on the test Tires marked with *A* and *B* exceed the legal requirements. rating is based on the tires being inflated to the correct pr overinflated. Excess speed, incorrect tire pressure, and ove alone or in combination can cause heat to build up and cau	
7	88 H	Load index → *Tire load* and speed rating → *Speed rating*.	
8	Rotation and arrow	Tire running direction code → *Unidirectional tires*.	

→ *fig. 1* Tire labeling (example), meaning			
	Or: Outside	Code on the outside of the tire → *Asymmetrical tires*.	
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limit for the maximum inflation pressure.	
10	M+S *or* M/S *or*	Code for tires that can be used in the winter (mud and sno *tires)*. Studded tires are marked with an *E* after the *S*.	
11	TWI	Indicates the location of the tread wear indicator *(→ Tread* *indicator)*.	
12	*Brand name*, *logo*	Manufacturer.	
13	⊕	Symbol for Volkswagen Genuine tires *(→ Wheels and tires)*	
14	Made in Germany	Country of manufacture.	
15		Country-specific code for China (China Compulsory Certific	
16	023	Country-specific code for Brazil.	
17	E4 e4 0200477-b	Identification according to international regulations with t country that issued the approval. Approved tires in accorda regulations are marked with an *E*. Tires in accordance with marked with an *e*. The multi-digit approval number follows	
18	RADIAL TUBELESS	Tubeless radial tires.	
19	P 195/65 R 15 XL	Size designation:	
		P	Code for passenger vehicl
		195	Tire width from one sidew mm.
		65	Height and width ratio in
		R	Belt construction code fo
		15	Rim diameter in inches.
		XL	Reinforced tires (“Extra Lo
20	MAX LOAD 615 KG (1235 LBS)	US load capacity for the maximum load per tire.	

→ *fig. 1* Tire labeling (example), meaning		
21	SIDEWALL 1 PLY RAYON	Specification for the components of the tire body. 1 layer rayon.
	TREAD 4 PLIES	Specification for the components of the running surface.
	1 RAYON + 2 STEEL + 1 NYLON	In the example, there are the following 4 layers under the rayon layer, 2 steel belts, and 1 nylon layer.

1) The TINTINTire Identification Number. is the tire serial number.

The labeling is on both sides of the tire. In some cases, certain codes may only be on one side of the tire, such as the tire ID number and the production date.

Other digits that may be present are part of the internal labeling from the tire manufacturer or country-specific labeling.

Low-profile tires

Compared to other tire-rim combinations, low-profile tires offer a wider tread surface and a larger rim diameter with shorter tire sidewalls. Low-profile tires improve handling performance and precision. However, they may reduce the level of comfort when driving on roads in poor condition.

Unidirectional tires

The sidewalls on unidirectional tires are marked with arrows. The specified running direction must be followed. This ensures the optimum running characteristics.

If a tire is mounted opposite from the specified running direction, drive more carefully because the tire is not being used the way it was designed to be used. The tire must be replaced or mounted in the correct running direction as soon as possible.

Asymmetrical tires

Asymmetrical tires factor in the behavior of the inner and outer areas of the tread pattern. The sidewalls on asymmetrical tires are marked as the inner and outer side. Maintain the correct position of the tire on the rim.

Tire load

The tire load index indicates the maximum load of an individual tires in kilograms.

Some examples:

78

425 kg (936 lbs)

81

462 kg (1018 lbs)

83

487 kg (1073 lbs)

85

515 kg (1135 lbs)

87

545 kg (1201 lbs)

88

560 kg (1234 lbs)

91

615 kg (1355 lbs)

92

630 kg (1388 lbs)

93

650 kg (1433 lbs)

95

690 kg (1521 lbs)

97

730 kg (1609 lbs)

99

775 kg (1708 lbs)

100

800 kg (1763 lbs)

101

825 kg (1818 lbs)

102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

Speed rating

The speed rating indicates the maximum speed that may be driven with the tire.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), depending on manufacturer also **ZR**

Tire load and speed rating

Vehicles within the EU and countries applying EU regulations receive a Certificate of Conformity (COC). The COC contains specifications about the size and diameter as well as load capability and speed range of the tires approved by Volkswagen for the applicable vehicle model.

The model plate will indicate if the vehicle has a COC .

— If the model plate contains a line labeled “Authorization”, then the vehicle has a COC.

— If there is no model plate or the “Authorization” line is not included, then the vehicle does not have a COC.

Maintenance procedures and digital maintenance schedule

Saving maintenance procedures that have been performed (“digital maintenance schedule”)

The certificate of maintenance is saved by suitably qualified professionals in a central system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This transparent documentation of the service history allows you to verify which maintenance work has been performed. Volkswagen recommends receiving a printed record of the maintenance procedures that were performed and stored in the system each time maintenance work is performed.

Having the vehicle maintenance performed regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions.

Each maintenance is performed on the vehicle, the printed record from the previous maintenance should be replaced with a new record from the current maintenance.

The digital maintenance schedule is not available in some countries. If this is the case, suitably qualified professionals will tell you how the maintenance service is documented. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Maintenance procedures

The following information is documented in the digital maintenance schedule by suitably qualified professionals or an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

— When and which service was performed.

— If a repair recommendation was given, for example that the brake pads should be replaced soon.

— If you had special requests for or during maintenance. Your service advisor will note these on the order.

— Which components and operating fluids have been replaced.

— When your next service appointment is.

The type and scope of maintenance procedures can vary from vehicle to vehicle. The vehicle-specific maintenance items can be requested from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

Inspection service

Service event	Service interval
Inspection service	According to the service interval display[1)] or after two years at the latest.

1) In some countries, the service events may differ from the specified service intervals. More information can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How do I find out which service type my vehicle has?

You can find out the service type of the vehicle from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Service interval display

The service interval display in the instrument cluster display tells you when an inspection service is due *(→ Service interval display)*. If necessary, additional work which is required can be carried out too, such as changing the brake fluid.

Information about operating conditions

The specified service intervals and procedures are determined based on normal operating conditions.

Under extreme operating conditions, it is necessary to have some work performed before the next service that is due or between the specified service intervals.

Extreme operating conditions may include:

— Operating in areas with high dust levels

— Frequent use of trailer mode.

— Heavy winter operation.

This especially applies to the following components (depending on the vehicle equipment):

— Active combination filters.

— Air Care active combination filters.

The service advisor at your authorized Volkswagen dealer or authorized Volkswagen Service Facility will advise you if your vehicle's operating conditions require procedures to be performed between the regular service intervals.

WARNING

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

Scope of service

The scope of service includes all inspection work and maintenance procedures which are necessary to keep your vehicle operational and roadworthy. These are dependent on operating conditions and vehicle equipment, e.g. engine, transmission, brakes or operating materials. You can find out more information about which jobs are required for your vehicle or which wear limits apply for components from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Alternatively, you can obtain information from the electronic repairs and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection procedures

For example, the components or scopes of work listed below can be checked.

Electrical equipment

— 12 V vehicle battery.

— Lighting.

— High-voltage components.

— Horn.

— Headlight adjustment.

— Resetting the service interval display.

Engine and transmission

— Transmission and final drive.

— Cooling system.

— Components in the hood space.

Suspension

— Ball joints and tie rods.

— Tires.

— Brake system.

— CV boots.

— Coupling rods and stabilizer bars.

— Tire mobility set.

— Shock absorbers and coil springs.

Body

— Windshield.

— Vehicle body for corrosion.

— Window wipe/wash system.

— Underbody.

Maintenance procedures

In addition to the inspection procedures, additional maintenance procedures must be performed on your vehicle depending on the operating conditions and vehicle equipment, such as the engine, transmission, and operating materials. These are either *time-dependent* and *mileage-dependent*, or only *time-dependent* or *mileage-dependent*.

For example, the following operating materials or components can be changed.

— Interior filter.

— Brake fluid.

— Air conditioner refrigerant.

Then a test drive is carried out.

Additional maintenance procedures that are beyond the scope of what is listed can also be performed.

The scope of services may change for technical reasons, for example due to continuous development of components. Suitably qualified professionals can provide up-to-date information about changes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, the more difficult it may be to clean and care for them. Long-term exposure can make it impossible for dirt to be removed.

For questions regarding care products or for vehicle components that are not listed, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Suitably qualified professionals can provide you with suitable accessories. Volkswagen recommends the use of Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Read and follow the usage instructions on the packaging.

WARNING

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

WARNING

Cleaning the vehicle incorrectly may result in serious injuries.

- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.
- Always follow the manufacturer's instructions when using cleaning agents.

WARNING

Dirty, foggy, or icy door windows reduce visibility and can impair the vehicle's safety equipment. This can cause accidents and serious or fatal injuries.

- 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 may be poisonous, highly flammable and corrosive. Using care products incorrectly or using unsuitable care products can cause burns and poisoning and may lead to accidents and serious or fatal injuries.

- Note the package insert.
- Only store care products in their sealed original containers.
- 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, fuel, nail polish remover, or other highly volatile fluids for vehicle care.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, for example even with only brief exposure on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by a suitably qualified, authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

Washing your vehicle regularly prevents exposure to contamination, which may damage the paint.

Matte-finish vehicles require special care due to the particular properties of the paint.

To ensure that your vehicle is washed correctly and appropriately, note the following information.

WARNING

After the vehicle has been washed, the braking efficiency may be delayed due to damp or (in the winter) icy brake discs and brake pads. This will increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Press the brake pedal carefully several times to dry the brakes and clear the ice from them, as long as the visibility, weather, road, and traffic conditions permit.

NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

NOTICE

Wet vehicle components may freeze in cold weather, which will stop them from working properly.

- In cold weather, never direct a jet of water at locks, doors, or the trunk lid.

Notes on the high-voltage system

Before washing the vehicle, end the charging process and fully close the charging socket.

WARNING

Using a pressure washer incorrectly may damage the high-voltage system and the 12 V vehicle electrical system. This can cause accidents and serious injuries or death.

- Never point the jet of the pressure washer directly at the orange high-voltage cables, at components of the high-voltage system or at the 12 V vehicle electrical system.

Removing stubborn dirt on matte paint

— Soak insects or bird excrement that have adhered to the surface immediately with water and spray with a special cleaner for matte paint.

— Remove tar splashes on the paint surface with commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and rust particles with special cleaner for matte paint and a cleaning clay bar. Slide the cleaning clay bar over the affected areas without pressing down on it.

— Spray grease and fingerprints with a special cleaner for matte paint and rub with a soft microfiber cloth.

Automatic car washes

NOTICE

Washing the vehicle incorrectly can damage the matte paint surface and destroy the matte paint finish.

- Never use washing programs with wax treatment.
- Only use cleaning agents free of solids and abrasives, such as cleansing shampoos or insect removers, for cleaning purposes.
- Do not use insect sponges or rough sponges.

— If your vehicle has matte paint, never select a wash program with wax or drying aids.

