Owner's Manual

Passat

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Vehicle-specific information can be entered below:

Vehicle Identification Number (VIN)															

Vehicle information	
Engine output (kW)	
Engine code	
Transmission code	
Paint number	

Recommended engine oil	

PR number	Vehicle service type

Notes

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

WARNING

Operating, servicing and maintaining a passenger vehicle or off-highway motor vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well-ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to www.P65Warnings.ca.gov/passenger-vehicle.

BTT-1671

Fig. 1

Volkswagen AG works constantly to improve all of its products. Due to ongoing vehicle development, changes in design, equipment, and technology are possible at any time. The information regarding equipment, appearance, performance, dimensions, weights, fuel consumption, standards, and functions of the vehicle is the information that was available at the time of the editorial deadline for this manual. Some of the equipment and functions may not be available until later or may be available only in certain countries. Contact your local authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information.

The vehicle shown may be equipped with optional equipment for an additional price and is only offered in certain markets. An authorized Volkswagen dealer can inform you about differences in your particular country. Subject to change. No legal obligations or commitments may be derived from the information, illustrations, and descriptions in this manual.

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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

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

About this Owner's Manual

This Owner's Manual is valid for all models and versions of your Volkswagen 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. 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.

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.

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.

Owner's Manual materials:

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

- Printed Owner's Manual.

  Technical modifications to the vehicle or safety-critical matters that may have occurred after the print date will be included in a supplement to the 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

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 "power sunroof" is used as a synonym for all variants of the tilting and sliding panoramic sunroof depending on the vehicle equipment.

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. A decision regarding whether the vehicle can continue to be driven following inspection or whether it needs to be towed will 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.
STOP	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.
®	This symbol 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

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

⚠ WARNING

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

⚠ CAUTION

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

ⓘ NOTICE

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

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

ℹ Texts with this symbol contain supplementary information.

Vehicle overviews

Front view

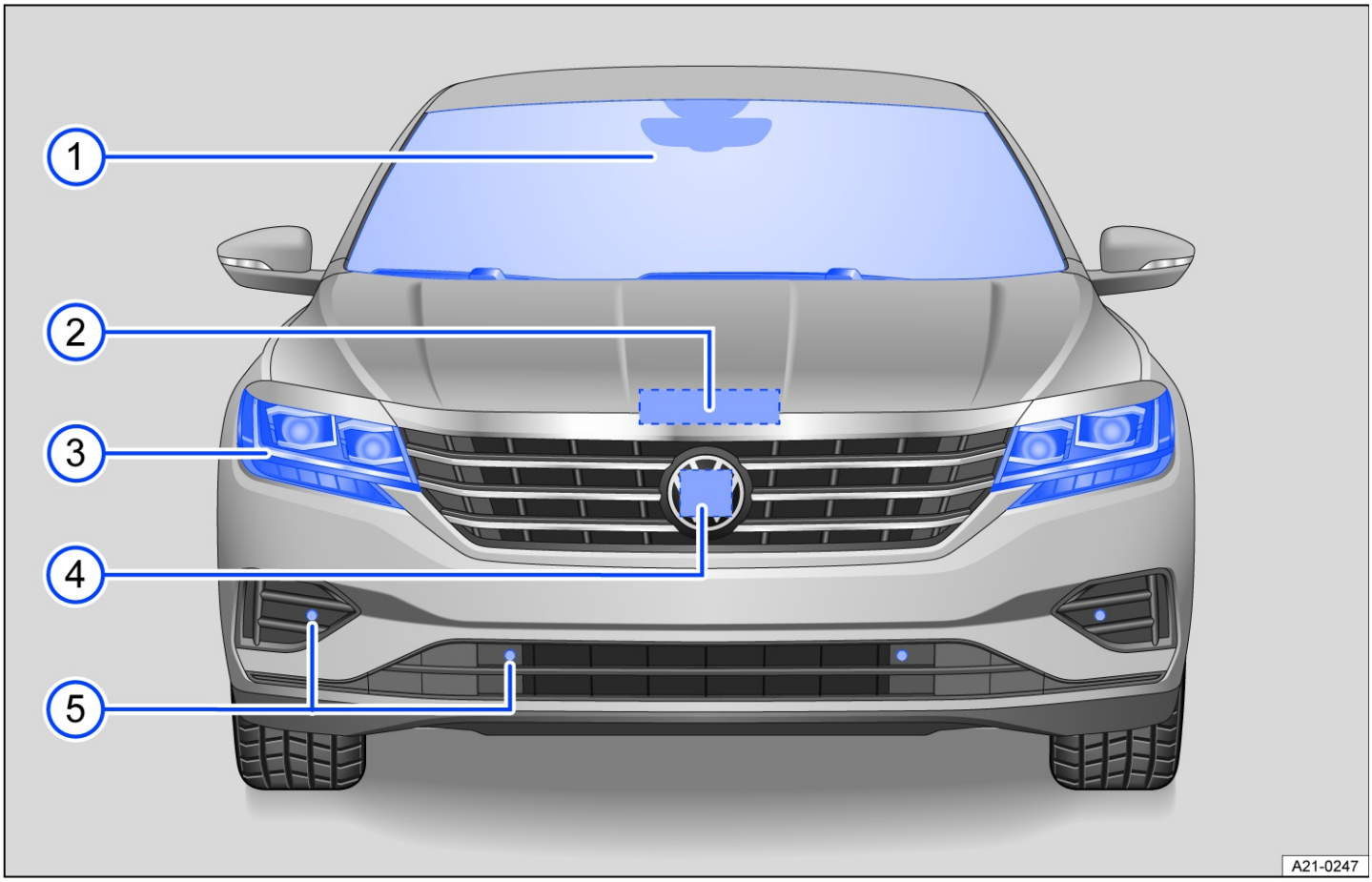

Fig. 2 Vehicle front overview.

(1) Windshield:

- With VIN ⇒ *Technical data*
- With windshield wipers ⇒ *Operating the windshield wiper lever*
- With rain/light sensor in the interior rearview mirror area ⇒ *Rain/light sensor*, ⇒ *Exterior care and cleaning*

(2) Opening lever for the hood ⇒ *Opening and closing the hood*

(3) Headlights ⇒ *Exterior lighting*

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

(5) Sensors for assistance systems ⇒ *Exterior care and cleaning*

Side view

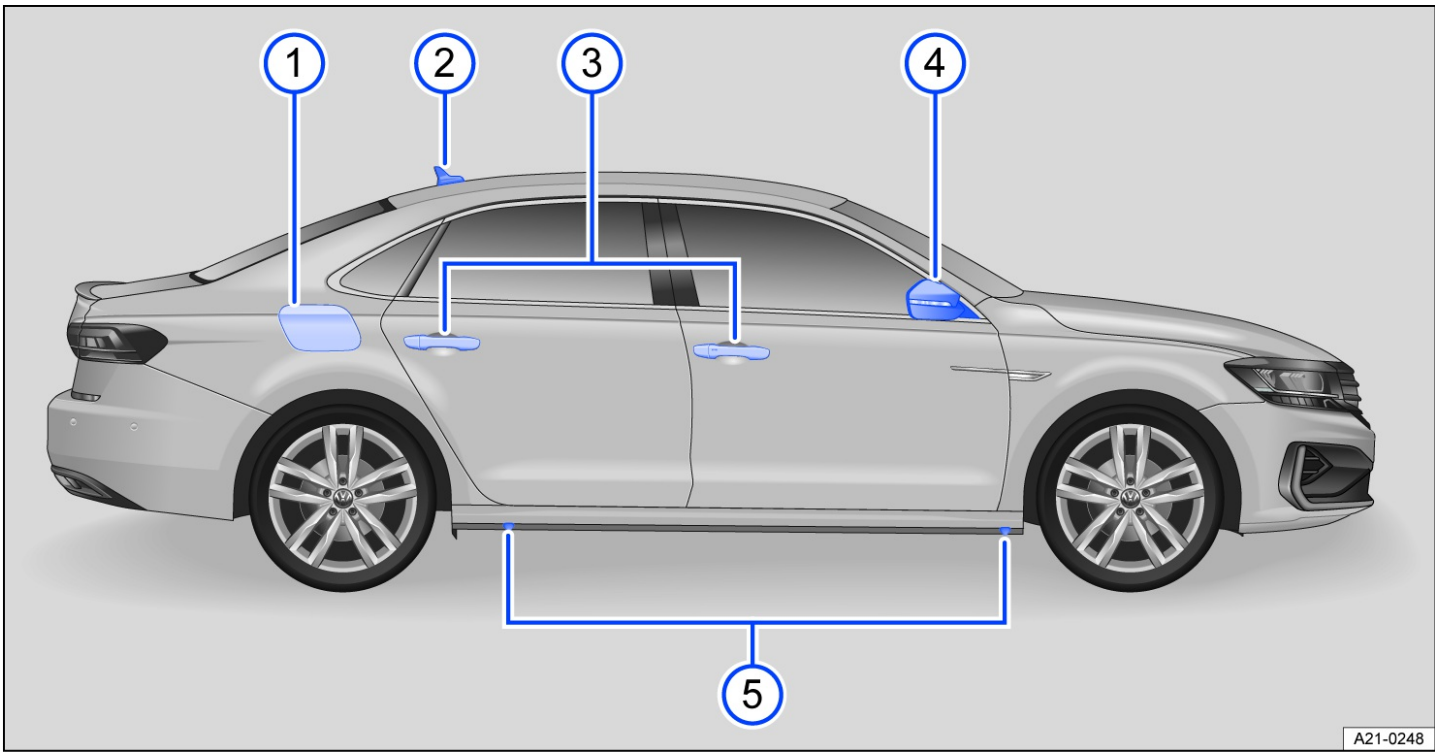

Fig. 3 Overview of right side of the vehicle.

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

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

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

(4) Outside mirrors ⇒ *Outside mirrors*

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

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

Rear view

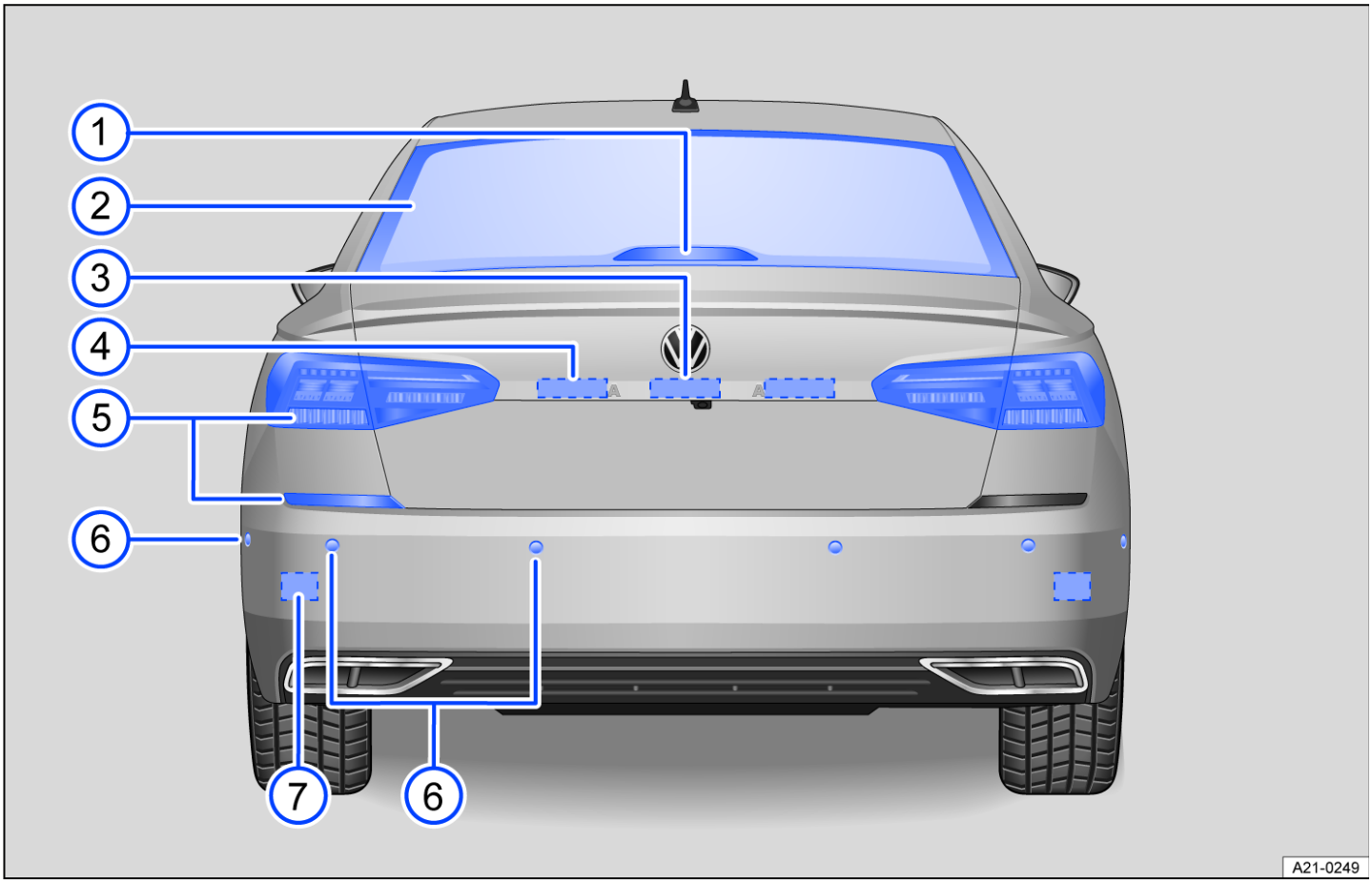

Fig. 4 Vehicle rear overview.

(1) High-mounted brake light

(2) Rear window with rear window defroster ⇒ *Heating, ventilation, and air conditioning*

(3) Area:

- Button to open the trunk lid ⇒ *Trunk lid*
- Camera for parking systems ⇒ *Rear View Camera*, ⇒ *Exterior care and cleaning*

(4) Number plate light ⇒ *Exterior lighting*

(5) Taillights ⇒ *Exterior lighting*

(6) Sensors for assistance systems ⇒ *Exterior care and cleaning*

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

Driver door

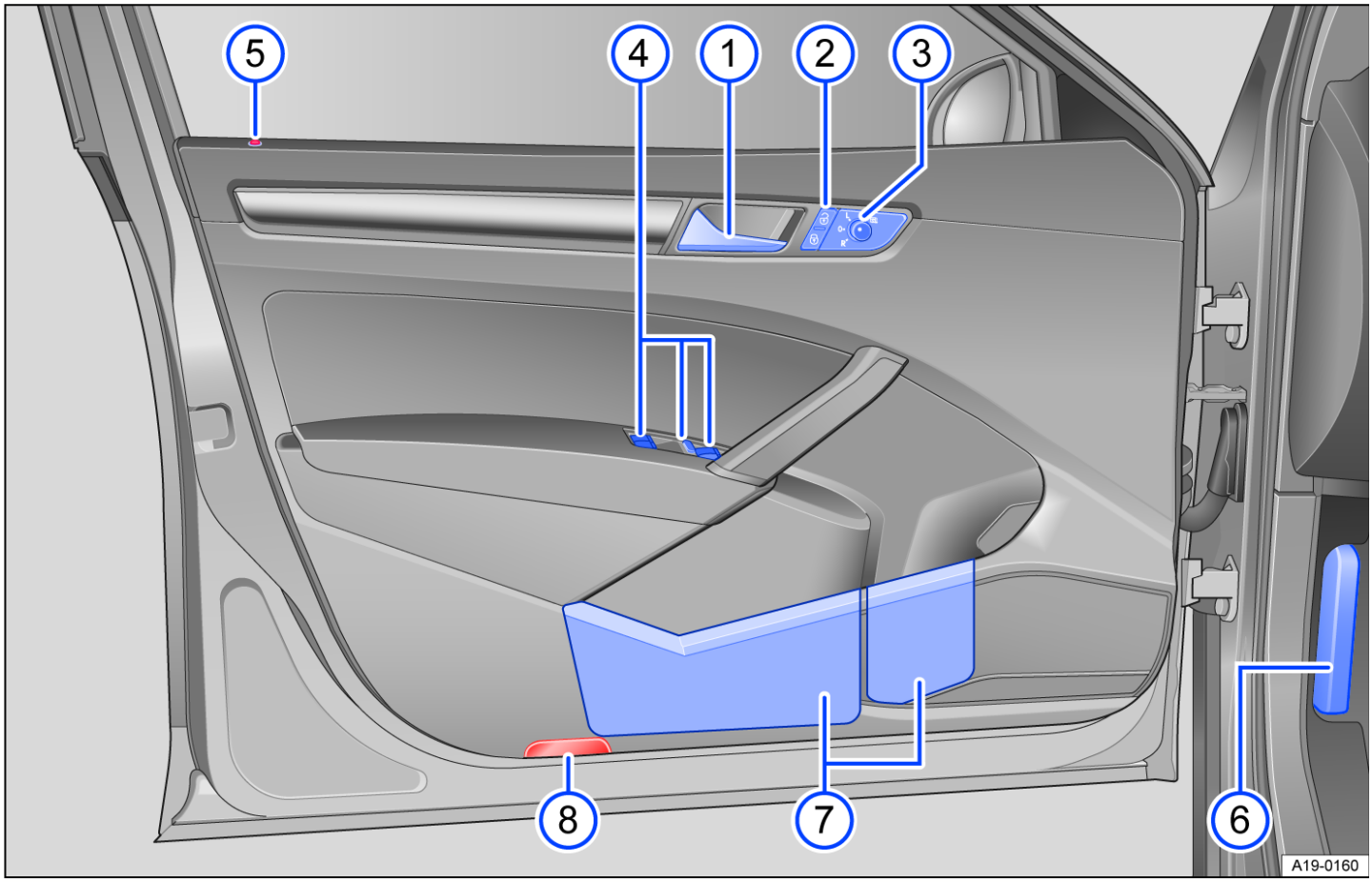

Fig. 5 Driver door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image).

(1) Door handle

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

(3) Knob for outside mirror position and functions ⇒ *Outside mirrors*

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

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

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

(7) Storage compartment with cup holder

(8) Door lights or reflectors

Driver side

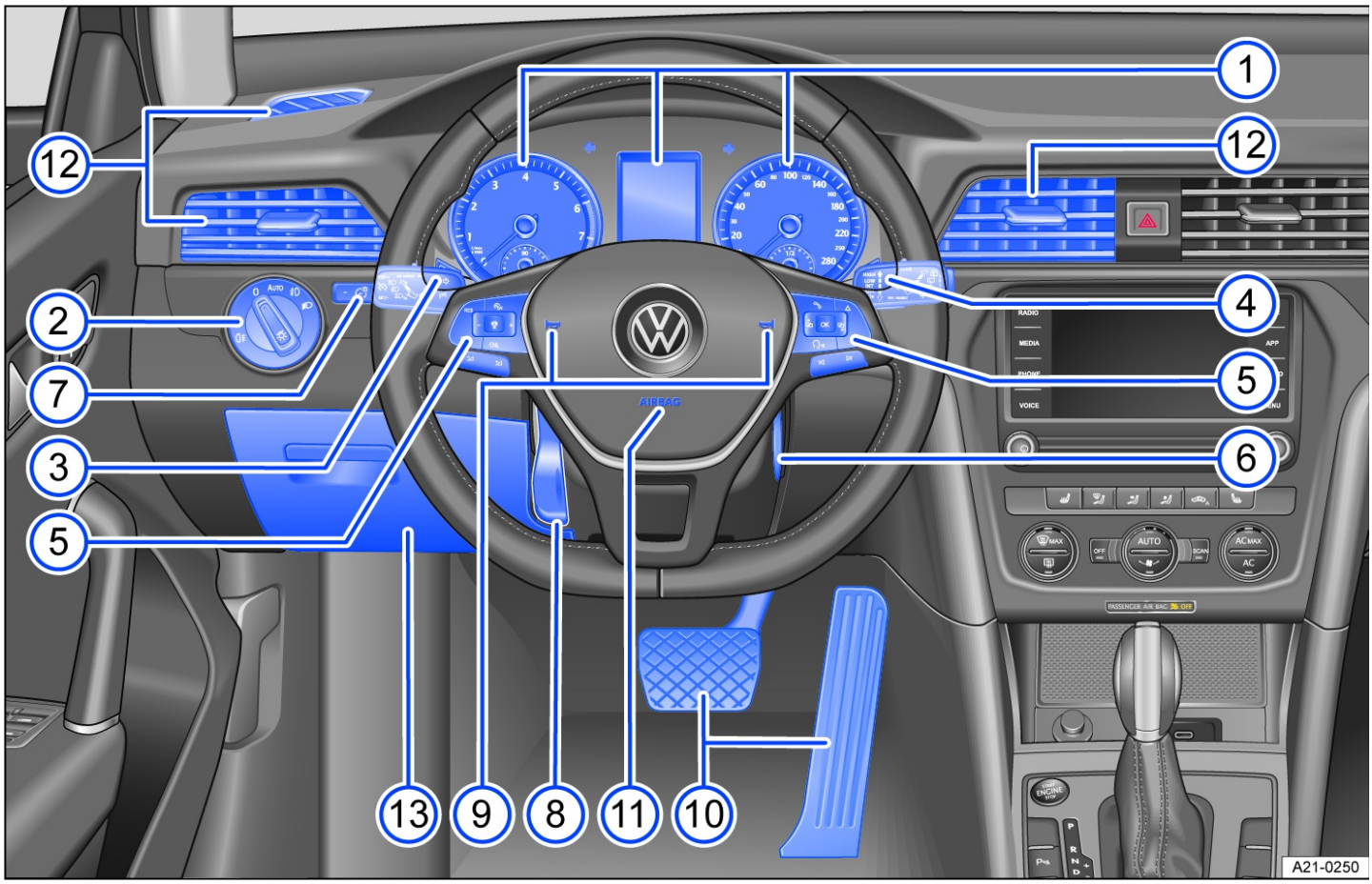

Fig. 6 Driver's side overview.

(1) Instrument cluster ⇒ *Overview of the analog instrument cluster*

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

(2) Light switch ⇒ *Headlights*

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

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

(5) Multi-function steering wheel controls:

- For driver assistance systems ⇒ *Driver assistance systems*
- For menu selection ⇒ *Operating the analog instrument cluster*
- For audio, navigation ⇒ *Infotainment system*, ⇒ *Navigation*
- For opening the phone menu or accepting phone calls
- For adjusting the volume
- For voice operation activation (may not function depending on the equipment) ⇒ *Voice control*

(6) Ignition switch ⇒ *Ignition switch*

(7) Control for instrument and switch lighting ⇒ *Instrument and switch illumination*

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

(9) Horn

(10) Pedals ⇒ *Pedals*

(11) Installation location of driver's front airbag ⇒ *Airbag system*

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

(13) Storage compartment

Center console

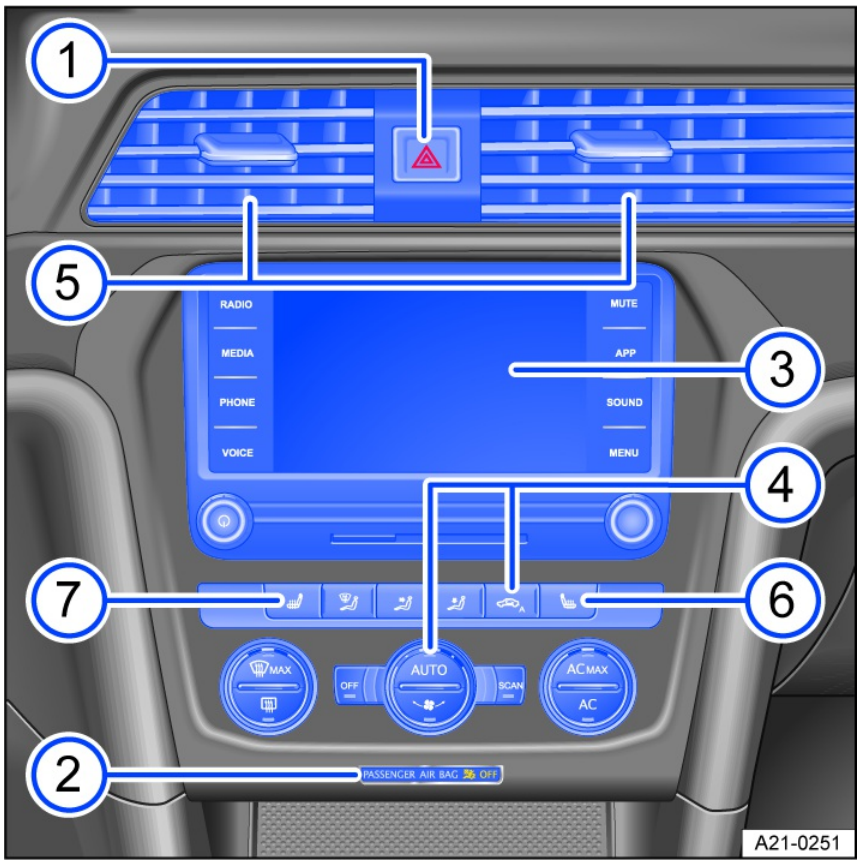

Fig. 7 Overview of the upper section of the center console.

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

(2) Indicator light for front passenger's airbag deactivation OFF ⇒ *Airbag system*

(3) Infotainment system ⇒ *First steps*

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

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

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

(7) Button for left-hand seat heating ⇒ *Heating, ventilation, and air conditioning*

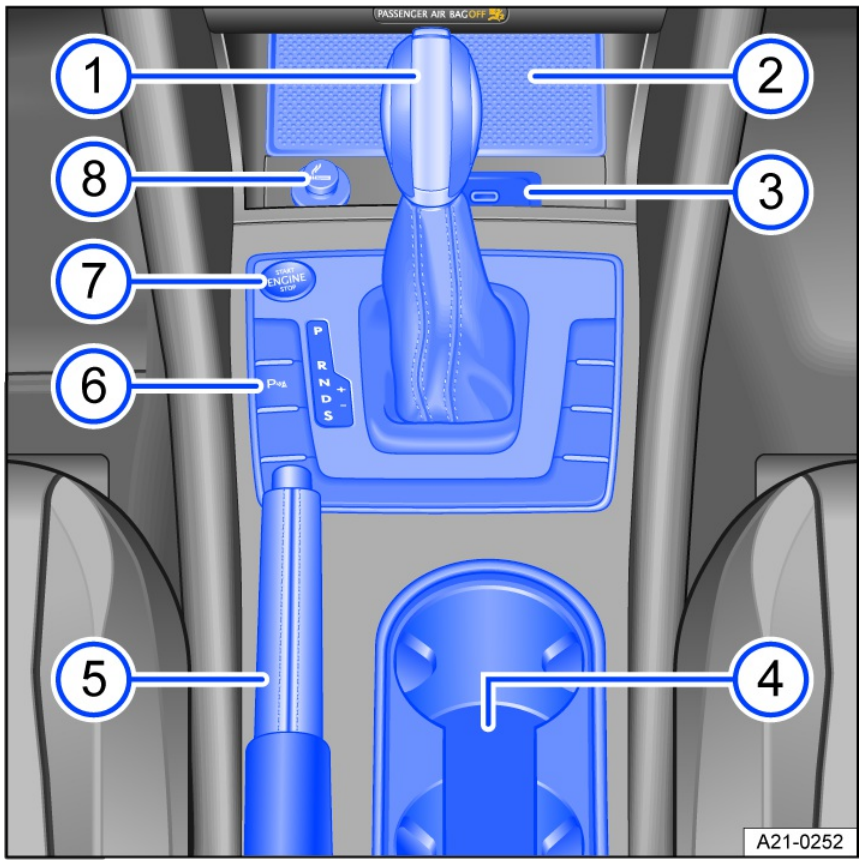

Fig. 8 Overview of the lower section of the center console.

(1) Lever for automatic transmission ⇒ *Automatic transmission*

(2) Storage compartment

(3) USB socket ⇒ *Wired and wireless connections*

(4) Cup holders

(5) Handbrake lever ⇒ *Parking brake*

(6) Button for switching the Park Distance Control on or off ⇒ *Switching Park Distance Control (PDC) on and off*

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

(8) 12 V socket or cigarette lighter ⇒ *Sockets*

Passenger's side

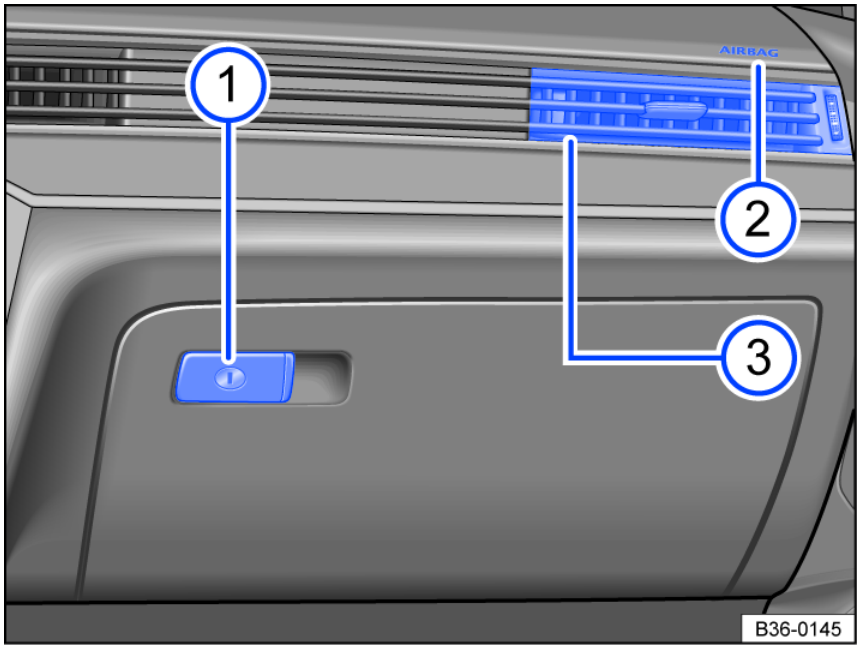

Fig. 9 Passenger's side: instrument panel overview

(1) Glove compartment:

- With handle
- With button for Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*
- With a pen and card holder
- With Manual

(2) Installation location of the front passenger's airbag in the instrument panel ⇒ *Airbag system*

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

Controls in the headliner

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

Driver information

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 ignition on and must turn off after some time.

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

⚠ WARNING

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

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

	Fasten safety belt ⇒ *Warning light*
PARK	Parking brake set ⇒ *Operating the parking brake*
BRAKE	Brake system malfunction ⇒ *Brake system malfunction*
	STOP Do not continue driving! Brake fluid level too low ⇒ *Brake fluid level*
BRAKE WEAR	Check brake system ⇒ *Brake pad wear indicator*
	Take over steering and be ready to brake. ⇒ 📖 *Introduction*
	Engine oil level too low ⇒ *Engine oil level very low*
	STOP Do not continue to drive! Engine oil pressure too low ⇒ *Engine oil pressure too low*
	STOP Do not continue to drive! Engine coolant system malfunction ⇒ *Engine coolant*, ⇒ *Checking and filling engine coolant*
	Rear Traffic Alert has detected an obstacle to the rear ⇒ *Rear Traffic Alert*
	Vehicle door open ⇒ *Multi-Function Display*
	Hood open ⇒ *Multi-Function Display*
	Trunk lid open ⇒ *Multi-Function Display*
	STOP Do not continue to drive! 12 V vehicle battery ⇒ *12 V vehicle battery*
	Collision warning ⇒ *Warning levels and braking support*
	Adaptive cruise control (ACC) malfunction ⇒ *ACC not available or temporarily not available*
	STOP Do not continue to drive! Transmission overheating ⇒ *Transmission overheating*
	Airbag system or safety belt pretensioner malfunction ⇒ *Airbag system or safety belt pretensioners malfunction*

	Airbag system or safety belt pretensioner deactivated with diagnostic equipment ⇒ *Airbag system or safety belt pretensioners deactivated with diagnostic equipment*
OFF	Front passenger's airbag disabled ⇒ *Front passenger's front airbag disabled*
SOS	Emergency Call System malfunctioning ⇒ *Emergency Call Service malfunction*
	Emergency Call System limited ⇒ *Emergency Call Service limited*
	Flashes: Electronic Stability Control (ESC) or Anti-slip regulation (ASR) in operation ⇒ *Electronic Stability Control (ESC)*, ⇒ *Anti-Slip Regulation (ASR)*
	Comes on: Electronic Stability Control (ESC) malfunction ⇒ *ESC malfunction*
ABS	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
ABS	Anti-Lock Braking System (ABS) malfunction ⇒ *ABS failure or malfunction*
	Engine oil level too low ⇒ *Engine oil level too low*
	Engine oil level too high ⇒ *Engine oil level too high*
	Engine oil system malfunction ⇒ *Engine oil system malfunction*
	Engine oil system malfunction ⇒ *Engine oil system malfunction*
	Tank almost empty ⇒ *Fuel tank almost empty*
	Tank cap not closed ⇒ *Fuel tank cap open*
	Driving light failure ⇒ *Exterior lighting malfunction*
	Washer fluid level too low ⇒ *Washer fluid level too low*
	Steering malfunction ⇒ *Steering malfunction*
	STOP Do not continue to drive! Tire pressure low ⇒ *Tire pressure low*
	STOP Do not continue to drive! Tire Pressure Monitoring System faulty ⇒ *Tire Pressure Monitoring System malfunction*
	Front Assist is switched off ⇒ *Using Front Assist*
	Adaptive cruise control (ACC) not available ⇒ *ACC not available or temporarily not available*
	Lane Assist in control ⇒ *Driving with Lane Assist*
	Blind Spot Monitor active ⇒ *"Blind Spot" Monitor malfunction*
	Rear Traffic Alert brakes ⇒ *Rear Traffic Alert*

EPC	Engine control malfunction ⇒ *Engine control malfunction*
	Exhaust system malfunction ⇒ *Exhaust-related malfunction*
	Particulate filter clogged with soot ⇒ *Particulate filter clogged with soot*
	Engine RPM limited ⇒ *Engine speed limited*
	12 Volt vehicle battery ⇒ *12 V vehicle battery*
	Press the brake pedal. ⇒ *The engine is not starting*
	Turn signals ⇒ *Turn signal indicator light*
DRL	Daytime running lights switched on ⇒
	Speed stored, regulation active ⇒ 🕮 *Introduction*, ⇒ *Switching ACC on and off*
CRUISE	Speed stored, regulation active ⇒ 🕮 *Introduction*, ⇒ *Switching ACC on and off*
	Lane Assist active ⇒ *Driving with Lane Assist*
	High beam or headlight flasher ⇒ *Switching the high beam headlights on and off*
	Outside temperature is below +39 °F (+4 °C) ⇒ *Multi-Function Display*
	Service due ⇒ *The indicator light flashes, alternating with the selector lever position display*
	Service due ⇒ *Service interval display*
	Distance warning ⇒ *Warning levels and braking support*
	Cruise control switched on ⇒ 🕮 *Introduction*
	Cruise control system malfunction ⇒ *Cruise control system is malfunctioning*
	Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected ⇒ *Switching ACC on and off*
	Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected ⇒ *Switching ACC on and off*
	Mobile phone battery charge level ⇒ *Multi-Function Display*
	Note about information in the owner's manual ⇒ *Note about information in the Owner's Manual*

Warning and information texts

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

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

🕮 Note about information in the Owner's Manual

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

Informational text

Information about various processes in the vehicle.

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

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

Introduction to the instrument cluster

The vehicle is equipped with an analog instrument cluster. The instrument cluster shows essential information, such as speed.

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

- Various menus, such as for the assistance systems.
- Status displays for the driver assistance systems.
- Display messages.
- Warning and indicator lights.
- Information about economy and range.

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

WARNING

If the driver is distracted while driving, accidents and serious injuries can occur.

- Never operate the instrument cluster while driving.
- Only adjust any settings in the instrument cluster or Infotainment system when the vehicle is stationary.

After starting the engine when the 12 V vehicle battery is severely drained or when it has been replaced or jump-started, the system settings, e.g. personal convenience settings and programming, and user profiles may be changed or erased. Check and correct the settings after the 12 V vehicle battery is sufficiently recharged.

Analog instrument cluster

Overview of the analog instrument cluster

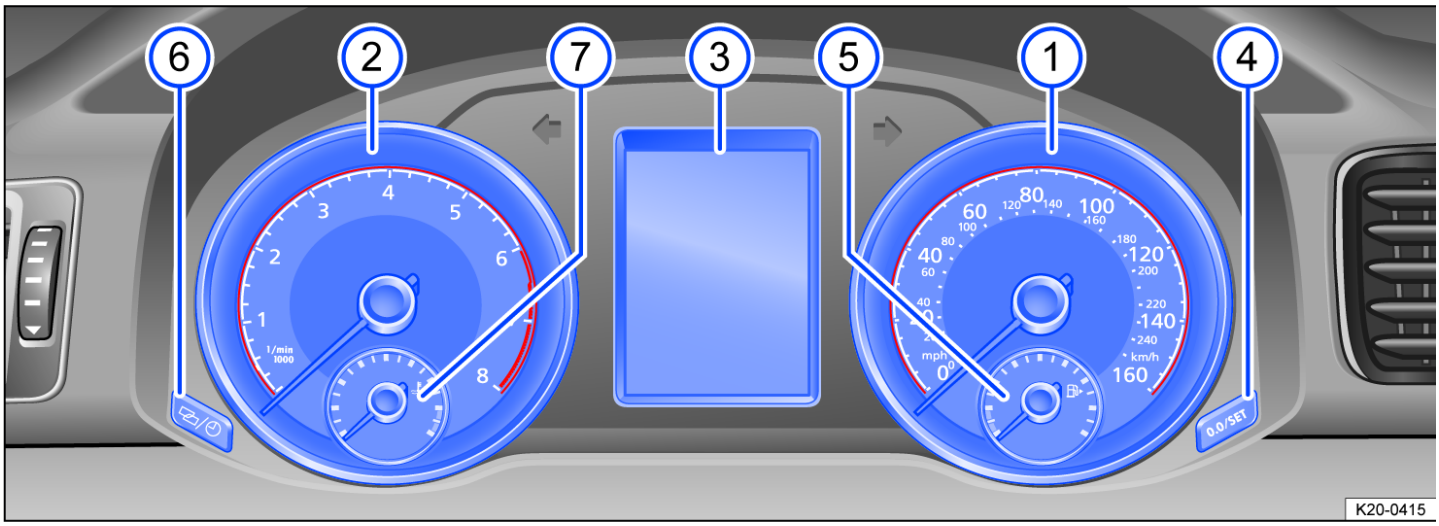

Fig. 10 General example: Analog instrument cluster in the instrument panel.

(1) Speedometer.

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

(3) Displays.

(4) Reset, set, and display button.

(5) Fuel gauge ⇒ *Fuel gauge*.

(6) Reset, set, and display button.

(7) Coolant temperature gauge ⇒ *Engine coolant temperature gauge*.

Operating the analog instrument cluster

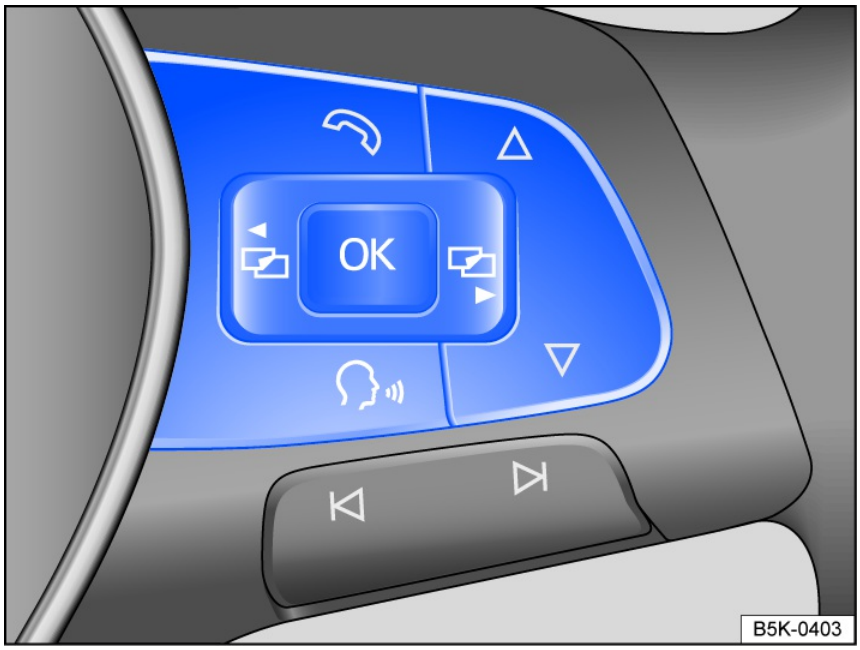

Fig. 11 Right side of the multi-function steering wheel: buttons for operating the menus and information displays in the instrument cluster

Vehicles with multi-function steering wheel: Menus cannot be accessed when a priority 1 warning message is displayed ⇒ *Warning and information texts*. **Yo can confirm and hide some messages using the OK button on the multi-function steering wheel** *fig. 11*.

Opening the main menu

Vehicles with multi-function steering wheel:

1. Switch the ignition on.
2. If a message or vehicle icon is displayed, press the OK *fig. 11* button on the multi-function steering wheel, repeatedly if necessary.
3. To scroll through the individual main menu items, press the ◁ or ▷ button several times.

Opening the sub-menu

Vehicles with multi-function steering wheel:

1. Press the △ and ▽ arrow buttons on the multi-function steering wheel *fig. 11* until your preferred submenu item is highlighted.
2. To open the submenu item, press the OK button on the multi-function steering wheel.

If no options have been chosen in the sub-menu after a few seconds, you are switched back to the previous menu.

Adjusting menu-dependent settings

Vehicles with multi-function steering wheel:

1. Make your preferred changes using the arrow buttons on the multi-function steering wheel. Press and hold for a more rapid increase or decrease in values.
2. Highlight and confirm your selection using the OK button on the multi-function steering wheel.

Returning to menu selection

Vehicles with multi-function steering wheel:

1. Select the Back menu item.

If warning messages about malfunctions appear when the ignition is switched on, settings or information displays may not appear as described. If this is the case, have malfunctions corrected by suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

⚠ WARNING

Driver distraction can cause accidents and injuries.

- Do not allow operating the analog instrument cluster to distract you from the traffic around you.
- Always drive attentively and responsibly.

Tachometer

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

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

NOTICE

- Avoid high engine speeds, full acceleration and heavy engine loads when the engine is cold.

- To prevent engine damage, the tachometer indicator may only be in the red area of the scale briefly.

Shifting up early helps save fuel and reduce operating noises.

Fuel gauge

Analog fuel gauge

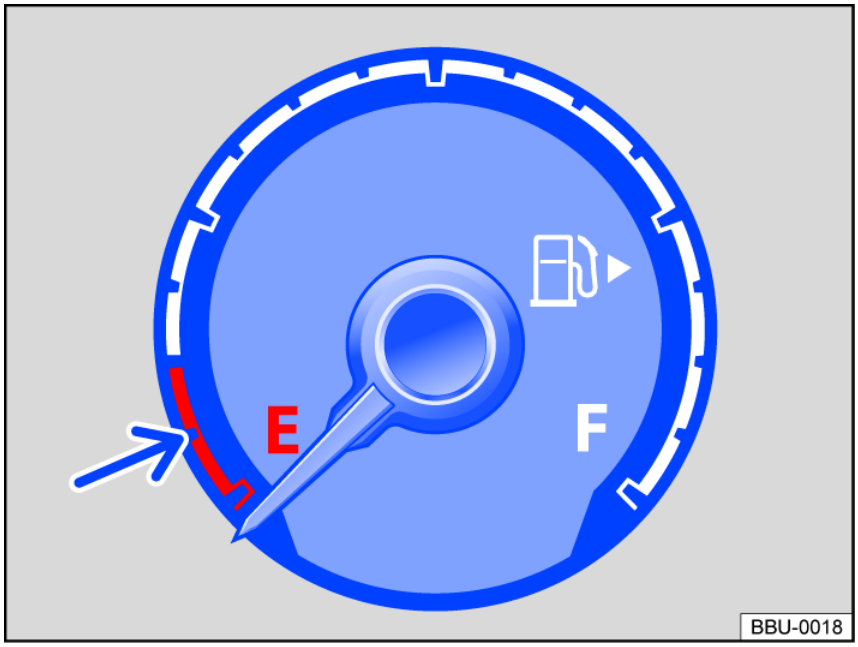

Fig. 12 General example: Fuel gauge on analog instrument cluster.

Troubleshooting

Fuel tank almost empty

The yellow indicator light turns on. The reserve supply (red marking) is being used.

1. Refuel at the next opportunity.

Fuel tank cap open

The yellow indicator light turns on.

1. Close the fuel tank cap.

WARNING

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

- If the fuel level is too low, this can result in irregular fuel supply to the engine, particularly when going uphill or downhill.
- The steering, all driver assistance systems and brake support systems will not work if the engine is “sputtering” or cuts out due to fuel shortage or irregular fuel supply.
- To prevent vehicle breakdown due to low fuel, always refill the fuel tank once it reaches a fill level of 1/4.

NOTICE

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

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

Engine coolant temperature gauge

Analog coolant temperature gauge

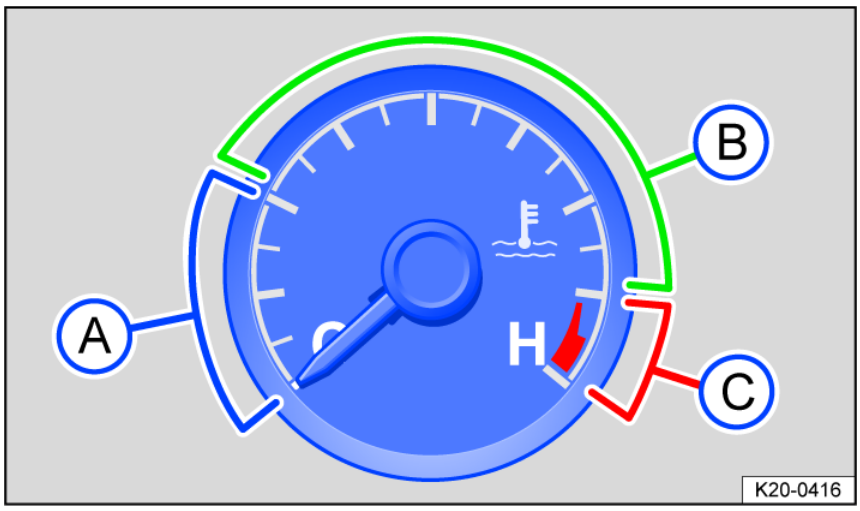

Fig. 13 Engine coolant temperature gauge in the analog instrument cluster.