— If your vehicle has matte paint, only use textile car washes, never brush car washes.

— For vehicle with decorative and protective decals, never use a wash package with hot wax.

— Choose car washes without brushes.

— Also ensure that the underside of the vehicle is washed regularly and thoroughly to remove any residue.

— Observe the information provided by the car wash operator, particularly with regard to attachments on the vehicle, e.g. spoilers →.

Car wash

In order to assist the driver when aligning the vehicle within the car wash, a car wash view is available depending on the vehicle equipment .

Before driving into the car wash

In car washes where the vehicle is moved through the system.

1. If present: remove the roof antenna.
2. Close all windows.
3. Switch off the windshield wiper, .
4. Switch off the rain/light sensor, *(→ Rain/light sensor)*.
5. Switch off the interior monitoring, *(→ Interior monitoring and towing protection)*.
6. Switch off Front Assist, .
7. Drive into the car wash when the staff asks you to do so.

In the car wash

1. Fold in outside mirrors.
2. Switch off Auto Hold.
3. Switch off the electronic parking brake.

   For vehicles with steering lock: The steering lock switches off automatically.
4. Vehicles with gear selection: Turn the driving mode selector and engage neutral gear N.
5. To deactivate the anti-roll function, confirm the message **Anti-roll function deactivated** shown in the Infotainment system .

   After successful confirmation, the vehicle's roll mode is displayed in the digital instrument cluster.

   If the vehicle's roll mode is not displayed, deactivate the anti-roll function using the vehicle settings in the Infotainment system:

   Open the vehicle settings in the Infotainment system.

   Open the **Brakes** menu.

   Deactivate the anti-roll function.
6. If you need to leave the vehicle in the car wash: Place the vehicle key in the vehicle.

   If you are sitting in the vehicle while the car moves through the car wash: Keep your safety belt fastened.

NOTICE

If the deactivation of the anti-roll function is not confirmed in the Infotainment system or the vehicle key is not in the vehicle, the electronic parking brake can be switched on again in the car wash. This could lead to damage to the vehicle or the car wash.

- Confirm the deactivation of the anti-roll function in the Infotainment system.
- Leave the remote control vehicle key in the vehicle.
- Keep your safety belt fastened if you are sitting in the vehicle while it moves through the car wash.

Gantry car wash

In gantry car washes in which the vehicle does not move.

1. If present: remove the roof antenna.
2. Close all windows.
3. Fold in outside mirrors.
4. Vehicles with gear selection: To switch on the electronic parking brake, press the Ⓟ button on the driving mode selector.
5. Switch off the vehicle.

NOTICE

Car washes which mechanically scan contours may damage the vehicle and attachments, e.g. spoiler.

- Follow the information provided by the car wash operator, especially if there are attachments on the vehicle.

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.

Pressure washers



Fig. 1 In the hood space: do not use a pressure washer.

— Never use rotating nozzles. Observe the manufacturer's instructions.

— Only use water up to maximum +60 °C (approximately +140 °F).

— Move the water jet evenly with a distance of at least 50 cm (approximately 20 inches) between the spray nozzle and all parts of the vehicle.

— Do not direct the water at the same spot for a long period of time.

— If possible, do not direct the water straight at sensitive vehicle components, e.g. rubber seals, side windows, glossy trims, tires, sensors, camera lenses, decorative and protective decals.

— Never clean icy or snow-covered door windows with a pressure washer.

NOTICE

Powerful streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located within the detection distance. This may cause the windows to open and moisture may enter the vehicle interior. This could lead to damage to the vehicle interior.

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

If the jet of a pressure washer or a steam jet is directed towards the sensors in the door handles, the vehicle can be unlocked.

Hand washing

Individual contaminations on the paint can be removed with a cleaning clay bar.

1. Clean the vehicle with plenty of water to remove dust and stubborn dirt.
2. If your vehicle has matte paint, remove insects, grease spots and fingerprints with a special cleaner for matte paint. Apply the product using a microfiber cloth with gentle pressure.
3. Clean the vehicle with a soft sponge, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down. Only use a cleansing shampoo on stubborn dirt.

   If your vehicle has matte paint, clean from top to bottom with a neutral cleansing shampoo and a microfiber cloth. Wash the microfiber cloth thoroughly at frequent intervals.
4. Clean the wheels and side members with a clean sponge.
5. Rinse with plenty of water.
6. Let the vehicle air dry.
7. Remove water residue with a leather cloth.

If the contamination on the paint cannot be removed by hand washing, individual areas of contamination can be removed with a cleaning clay bar.

Exterior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components.

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.

Door windows, glass surfaces

— Remove wax residue, for example from care products, with a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen recommends the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. When doing so, scrape in one direction only.

— Defrost ice with a suitable de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

— Clean the wiper blades or, if necessary, replace them.

Paint

Always treat surfaces with extreme care to prevent paint damage.

— Immediately clean any slight contamination, e.g. deposits, insect residues, cosmetics with a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap to one liter of water or with cleaning clay.

— Dampen rust spots with soap solution. Then remove with a cleaning clay bar.

— Have corrosion removed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— In the event of paint damage, consult suitably qualified professionals and have the paint damage repaired. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A preservation treatment protects the vehicle paint. When water no longer clearly beads up and drips off clean vehicle paint, the vehicle should be retreated with a wax protectant if not earlier.

— For matte paint, apply a special wax for matte paint with a soft sponge to the cleaned vehicle. Remove excess wax with a microfiber cloth.

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

NOTICE

For matte finishes, the surface will be irreparably damaged if you polish the paint.

- Never polish matte-finish surfaces.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year with a suitable hard wax or Volkswagen Genuine hard wax.

Plenum chamber, hood space

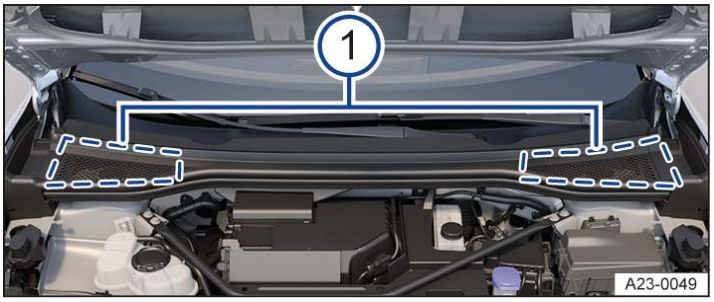


Fig. 1 Between the hood space and windshield: Plenum chamber (general example).

(1) Perforated cover of the water box.

WARNING

Working in the hood space carries a risk of accident and fire. Serious injuries may occur.

- Always note the necessary actions and the safety precautions every time before working in the hood space *(→ In the hood space)*.
- If you are not familiar with this type of work, arrange for it to be done by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Have the area under the perforated cover regularly cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect → *fig. 1* (1).

  Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

- Remove leaves or other loose objects on the perforated cover with a vacuum or by hand → *fig. 1* (1).
- Ensure that large amounts of water do not collect in the plenum chamber, for example if you use a pressure washer.
- Always have the hood space cleaned by a qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sensors, camera lenses



Fig. 2 In the rear of the vehicle: Rear View Camera system on the handle (general example).

Availability of the Rear View Camera system depends on the vehicle equipment.

— Clean the area in front of the sensors or the camera with a soft cloth and solvent-free cleaning solution.

— Clean the sensor areas of the rain/light sensor, the camera window on the windshield and the glass surfaces (depending on the vehicle equipment).

— Remove snow with a hand brush.

— Never use warm or hot water.

— Defrost ice with a suitable de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

Decorative and protective decals

— Remove contaminants as described for paint. For matte decorative films, use a suitable plastic cleaner. Volkswagen recommends the Volkswagen Genuine plastic cleaner.

— Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. Do not use hot wax, even in a car wash.

— Remove hard contaminants gently with ethyl alcohol and then wash with warm water.

For decorative and protective decals, the durability and coloring are influenced by environmental factors, such as solar radiation. 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.

Trims made out of chrome-plated plastic, aluminum or stainless steel

— Clean surfaces with a suitable chrome and aluminum product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

— Chrome-plated trims can be protected with a suitable hard wax. Volkswagen recommends the Volkswagen Genuine hard wax.

Headlights, taillights

— Remove contamination with a soft, damp sponge with a mild soap solution of maximum two tablespoons of neutral soap to one liter of water. Do not use cleaning solutions containing alcohol and/or solvents.

— Remove stubborn contamination with a suitable chrome and aluminum product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

Wheels

— Remove contaminants and road salt with plenty of water.

— Clean dirty alloy wheels with a suitable rim cleaner. Volkswagen recommends the Volkswagen Genuine rim cleaner. Volkswagen recommends applying a suitable hard wax or Volkswagen Genuine hard wax to the rims every three months.

— Repair damaged protective paint layers immediately with a paint pen. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Remove brake dust with a suitable rim cleaner. Volkswagen recommends the Volkswagen Genuine rim cleaner.

Door lock cylinder

1. Defrost the door lock cylinder with a suitable door lock de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

   Do not use any door lock deicers with degreasing substances.

Care and cleaning of the vehicle interior

The following overview gives recommendations for cleaning and caring for individual vehicle components.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Do not use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Door windows

1. Clean the door window with a glass cleaner.
2. Wipe the door windows dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, leatherette

— Regularly remove dirt particles that adhere to the surface with a vacuum cleaner so that the material is not permanently damaged by scrubbing.

— Remove contaminants using a suitable interior cleaner. Volkswagen recommends the Volkswagen Genuine interior cleaner.

— For grease-based contaminants such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Blot away the dissolved grease or dye with an absorbent towel. If necessary, treat afterwards with water.

— Use a suitable interior cleaner for impurities, e.g. caused by a pen or nail polish. Volkswagen recommends the Volkswagen Genuine interior cleaner. If necessary, treat afterward with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

— Never use leather cleaners, solvents, floor polish, shoe polish, paint remover, or other similar substances.

— Never use pressure washers, steam cleaners or cooling sprays.

Natural leather

— Remove fresh dirt with a cotton cloth and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Do not let any fluids seep into the cracks.

— Use a suitable leather cleaner for impurities, e.g. caused by a pen or nail polish. Volkswagen recommends the Volkswagen Genuine leather cleaner.

— Treat dried spots with a suitable leather cleaner. Volkswagen recommends the Volkswagen Genuine leather cleaner.

— Remove any fresh spots of grease such as oil with an absorbent cloth.

— Apply leather care to seats regularly and each time you clean. 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.

Plastic parts

— Clean with a soft, damp cloth.

— If a mild soap solution of maximum two tablespoons of neutral soap in a liter of water cannot remove stubborn stains, use a solvent-free plastic cleaner or Volkswagen Genuine plastic cleaner, if necessary.

Trims, decorative trims made out of chrome, aluminum or stainless steel

— Clean using a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap in a liter of water, in a dust-free area.

— Treat anodized surfaces with a suitable chrome and aluminum care product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

Controls

1. Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach.
2. Use a clean, soft cloth and a fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Fluids must not enter into the controls.

Displays and screens

Do not clean the instrument cluster display and the Infotainment system screen when they are dry.

1. Switch the Infotainment system off to clean it.
2. Use a suitable clean, soft cleaning cloth with some water, suitable glass cleaner or LCD cleaner →. Volkswagen recommends the Volkswagen Genuine cleaning cloth.

For stubborn dirt:

1. Wet and soak dirt with just a little water →.
2. Carefully remove dirt using a soft, clean cloth.

NOTICE

If the screen is cleaned with incorrect cleaning agents or when dry, it may be darkened, damaged or scratched.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents.

NOTICE

If the cloth used to clean the screen is too moist, the screen can no longer be operated or switched off.

- Dry the screen and then leave the vehicle locked from the outside for at least two minutes.

Rubber seals

— Clean with a soft, lint-free cloth and plenty of water.

— Treat regularly with a suitable rubber care product. Volkswagen recommends the Volkswagen Genuine rubber care product.

Safety belts

1. Unreel the safety belt completely and leave the belt unreeled.
2. Remove large spots of dirt with a soft brush.
3. Clean the safety belt with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.
4. Let the belt webbing dry completely, then allow the belt to retract.

⚠ WARNING

Improper cleaning of the safety belts, their anchors and the automatic safety belt retractors can cause damage and impair their function. This can cause serious or fatal injuries in the event of accidents.

- Never alter the safety belts for cleaning purposes.
- 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.

Wood trims

Clean with a soft cloth and fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

Cleaning the seat covers

If dye from clothing such as denim stains the seat covers, this is not considered a defect in the vehicle upholstery. If you want to clean the seat covers yourself, be aware that airbag system components and electrical connectors are installed in the seat covers. Incorrect cleaning, impregnation or moisture may damage these components or cause them to malfunction. This may then cause damage elsewhere in the vehicle's 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 pressure washers, steam cleaners or cooling sprays.

— Never soak seat covers.

— Never switch on seat heating to dry the seats.

— Never use impregnation agents.

— Do not use detergent pastes or mild detergent solutions.

— If there is uncertainty, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

Needless to say, it is easier to see signs of wear and dirt caused by normal usage on bright materials in the vehicle interior. These signs of use are unavoidable and also indicate the unavoidable deterioration caused by normal usage. Please follow the corresponding care instructions.

Accessories and replacement parts

Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing Genuine Volkswagen Accessories, replacement parts, or operating equipment, for example if you would like to retrofit the vehicle with Genuine Volkswagen 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 Genuine Volkswagen Accessories, replacement parts, and operating equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen has verified their reliability, safety, and suitability. A suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility also specializes in correct installation. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Products that are not approved by Volkswagen may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despite 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.

You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 CE symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

⚠ WARNING

Using unsuitable replacement parts and accessories may lead to malfunctions in the vehicle. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use tire/rim combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Objects in the airbag deployment zone may be thrown around the vehicle interior if the airbags deploy. This can cause serious or fatal injuries.

- Never attach or position objects in the airbag deployment zone.

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 may impair important functions in the driver assistance systems →⚠.

— When carrying out repairs or modifications, please note the positions of sensors and cameras on the vehicle in the vehicle overview.

Attachments or Modifications around Sensors and Cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered, for example by the improper attachment of license plates, license plate holders with decorative frames, any additional films or paintwork on the sensors or similar, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- When attaching, make sure that there is sufficient distance from sensors and cameras.
- Make sure that the license plate or license plate holder with decorative frame is only attached at the designated position.
- Do not stick additional films over or around sensors.

NOTICE

Improper attachment of license plate holders with decorative frame or license plates may damage vehicle components, e.g. wires or sensors.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Decorative frames for license plate holders are designed for holding the license plate.

The radar sensor can be installed either below the license plate or behind the VW emblem. The license plate or the VW emblem can influence the view of the radar sensor in the front area. Therefore fit the license plate at an adequate distance from the radar sensor or only operate the vehicle with the original VW emblem or an emblem approved by Volkswagen.

Damage around Sensors and Cameras

WARNING

If the area around sensors and cameras is damaged, for example due to stone chips or collisions when parking, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- If there is damage in the area of the sensors and cameras, have the component replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After components have been replaced, it may be necessary for sensors and cameras to be set and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the windshield is damaged within the sensors' and camera's range, for example by a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the driver assistance system. After the windshield has been replaced, the cameras and sensors must be set and calibrated by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 does not 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.

Have all repairs and technical modifications carried out by a suitably qualified professional. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility for Volkswagen Genuine 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:

Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Alternatively, you can register with the **erWin** (electronic repairs and workshop information) web portal:

https://volkswagen.erwin-store.com

Service information for customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Center

https://literature.vw.com

You can also register for the **erWin** web portal:

https://erwin.vw.com

Diagnostic connection (on-board diagnosis)

In the vehicle interior, there is a diagnostic connection (OBD) to read event memories. Event memories document faults that have occurred and deviations from specified values from the control module →⚠.

The diagnostic connection (OBD) is located in the footwell on the driver's side on the underside of the instrument panel or next to the hood release lever behind a cover.

Only have the event memory read out and reset by a suitably qualified professional. Additional information about the saved data can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a malfunction is fixed, the information about it will be deleted from the event memory. Other memory content is overwritten continuously.

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.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody, for example if driving over curbs, entering driveways, or on unpaved roads.

Have the retrofitting work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine/motor protection may not be available in all countries.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly can impair the effectiveness of the driver assistance systems and deploying airbags. This can cause malfunctions and accidents and serious injuries or death.

- Only have a suitably qualified professional make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly, for example due to the use of unsuitable parts, may cause vehicle damage, accidents, and serious or fatal injuries.

- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only have a suitably qualified professional make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories. Volkswagen has verified their reliability, safety, and suitability.

⚠ WARNING

Incorrect use of the diagnostic connection may cause malfunctions, resulting in accidents and serious or fatal injuries.

- Never read out the event memory yourself using the diagnostic connection.
- Never load data yourself using the diagnostic connection in the vehicle.
- Only have the event memory read out with the diagnostic connection by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 vehicle body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting 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 will be familiar with these provisions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Using unsuitable replacement parts and accessories may cause damage and malfunctions in the vehicle and impair the effectiveness of the airbag system. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Note that the airbag module cannot be repaired but must instead be replaced.
- Never install airbag components removed from old vehicles or from recycling.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.

⚠ WARNING

Modifications to the vehicle suspension including using a rim/tire combination that is not permitted may change the functionality of the airbag. This can cause serious or fatal injuries in the event of an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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 qualified professionals for more information about installing radio equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ 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 severe injuries.

- Secure or store the mobile phone and accessories safely and outside of the deployment range of the airbags.

⚠ WARNING

Using a cell phone or radio equipment without a connection to an external aerial may create electromagnetic energy inside the vehicle that exceeds permissible limits. This also applies if the exterior antenna is not installed correctly. This may be dangerous to your health and that of the other vehicle occupants.

- Maintain a minimum distance of approx. 20 cm (approx. 8 inches) between the device antennae 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.

Volkswagen dealer warranty

Authorized Volkswagen dealers or authorized Volkswagen Service Facilities guarantee that vehicles purchased from them are free of defects and meet warranty requirements.

Please find details of the guarantee and warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Paint and Vehicle Body Warranty

In addition to the guarantees and warranties of the purchase contract for new vehicles, authorized Volkswagen dealers or authorized Volkswagen Service Facilities will also comply with the existing guarantee in many countries that no paint defects or corrosion perforation on the vehicle body may occur for a certain period of time.

Depending on the country, the following time periods apply:

— A three-year guarantee against paint defects.

— A twelve-year guarantee against corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.

If this type of damage occurs, it will be repaired by any authorized Volkswagen dealer or authorized Volkswagen Service Facility without charging for labor or materials.

Guarantee exclusion

For details of the guarantee services, refer to the guarantee conditions applicable to your vehicle in your country.

Guarantee claims are not valid in the following situations:

— If damage is caused by external factors or insufficient vehicle care

— If there are body or paint defects that were not corrected in a timely manner according to the manufacturer’s specifications

— If the corrosion was caused by body repairs that were not performed according to the manufacturer's specifications

After body or paint repair has been performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will provide a warranty against corrosion in the serviced area.

Warranty for the high-voltage battery for electric and hybrid vehicles

In addition to the warranties and guarantees mentioned above, authorized Volkswagen dealers or authorized Volkswagen Service Facilities also comply with the general warranty for high-voltage batteries that applies in many countries.

Please find details of the warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operating Data and Data Storage

Data processing in the vehicle

Electronic control modules are installed in your vehicle. Control modules process data, such as data received by vehicle sensors, self-generated data, or data exchanged between control modules. Some control modules are required to ensure the safe operation of your vehicle. Other control modules assist you while driving (driver assistance systems), and others provide convenience functions or additional Infotainment system functions.

Operational data in the vehicle

Control modules process assigned data necessary for the vehicle operation.

Amongst other, this includes:

— Vehicle status information, e.g. movement delay, deactivation times of speed warning function, safety belt wearing display.
— Environmental conditions, such as temperature, data from sensors for Adaptive Cruise Control (ACC).
— Image recordings, e.g. data from camera-assisted driver assistance systems.

Storing operating statuses

Generally, recordings and other data intended for specific purposes are temporary, are only processed within the vehicle and are not stored.

However, control modules can also contain a data memory that records data and stores it permanently or temporarily.

For example, this includes the following information:

— Vehicle health.

— Wear and tear of components.

— Pending maintenance needs.

The following information may be stored, depending on vehicle equipment:

— Operating conditions of system components, such as fluid levels, tire pressures, and vehicle battery status.

— Malfunctions and faults in important system components, such as lights and brakes.

— System reactions in special driving situations, such as airbag deployment and interventions by driver assistance systems.

— Information about incidents that cause damage to the vehicle.

In some cases, like if the vehicle detected a malfunction, it may be necessary to store data that would otherwise be temporary.

Reading out data

If you utilize services such as repair or maintenance services, the stored operational data associated with the VIN may be read out and used if necessary. Employees in the service network, such as employees at authorized Volkswagen dealers or authorized Volkswagen Service Facilities or at third party companies like roadside assistance services, can read out data from the vehicle. The same applies for warranty cases and quality assurance measures.

The data is read out using the OBD (on-board diagnosis) connection that is legally required to be in the vehicle. The operational data that is read out documents the technical status of the vehicle or individual components and assists with vehicle diagnosis, with meeting warranty requirements, and with quality improvement. This data, particularly information about wear and tear of components, operating errors and other malfunctions, is transmitted together with the VIN to Volkswagen if appropriate. In addition, Volkswagen may use this data for reasons of product liability and product safety, such as for recalls. This data can also be used to verify customer claims concerning warranties and guarantees.