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

(B) Normal range.

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

Troubleshooting

Engine coolant

The red warning light is blinking.

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

Do not continue driving!

1. Stop the vehicle, stop the engine, and let it cool down.
2. Check the engine coolant level ⇒ *Checking and filling engine coolant*.
3. If the warning light does not turn off even if the coolant level is correct, seek assistance from qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Settings menu

The actually scope of the menus and the names of individual menu items depend on the vehicle electronics and equipment.

Language

To set the language for the texts on the display and in the Infotainment system.

MFD data

Settings for configuring which data should be shown in the driving data menu (MFD) on the instrument cluster display ⇒ *Multi-Function Display*.

Assist systems

Settings for various driver assist systems.

Convenience

Settings for the convenience functions of the vehicle. Settings for the following functions can be made in the submenus:

- Anti-theft alarm system.
- Central locking.
- Window controls.
- Front passenger exterior mirror lowering function.
- Mirror adjustment.

Lights and vision

Settings for the vehicle lighting. Settings for the following functions can be made in the submenus:

- “Coming Home” function.
- “Leaving Home” function.
- Footwell lighting.

- 3-blink turn signal.

Time

To set the hours and minutes of the clock in the instrument cluster and in the Infotainment system. The time can be displayed in the 12- or 24-hour format. Where applicable, an S at the top of the display indicates that daylight-saving time is set.

Parking and maneuvering

To enable or disable automatic activation of Park Distance Control.

Winter tires

Set a visual and acoustic speed warning. Only use this function when winter tires that are not designed for the vehicle's maximum speed are fitted.

Units

To set the units for temperature values, fuel consumption values and distances.

Secondary speed

Switch the secondary speed display on or off.

Service

To view service notifications.

Factory settings

To reset the functions in the Settings menu to the factory setting.

Multi-Function Display

Possible displays

Different information may be shown in the driving data menu (MFD) of the instrument cluster depending on the vehicle equipment:

- Open doors, hood and trunk lid.
- Driving data menu.
- Warning and information texts ⇒ *Warning and information texts*.
- Odometer displays.
- Time.
- Radio and navigation information ⇒ *Radio mode*.
- Phone information ⇒ *Mobile phone interface*.
- Outside temperature.
- Compass display.
- Selector lever position.
- Gear recommendation ⇒ *Gear recommendation*.
- Service interval display ⇒ *Service interval display*.
- Speed warning.
- Secondary speed ⇒ *Settings menu*.
- Engine code ().

Open doors, hood and trunk lid

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

Driving data menu

The driving data menu shows driving and consumption data.

Depending on the vehicle equipment, various driving data can be displayed. The displayed driving data is dependent on the current driving style, the vehicle status (e.g. particle filter regeneration) and the current driving situation (e.g. city traffic, highway journeys). The driving data is determined as an average value over sections of different distances and the currently displayed value may therefore differ from the actual average value.

Switching between the displays

Vehicles with multi-function steering wheel:

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

Switching memories

Vehicles with multi-function steering wheel:

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

Since start memory

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

Extended period memory

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

Erasing the driving data memory

Vehicles with multi-function steering wheel:

1. Select the memory to be erased.
2. Press the OK button on the multi-function steering wheel.

Possible driving data menus

Ø **fuel consumption display** The average fuel consumption is displayed after approximately 984 ft (approximately 300 meters).

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

Ø **speed display** The average speed is displayed after approximately 328 ft. (approximately 100 meters).

Odometer displays

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

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

Outside temperature display

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

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

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

The measurement range is from -40 °C (-40 °F) to +122 °F (+50 °C)

⚠ WARNING

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

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

Phone information

If a cell phone is connected via Bluetooth®, the Bluetooth® symbol will be displayed in the driving data menu.

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

Compass display

When the ignition and navigation system are switched on, the compass direction that the vehicle is currently traveling in is shown in the driving data menu.

Selector lever position

The selector lever position that is engaged is shown on the side of the selector lever and in the driving data menu. In the **D/S** position and with tiptronic, the releva gear may also be shown on the display.

Gear recommendation

A recommendation to select a fuel-saving gear may be displayed in the driving data menu while driving ⇒ *Gear recommendation*.

Setting a speed warning

Vehicles with multi-function steering wheel:

1. Select Warning at --- km/h or Warning at --- mph.
2. Press the OK button on the multi-function steering wheel to save the current speed and to activate the warning.
3. Set the speed on the multi-function steering wheel within approximately five seconds by pressing the △ or ▽ button. Then press the OK button or wait several seconds.

   The speed will then be saved and the warning will be activated.

4. Press the OK button again to deactivate.

   The stored speed is erased.

If the stored speed is exceeded (in the range from 18 mph (30 km/h) to 155 mph (250 km/h)), a warning chime sounds and, where applicable, a visual warning is displayed. Depending on the country, this warning is also given at speeds of over approximately 75 mph (approximately 120 km/h). This warning is required by law and cannot be altered.

Secondary speed display

During the journey, as well as in the speedometer display, the speed can also be displayed in different units (mph or km/h) in the driving data menu. In the Settings menu, select the Secondary speed menu item.

Vehicles without menu display in the instrument cluster:

1. Start the engine.
2. Press the button three times.

   The total distance indicator in the driving data menu blinks.
3. Press the 0.0/SET button once.

   “mph” or “km/h” is temporarily displayed in place of the odometer display.

The secondary speed display is thereby activated. You can deactivate it in the same way.

The display cannot be deactivated on model versions for countries in which permanent display of the secondary speed is legally required.

Engine code (EC)

1. To display the vehicle's engine code () in the driving data menu, tap and hold the 0.0/SET button on the instrument cluster ⇒ *Overview of the analog instrume cluster* (approx. 15 seconds). To do so, the ignition must be switched on and the engine must not be running.

In very low outside temperatures, the indicators in the driving data menu may take longer to turn on than in warm outside temperatures.

There are different instrument clusters; therefore the versions and displays of the driving data menu may vary.

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

Service

Service interval display

Service events are shown in the instrument cluster display.

Service appointments at Volkswagen are divided into oil change services and inspections. The service interval display informs the driver about the next service appointment which includes an engine oil change and about the next inspection.

On *vehicles without messages* you can see which service appointment is currently being shown, by looking at the display at the top right of the instrument cluster display:

- **1**: Oil change service.
- **2**: Inspection.

The service intervals are specified for vehicles with the fixed oil change service interval.

Intervals are determined individually on vehicles with the flexible oil change service interval. Oil change services only need to be performed if the vehicle requires it The specific operating conditions and the personal driving style are also taken into consideration. The service early warning message is first displayed 30 days prio to the calculated oil change service due date. The displayed remaining distance to be traveled is always rounded to 100 miles (km) and the remaining time is rounded to whole days. The current service message can only be retrieved as of 310 miles (500 km) after the last service. Until then, only dashes appear on the display.

Service reminder

If your vehicle is due to be serviced soon, a service reminder will appear when you switch on the ignition.

In the case of *vehicles without text messages*, a wrench symbol appears in the instrument cluster display with an indicator in km and a clock symbol with indicator showing the number of days to the service appointment that is due. The number of miles (kilometers) stated is the maximum number of miles (kilometers) that can be driven before the service appointment. In addition, to the top right of the display you can see which service appointment the reminder applies to (**1** for oil change service, **2** for inspection).

If the service reminder is displayed for both service appointments (display **1** and **2** at the top right of the instrument cluster display), then for *vehicles without messages*, the number of kilometers and the display in days applies for the very next service appointment.

For *vehicles with messages* in the instrument cluster display, Oil change service or Inspection in --- km or --- days appears.

Service event

If your vehicle is due an oil change service or inspection service, a warning chime will sound and the wrench symbol will blink for a few seconds when you switch on the ignition. For *vehicles with messages* in the instrument cluster display, Oil service now! or Inspection now! appears.

Retrieving service messages

When the ignition is on, the engine is off, and the vehicle is stationary, the current service message can be retrieved.

1. Press the button in the instrument cluster repeatedly until the wrench symbol is displayed and the number **1** is shown in the top right of the displ

   The values displayed apply to the oil change service.

2. Press the button in the instrument cluster again.

   The wrench symbol is displayed and the number **2** is shown at the top right of the display.

   The values displayed apply to the inspection.

Or:

1. Select the Settings menu.
2. Select the Info menu item from the Service sub-menu.

An overdue service is indicated by a minus sign before the number of kilometers or days.

Resetting the oil change service

If the service interval display was not reset after the service, the display can be reset as follows:

For vehicles with messages:

1. Switch the ignition off.
2. Press and hold the 0.0/SET button in the instrument cluster.
3. Switch the ignition back on.
4. Release the 0.0/SET button.
5. Confirm the confirmation prompt in the instrument cluster by pressing the OK button on the multi-function steering wheel.

For vehicles without messages:

1. Switch the ignition off.
2. Press and hold the 0.0/SET button in the instrument cluster.
3. Switch the ignition back on.
4. Release the 0.0/SET button and then press the button within 20 seconds.

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

If the service interval display is manually reset during a valid flexible oil change service interval, the fixed oil change service interval is activated. The service interva will no longer be determined on an individual basis.

Resetting the inspection

If the inspection service has not been reset, the display can be reset as follows:

For vehicles with messages:

1. Switch the ignition off.
2. Switch on the emergency flashers.
3. Press and hold the 0.0/SET button in the instrument cluster.
4. Switch the ignition back on.
5. Release the 0.0/SET button.
6. Confirm the confirmation prompt in the instrument cluster by pressing the OK button on the multi-function steering wheel.
7. Switch off the emergency flashers.

For vehicles without messages:

1. Switch the ignition off.
2. Switch on the emergency flashers.
3. Press and hold the 0.0/SET button in the instrument cluster.
4. Switch the ignition back on.
5. Release the 0.0/SET button and then press the button within 20 seconds.
6. Switch off the emergency flashers.

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

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

Time

1. Press the button in the instrument cluster to select the hours or minutes display.
2. Press the 0.0/SET button to advance the clock. To speed up, press and hold.
3. Press the button again to close the clock settings.

Depending on the vehicle equipment, clocks can be set via the Settings menu in the instrument cluster display ⇒ *Settings menu*.

Safety

General information

Driving preparations and driving safety

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

- ✓ Make sure the vehicle lighting and turn signals are functioning correctly.
- ✓ Check the tire pressure and fuel level ⇒ *Tire pressure*, ⇒ *Fuel gauge*.
- ✓ Check the washer fluid level ⇒ *Washer fluid*.
- ✓ Make sure the windows are clear and provide good visibility ⇒ *Exterior care and cleaning*.
- ✓ The air intake for the engine must not be blocked. The engine must not be covered with covers or insulation ⇒ *Safety precautions for working in the engine compartment*.
- ✓ Secure all objects and luggage in the storage compartments and the luggage compartment ⇒ *Transporting*.
- ✓ It must be possible to press the pedals without interference.
- ✓ Secure children with child restraint systems that are appropriate for their weight and height ⇒ *Transporting children safely*.
- ✓ Adjust the front seats, head restraints, and mirrors according to the size of the occupants ⇒ *Seating position*, ⇒ *Mirrors*.
- ✓ Wear shoes that give your feet good grip for operating the pedals.
- ✓ The floormat in the driver side footwell must be kept clear from the pedal area and be secured.
- ✓ Assume the correct seating position before driving and remain that way while driving. This also applies to all passengers ⇒ *Seating position*.
- ✓ Fasten the safety belt correctly before you begin driving and keep it fastened while driving. This also applies to all passengers ⇒ *Safety belts*.
- ✓ The number of passengers must not exceed the number of seats and safety belts.
- ✓ Never drive when impaired, like by medication, alcohol, or drugs.
- ✓ Never allow yourself to be distracted from traffic, like by adjusting settings, by opening menus, by passengers, or by phone calls.
- ✓ Always adapt your speed and driving style to the current visual, weather, road, and traffic conditions.
- ✓ Follow driving rules and posted speed limits.
- ✓ Take regular breaks on long trips. You should take a break at least every two hours.
- ✓ Secure animals in the vehicle restraint systems that are appropriate for their weight and size.

Driving in other countries

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends that you inform yourself about legal regulations and about the following points from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Checks when refueling

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

- ✓ Washer fluid level ⇒ *Washer fluid*.
- ✓ Engine oil level ⇒ *Engine oil*, ⇒ *Engine oil consumption*.
- ✓ Engine coolant level ⇒ *Engine coolant*.
- ✓ Brake fluid level ⇒ *Brake fluid*.
- ✓ Tire inflation pressure ⇒ *Tire pressure*.

✓ Vehicle lighting ⇒ *Headlights* which is necessary for traffic safety:

Information on changing bulbs ⇒ *Exterior lighting*.

⚠ DANGER

Read and heed the important safety information for the front passenger's front airbag ⇒ *Safety notes on using child restraints*.

⚠ WARNING

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

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

⚠ WARNING

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

NOTICE

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

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

Seating position

Introduction

Number of seats

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

Every seat is equipped with a safety belt.

⚠ WARNING

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

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

Risk of injury due to an incorrect seating position

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

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

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

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

- Never stand inside the vehicle.
- Never stand on the seats.
- Never kneel on the seats.

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

⚠ WARNING

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

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

Correct seating position

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

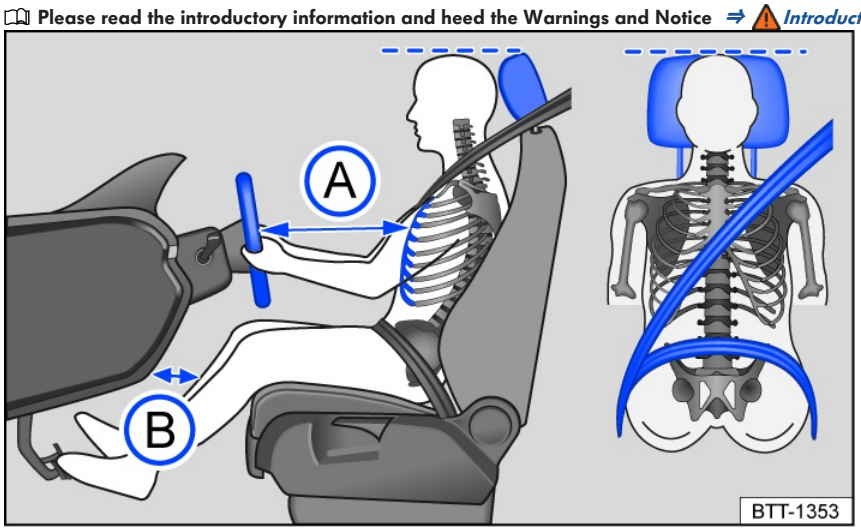

Fig. 14 General example: correct distance between the driver and the steering wheel, correct safety belt routing and correct head restraint adjustment.

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

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

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

The following applies to all vehicle occupants:

- Adjust the head restraint so that the upper edge of the head restraint is in line with the upper portion of the head as much as possible, but not lower than eye level. Position the back of the head as close as possible to the head restraint *fig. 14*.
- For shorter individuals, slide the head restraint all the way downward, even if the head is then below the upper edge of the head restraint.
- For taller individuals, move the head restraint upward all the way.
- Keep both feet in the footwell while driving.
- Adjust and fasten the safety belts correctly ⇒ *Safety belts*.

The following additional points apply to the driver:

- In vehicles with head restraints that can be moved forward or back, position the head restraint so that it is as close as possible to the back of the head.

- Adjust the steering wheel so that the distance between the steering wheel and your chest is at least 25 cm (around 10 inches) *fig. 14* 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.
- Position the seat backrest in an upright position, so that your back rests completely on the seat backrest.
- Adjust the forward/back position of the driver seat so that you can press the pedals while your legs are slightly bent and there is at least 10 cm (around 4 inches) of space between the instrument panel and your knees *fig. 14*.
- Adjust the driver seat so that the top point of the steering wheel can be reached.
- Always keep both feet in the footwell to keep control of the vehicle at all times.

The following additional points apply to the front passenger:

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

Safety belts

Introduction

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

⚠ WARNING

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

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

⚠ WARNING

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

- Never allow safety belts to become caught in the door or the seat mechanisms because the belts could be damaged.
- If the belt webbing or other parts of the safety belt are damaged, the safety belts could tear during a collision or sudden breaking maneuver.
- Have damaged safety belts replaced immediately with new safety belts that are approved for the vehicle by Volkswagen. Safety belts that are stretched during a collision must be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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. The anchors for the safety belts must also be checked.
- Never try to repair, modify, or remove the safety belts yourself. Have all repairs to safety belts, safety belt retractors, and buckle components performed only by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning light

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

Fig. 15 In the instrument cluster display: warning light.

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

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

A chime also sounds.

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

If the driver and front passenger do not both fasten their safety belts within 10 seconds after the warning chime has ended and the vehicle is driving at a speed above approx. 15 mph (approx. 25 km/h), the chime sounds again for approx. 6 seconds, then stops for approx. 24 seconds, and then sounds again for approx. 6 seconds. The same happens if one of the safety belts is released while driving. The red warning light comes on. A warning chime also sounds for up to two minutes at 24-second intervals. The chime does not sound at speeds below approx. 5 mph (approx. 8 km/h).

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

WARNING

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

Frontal collisions and the laws of physics

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

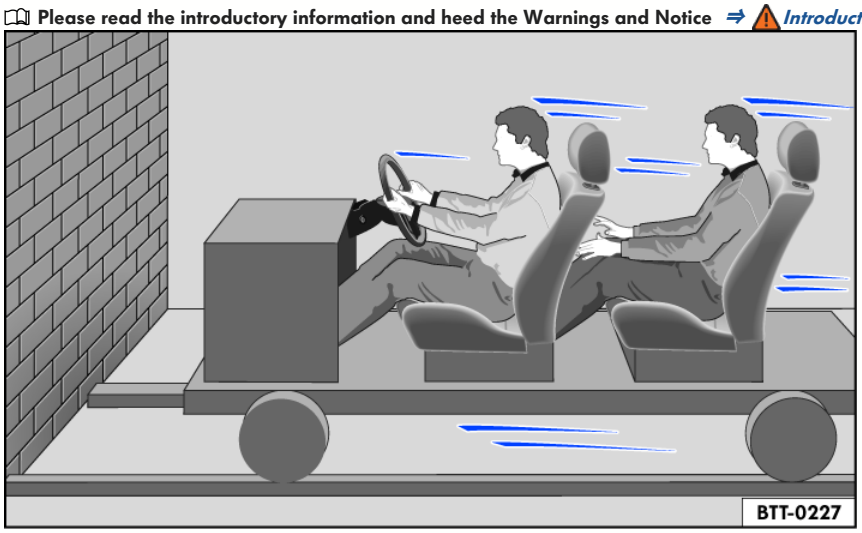

Fig. 16 A vehicle with occupants who are not wearing safety belts drives toward a wall.

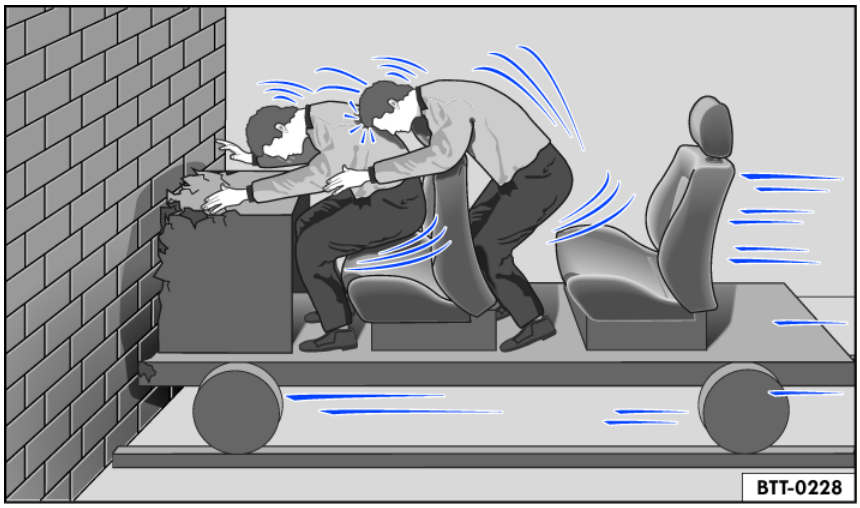

Fig. 17 A vehicle with occupants who are not wearing safety belts collides with a wall.

The physical principle of a frontal collision is a simple concept. Once the vehicle is in motion, the vehicle and its occupants possess energy called “kinetic energy” *fig. 16*.

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

However, the vehicle speed is the more significant factor. For example, if the speed doubles from approx. 15 mph (approx. 25 km/h) to approx. 31 mph (50 km/h), then the kinetic energy quadruples.

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

Vehicle occupants who are not wearing safety belts are also not “connected” to the vehicle. In a frontal collision, individuals who are not wearing safety belts will continue to move at the same speed the vehicle was moving before the collision, until something stops their movement. Since the vehicle occupants in the example are not wearing safety belts, the entire amount of kinetic energy possessed by the vehicle occupants would only be absorbed by the impact on the wall *fig. 17*.

At speeds of approx. 19 mph (approx. 30 km/h) to approx. 31 mph (approx. 50 km/h), the force applied against the bodies of passengers can easily exceed approx 2200 lbs (1000 kg) in the event of a collision. The force applied against a person’s body will increase even more at higher speeds.

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

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

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

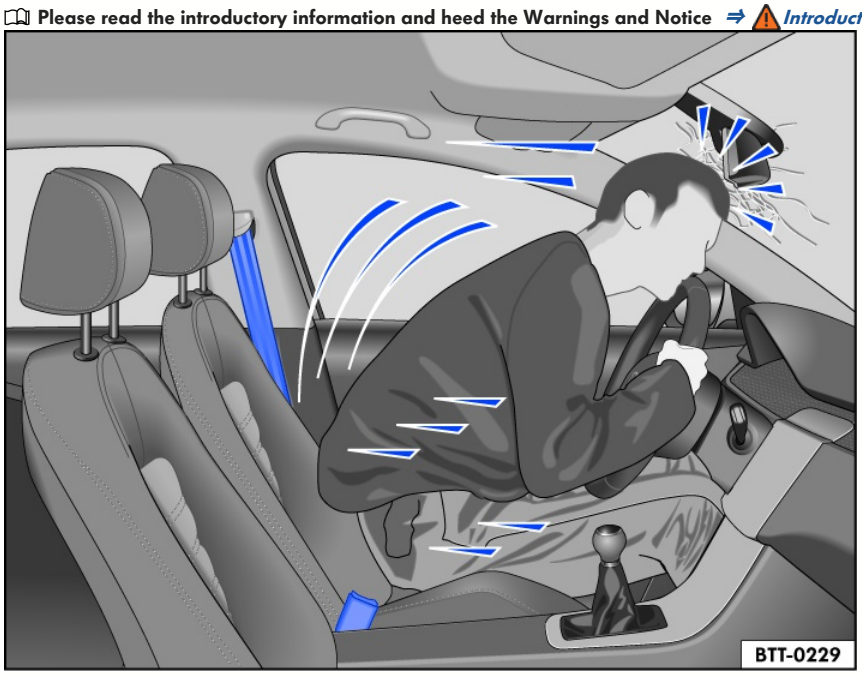

Fig. 18 A driver not wearing a safety belt is propelled forward.

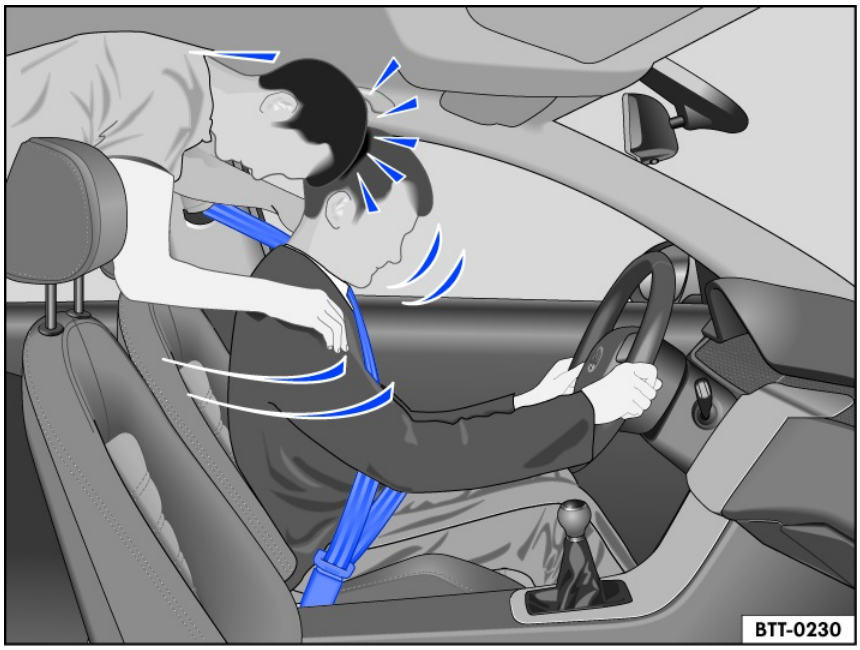

Fig. 19 A passenger in the rear seat who is not wearing a safety belt will be propelled forward toward the driver who has their own safety belt fastened.

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

Even at low impact speeds, enough force is applied to the body that it is not possible to support the body with arms and hands. In the event of a frontal collision, vehicle occupants who are not wearing safety belts could be propelled forward and collide with components in the vehicle interior, such as the steering wheel, instrument panel, or windshield *fig. 18*.

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

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

It is also important for passengers on the rear seats to have their own safety belts fastened correctly, since they could be propelled through the vehicle without control. A passenger on the rear seat without their own safety belt fastened is endangering themselves as well as the driver and the other passengers in the vehicle *fig. 19*.

Protection provided by safety belts

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

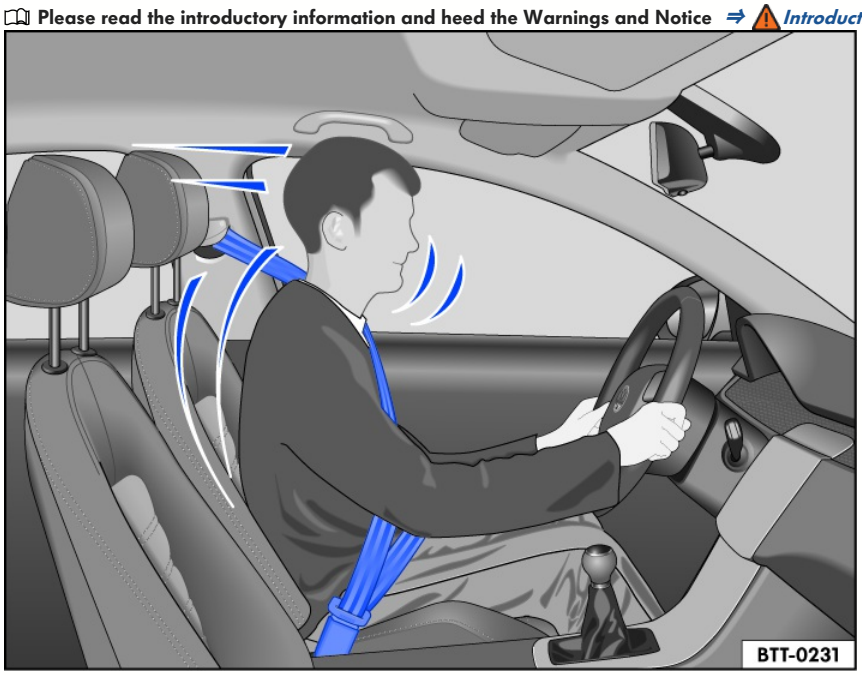

Fig. 20 Driver that is restrained during a braking maneuver by a safety belt that is fastened correctly.

Safety belts that are fastened correctly can make a significant difference. Safety belts that are fastened correctly hold vehicle occupants in the correct seating position and considerably reduce the kinetic energy in the event of a collision. The safety belts also help to reduce the risk of uncontrolled movements that could otherwise cause serious injuries. Safety belts that are fastened correctly also reduce the risk of being propelled out of the vehicle *fig. 20*.

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

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

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

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

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

Using safety belts

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

Checklist

Using safety belts → ⚠:

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

Twisted safety belt

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

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.

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

Lockable safety belt

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

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

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

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

⚠ WARNING

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

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

Fastening and unfastening the safety belts

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

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

Fastening the safety belt

Fig. 21 Inserting the buckle tongue into the safety belt buckle.

Always fasten the safety belts before driving.

1. Adjust the front seat and head restraint correctly ⇒ *Seating position*.
2. Have the rear seat backrest locked into place in an upright position → ⚠.
3. Grab the belt and pull it evenly over the chest and pelvis. Do not twist the belt while doing this → ⚠.
4. Insert the buckle tongue securely in the safety belt buckle for that seat *fig. 21*.
5. Pull on the safety belt to make sure the buckle tongue is latched correctly in the safety belt buckle.

Unfastening the safety belt

Fig. 22 Releasing the buckle tongue from the safety belt buckle.

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

1. Press the red button in the safety belt buckle *fig. 22*.

   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.

⚠ WARNING

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

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

Safety belt positioning

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

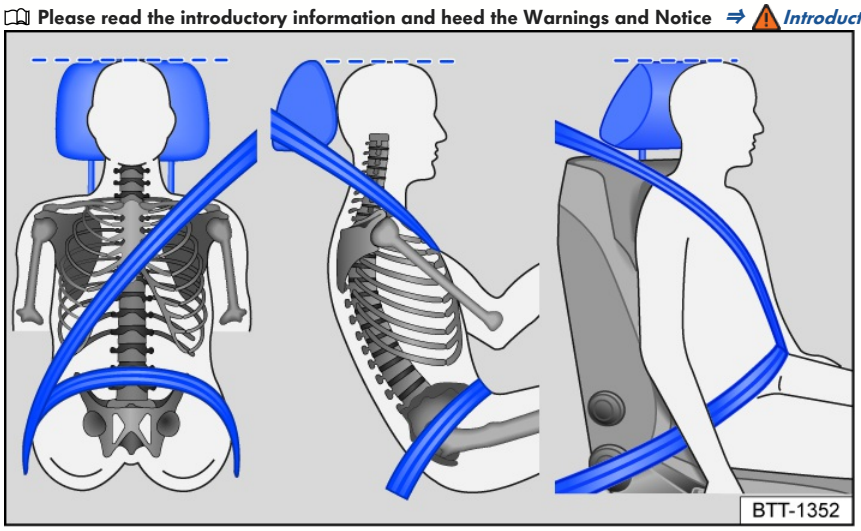

Fig. 23 Correct safety belt positioning and correct head restraint adjustment.

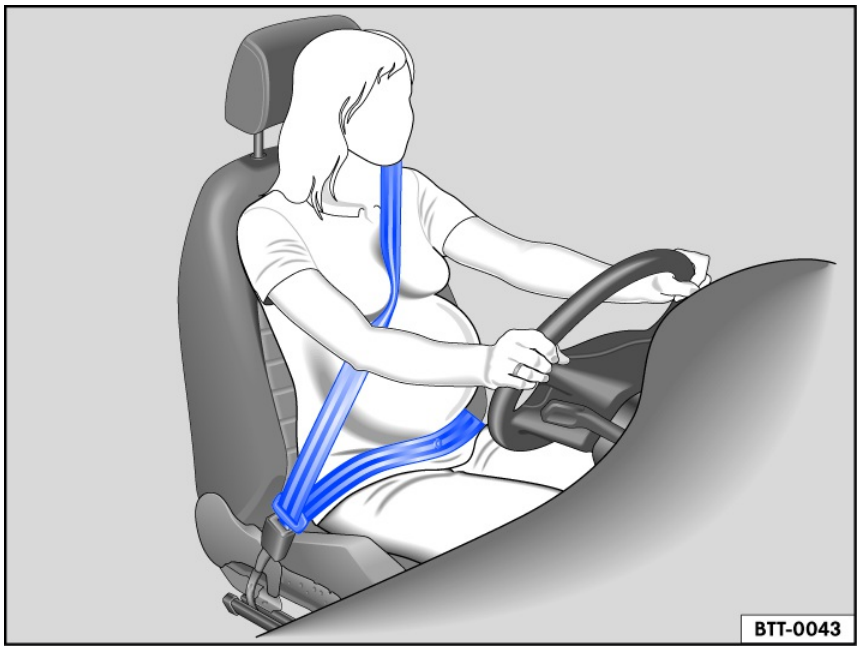

Fig. 24 Correct safety belt positioning for pregnant women.

Safety belts only offer the optimum protection during a collision and reduce the risk of serious injury or death if they are fastened and positioned correctly. The correct safety belt position also holds the vehicle occupant in place so that the airbags can provide their maximum protection if they deploy. Therefore, all vehicle occupants should always fasten their own safety belts and make sure they are positioned correctly *fig. 23*.

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

Correct safety belt positioning

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

For **pregnant women**, the safety belt must rest evenly across the chest and as low and flat as possible on the lap, so that no pressure is applied to the lower abdomen. This should be done throughout the entire pregnancy *fig. 24*.

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

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

⚠ WARNING

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

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

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

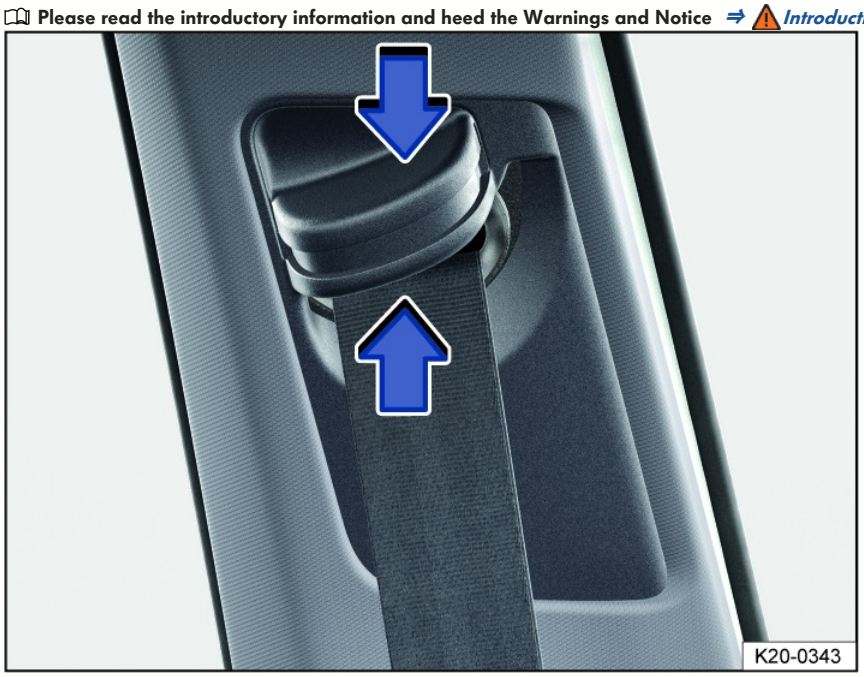

Fig. 25 Next to the front seats: safety belt height adjuster.

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

1. Push down and hold the safety belt height adjustment button in the direction of the arrows *fig. 25*.
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

Never adjust the safety belt height while driving.

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

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

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

Automatic safety belt retractor

Every safety belt is equipped with an automatic safety belt retractor on the shoulder belt section. If the safety belt is pulled slowly or while driving normally, the shoulder belt will be able to move freely. The 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.

Safety belt pretensioners

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

Safety belt pretensioners are activated by sensors 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 to reduce the forward movement of the vehicle occupants or movement in the direction of the collision. The safety belt pretensioner works together with the airbag system. The safety belt pretensioner is not activated during a rollover accident if the Side Curtain Protection® airbags are not 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 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.
- Never install safety belt pretensioner components removed from scrap vehicles or from recycling.

- Never modify any components of the safety belt pretensioners.

Safety belt load limiter

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

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

Safety belt pretensioner servicing and disposal

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

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

The instructions must be followed so that the effectiveness of the safety belt pretensioner is not impaired and removed components do not cause injuries and environmental pollution. An authorized Volkswagen dealer or authorized Volkswagen Service Facility will be familiar with these provisions. Volkswagen recommend 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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility ⇒ *Accessories, replacement parts, repairs, and modifications*. 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.

Some parts of the vehicle, such as the airbag module and safety belt pretensioners, may contain perchlorate. Special handling may be necessary. For further information, visit https://dtsc.ca.gov/perchlorate.

Airbag system

Introduction

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

WARNING

Never rely only on the airbag system for protection.

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

WARNING

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

- Adjust the driver seat so that there is a distance of at least 25 cm (approx. 10 inches) between your chest and the center of the steering wheel.
- Adjust the front passenger seat so that there is the greatest possible distance between the front passenger and the instrument panel.
- If body characteristics mean that this is not possible, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have special modifications made. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If you have not fastened your safety belt correctly, if you lean forwards, sit sideways or are in any way seated outside the intended sitting position, the risk of you being injured is far higher.
- Make sure that your safety belt is fastened correctly to reduce the risk of injury if an airbag deploys.
- When using a rear-facing child restraint on the front passenger's seat, the risk of life-threatening or fatal injuries in the event of a collision increases for the child. Never use rear-facing child restraints on the front passenger's seat.

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

⚠ WARNING

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

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

⚠ WARNING

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

- Have deployed airbags and affected system components replaced immediately with new parts approved by Volkswagen for the vehicle.
- 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.
- Never install airbag components removed from scrap vehicles or from recycling.
- Never modify any 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.
- Do not allow the dust to come into contact with your eyes or any open wounds.
- Flush your eyes with water if dust enters them.

⚠ WARNING

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

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

Advanced Airbag System

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

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

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

Features of the Advanced Airbag System:

- Front passenger's front airbag in the instrument panel

- Yellow indicator light in the instrument cluster display.
- Yellow PASSENGER AIR BAG indicator light OFF.

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

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

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

The Advanced Airbag System in your vehicle has been certified and complies with the regulations of the United States Federal Motor Vehicle Safety Standard (FMVSS) 213 and the Canada Motor Vehicle Safety Standard (CMVSS) 213 at the time of vehicle manufacture. In accordance with the requirements, the system o the passenger's side has been designed to “inhibit” deployment for small children of up to 12 months of age and “low-risk deployment” for children of between three and six years of age.

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

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

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

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

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

DANGER

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

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

Indicator light for front passenger’s front airbag

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

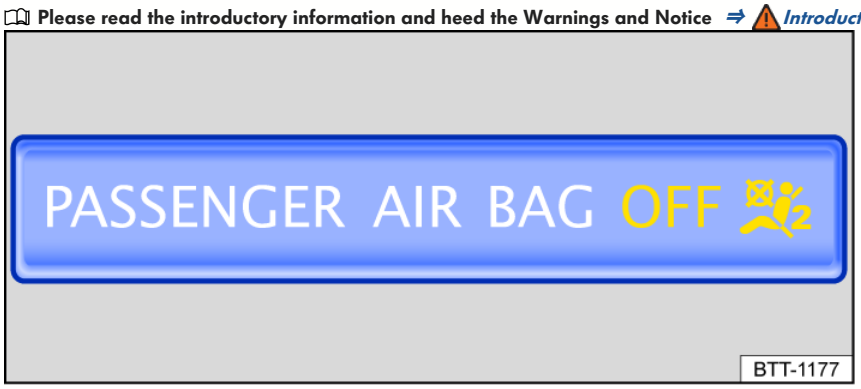

Fig. 26 In the instrument panel: Indicator light for the deactivated front passenger's front airbag.

The yellow PASSENGER AIR BAG indicator light OFF comes on as soon as the Advanced Airbag System has deactivated the front passenger airbag.

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

The yellow PASSENGER AIR BAG indicator light OFF blinks for around five seconds in the following situations:

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

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

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

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

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

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

- Switch the ignition off for at least 4 seconds and then on again.
- Remove the child restraint from the front passenger seat and install it again according to the manufacturer's instructions. When doing so, ensure that the child restraint is installed correctly.
- Ensure that the safety belt has been guided around the child restraint correctly and that it is secure.
- Ensure that there are no electronic devices on the front passenger seat.
- Ensure that the safety belt and belt buckle are working correctly and not blocked.
- Ensure that no seat heating or similar systems have been retrofitted.
- Ensure that there are no damp objects on the front passenger seat.

If the yellow PASSENGER AIR BAG indicator light OFF still does not come on, remove the child restraint immediately and install it on the rear seat. Visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible to have the airbag system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

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

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

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

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

If the front passenger seat is unoccupied and the passenger's safety belt is fastened, the yellow OFF PASSENGER AIR BAG indicator light will come on permanently.

Troubleshooting

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

Airbag system or safety belt pretensioners malfunction

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

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

1. Visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the airbag system and safety belt pretensioners checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Airbag system or safety belt pretensioners deactivated with diagnostic equipment

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

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

1. Have an authorized Volkswagen dealer or authorized Volkswagen Service Facility check whether the airbag system or safety belt pretensioners need to remair deactivated. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

OFF Front passenger's front airbag disabled

The yellow indicator light stays on.

The front passenger's front airbag has been deactivated.

1. Check whether the front passenger's front airbag has to be deactivated.
2. If the front passenger's front airbag is incorrectly deactivated, there may be a malfunction in the airbag system. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Airbag description and function

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

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

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

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

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

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

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

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

Components of the vehicle safety concept

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

- Optimized safety belts in all seating positions.
- Safety belt pretensioners for the driver and front passenger.
- Safety belt load limiters for the driver and front passenger.
- Belt height adjusters for the front seats.
- Red warning light .
- Front airbags for the driver and front passenger.
- Advanced Airbag System for the driver and front passenger.
- Capacitive passenger detection system for the front passenger's airbag.
- Side airbags for the driver and front passenger.
- Side Curtain Protection® for outer seats.
- Yellow airbag indicator light .
- Yellow PASSENGER AIR BAG indicator light OFF in the center console.
- Control modules and sensors.
- Safety-optimized and height-adjustable head restraints.
- Adjustable steering column.
- Anchorage points for child restraints on the rear seats.
- Anchorage points for the top tether strap for child restraints.

How the components of the Advanced Airbag System work together:

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

Vehicle Safety Standard 208.

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

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

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

Components of the Advanced Airbag System

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Have damaged components in the front passenger seat and the capacitive detection system replaced by authorized specialists as soon as possible.
- Never remove the front passenger seat or components of the front passenger seat, such as seat surfaces, wires, lines or seat covers.
- Never damage the seat covers or the seat surface of the front passenger seat.
- Never use protective covers or seat surfaces on the front passenger seat as these affect the capacitive detection system.
- Never transport electronic or electrical objects on or under the front passenger seat as these affect the capacitive detection system.
- Never use protective covers, cushions or similar items on the front passenger seat as these affect the capacitive detection system.
- Never install seat heating on the front passenger seat.
- Never replace the seat cover on the front passenger seat.

⚠ WARNING

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

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

Front airbags

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

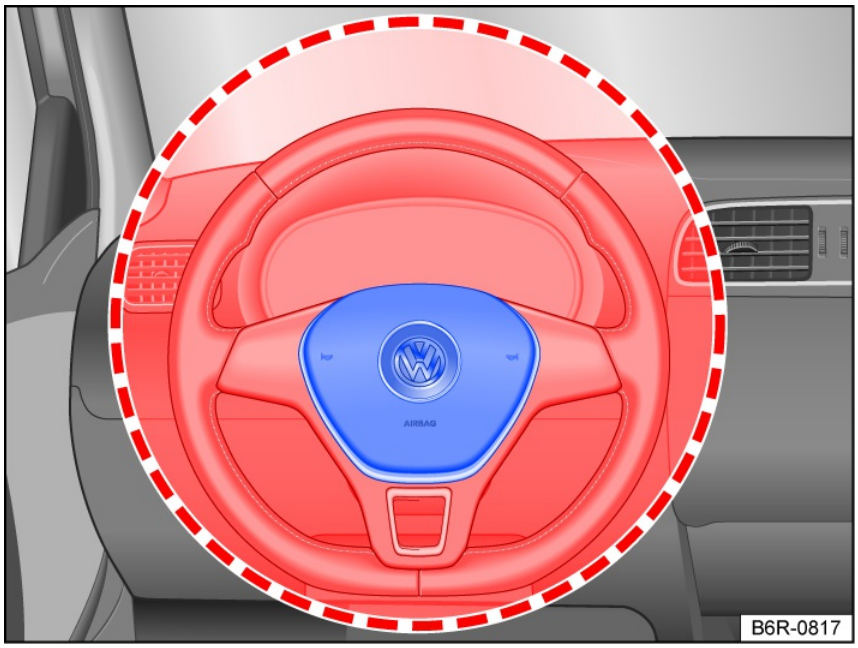

Fig. 27 Installation location and deployment zone of the driver's front airbag.