In addition, depending on the vehicle equipment and the country, data can be read from your vehicle online with your consent. This is used, in addition to the aforementioned reasons, for the purpose of improving products and services, for example.

The event memory in the vehicle can be reset by an authorized Volkswagen dealer or authorized Volkswagen Service Facility during a repair or service procedure, or by request.

Connected services

Data can be saved and processed as part of using connected services *(→ Online services)*.

Emergency service and other language services

Depending on the country, your vehicle may have voice services such as information, breakdown and emergency services that use a radio network connection and exchange data between the vehicle and service providers .

eCall Emergency System

The legally required eCall Emergency System sends data to the Volkswagen Emergency Call Center in an emergency .

Personal reference

Each vehicle is identified by a unique vehicle identification number. Depending on the country, this vehicle identification number can be traced back to the current and former owners of the vehicle by providing it to the relevant authorities. There are also other ways data collected by the vehicle can be traced back to the owner or driver, such as through the license plate.

Therefore, the data processed or generated by the control modules can have personal references or become personalized under certain conditions. Depending on the present vehicle data, it could be possible to come to conclusions about your driving behavior, your location or driving route, or to user handling.

Your data protection rights

According to applicable data protection rights in your country, you may have certain rights with Volkswagen if your personal data is being processed.

Therefore, you have a right to obtain free and comprehensive information from Volkswagen and third parties, such as contracted qualified professionals, if they have saved personal data about you. You can request information about which data is stored about you and why it was stored, as well as where the data originated. Your right to obtain information may also include the transmission of data to other locations.

Data that is only stored locally in the vehicle can be read out by means of specialist support, e.g. by a suitably qualified professional, sometimes for a fee. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information about your legal rights, such as your right to deletion or authorization of data, can be found in the applicable data privacy notices on the Volkswagen website. The contact information and a note about the parties engaged in data privacy are also included here.

You can find detailed information on data processing in the Infotainment system in the app overview under **Legal**.

To keep the information under **Legal** up to date, the vehicle must not permanently be in offline mode. In this mode, the information cannot be updated. If the information is obsolete, you will be informed by a pop-up notification.

Legal requirements for disclosure of data

As the vehicle manufacturer, Volkswagen AG is legally obliged to deliver the following information regarding the use of driver assistance systems, depending on the country, e.g. ACC, to the responsible authority:

— Proportional ratio of the times or distances driven with the driver assistance systems switched on and off.

— Proportional ratio of the times or distances driven when complying with or exceeding the detected speed limits.

— If necessary, the average time between the activation and deactivation of the driver assistance system by the driver.

The data mentioned is read out from vehicles by an authorized Volkswagen dealer or authorized Volkswagen Service Facility when visiting the specialist workshop and transmitted to Volkswagen AG. Volkswagen AG processes this data such that there is no longer direct reference made to you, your vehicle or your vehicle's VIN. The information processed in this way is delivered by Volkswagen AG to the responsible authority, which processes the data in order to meet the statutory duties.

To the extent of the legal regulations, Volkswagen is principally obligated to provide stored data when requested by state authorities in given cases, like when information is needed to resolve a crime.

Within the scope of applicable rights, state authorities are also authorized to read out data from the vehicles in individual cases. For example, in the event of a collision, information could be read out from the airbag control module to help clarify the situation.

Reprogramming control modules

All data for controlling components is generally stored in the control modules. Some convenience functions can be reprogrammed using special workshop equipment. If convenience functions are reprogrammed, the corresponding information and descriptions in this Owner's Manual will no longer match the original functions. Depending on the country, the reprogramming can be entered into the digital maintenance schedule by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about possible reprogramming can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Event data recorder (EDR)

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.

— Automatic 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 (EDR) data unless the vehicle owner gives permission. This excludes contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement of vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle or the vehicle owner.

Vehicle Antennas

The antennas for the Infotainment system can be fitted in various places in the vehicle:

— On the inside of the rear window.

— On the inside of the windshield

— On the roof of the vehicle

Antennas on the inside of the door windows can be detected as thin conductors.

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 conductors, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system that is incompatible with the antenna amplifier installed in the vehicle by the manufacturer may damage the antenna amplifier.

- Before retrofitting an Infotainment system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Data is transmitted via different transmission standards with different transmitter power outputs .

Depending on the vehicle equipment, the vehicle antennas are also used to communicate with other vehicles in the vicinity *(→ V2X technology)*.

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 suitably qualified professionals to legitimately install or replace components and control modules. Volkswagen recommends contacting your Volkswagen dealership.

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 a suitably qualified professional for assistance. Volkswagen recommends contacting your Volkswagen dealership.

Third Party Copyright Information

Open Source

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 the applicable license texts and any other information, can be found in the Infotainment system or on the web page given below. Volkswagen AG will provide the source code on request in accordance with the relevant license conditions, whereby you will only be charged for the provision costs, e.g. for the data carrier and shipping. You can obtain the necessary information on the website

https://www.volkswagen.com/softwareinfo

Labels and signs

Factory installed 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 signs or make them illegible.

— If vehicle components fitted with labels and signs are replaced, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must place identical labels and signs correctly in the same locations on the new components. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety certificate

A safety certificate on the driver's door jamb 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. Read the information in the Owner's Manual.

High-voltage warning label

There are labels in the vehicle front end and on high-voltage components, including the high-voltage battery, that provide warnings of the high voltage of the vehicle electrical system *(→ High-voltage warning labels)*.

WARNING

Removing labels and signs reduces the amount of information about potential hazards and may cause reduced vigilance when working on the vehicle. This can cause serious or fatal injuries.

- Never remove these labels and signs or make them illegible.
- Observe legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Removing labels and signs increases the risk of operating errors and can cause damage to the vehicle.

- Never remove these labels and signs or make them illegible.
- Observe legal regulations.
- Perform service according to specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the hood space provides information about the type and amount of refrigerant used in the vehicle air conditioner. The label is located in the front section of the hood space →.

Detailed information on the refrigerant used

The air conditioner contains fluorinated greenhouse gas.

Applies to vehicles with R-1234yf refrigerant:

Refrigerant weight	CO_2 equivalent	Global Warming Potential
460 g	0.0002 t	0.501

Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. For information about the type and volume of refrigerant oil used, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning: maintenance of the air conditioner requires qualified personnel.

Refrigerant type.

Type of refrigerant oil.

See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).

Maintenance of the air conditioner requires qualified personnel.

Flammable refrigerant.

Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

DANGER

Maintenance of the air conditioner by unqualified qualified personnel can cause serious and fatal injuries.

- For maintenance of the air conditioner, contact qualified personnel who have been trained according to the required national standards, e.g. SAE standard J2845.
- Follow the service intervals specified by Volkswagen. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

DANGER

The refrigerant is flammable and may cause serious or fatal injuries if maintenance is carried out incorrectly.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

DANGER

The refrigerant is under pressure and may explode if heated. This may cause serious or fatal injuries.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

DANGER

The refrigerant may form toxic fumes if it comes into contact with hot surfaces. Inhaling them may cause poisoning or even death.

- Have the air conditioner serviced by suitably qualified professionals.

NOTICE

Repairing or replacing the evaporator with replacement parts from scrap vehicles or recycled parts may damage the air conditioner.

- Never have repairs to the evaporator carried out with replacement parts from scrap vehicles or recycled parts.

Information under the EU's REACH chemicals regulation

On the basis of the European chemical law regulation REACH, Volkswagen wishes to inform you about materials that your vehicle may contain.

By entering your vehicle identification number, you can access this information on the Internet:



https://reachinfo.volkswagen.com



Information according to the EU Battery Regulation

For technical data and documents relating to the requirements of EU Battery Regulation 2023/1542, refer to:

https://product-pass.online/vehicle?id_type=brand&id=V

Recycling Symbols

Recycling Information For France



Fig. 1 Recycling information for France.

Observe the recycling information → *fig. 1*, which includes the following objects:

— Vehicle key.

— Digital key card.



Fig. 2 Recycling information for France.

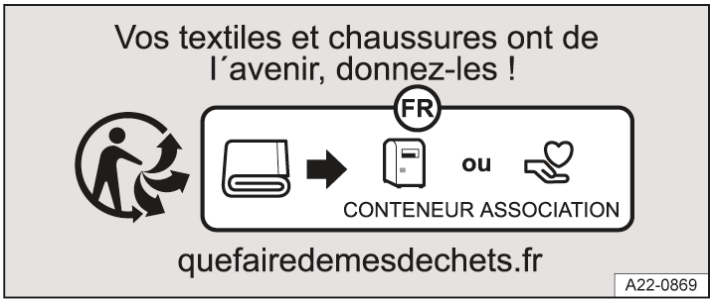


Fig. 3 Recycling information for France.

Observe the recycling information → *fig. 2*, → *fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following objects:

— Manual.

The Triman logo and Infotri symbol contain important sorting information for the end consumer.

Product recycling

Disposal of Old Batteries

Old batteries must be collected and recycled separately by the end user. These batteries are indicated by the crossed-out wheeled garbage can symbol. You, as the end user, are legally obliged to return old batteries →⚠.

— In EU member states and other states, device and vehicle batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility or authorized recycling systems.

— High-voltage batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility, or at:

https://www.volkswagen.com

Disposal of old batteries in India

SAVWIPL Extended Producer Responsibility (EPR) number on behalf of the Volkswagen Group in accordance with the Indian regulations for disposal of old batteries.

— EPR number: 72515679307313165 46.

Disposal of Old Electric/Electronic Devices

Your vehicle contains electric/electronic devices, such as remote controls. You can recognize these from the symbol of the crossed-out wheeled garbage can .

Old devices with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local collection points or nationally commissioned return systems if applicable.

In Germany, businesses with a retail space of 400 m2 or more for electrical appliances and food stores with a total retail space of 800 m2 and that offer new electrical devices are obliged to accept the return of such devices free of charge. When they purchase a new device, the end user is permitted to return an equivalent old device. This also applies to deliveries to private households and Internet sales. Small old devices can be returned to stores without making a new purchase. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility is also obliged to accept to three old devices with a side length of less than 25 cm free of charge.

— Batteries or bulbs within devices that are not permanently installed must be removed beforehand and disposed of accordingly.

— Any saved personal data must be erased before disposal of old devices.

You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit at the battery terminal may result in a fire or explosion. This could result in serious or fatal injuries.

- Take extreme care when handling batteries containing lithium.
- Never heat up lithium-containing batteries.
- Never damage lithium-containing batteries.
- Never short circuit the battery terminals.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to the health of humans and animals and accumulate in the environment.

- In order to avoid these consequences, it is imperative to ensure you collect batteries separately and return them properly.

Old vehicle return and scrap disposal

Old vehicle return

At the end of its life cycle, your vehicle should be recycled/disposed of in an environmentally friendly manner. This is why the last owners of vehicles in the EU and many other states are legally obliged to hand their vehicles over to a recognized collection point, recycling center or recognized removal facility.