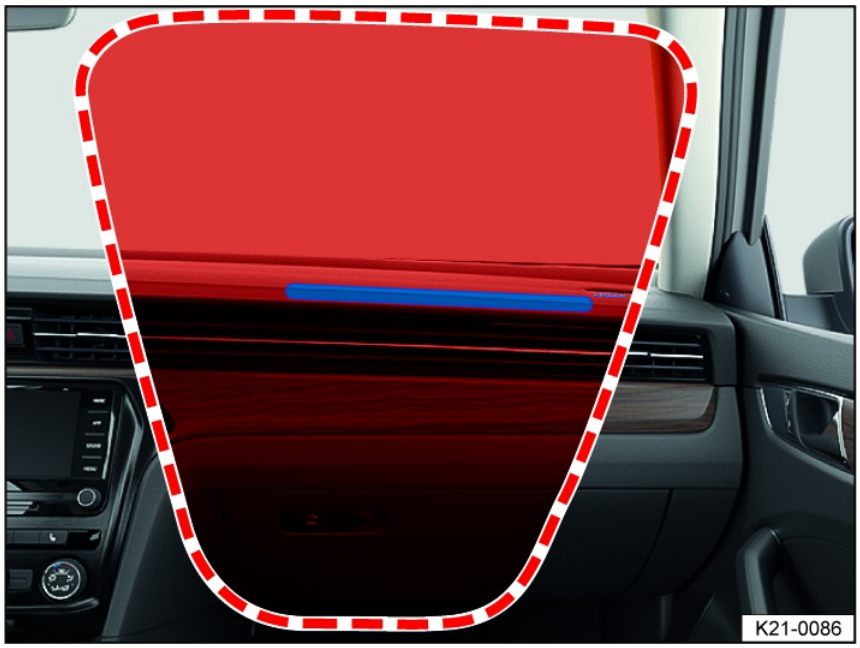

Fig. 28 Installation location and deployment zone of the front passenger's front airbag.

As a supplement to the safety belts, the front airbag system offers additional protection for the head and chest regions of the driver and front passenger during fron collisions with higher impact severity. In certain head-on collisions, the Side Curtain Protection® airbags will also deploy on both sides.

Always maintain as much distance as possible to the front airbag ⇒ *Seating position*. This allows the front airbags to expand completely during collisions and thus provide maximum protection.

The front airbag for the driver is located in the steering wheel *fig. 27* and the front airbag for the front passenger is located in the instrument panel *fig. 28*. The airbag installation locations are indicated by the word "AIRBAG".

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

The front airbags do not deploy in the following situations:

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

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

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

on.

DANGER

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

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

WARNING

The front airbags expand in front of the steering wheel *fig. 27* and the instrument panel *fig. 28*.

- 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 10 inches (25 cm) 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.

Side airbags

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

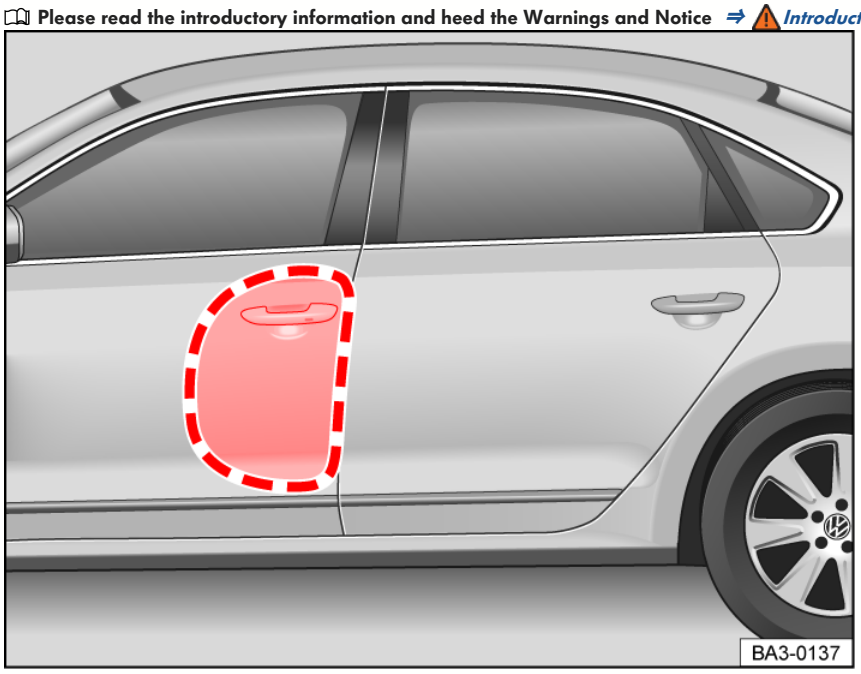

Fig. 29 In the vehicle interior on the left-hand side: Side airbag deployment zone.

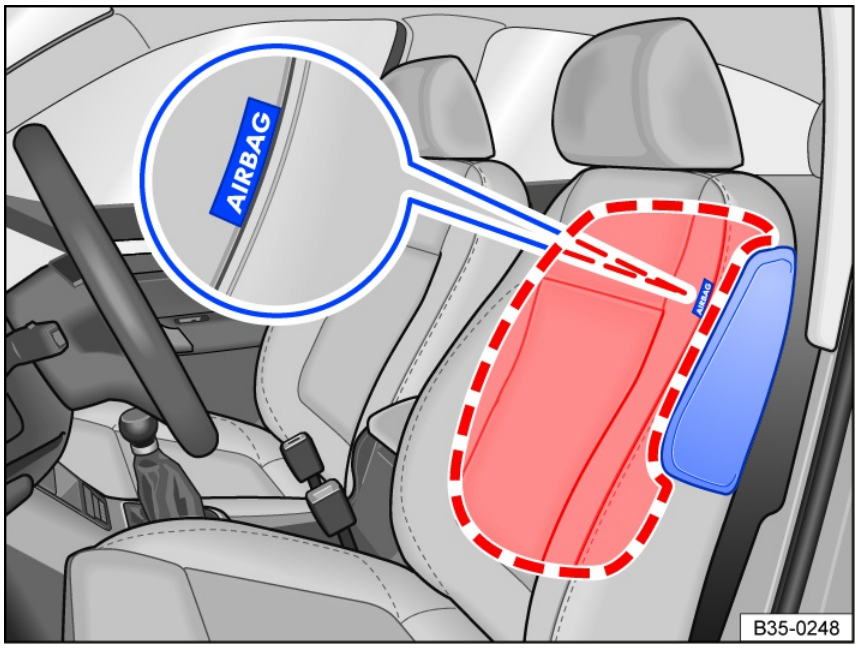

Fig. 30 In the side of the front seat: Side airbag installation location and deployment zone.

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

The area outlined in red defines where the side airbags will deploy (deployment zones) *fig. 30* , *fig. 29*. Therefore, never place or attach objects in these areas – ⚠.

In the event of a side impact collision, the side airbags reduce the risk of injury to the vehicle occupants on the side of impact. The Side Curtain Protection® airbags will also deploy on both sides.

⚠ WARNING

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

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

⚠ WARNING

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

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

Side Curtain Protection

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

Fig. 31 On the left side of the vehicle: installation location and deployment zone of the Side Curtain Protection®.

Side Curtain Protection® airbags are located on the driver and passenger side inside the vehicle above the doors *fig. 31*.

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

The area outlined in red defines where the Side Curtain Protection® airbags will deploy (deployment zone) *fig. 31*. Therefore, never place or attach objects in this area → ⚠.

In side collisions and certain head-on collisions, the Side Curtain Protection® airbags will trigger on both sides.

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

The Side Curtain Protection® airbags reduce the risk of injury to vehicle occupants in the front and outer rear seats during a side collision and certain head-on collisions.

Side Curtain Protection® airbags are composed of the following components:

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

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

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

⚠ WARNING

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

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

Transporting children safely

🕮 Introduction

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

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

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

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

You can find more information on this subject at:

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

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

⚠ WARNING

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

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

Child restraints – overview

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

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

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

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

How to determine whether a child restraint is installed correctly

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

⚠ DANGER

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

Safety notes on using child restraints

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

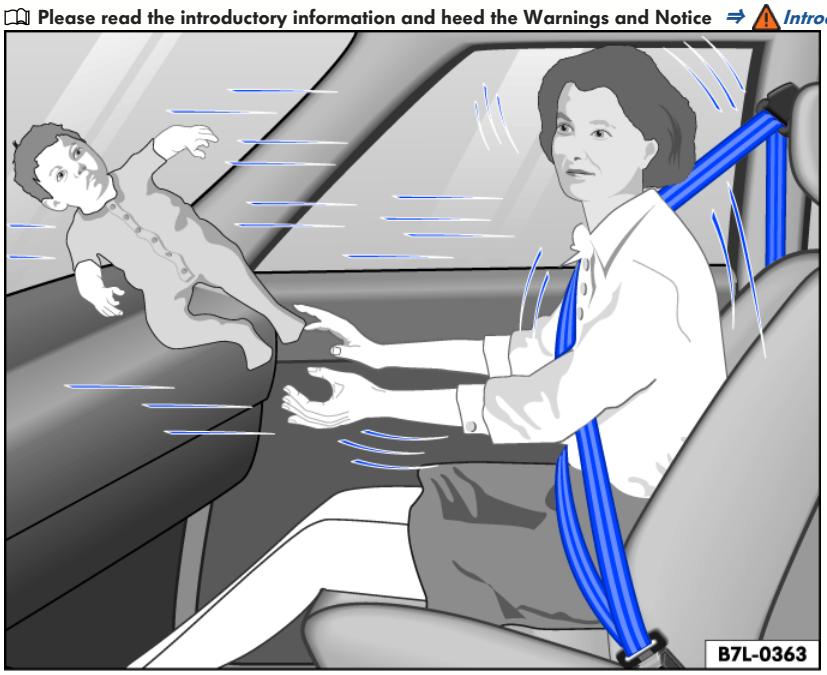

Fig. 32 Never allow children or infants to travel on your lap.

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

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

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

LATCH/UAS anchors can be used to secure child restraints on the seats without using the vehicle's safety belts. If you do want to install a child seat using the safet

belts instead of LATCH/UAS anchors, please follow all instructions given by the child restraint manufacturer for guiding the belt around the child restraint and securing the child in the child restraint. Ensure that the child restraint cannot move forward or sideways by more than 1 inch (2.5 cm) after installation.

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

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

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

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

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

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

⚠ DANGER

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

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

⚠ WARNING

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

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

⚠ WARNING

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

- Always install child restraints on the rear seat.

Securing systems

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

Overview of securing systems

- **ISOFIX/lower LATCH anchorage points**: ISOFIX/lower LATCH anchorage points are attachment systems for quick and secure attachment of child restraints in the vehicle. Attachment using ISOFIX/lower LATCH anchorage points creates a fixed connection between the child restraint and the vehicle.

The child restraint can have two fixed or flexible attachment arms. The attachment arms snap into the ISOFIX/lower LATCH anchorage points that are located between the seat and the rear seat backrest ⇒ *Attaching a child restraint with ISOFIX or lower LATCH anchorage point* . Reinforce the attachment using the ISOFIX/lower LATCH anchorage point by attaching using a top tether or a support bracket, if necessary.

- **Three-point automatic safety belt**. If available, it is better to secure child restraints to the ISOFIX/lower LATCH anchorage point using a three-point safety belt ⇒ *Securing a child restraint with a safety belt* .

Additional fasteners:

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

WARNING

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

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

Attaching a child restraint with ISOFIX or lower LATCH anchorage point

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

Installing child restraints with ISOFIX/lower LATCH anchorage point

Fig. 33 On the outer seats in the rear bench seat: Designation of the ISOFIX/lower LATCH anchorage points for child restraints.

Fig. 34 General example: fitting a child restraint with attachment arms.

The installation location of the ISOFIX/lower LATCH anchorage points is indicated by a symbol *fig. 33*.

1. Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
2. If necessary, fold down the protective caps of the ISOFIX/lower LATCH anchorage points.
3. Push the attachment arms of the child restraint in the direction of the arrow onto the ISOFIX/lower LATCH anchorage points *fig. 34*. 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.

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

Using insertion guides

If the lower LATCH anchorage points for child restraints are not directly accessible, guidance fixtures can make the installation and removal of child restraints easier. To do this, first position the guidance fixtures at the lower LATCH anchorage points. Then fasten the child restraint according to the installation instructions.

NOTICE

Prevent permanent marks or damage to seat covers and cushions due to insert guides.

- Before folding the rear seats forward or when removing the child restraint, always remove the guidance fixtures from the lower LATCH anchorage points.

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

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

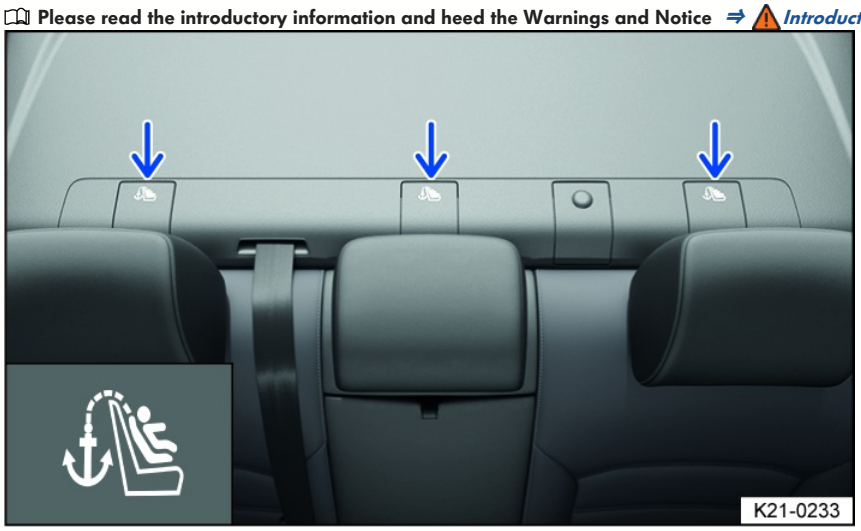

Fig. 35 On the rear side of the rear bench seat: Top tether anchorages for the top tether safety belt.

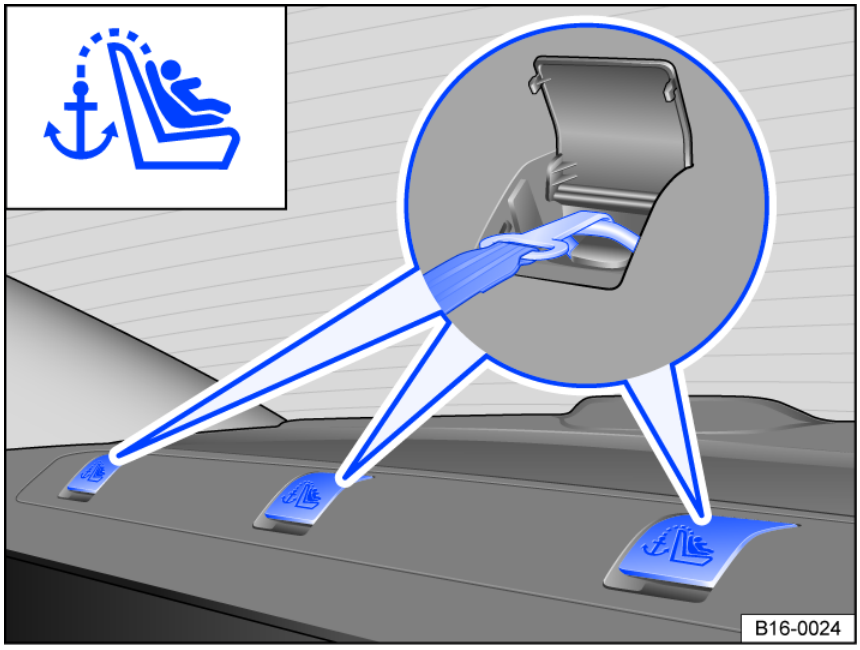

Fig. 36 On the rear side of the rear bench seat: Attached top tether safety belt.

Top tether safety belts reduce the forward movement of the child restraint during an accident. This reduces the risk of a head injury to the child.

The anchorages suitable for top tether are labeled with a symbol and may have the label “TOP TETHER” *fig. 35*. Fasten the top tether safety belt only to the top tether anchorages designed for this purpose.

Fastening the top tether safety belt

1. Pay attention to and follow the information ⇒ *Safety notes on using child restraints*.
2. Prepare the top tether safety belt on the child restraint according to the child restraint manufacturer instructions ⇒ ⚠.
3. If necessary, remove the luggage compartment cover and screen separator.
4. Place the child restraint in the center of the vehicle seat cushion and fasten it securely according to the child restraint manufacturer instructions.
5. If necessary, move the rear seat backrest of the vehicle seat to an upright position and adjust to the backrest of the child restraint.
6. Locate the top tether anchorage for the respective seat *fig. 35*.
7. If necessary, push the head restraint upwards and guide the top tether safety belt of the child restraint to the rear under the head restraint.

   Applies to child restraints with V-shaped top tether safety belt: Check that the top tether safety belt is taut on the seat and is not redirected by the bars of the head restraint.
8. Guide the top tether safety belt of the child restraint back over the seat.
9. Hook the top tether safety belt into the appropriate anchorage marked with “top tether” *fig. 36*.

10. Pull on the top tether safety belt.
11. Check that the hook of the top tether safety belt is closed.
12. Tighten the top tether safety belt according to the child restraint manufacturer instructions ⇒ ⚠.
13. If necessary, guide the head restraint back into the starting position.

⚠ WARNING

Fastening the child restraint incorrectly increases the risk of serious and fatal injury during an accident.

- Always follow the child restraint manufacturer instructions for fastening the child restraint in the vehicle.
- Never fasten a child restraint without the top tether safety belt if the use of a top tether safety belt is prescribed by the child restraint manufacturer or legally required for the child restraint.

  For example, the use of a top tether safety belt in conjunction with a forward-facing child restraint is legally required in Canada.
- Always make sure that the top tether safety belt is installed taut. If it is not possible to make the top tether safety belt taut on the center seat of the second row of seats, use one of the outer seats of the second row of seats for installing the child restraint, in order to install the top tether safety belt taut.
- Improper fastening of the top tether safety belt can lead to serious injuries during an accident. The top tether anchorages are only approved for correctly installed child restraints.
- Always only fasten a top tether safety belt of a child restraint to a top tether anchorage.
- Never fasten a child restraint top tether safety belt to a tie-down.
- Never fasten a safety belt or another belt of the child restraint to a top tether anchorage.
- Never fasten luggage or other objects to a top tether anchorage.

Releasing the top tether safety belt

1. Release the top tether safety belt according to the child restraint manufacturer instructions.
2. Release the catch on the hook and release the top tether safety belt from the top tether anchorage.

Securing a child restraint with a safety belt

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

Securing a child restraint with a safety belt

1. Pay attention to and follow the information ⇒ *Safety notes on using 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.
3. Route the safety belt according to the instructions provided by the child restraint manufacturer and guide the belt through the child restraint.
4. Make sure the safety belt is not twisted.
5. Activate the lockable safety belt and insert the buckle tongue into the safety belt buckle belonging to the corresponding seat until the safety belt buckle audibly clicks into place .

Lockable safety belt

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

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

Fig. 37 Keep any safety belts that are not being used away from children.

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

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

1. Position the safety belt around the head restraint of the center seating position *fig. 37*.
2. Make sure that the safety belt is out of range of the child so that the child cannot touch it or play with it.
3. Make sure that the safety belt is not blocking the lower anchors.

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

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

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

1. Fasten the safety belt *fig. 37*.
2. Pull the shoulder strap on the safety belt out fully to activate the lockable safety belt. You should hear a clicking noise when the safety belt is rolled up again.
3. Let the safety belt roll up fully. Pull the safety belt to make sure that the lockable safety belt is activated and the safety belt is properly fastened and tightened s that the child cannot get hold of the belt or play with it.

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

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

Installing on the center seating position

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

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

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

⚠ WARNING

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

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

Securing a booster seat with a safety belt

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

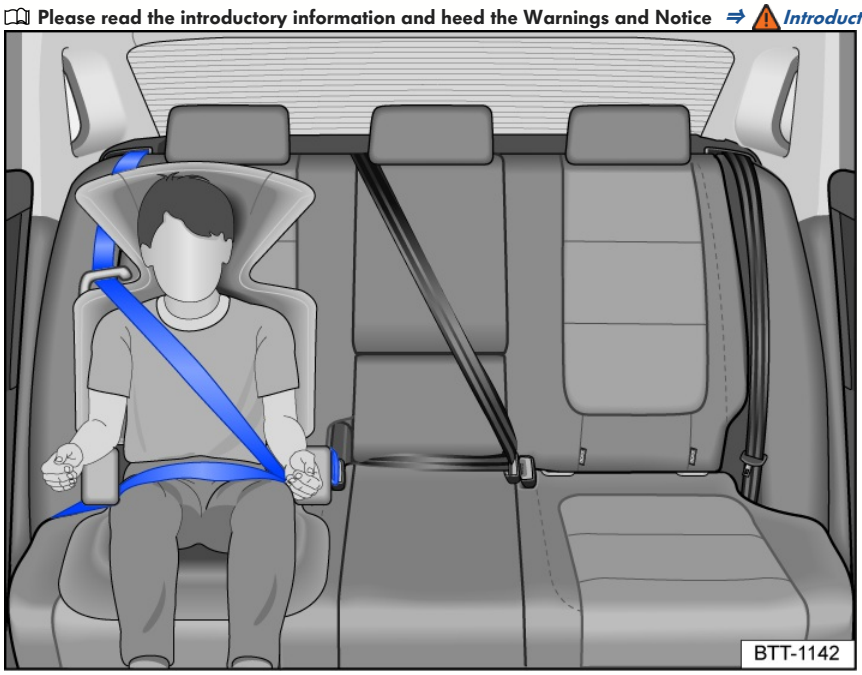

Fig. 38 Correctly secured child on a booster seat.

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

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

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

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

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

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

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

⚠ WARNING

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

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

In case of an emergency

Securing yourself and the vehicle

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

Checklist

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

1. Park your vehicle a safe distance from traffic and on suitable ground → ⚠.
2. Switch on the emergency flashers ⇒ *Center console*.
3. Set the parking brake.

4. Move the gear lever into the neutral position or move the selector lever into the **P** position.
5. Stop the engine and remove the vehicle key from the ignition lock ⇒ *Stopping the engine*.
6. Have all 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 regulation regarding wearing a reflective vest.
7. Take all vehicle keys with you if you are leaving the vehicle.
8. Set up the warning triangle to warn others on the road about the vehicle.
9. Allow the engine to cool and see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance if necessary. Volkswagen recommends contacting the Volkswagen emergency assistance service.

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

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

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

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

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

⚠ WARNING

A stalled vehicle increases the risk of a crash that could cause injury to you, your 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.

⚠ WARNING

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

- Always follow the activities in the checklist and follow the general safety precautions.

⚠ WARNING

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

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

NOTICE

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

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

Depending on vehicle equipment, the brake lights may blink quickly if you brake hard while driving at speeds above approx. 50 mph (approx. 80 km/h) 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. 6 mph (approx. 10 km/h). The emergency flashers will switch off automatically when you accelerate.

Emergency equipment

First aid kit

Depending on vehicle equipment, there may be a first-aid kit in the side storage compartment of the luggage compartment.

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

The luggage compartment may contain a holder for a warning triangle.

The warning triangle must meet the legal regulations.

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

Reflective vest

Depending on the vehicle equipment, the safety vest may be 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

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

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

⚠ WARNING

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

- Always position the first aid kit, warning triangle and fire extinguisher securely in the holders 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. 39 In the roof console: controls for call services.

ℹ Information call.

🔧 Roadside assistance call.

SOS Emergency Call Service.

The control in the roof console *fig. 39* can be used for voice services, depending on the vehicle equipment and country of use. The required connection is produced by a control module installed by the manufacturer.

ℹ Note the additional information on VW Car-Net® ⇒.

Indicator light

An indicator light *fig. 39* (arrow) for voice and data transmission services is located in the control panel. The indicator light comes on in different colors and light patterns depending on the vehicle operating status:

The indicator light does not light up: The vehicle is offline and has no connectivity. The red indicator light comes on and remains on: system error. The Emergency Call Service is limited or not available. The green indicator light lights up: Displays the availability of mobile radio signal. Does not display whether VW Car-Net services have been purchased and are active, except for the Emergency Call Service. The indicator light blinks green: there is a call in progress.

ℹ Information call

- With an information call, a call can be made to the VW Car-Net call center for questions regarding VW Car-Net services.
- The contact person will communicate in the language in which the vehicle was registered via VW Car-Net.

Roadside assistance call

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

Emergency Call Service

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

WARNING

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

- 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 Emergency Call Service is not permitted by law in some countries.
- VW Car-Net has not been activated.
- No valid license for the use of the Emergency Call Service has been acquired or the license has expired.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

1. Briefly press on the button cover, if present, and fold the cover downward.
2. Press the *fig. 39* emergency call button until the green indicator light starts to flash.

   The emergency call is triggered and a voice connection to the VW Car-Net response center is established.

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.

Automatic emergency call

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

A call will automatically be made to the VW Car-Net call center immediately after the airbags or safety belt pretensioners deploy. The automatic emergency call cannot be stopped by pressing the *fig. 39* emergency call button.

If questions from the VW Car-Net call center are not answered, rescue operations will automatically start.

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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the integrated battery replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Data transmission

The available data will be sent to the VW Car-Net response 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 ten most recent saved 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 only processed to ensure the proper function of the Emergency Call Service. The emergency call data is automatically deleted by the

system 13 hours after the emergency call is triggered.

The following data will be sent:

- The current vehicle position at the time the emergency call was triggered
- Nine other vehicle positions shortly before the emergency call was triggered (from the route driven).
- 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.
- Accident direction.
- Time of impact
- 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.

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

Troubleshooting

Emergency Call Service malfunction

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

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

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately and have the fault rectified. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Emergency Call Service limited

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

The Emergency Call Service function has restricted availability. For example, you cannot make a voice call to the VW Car-Net call center.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately and have the fault rectified. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening and Closing

Vehicle key

Vehicle key functions

Fig. 40 Vehicle key.

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

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

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

(4) Fold the key bit out and in.

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

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

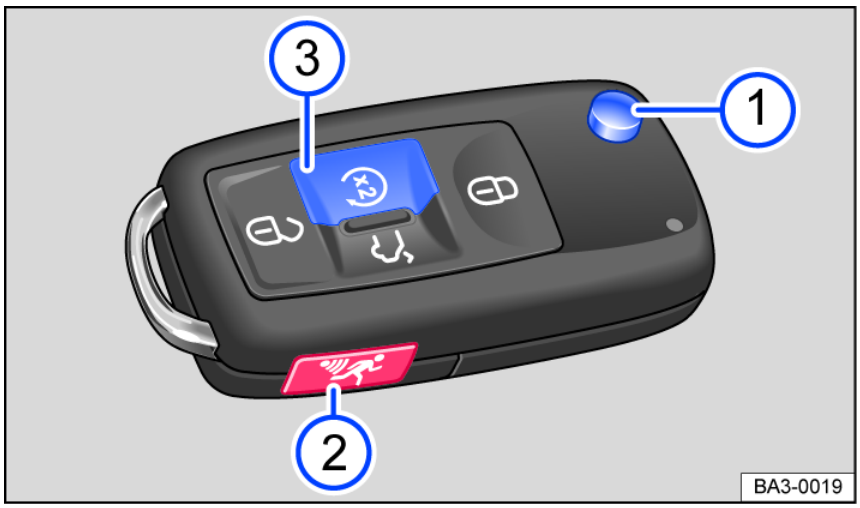

Fig. 41 Vehicle key with remote start relay function.

(1) Fold the key bit out and in.

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

(3) Remote start relay function ⇒ *Remote start function*.

Panic button (depending on vehicle equipment)

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

⚠ WARNING

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

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

illness or death, especially for very young children.

NOTICE

Protect the vehicle key from moisture and strong impacts.

Regular use of comfort systems and other usage patterns shorten the service life of the button cell in the vehicle key.

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

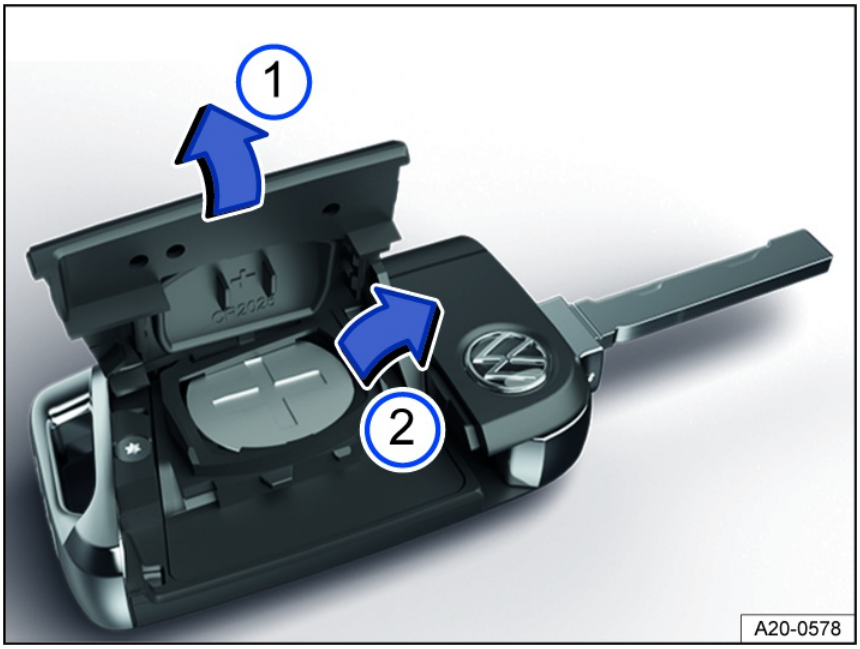

Fig. 42 Vehicle key: Replacing the button cell battery (general example).

(1) Cover

(2) Button cell battery

Volkswagen recommends having the button cell changed by suitably qualified professionals ⇒ (!). Volkswagen recommends contacting an authorized Volkswage dealer or authorized Volkswagen Service Facility.

1. Fold the key bit out.
2. Lever off the cover *fig. 42* (1) ⇒ (!).
3. Lift the button cell battery out of the battery compartment *fig. 42* (2).
4. Press the new button cell battery into the battery compartment ⇒ (!).
5. Press the cover onto the housing *fig. 42* (1).
6. Dispose of drained battery in a way that will not harm the environment.

DANGER

If button cell batteries are swallowed or enter the air ducts, serious or fatal injuries could 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.
- If the battery cover cannot be closed, do not use the remote control.
- Always keep the remote control and key fob with button cell batteries out of the reach of children.

NOTICE

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

The type of batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these batteries ⇒ *Disposal of old batteries and electronic devices*. We recommend having this service carried out 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 ⇒ *Replacing the button cell batter (vehicle keys with key bit)*.

Synchronizing a vehicle key

1. Fold out the key bit and remove the spare key.
2. If necessary, remove the cap from the driver's door handle ⇒ *Locking the front passenger door and rear doors in an emergency* .
3. Press the button on the vehicle key.
4. Unlock the vehicle using the key bit.
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 the ignition on.

This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

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

Or: The central locking switches off briefly to protect it from overloading.

1. Close the driver door.

   Or: Synchronize the vehicle key ⇒ *Synchronizing a vehicle key* .

   Or: Change the battery cell in the vehicle key ⇒ *Replacing the button cell battery (vehicle keys with key bit)* .

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 ⇒ *Replac the button cell battery (vehicle keys with key bit)*.

You can get an additional or replacement vehicle key from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Keyless Access

Introduction

Keyless Access makes it possible to unlock and lock the vehicle without actively using the key. A valid vehicle key must be present within the vicinity of the vehicle t use this function.

Unlocking or locking using Keyless Access

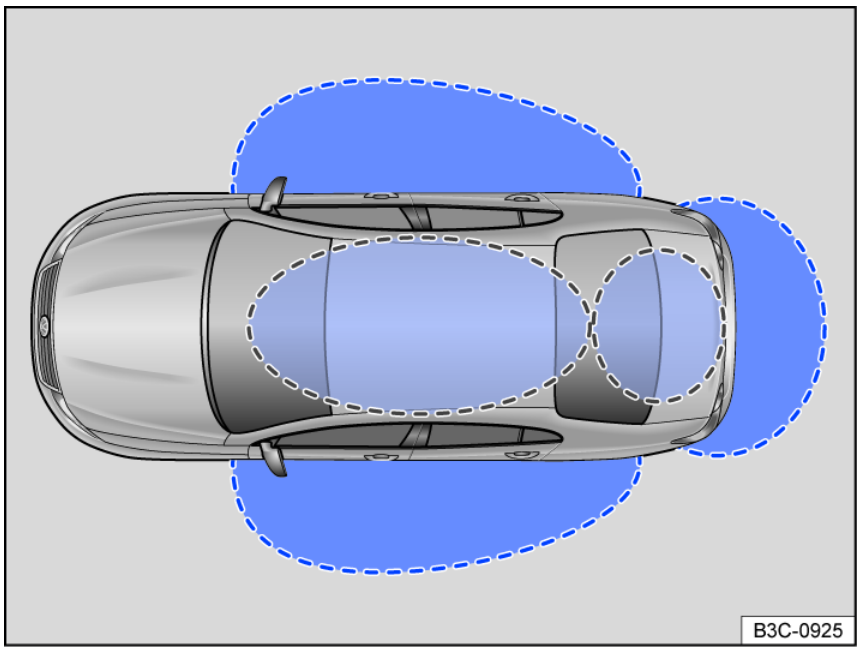

Fig. 43 Keyless Access: sensor range.

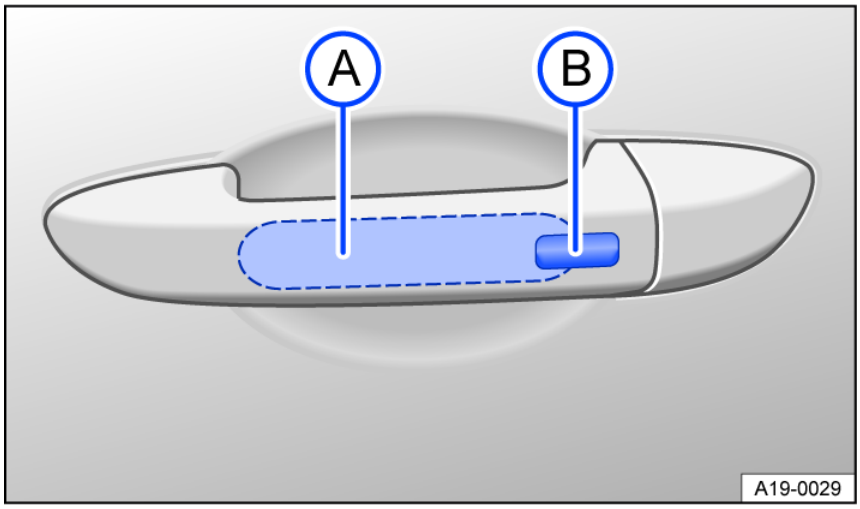

Fig. 44 In door handle: sensors.

Unlocking and locking the vehicle

Unlocking:

- Touch the sensor *fig. 44* (A) on the inside of the driver or passenger door handle.

Locking:

- Switch the ignition off.
- Close the driver door or front passenger door.
- Touch the sensor *fig. 44* (B) on the outside of the driver or passenger door handle.

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

An audible signal may sound simultaneously.

Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the trunk lid sensor range, the trunk lid will unlock automatically when opened *fig. 43*.

The trunk lid locks automatically after it closes.

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

OR: The trunk lid will **not** lock automatically after closing if there is a vehicle key inside the vehicle.

Deactivating Keyless Access temporarily

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

- Lock the vehicle with the button on the vehicle key.
- Then, within 5 seconds of locking the vehicle, touch the sensor on the outside of the door handle once *fig. 44* (B). Do not grasp the door handle during this process.
- Keyless Access is now temporarily deactivated.
- Check if it is deactivated by waiting at least ten seconds and then pulling on the door handle. The door should not open.

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

Operating convenience functions

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

- Hold your finger on the driver's or front passenger's door handle sensor *fig. 44* (B) for several seconds until the windows and power sunroof are closed.

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

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

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

Troubleshooting

If Keyless Access is not working

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

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 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.

NOTICE

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

If the message Keyless faulty. appears in the instrument cluster display, there may be a malfunction in the Keyless Access system. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Doors and central locking button

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 fuel filler flap from one location.

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

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

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

WARNING

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

- Stop immediately and close the door.
- 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.
- Do not open or close the doors if anyone is in the way.

WARNING

When the door is being held open by the door arrester, it may close by itself in high winds or on inclines, which can cause injuries.

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

WARNING

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

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

WARNING

Locking the doors carelessly can cause serious injuries.

- When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside.
- The central locking system locks all the doors. When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle. In case of an emergency or an accident, locked doors can make it more difficult for first responders to access

the vehicle interior to help the passengers.

- Never leave children or people requiring assistance in the vehicle. All doors can be locked from the inside using the central locking button. This can result in locking yourself inside the vehicle. Individuals locked in the vehicle could be exposed to very high or very low temperatures.
- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never leave anyone in a locked vehicle. In an emergency, these people may not be able to exit the vehicle without assistance or help themselves.

NOTICE

When using the emergency locking or emergency unlocking feature, remove and reinstall the affected parts carefully and correctly to reduce the risk of vehicle damage.

Indicator light in the driver's door

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

The indicator light for the central locking system is located in the driver door ⇒ *Driver door*.

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

Automatic locking and unlocking

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

Settings for central locking can be applied in the Settings ⇒ *Settings menu* menu, depending on the vehicle equipment, or by a suitably qualified professional. Volkswagen recommends contacting your Volkswagen dealership.

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

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

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

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

Central locking button

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

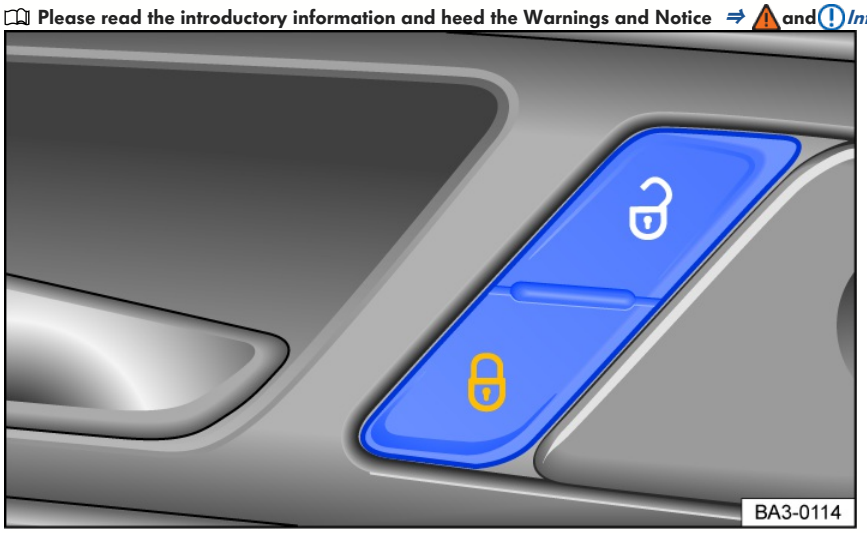

Fig. 45 In the driver's door: central locking button.

🔓 – Unlock the vehicle.

🔒 – Lock the vehicle.

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

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

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

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

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

Opening and closing the driver's door in an emergency

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

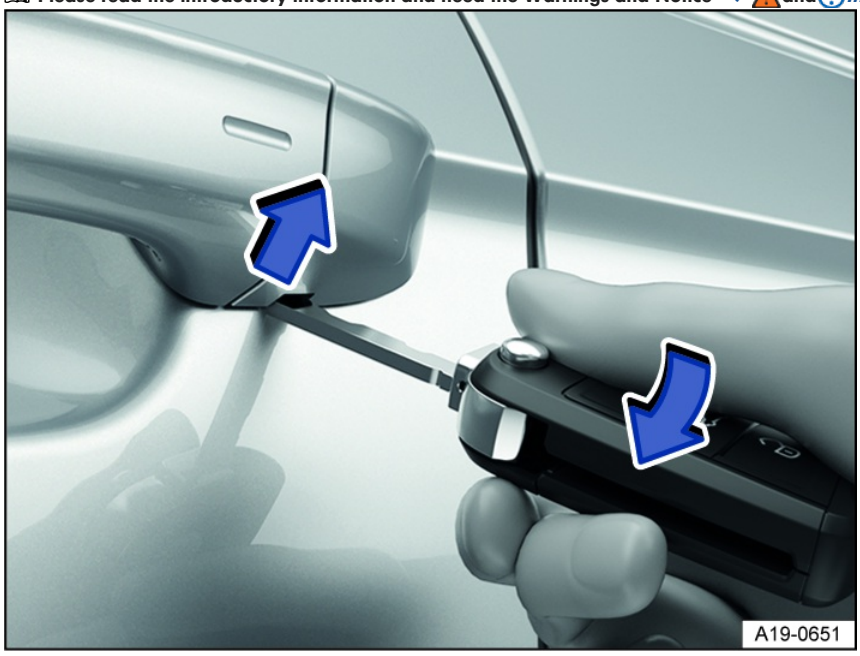

Fig. 46 Driver's door handle: prying off the cap.

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*.

1. Position the key bit or emergency key on the notch in the driver door handle from below.
2. Hold your index finger under the key bit.
3. Use the vehicle key to pry the cap off in the direction of the arrow *fig. 46*.
4. Insert the key bit in the lock cylinder and unlock or lock the vehicle.
5. Pull on the door handle and reinstall the cap.

Special considerations for manual unlocking

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

The electronic immobilizer will detect a valid vehicle key.

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

Locking the front passenger door and rear doors in an emergency

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

Fig. 47 On the front of the right rear door: emergency locking the vehicle with the vehicle key (general example).

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

The anti-theft alarm system is **not** activated when this happens ⇒ *Anti-theft alarm system*.

1. Open the door.
2. Remove the rubber seal in the front of the door.
3. Insert the key bit or emergency key into the slot and turn it *fig. 47*.
4. Reattach the rubber seal.
5. Check that the door is locked.
6. 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.

Child safety lock

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

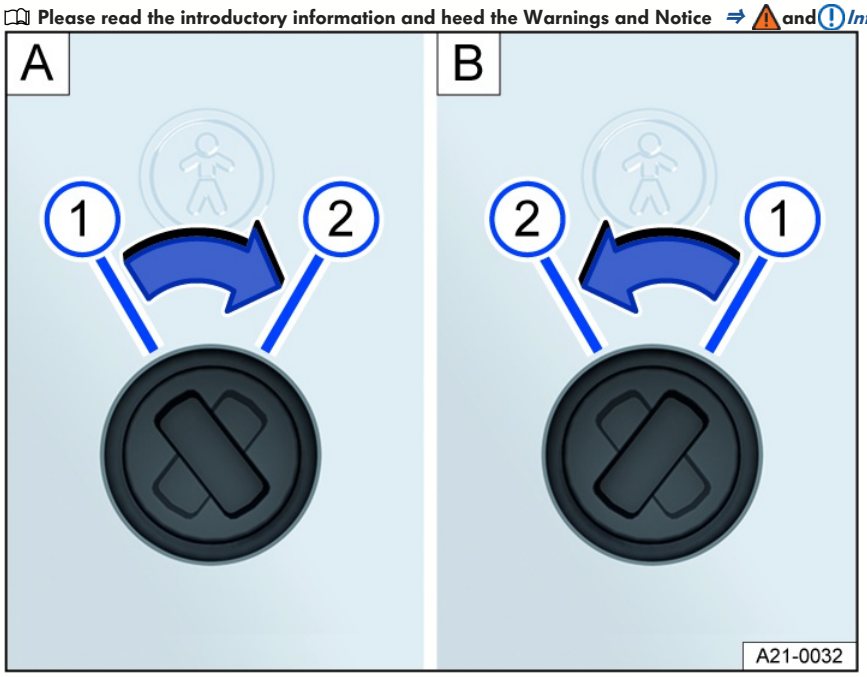

Fig. 48 Child safety lock: A left rear door, B right rear door.

(1) Child safety lock is switched off.

(2) Child safety lock is switched on.

The child safety locks are located on the inner door panels of the rear doors.

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

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

Switching the child safety lock on or off

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

WARNING

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

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked. Otherwise, they could become locked inside the vehicle. In case of an emergency, these individuals would not be able to leave the vehicle without assistance or care for themselves. Individuals locked in the vehicle could be exposed to very high or very low temperatures.
- Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

Troubleshooting

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

If the indicator light does not turn off

The red LED in the vehicle door flashes briefly and then stays on.

There is a malfunction in the locking system.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

If the turn signals are *not* flashing as confirmation when locking the vehicle:

- At least one of the doors, the trunk lid or the hood are not closed.

If the vehicle is locking automatically

The vehicle will lock again automatically after approximately 45 seconds if one of the following conditions apply:

- The vehicle was unlocked, but not opened
- The ignition was not switched on
- The trunk lid was not opened.

Locking with a second vehicle key

For vehicles with Keyless Access with push-button start: If a second vehicle key is used to lock the vehicle from outside, the vehicle key inside the vehicle is immediately disabled so that it cannot be used to start the engine; it is still possible to perform an emergency start, however ⇒ *Troubleshooting*.

1. To enable the vehicle key inside the vehicle so that it can be used to start the engine as usual, press the button on the vehicle key inside the vehicle ⇒ *Starting the engine*.

Locking the vehicle after an airbag deploys

The entire vehicle unlocks when an airbag deploys in a collision. Depending on the severity of the damage, it may be possible to lock the vehicle as follows after th collision:

1. Switch the ignition off.
2. Open the driver door and shut it again.
3. 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.

NOTICE

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

It may not be possible to unlock or lock the vehicle using Keyless Access if the 12 V vehicle battery or button cell battery in the vehicle is weak or drained. The vehicle can be manually unlocked or locked ⇒ *Introduction*.

If there is no valid vehicle key in the vehicle or one is not detected, a message will appear in the instrument cluster display. This can occur if another signal interferes with the remote control vehicle key or if the remote control vehicle key is covered by an object, such as a metal case ⇒ *Starting and stopping the engine*.

Anti-theft alarm system

The vehicle may be equipped with an anti-theft alarm system.

The anti-theft alarm system monitors the doors, the hood, and the trunk lid.

The anti-theft alarm system is automatically activated when you lock the vehicle.

If an attempt is made to access the vehicle 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.
- If the ignition is switched on with an invalid vehicle key.
- If the 12 V vehicle battery is disconnected.

Switching off the alarm

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

   Or: switch on the ignition using a valid vehicle key.

   This may cause the alarm to sound briefly for approximately 1 second.

2. *For vehicles with Keyless Access with push-button start:* Grasp the door handle ⇒ *Keyless Access*.

The anti-theft alarm system will not work correctly if the 12 V vehicle battery is weak or drained.

Disconnecting the 12 V vehicle battery may set off the anti-theft alarm system.