Volkswagen has already made provision for this point:Recycling centers where you can hand over your vehicle are available throughout all EU states and many other states. If you are fulfilling national legal requirements, handing over your scrap vehicle within the EU is free of charge for you.

The recycling center issues a recycling certificate, which provides you with proof that the scrap vehicle has been processed properly.

Find out more information about recycling centers from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followed. Suitably qualified professionals will be familiar with these provisions.

Declaration of conformity

Placing Finished Products on the British Market (England, Wales, and Scotland):

UK
CA

UKCA marking (UK Conformity Assessed) is a new British product marking used for products being placed on the market in Great Britain (England, Wales, and Scotland).

British regulations for product safety and metrology

Various devices are installed in this vehicle that are subject to UKCA product regulations. The importer of these devices for the British market in the United Kingdom as per the product safety and metrology regulations for the sections below is:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK14 5AN

United Kingdom

Simplified EU declaration of conformity

Your vehicle has various radio systems. The manufacturer of these radio systems declares that these systems meet the legal requirements of directive 2014/53/EU.

The complete text of the EU declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo CE



Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS directive.

Declaration of conformity for radio systems in EU member states and outside the European Union



Fig. 1 Overview of some approval symbols for radio systems.

1. Argentina
2. Zambia
3. Brunei
4. The Philippines.
5. Paraguay
6. South Africa

Approval symbol for radio systems in countries outside the EU that authorize and allow radio systems in accordance with European guidelines.

Approval symbol for radio systems in England, Wales and Scotland.

Approval symbol for radio systems in Ukraine.

Approval symbols for radio systems in Brazil.

Approval symbol for radio systems in Argentina.

Approval symbols for radio systems in Malaysia.

Approval symbols for radio systems in Australia or in Australia and New Zealand.

R-NZ Approval symbol for radio systems in New Zealand.

Approval symbol for radio systems in Russia and in countries that authorize and allow radio systems in accordance with EAC guidelines.

Approval symbols for radio systems in Vietnam.

Approval symbols for radio systems in Belarus.

Approval symbol for radio systems in Serbia.

Approval symbol for radio systems in the USA and in countries that authorize and allow radio systems in accordance with the US FCC guideline.

Approval mark for radio systems in Mexico.

Approval mark for radio systems in Mexico.

Approval symbol for radio systems in Armenia.

Approval symbol for radio systems in Mongolia.

Approval symbol for radio systems in Sierra Leone.

Approval symbol for radio systems in Sierra Leone.

Approval mark for radio systems in Thailand.

Approval symbol for radio systems in the United Arab Emirates.

Approval symbol for radio systems in Ghana.

Approval symbol for radio systems in Pakistan.

Approval symbol for radio equipment in Nigeria.

Approval symbol for radio equipment in Malawi.

Approval symbol for radio equipment in Oman

Approval symbol for radio equipment in Indonesia

Approval symbol for radio equipment in Indonesia

Approval symbol for radio equipment in Morocco

Chile

www.volkswagen.com/generalinfo

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 systems are not available in every market or every vehicle.

— Connection to the outside antenna

— Antenna

— Antenna amplifier

— Bluetooth.

— Remote control key (vehicle)

— Digital instrument cluster

— Infotainment system.

— Wireless charging function

— Keyless Access.

— Instrument cluster, electronic immobilizer

— Radar sensors for assistance systems

— Tire pressure sensors

— Control modules with an integrated eSIM card.

— Phone interface

— Wi-Fi®

— Central control module

— NFC digital key card.

— USB charging connector.

For more information, please visit: www.volkswagen.com/generalinfo.

EU-related documents, e.g. for Ghana, can be found on the website under the EU English button.



Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.



Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS directive.

Manufacturer addresses

For components on which the manufacturer address cannot be displayed due to their size or nature, where legally required, the relevant manufacturer addresses are listed below:

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Digades GmbH

Dresdner Straße 16 a

02763 Zittau

GERMANY

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Bury GmbH & Co. KG

Robert-Kochstraße 1-7

32584 Löhne

GERMANY

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Molex Technologies GmbH

Mizarstrasse 3

12529 Schönefeld

GERMANY

Molex CVS Dabendorf GmbH

Märkische Straße 72

15806 Zossen

GERMANY

Bury Sp. Z o.o.

Wojska Polskiego 4

39-300 Mielec

POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

LG Electronics Deutschland GmbH.

Alfred-Herrhausen-Allee 3-5

65760 Eschborn

GERMANY

BH EVS

35 Magokjungang 8-ro 3-gil

Gangseo-gu

07793 Seoul

KOREA

Harman Becker Automotive Systems GmbH

Becker-Göring-Str.16

76307 Karlsbad

GERMANY

Harman International Industries, Inc.

30001 Cabot Drive

48377 Novi

Michigan

USA

Mapping tables

Meaning of the letter pairs in the tables (e.g. AF): *(→ Radio Equipment Directive (RED))*.

Safety

This section contains certificate numbers for the following components:

— *HomeLink® Universal Transmitter, Keyless Access, remote control vehicle key, digital instrument cluster, electronic immobilizer.*

HomeLink® Universal Transmitter:

ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AG
ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AK

Keyless Access:

RSB19	AO
Kessy MQB37W	AF
Kessy MQB-A, **5ZA 010 176**, **MQB-B B**, **MQB-B H**,	AC
013854	AD
VWTOUA PKETOUA	AJ
UWBBLE22, **UWBtrx22**	BO

Remote control vehicle key:

VK2, **FS19**, **FS19S**, **FS191S**, **FS197**, **FS19R**, **FS1903R**	AF
FS09, **FS12A**, **FS12P**, **FS12PM**, **FS125C**, **FS14**, **FS14K**, **FS14T**, **FS14TK**, **FS1744**, **FS1744M**, **FS173JR**, **FS94**	AI
VWTOUA RKETOUA	AJ
I22U	BQ

Instrument cluster, electronic immobilizer:

COLOUR5C, **MEDIUM 5C**, **MEDIUM 5C_21**	AB
eNSF, **LCW05-VWE1**, **LCW05-VWE5**, **LCW05-SEE5**, **EZS-VW-Touareg**, **Immobilizer integrated in dashboard module instrument cluster**, **17101001**, **17101002**, **17101010**, **17101021**, **17101022**, **17101023**, **17101031**, **17101032**, **17101033**, **17101034**, **17101041**, **17101042**, **17101043**, **17101051**, **17101052**, **17101053**, **17101054**, **17101055**, **17101056**, **17101057**, **17101071**, **17101072**, **18020501**, **18020531**, **18020532**, **18020533**, **18020534**, **18031410**, **18100931**	AC
FPK8 IMMO5D, **Instrument cluster 1**, **Instrument cluster 2**, **Instrument cluster 3**, **BNF_HL**, **BNF_LL**, **NSF_HL**, **NSF_LL1**, **NSF_LL3**, **FPK8I5DTR2**, **FPK GEN1**, **FPK GEN2**, **FPK B8**, **FPK10**	AD
MQB_A0 Clusters, **MQBG01**, **MQBM01**, **MQBS01**	BE
DTCO 1381	AT
EFAS-4.10	

Climate control

This section contains certificate numbers for the following components:

— *Remote control operation (auxiliary heater), auxiliary heater (transceiver).*

Remote control (auxiliary heater):

EasyStart R, **Funkfernbedienung**, **STH VW-50000884**, **STH VW D-50001194**, **Telestart**	AK

Auxiliary heater (transceiver):

Funkempfänger STH, **50000864 D208L VW**, **50001219 D208L VW**, **MQBclassical**, **MLBevo**	AK

Tires

This section contains certificate numbers for the following components:

— *Tire pressure sensors*

Tire pressure sensors:

AG2FW4, **TSSRE4Dg**, **TSSRE4Uf**, **TSSSG4G5**, **TSSSG4G5b**, **TSSTsc**, **TMSE6A4**, **A55BT**, **TSSDA4Pb**	AG

Control modules

This section contains certificate numbers for the following components:

— *Central control module, door control module, digital key card, wireless charging, wireless safety belt monitor.*

Central control module:

5WK50254	AH
BCM MQB37W,**BCM MQB37WBL**, **BR21**, **BR22**, **MQB37W**, **BCM37WBL**	AF
KFG: Max, **KFG2 Max**	BG
BCM2, **BCM2R**, **BCMevo**, **BCMevoC**, **BCMevo5**	BH
BCM MQB27, **BCM PQ25**, **BCM PQ26 ROW (502N1xFOx)**, **BCM PQ35**, **BCM PQ37H**, **BR11**, **5WK50248**, **5WK50254 MIB2H**	XX
BC-Module, **5WK50474**	

Door control module:

HUF71110, **HUF71254**, **DHA20**, **DHSEQ5NFCNFCTGS**, **Mobile Key 4K0.959.754.xx**, **3G0.837.205**, **3G0.837.206**	AD
DHSEQ5NFC, **NFCTGSAU336**, **NFCTGS**, **4K0.959.754.XX**, **FLUSHNFC**, **BUEGELNFC**	AE
CDIS 2.0	BD

Wireless charging function:

WCH-183, **WCH-185**, **WCH-186**, **WCH-304**, **WPC003-1**, **WPC003-5**, **3G0.980.611**, **Koppelantenne Gen.3**, **SCB**, **DCB**, **SCB-Lite**, **WPC039**	AA
3G0.980.611, **SCB**, **DCB**, **WCH-304**, **WPC039**	BK

Wireless safety belt monitor:

wSBR F-SG, **wSBR S-SG**	AL

Driver assistance systems

This section contains certificate numbers for the following components:

— Radar sensors for assistance systems

Radar sensors for assistance systems:

LCA 2.0A, **BSD 3.0**	AP
RS4	AQ
ARS4-B, **ARS410VW63**, **ARS4-B ARS5-B**, **FR5CPEC**, **LRR3**, **MRR1Plus**, **LRR4**, **MRR1Rear**, **LRR4R**, **MRRe14FCR**, **MRRevo14F**, **R3TR**, **F5CP42**, **RS5.3**, **RS5.5**, **ARS512**, **Gen.3 Entry**	AR
CPD001	BN
HFA30	BP

Infotainment system and online communication

This section contains certificate numbers for the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SBT, 7CO.035.153, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB	AL
A473/A476/A750, A475/A754, L40VW2, L41VW2, L42VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ MIN, MIB2STD, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, OE-PP 87BT	AL
MIB3TOP, MIB3TOP2, TKCMOD11000, , TKCMOD12C000, TKCMOD11000W, TKCMOD12E00W	AV
TKCMOD12E00B, TKCMOD12N00B, TKCMOD12J00B, TKCMOD14E00B, TKCMOD11000B	AV2
MEB ICAS3, MEB ICAS3GP, MEB ICAS3CHNGP	AW
MIB3 OI (LGE)	AX
MIB3 OI, MIB3 OI nf, MIB3 VR-E, MIB3GP, MIB3 EI GP MQBevo, MIB3 EI GP MQBc	AY
MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio	AZ
MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI	BA
A580/A270	BB
MIB HS, MIB2H	BC
MMI3G	BF
CONBOX-High, CB20CHN08, CONBOX-Low	BM
MMI3G RU	XX
RRVW402B, RRVW401*, RRVW402*	XX