Trunk lid

Introduction

The trunk lid is unlocked and locked together with the doors.

On vehicles with Keyless Access, the trunk lid is automatically unlocked when opening ⇒ *Keyless Access*.

If individual door opening or the opening of one side of doors is activated in the Infotainment system settings for opening and closing, you must press the but on the remote control vehicle key **twice** to unlock the trunk lid.

On vehicles with Keyless Access you must press the sensor on the inside of the driver's or front passenger's door handle **twice** to do this.

WARNING

Uncontrolled or unintentional release: opening and closing the trunk lid can cause accidents and serious injuries.

- Do not open or close the trunk lid if anyone is in the way.
- After closing the trunk lid, check that it is properly closed. When closed, the trunk lid must be flush with the areas of the vehicle body that are around the door.
- Always keep the trunk lid closed while driving.
- Never open the trunk lid when cargo is secured on it, such as bicycles. Additional weight can cause the trunk lid to begin closing by itself. If necessary, prop the trunk lid open or remove the cargo beforehand.
- Close and lock the trunk lid and all doors when the vehicle is not in use. Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the luggage compartment, close the lid, and then lock themselves in. Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

WARNING

Unlocking or opening the trunk lid incorrectly or carelessly may lead to serious injuries.

- The vehicle may not always detect when the trunk lid is not latched if a cargo rack that is carrying cargo is mounted on the trunk lid. If the trunk lid is not latched, it may open suddenly while driving.

WARNING

If there is a heavy load of snow or cargo on the trunk lid, the additional weight may cause the lid to lower, which can result in serious injuries.

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.

WARNING

Do not press on the rear window of the trunk lid with your hand. The rear window could crack, which can result in injuries.

NOTICE

Never attach or secure cargo on the opening mechanisms. This could cause damage that could prevent the trunk lid from closing.

NOTICE

Never attach cargo to the rear spoiler or use the rear spoiler to hold cargo in place. This could cause damage that could result in the rear spoiler breaking off.

Opening and closing the trunk lid

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

Fig. 49 In the driver's door: unlock button for the trunk lid.

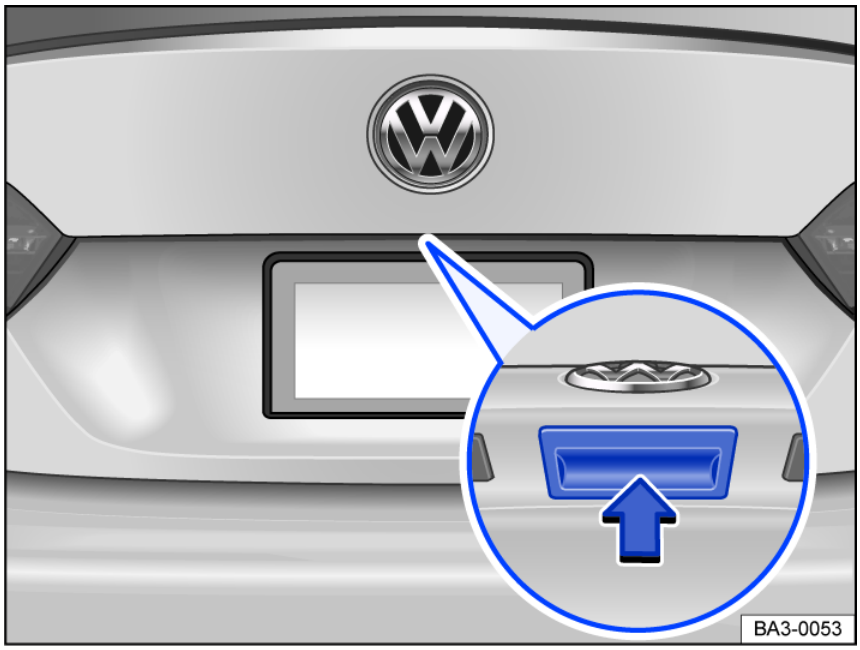

Fig. 50 In the trunk lid: button to open the trunk lid.

Opening the trunk lid

1. To unlock the trunk lid, press the button on the vehicle key.

   Or: pull the button in the driver door upward *fig. 49*.

2. Raise the trunk lid using the button *fig. 50* and pull all the way up.

Closing the trunk lid

1. Pull the trunk lid downward firmly using the handle in the interior trim panel until it latches shut ⇒ ⚠.

The trunk lid will also lock when the doors are locked.

An image in the instrument cluster display indicates if the trunk lid has not opened or closed correctly.

The trunk lid locks automatically while driving.

⚠ WARNING

Closing the trunk lid incorrectly or carelessly may lead to serious injuries.

- When closing the trunk lid, make sure your hands are not within the closing range of the lid.
- When opening the trunk lid, take care to pull it all the way up.

If the trunk lid is not opened within several minutes after unlocking, it will lock again automatically.

Trunk lid with Easy Open motion sensor

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

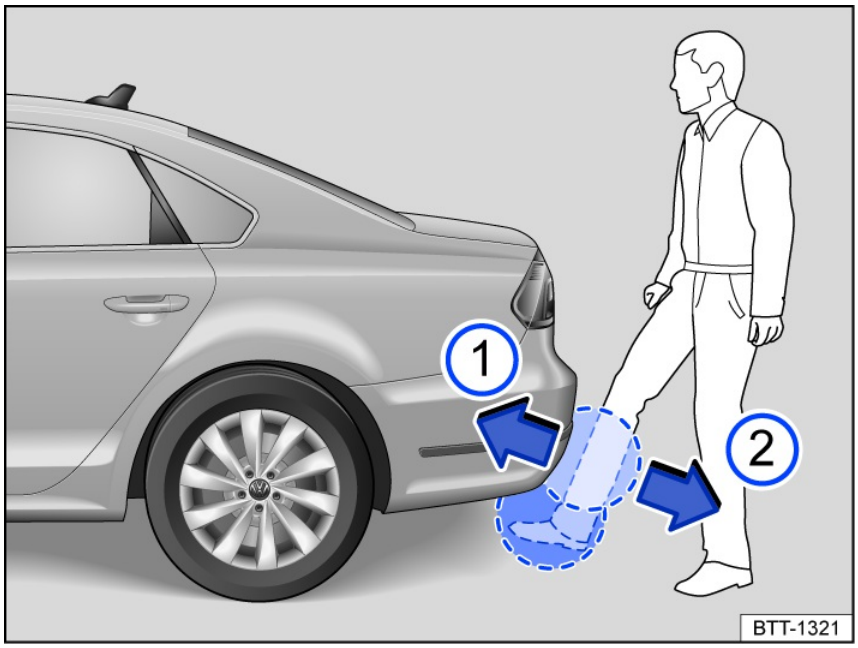

Fig. 51 Trunk lid with sensor-controlled opening (Easy Open).

If a valid vehicle key is located near the trunk lid, the trunk lid can be unlocked and opened with foot motion.

1. Position your foot behind the middle of the bumper.
2. Quickly swing the lower part of your leg close to the bumper. Your shin must be near the upper sensor and your foot must be near the lower sensor *fig. 51*.
3. Remove your foot quickly away from the sensor area. Visual feedback is given via the turn signals. The trunk lid will open.

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.

Activating or deactivating the Easy Open function

Easy Open can be activated and deactivated in the Settings – Comfort menu in the instrument cluster ⇒ *Driver information*.

⚠ CAUTION

If a valid vehicle key is detected near the trunk lid, the Easy Open function may trigger unintentionally and open the trunk lid, for example if there is a sweeping motion under the rear bumper, if a strong stream of water or steam passes by the bumper, or during maintenance and repair work in the rear bumper area. 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.

- Always make sure that no valid vehicle keys are left unattended near the trunk lid.
- Always turn off the Easy Open function via the Infotainment system before any and all maintenance and repair work is performed on the vehicle.
- Always turn off the Easy Open function via the Infotainment system before washing the vehicle.

Mechanically unlocking the trunk lid using the emergency release

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

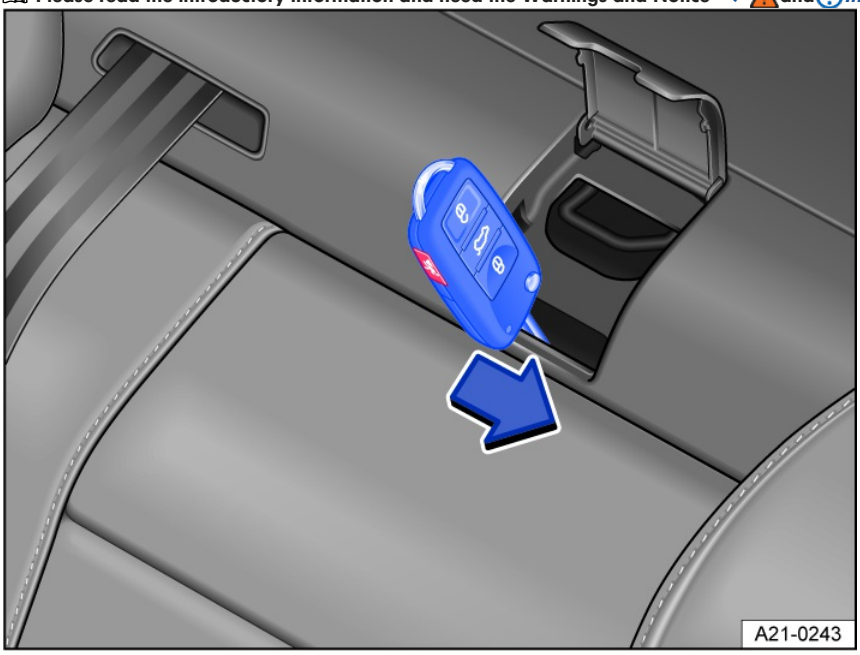

Fig. 52 Behind the rear seat backrest: mechanically unlocking the rear seat backrest using the emergency release.

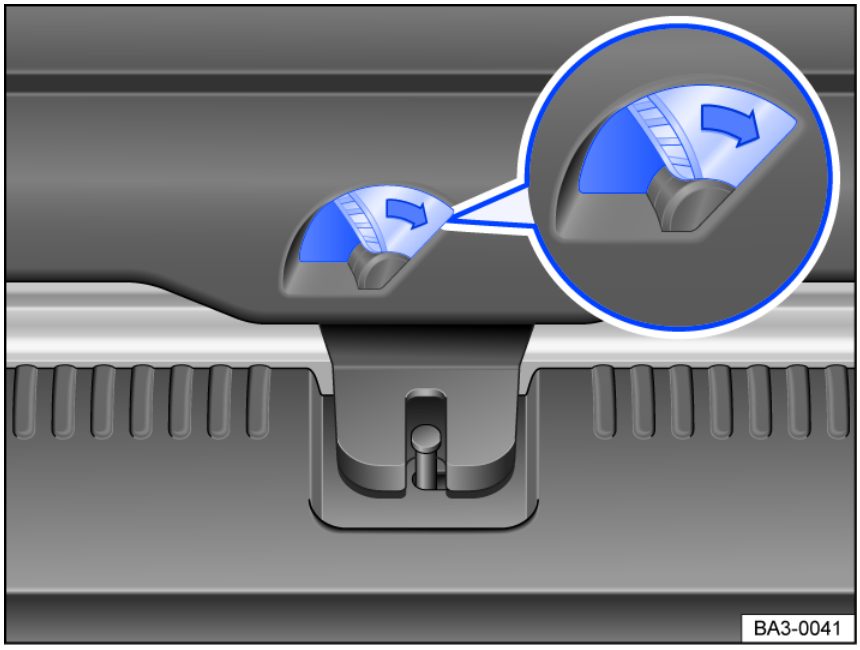

Fig. 53 In the luggage compartment: unlocking the trunk lid.

Mechanically unlocking the trunk lid using the emergency release

1. Insert the vehicle key in the slot *fig. 52* to unlock the rear seat backrest and press in the direction of the arrow.
2. Fold the rear seat backrest forward.
3. Push the lever *fig. 53* in the direction of the arrow and open the trunk lid.

Troubleshooting

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

If the trunk lid will not open or close

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 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 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 ignition is switched off.
- Clean the sensors in the rear bumper.
- Easy Open may be deactivated in heavy precipitation to reduce the risk of false activation.

Windows

Opening and closing the windows

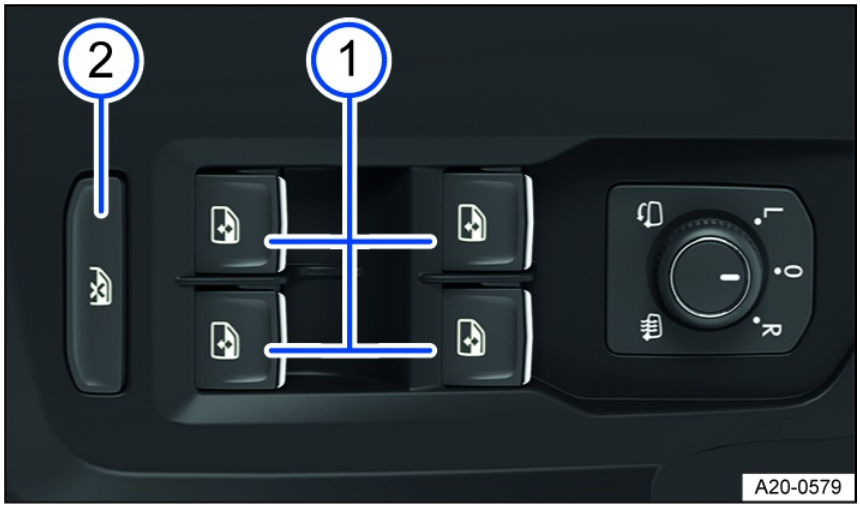

Fig. 54 In the driver door: Power window buttons.

(1) Opening the window: press the switch.
Closing the window: pull the switch.

(2) Press to disable the power window switches in the rear doors.
This button is only located in the driver door.

The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger door is not opened.

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.

⚠ WARNING

Careless or unintended use of the power windows can cause serious injuries.

- Do not open or close the power windows if anyone is in the way.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. The windows cannot open in an emergency situation.
- Always take all vehicle keys with you when leaving the vehicle. The windows can still be opened or closed using the switches in the doors for a brief period after the ignition has been switched off, as long as the driver's or front passenger door is not opened.
- When driving with children seated on the rear bench seat, always disable the rear power windows by pressing the child safety lock button so that the windows cannot be opened or closed.

NOTICE

If the windows are open, rain could enter the vehicle and soak the interior, causing vehicle damage.

If the power windows are malfunctioning, the one-touch 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 press the switch again within several seconds, the window will close without **pinch protection** ⇒ ⚠.

Closing windows without pinch protection

1. Try to close the windows again within a few seconds by holding the switch. **This will disable the pinch protection.**

   If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.

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.
- Never allow anyone to be in the window operating area, especially if a window is closing when pinch protection is disabled.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the window frame.

Pinch protection also occurs when using the convenience closing function with the vehicle key.

Troubleshooting

One-touch up/down feature

If the 12 V vehicle battery is disconnected or drained when the windows are not completely closed, then the one-touch up/down feature will not work. It must be reprogrammed using the following steps:

1. Switch the ignition on.
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.

Sunroof

Opening or closing the sunroof

The term "power sunroof" is used as a synonym for the tilting and sliding panoramic roof.

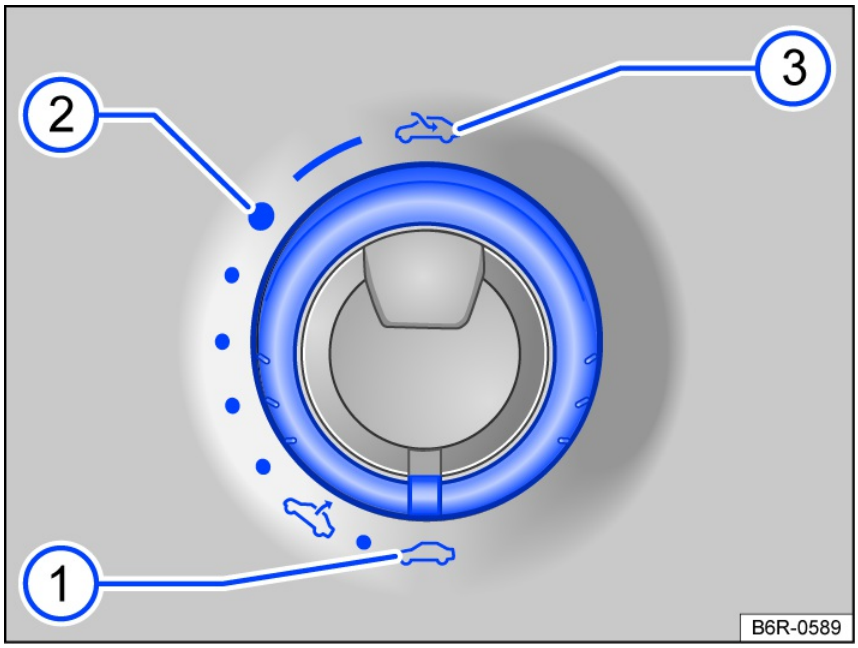

Fig. 55 In the headliner: turning the switch to open and close.

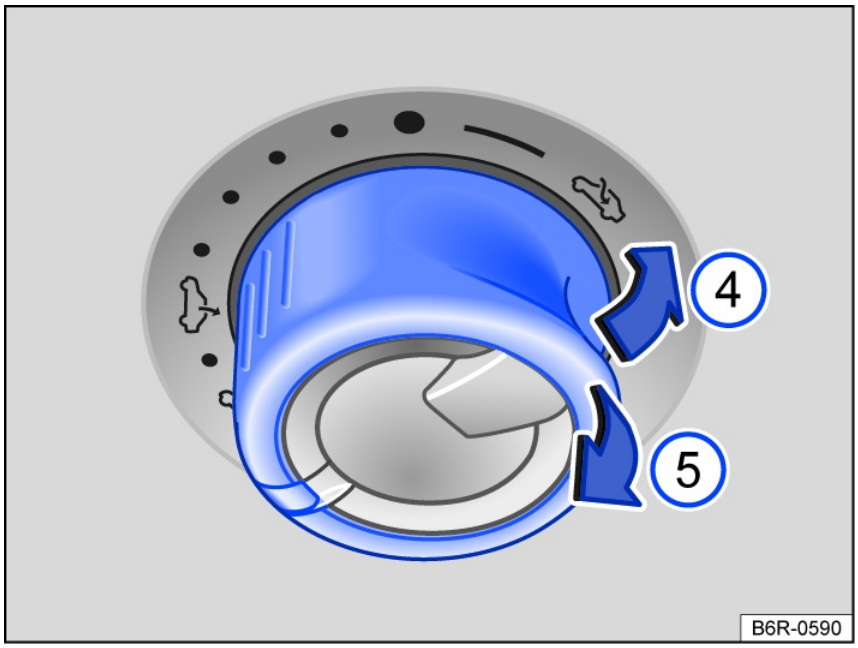

Fig. 56 In the headliner: pushing the switch to raise and pulling the switch to close.

Opening completely

1. Turn the switch to position *fig. 55* and press and hold until the power sunroof has reached the preferred position.

Comfort position

1. Turn the switch to position *fig. 55*.

Setting intermediate positions

1. Turn the switch in position *fig. 55* to (1).

Closing completely

1. Turn the switch to position *fig. 55*.

Raising completely

To raise the power sunroof, the dial must be in the basic position *fig. 55*.

1. Briefly press the switch to the rear *fig. 56*.

Stopping the automatic closing/opening

1. Briefly press or pull the switch *fig. 56* or (5) again.

Closing completely

1. Briefly pull the switch *fig. 56* to the rear.

⚠ WARNING

Careless or inattentive use of the sunroof can cause serious injuries.

- Do not open or close the power sunroof if anyone is in its path.
- Always take all vehicle keys with you when leaving the vehicle.
- Never leave children or people requiring assistance unattended in the vehicle, especially if they have access to the vehicle key. Inattentive use of the vehicle key can lock the vehicle, start the engine, switch the ignition on, or operate the sunroof.
- The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.

NOTICE

- To reduce the risk of damage, remove ice and snow from the vehicle roof before opening or tilting the power sunroof in winter weather.
- Always close the power sunroof before leaving the vehicle and when there is precipitation. If the sunroof is open or tilted, rain or snow could enter the vehicle interior and cause extensive damage to the electrical system. This could also result in further vehicle damage.

Remove leaves and other loose objects from the power sunroof guide rails regularly, either by hand or with a vacuum cleaner.

The pinch protection will not function correctly if the sunroof is malfunctioning. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sunroof pinch protection

The pinch protection reduces the risk of pinching injuries ⇒ ⚠. If the sunroof is obstructed while it is closing, it will open again automatically.

1. Check why the sunroof is not closing.
2. Try again to close the sunroof.
3. If the sunroof is still not able to close, close the sunroof without pinch protection.

Closing the sunroof without pinch protection

1. Pull the switch until the power sunroof is completely closed ⇒ *Opening or closing the sunroof*.

   This will close the sunroof without pinch protection.
2. If the power sunroof still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting your Volkswagen dealership.

If you release the switch during the closing process, then the sunroof will open again automatically.

⚠ WARNING

Closing the sunroof without pinch protection may result in serious injuries.

- Always be careful when closing the power sunroof.
- Never allow anyone to be within the sunroof range of operation, especially if it is closing without pinch protection.
- The pinch protection does not prevent fingers or other parts of the body from becoming injured by being pressed against the roof frame.

Pinch protection also occurs when convenience closing the windows and sunroof with the vehicle key.

Mechanically closing the power sunroof using the emergency release

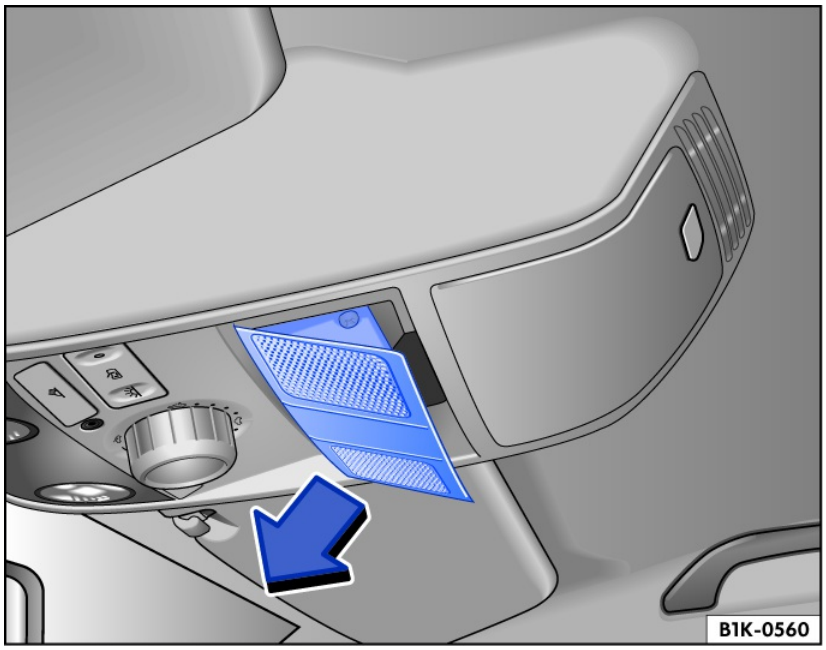

Fig. 57 In the headliner: remove the cover.

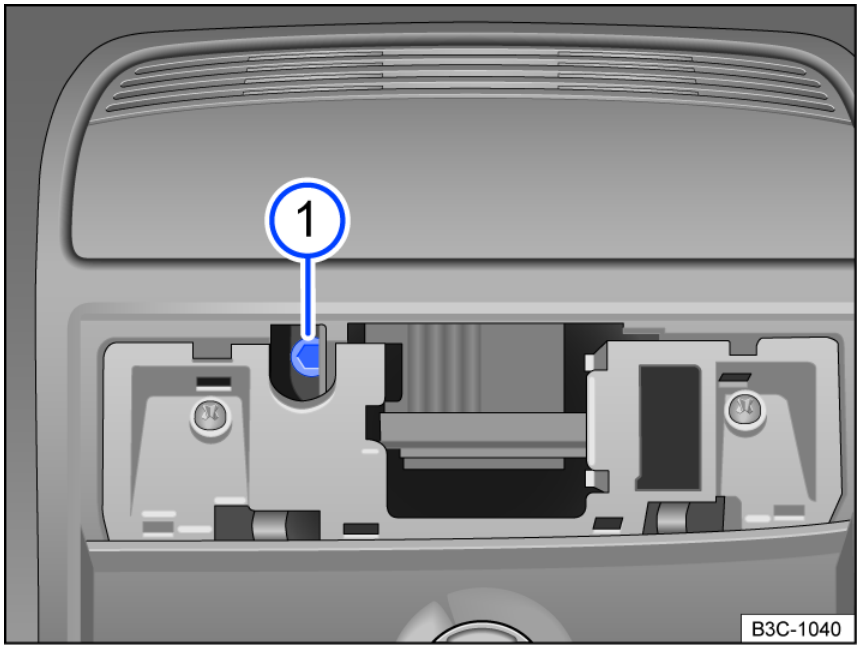

Fig. 58 Hexagon socket head bolt for closing the power sunroof.

1. Remove the cover in the direction of the arrow *fig. 57*.
2. Place a 4 mm hex socket wrench on the hexagon socket head bolt *fig. 58* (1).
3. Turn the hex socket wrench counterclockwise. The power sunroof closes.
4. Attach the cover in the opposite direction to the arrow *fig. 57*.
5. Have the tilting and sliding panoramic sunroof checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The function and the pinch protection may be impaired following mechanical closing using the emergency release.

[1] Not included in the scope of supply of the tool box.

Troubleshooting

If the sunroof is not closing

- The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger's door has not been opened.
- Once the ignition has been switched off and the sunroof button is pressed, the tilting and sliding panoramic sunroof will stop closing and remain where it is.
- If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Contact a suitably qualified professional. Volkswagen recommends contacting your Volkswagen dealership.

Steering wheel

Adjusting the steering wheel position

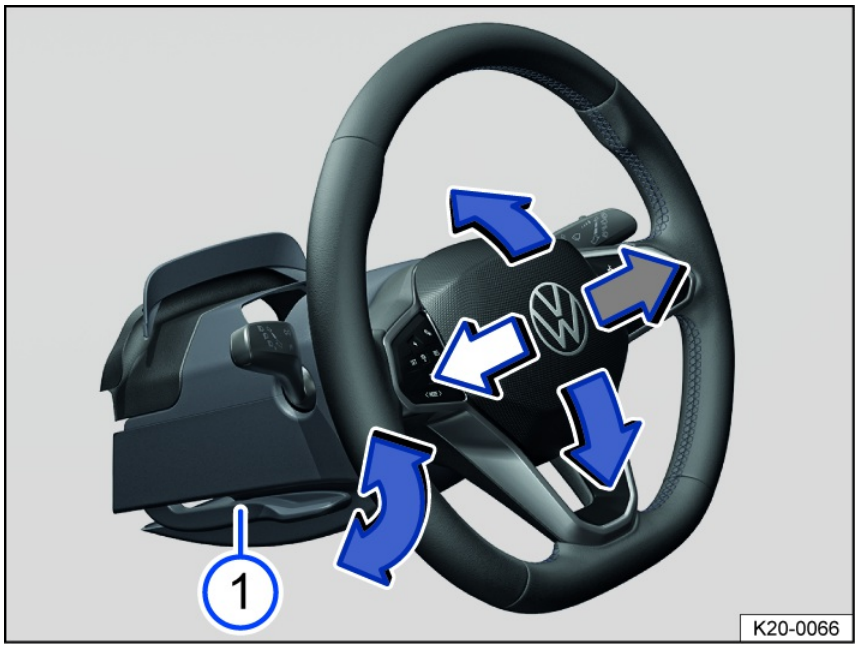

Fig. 59 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually (general example).

Fig. 60 On the steering wheel: nine o'clock and three o'clock position.

Only adjust the steering wheel **before** driving or while the vehicle is stationary → ⚠.

1. Tilt the lever *fig. 59* 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. 60*.

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. 59* (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, then stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the *nine o'clock and three o'clock position* *fig. 60*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Seats and head restraints

Front seats

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position ⇒ *Introduction*.

WARNING

Adjust the front seats correctly each time before driving and make sure all passengers have their safety belts fastened correctly.

- Move the front passenger seat all the way back.
- Adjust the driver seat so that there is a distance of at least 10 inches (25 cm) between your chest and the center of the steering wheel. Adjust the forward/back position of the driver seat so that you can fully press the pedals while your legs are slightly bent and there are at least 4 inches (10 cm) of space between the instrument panel and your knees. If body characteristics mean that this is not possible, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have special modifications made. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with the backrest angled back far. The farther back the backrest is angled, the greater the risk of injury due to incorrect routing of the safety belt and an incorrect seating position.
- Never drive with the backrest angled sharply forward. If the front airbag deploys, it could push the backrest back and injure passengers in the rear seat.
- Always sit upright, with your back against the backrest and the front seats adjusted correctly. Never position any part of your body close to or directly on the location where the airbag is installed.

WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the 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.
- Do not restrict the movement of the seats by placing objects within their range of movement.
- Only adjust the forward/back position and angle of the rear seats when there is no one within the seat's range of movement.
- The adjusting and locking areas of the seats must not be dirty.

WARNING

Using seat covers or protective covers incorrectly can result in unintentionally operating the seat adjusters, and the front seats could move unexpectedly while driving. This could cause you to lose control of the vehicle. This can cause accidents and injuries. The electrical components in the front seats could also be damaged.

- Never install or secure seat covers and protective covers on the electrical 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

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

The information that follows describes all possible controls. Depending on the seat version, the number of controls may vary.

The controls on the front passenger seat are a mirror image of those for the driver seat.

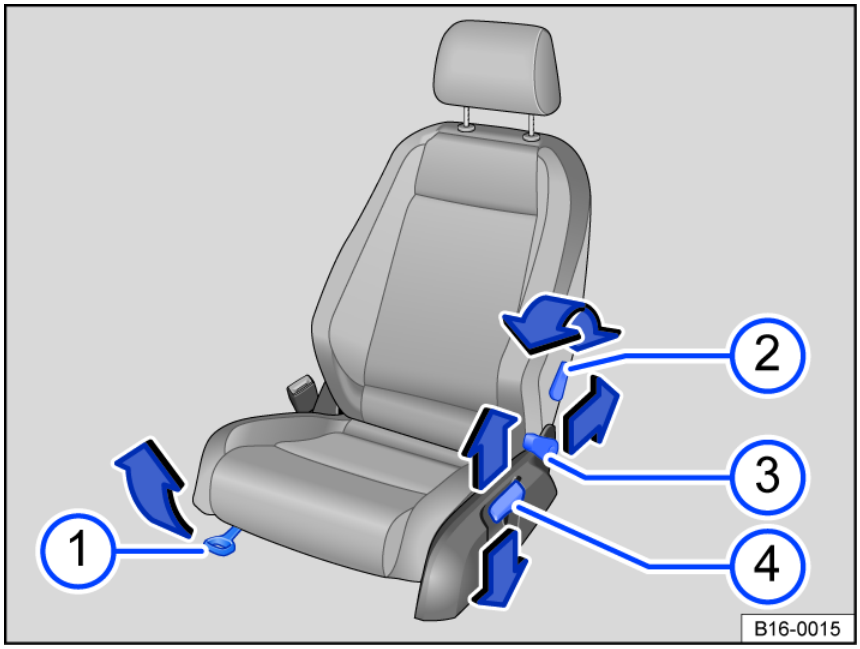

Fig. 61 On the driver seat: Controls (variant 1).

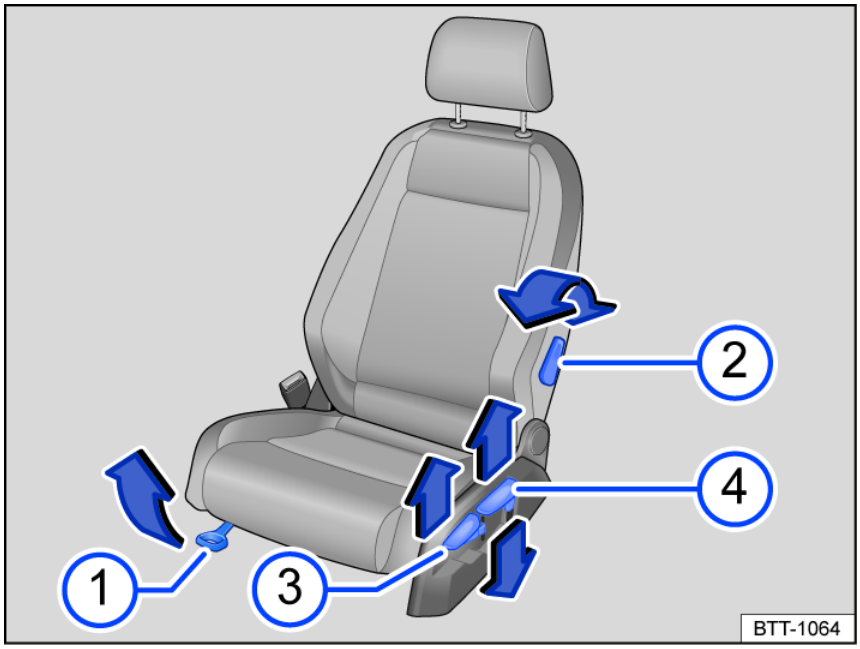

Fig. 62 On the driver seat: Controls (variant 2).

(1) Pull the lever up to slide the front seat forward or back. The front seat must lock into place after the lever is released.

(2) To adjust the lumbar support, pull the lever toward you. The seat backrest must lock into place after the lever is released.

(3) To adjust the backrest, take your weight off it and pull the lever up.

(4) If necessary, move the lever multiple times upward or downward to adjust the height of the seat.

Adjusting power front seats

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

The controls on the front passenger seat are a mirror image of those for the driver seat.

A seat may have both manual and power controls.

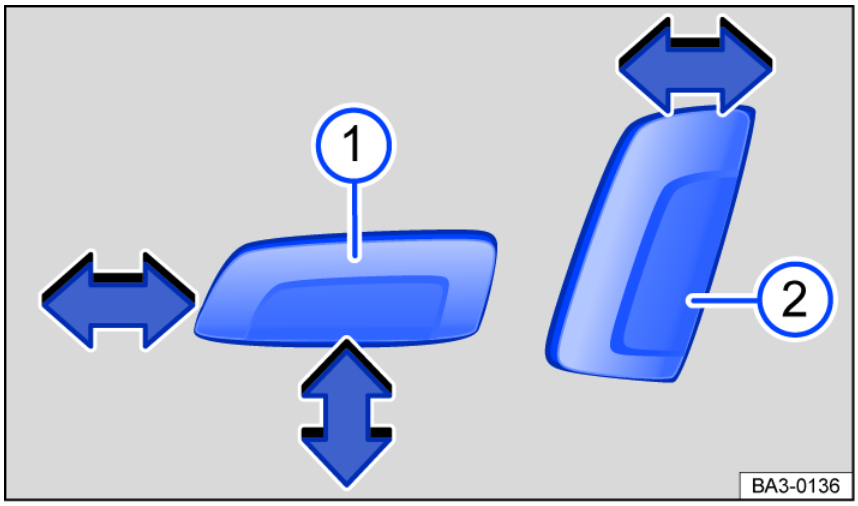

Fig. 63 Switch on the driver seat: Adjusting the front seat forward/back, the height and angle of the seat surface, and the front seat backrest.

(1) Adjust the seat cushion.

(2) Adjust the angle of the backrest.

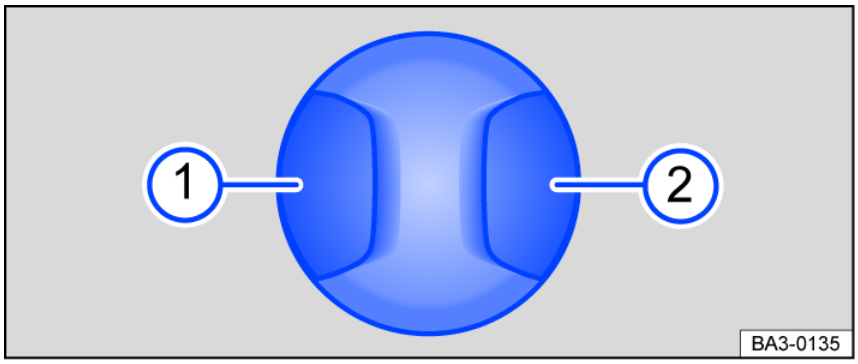

Fig. 64 Switch on the driver seat: Adjusting the lumbar support.

(1) Move the curvature of the lumbar support forward.

(2) Move the curvature of the lumbar support backward.

WARNING

Careless or unintended use of the power front seats can cause serious injuries.

- The power front seats can also be adjusted when the ignition is switched off. Never leave children or people requiring assistance in the vehicle.
- In case of an emergency, interrupt the power adjustment by pressing another switch.

NOTICE

To reduce the risk of damage to the electrical components in the front seats, never kneel on the front seats or seat cushions. Do not exert pressure on the backrest with sharp or pointed objects.

If the 12 V vehicle battery charge level is too low, the seat may not be able to be adjusted with the power controls.

A seat adjustment may be canceled while the engine is starting.

Rear seats

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position ⇒ *Correct seating position*.

WARNING

Adjust the rear seats correctly before each journey and make sure all passengers have their own safety belts fastened correctly.

- Only adjust the rear seats when the vehicle is stationary. Otherwise, the rear seats could move unexpectedly while the vehicle is in motion. You could also put yourself in an incorrect seating position.

- For passengers in the rear seats, the risk of serious injuries increases if they do not sit upright, because the safety belts will not be positioned correctly.
- Only adjust the rear seat when there is no one within the seat's range of movement.

⚠ WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before adjusting any seat, always make sure that there are no cigarette lighters near the moving parts of the seat.

⚠ WARNING

To reduce the risk of injury while driving, the center armrest must always be folded upward.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.
- Never allow an adult or child to ride on the center armrest.

NOTICE

- Objects in the luggage compartment can cause damage when adjusting the rear seat forward or backward.
- If the rear seat is positioned forward, objects can become caught between the seat and the luggage compartment floor. Remove any objects from this area before sliding the rear seat back.

NOTICE

Objects with sharp edges can damage the seats.

- Never touch the seats with sharp-edged objects. Sharp-edged objects, such as zippers, rivets on clothing, or belts, can cause surface damage. Open hook and loop fasteners can also cause damage.

Folding the rear bench seat backrest forward or backward

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

The seat backrest is divided. Each part of the rear seat backrest can be folded forward individually to enlarge the luggage compartment.

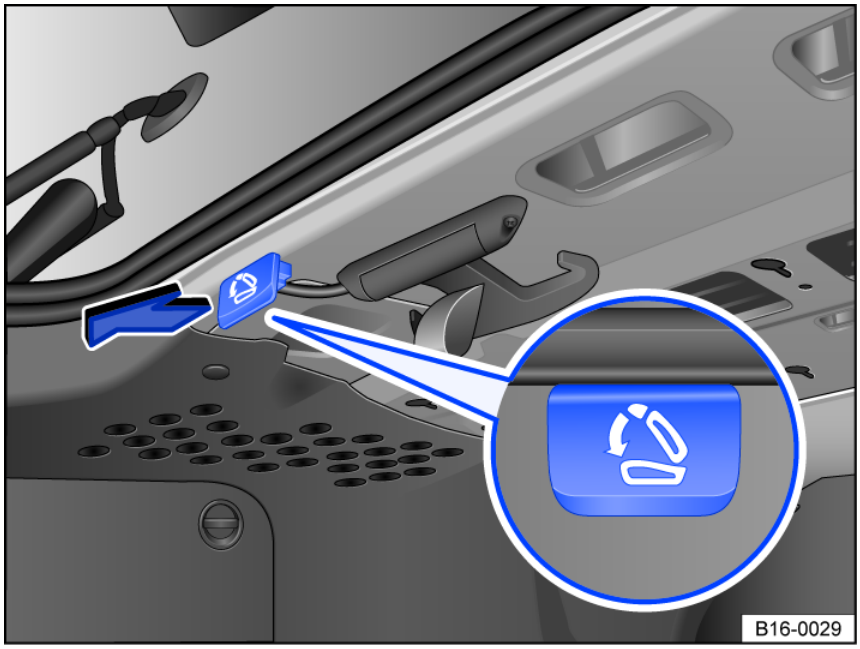

Fig. 65 In the luggage compartment: Remote release lever.

Folding the seat backrest forwards using the remote release lever

1. Move the head restraints all the way down.
2. Open the trunk lid.
3. Pull the remote release lever *fig. 65* for the backrest section to be folded forwards.

   This portion of the rear seat backrest is now unlocked and can be folded forward and down.

4. Close the trunk lid if necessary.

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 ⇒ ⚠.

⚠ 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.
- Never allow adults or children to sit in a rear seat if that seat backrest is folded forward or is not engaged.

NOTICE

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause damage to the vehicle or other objects.

- Before folding the rear seat backrest forward, always adjust the front seats so that the head restraint or padding on the rear seat backrest does not press against the front seats.
- Before folding the rear seat backrest forward, always take care that there are no objects in its path.

Head restraints

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position ⇒ *Correct seating position*.

All seats are equipped with head restraints. The head restraints are specially approved for the relevant seat and should not be installed in another seat in the vehicle.

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

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. Otherwise, damage could result.

Adjusting the head restraints

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

Adjusting the height of the head restraints

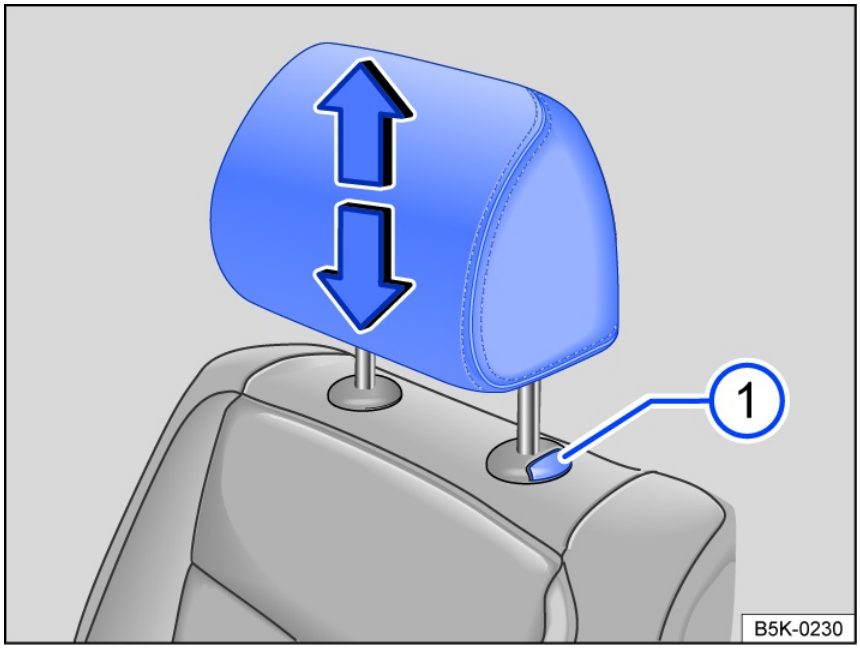

Fig. 66 Front head restraint: adjusting.

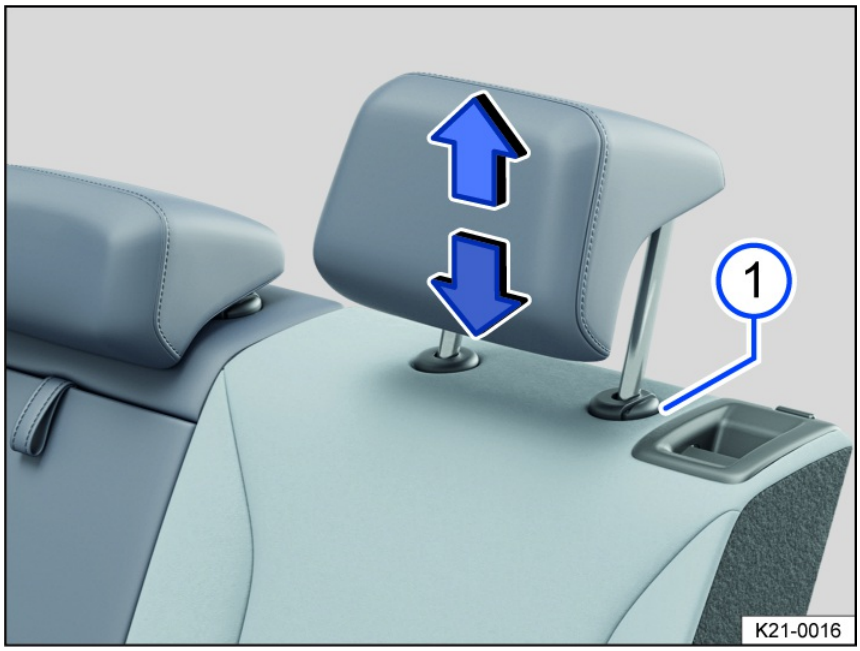

Fig. 67 Rear head restraint: adjusting (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the *fig. 66* or *fig. 67* button.

The head restraint must lock securely into place.