Bluetooth:

HT-5	BI

Wi-Fi hotspot:

HT-5	BI
CCU4	BJ

Phone interface:

HT-5	BI

OCU (online connectivity unit):

DataPlug	AL
HT-6d, **HT-6e**, **TUVM01IU-G**, **TUVM02IU-C**, **TUVM02IU-E**, **TUVM03IU-C**, **TUVM03IU-E**	AS
TLAHW3IU-E, **TLAHW3IU-R**, **TLVHM3IU-E**, **TLVHM3IU-R**, **TLVHW3IU-E**, **TLVHW3IU-R**, **TLVLM3IU-E**, **TLVLM3IU-R**, **TLVUM3IU-W**, **TLVUW3IU-W**, **TLVHE4IU-E**, **TLVHE4IU-R**, **TLVHM3IU-W**, **TLVHW3IU-W**, **TLVHE4IU-W**, **TLVUM3IU-E**, **TLVUM3IU-R**, **TLVUW3IU-E**, **TLVUE4IU-E**, **TLVUE4IU-W**, **TLVLM3IU-N**, **TLVHE4IU-N**, **TLVUM3IU-N**, **TLVUW3IU-N**, **TLVHM3IU-N**, **TLVLP3IU-N**, **TLAHW3IU-N**, **TXVLP3IN-N**, **TLVLM3IU-CR**, **TLVLM3IU-CM**, **TLVLM3IU-C**, **TLAHW3IU-CM**, **TLAHW3IU-W**, **TLVHW3IU-N**, **TLVUW3IU-R**, **TLVHE4IU-C**, **TLVUE4IU-N**, **TLVUM3IU-W-H09-0603**, **TLVUE4IU-W-H11-0388**.	AU
TLVHM3IU-C, **TLVHM3IU-CM**, **TLVHW3IU-CM**, **TLAHW3IU-CM**	AU (China)

Aerials

This section contains certificate numbers for the following components:

— Aerials, aerial amplifiers, connection to the external aerial.

Connecting to the exterior antenna:

LTE-MBC-EU, **LTE-MBC-EU2**	BC
CM01TN-VWW, **CM01XN-VWE**, **CM02XN-VWE**, **CM02TN-VWW**	AN
UMTS/GSM-MMC, **UMTS/GSM-MMC-AG2**, **UMTS/GSM-MMC-AG3**	AS

Antenna amplifier:

CSA-1	AN
DDAECE01, **4N0.035.503.E**, **4N0.035.503.F**, **4N0.035.503.J**, **4N0.035.503.L**, **4N0.035.503.M**, **4N0.035.503.Q**, **4N0.035.503.AB**, **4N0.035.503.AC**, **4N0.035.503.AF**, **4N0.035.503.AG**, **4N0.035.503.BP**, **4N0.035.503.DC**, **4N0.035.503.DG**	AL
FAM027, **FAM028**	BL
0-07-26-1912-00, **756xxxx**, **AM/FM1/DAB2/TV ECE (Impedance Converter)**, **AM/FM Antenna Base**	XX
, **1S0.035.577.A**, **2G0.035.577.A**, **2GM.035.577.A**, **2S0.035.577.A**, **1V50933V2C1**, **1V50933V1C1**, **1V50933V3C1**	XX
3G5.035.577, **3G5.035.577.A**, **3G5.035.577.B**, **3G5.035.577.G**, **3G5.035.577.H**, **3G5.035.577.J**, **3G5.035.577.K**, , **3G8.035.577**, **3G8.035.577.A**, **3G8.035.577.B**, **3G8.035.577.E**, **3G8.035.577.F**, **3G8.035.577.G**, **3G8.035.577.H**, **3G8.035.577.J**, **3G8.035.577.K**, **3G9.035.577**, **3G9.035.577.A**, **3G9.035.577.B**, **3G9.035.577.G**, **3G9.035.577.H**, **3G9.035.577.J**, **3G9.035.577.K**, **3V5.035.577.A**, **3V5.035.577.B**, **3V5.035.577.F**, **4S0.035.225.A**, **4S0.035.225.D**, **2G7.035.577.A**, **4K0.035.456**, **4K0.035.456.B**	XX
510.035.577, **510.035.577.A**, **510.035.577.B**, **565.035.577**, **565.035.577.A**, **565.035.577.C**, **575.035.225**, **575.035.225.A**, **575.035.225.B**, **5C3.035.552**, **5C3.035.552.A**, **5C3.035.552.B**, **5C5.035.552**, **5C5.035.552.A**, **5C5.035.552.B**, **5E6.035.577**, **5E6.035.577.A**, **5E6.035.577.B**, **5E7.035.577**, **5E7.035.577.A**, **5E7.035.577.B**, **5G9.035.577**, **5G9.035.577.A**, **5G9.035.577.B**, **5G9.035.577.G**, **5G9.035.577.H**, **5G9.035.577.J**, **5G9.035.577.K**, **5L0.035.501.A**, **5L7.035.577.A**, **5L7.035.577**, **5L7.035.577.B**, **5L7.035.577.T**, **5N7.035.577.A**, **5N7.035.577.E**, **5N7.035.577.F**, **5N7.035.577**, **57L.035.577.S**	XX
6C0.035.501, **6C0.035.501.A**, **6C0.035.501.C**, **6C0.035.501.D**, **6C0.035.501.G**, **6C0.035.501.J**, **6C0.035.501.N**, **6C0.035.501.P**, **6C0.035.501.Q**, **6R0.035.501**, **6R0.035.501.A**, **6R0.035.501.C**, **6R0.035.501.D**, **6R0.035.501.F**, **6R0.035.501.L**, **760.035.577**, **760.035.577.A**, **760.035.577.S**, **760.035.577.T**, **7C0.035.501**, **7C0.035.501.C**, **7C0.035.501.D**, **7C0.035.501.F**, **7C0.035.501.G**, **7H0.035.507.E**, **7P6.035.552**, **7P6.035.552.A**, **7P6.035.552.M**, **8S7.035.503.B**	XX
920446A, **920554A**, **920611A**, **920639A**, **920627A**, **920627B**, **SAA-101**, **SAA-102**, **SAA-103**, **SAA-104**, **SAA-105**, **SAA-106**, **SAA-107**, **SAA-108**, **SAA-109**, **SAA-110**, **SAA-111**, **SAA-112**, **5G-NRC-EU**, **5G-NRC-CN**,**5G Compenser**,	XX

Antenna:

DSRC CAN Module / EFAS-4 DU (200046-8), **DSRC CAN Module / EFAS-4 DU (200046-9)**	AM
MQB37W Gen4, **1V50933V1C1**, **1V50933V2C1**, **1V50933V3C1**	XX
RAN-102, **RAN-103**, **RAN-104**, **RAN-105**, **RAN-106**, **RAN-107**, **RAN-108**, **RAN-109**, **RAN-110**, **RAN-111**, **RAN-112**	XX
, **3789.01**, **754xxxx**, **76xxxxx**, **77xxxxx**, **790xxxx**, **7540xxx**, **7542xxx**	XX
1K8.035.552.C, **1K8.035.552.F**, **2GC.035.577**, **2GC.035.577.A**, **2GC.035.577.S**	XX
5Q0.035.507.A, **5Q0.035.507.B**, **5Q0.035.507.C**	XX
6R0.035.501.F	XX

Frequency band, maximum transmitting power

As long as nothing else is specified, these specifications apply to all Volkswagen models or vehicles equipped with the respective radio system.

In some countries, approval for setting up radio technology and using it may be restricted, may be lacking, or may be possible only with additional requirements.

Reference radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmitting power.

µW = Microwatt, mW = Milliwatt, W = Watt.

AA	105 kHz – 205 kHz WLC: 128kHz ± 3% / 360kHz ± 1% NFC: 13,56 MHz ± 0,007 MHz	15 W PLC: Max 25 W NFC: SCB Max 1.6W DCB Max 1W per Antenna
AB	116 kHz – 134 kHz	148,70 dBµV/m
AC	125 kHz +/- 10 kHz	5,4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13,56 MHz	500 mW 65.81 dBV/m (PK)
AF	LF 125 kHz	
	UHF 433,05 MHz – 434,79 MHz 433,92 MHz 315 MHz 433,05 MHz – 434,79 MHz	0,1(ERP) mW / -10dBm (ERP) 0,15 mW (EIRP) 0,05(EIRP) mW / -13 dBm (EIRP) 80,8 dBµA/m @ 3m (Ave.)
	UWB 6520 MHz 6988,8 MHz 7040 MHz 7488,0 MHz 7560 MHz	1 mW (EIRP) / 0dBm (EIRP) Mean Power Spec. Dens: -41,3 dBm / MHz (EIRP)
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,79 MHz	25 mW
AJ	433,47 MHz – 434,37 MHz	-17 dBm
	868,00 MHz – 868,60 MHz	-17 dBm

AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	5855 MHz – 5925 MHz	2 W EIRP
AO	6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz) BLE: 2402-2480 MHz UWB: Ch5: 6489.6 MHz CH6: 6988.8 MHz Ch8: 7488.0 MHz Ch9: 7987.2 MHz	9.9 dBm EIRP -0.75 dBM EIRP
AP	24,05 GHz – 24,25 GHz	0,05 W
AQ	24,075 GHz – 24,250 GHz	15,1 dBm EIRP
AR	76,0 GHz – 77,0 GHz	25 dBm EIRP 0,35 W
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1599 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 3: 1712,4 MHz – 1782,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	23.5dBm +2.2 / -2.7dB
AU	LTE Band 1: 1920 MHz – 1980 MHz, LTE Band 3: 1710 MHz – 1785 MHz,	23 dBm ± 2dB

	LTE Band 7: 2500 MHz – 2570 MHz, LTE Band 8: 880 MHz – 915 MHz, LTE Band 20: 832 MHz – 862 MHz, LTE Band 28: 703 MHz – 718 MHz, LTE Band 32: 1452 MHz –1496 MHz	
AU	GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz –1610 MHz Offline	33 dBm ± 2dB 30 dBm ± 2dB -- --
AU (China)	889-915MHz 1710-1750MHz / 1880-1900MHz 2010-2025MHz/1940-1965MHz 909-915MHz/1880-1915MHz 2300-2370MHz 2575-2635MHz/1920-1965MHz 1710-1780MHz 909-915MHz 824-835MHz	33/30dBm ± 2dB 24dBm +1.7 / -3.7dB 23dBm ± 2.7dB
AV	Bluetooth: 2402 MHz – 2480 MHz	13 dBm
	WLAN 2.4 GHz: 2412 MHz – 2480 MHz	20 dBm
	WLAN 5 GHz: 5725 MHz – 5850 MHz	14dBm
AV2	V2X: 5,9GHz BLE: 2401MHz to 2480 MHz WIFI: 5725 MHz to 2480 MHz WIFI: 5150 MHz to 5250 MHz WIFI: 2402 MHz to 2480 MHz BT: 2401 MHz to 2480 MHz NAD 5G NAD 4G NAD 3G NAD 2G	27,97 dBm 6,75 dBm 11,30 dBm 15,82 dBm 18,96 dBm 9,99 dBm 26 dBm 25 dBm 26 dBm 35 dBm
AW	Bluetooth: 2402 MHz – 2480 MHz	6,9 dBm
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	18,52 dBm