Removing and installing the head restraints

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

Removing the front head restraints

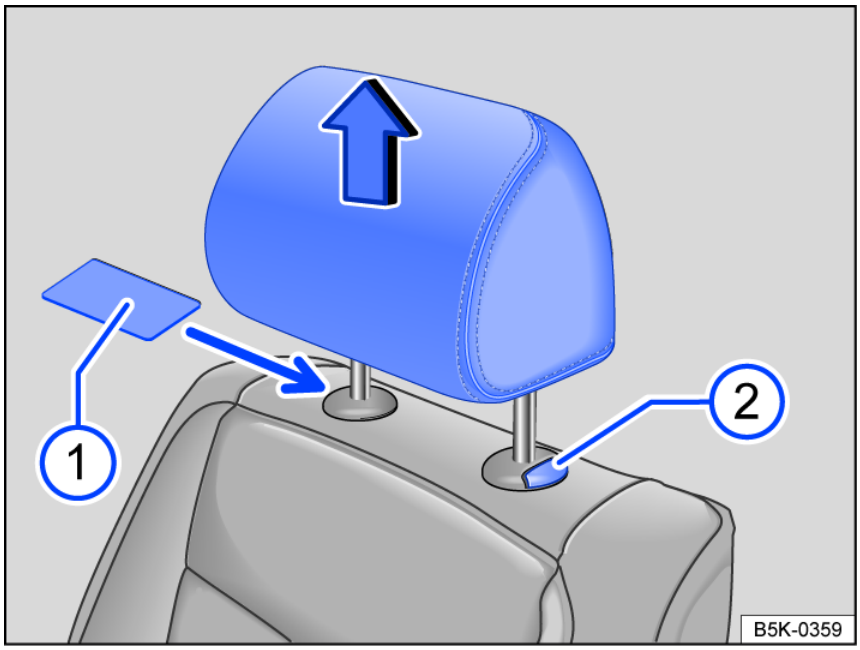

Fig. 68 Front head restraints: removing.

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. To unlock, insert a flat object, e.g. a plastic card *fig. 68* between the backrest cover and the head restraint guide pin cap.
4. Pull the head restraint all the way out while pressing the button *fig. 68* fully.

Installing the front head restraints

1. If necessary, adjust the seat backrest so that the head restraint can be installed.
2. Position the head restraint correctly above the head restraint guides with both guide pins and insert into the guides of the corresponding backrest.
3. Press the button *fig. 68* fully and slide the head restraint down as far as it will go.
4. Adjust the head restraint to the correct seat position and allow to lock into place.

Removing the rear head restraint

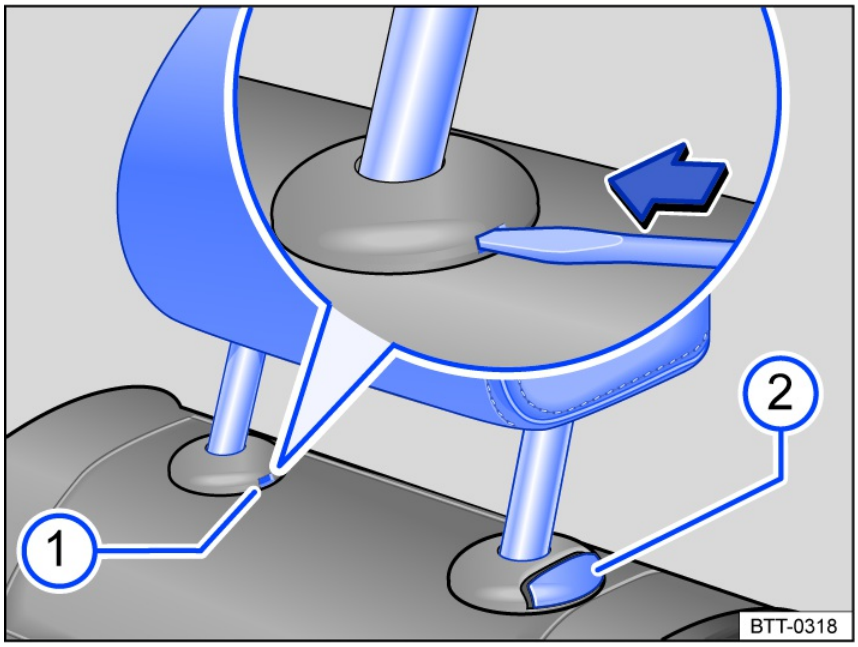

Fig. 69 Rear head restraint: removing.

1. Release the backrest of the rear bench seat and fold forwards.
2. Slide the head restraint all the way upward.
3. Push the flat edge of a screwdriver into the slot of the cap *fig. 69* in the direction of the arrow, and hold in this position.
4. At the same time, press the button *fig. 69* while a second person pulls the head restraint all the way out.
5. Fold the rear bench seat backrest toward the rear and lock it securely into place.

Installing the rear head restraint

1. Release the backrest of the rear bench seat and fold 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. 69* 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.

Seat functions

Center armrest

Front center armrest

Fig. 70 Front center armrest (general example).

- To *lift*: Pull the center armrest up to the detents in the direction of the arrow *fig. 70*.
- To *lower*: Pull the center armrest up fully. Then press the center armrest down.
- *Fore-and-aft adjustment*: slide the center armrest in the direction of the arrow *fig. 70* all the way forwards or rearwards.

⚠ WARNING

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep the storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

Rear center armrest

Fig. 71 Folding center armrest in the rear.

There may be a folding armrest in the backrest of the rear center seat.

- To *fold out*: pull the loop in the direction of the arrow *fig. 71*.
- To *fold back*: fold the center armrest upward in the opposite direction of the arrow *fig. 71* and press it all the way toward the seat backrest.

Passengers must not sit in the center rear seat when the center armrest is folded down.

⚠ WARNING

To reduce the risk of injuries while driving, the rear center armrest must always be folded up.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children. Doing so would create an incorrect seating position that could result in serious injuries.

Lights

Turn signals

Switching the turn signals on and off

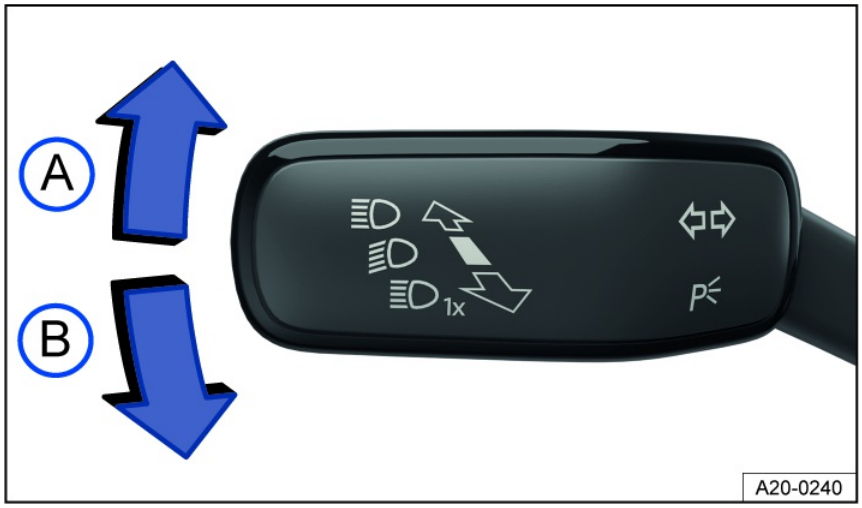

Fig. 72 On the left side of the steering column: turn signal and high beam lever.

(A) Right turn signal ➡.

(B) Left turn signal ⬅.

Switching the turn signals on and off

1. Switch the ignition on.
2. Move the turn signal and high beam lever from the center position to the preferred position *fig. 72*.
3. To cancel the turn signal, move the turn signal and headlamp lever back to its basic position.

If no chime sounds when the turn signal is on, contact suitably qualified professionals and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

3-blink turn signal

To use the 3-blink turn signal, move the turn signal and high beam lever upward or downward to the pressure point and then release the lever. The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the turn signal and high beam lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal can be switched on and off in the Light & visibility menu in the instrument cluster display *⇒ Settings menu*. In vehicles without a Light & visibility menu, the function can be deactivated by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious injuries.

- Always 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 ignition is switched off ***⇒ In case of an emergency*.**

Headlights

Switching the lights on and off

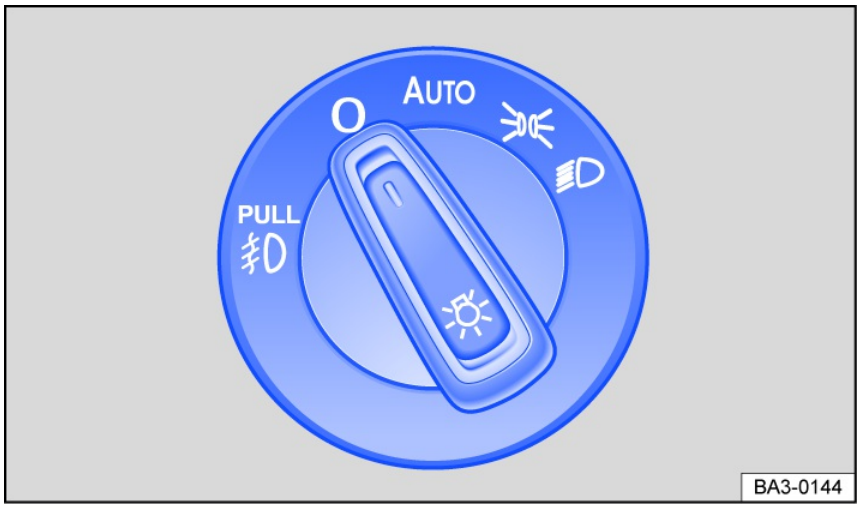

Fig. 73 Next to the steering wheel: light switch (one version).

Switching the lights on

1. Switch the ignition on.
2. Turn the light switch to the desired position:

0 The daytime running light is switched on.

AUTO Automatic headlights: the low beam headlight will switch on or off depending on the weather and environmental conditions ⇒ ⚠, ⇒ *Light functions*.

Parking light switched on. The green symbol in the light switch turns on.

The low beam headlights are switched on.

Switching the lights off

1. Switch the ignition off.
2. Turn the light switch to the desired position:

0 The lights are switched off.

AUTO The orientation lighting can be switched on ⇒ *"Exit lighting" and "Entry lighting" function (orientation lighting)* .

Parking light switched on. The green symbol in the light switch turns on.

Low beam headlights are switched off - As long as the vehicle key remains in the ignition lock or if the driver's door is closed on vehicles with Keyless Access, the parking lights stay on.

Daytime running lights DRL

The optional daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

The daytime running light turns on automatically every time the ignition is switched on if the light switch is in the **0**, or **AUTO** position (if brightness detected); the green **DRL** indicator light in the instrument cluster comes on.

Daytime running lights parking function

Depending on the equipment, the vehicle may have a daytime running lights parking function to turn off the daytime running lights temporarily when the ignition is switched on.

Switch off the daytime running lights:

1. Switch the ignition on.
2. Turn the light switch to the **0** position.
3. Apply the parking brake.

Switch on the daytime running lights:

1. Release the parking brake.

⚠ WARNING

Accidents and serious injuries may occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see.

- The light assistance systems are only aids. The driver is always responsible for turning on the correct vehicle lighting.
- Always turn on the low beam 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.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.
- The taillights do not switch on with the daytime running lights. A vehicle without its taillights turned on may not be seen by other road users in the dark, in the fog, and when visibility is poor.

⚠ WARNING

Automatic headlight control AUTO only turns the low beam headlights on and off when there are changes in brightness.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle may turn on to better illuminate the surroundings while maneuvering.

Light functions

Automatic headlight control AUTO

If the light switch is in the AUTO position, the vehicle lighting switches on and off automatically along with the instrument and switch lighting, depending on the lighting conditions. When the lights are turned on, the indicator lamp in the light switch lights up yellow.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

Cornering lights

The cornering light turns on automatically when turning slowly or around very tight curves.

Warning tones when lights are not turned off

If the vehicle key was removed from the ignition lock and the driver's door was opened, the warning tones will sound under the following conditions:

- If the side lights or parking lights are still switched on.
- Light switch in position, on vehicles without orientation lighting ⇒ *"Exit lighting" and "Entry lighting" function (orientation lighting)* .

If the "Coming home" function is switched on, the warning tone to indicate that the lights are still turned on will not sound when opening the driver door.

Switching the high beam headlights on and off

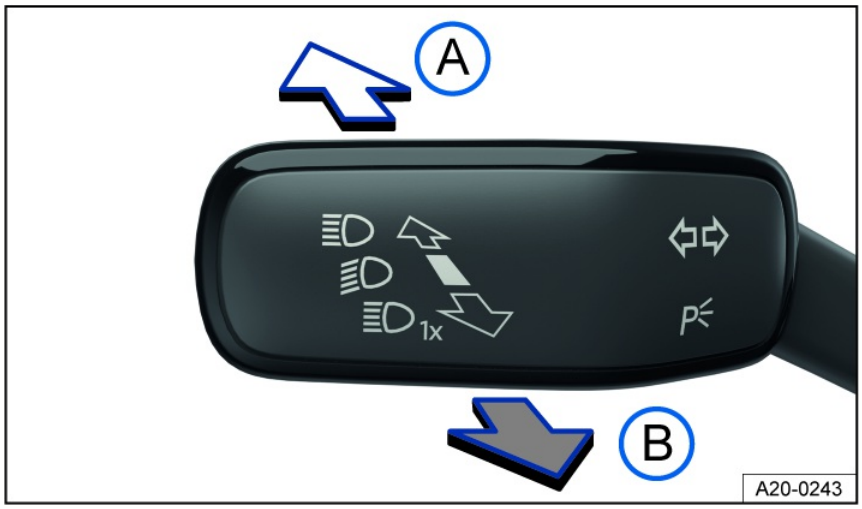

Fig. 74 On the left side of the steering column: turn signal and high beam lever.

1. Switch the ignition and the low beam headlight on.
2. Move the turn signal and high beam lever from the center position to the following position *fig. 74*:

(A) High beam headlights switched on.

(B) Activate the headlight flashers or turn off the high beam headlights. The *headlight flashers* will stay on as long as the lever is pulled.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will be on in the instrument cluster.

⚠ WARNING

Using the high beam headlights incorrectly can cause accidents and serious injuries, because the high beams can distract and create glare for other drivers.

Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the parking lights and sections of the taillights.

Switching on the continuous parking lights on both sides of the vehicle:

1. With the ignition on, turn the light switch to the position.
2. Switch the ignition off.
3. Lock the vehicle from the outside.

Automatic side or parking light deactivation

The vehicle switches off the parking lights or continuous parking lights after 30 minutes, so that the engine can still be started.

If the battery does not have enough capacity for the parking lights to run for 30 minutes, the 12 V vehicle battery may drain enough that the engine may not be able to start ⇒ ⚠.

⚠ WARNING

If the vehicle is stopped without enough lighting so that the vehicle cannot be seen or is difficult for others on the road to see, this can cause accidents and serious injuries.

- Always stop the vehicle safely and with enough lighting. Follow the country-specific legal regulations.

“Exit lighting” and “Entry lighting” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Exit lighting” and “Entry lighting” function illuminates the immediate area around the vehicle.

The “Coming home” and “Leaving home” function controls the rain/light sensor automatically.

In the Light & visibility menu, the lighting time can be adjusted and the function can be switched on or off ⇒ *Settings menu*.

Switching the “Exit lighting” function on

1. Switch the ignition off.

The “Coming home” lighting switches on if the automatic headlight control AUTO is switched on and the rain/light sensor detects *darkness*.

The *lighting time* begins when the last vehicle door or trunk lid is closed.

Switching the “Exit lighting” function off

- Turns off automatically after the set lighting time has elapsed.
- **Or:** Automatically if a vehicle door or the trunk lid is still open approximately 30 seconds after switching on.
- **Or:** Switch off the light.
- **Or:** Switch on the ignition.

Switching the “Entry lighting” function on

- Unlock the vehicle when the automatic headlight control AUTO is switched on and the rain/light sensor detects *darkness*.

Switching the “Entry lighting” function off

- Turns off automatically after the lighting time has elapsed.
- **Or:** Lock the vehicle.
- **Or:** Switch off the light.
- **Or:** Switch on the ignition.

If the “Coming home” function is switched on, the warning tone to indicate that the lights are still turned on will not sound when opening the driver door.

Headlight range control

The headlight range must always be adapted to the vehicle load level. This provides the driver with the best possible visibility and oncoming traffic is not dazzled. T find out whether your vehicle features headlight range control, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Without headlight range control

The beam of the low beam headlights must be adjusted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility to take into account the vehicle's load ⇒ ⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Dynamic headlight range control

The headlight range automatically adjusts to the vehicle load when the headlights are switched on ⇒ ⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can cause accidents and serious injuries.

- Always adjust the light cone to the vehicle load so that other road users are not dazzled.

⚠ WARNING

If the dynamic headlight range control fails or malfunctions, the headlights may create glare and distract other road users. This can cause accidents and serious injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

1. Check the lights and replace any bulbs as necessary ⇒ *Introduction*.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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 ⇒ *Introduction*.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Interior lighting

Instrument and switch illumination

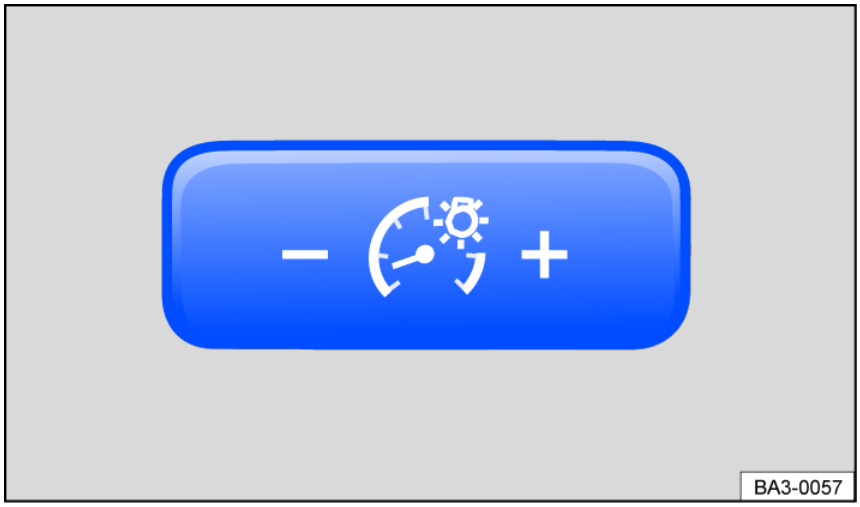

Fig. 75 Next to the steering wheel: control for instrument and switch lighting.

You can continuously control the brightness of the instrument and switch lighting when the light is switched on by turning the control *fig. 75*.

+	Increases the brightness.
−	Reduces the brightness.

The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.

Interior/reading lights, ambient lighting

Press the corresponding button or turn the switch to the corresponding position:

0	Switch off the interior lights.
	Switch on the interior lights.
	The interior lights switch on automatically when the vehicle is unlocked, a door is opened, or the vehicle key is removed from the ignition lock.
	Switch the reading lights on or off.

Glove compartment and luggage compartment lights

When opening and closing the glove compartment or trunk lid, a light will turn on or off.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

The footwell can also be illuminated.

The lights turn off when the vehicle is locked or several minutes after the vehicle key is removed from the ignition lock. This reduces the risk of the 12 V vehicle battery being drained.

Visibility

Window wipers

Operating the windshield wiper lever

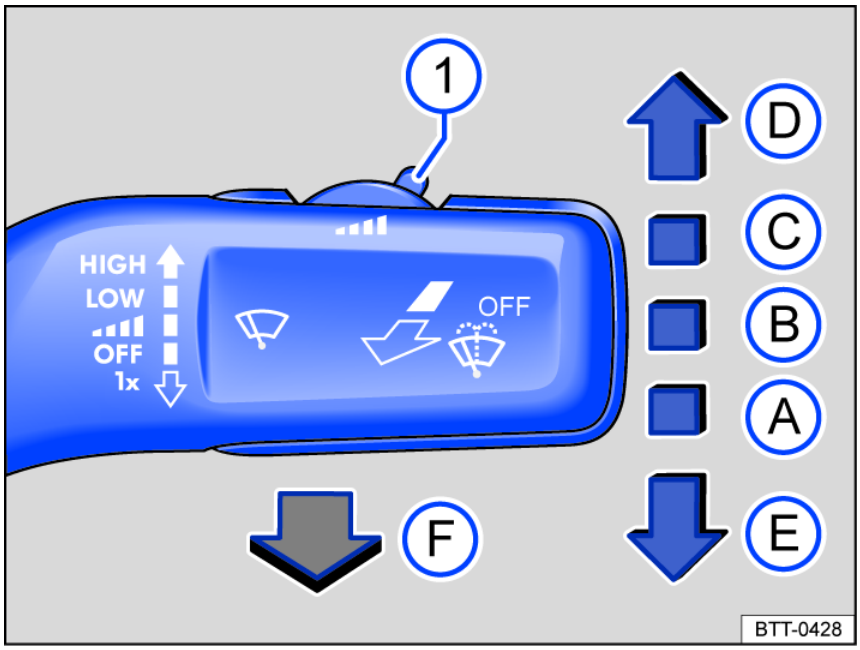

Fig. 76 On the right side of the steering column: operating the windshield wipers.

The windshield wipers only work when the ignition is switched on and the hood is closed.

Move the wiper lever into the desired position ⇒ ⚠:

- (A) OFF Wipers are switched off.
- (B) Interval wiping for the windshield or rain sensor mode. Interval wiping for the windshield depends on the driving speed. The higher the speed, the faster the wipers will move.
- (C) LOW Slow wiper speed.
- (D) HIGH Fast wiping.
- (E) 1x One-tap wiping – brief wiping. Press and hold the lever down longer to wipe faster.
- (F) Pull the lever to activate the automatic wiper/washer system to clean the windshield. While the wiper/washer system is active, the Climatronic system switches to recirculation mode for approximately 30 seconds to help prevent the washer fluid odor from entering the vehicle interior.
- (1) Switch for interval levels (vehicles without rain/light sensor) or to adjust the sensitivity of the rain/light sensor.

⚠ WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the windshield washer system in winter temperatures if the windshield has not been warmed up, e.g. with the air conditioning system. Otherwise, the freeze protection mixture can freeze on the windshield and limit visibility.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently ⇒ *Cleaning and changing wiper blades*.

NOTICE

To reduce the risk of damage to the windshield, wiper blades, and the windshield wiper motor, make sure of the following before driving and **before switching on the ignition**:

- The windshield wiper lever is in the off position.

- Snow and ice have been removed from the windshield wipers and the windshield.
- Wiper blades that have frozen onto the windshield have been carefully loosened from the windshield. Volkswagen recommends using a deicing spray for this.

NOTICE

Do not turn on the windshield wipers when the window glass is dry. The window glass can be damaged if wiper blades wipe a dry window.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield ⇒ *Service position***.**

Wiper function

Heated washer nozzles

The heat thaws frozen washer fluid nozzles. The heat output is automatically regulated when the ignition is switched on and is dependent on the outside temperature. Only the window washer nozzles are heated and not the washer fluid hoses.

Rain/light sensor

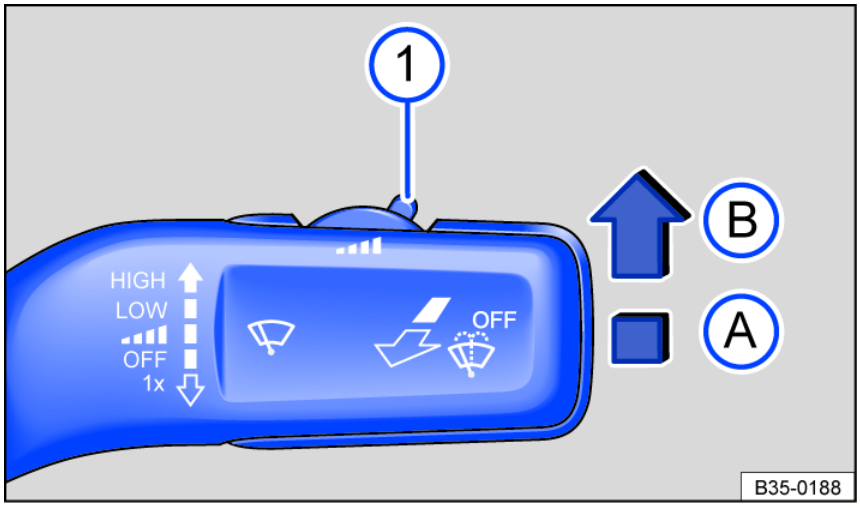

Fig. 77 On the right side of the steering column: windshield wiper lever.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

Press the lever into the desired position *fig. 77*:

- Position (A) - rain/light sensor deactivated.
- Position (B) - rain/light sensor activated, automatic wiping as necessary.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever *fig. 77* (1) ⇒ ⚠.

- Move the switch to the right – high sensitivity.
- Move the switch to the left – low sensitivity.

WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

Troubleshooting

Washer fluid level too low

The yellow indicator light turns on.

Fill the washer fluid reservoir ⇒ *Washer fluid*.

Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations *in the sensor area* of the rain/light sensor ⇒ *Front view* could be:

- **Damaged wiper blades:** damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten th wiper intervals, or cause fast wiping time.
- **Insects:** insects hitting the windshield may trigger the wipers.
- **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.
- **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) can lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage ⇒ *Exterior care and cleaning*.
- **Crack in the windshield:** if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving. Remove the obstacle and switch the wipers on again.

Mirrors

General safety precautions

Using the 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 injuries.

- Only adjust the outside mirror and interior rearview mirror when the vehicle is stationary.
- When parking, changing lanes, passing, and turning, always pay attention to your surroundings, because other road users and objects could be within the blind spot.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

⚠ WARNING

Inaccurate prediction of distance to vehicles behind you can cause accidents and serious injuries.

- Curved mirror surfaces (convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away.
- Using the curved mirrors to estimate the distance from vehicles behind you when changing lanes is imprecise and may cause accidents and serious injuries.
- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

⚠ WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks.

- The leaking electrolyte fluid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. Immediately try to exit the vehicle to get fresh air. If this is not possible, open all the windows and doors.
- If the electrolyte 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.
- 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.

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

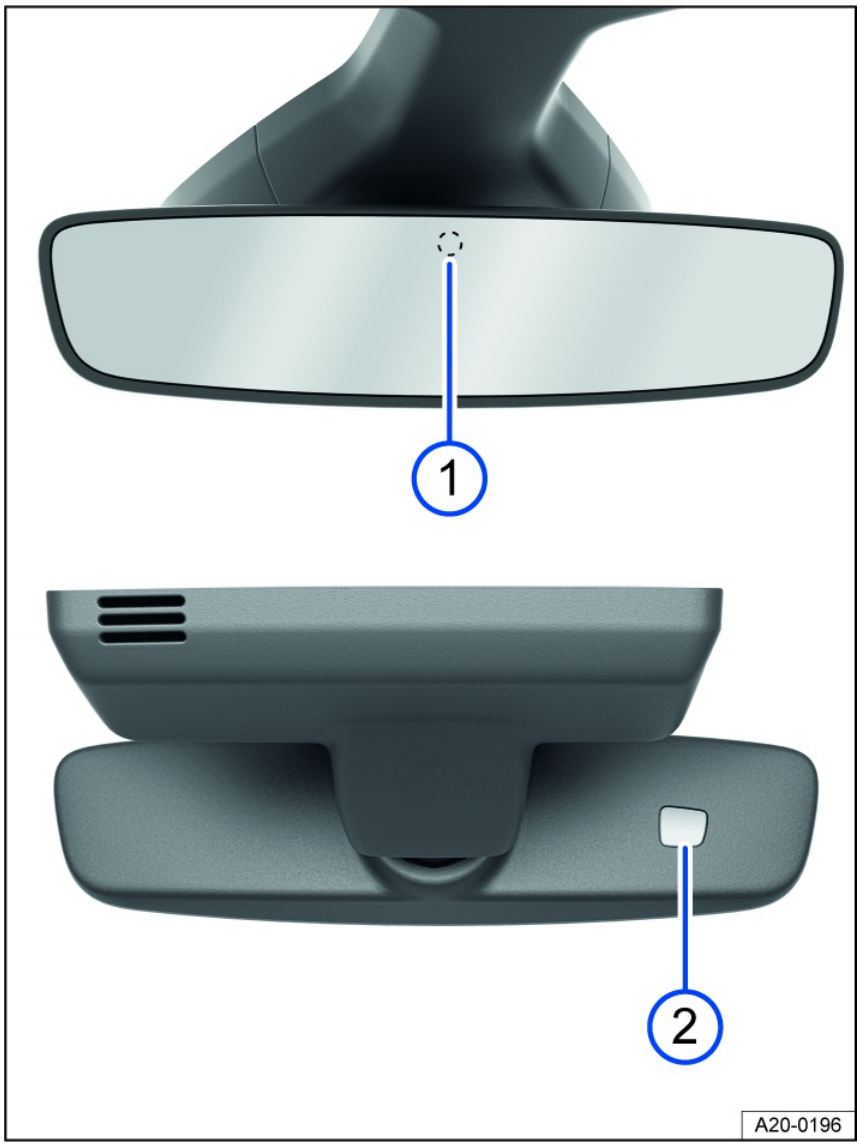

Fig. 78 On the windshield: automatic dimming interior rearview mirror.

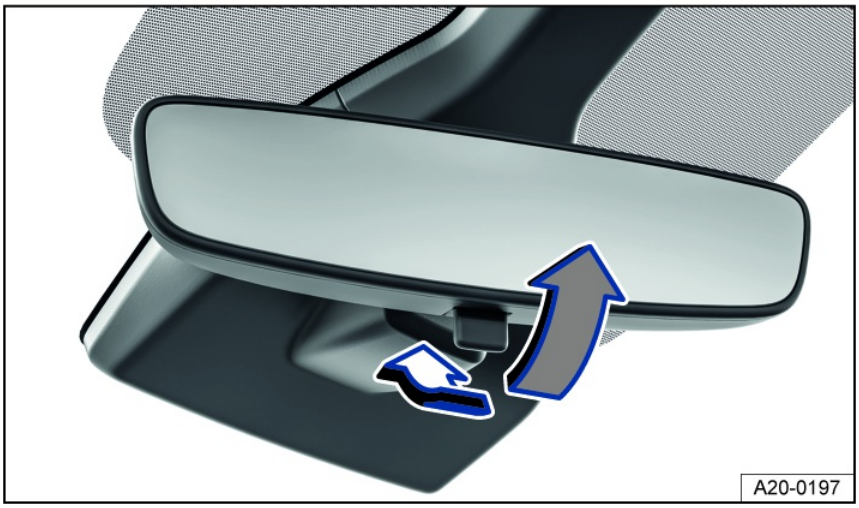

Fig. 79 On the windshield: manual dimming interior rearview mirror.

Automatic dimming interior rearview mirror

When the ignition is on, the sensors measure the amount of light entering from the rear *fig. 78* (1) and from the front (2).

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 no 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 reverse gear is engaged.

Manual dimming interior rearview mirror

- Base position: lever on the lower edge of the mirror points forward toward the windshield.
- To dim, pull the lever back *fig. 79*.

⚠ WARNING

The illuminated display on a mobile navigation device can cause the automatic dimming interior rearview mirror to malfunction, which can result in accidents and serious injuries.

- If the automatic dimming function malfunctions, it may not be possible to use the interior rearview mirror to evaluate the exact distance to vehicles or other objects behind the vehicle.

Outside mirrors

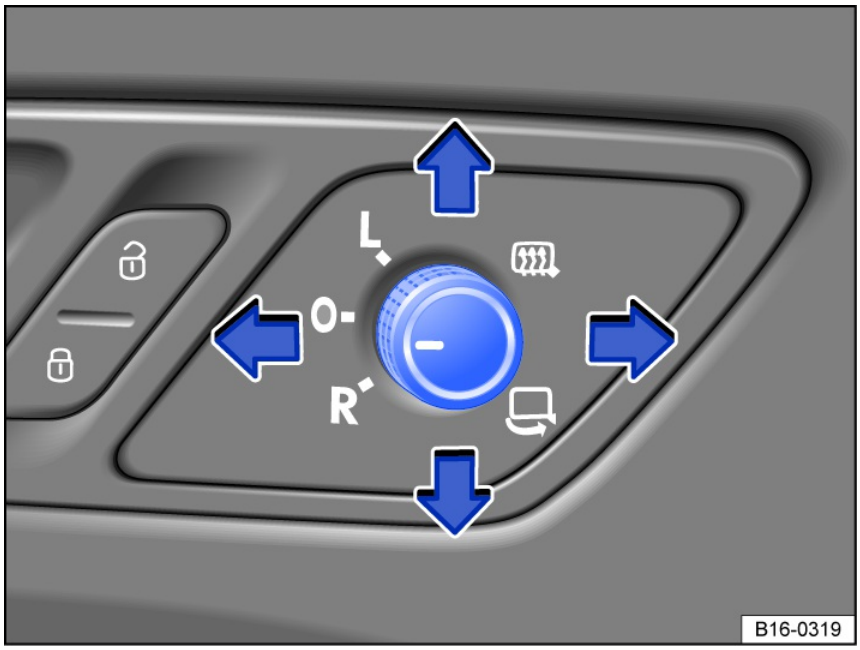

Fig. 80 In the driver door: knob for the outside mirrors.

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.

1. Switch the ignition on.
2. Turn the knob in the driver door to the preferred symbol *fig. 80*.
3. Press the knob forward, back, right, or left in the direction of the arrow to adjust the outside mirror.

	Fold the outside mirror in towards the vehicle body ⇒ ⚠.
	Switch on the outside mirror heating. The outside mirror heating only works when the outside temperature is below 68 °F (20 °C) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the ambient temperature.
L	Adjusts the left outside mirror.
R	Adjusts the right outside mirror.
O	Neutral position. The outside mirror cannot be adjusted and all functions are switched off.

Synchronized mirror adjustment

1. In the menu Settings - Comfort select the option for the outside mirrors to be adjusted simultaneously ⇒ *Settings menu*.
2. Turn rotary knob to position L.
3. Adjusts the left outside mirror. The right outside mirror will be adjusted the same way (synchronized).
4. If necessary, correct the settings for the right-hand mirror: Turn the rotary knob to position R and adjust the right-hand outside mirror.

Save the passenger-side outside mirror settings when reversing

1. Unlock the vehicle using the key, to which the setting is allocated.
2. Set the parking brake.
3. Switch the ignition on.
4. Shift the transmission to neutral.
5. In the Settings - Comfort menu, activate the Mirror reading function.
6. Select the reverse gear.
7. Adjust the front passenger outside mirror so that, for example, the edge of the curb can be seen clearly.
8. Shift the transmission to neutral.
9. Switch the ignition off.
10. The selected mirror position will be stored and assigned to the vehicle key.

Open the front passenger outside mirror setting

1. Turn rotary knob for the outside mirrors to the relevant position for adjusting the front passenger outside mirror.
2. With the ignition switched on, select reverse gear. The front passenger outside mirror will adjust to the stored position.
3. The front passenger outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 9 mph (15 km/h) or when the knob is turned to any other position.

WARNING

Inattentively folding the outside mirrors out and in can cause injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the way.
- Always make sure your fingers do not get pinched between the outside mirror and the mirror base when moving the mirror.

NOTICE

If outside mirrors are not folded in when driving through a car wash, they can get damaged.

- Always fold in the outside mirrors.
- Do not fold power outside mirrors in or out by hand because the mirror motor could be damaged.

Leave the outside mirror heating on only as long as it is needed. Otherwise fuel 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.

Sunshade

Sun visors

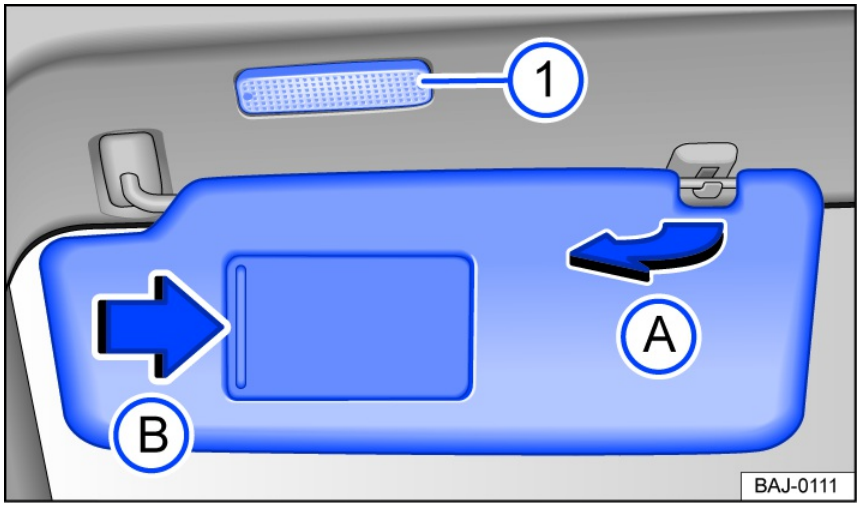

Fig. 81 In the front of the headliner: sun visor.

Adjustment options for the sun visors

- Fold toward the windshield.

- Remove from the holder and tilt toward the door *fig. 81* (A).

Adjustment options for the sun visor

In some vehicle models, the sun visor can be moved farther toward the rear when it is tilted toward the door.

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights *fig. 81* (1) turn on when the cover *fig. 81* (B) slides open.

The lighting for the vanity mirror switches off in the following situations:

- The cover is closed.
- The sun visor is swung upwards or fully forwards.
- The sun visor is pushed in a longitudinal direction or not fully pushed in.

WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Heating and A/C system

Heating, ventilation, and air conditioning

Introduction

The following systems may be installed in your vehicle:

The manual climate control system warms, cools, and removes humidity from the air.

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

The air conditioner is most effective when the vehicle interior is kept closed. If there is a build-up of heat inside the vehicle, ventilation can help to speed up the cooling process.

Fig. 82 In the upper section of the center console: Climate control bar for the manual climate control system.

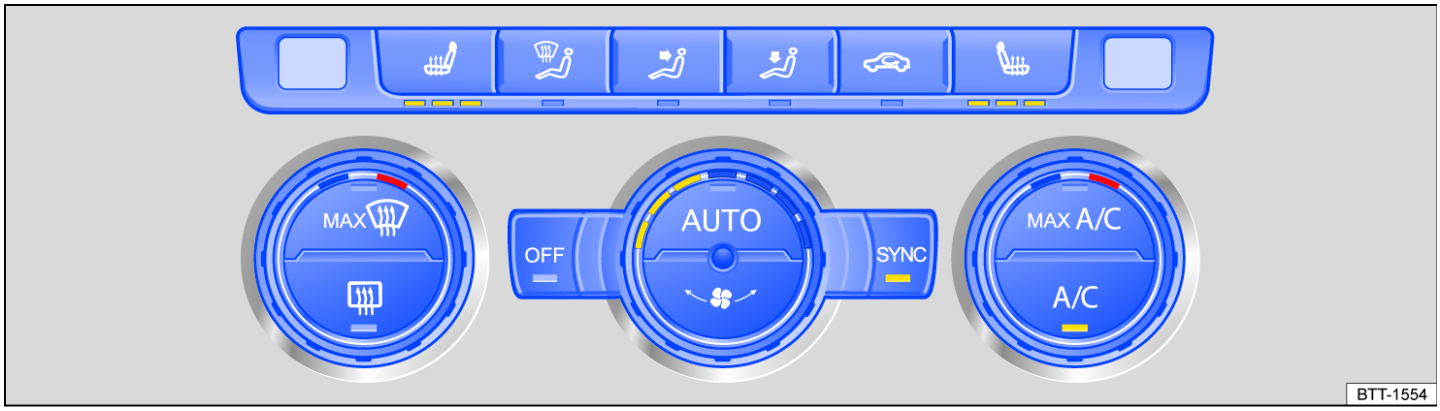

Fig. 83 In the upper section of the center console: Climate control bar for the Climatronic system.

Display of activated functions

Illuminated LEDss on the buttons indicate that the function is activated.

WARNING

Poor visibility through the windows increases the risk of collisions and accidents that can cause serious injury.

- Keep all windows free of ice, snow, and fog to have good visibility.
- Adjust the heating, air conditioner, and rear window defroster to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

NOTICE

If the air conditioner is not working, switch it off immediately to prevent subsequent damage. Have the air conditioner checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Overview of the functions

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
Some functions and buttons, as well as a climate control bar for the rear seats, depend on the equipment.

OFF Switch off the air conditioning system. Adjust the blower speed. Adjust the temperature.
The Climatronic displays show the set temperatures.

SYNC Apply temperature settings for the driver side to all seats. AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled. Automatic mode switches off when the blower speed is changed manually. Switch air recirculation on and off ⇒ *Air recirculation*.

A/C The air is cooled and dehumidified in cooling mode. MAX A/C Switch the maximum cooling output on and off.
Air recirculation is switched on automatically and Climatronic automatically directs air to the upper body.

The air conditioning system's defrost function clears the windshield of fog and ice.

The air must be dehumidified when the defrost function is switched on. Therefore when the defrost function is switched on, you cannot switch air recirculation on or cooling mode off.

MAX The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

Switch the rear window defroster on and off while the engine is running.

The rear window defroster switches off automatically after maximum 10 minutes.

Switch seat heating on and off ⇒ *Seat heating*. **Direct air to the upper body. Direct air into the footwell. Direct air to the upper body and into the footwell. Direct air onto the windshield and into the footwell. Direct air onto the windshield.**

NOTICE

To reduce the risk of damage to the rear window defroster, do not apply any stickers on the heating wires on the inside of the window.

In order to save fuel, switch off the rear window defroster as soon as possible.

Air recirculation

Please read the introductory information and heed the Warnings and Notice ⇒ and *Introduction*.
No fresh air will enter the vehicle interior when recirculation mode is switched on.

Switching air recirculation on and off

1. Press the button in the climate control bar.

Air recirculation switches off automatically

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

Lack of air circulation can lead to sudden driver fatigue and lack of concentration, which can cause collisions, accidents, and serious injuries.

- Never use recirculation mode for long periods of time, because this prevents fresh air from entering the passenger compartment.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode when it is not necessary.

NOTICE

Do not smoke in the vehicle when air recirculation is switched on. The smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

Climatronic: When reverse gear is engaged or while the automatic wash and wipe system is on, recirculation mode switches on automatically so that no odors will enter the vehicle interior.

Manual air conditioning system: At very high outside temperatures, air recirculation helps to briefly cool down the vehicle interior faster.

Seat heating

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Introduction***.
When the engine is running, the front seats and outer rear seats may be electrically heated in three stages.

Seat heating levels

The operating status of the seat heating is shown in colors:

- At the highest heating level, all three LEDss come on.

Using the seat heating function

1. In order to switch on the seat heating at the highest heating level, press the or button in the climate control bar.
2. To set the heating level, press the button or the button repeatedly.
3. To turn off the seat heating, press the or button repeatedly until the LEDs turns off.

If the engine is restarted within approximately ten minutes, the last heating level set for the driver seat is automatically turned on.

When should the seat heating function not be turned on?

Do not turn on the seat heating function under any of the following conditions:

- The seat is occupied by a person with a limited perception of pain or temperature → ⚠.
- The seat is not occupied
- The seat is covered with a seat cover
- A child restraint is installed on the seat
- The seat surface is damp or wet
- The interior or exterior temperature is higher than +77 °F (+25 °C).

⚠ WARNING

Magnetic fields are generated when the seat heating is operated. In individual cases, these magnetic fields can have effects on active medical implants (e.g. pacemakers).

- Wearers of an active medical implant should consult their doctor or the manufacturer of their implant before operating the seat heating.
- If necessary, make your vehicle occupants aware of this as well.

⚠ 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. Contact a medical doctor for questions about personal health conditions.

- People with a limited perception of pain and/or temperature must never use the seat heating function.

⚠ WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat surface is dry before using the seat heating function.
- Never sit on the seat while wearing damp or wet clothing.
- Do not place any damp or wet objects and clothing on the seat.
- Do not pour any fluids on the seat.

ⓘ NOTICE

- To prevent damage to the seat heating elements, never kneel on the seats or exert pressure on the seating surface and backrest with sharp or pointed objects.
- Fluids, sharp objects, and insulating materials, for example a protective cover or child restraint, can damage the seat heating function.
- If any odor starts to develop, turn off the seat heating immediately and have it checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- If the original seat cover is replaced with a different material, the seat heating may overheat or the operation of the seat heating may be restricted.

In order to save fuel, switch off the seat heating as soon as possible.

Troubleshooting

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

The cooling mode A/C cannot be switched on or the function is limited

The A/C cooling mode only works when the engine is running and at ambient temperatures above +3 °C (+38 °F).

If the engine gets very hot, cooling mode A/C will be switched off.

- Switch on the fan.
- Check the safeguard on the air conditioning system ⇒ *Replacing fuses*.
- Change active combination filters ⇒ *Service*.
- If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The heat cannot be switched on or the function is limited

The heating and defrost function operates better when the engine is warm.

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

The windows are fogged up

The windows fog up when they are colder than the ambient temperature and the air is very humid. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

1. Keep the air intake in front of the windshield free of ice, snow, and leaves to improve the heat and cooling output ⇒ *Vehicle care*.
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 ⇒ *Overview of the functions*.

The temperature unit has changed

1. Changing the temperature units for all temperature displays in the vehicle using the instrument cluster menu ⇒ *Settings menu*.

Water or water vapor under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is norma and does not mean there is a leak in the system.

Driving

Messages about driving

Pedals

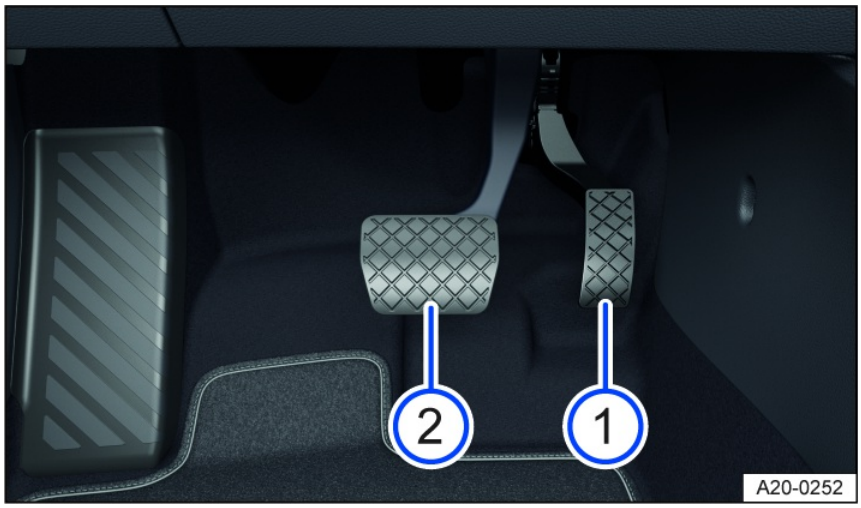

Fig. 84 In the footwell: pedals.