AX	Bluetooth: 2402 MHz – 2480 MHz	2,30 dBm EIRP
	GNSS: 1559 MHz – 1610 MHz	--
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz	8,94 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz	4,63 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,70 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz	4,9 dBm EIRP
	WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	13,8 dBm EIRP
BB	Bluetooth: 2402 MHz – 2480 MHz	0,9 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP
	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz	10 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP

	LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP
BD	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
BD	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
BD	GSM: 850 MHz, E-GSM: 900 MHz	33 dBm
	DCS: 1800 MHz, PCS: 1900 MHz	30 dBm
	BLE: 2400 MHz – 2483,5 MHz	3,5 dBm
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	30 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz	20 dBm
	GSM/GPRS: 880,2 MHz –914,8 MHz	33 dBm
	GSM/GPRS: 1710,2 MHz –1784,8 MHz	30 dBm
	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz	4 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	19 dBm EIRP
BH	21,13 kHz – 22,75 kHz	42 dBµA/m
BI	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	2 W

	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	0,25 W
	Bluetooth: 2402 MHz – 2480 MHz	0,001 W
	WLAN: 2412 MHz – 2462 MHz	0,1 W
BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP
	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm EIRP
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	34,64 dBm EIRP
	UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	27,84 dBm EIRP
BK	13,56 MHz	500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
	WLAN: 5745 MHz – 5825 MHz	12,7 dBm EIRP

	GSM 900: 880 MHz – 960 MHz	33 dBm rated
	GSM 1800: 1710 MHz – 1880 MHz	30 dBm rated
	LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40	23 dBm rated
	WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	24 dBm rated
BN	60 - 63,2 GHz	6 dBm (3.98 mW)
BO	6,0 GHz – 8,0 GHz)	-30 dBm
	2402 - 2483.5 MHz	-30 dBm
BP	24.2 GHz	20 dBm EIRP (Peak)
BQ	6.000 - 8.500 MHz	-57,73dBm
	433,47 - 434,37 MHz	5248 - 7328 µV/m
XX	No transmission, only reception.	

Approval numbers

Certificates, labels, logos and other certification information can be found at:

www.volkswagen.com/generalinfo

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 country-specific equipment. The specifications in the official vehicle registration or, depending on the vehicle equipment, on the identification label of the vehicle or safety certificate always take precedence.

The drive and power of the vehicle are listed in the official vehicle registration.

Weight

The values for the curb weight in the following tables apply to the drive-ready vehicle with a driver weight of 75 kg (around 165 lbs), fluids and, if applicable, with tools and spare tires. 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 inside and outside the vehicle.

— Attachments.

— Trailer tongue weight if in trailer mode.

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are on the safety certificate or on the nameplate on the B-pillar on the driver's side *(→ Safety certificate)* *(→ Identification label)*.

Performance

These values apply only in ideal road and weather conditions.

The performance was determined without equipment that limits performance, such as attachments.

Information about Battery Energy Content and System Performance

The specified net battery energy content is a value typical for the battery, independently of the vehicle. It is determined by a constant load profile under defined boundary conditions, and takes into account the full range of the battery energy content usable in the vehicle until the vehicle is stopped. The actual discharge energy may deviate from this, as it depends on the specific driving mode and the battery temperature. The homologated range specification according to the WLTP legislation complies with the usable discharge energy for a new vehicle.

The maximum power is available at as high a battery charge level as possible, and at an optimum operating temperature range of the high-voltage battery. The power available in a particular driving situation depends on a number of variables such as outside temperature and temperature, charge level and condition or physical aging of the high-voltage battery. For 4MOTION models, i.e. with all-wheel drive, the maximum power is determined according to UN-GTR.21.

Towing weight and trailer tongue weight ratings

The towing weight and tailer tongue weight ratings on the trailer hitch identification label are simply the test values for the trailer hitch. The vehicle-based specifications, which are often below these values, can be found in your vehicle documents. The specifications in the official vehicle registration or on the identification label of the vehicle *(→ Identification label)* or safety certificate *(→ Safety certificate)* always take precedence.

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 (approx. 300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

Structure of the vehicle identification number (VIN)

The vehicle identification number (VIN, VIN) consists of 17 characters. These characters can be sorted into seven groups.

The structure is explained using the following examples of vehicle identification numbers.

Group	①			②			③		④	⑤	⑥	⑦					
Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	V	E	4	0	0	9	5	3
	W	V	W	A	F	2	5	7	4	T	Y	0	0	0	0	0	1

① World Manufacturer Identifier:

WVW

Volkswagen Passenger Vehicles

WVG

Volkswagen Passenger Vehicles

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

MFB

Garuda Matraman Motor (Indonesia)

② Filler characters: the filler characters may vary depending on manufacturer and country, or contain information on the body design and transmission type.

③ 2-digit type abbreviation:

14

ID.7

2G

T-Roc

D4

Tiguan

6R

Polo

AC

T-Roc convertible

BV

Golf

CB

Passat

CA

Atlas

RC

Touareg

Depending on the manufacturer, digits 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check digits: The filler characters or check digits may vary depending on the manufacturer.

(5) Model year:

T

2026

V

2027

W

2028

X

2029

Y

2030

6 Production location, plant where the vehicle was manufactured:

C

Volkswagen plant in Chattanooga

D

Volkswagen plant in Bratislava

E

Volkswagen plant in Emden

M

Volkswagen plant in Puebla

P

Volkswagen plant in Zwickau

T

Volkswagen plant in Pune

U

Volkswagen plant in Uitenhage

V

Volkswagen plant in Palmela

W

Volkswagen plant in Wolfsburg

Y

Volkswagen plant in Pamplona

The letter assignment for the production site may vary depending on the country or be assigned twice.

(7) Sequential production number for each model year.

Position of the vehicle identification number

Windshield

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.



Fig. 1 In the windshield: vehicle identification number (VIN)

Stamped into the body

The vehicle identification number may be stamped in one of the following locations, depending on the engine, equipment and country:

— In the right water drain channel in the hood space.

— On the right suspension strut tower in the hood space.

— In the hood space near the hinge for the hood on the right-hand side of the vehicle.

— In the hood space in the center of the plenum chamber between the hood space and the windshield.

— Under the carpet in front of the right front seat.

— Under the carpet behind the right front seat

Stickers on the vehicle

The vehicle identification number may be present on one of the following labels, depending on the engine, equipment and country:

— Identification label

— Safety certificate

Infotainment system

To display the vehicle identification number in the Infotainment system, take the following steps:

1. Tap the Vehicle symbol in the Infotainment system.
2. Tap Status in the vehicle menu.
3. To display the vehicle identification number, tap Service *(→ Vehicle settings menu)*.

Identification label

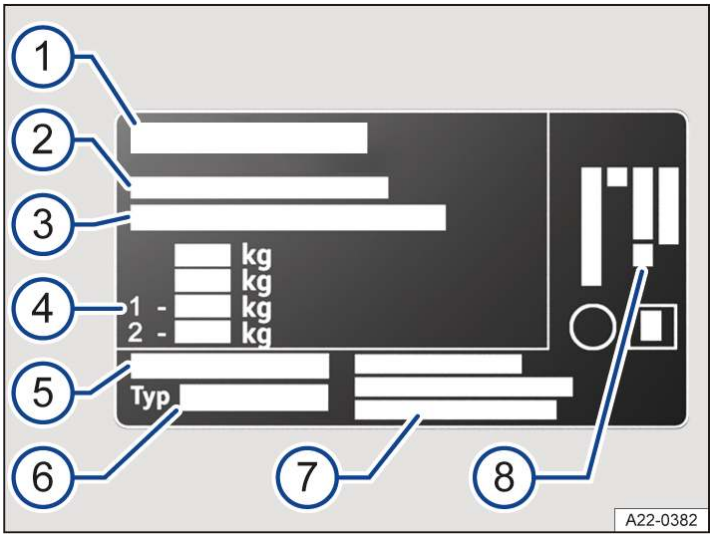


Fig. 1 Identification label: version 1 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.

   Gross combination weight rating (towing vehicle and trailer).

   Front Gross Axle Weight Rating.

   Rear Gross Axle Weight Rating.
5. Type approval number, differs according to country.
6. Vehicle model
7. Manufacturer's address.
8. Engine code.

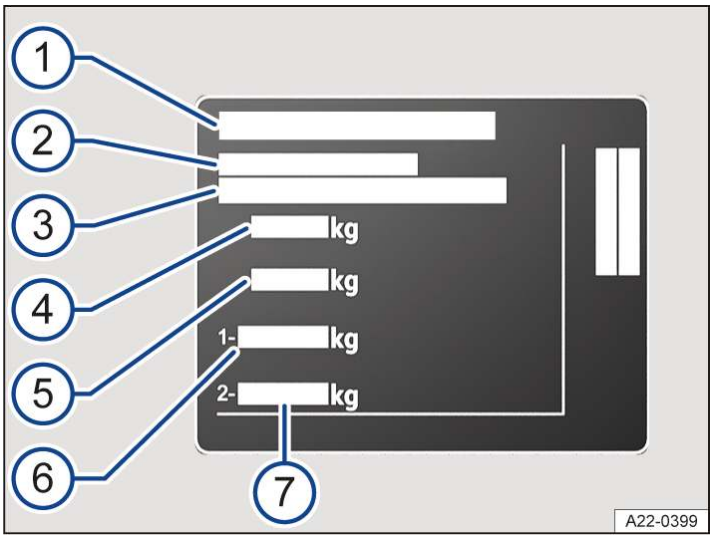


Fig. 2 Identification label: version 2 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.
5. Gross combination weight rating (towing vehicle and trailer).
6. Front Gross Axle Weight Rating.
7. Rear Gross Axle Weight Rating.

Depending on the country, the identification label is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for some countries do not have an identification label.

Safety certificate

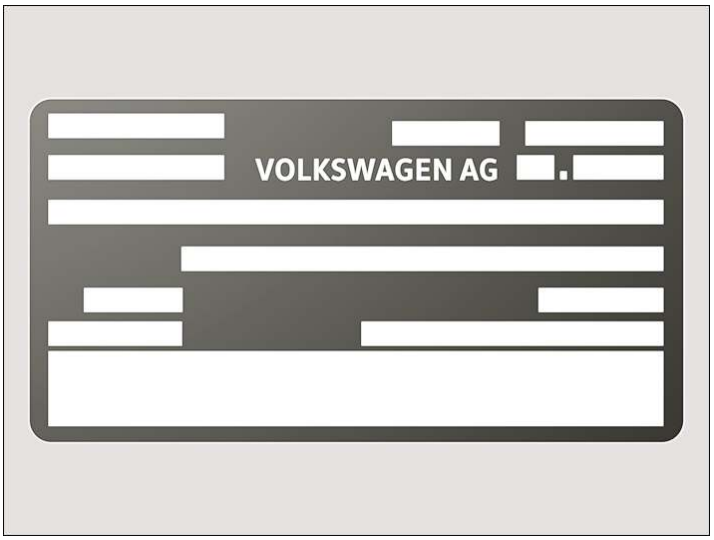


Fig. 1 Safety certificate (general example).

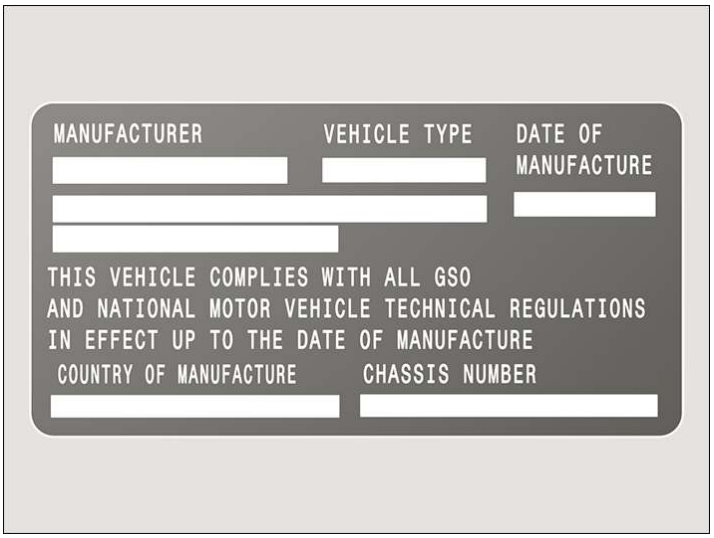


Fig. 2 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

— Vehicle model

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle Identification number.

Dimensions

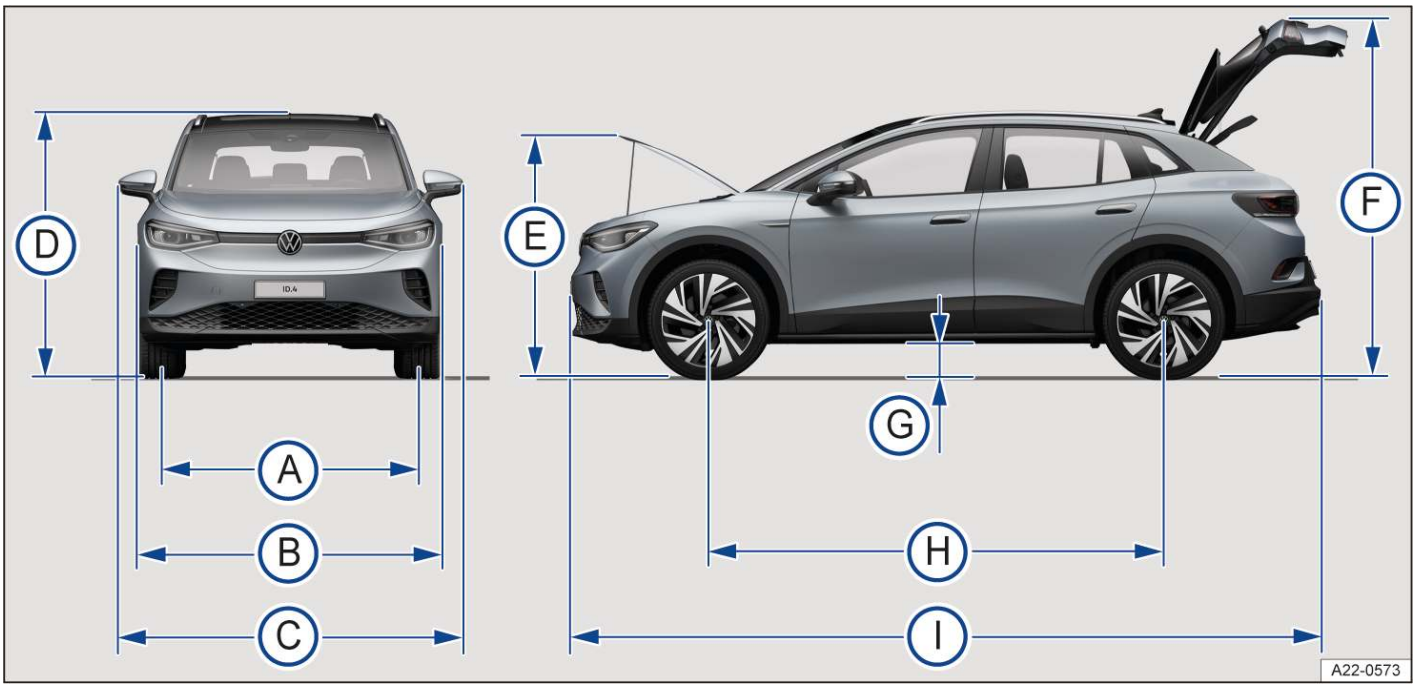


Fig. 1 Vehicle dimensions.

The information in the table applies for the standard model with standard equipment.

In the case of other rim and wheel sizes, additional equipment, different model versions and the retrofitting of accessories as well as in the case of special vehicles, these values may differ.

Information about how the weight specifications are compiled can be found in section *(→ Technical data)*.

ID.4

Key for *fig. 1*:			
A	Front track	mm	1588
	Rear track	mm	1563
B	Width	mm	1852
C	Width with outside mirrors folded out	mm	2108
	Width with outside mirrors folded in	mm	1955
D	Height at curb weight to top of the roof	mm	1612
	Height with navigation antenna	mm	1634
	Height to roof rail	mm	1616
E	Height with open hood and curb weight	mm	1732
F	Height with open trunk lid and curb weight	mm	2179
G	Ground clearance between the axles	mm	171
H	Wheelbase at full load	mm	2771
	Minimum turning circle diameter, left-hand drive vehicle	m	10.3
	Minimum turning circle diameter, right-hand drive vehicle	m	11.6
I	Length from bumper to bumper	mm	4584

I	Length with factory-installed trailer hitch	mm	4692

ID.4 GTX

Key for *fig. 1*:			
A	Front track	mm	1590
	Rear track	mm	1563
B	Width	mm	1852
C	Width with outside mirrors folded out	mm	2108
	Width with outside mirrors folded in	mm	1955
D	Height at curb weight to top of the roof	mm	1598
	Height with navigation antenna	mm	1619
	Height to roof rail	mm	1601
E	Height with open hood and curb weight	mm	1717
F	Height with open trunk lid and curb weight	mm	2164
G	Ground clearance between the axles	mm	156
H	Wheelbase at full load	mm	2773
	Minimum turning circle diameter, left-hand drive vehicle	m	11.6
	Minimum turning circle diameter, right-hand drive vehicle	m	12.0
I	Length from bumper to bumper	mm	4584

I	Length with factory-installed trailer hitch	mm	4692

Washer fluid reservoir volume

The washer fluid reservoir has the following volume:

— approximately 3 l

140 kW, 58 (61) kWh, LFP, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	140
Engine code		EEJE
Maximum torque	Nm	350
Maximum speed	km/h	160

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2065[1)]
Gross Vehicle Weight Rating	kg	2590
Front Gross Axle Weight Rating	kg	1140
Rear Gross Axle Weight Rating	kg	1500

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1000
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	3590
Maximum gross combination weight rating, up to 8 % gradient	kg	3790
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

210 kW, 77 (82) kWh, NMC, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	210
Engine code		EEWA
Maximum torque	Nm	545
Maximum speed	km/h	180

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2134[1)]
Gross Vehicle Weight Rating	kg	2690
Front Gross Axle Weight Rating	kg	1190
Rear Gross Axle Weight Rating	kg	1550

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1000
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	3690
Maximum gross combination weight rating, up to 8 % gradient	kg	3890
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

210 kW, 79 (84) kWh, NMC, rear-wheel drive, electric motor

Engine overview

Power, maximum	kW	210
Engine code		EEWA
Maximum torque	Nm	545
Maximum speed	km/h	180

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2136[1)]
Gross Vehicle Weight Rating	kg	2690
Front Gross Axle Weight Rating	kg	1190
Rear Gross Axle Weight Rating	kg	1550

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1000
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	3690
Maximum gross combination weight rating, up to 8 % gradient	kg	3890
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

220 kW, 77 (82) kWh, NMC, all-wheel drive, electric motor

Engine overview

Power, maximum	kW	220
Engine code		EFRA
Maximum torque (front engine)	Nm	134
Maximum torque (rear engine)	Nm	350
Maximum speed	km/h	180

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2219[1)]
Gross Vehicle Weight Rating	kg	2760
Front Gross Axle Weight Rating	kg	1270
Rear Gross Axle Weight Rating	kg	1540

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1800
Braked towing weight, up to 8 % gradient	kg	1800
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	4560
Maximum gross combination weight rating, up to 8 % gradient	kg	4560
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

220 kW, 79 (84) kWh, NMC, all-wheel drive, electric motor

Engine overview

Power, maximum	kW	220
Engine code		EFRA
Maximum torque (front engine)	Nm	134
Maximum torque (rear engine)	Nm	350
Maximum speed	km/h	180

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2221[1)]
Gross Vehicle Weight Rating	kg	2760
Front Gross Axle Weight Rating	kg	1270
Rear Gross Axle Weight Rating	kg	1540

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1800
Braked towing weight, up to 8 % gradient	kg	1800
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	4560
Maximum gross combination weight rating, up to 8 % gradient	kg	4560
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

250 kW, 77 (82) kWh, NMC, all-wheel drive, electric motor

Engine overview

Power, maximum	kW	250
Engine code		EFRA
Maximum torque (front engine)	Nm	134
Maximum torque (rear engine)	Nm	560
Maximum speed	km/h	180

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	2233[1)]
Gross Vehicle Weight Rating	kg	2770
Front Gross Axle Weight Rating	kg	1270
Rear Gross Axle Weight Rating	kg	1550

1) You can find the exact curb weight on the vehicle's identification label or safety compliance label.

Towing weights

Braked towing weight, up to 12% gradient	kg	1800
Braked towing weight, up to 8 % gradient	kg	1800
Unbraked towing weight	kg	750
Maximum gross combination weight rating, up to 12% gradient	kg	4570
Maximum gross combination weight rating, up to 8 % gradient	kg	4570
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*