(1) Accelerator pedal

(2) Brake pedal

The operation and the ability of the pedals to move freely must never be restricted by objects or floor mats.

Only use floor mats that keep the pedal area open and can be secured from sliding around the footwell.

WARNING

Objects in the driver footwell can prevent the pedals from moving freely. This can cause the driver to lose control of the vehicle and increases the risk of serious injuries.

- Make sure all pedals can always be pressed without obstructions.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.
- Wear shoes that give your feet good grip for operating the pedals.

WARNING

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

- Take regular breaks on long drives. You should take a break at least every two hours.

WARNING

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

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

NOTICE

It must always be possible to press the pedals with no obstructions. For example, if a brake circuit is malfunctioning, the brake pedal may need to travel farther in order to stop the vehicle. In that case, the brake pedal would need to be pressed down father and more strongly than normal.

Gear recommendation

Depending on the vehicle equipment, a recommendation to select a fuel-saving gear can be displayed in the instrument cluster while you are driving.

Vehicles with an automatic transmission: If the selector lever is in the tiptronic position, the **current gear** is shown as a number. An arrow gives the recommendati to upshift ↑ or downshift ↓ to the displayed gear.

Information on “cleaning” the particulate filter

The engine management system detects that the particulate filter is becoming clogged and helps to regenerate the particulate filter by actively recommending a gear. In this instance, as an exception, it may be necessary to drive with a higher engine speed ⇒ *Particulate filter*.

⚠ CAUTION

The gear recommendation is simply an aid and cannot replace the driver's attention.

- The responsibility for selecting the correct gear in each driving situation remains with the driver, for example when overtaking or driving uphill.

An optimally selected gear helps to save fuel.

For vehicles with manual transmission, the gear recommendation display is turned off when you press the clutch pedal. For vehicles with automatic transmission, the gear recommendation display is turned off when you leave the tiptronic position.

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

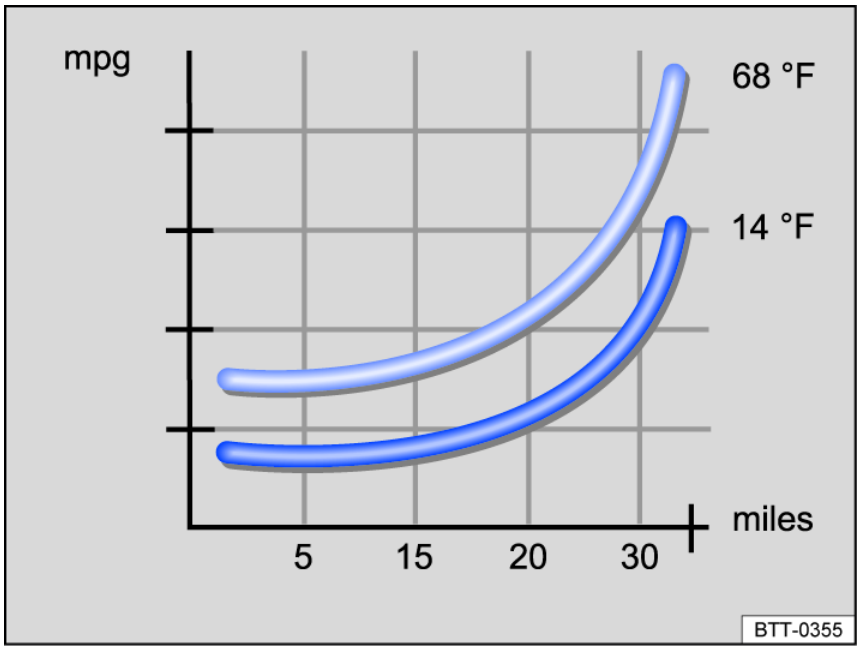

Fig. 85 Fuel consumption in mpg at two different ambient temperatures.

Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

How to save energy when shifting gears

Early upshifting saves energy at an engine RPM of 2,000. Do not wait as long as possible to upshift gears and avoid high engine speeds.

- Vehicles with an automatic transmission: Accelerate slowly and avoid using the kick-down function.

Avoiding full 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 vehicl speed.

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures ar

very low, for example in winter, the consumption is much higher than average *fig. 85*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

- Follow the specifications on the tire pressure label ⇒ *Tire pressure*.
- Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*

Using synthetic engine oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine

Removing unnecessary weight

Clearing out the luggage compartment, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle air resistance as low as possible, remove accessories such as ski, bicycle, and roof racks after use.

Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the climate control system, window heating, or ventilation. Saving energy is simple, for example:

- When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.
- Turn off electrical equipment when it is no longer needed.

⚠ WARNING

Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.

NOTICE

Never let the vehicle roll down mountains or hills in the **N** neutral setting. The transmission is not lubricated when this happens and this can damage it.

Learn about other ways to protect the environment. Think Blue. is the worldwide Volkswagen brand for sustainability and environmental impact.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacemer parts that are particularly energy efficient, such as new tires.

In driving situations when less power is required, the engine cylinders can deactivate automatically on vehicles that are equipped with Active Cylinder Management (ACT®). While deactivated, no fuel will be injected into the respective cylinders, which reduces fuel consumption overall.

Information on the brakes

During the first 200 to 300 km (100 to 200 miles), **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 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 your Volkswagen dealership.

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 rotors. You must "dry" the brakes as soon as possible by braking carefully at high speeds. Make sure there is no vehicle behind you ar that you do not endanger anyone else on the road ⇒ ⚠.

A **coating of salt on the brake rotors 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 ⇒ ⚠.

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 pac 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 ⇒ ⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can result in accidents and serious 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 your Volkswagen dealership.

⚠ WARNING

New brake pads have not achieved the optimum braking efficiency yet.

- New brake pads do not have their full braking efficiency up to the first 300 km (200 miles) and need to be “worn in” first. You can make up for the reduced braking efficiency by pressing the brake pedal harder.
- 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

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

⚠ WARNING

Overheated brakes reduces the braking efficiency and increase the braking distance considerably.

- When driving downhill, a lot of force is placed on the brakes and they become hot quickly.
- Before driving on a long stretch of road with a steep gradient, reduce your speed by shifting down to a lower gear (with a manual transmission or in tiptronic mode of the automatic transmission). This utilizes the engine braking efficiency and reduces the load on the brakes.
- Aftermarket or damaged front spoilers can affect the air supply to the brakes and cause them to overheat.

⚠ WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance.

- Test the brakes carefully.
- Always press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road, and traffic conditions permit.

ℹ If you are having the front brake pads checked, the rear brake pads should be checked at the same time. Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

- Stow all cargo securely ⇒ *Transporting*.
- Accelerate with extra care and caution.
- Avoid sudden braking and driving maneuvers.
- Brake earlier than usual.

⚠ WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, increase the braking distance when you brake hard or perform an emergency stop, and thus increase the risk of accidents and serious injury.

- Correctly secure the load to prevent it from sliding.
- Use suitable tie-downs or securing straps on heavy objects.
- Engage the rear seat backrests securely.

Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly and take sufficient precautions to reduce the amount of poisonous exhaust that enters the vehicle.

⚠ WARNING

Driving with the trunk lid unlocked or open may cause serious injuries.

- Always drive with the trunk lid closed.
- Store all objects securely in the luggage compartment. Loose objects can fall out of the trunk and injure other road users.
- 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.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road. Observe legal regulations.
- If objects must stick out of the luggage compartment, never use the trunk lid to “clamp” or “secure” objects.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

⚠ WARNING

Poisonous exhaust may enter the vehicle interior when the trunk lid is open. This can lead to a loss of consciousness, carbon monoxide poisoning, accidents, and serious injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.
- If you absolutely must drive with the trunk lid open, take the following precautions to reduce the risk of poisonous exhaust fumes entering the vehicle interior:
  - Close all windows and the power sunroof.
  - Switch off air recirculation by the heating and fresh air system or air conditioner.
  - Open all the air vents in the instrument panel.
  - Set the blower for the heating and fresh air system or air conditioner to the highest setting.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle.

Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

- The water must not be **any higher** than the bottom of the vehicle body ⇒ ⓘ.
- Do not driver faster than walking speeds.
- Never stop the vehicle, drive in reverse, or stop the engine in water.
- Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.

⚠ 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.

- Perform careful braking maneuvers to “dry and remove ice” from the brakes. Do not endanger road users or disregard legal regulations when doing this.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

Vehicle components such as the engine, transmission, suspension, or electrical system can be severely damaged by driving through water.

- Never drive through salt water because salt can cause corrosion. Immediately clean any vehicle components that come into contact with salt water using fresh water.

Breaking in the engine

A new engine needs to be broken in during the first 1000 miles (1500 km). All moving parts should be able to work together. During the first few hours of operation, the engine has a higher internal friction than it will later.

Up to 1000 km (600 miles):

- Do not accelerate fully.
- Do not use more than two thirds of the maximum engine RPM.

Between 1000 and 1500 km (600 to 1000 miles):

- Increase the speed and engine RPM *gradually*.

The driving style during the first 1000 miles (1500 km) also affects the engine's quality. Even after that – especially when the engine is cold – the engine should be driven at moderate engine speeds to reduce engine wear and increase the possible mileage.

Do not drive at too low of an engine speed (RPM). Always downshift if the engine stops running “smoothly”.

New tires ⇒ *Information about wheels and tires* and brake pads ⇒ *Information on the brakes* must be carefully broken in.

If the new engine is broken in gently, its service life is increased while, at the same time, reducing engine oil consumption.

Operating the vehicle in different countries and continents

The vehicle was manufactured by the factory for a specific country and meets those approval regulations that were valid at the time of vehicle manufacture.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the following information.

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.

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

NOTICE

- Volkswagen is not responsible for damage to the vehicle caused by substandard fuel, insufficient service, or not using Volkswagen Genuine parts.
- Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

Troubleshooting

BRAKE Brake system malfunction

The red warning light turns on.

A message may also be displayed.

Do not continue driving!

1. Contact a suitably qualified professional and have the brake system checked. Volkswagen recommends contacting your Volkswagen dealership.

BRAKE WEAR Brake pad wear indicator (depending on the vehicle equipment)

The warning light flashes or turns on red or yellow.

The front brake pads are worn.

1. Contact a suitably qualified professional immediately. Volkswagen recommends contacting your Volkswagen dealership.
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 (the braking distance suddenly increases):

1. Contact a suitably qualified professional immediately. Volkswagen recommends contacting your Volkswagen dealership.

Starting and stopping the engine

Ignition switch

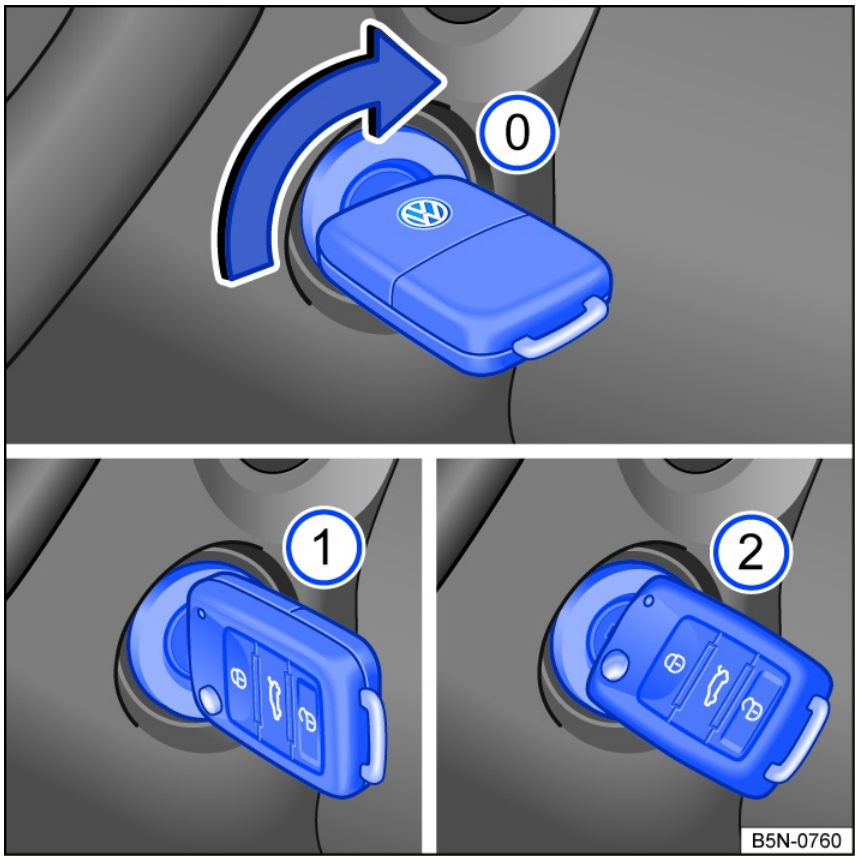

Fig. 86 Positioning the vehicle key in the ignition switch.

When a vehicle key is not in the ignition lock, the steering column lock can be activated.

Vehicle key positions *fig. 86*:

(0) The ignition is switched off. The vehicle key can be removed.

(1) The ignition is switched on. The steering lock can be released.

(2) Press the brake pedal when the indicator light is green. Start the engine. Release the vehicle key once the engine has started. The vehicle key returns to the position (1) once it is released.

WARNING

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

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion. The steering column lock could engage and you will not be able to steer the vehicle.
- Always fully extend the key bit of the remote control vehicle key and secure it in this position.
- Only attach light objects weighing up to 100 g (3.5 oz) to the vehicle key.

NOTICE

When the ignition is switched on and the engine is switched off, the 12 V vehicle battery could drain and prevent the engine from restarting.

- Always switch the ignition off before leaving the vehicle.

The vehicle key can only be removed from the ignition lock when the selector lever is in the P position. Press and release the lock button in the selector lever if necessary.

Starter button

The starter button replaces the ignition lock (Press & Drive).

Fig. 87 In the lower area of the center console: starter button for starting the engine.

Vehicles with manual transmission: Start the engine with the starter button and by pressing the clutch pedal.

Vehicles with an automatic transmission: Start the engine with the starter button and by pressing the brake pedal.

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

Depending on the model, the starter button blinks to indicate readiness for use.

The electronic steering column lock is activated **when you leave the vehicle** by opening the driver's door when the ignition is switched off ⇒ *Steering informatio*

Switching the ignition on or off

1. Press the starter button once without pressing the brake or clutch pedal ⇒ ⚠.

Automatic ignition switch off

If the vehicle recognizes that the driver is absent when the internal combustion engine is switched off, the ignition is automatically switched off after a certain amou of time.

Engine restart function

If no valid vehicle key is detected inside the vehicle after stopping the engine, it can be started again within approximately five seconds. A message about this will b shown in the instrument cluster display.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

⚠ WARNING

Unintentional vehicle movements can cause serious injuries.

- Do *not* press the brake pedal when switching on the ignition or the engine will start immediately.

⚠ WARNING

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

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle. Children or unauthorized people could lock the vehicle, start the engine, or switch the ignition on and activate electrical equipment, such as the power windows, which could lead to serious injuries.
- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked. In an emergency, they will not be able to leave the vehicle unassisted or care for themselves. For example, depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.
- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.

Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Starting the engine

1. Vehicles with ignition lock: Switch the ignition on ⇒ *Ignition switch*.
2. Vehicles with starter button: Press the starter button once. The ignition must be switched on.
3. Press and hold the brake pedal.
4. Vehicles with an automatic transmission: Bring the selector lever to the **N** position or engage the parking lock **P**.
5. Vehicles with ignition lock: Turn the vehicle key in the ignition lock, but do not press the accelerator pedal. Release the vehicle key once the engine starts.
6. Vehicles with starter button: Press and hold the starter button ⇒ *Starter button* and do not press the accelerator pedal. For the engine to start, a valid vehicle key must be inside the vehicle and the brake must be pressed. Release the starter button once the engine starts.
7. If the engine does not start, stop the starting procedure and try again after approximately one minute.
8. Vehicles with starter button: If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start th engine, unlock the vehicle first or perform an emergency start ⇒ *Troubleshooting*.
9. Release the parking brake when you are ready to drive off.

⚠ WARNING

The risk of serious injuries can be reduced when the engine is running or when starting the engine.

- Never start the engine or let it run in unventilated or enclosed spaces. Among other substances, engine exhaust contains carbon monoxide, an odorless and colorless poisonous gas. Carbon monoxide can cause loss of consciousness and death.
- Never start the engine or let it run if oil, fuel, or other highly flammable operating materials are under the vehicle, near the vehicle, or dripping from the vehicle, for example as a result of damage.
- Never leave the vehicle unattended when the engine is running, especially if a gear is engaged. The vehicle could move suddenly or perform an unusual action, increasing the risk of damage, fires, and serious injuries.
- Never use a start booster. A start booster can explode and cause sudden engine revving.

NOTICE

The starter or engine can be damaged if you try to restart the engine while driving or immediately after switching it off.

NOTICE

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

NOTICE

Do not push-start or tow-start the vehicle. Uncombusted fuel can damage the catalytic converter.

NOTICE

If the engine does not start, e.g. the fuel tank is empty, never use the starter with a gear engaged to drive or to attempt a tow-start. The starter can be damaged.

- If necessary, refill with fuel as per ⇒ *Fuel types and refueling* or use jump-start ⇒ *Jump-starting*.
- If the engine does not start, seek qualified professional assistance. Volkswagen recommends contacting your Volkswagen dealership.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

Electrical equipment with increased power draw switches off temporarily when the engine is started.

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

For example, if the vehicle key button cell battery is weak or drained, the engine cannot be started with the starter button. Perform an emergency start ⇒ *Troubleshooting*.

After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.

Stopping the engine

1. Bringing the vehicle to a stop ⇒ ⚠.
2. Park the vehicle ⇒ *Parking*.

3. Vehicles with ignition lock: Switch the ignition off.
4. Vehicles with starter button: Press the starter button briefly. If the engine cannot be turned off, perform an emergency shut-off ⇒ *Troubleshooting*.
5. Pay attention to the messages in the instrument cluster.

⚠ WARNING

Never turn the engine off when the vehicle is in motion. That can result in loss of control of the vehicle, accidents, and serious injuries.

- The airbags and safety belt pretensioners will not function.
- Braking support will not work. You will need to press down harder on the brake pedal to stop the vehicle.
- Power steering will not work. You will need to use additional strength to steer the vehicle.
- If the vehicle key is removed, the steering lock may engage and it will not be possible to steer the vehicle.

⚠ WARNING

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

- Never park the vehicle in such a way that exhaust system components come into contact with flammable materials under the vehicle, for example shrubs, leaves, dry grass, spilled fuel, etc.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time.

- Let the engine run in neutral for approximately two minutes before turning it off to reduce the risk of engine damage.

In vehicles with an automatic transmission, you can only remove the vehicle key from the ignition lock when the selector lever is in the P selector lever positio

The radiator fan in the engine compartment may continue running for several minutes after turning the engine off, even if the ignition is switched off or the vehicle key is removed. The radiator fan will turn off automatically.

Remote start function

With the remote start relay function, the engine can be started remotely, in order to heat or cool the vehicle interior before the start of a journey ⇒ ⚠.

If the vehicle is equipped with Climatronic, this automatically heats or cools the vehicle interior to +20 °C (+68 °F) after the engine is started.

When the outside temperature is below +20 °C (+68 °F), the exterior mirror heating is also switched on. When the outside temperature is below +39 °F (+4 °C), the rear window defroster is also switched on.

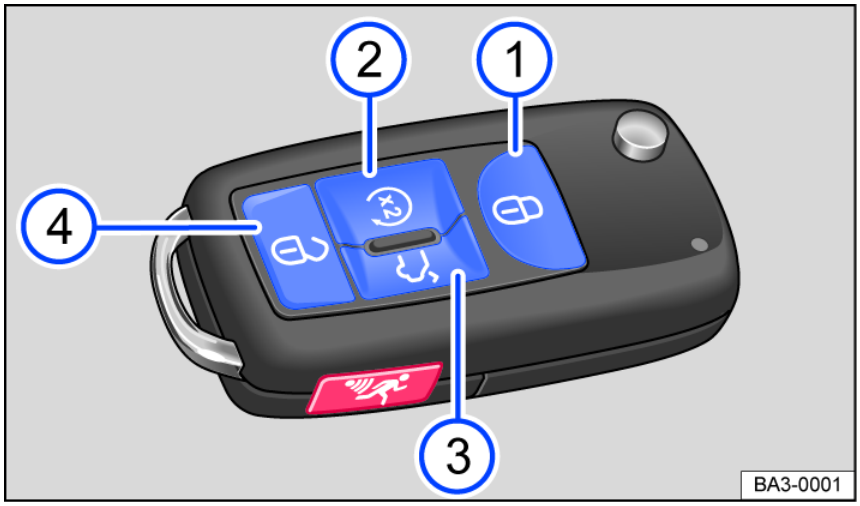

Fig. 88 Vehicle key with remote start relay function

You must press the following buttons on the vehicle key **within three seconds** to start the engine using the remote start relay function:

(1) Press the key *fig. 88* **once**. All turn signals will flash

(2) Press the key *fig. 88* **twice** in a row. All turn signals will flash. During remote start, the parking light turns on.

If remote start relay is not actively or automatically interrupted or extended, then the engine runs for around 10 minutes and then switches off.

A maximum of two remote start relays can be performed in a row, even if one or both remote start relays have been interrupted or extended within the 10 minute

period.

In order to carry out two more remote starts, switch the ignition on and off once using the ignition switch or the starter button ⇒ *Starting the engine*. If the engine i switched off via the ignition switch or the starter button, the remote start relay function can only be used again after a period of up to 30 seconds.

Ending the remote start relay

1. Press the (×2), button or in the vehicle key to switch off the engine.

Extending the remote start relay

An active remote start can be extended by a maximum of 10 minutes.

1. While the remote start relay process is in progress, press the (×2) button on the vehicle key **twice** in succession.

Only the first remote start relay can be extended after the engine is switched off via the ignition switch or the starter button.

Driving after a remote start relay

If the engine has been started using the remote start relay function, the vehicle cannot be driven. To operate the vehicle, first switch off the engine and then restart using the vehicle key in the ignition switch or the starter button.

Remote start relay conditions

The following conditions must be fulfilled *simultaneously* in order for the vehicle interior to be heated or cooled by the remote start relay function:

- The vehicle is completely ready to operate, e.g. the engine coolant level is not too low.
- Sufficient fuel is available and the indicator light did not light up before the vehicle was parked.
- The emergency flashers are switched off ⇒ *In case of an emergency*.
- The selector lever is in position **P** ⇒ *DSG® automated transmission: selecting the selector lever position* and the brake pedal is not depressed.
- The vehicle key is not in the ignition switch. For vehicles with Keyless Access, all valid vehicle keys which are in the vehicle interior have been blocked for this period of time.
- All doors, the hood and the trunk lid are fully closed and locked ⇒ *Vehicle key*.

⚠ WARNING

Careless or unintended use of the remote start relay function can cause serious injuries.

- Never start the engine in an enclosed space, e.g. in a garage. The exhaust can cause fatal poisoning and result in death through suffocation.
- Only use the remote start relay function when no-one is in the vehicle and immediately before you intend to drive the vehicle.
- No adults or children should be on the vehicle during a remote start.
- Never start the engine if children or animals are in the vehicle. When the engine is running, the electrical seats may be used and can cause serious injuries.
- Never start the engine if the vehicle is covered with a protective cover. Hot vehicle components and exhaust can set the protective cover on fire and cause serious injuries.
- Never start the engine close to flammable or explosive materials. The exhaust could ignite the materials. This could cause a fire and serious injuries.
- Never start the engine if the vehicle is out of visual range.
- Never start the engine if the warning light is turned on or blinking ⇒ *Troubleshooting*.

Using the remote start relay function may increase fuel consumption and discharge the 12-volt vehicle battery.

The use of the remote start relay function may be regulated or prohibited in some districts. Always observe legal and local regulations relating to the use of the remote start relay function!

During an active remote start relay, some vehicle functions are deactivated, e.g. the low beam headlight and the windshield wipers.

Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

There is a chip in the vehicle key. The chip automatically deactivates the immobilizer if a valid vehicle key is inserted into the ignition lock.

The electronic immobilizer is activated automatically when the vehicle key is removed from the ignition lock. In vehicles with Keyless Access, the vehicle key must be outside the vehicle.

The engine can only be started with a Volkswagen Genuine vehicle key that is coded correctly. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only using Volkswagen Genuine vehicle keys will ensure that your vehicle operates correctly.

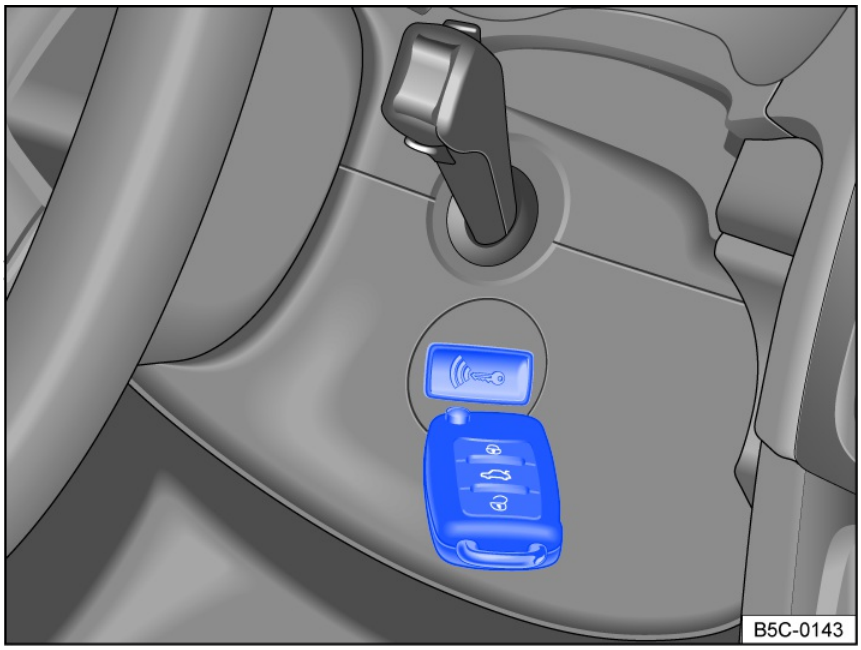

Fig. 89 On the right side of the steering column: emergency start function on vehicles with Keyless Access with push-button start.

EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

1. Have the engine checked immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating.

The instrument cluster display shows the engine speed.

The engine speed limitation is removed in the following scenarios:

- The engine is no longer within a critical temperature range.
- The driver's foot is removed from the accelerator pedal.

together with EPC Engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

1. Make sure the displayed RPM is not exceeded.
2. Have the engine checked immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle key cannot be removed from the ignition lock

An unauthorized vehicle key was inserted into the ignition lock.

Remove the vehicle key as follows:

Vehicles with an automatic transmission:

1. Press and release the lock button in the selector lever.
2. Remove the vehicle key from the ignition lock.

Valid vehicle key cannot be detected

A corresponding indicator appears in the instrument cluster display.

If the vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

1. Press and hold the brake pedal.
2. Hold the vehicle key on the right side of the steering column trim panel immediately after pressing the starter button *fig. 89*.

The ignition will switch on automatically and the engine may start.

The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

1. Press the starter button twice within several seconds or press and hold one time.

The engine will stop automatically ⇒ *Starter button*.

The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, a corresponding indicator appears in the instrument cluster display.

1. Use an authorized vehicle key.
2. If the malfunction persists, seek assistance from qualified professionals.

The engine cannot be started remotely

If at least *one* of the following conditions are met, the engine remote start function does not start or the engine switches off when it was running:

- The vehicle is unlocked.
- The engine hood or the trunk lid is opened.
- The selector lever is not in position **P** ⇒ *DSG® automated transmission: selecting the selector lever position*.
- There is a vehicle key in the ignition switch.
- The brake or accelerator pedal is pressed.
- During the remote start the fuel level sinks to the reserve amount.
- If the 12-volt vehicle battery is too weak or discharged.
- The switch for the hazard warning lights is pressed.

Ensure that the necessary conditions are met and then restart the engine if necessary.

Automatic transmission

DSG® automated transmission: selecting the selector lever position

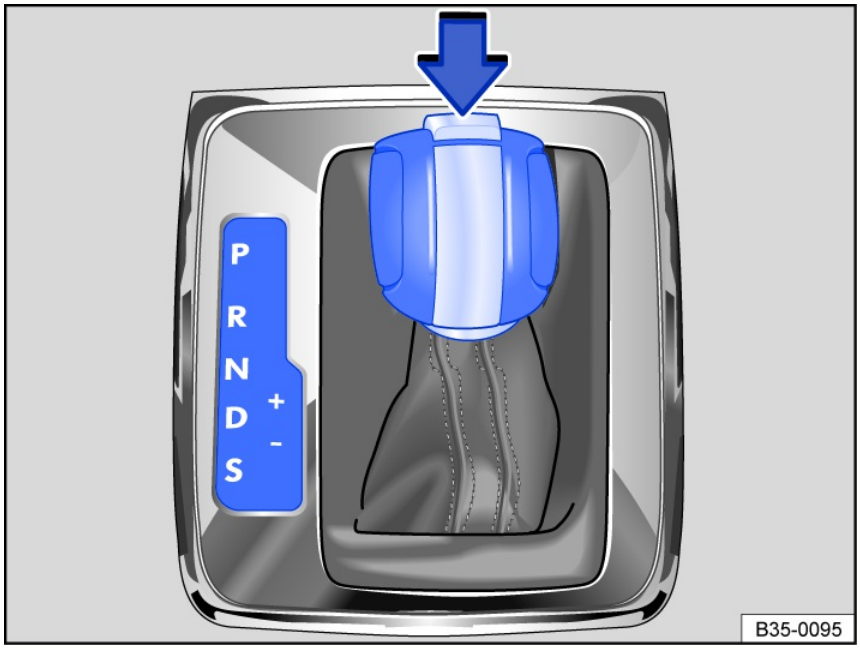

Fig. 90 Left-hand drive: selector lever with lock button (arrow) on an automatic transmission.

When the ignition is switched on, the selected gear is shown in the instrument cluster display.

P – Parking lock

The drive gears are locked. Only select this gear when the vehicle is *stationary*.

To move the selector lever out of this position when the ignition is switched on, press the brake pedal and press the lock button on the selector lever.

R – Reverse gear

Reverse gear is selected. Only select this gear when the vehicle is *stationary*.

N – Neutral

The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

D – Permanent position for drive (normal program)

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

S – Permanent position for drive (sport program)

All driving gears automatically upshift *later* and downshift *earlier* than in **D** selector lever position, in order to fully utilize the engine power reserves. The shifting tim depends on the engine load, the personal driving style, and the driving speed.

Selector lever lock

The selector lever lock prevents you from selecting a gear accidentally when in the **P** or **N** position, causing the vehicle to roll.

To release the selector lever lock, switch the ignition on and press the brake pedal. Then press the lock button on the selector lever handle in the direction of the arrow *fig. 90*.

When skipping past the **N** position, for example moving from reverse gear to **D**, the selector lever is not locked. This makes it possible to free the vehicle when it is stuck by “rocking” it. If the selector lever is in the **N** position for longer than approximately one second when the brake pedal is not pressed and the speed is less than approximately 3 mph (5 km/h), then the selector lever lock will engage.

WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal when engaging a gear.
- If you release the brake pedal while the engine is running and a gear is engaged, the vehicle will start moving.
- Never shift to reverse gear **R** while driving or engage the **P** parking lock while driving.

WARNING

Unintentional vehicle movements can cause serious injuries.

- As the driver, never leave the driver seat when the engine is running and a gear is engaged. If you have to leave the vehicle while the engine is running, always set the electronic parking brake and move the selector lever to the **P** position.
- When the engine is running and the **D**, **S** or **R** gear is engaged, hold the vehicle with the brake pedal. Even at idle speed, power is still being transmitted and the vehicle will “creep”.
- Never shift into reverse gear **R** or engage the parking lock **P** while the vehicle is moving.
- Never leave the vehicle in selector lever position **N**. The vehicle will roll downhill regardless of whether the engine is running or not.

NOTICE

If the electronic parking brake is **not** switched on when the vehicle is stationary and the brake pedal is released when **P** is engaged, the vehicle may move forward or backward a few inches.

If N is engaged by mistake while driving, remove your foot from the accelerator pedal. Wait until the engine is at idle speed in neutral before shifting into a drive gear.

If the selector lever is left for a long period of time in any position other than P when the engine is switched off, the 12 V vehicle battery will drain.

Shifting using tiptronic

Tiptronic allows you to shift gears manually on a DSG® automated transmission.

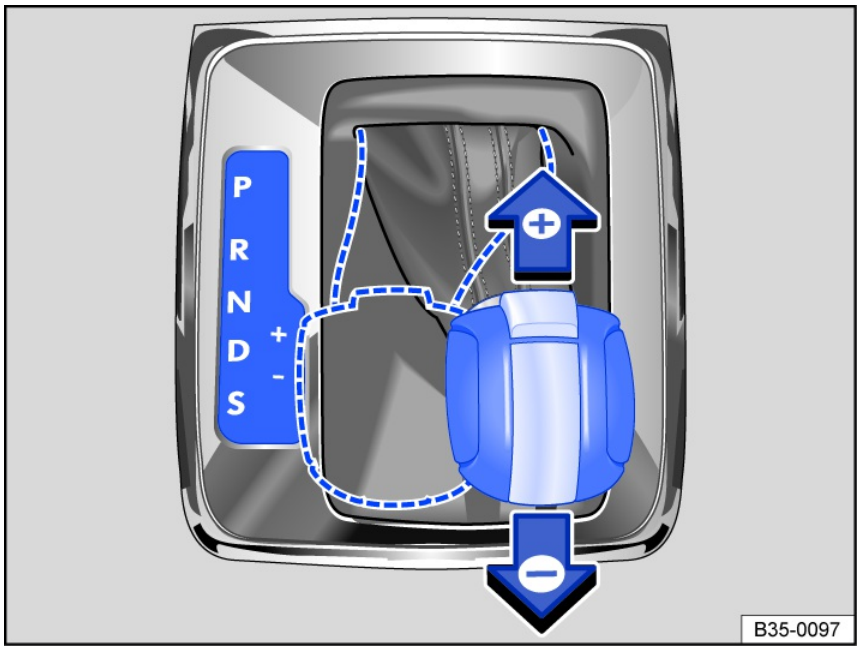

Fig. 91 Selector lever in Tiptronic position.

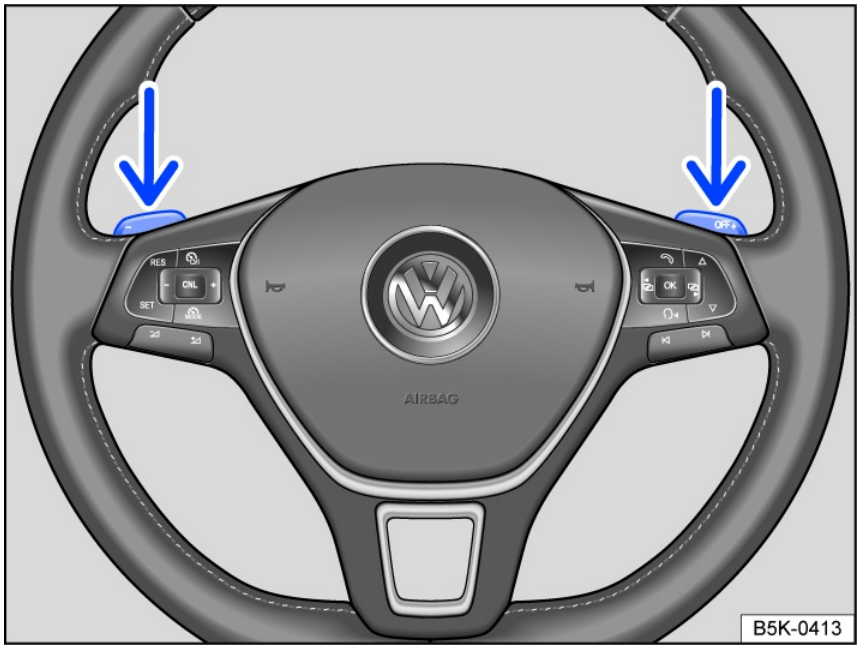

Fig. 92 Steering wheel with shift paddles for Tiptronic.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

Using tiptronic with the selector lever

1. Push the selector lever to the right out of the **D** position into the tiptronic shift gate.
2. Tap the selector lever forward ⊕ or to the rear ⊖ to upshift or downshift *fig. 91*.

The lock button on the selector lever must not be pressed when tapping the selector lever within the tiptronic shift gate.

Operating Tiptronic with the shift paddles

1. Pull the right shift paddle toward the steering wheel to shift up *fig. 92*.
2. Pull the left shift paddle toward the steering wheel to shift down.
3. Pull the right shift paddle toward the steering wheel for a few seconds to leave the Tiptronic program.

The Tiptronic program ends automatically if you do not operate the shift paddles for some time and the selector lever is not in the Tiptronic gate.

NOTICE

When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.

NOTICE

When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the **N** neutral setting.

1. Reduce your speed.
2. Push the selector lever to the right out of the **D** selector lever position into the Tiptronic gate ⇒ *Shifting using tiptronic*.
3. Tap the selector lever back to downshift.

   Or: Downshift using the shift paddles on the steering wheel ⇒ *Shifting using tiptronic*.

Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

Hill Start Assist should be used when stopping or starting uphill when the engine is running ⇒ *Hill start assist*. The Hill Start Assist is switched off if the handbrake engaged.

If you stop on a hill with a gear selected, always press the brake pedal or engage the handbrake to prevent the vehicle from rolling away. Only release the brake pedal or parking brake when you are pulling away ⇒ ⓘ.

Kick-down

The kick-down feature makes maximum acceleration possible in the **D** or **S** selector lever position or in the tiptronic setting.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine RPM This utilizes the full acceleration power of the vehicle ⇒ ⚠.

With kick-down, the automatic upshift to the next gear only occurs if the maximum predefined engine RPM is reached.

⚠ WARNING

Fast acceleration can cause traction loss and sliding, especially on slippery roads. This could cause loss in vehicle control, accidents, and serious injuries.

- Always adapt your driving style to the flow of traffic.
- Only use the kick-down function or 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.
- Please note that the drive wheels can continue to spin and the vehicle can slide if the traction control system is switched off, especially if the road is slippery.
- Switch the traction control system back on after the acceleration.

⚠ WARNING

Never let the brakes “rub” too often and too long or press the brake pedal too often and too long. Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly lead to a total brake system malfunction.

ⓘ NOTICE

- If you stop on inclines when a gear is engaged, do not press the accelerator pedal to prevent the vehicle from rolling away. This can cause the automatic transmission to overheat and can damage it.
- Never let the vehicle roll in the **N** selector lever position, especially when the engine is stopped. The automatic transmission is not lubricated and this can damage it.

ⓘ NOTICE

Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary. This increases wear.

Troubleshooting

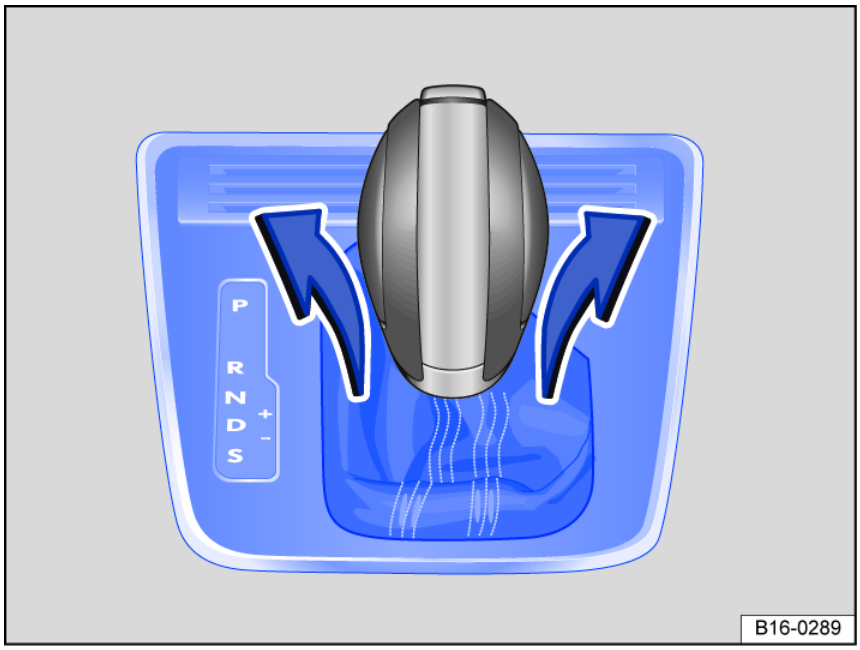

Fig. 93 Remove the cover on the shift gate.

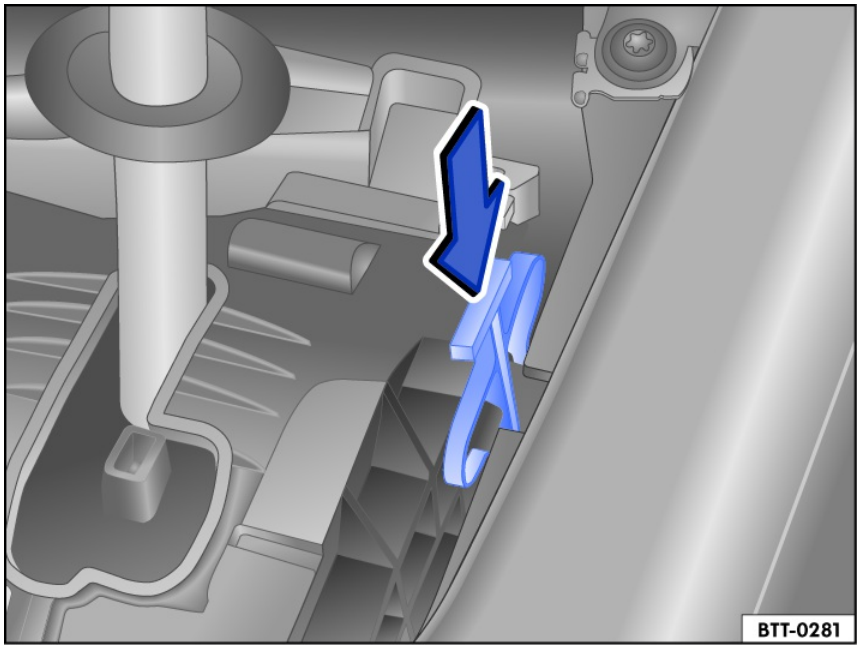

Fig. 94 Manually release the selector lever lock.

The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

1. Press the brake pedal to select a gear.

Driving is restricted by the lock button

The green indicator light blinks.

The lock button in the selector lever is not engaged.

1. Check if the lock button is locked.
2. Lock the lock button into place if necessary.

The indicator light flashes, alternating with the selector lever position display

The white indicator light flashes, alternating with the selector lever position display, e.g. **D**.

Automatic gearbox malfunction.

1. Drive at low engine speed to the nearest suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Transmission overheating

The red warning light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The automatic gearbox can become heated, for example due to frequent start-ups, allowing the vehicle to “creep” for long distances, or in stop--and-go traffic.

Do not continue driving!

1. Let the transmission cool down with **P** engaged ⇒ ⓘ.
2. If the warning light stays on, stop driving.
3. Contact professional assistance qualified in this respect. Otherwise, the transmission could become severely damaged.

Selector lever lock emergency release

If there is a loss of power, for example, the 12 V vehicle battery is drained and the vehicle should be towed, then the selector lever lock must be released manually. Contact professional assistance qualified in this respect.

The emergency release is located under the shift gate cover.

Remove the cover on the shift gate:

1. Set the parking brake. If you cannot firmly apply the handbrake, the vehicle must be secured another way to prevent it from rolling.
2. Switch the ignition off.
3. Pull the cover near the selector lever boot upward carefully with the wires connected *fig. 93*.
4. Fold the cover upward over the selector lever.

Manually release the selector lever lock: ⇒ ⚠

1. Push the release lever in the direction of the arrow and hold it in this position *fig. 94*.
2. Press the lock button forward into the selector lever handle and move the selector lever to the **N** position.
3. After releasing the cover manually, carefully press into the center console while making sure the wires are in the correct position.

Emergency program

If all of the selector lever position displays have a gray background on the instrument cluster display, this means there is a system malfunction. The automatic gearbox will run in emergency mode. The vehicle can still be driven in emergency mode, but only at a reduced speed and not in all gears.

With the DSG® automated transmission, it may **no longer be possible to drive in reverse gear** in some cases.

In all cases, have the DSG® automated transmission checked immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle is not moving even when a drive gear is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

1. Press the brake pedal and select the drive position again.
2. If the vehicle still does not move in the desired direction, there is a system malfunction. See a suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

⚠ WARNING

Never release the parking lock **P** while the parking brake is released. Otherwise, the vehicle may start to move unexpectedly on inclines or hills, which could then lead to accidents and serious injuries.

ⓘ NOTICE

If you allow the vehicle to roll for a long time or at high speed with the engine is stopped and the selector lever is in the **N** position, for example when towing, the the automatic transmission will be damaged.

ⓘ NOTICE

- Immediately stop the vehicle safely or drive faster than 12 mph (20 km/h) the first time the vehicle indicates that the transmission is overheating.
- Stop the vehicle safely and switch off the engine as soon as possible if the message and audible warning are repeating approximately every 10 seconds. Let the transmission cool down.
- Only continue driving when the audible warning stops to reduce the risk of damaging the transmission. As long as the transmission is overheated, avoid starting the vehicle and driving slowly, like at walking speeds.

Driving on slopes

Hill start assist

Hill start assist helps when starting to drive uphill by actively holding the vehicle in place.

Hill start assist activates automatically under the following conditions

The following conditions must be met **at the same time** :

- The vehicle must be **stationary** and held with the brake pedal until you start driving.
- The engine must be running “evenly”.
- All four wheels must have good ground contact and the vehicle must not be tilted on an angle.
- Forwards or reverse gear is engaged.

To start driving, take your foot off the brake pedal and press the accelerator pedal immediately. **The brakes will release gradually as you start driving.**

Hill Start Assist deactivated

Hill Start Assist is immediately deactivated if one of the conditions specified below in is no longer met:

- The driver’s door is opened.
- If the engine is running unevenly or in the event of an engine fault.
- The engine is switched off or it stalls.
- The selector lever is in the neutral position **N**.
- As soon as one of the tires does not have enough contact with the ground, for example, if the vehicle is tilted on an angle

⚠ CAUTION

- If you do not pull away immediately after releasing the brake pedal, the vehicle may roll backward under certain circumstances. In this case, immediately operate the brake pedal or apply the parking brake.
- Press the brake pedal or apply the parking brake immediately if the engine stops.
- Press the brake pedal for a few seconds before you start to drive if you are driving on an incline in heavy traffic and you would like to prevent the vehicle from rolling backwards when starting to drive.

Downhill speed control

The downhill speed control system provides braking assistance when driving downhill in vehicles with automatic gearboxes ⇒ ⚠. Downhill speed control does th by using the braking power of the engine.

The automatic gearbox takes over selection of the ideal gear, depending on the current slope and speed. For this to happen, the selector lever must be in the **D** o selector lever position. Downhill speed control is **not** active in Tiptronic mode.

As the downhill speed control can only downshift as far as third gear, you may need to switch to Tiptronic mode on very steep downhill stretches. In Tiptronic mode, manually shift into second or first gear to use the engine's braking power and reduce the load on the brakes.

Downhill speed control activates automatically:

- If the gradient is greater than approximately 6%.
- **And:** If the selector lever is in selector lever position **D** or **S**.
- **Additionally if the cruise control system is switched off:** If the speed is below approximately 80 km/h (50 mph) **or** the brake is pressed.
- **Additionally if the cruise control system is active:** If the saved speed is exceeded.

Downhill speed control deactivates automatically:

- When the gradient decreases.
- **Or:** if the transmission upshifts because the engine speed is greater than approximately 4500 rpm.
- **Or additionally if the cruise control system is active:** If the saved speed can be complied with.

⚠ WARNING

The intelligent technology of downhill speed control cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the driver assistance systems to tempt you into taking risks.

- Unintentional vehicle movements can cause serious injuries.
- Downhill speed control is not a replacement for the driver's attention.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

- Downhill speed control cannot hold the vehicle on the incline or brake sufficiently going downhill in every situation, for example if the ground is slippery or icy.

⚠ WARNING

Always be ready to brake. If this is not the case, accidents and injuries may result.

- Downhill speed control is merely a tool and cannot sufficiently brake the vehicle going downhill under every circumstance.
- The vehicle can go faster despite the downhill speed control.

Steering

Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

The power steering is either hydraulic or electromechanical. Neither variant works when the engine is not running.

Hydraulic power steering works with hydraulic hoses, hydraulic fluid, a pump, a filter and other parts, which generate constant oil pressure in the hydraulic system.

Electromechanical power steering supplies energy only during the steering process and adjusts automatically based on the vehicle speed, steering torque and the steering wheel angle.

Electronic steering column lock on vehicles with a starter button

On vehicles with a starter button, the steering column is electronically locked:

1. Stop the vehicle and, if necessary, move the selector lever to position **P**.
2. Switch the ignition off and then open the driver's door. The steering column will be locked.

If the steering column does **not** lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

Mechanical steering column lock (steering lock)

On vehicles with an ignition lock, the steering column is locked mechanically:

Locking the steering column:

1. Stop the vehicle and, if necessary, move the selector lever to position **P**.
2. Remove the vehicle key.
3. Turn the steering wheel slightly, until you hear the steering lock engage.

Unlocking the steering column:

1. Turn the steering wheel slightly to release the steering lock.
2. Insert the vehicle key in the ignition lock.
3. Hold the steering wheel in position and switch on the ignition.

Electromechanical steering

Power steering on an electromechanical steering system adjusts automatically based on the driving speed, the steering torque, and the steering angle of the wheels. Electromechanical power steering works only when the engine is running.

If the power steering system is impaired or malfunctioning, a significantly greater amount of force than normal must be used to steer.

Countersteering assist

The countersteering assist provides the driver with steering assistance in critical driving situations. Additional steering power supports the driver when countersteering ⇒ ⚠.

⚠ WARNING

If the power steering is not functioning, the steering wheel becomes stiff, making it much more difficult to steer, which can in turn result in loss of control of the vehicle, accidents, serious injuries or death.

- Depending on the equipment, power steering may only work when the engine is running.
- Never let the vehicle roll when the engine is stopped.
- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion. The steering column lock could engage and you would not be able to steer the vehicle.

WARNING

The countersteering assist together with the ESC assists the driver when steering the vehicle in critical driving situations. The driver must always steer the vehicle in every scenario. The vehicle is not steered by the countersteering assist.

NOTICE

When the vehicle is being towed, switch on the ignition so that the turn signals, horn, windshield wipers, and the windshield washer system can be activated.

Troubleshooting

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light **comes on and remains on:**

1. Restart the engine and drive the vehicle slowly for a short distance.
2. If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting your Volkswagen dealership.

The indicator light **flashes:**

1. Turn the steering wheel back and forth slightly.
2. Switch the ignition off and back on.
3. Pay attention to the messages in the instrument cluster display.
4. If the indicator light continues to flash after switching the ignition back on, do not continue driving. Contact professional assistance qualified in this respect.

Driver assistance systems

Cruise control system

Introduction

The cruise control system helps to maintain a set speed.

Speed range

The CCS is available at speeds above 15 mph (20 km/h).

Driving with cruise control system

You can override the stored speed at any time, for example, to pass another vehicle. Cruise control is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the CCS is switched on, the instrument cluster display indicates the stored speed and the status of the CCS:

CRUISE **CCS active.** **CCS active (alternative display).** **Small or gray: CCS is not regulating the speed.** **Large or white: CCS is regulating the speed.**

If no speed is stored, the instrument cluster display shows --- instead of the speed.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the CCS may cause accidents and serious injuries.

- Never use the CCS when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the CCS when driving off-road or on unpaved roads.
- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- To reduce the risk of activating the CCS unintentionally, always turn off the cruise control system after using it.
- It is dangerous to resume the stored speed if that speed is too fast for the current road, traffic, or weather conditions.

Operating the cruise control system

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

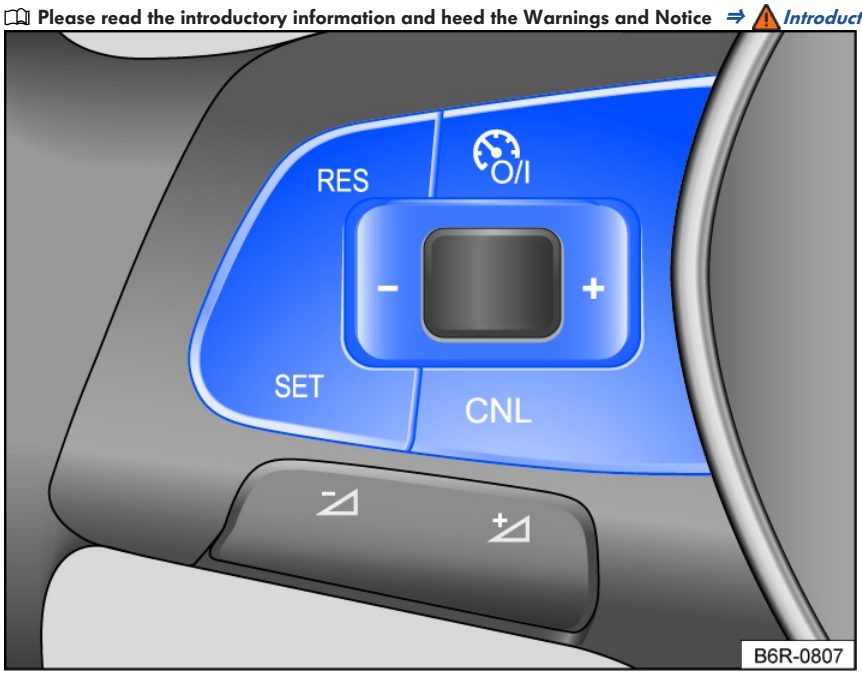

Fig. 95 Left side of the multi-function steering wheel.

Switching on

1. Press the button.

   No speed is saved. At this stage, the limiter will not yet start regulating your speed.

Starting the Cruise Control System

1. Press the SET button while driving.

   The CCS stores and controls the current speed.

Setting the speed

You can adjust the stored speed while the CCS is regulating the speed:

+ 1 mph (1 km/h): Press the button.

- 1 mph (1 km/h): Press the button.

To change the stored speed continuously, press and hold the respective button.

The vehicle adjusts to the current speed by accelerating or decelerating. The vehicle does not brake actively.

Canceling Adaptive Cruise Control

1. Press the CNL or button briefly.

   Or: Press the brake pedal.

   The vehicle speed remains stored in the system.

Resuming the Cruise Control System

1. Press the RES button.

   The CCS resumes and maintains the stored speed.

Switching off

1. Press and hold the button.

   The CCS is switched off and the stored speed is deleted.

Troubleshooting

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

Cruise control system is malfunctioning

Malfunction. The white indicator light comes on. In addition, the yellow central warning light lights up.

1. Switch off CCS and seek assistance from suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

Control is canceled automatically

- The vehicle has exceeded the stored speed for an extended period.
- The selector lever is not in the **D** or **S** selector lever position.
- Brake assistance systems, for example ASR or ESC, are active.
- The vehicle has been braked by Front Assist.
- If the problem persists, switch off CCS and seek assistance from suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

Adaptive Cruise Control (ACC)

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

The vehicle has ACC, if you can adjust ACC settings in the menus in the instrument cluster.

Speed range

You can set a speed between approx. 20 mph (approx. 30 km/h) and approx. 100 mph (approx. 160 km/h). The maximum speed that you can set may be lower, depending on the vehicle equipment and country.

Driving with ACC

You can override the ACC system at any time. Adaptive Cruise Control is canceled when you apply the brakes. When you accelerate, Adaptive Cruise Control is

paused while accelerating and then resumed.

Adaptive Cruise Control is stopped at speeds below approximately 11 mph (approximately 18 km/h). ACC cannot bring the vehicle to a complete stop.

Driver intervention request

If automatic deceleration by the ACC is not sufficient or the system limits are reached, the ACC 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 and be ready to brake.

Radar sensor

ACC detects driving situations using a radar sensor in the front of the vehicle. The radar sensor has a range of up to approx. 120 m (approx. 400 ft).

WARNING

The intelligent technology of the ACC cannot overcome the natural laws of physics and can operate only within the limits of the system. Never allow the increased convenience to tempt you into taking risks. Careless or unintended use of the ACC system can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Never use ACC when visibility is poor or when roads are steep, winding, flooded, or slippery, for example due to snow, ice, moisture, or gravel.
- Never use ACC when driving off-road or on unpaved roads. ACC is only designed for use on paved roads.
- 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.
- Always be ready to resume control of the vehicle speed.

ACC limitations

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

When should I not use ACC?

The ACC system is not suitable in the following situations. Canceling Adaptive Cruise Control ⇒ *Introduction*:

- When driving in heavy rain, snow, or spray
- When driving through construction zones, tunnels or toll stations.
- When driving on winding roads, for example, mountain roads
- 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
- When driving on roads with multiple lanes if vehicles are driving slowly in the passing lane

WARNING

If you use ACC in the situations mentioned, accidents and serious injuries can result and legal regulations could be violated.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ *Introduction*.

Unrecognizable objects

ACC only detects vehicles that are moving in the same direction. The following will not be detected:

- Pedestrians
- Animals
- Stationary vehicles
- Vehicles crossing the street or oncoming vehicles
- Other stationary obstacles

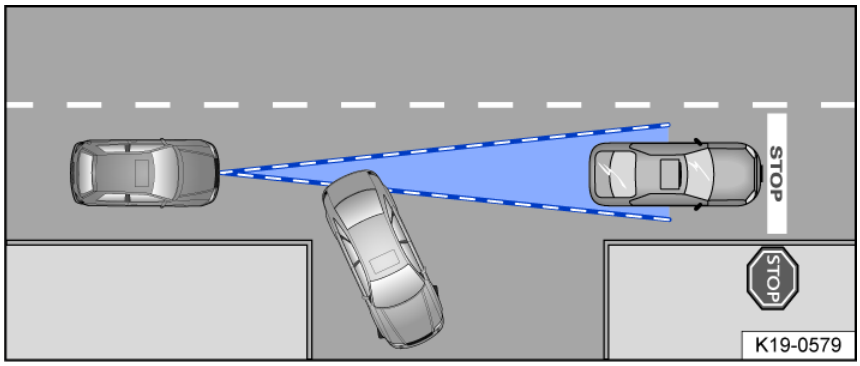

Fig. 96 Turning and stationary vehicles.

If, for example, a vehicle detected by the ACC turns or changes lanes and there is a stationary vehicle in front of this vehicle, the ACC will not react to the stationary vehicle *fig. 96*.

Curves

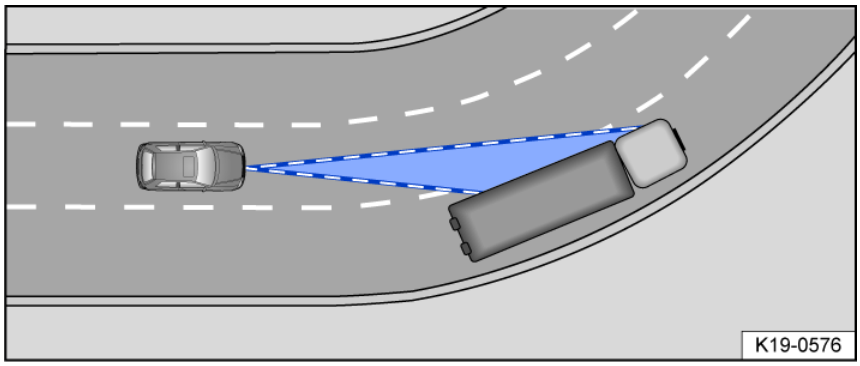

Fig. 97 Driving around curves.

The radar sensor only measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected *fig. 97*.

Vehicles outside the sensor range

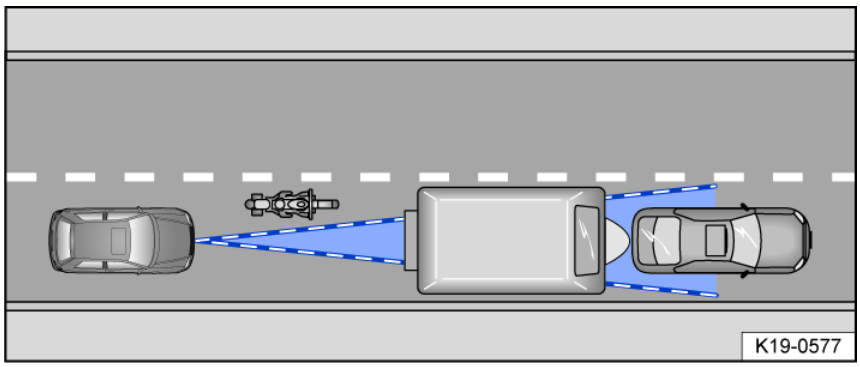

Fig. 98 Narrow vehicle.

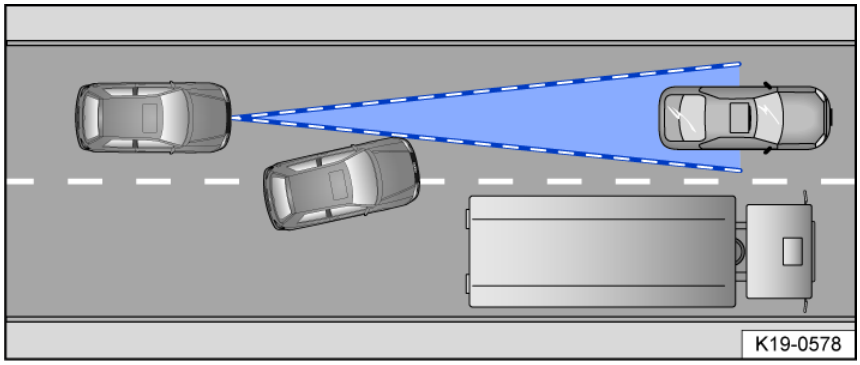

Fig. 99 Changing lanes.

The ACC may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- If there are vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles *fig. 98*.
- If vehicles change to your lane close in front of your vehicle *fig. 99*.
- If vehicles have objects or accessories projecting out of the vehicle.

Switching ACC on and off

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

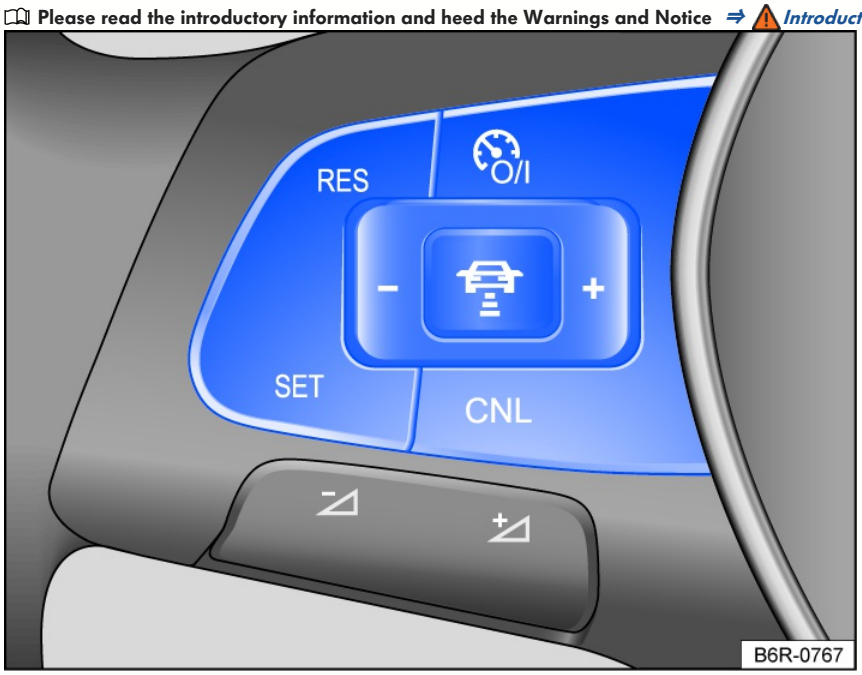

Fig. 100 Left side of the multi-function steering wheel.

Switching on

1. Press the button.

   ACC is not yet functioning.

Starting the Cruise Control System

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).

The following indicator lights may turn on depending on the driving situation:

CRUISE **ACC is regulating.** **ACC regulating (alternative display).** **No vehicle is detected driving ahead.** **Vehicle driving ahead is detected (white).**

Canceling Adaptive Cruise Control

1. Press the CNL or button briefly.

   Or: Press the brake pedal.

   If the respective indicator light for the driving situation lights up gray, the speed and distance are saved.

Resuming the Cruise Control System

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.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Adjusting the ACC settings

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

Setting the distance

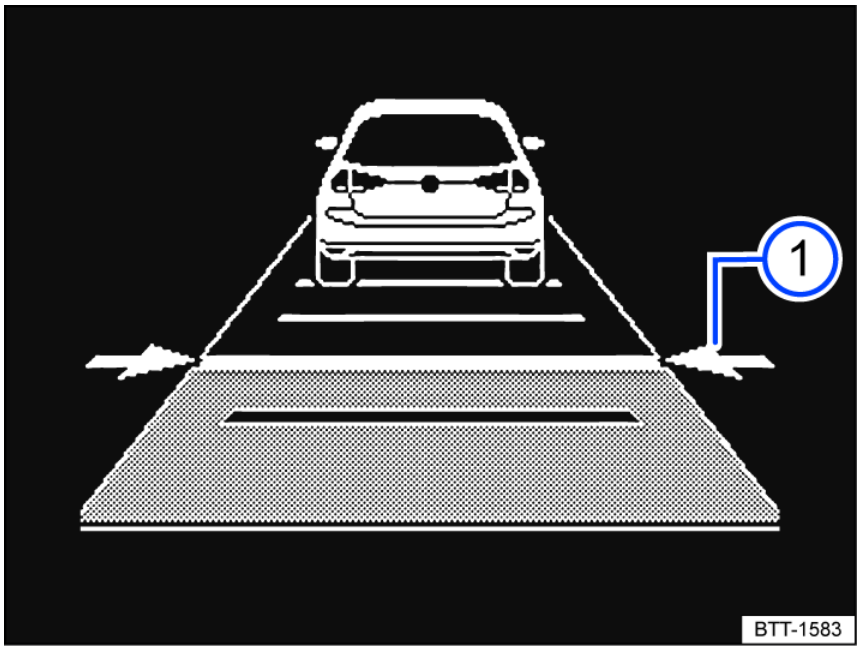

Fig. 101 In the instrument cluster display: set distance (1) (general example, ACC is regulating).

You can set the distance at five levels from very short to very long:

1. Press the button and then the button, or press .

   Or: Press the button repeatedly until the preferred distance is set.

   The instrument cluster display shows the selected level *fig. 101* (1). Heed the country-specific regulations for minimum distance.

Depending on the vehicle equipment, you can go to either the instrument cluster menu or the Infotainment system menu to configure the distance that your vehicle should maintain from the vehicle in front when Adaptive Cruise Control is activated.

If ACC is not regulating, the set distance and the vehicle will not be highlighted on the instrument cluster display.

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 mph (1 km/h): Press the button.

- 1 mph (1 km/h): Press the button.

To change the stored speed continuously, press and hold the respective button.

WARNING

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. The braking distance also increases during rainfall and winter road conditions.

- ACC may not be able to detect all driving situations correctly.
- Always be ready to apply the brakes yourself.
- If you press the accelerator pedal, you will override the speed and distance control. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the Adaptive Cruise Control system settings

You can influence how the ACC reacts in a sporty driving style:

- 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.

Troubleshooting

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

or ACC not available or temporarily not available

The indicator light comes on yellow or red.

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Malfunction or fault. Stop the engine and restart.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original Volkswagen emblem is not used.
- If the problem persists, seek assistance from suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

ACC is not functioning as expected

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The system limitations are not adhered to ⇒ *ACC limitations*.
- The brakes are overheating, and the ACC has been automatically canceled. Let the brakes cool down and check the function again.
- If the problem persists, seek assistance from suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

The Adaptive Cruise Control cannot start

Make sure the following requirements are met:

- Vehicles with an automatic transmission: A gear is engaged for driving forward.
- Vehicle speed is at least 25 km/h (16 mph).
- The brake lights on the vehicle are functioning.
- ESC and ASR are not regulating.
- The brake pedal is not being pressed.

Unusual noises during automatic braking

This is normal and not a cause for concern.

Front Assist

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 limitations. Warning times vary depending on the Traffic Situation and the driving behavior.

Range of functions

Autonomous Emergency Braking (Front Assist) includes the following extended functions, depending on the vehicle equipment and the country:

- Pedestrian Monitoring.

The functions named are (if available) automatically active if Front Assist is switched on.

Recognizable objects

Autonomous Emergency Braking (Front Assist) can recognize the following objects, depending on the vehicle equipment and the country:

- Vehicles.
- Bikes.
- Pedestrians.

Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

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.

Detecting the driving situation

Front Assist detects driving situations using radar sensors in the front of the vehicle. The range of the radar sensor is up to approximately 400 ft (120 m).

⚠ WARNING

The intelligent technology of Front Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the Front Assist system to tempt you into taking risks. The Front Assist system cannot prevent accidents and severe injuries automatically. The driver is always responsible for control of the vehicle.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Please be aware that Autonomous Emergency Braking (Front Assist) cannot detect all objects in the speed range ⇒ *Front Assist limitations*.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- Autonomous Emergency Braking (Front Assist) may intervene when not desired, e.g. when the function is limited. Therefore, consider interrupting automatic Autonomous Emergency Braking (Front Assist) interventions if necessary.
- If you are unsure which functions the vehicle has included, consult suitably qualified professionals before starting your journey. Volkswagen recommends contacting your Volkswagen dealership.

Warning levels and braking support

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

Speed ranges

Autonomous Emergency Braking (Front Assist) provides maximum support within these speed ranges:

- Response to vehicles: Approx. 3 mph (approx. 5 km/h) to approx. 155 mph (approx. 250 km/h).
- Response to bikes: Approx. 3 mph (approx. 5 km/h) to approx. 155 mph (approx. 250 km/h).
- Response to pedestrians: Approx. 3 mph (approx. 5 km/h) to approx. 40 mph (approx. 65 km/h).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support. A distance warning may also be displayed.

Influencing factors

Whether and in which speed range Autonomous 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.

Distance warning

Front Assist detects if there is a safety hazard from following the vehicle ahead too closely.

The indicator light turns on. Increase the distance.

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

Autonomous 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 collision. The braking support is only active as long as you are firmly pressing the brake pedal.

Front Assist limitations

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

Front Assist has physical and system limitations. Therefore, always pay attention and be ready to intervene as necessary.

Delayed reaction

If the radar sensor is exposed to environmental conditions that limit its function, the system may have a delayed response to this. Therefore, the display that indicates that functions are restricted may be delayed when you first start driving or while driving ⇒ 🕮 *Introduction*.

Unrecognizable objects

Autonomous Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

- If vehicles are driving close to your vehicle but outside of the sensor range, for example vehicles that are staggered around your vehicle or motorcycles
- If vehicles change to your lane close in front of your vehicle
- If vehicles have objects or accessories projecting out of the vehicle
- If there are oncoming vehicles or vehicles crossing the street
- Stationary, oncoming or moving pedestrians in the direction of travel; generally no reaction to people without Pedestrian Monitoring.
- Stationary cyclists, oncoming cyclists or cyclists crossing the street.
- Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

Functional limitations

Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations:

- When driving around tight curves
- When driving in heavy rain, snow, or spray
- When driving in parking garages or tunnels.
- When driving on roads with embedded metal objects, such as railroad tracks
- When driving in reverse
- If ESC is regulating.
- If the radar sensor is dirty or obstructed
- If multiple brake lights on the vehicle are malfunctioning.
- If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down
- In complex driving situations, such as around traffic islands
- In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning
- If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur → ⚠:

- If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.
- If the vehicle is being towed or transported
- When attachments, for example an auxiliary headlight, obscure the radar sensor.
- If the 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 there are multiple unwanted activations

⚠ WARNING

If you do not switch off Front Assist in the these situations, accidents and serious injuries could occur.

Using Front Assist

🕮 **Please read the introductory information and heed the Warnings and Notice** ⇒ ⚠ ***Introduction.***
When you switch on the ignition, Front Assist will be automatically switched on.

Volkswagen recommends always leaving Front Assist, distance warning, and advance warning switched on. For exceptions to this, see ⇒ *Front Assist limitations*.

Switching on and off

You can switch Autonomous Emergency Braking on and off manually and view the switched on condition.

In the instrument cluster display:

1. Press the button.
2. Switch Autonomous Emergency Braking on or off.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator light turns on in the instrument cluster display.

Adjusting the distance and advance warning setting

If Front Assist is switched on, you can adjust the distance and advance warning setting as follows:

1. Switch on or off your desired function in the instrument cluster menus ⇒ *Operating the analog instrument cluster*.

Troubleshooting

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

Front Assist is not available, and the radar sensor does not have sufficient visibility

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor ⇒ *Vehicle care*
- Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor.
- The radar sensor is misaligned or damaged, for example as a result of damage to the front of the vehicle. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Painting work was carried out on or structural modifications were made to the front of the vehicle.
- The original Volkswagen emblem is not used.
- If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily

- The radar sensor is dirty. Clean the radar sensor ⇒ *Vehicle care*.
- The system limitations are not adhered to ⇒ *Front Assist limitations*.
- If the problem persists, turn off Autonomous Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting your Volkswagen dealership.

Lane Keeping System (Lane Assist)

Introduction

Lane Assist helps the driver to stay in a lane, within the system limitations. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

Lane Assist detects the lane markers using a camera behind the windshield. If the system detects that the vehicle is coming too close to a lane marker, the system warns the driver with corrective steering. The driver can override the corrective steering at any time.

Speed range

Lane Assist is ready to take control (active system status) when a lane marking is detected within the system limits above approximately 35 mph (60 km/h).

⚠ WARNING

The intelligent technology of Lane Assist cannot overcome the natural laws of physics and it can only operate within the limits of the system. Careless or unintended use of Lane Assist can cause accidents and serious injuries. The system cannot replace the driver's attention and steering.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time. The driver is always responsible for keeping the vehicle within the lane.
- 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.
- Always pay attention to the area around your vehicle and drive with anticipation.
- If the camera lens is dirty, covered, or damaged, Lane Assist may be limited.

Lane Assist limitations

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

Lane markings not detected or not correctly recognized

Lane Assist does not correctly detect all lane markings. If lane markings are not recognized, Lane Assist may fail to intervene. Be prepared to steer at all times.

Under certain circumstances, Lane Assist may incorrectly detect poor road surfaces, road structures or objects, reflections and glare as lane markings. Override immediately if the system intervenes when it should not.

Switching off Lane Assist temporarily

In the following situations, Lane Assist may intervene when not desired or may fail to intervene when it should. Therefore, the driver's attention is especially important in these scenarios. Switch off Lane Assist temporarily:

- When the driving style is very dynamic.
- When weather or road conditions are poor
- In construction zones
- In front of bumps or dips in the road
- When not on highways or well-developed roads.

⚠ WARNING

If you do not switch off Lane Assist in the these situations, accidents and serious injuries could occur.

Lane Assist is not available

The system is not available under the following conditions (inactive system status):

- The vehicle speed is less than around 55 km/h (around 32 mph).
- Lane Assist has not detected a road lane marking.
- In tight curves.
- The traction control system is switched off.
- Temporarily, when the driving style is very dynamic.
- When the turn signals are switched on before a manual lane change.
- When the driver oversteers during a system intervention.
- When there is no reaction from the driver to a driver intervention prompt.

“Blind Spot” Sensor “Plus”

Steering intervention does not occur in vehicles without a “Blind Spot” Sensor when the turn signal is switched on.

In vehicles that are also equipped with a “Blind Spot” Sensor, a warning appears when the turn signal is switched on when leaving the lane. The warning always appears when the system detects a situation that may be critical when changing lanes.

Driving with Lane Assist

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

Switching on and off

You can view the switched on condition of the Lane Assist in the Settings menu of the driving data menu. You can also switch Lane Assist on and off there ⇒ *Settings menu*.

If there is a system malfunction, Lane Assist can turn off automatically.

Displays

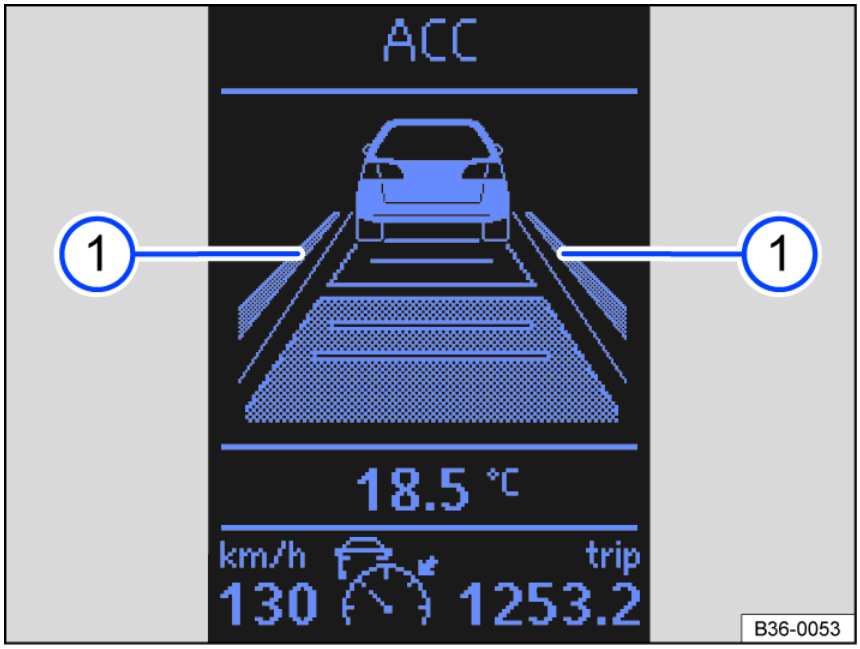

Fig. 102 In the instrument cluster display: Lane Assist indicators.

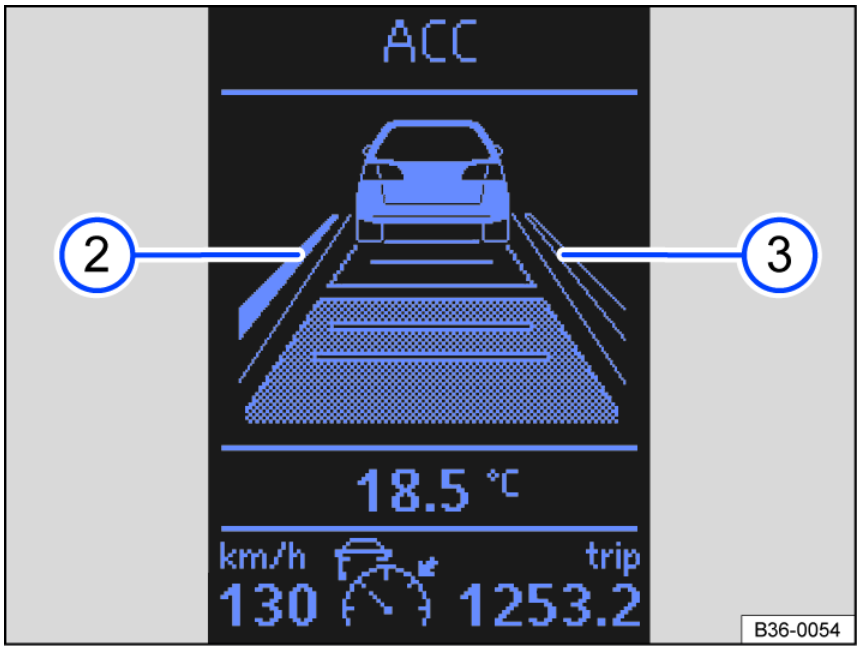

Fig. 103 In the instrument cluster display: Lane Assist indicators.

(1) Lane marking detected. The system is ready to monitor on the indicated side.

(2) Lane marking detected. The system is monitoring on the indicated side.

(3) The system is not ready to monitor on the indicated side.

One of the following indicator lights will light up, depending on the vehicle equipment and driving situation:

System active and ready to control. **System in operation (corrective steering intervention).**

If the indicator light does not light up, the system is not ready for operation on both sides (inactive system status) or is switched off.

Driver intervention request

If there is no steering activity, the system prompts you to drive in the center of your lane with an indicator in the instrument cluster display and warning chimes.

If you do not respond accordingly, the system becomes inactive.

Independently of steering activity, you are also prompted by an indicator on the instrument cluster display and by a warning chime to drive in the middle of the lane the corrective steering intervention takes a long time.

Steering wheel vibration

The following situations may cause the steering wheel to vibrate:

- A lane is no longer detected during a sharp corrective steering intervention by the system.

Troubleshooting

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

Malfunction message, Lane Assist is not available

A message is shown in the instrument cluster display.

- The camera field of view is dirty. Clean the windshield ⇒ *Vehicle care*.
- The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield ⇒ *Vehicle care*.
- The camera's view is limited by attachments or stickers. Keep the area around the camera field of view clear.
- The camera is misaligned or damaged, for example as a result of damage to the windshield. Check if there is noticeable damage ⇒ *Repairs and technical modifications*.
- Malfunction or fault. Stop the engine and restart.
- If the problem persists, switch off Lane Assist and seek assistance from suitably qualified professionals. Volkswagen recommends contacting your Volkswager dealership.

It can take a few seconds once the ignition 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.

“Blind Spot” Monitor

Introduction

The “Blind Spot” Monitor helps the driver by detecting traffic behavior behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the outside mirrors.

System limitations

Only use the “Blind Spot” Monitor on paved roads.

Among other possibilities, the “Blind Spot” Monitor may not interpret the traffic situation correctly in the following situations:

- In tight curves.
- When driving in the center of two lanes.
- When lanes have different widths.
- When driving at the top of a hill.
- In poor weather conditions.
- When certain types of equipment are on the side of the road, such as high or offset guard rails.

⚠ WARNING

The intelligent technology of the “Blind Spot” Monitor cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the “Blind Spot” Monitor to tempt you into taking risks. Careless or unintended use of the “Blind Spot” Monitor can cause accidents and serious injuries. The system cannot replace the driver's attention.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to 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 glass and in the instrument cluster display, and act accordingly.
- Always pay attention to the area around your vehicle.
- Never use the “Blind Spot” Monitor if the radar sensors are dirty, covered, or damaged. The function of the system may be impaired in such cases.
- Sunlight may reduce the visibility of the indicator light in the outside mirrors.

Driving with the “Blind Spot” Monitor

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

Fig. 104 In the outside mirrors: Blind Spot Monitor indicator.

Switching on and off

1. Open the Settings menu in the driving data menu ⇒ *Settings menu*.
2. Switch the “Blind Spot” Monitor on or off.

   When the “Blind Spot” Monitor is ready for operation, the yellow indicator light turns on one time briefly in the mirrors.

The last saved system setting is also kept after the ignition is switched off and back on.

System function

The activated “Blind Spot” Monitor is active at speeds above approx. 9 mph (15 km/h).

The yellow indicator light *fig. 104* lights up in the respective outside mirror in the following situations:

- When your vehicle is passed.
- When passing another vehicle and the difference in speed between the two vehicles is up to approximately 6 mph (approximately 10 km/h). There is no indicator if the passing speed is clearly faster.

If a vehicle was detected in the blind spot and the turn signal on the side where the vehicle was detected is activated ⇒ *Introduction*, then the yellow indicator light flashes.

The faster another vehicle approaches, the sooner the display in the outside mirror will turn on.

"Blind Spot" Sensor "Plus"

On vehicles with Lane Assist, the yellow indicator light will blink even without activating the turn signal when leaving a lane if Lane Assist is switched on (Active "Blind Spot" Monitor "Plus"). You will be notified of a potential critical situation (information level, warning level) with corrective steering. Corrective steering also occurs if the turn signal is activated for the respective side. If the corrective steering is overridden by the driver, an additional warning is given with a steering wheel vibration.

Automatic deactivation

The radar sensors for the "Blind Spot" Monitor switch off automatically if, for example, a permanent obstruction over a radar sensor is detected. For example, this could be from ice or snow covering the radar sensor.

A message will appear in the instrument cluster display.

If the "Blind Spot" Monitor was deactivated automatically, the system can only be reactivated after switching the ignition off and back on.

Troubleshooting

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

"Blind Spot" Monitor malfunction

Malfunction or fault. The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting your Volkswagen dealership.

System is malfunctioning

- Clean the radar sensors and remove the sticker or attachments from the radar sensors, mirror glass and the bumper ⇒ *Exterior care and cleaning*.
- Check if there is any noticeable damage.

The system is functioning differently than expected

- The radar sensors could be dirty. In addition to dirt and snow, the sensor range can also be impaired by soap residue or other coatings ⇒ *Exterior care and cleaning*.
- The system conditions are not met ⇒ *Introduction*.
- The radar sensors could be covered by water.
- The vehicle could be damaged in the radar sensor area, for example from parking barriers.
- The coverage areas of the radar sensors could be blocked by attachments, for example by bicycle carriers.
- The paint may have been changed or other structural modifications may have bee made near the radar sensors, for example to the front of the vehicle or to the suspension.
- The rear bumper has been painted with vehicle paint that is not approved by Volkswagen. Other types of paint may impair the function or cause it to malfunction.
- The side mirrors may be covered with after-market tinting films.

Parking and maneuvering

Parking

Parking the vehicle

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. This can cause accidents and serious injuries.

- When parking, always follow the steps in the specified order.
- Make sure the parking brake is set before exiting the vehicle and the red **PARK** indicator light in the instrument cluster display is on.
- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion. Otherwise, the steering lock could engage suddenly. Then you would not be able to steer the vehicle.

1. Press and hold the brake pedal.
2. In vehicles with an automatic transmission, move the selector lever into the **P** position.
3. Set the parking brake ⇒ *Operating the parking brake*.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll into a curb if it begins moving.
5. Stop the engine and switch the ignition off ⇒ *Stopping the engine*. The red **PARK** indicator light in the instrument cluster display will turn on.
6. Remove your foot from the brake pedal.
7. To engage the steering lock, you may need to turn the steering wheel slightly.
8. Exit the vehicle ⇒ ⚠. Pay attention to other road users.
9. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is a risk of accidents and serious injuries.

- Never leave children, people requiring assistance or animals unattended in the vehicle. They could release the parking brake and move the selector lever or gear shift lever, which would set the vehicle in motion.
- Never leave children, people requiring assistance or animals in the vehicle. Depending on the season, the temperature inside the vehicle could become very high or low.
- Always take all vehicle keys with you when leaving the vehicle.

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area ⇒ ⓘ.

ⓘ NOTICE

Any unevenness in the ground, as well as sand and mud may mean that the vehicle cannot be parked safely and may be damaged.

- Always park the vehicle on solid and level ground.

ⓘ NOTICE

Vehicle components that are low to the ground such as the bumpers, spoilers, and parts of the suspension could be damaged when driving over objects protruding up from the ground.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

Parking brake

Operating the parking brake

Fig. 105 Between the front seats: Parking brake with lock button (general example).

Set the parking brake

1. Firmly pull up the parking brake lever with the lock button pressed *fig. 105* , ⇒ ⚠.

PARK **If the parking brake is applied, the red warning light in the instrument cluster comes on.**

Releasing the parking brake

1. Pull up the parking brake lever somewhat and press the lock button *fig. 105*.
2. Guide the parking brake lever down when the lock button is pressed.

⚠ WARNING

Improper use of the parking brake can cause accidents and severe injuries.

- Always firmly set the parking brake when parking the vehicle! The red warning light PARK comes on even if the parking brake is only applied slightly. In this case, the vehicle will not be securely held.
- Do not use the parking brake to brake the vehicle unless it is an emergency. The braking distance will be significantly longer because only the rear wheels will be braked under certain circumstances. Always use the brake pedal.
- Never drive with the parking brake set slightly. This can overheat the brake and negatively impact the brake system. It also leads to premature wear of the rear brake pads.

NOTICE

To prevent the vehicle from moving when you park it, firmly apply the parking brake before removing your foot from the brake pedal.

NOTICE

When you take your foot off the brake pedal when the parking lock is engaged **P** but the parking brake is not firmly set, the vehicle can move a few centimeters forward or backward.

When driving with a set parking brake above a speed of 6 km/h (4 mph), a warning signal is sounded.

General information about the parking systems

Safety instructions

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Do not allow the increased convenience provided by the parking systems to tempt you into taking risks. The parking systems cannot replace the driver's attention.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always keep an eye on the parking direction and the vehicle surroundings. Pay particular attention to small children, animals and objects.
- Bear in mind that the parking system may not be able to react if the vehicle approaches too quickly and no warning is issued.
- Do not allow the parking system's display to distract you from the traffic around you.

⚠ WARNING

Camera lenses enlarge and distort the field of vision. Using the camera image to estimate the distance to people or obstacles may not be precise and can cause accidents and serious injuries.

- Do not rely on the camera system image.

NOTICE

In parking spaces without a curb, park at least 20 inches (50 cm) away from walls and buildings to reduce the risk of vehicle damage.

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parkin systems use different combinations of sensors. All sensors have technical and physical limits ⇒ ⚠:

- In some situations, some objects may not be detected, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open ⇒ ⓘ.
- The 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 ⇒ *Troubleshooting*.
- External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.
- Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.
- The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects c recesses in the road.

Volkswagen recommends practicing with the parking systems in a location or parking space with no traffic in order to become acquainted with the systems and their functions.

Requirements

General information

To ensure that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system, the following requirements must be met:

- ✓ The doors and trunk lid are closed.
- ✓ The outside mirrors must not be folded in.
- ✓ The sensors or cameras are not covered by attachments or decorative license plate frames. The decorative number plate frame and the number plate itself 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.
- ✓ The engine must be running.
- ✓ Braking assistance systems are switched on ⇒ *Information about braking assistance systems*.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated.

Finding a suitable parking space

The following requirements should be met so that a suitable parking space can be shown or detected correctly:

- ✓ The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.
- ✓ The distance when driving past the parking space is approx. 3 feet (1 meter).
- ✓ **Vehicles with Park Assist:** The speed when passing the parking space is maximum 25 mph (40 km/h) for **parking spaces parallel to the road** and 12 mp (20 km/h) for **parking spaces perpendicular to the road**.

Displays in the Infotainment system

The settings that can be selected may vary depending on the country, the device, and the vehicle equipment.

When the vehicle approaches an obstacle, the approach is displayed in segments in the Infotainment system (depending on the vehicle equipment) and warning chimes sound. The display may vary depending on the situation.

The collision area has been reached when the next to last segment is displayed. **Do not continue driving!**

All options and models are described. Optional equipment or different model versions are not specifically identified as such. Which systems are available depend o

the vehicle equipment.

General displays

Mute the warning chimes. Adjust the brightness, contrast, and color. Show the display. Hide the display.

Close the current view and end the function.

Additional information for vehicles with Park Distance Control

Red section of the image: Nearby obstacle. The vehicle is at risk. Apply the brakes. Yellow section of the image: Obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle. White section of the image: Obstacle outside of the path of the vehicle. There is a system malfunction in the area that is detected (depending on vehicle equipment). The colors may vary. Switch to the Rear View Camera system ⇒ *Switching the Rear View Camer system on and off.*

Additional information for vehicles with a Rear View Camera system

Red line: Boundary or safety distance to the vehicle. Green side line: Extension of the vehicle. Switch to the parking system ⇒ *Switching Park Distance Control (PDC) on and off.*

USA and Canada: If the camera image on a parking system has been switched on by engaging the reverse gear, no function keys are displayed for safety reasons. These function keys can be displayed again by tapping the function key MENU.

Additional features for vehicles with Park Assist

Switch Park Assists on and off ⇒ *Searching for parking spaces.*

Warning chimes

A chime sounds at intervals when there is sufficient distance to an obstacle. The shorter the distance becomes, the shorter the intervals between the chimes. Wher the obstacle is very close a constant chime sounds. **Do not continue driving!**

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path.

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.

In the area around the rear view camera, all orientation lines are hidden if a camera is installed in the trunk lid and the trunk lid is open.

Automatic braking intervention

A parking system's automatic braking support helps to avoid collisions, if an obstacle is detected during the parking process.

WARNING

The increased comfort offered by the parking system automatic braking intervention should not cause you to take safety risks. In some situations, function of the automatic braking intervention may be limited or it may not function at all. Collisions with obstacles can lead to injuries and vehicle damage. The system cannot replace the driver's attention.

- Stay attentive and do not rely only on the parking systems.
- Always be ready to take over braking and steering.
- Do not take any risks when it comes to safety.
- React to the warnings and recommendations from the parking systems.

Requirements

✓ When maneuvering, the vehicle is not driving faster than about 6 mph (10 km/h).

✓ A parking system has been switched on.

What happens during an automatic braking intervention?

If there is an obstacle, the brakes are applied until the vehicle comes to a stop and the vehicle is kept stationary for approximately 2 seconds.

1. Following an automatic braking intervention, press the brake pedal to keep the vehicle stationary.

Park Assist: This will reduce the vehicle's speed if it is moving too quickly. The parking process can then be resumed.

Switch automatic braking on or off

Automatic braking is activated or deactivated when a parking system is switched on or off by the driver.

Switch the parking system off if automatic braking support happens too frequently, like when driving off-road.

The parking process is canceled following Park Assist emergency braking due to an obstacle.

Following a Rear Traffic Alert emergency braking intervention, it will take 10 seconds before an automatic braking support can occur again.

Troubleshooting

The parking system is functioning differently than expected

There are several possible causes:

- The system conditions are not met ⇒ *Requirements*.
- The sensors or camera may be dirty or covered with ice ⇒ *Exterior care and cleaning*.
- The camera lens is dirty and the camera image is not clear ⇒ *Exterior care and cleaning*.
- Sources of noise, such as a jackhammer or driving over cobblestones, can interfere with the ultrasonic signal.
- The vehicle may be damaged in the radar sensor area, for example, from parking barriers.
- The areas detected by the sensors or camera may be blocked by accessories such as bicycle racks.
- There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension.

Pay attention to the text messages shown in the instrument cluster display and in the Infotainment system.

No sensor or camera view or the parking system has been switched off

If a sensor malfunctions, the sensor area is deactivated. The sensor area affected can be displayed in the Infotainment system by the symbol. The parking syste may be completely switched off.

If Park Distance Control is malfunctioning, a continuous tone will sound for several seconds when you switch it on. Where applicable, a message will appear in the instrument cluster display.

1. Check if one of the causes listed is responsible.
2. Once the source of the issue has been resolved, switch the system on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with automatic braking in certain situations ⇒ *Automatic braking intervention*.

Depending on the vehicle equipment and certain conditions, such as the weather, vehicle load, or angle of the vehicle, Park Assist may automatically apply the vehicle brakes if there is an obstacle. The driver must then press the brake pedal.

The parking process will be canceled if automatic braking occurs.

Park Assist is active and the parking process is automatically canceled

Park Assist will end the parking process if one of the following situations occurs:

- The function key is pressed.
- **Or:** The driver takes over steering.
- **Or:** The driver door is opened.
- **Or:** The time limit or number of movements for the parking process is exceeded.
- **Or:** The traction control system is switched off or it engages.
- **Or:** There is a system malfunction.

Restart the parking process ⇒ *Searching for parking spaces*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering while the vehicle is stationary, the white symbol appears in the instrument cluster display.

1. Press the brake pedal.

After a wheel change, Park Assist drives into and out of parking spaces inaccurately

If, after a wheel change, Park Assist parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to take over the wheel size again.

1. Drive the vehicle over a longer distance, including around bends.

The Park Assist system automatically learns the new wheel sizes.

Park Distance Control (PDC)

Introduction

The Park Distance Control system (PDC) assists the driver when parking and maneuvering.

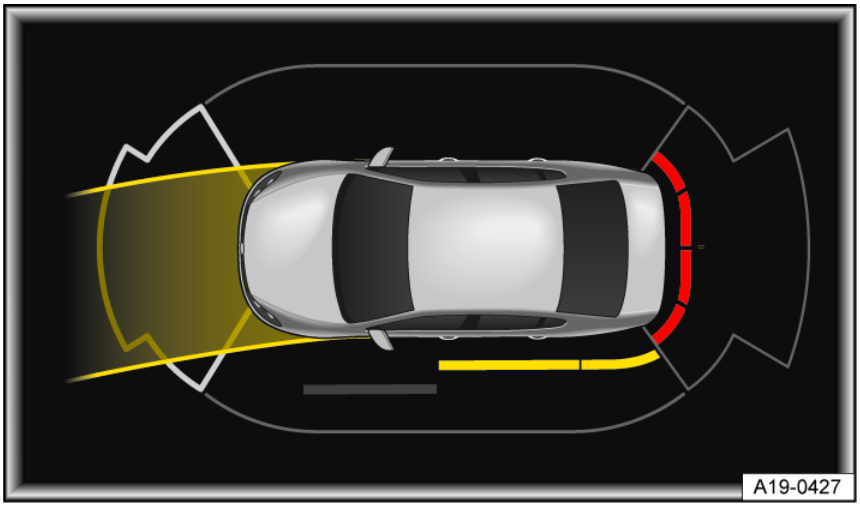

Fig. 106 Infotainment system: Park Distance Control with obstacle detection and steering lock (general example).

System function

The Park Distance Control system (PDC) detects the distance to an obstacle using sensors in the front and rear areas of the vehicle ⇒ *Front view*, ⇒ *Rear view*.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

The Park Distance Control warns you of an obstacle via colored segments on the screen of the Infotainment system and via warning chimes *fig. 106* , ⇒ ⓘ.

ⓘ NOTICE

Do not continue driving! The collision area has been reached when the next to last segment is displayed.

ⓘ NOTICE

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. In order to fully scan and display the side areas, you must move the vehicle a few yards forward or back. Any obstacles that enter these areas from the outside are not displayed.

If the driver does not respond to an approaching obstacle, automatic braking support may kick in ⇒ *Automatic braking intervention*.

Park Distance Control settings

Depending on vehicle equipment, it may be possible to adjust PDC settings in the instrument cluster ⇒ *Settings menu*.

Switching Park Distance Control (PDC) on and off

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

Fig. 107 In the center console: button for switching the PDC on or off (general example).

Switching on

1. Select the reverse gear.

   Or: Press the button *fig. 107*.

   Or: The vehicle will roll backward.

Switching off

1. Press the button *fig. 107*.

   Or: engage the **P** selector lever position.

   Or: The vehicle is driving forward at more than 6–9 mph (10–15 km/h).

Automatic activation when driving forward

If the vehicle slowly approaches an obstacle, Park Distance Control is automatically activated.

1. Switch the function on or off in the Settings menu in the instrument cluster *⇒ Settings menu*.

If the driver switches off Park Distance Control, no further automatic activation occurs.

Automatic activation is available again under following conditions:

- The vehicle has been accelerated to more than about 9 mph (15 km/h) and then the speed has fallen below this again.
- **Or:** the ignition has been switched off and on again.
- **Or:** parking lock **P** has been changed to a gear.

If an obstacle is detected in front of the vehicle, the display in the Infotainment system is activated. If the vehicle approaches further, warning chimes also sound.

Rear View Camera (Rear View)

Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

System function

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 intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- The PDC cannot replace the driver's attention.

⚠ CAUTION

Vehicles with a swiveling emblem: The Rear View Camera system extending can cause serious injuries due to entrapment.

- When engaging reverse gear, make sure that there are no persons directly behind the vehicle and that nobody can intervene in the range of operation of

the Volkswagen emblem on the trunk lid.

Switching the Rear View Camera system on and off

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

Switching on

1. Select the reverse gear.

Switching off

1. Disengage reverse gear.

Parking (Rear View Camera system without parking mode selection)

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

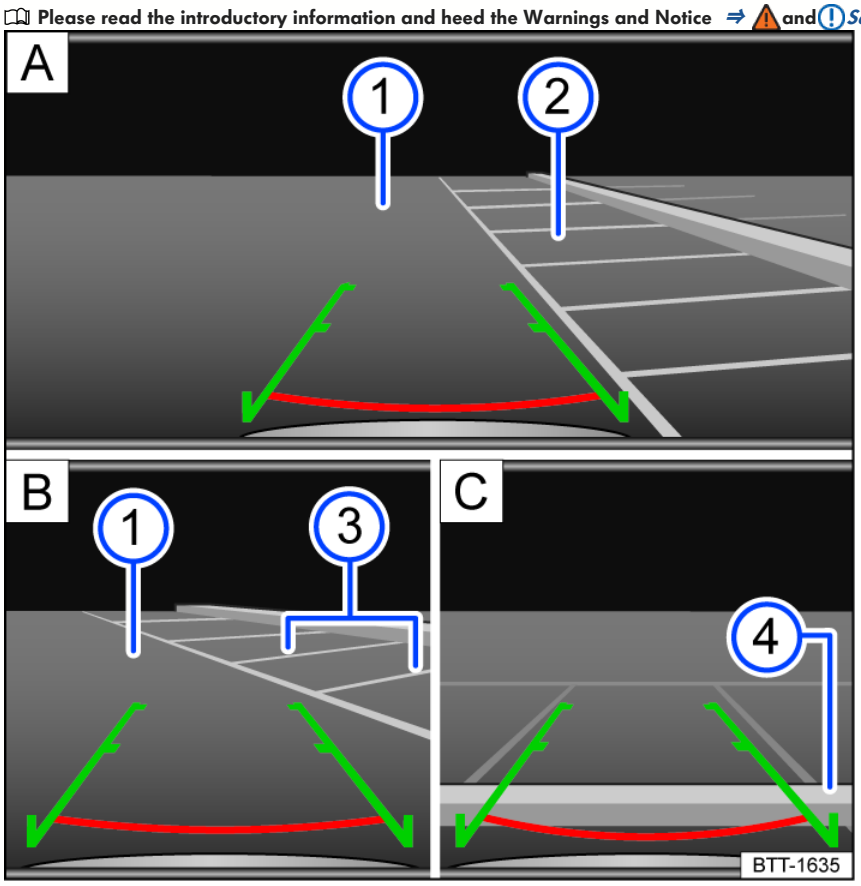

Fig. 108 Infotainment system: Parking with the Rear View Camera system.

A Searching for a parking space.

B Steering toward the selected parking space.

C Aligning the vehicle within the parking space.

1 Road surface.

2 Selected parking space.

3 Side boundaries of the selected parking space.

4 Rear boundary of the parking space.

1. Position your vehicle in front of the parking space *fig. 108* A 2.
2. Select the reverse gear.
3. Slowly reverse while steering so that the green side lines line up with the selected parking space. The green lines must line up with the side boundaries of your parking space *fig. 108* B 3.
4. Stop when the red horizontal line reaches the rear boundary *fig. 108* C 4.

Park Assist

Introduction

Park Assist displays a suitable parking space and assists the driver when parking and leaving the parking space.

Park Assist is an extension of the parking system ⇒ 🕮 *Introduction*.

Park Assist steers the vehicle into a parking space while you operate the accelerator pedal, the gears and the brake ⇒ ⚠!

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries and vehicle damage.

- Pay close attention to the parking process and the traffic. Keep an eye on the parking direction at the same time.
- In a hazardous situation, apply the brakes using the brake pedal.

The following functions are supported:

- Display suitable parking spaces.
- Select parking mode.
- Driving into a suitable parallel parking space or parking bay.
- Driving out of a suitable parallel parking space.

Pay attention to the message in the instrument cluster display.

NOTICE

Park Assist orients itself to parked vehicles, curbs, or other objects. Make sure the vehicle tires and rims are not damaged when parking.

- If necessary, stop the parking process at the correct time.

Aftermarket accessories mounted on the vehicle, such as bicycle racks, can interfere with Park Assist and can cause damage.

Automatic braking support may occur during parking processes if the driver accelerates too much.

Searching for parking spaces

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety instructions*.

Fig. 109 In the center armrest: button to manually switch on Park Assist.

Selecting the parking space and parking mode

1. Press the button *fig. 109*.
2. Operate the turn signal that indicates the side of the road you are parking on.
3. Press the button until the desired parking mode is selected.

Park Assist can be activated afterwards. If you drive past a suitable parking space, this will be indicated.

Driving into parking spaces

🕮 Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety instructions*.

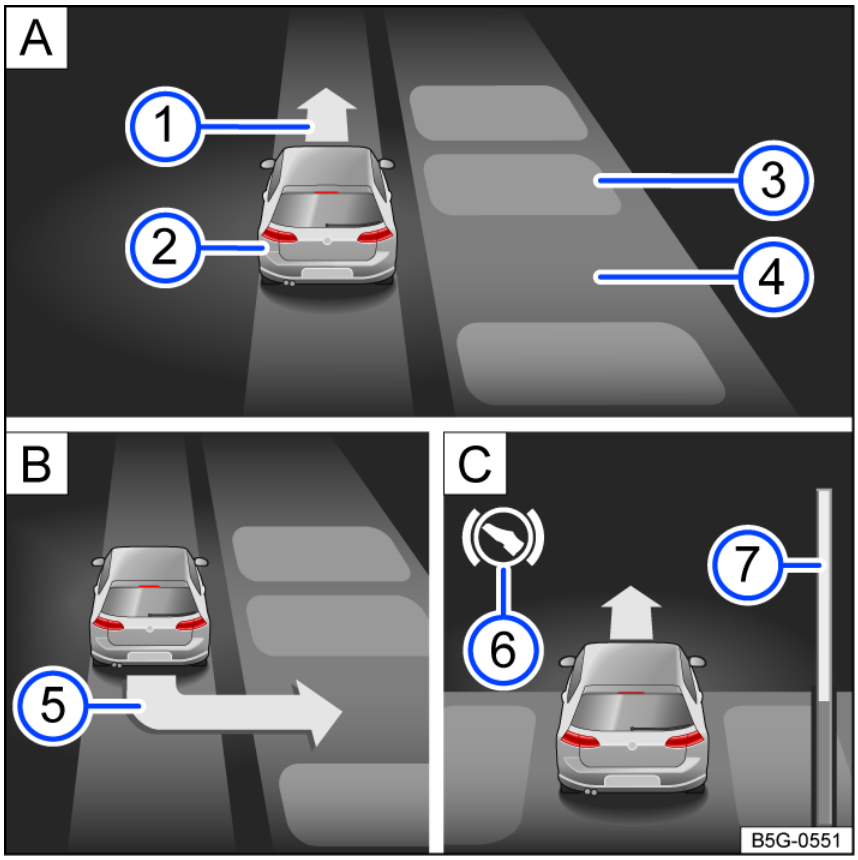

Fig. 110 In the instrument cluster display: parking perpendicular to the road.

A Searching for a parking space.

B Driving into a parking space.

C Maneuvering into a parking space.

(1) Prompt to drive forward.

(2) Your vehicle.

(3) Parking vehicle or obstacle.

(4) Detected parking space.

(5) Request to drive backwards.

(6) Request to brake.

(7) Progress bar (relative distance remaining).

1. Stop the vehicle in front of or behind the parking space.
2. Pay attention to the prompt for parking in the instrument cluster display *fig. 110* (5).
3. Engage reverse gear if a backwards arrow appears in the instrument cluster display.
4. Release the steering wheel.
5. Note the message Automatic steering active. Check surrounding area! in the instrument cluster display.
6. Accelerate carefully.
7. Brake if a chime sounds, the indicator turns on, or once a prompt appears in the instrument cluster display.
8. Depending on the parking space, it may be necessary to carry out several parking maneuvers. When the process of driving into a parking space is finished, a text message appears in the instrument cluster display. A chime will sound.

At the end of a parking maneuver, wait until Park Assist has completed all rotational movements of the steering wheel in order to achieve an optimum parking resul ⇒ ⚠.

Park the vehicle and turn off the engine ⇒ *Parking*.

⚠ WARNING

Turning the steering wheel too quickly can cause serious injuries.

- Do not grab the steering wheel during the maneuver until the system prompts you to do so.
- If the vehicle is approaching a dangerous situation, intervene and take over steering.

Exiting a parking space

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

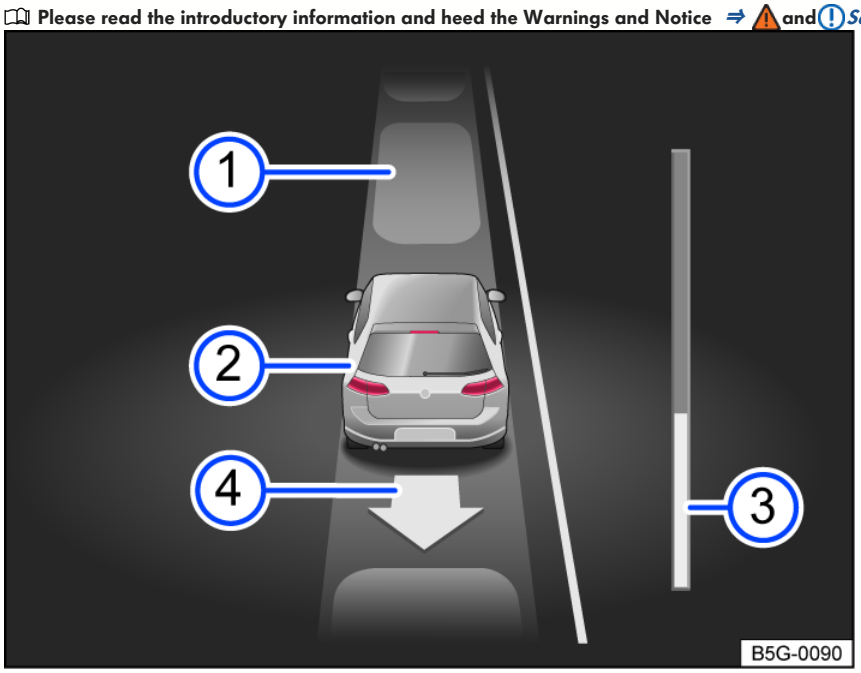

Fig. 111 In the instrument cluster display: reversing out of a parking space parallel to the road.

(1) Vehicle parking.

(2) Your vehicle.

(3) Progress bar (relative distance remaining).

(4) Direction of travel when driving out of a parking space.

Park Assist can exit parallel parking spaces if the requirements are met ⇒ *Requirements*.

1. Press the P button.
2. Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
3. Select the reverse gear.
4. Release the steering wheel when the following message appears: Automatic steering active. Check surrounding area!
5. Accelerate carefully.
6. Apply the brakes if a chime sounds, the indicator turns on, or once the prompt to drive forward appears in the instrument cluster display.
7. Press the brake pedal until the steering movements from Park Assist have stopped or the indicator in the instrument cluster display turns off.
8. Perform the procedure for exiting the parking space until a message appears in the instrument cluster display and possibly a tone signaling the end of the parking space exit procedure.
9. Take over steering with the steering wheel at the angle set by Park Assist.
10. Drive the vehicle out of the parking space when the traffic situation allows it ⇒ ⚠.

⚠ WARNING

Only drive the vehicle out of the parking space when the traffic situation allows it.

Rear Traffic Alert

Rear Traffic Alert monitors the cross traffic when reversing out of a space or maneuvering.

⚠ WARNING

The intelligent technology of the Park Distance Control (PDC) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Not paying attention can result in accidents, serious injuries, and vehicle damage.

- Pay attention to the traffic situation and the vehicle environment.
- The Rear Traffic Alert may potentially not detect all approaching objects, e.g. pedestrians or objects approaching quickly.

Switching on and off

1. Press the button.

   Or: Depending on the vehicle equipment, press the button for driver assistance systems.

2. Switch the Rear Traffic Alert on or off.

System function

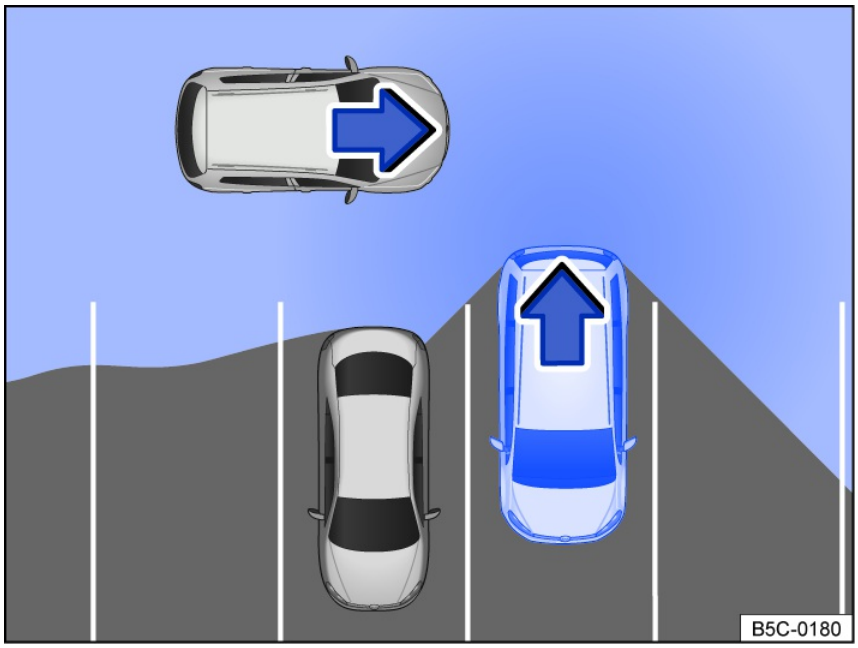

Fig. 112 Rear Traffic Alert, general example: monitored area around the vehicle that is exiting a parking space.

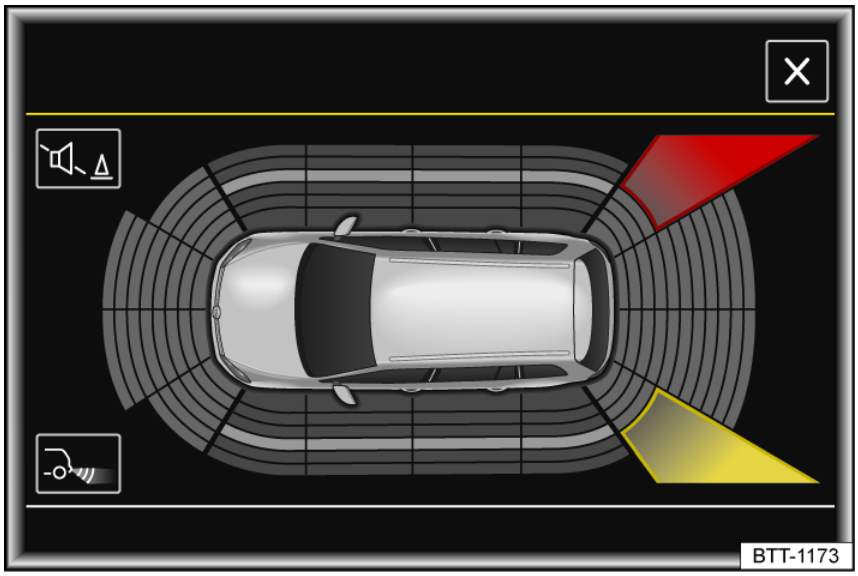

Fig. 113 In the Infotainment system: Rear Traffic Alert display.

The Rear Traffic Alert functions with radar sensors in the rear bumper.

The system detects approaching or moving objects in the surrounding area to the rear and to the side *fig. 112* and warns the driver if there is an obstacle ⇒ ⚠.

If there is an obstacle, a warning signal will sound. Depending on the vehicle equipment, a color indication of the obstacle zone appears in the Infotainment system *fig. 113* and/or a warning or indicator light appears in the instrument cluster along with a message.

Obstacle detected. Beware of traffic behind the vehicle! **Automatic braking intervention by Rear Traffic Alert.**
Press the brake pedal to bring the vehicle to a standstill.

If the driver does not respond, automatic braking support may kick in ⇒ *Automatic braking intervention*.

If Park Distance Control is deactivated, the driver cannot be sent any feedback. Rear Traffic Alert is also temporarily deactivated.

Braking assistance systems

Information about braking assistance systems

Braking assistance systems can assist the driver in critical driving and braking situations. The driver is always responsible for safe driving ⇒ ⚠.

If a braking assistance system is regulating, continue braking with the necessary force and, if necessary, steer the vehicle.

⚠ WARNING

The intelligent technology in the braking assistance systems cannot overcome the natural laws of physics and it can only operate within the limits of the system. Driving fast on icy, slippery, or wet roads can lead to loss of vehicle control and serious injuries to the driver and passengers.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions. Do not take any risks.
- Braking assistance systems cannot prevent a collision, for example if you are driving too close to other vehicles.
- Always use suitable tires. Driving stability depends on the tires' ability to grip the road.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

- 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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The effectiveness of the ESC can be reduced considerably if other components and systems that affect driving dynamics are not maintained correctly or are malfunctioning. This applies in particular to changes made to the suspension and any non-approved wheel and tire combinations.

- Ensure that conversion and modifications to the vehicle are only performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires. 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 Braking System (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can be steered ⇒ ⚠.

Brake Assist System (BAS)

BAS can help to reduce the vehicle braking distance. BAS increases braking power when the driver presses the brake pedal quickly in emergency situations ⇒ ⚠

Electronic Differential Lock (EDL and XDL)

EDS automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

XDS improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

The Automatic Post-Collision Braking System automatically brakes the vehicle if the airbag control module has detected a collision in an accident situation.

Requirements for automatic braking:

✓ The driver does not press the accelerator pedal.

Brake booster

The braking support only functions when the engine is running and it enhances the pressure applied to the brake pedal by the driver.

If the braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increas the braking distance ⇒ ⚠.

⚠ WARNING

Driving without the brake booster or when the brake booster's functionality is limited can increase the braking distance significantly, increasing the risk of accidents and serious injury.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- If the braking support is not working or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance

will increase the braking distance.

- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Troubleshooting

ABS or ABS failure or malfunction

The yellow indicator light turns on.

1. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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.

There is a fault or malfunction.

1. Switch the ignition off and on.
2. If necessary, drive a short distance at speeds between 15-20 mph (9-12 km/h).
3. If the indicator light stays on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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, if necessary, steer the vehicle.

WARNING

If the brake warning lamp BRAKE or turns on together with the ABS or indicator light, the regulating function of the ABS could be malfunctioning. This could cause the rear wheels to lock relatively quickly when braking. Locked rear wheels can lead to loss of vehicle control.

- If possible, reduce your speed and drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked.
- Avoid sudden braking or driving maneuvers.
- If the indicator light ABS does not turn off, or turns on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes (without ABS). The security provided by the ABS is not available. Visit an authorized Volkswagen dealer or authorized Volkswagen Service Facility as soon as possible. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Practical equipment

Storage compartments

Introduction

WARNING

Loose objects can be thrown around the inside of the vehicleduring sudden driving or braking maneuvers. This can cause serious injuries and loss of vehicle control.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Only hang lightweight clothing, up to a maximum of 5.5 lbs (approximately 2.5 kg), from the coat hooks in the vehicle. Never leave heavy, hard or sharp objects in the pockets.

WARNING

An open glove compartment can increase the risk of serious injuries in the event of a collision or during sudden braking or driving maneuvers.

- Always keep the glove compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle. Lighters may ignite as a result of high surface temperatures, especially in summer.

WARNING

Incorrect usage of the cup holders can cause injuries.

- Do not place hot beverages in the cup holders. Hot beverages in the cup holders could spill and cause burns while driving, during sudden braking maneuvers, or in collisions.
- 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

Closed beverage bottles can explode from heat and burst from frost.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

NOTICE

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior. Hot and cold conditions could damage these objects and make them unusable.
- Objects made out of transparent materials in the vehicle, for example transparent suction cups on the window glass, can concentrate sunlight and cause damage to the vehicle.

Sockets

Introduction

Electrical devices can be connected to the sockets in the vehicle.

The 12 V socket only works when the ignition is switched on.

WARNING

Using sockets and electrical devices incorrectly can cause fires and serious injuries.

- Never leave children unattended in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical devices become too warm, turn off the devices immediately and disconnect them.

NOTICE

- To reduce the risk of damage to the electrical system, never attempt to charge the 12 V vehicle battery by connecting electrical devices that provide power to the 12 V sockets, such as solar panels or battery chargers.
- Only use electrical devices that have been tested for compliance with the applicable directives for electromagnetic compatibility.
- Do not use any malfunctioning devices.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine.
- Never connect electrical devices that draw more than the specified load of a 12 V socket. The vehicle electrical system can be damaged when the maximum load is exceeded.
- Refer to the operating instructions for the electrical devices.

The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is switched off.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

Sockets in the vehicle

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

Fig. 114 In the front storage compartment: 12-volt socket with removable cover (general example).

Do not exceed the maximum power of the sockets. The power draw of the external devices is indicated on the identification labels.

The total continuous output of all 12 V sockets in the vehicle is 120 watts ⇒ 📖 *Introduction*.

The maximum power of a 12 V socket in the vehicle **with the engine running** totals 180 watts.

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.

Data transmission

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.

What are connectivity components?

Control modules for data transmission, interfaces, media and diagnostic connections are connectivity components, through which information and data can be exchanged between the vehicle and external devices or the Internet. The following connectivity components may not be available in all vehicles:

- Diagnostic connection port
- Volkswagen Car-Net control module
- Mobile phone interface
- Media Control
- App-Connect.
- Wi-Fi hotspot.
- Bluetooth interface.
- USB port.
- AUX-IN jack.
- CD drive.
- SD card slot.
- SIM card slot.

Connectivity components are the key points for cyber security. Connectivity components are also equipped with security mechanisms that minimize the risk of unauthorized access to vehicle systems.

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.

In general, software updates improve the security, stability, and processing speeds of the vehicle systems in vehicles that were already produced.

⚠ WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control modules and vehicle functions. This can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal, reduce your speed in a controlled manner.
- Contact suitably qualified professionals for assistance. Volkswagen recommends contacting your Volkswagen dealership.

Malware can also access data and information that are stored in the control modules, in the Infotainment system, on connected data carriers, and in paired cell phones.

Minimizing risks

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

- Only use data carriers, Bluetooth devices and cell phones in the vehicle that do not contain any manipulated data or malware.
- Only have the vehicle repaired and serviced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Computers, data carriers and cell phones that are connected to the Internet or are used in public or private networks can be infected by manipulated data and malware.

- Protect computers, data carriers and cell phones with a suitable antivirus program and by taking generally recognized precautions.
- Regularly update the antivirus program using the provided system updates or upgrades provided by the vendor.

VW Car-Net®

Introduction

VW Car-Net Ready

Your vehicle is equipped with VW Car-Net hardware, including a three-button module in the roof console. In order to use the VW Car-Net services, you need a subscription to them and to activate them. Many of the services come at an additional cost. Some services may be offered as a trial subscription for a limited perioc of time.

VW Car-Net requires a mobile network connection and GPS signal availability.

WARNING

Using apps while driving can distract from traffic. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.
- Only use apps and functions when the vehicle is stationary.

Once you have registered with VW Car-Net, positional information from the vehicle is transmitted every time one of the Car-Net buttons is tapped. This also occurs in the event of an automatic emergency call or periodically in conjunction with using the VW Car-Net functions. Volkswagen has the capability to determine the exact position of the vehicle at any time, should this be required legally, by order or compulsory measure, or be necessary in emergencies, provided that the VW Car-Net equipment has not been deactivated. For further information, please contact the VW Car-Net Response Center on 1-833-648-2735. Calls may be monitored or recorded.

Volkswagen collects, processes, shares and transmits information about you and your vehicle in compliance with the VW Car-Net terms and conditions and privacy provisions. For more information, please visit our website at www.vw.com/carnet.

Situations that can affect system functions

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

Even if requirements for the usage of these services have been met, the performance of VW Car-Net® may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

- Maintenance, repairs, deactivations, software updates, and technical improvements to the telecommunications systems, satellites, servers, and databases.
- Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from UMTS to EDGE or GPRS.
- If an existing mobile network standard is switched off by the telecommunications provider.
- Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.
- If you are in a location with no 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 VW Car-Net® is not offered.

VW Car-Net® Portfolio

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

VW Car-Net is part of Connected Vehicle Services and makes driving a Volkswagen more convenient. The In-Vehicle Services can be used via the control for voice services in the roof console.

Emergency Call Service

If you or your passengers require medical assistance or help from the police, press the emergency call button. You will be connected to a contact partner at the Volkswagen emergency call center, who will assess your situation and, if required, will send the police or medical help to the GPS location of your vehicle.

Only press the emergency call button if you require medical assistance or help from the police via VW Car-Net.

Volkswagen is not responsible for the reaction time of police or medical emergency services, or the assistance they provide on site.

Roadside assistance call

In the event of a breakdown, press the roadside assistance call button. You will be connected to a contact partner at VW Roadside Assistance, who will send help t your GPS location.

Do not use the roadside assistance call button or the information call button to request police or medical help.

Information call

Press the information call button. You will be connected to a contact parter at the VW Car-Net call center, who can help you in the following cases, amongst others:

- Logging in and registering services.

- Finding and sending routes to the navigation system.
- Locating VW service partners.

Registration required

If you want to use VW Car-Net, you must log in and activate the functions. Many functions require a paid subscription. Some functions can be provided with a time-limited trial subscription. For more information on VW Car-Net functions, visit our website at www.vw.com/carnet.

After registering successfully, inform all users of the vehicle that the following data from the vehicle is sent or automatically received:

- Speed
- Location.
- Further information.

Functions and services of VW Car-Net and every trial or paid subscription may be adjusted, ended, deactivated, reactivated or enhanced without additional notifications. Visit www.vw.com/carnet for details regarding subscription, Terms of Use and privacy policy.

If you have any questions or would like to start a subscription, contact our VW Car-Net Response Center on 1-833-648-2735, or visit our website at www.vw.com/carnet.

Volkswagen Media Control

Introduction

Some sub-functions in radio mode, media mode, and navigation mode can be controlled remotely using “Volkswagen Media Control”. Information can be exchanged between a cell phone and the Infotainment system. The individual functions can then be controlled through the cell phone.

The availability and range of functions of the “Volkswagen Media Control” app depend on the country and the cell phone being used.

Requirements for this function:

- A cell phone.
- The “Volkswagen Media Control” app must be available on the cell phone that will be used.
- There must be a Wi-Fi connection between the Infotainment system and the cell phone ⇒ *Wi-FI hotspot*, ⇒ *Setting up and deactivating a Wi-Fi hotspot*,.
- ☑ Mobile device data transmission must be activated ⇒ *Adjusting settings* .

Recommended setup:

- Connect the cell phone as a Wi-Fi hotspot to the Infotainment system as a client in its Wi-Fi network.
- Connect the Infotainment system as a Wi-Fi hotspot with a separate media control cell phone as a client in its Wi-Fi network.

These technologies may not be available in all countries.

Information on technical requirements, compatible cell phones, registered apps and availability can be found on the Volkswagen website, or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Telephone functions are not included in this app.

Data transmission and control functions

The factory-installed Infotainment system can be operated from other seats in the vehicle as follows using Volkswagen Media Control:

- Remote control of the radio and media player.
- Remote control of media playback

The playback of audio and video files on up to two tablets can also be controlled from the Infotainment system through the Media Control main menu.

The following information may be exchanged between the cell phone and the Infotainment system, depending on the country and the device:

- Navigation destinations
- Traffic information
- Content from social media networks
- Audio streaming
- Video streaming
- Vehicle data displays

Media Control main menu

The availability of the Media Control main menu, the range of functions, and the appearance of symbols depend on the country and the Infotainment system being used.

Symbols in Media Control main menu:

Open the media browser. Open the Volkswagen Media Control settings menu. Open the playback view. Start replay. If two tablets are

connected, playback will always start on both tablets. **Pause replay. If two tablets are connected, playback will always be paused on both tablets.** **Transfers the sound to the vehicle speakers** **Play the previous track in the playlist.** **Play the next track in the playlist.** **Lower the playback volume.** **Raise the playback volume.**

Media playback on up to two connected tablets can be controlled through the Infotainment system using the Media Control main menu.

If two tablets are connected, playback will always start on both tablets. The media file to be played must be stored on one of the two tablets.

Music can also be played through the vehicle speakers.

Opening the Media Control main menu

1. To open the Media Control main menu, tap MENU ▶ Media ▶ Media Control.

   Or: tap MENU ▶ Media Control.

Tablets connected via Wi-Fi are displayed in the main menu in the basic view.

Starting playback on the connected tablets

1. Tap to open the media browser.
2. Select the connected tablet that contains the media file to be played from the list.
3. Select a category in the list for sorting the stored media files.
4. Select a media file to play.

   The selected media file will play on all connected tablets.

Adjusting settings

Opening the Volkswagen Media Control settings menu

The path to the Media Control main menu depends on the Infotainment system being used.

1. To open the Media Control main menu, tap MENU ▶ Media ▶ Media Control.

   Or: tap MENU ▶ Media Control.
2. Tap Settings.

Function keys in the Volkswagen Media Control settings menu

Wi-Fi: Open the Wi-Fi settings and mobile hotspot menu to establish a Wi-Fi connection to a cell phone.

Mobile device data transmission: Cell phone data transmission is activated.

Operation through apps: Opens a context menu with the following selection options:

Deactivate deactivates operation of the Infotainment system through the tablet.

Confirm sets that the operation of the Infotainment system through the tablet requires a confirmation on the Infotainment system.

Allow enables operation of the Infotainment system through the tablet without confirmation on the Infotainment system.

Wi-FI hotspot

Introduction

The Wi-Fi hotspot function is not available in all markets and vehicles.

Some Infotainment systems can be used as a Wi-Fi hotspot for Internet access on up to eight Wi-Fi devices.

Some Infotainment systems can use the Wi-Fi hotspot on an external Wi-Fi device (Wi-Fi client).

A data connection is required for connecting to the Internet and for certain functions, such as using Volkswagen We Connect.

A data connection is required for connecting to the Internet and for certain functions, such as using VW Car-Net.

The Wi-Fi connection is encrypted by default with WPA2 encryption for security reasons. Volkswagen recommends always using WPA2 encryption. Observe legal regulations for the country where you are operating the vehicle.

There may be fees for the required data connection. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile network provider.

Depending on your mobile data rate, additional costs (such as roaming fees) may result from downloading and using data packets online, especially in other countries.

In the event of border crossings into countries with different permissible radio frequencies than your own country, use of the wireless function/Wi-Fi must be deactivated due to legal provisions. The wired functions are not affected by this restriction and can still be used.

Establishing a data connection

Wi-Fi (9.2 inch variant and 8 inch variant)

- Wi-Fi in accordance with IEEE 802.11 b/g/n.
- 2.4 GHz and 5 GHz data transfer.

- Two Wi-Fi modes at once:
  - Tethering (2.4 GHz).
  - 2.4 GHz access point.
- Up to eight Wi-Fi devices can be connected at the same time.
- Internet connection via Wi-Fi:
  - Tethering via cell phone.
  - Hotspot for clients in the vehicle.
- Apple CarPlay™ via Wi-Fi.
- Android Auto™ via Wi-Fi.
- Simplified pairing process via WPS, NFC or QR code.

Possible data connection types

SIM card in SIM card reader: Suitable SIM card in the SIM card reader. *Allow Internet connection* must be activated in the Network settings menu. A stable network connection is only possible with a compatible SIM card.

CarStick: Suitable CarStick in the appropriate USB socket ⇒ *CarStick Connecting to USB*. *Allow Internet connection* must be activated in the Network settings menu.

Bluetooth Profile rSAP: The Infotainment system is connected to a suitable cell phone via the Bluetooth profile rSAP . Allow Internet connection must be activated in the Network settings menu.

External Wi-Fi device: Use the Wi-Fi hotspot on an external cell phone.

eSIM (embedded SIM): The vehicle has a OCU with an embedded SIM card (eSIM). In order to use this eSIM, you need to purchase data plans for use via the In-Car Shop.

The following points must be activated in the settings menu:

- Network setup ▶ Allow Internet connection.

  Or: Data connection ▶ Integrated data connection.

The types of possible data connections depend on the country and equipment.

Setting up and deactivating a Wi-Fi hotspot

The Infotainment system can be used as a Wi-Fi hotspot for Internet access on up to four Wi-Fi devices.

A data connection, for example through an internal eSIM card, a CarStick, or external Wi-Fi device, is also required for connecting to the Internet and for certain functions, such as using Volkswagen Car-Net. The possible types of data connections depend on the country and the Infotainment system being used.

Determining network information

Requirements

- Your vehicle has been added to your Volkswagen Car-Net account.
- You have paid for a data plan for your vehicle.

1. Log in to the customer portal on the user account via the Volkswagen Car-Net app or the Car-Net customer portal and select the vehicle.
2. Select the network name (SSID) and network key (password) for the vehicle as follows:
   - In the customer portal, under User ▶ Wi-Fi SSID and password.
   - **Or:** in the app, under User ▶ Wi-Fi ▶ SSID & password.

Connecting to Wi-Fi

1. Open the Hotspot settings (Wi-Fi) menu. To do this, tap MENU ▶ Settings ▶ Wi-Fi ▶ Mobile hotspot.
2. Activate the ☑ Mobile hotspot checkbox.
3. Search for available networks on the cell phone.
4. Select from the network names (SSID).
5. Enter and confirm the network key.

   The Wi-Fi connection will be established. If necessary, you may need to enter additional information on the cell phone.
6. Repeat the process to connect additional cell phones.

Deactivating a Wi-Fi hotspot

1. Open the Hotspot settings (Wi-Fi) menu. To do this, tap MENU ▶ Settings ▶ Wi-Fi ▶ Mobile hotspot.
2. Deactivate the ☑ Mobile hotspot checkbox.

The Wi-Fi hotspot is deactivated.

CarStick Connecting to USB

A suitable CarStick is connected to the vehicle's USB port and connects the Infotainment system to the Internet via HSDPA/HSUPA, UMTS or EDGE.

Commercially available USB sticks, such as UMTS sticks, are **not** compatible with the Infotainment system. A suitable CarStick is available at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Depending on the country and vehicle equipment, there may be one or more USB ports in the vehicle.

The location of the USB ports depends on the vehicle.

Connecting to the Internet using a CarStick is not possible with all Infotainment systems.

Connecting

To install the CarStick and connect to the Internet, read and follow the directions in the operating manual for the CarStick.

Additional settings may be necessary.

The availability of a suitable CarStick depends on the country. Information on availability can be found at the Volkswagen website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the connected CarStick is not recognized, disconnect all connected devices and then reconnect the CarStick.

Quick connection

Quick connection makes it possible to easily and quickly set up a wireless local network with encryption. In several countries, the function can alternatively be executed by scanning in a code.

WPS with the Infotainment system as a Wi-Fi hotspot

1. Open the Hotspot settings menu. To do this, tap MENU ▶ ▶ Wi-Fi ▶ Mobile hotspot (Wi-Fi).
2. Tap WPS quick connection (WPS button).
3. Activate WPS on the cell phone to be connected.

   The Wi-Fi connection will be established. If necessary, you may need to enter additional information on the Wi-Fi device.
4. Repeat the process to connect additional cell phones.

Only one WPS connection can be established at a time. If multiple connection attempts start at the same time, all connection attempts will fail.

WPS with Infotainment system as client

1. Open the Hotspots (Wi-Fi) menu. To do this, tap MENU ▶ Settings ▶ Wi-Fi ▶ Wi-Fi.
2. Tap WPS quick connection (WPS button).
3. Activate WPS on the external Wi-Fi device.

   The Wi-Fi connection will be established. If necessary, you may need to enter additional information on the cell phone.

WPS is not supported by all cell phones or some external Wi-Fi devices. In this case, connect manually:

Adjusting settings

Opening the Network settings menu

1. Open the System settings menu. To do this, tap MENU ▶ SETTINGS.

   Or: open the Car-Net (online services) settings menu. To do this, in the Car-Net main menu, tap Settings.
2. Open the Network settings menu. To do this, tap Network.
3. Tap the function key of the respective section to configure the settings.

   Changes will be automatically applied when the menu is closed.

Note: the Network settings menu is only visible if a SIM card is in the Infotainment system, there is a Bluetooth rSAP connection, or a compatible CarStick is connected to the Infotainment system.

Function keys in the Network settings menu

Network settings The submenu opens for connection settings with the mobile phone service provider (Mobile network settings menu) from whom the SIM card was purchased.

Data roaming: Data roaming is deactivated. To use a data connection while out of the country, data roaming must be activated. This may result in additional charges. For information on roaming fees, contact the mobile phone service provider.

Current connection details: Display of data packets sent and received through the Infotainment system. This display may differ from the mobile phone network provider data.

Restore factory settings: Restoring the factory settings **deletes** all previous inputs and settings.

Internet connection: Opens a context menu with the options Do not allow (data connection will not be established), Show disclaimer (data connection will only be established after the prompt is confirmed) and Always allow (data connection will be established automatically).

Function keys in the Mobile network settings menu

Access point name: Mobile network provider's access point name for the mobile network connection. The name is automatically preset and, if necessary, can be manually changed according to the respective mobile phone service provider specifications.

User name: User name when accessing the mobile network provider access point. The user name is automatically preset and, if necessary, can be manually changed according to the respective mobile phone service provider specifications.

Password: Password to connect to the mobile network. The password is automatically preset and, if necessary, can be manually changed according to the respective mobile phone service provider specifications.

Authentication: Depending on the mobile network provider, authentication (verification of identity) may be necessary. If this is the case, select Secure. If not, select Normal.

Reset automatic connection settings: Any entries and settings that have been made are reset to the default settings.

App-Connect

Introduction

App-Connect makes it possible to display and control content and functions displayed on the cell phone through the Infotainment system screen.

To do this, the cell phone must be connected to the Infotainment system via a USB interface with a data transfer function.

The following technologies may be available:

- Apple CarPlay.
- Android Auto™.
- MirrorLink®.

Which App-Connect technologies are available to you depends on the country and on the cell phone in use.

MirrorLink, Apple CarPlay and Android Auto are technologies which are operated by third parties and provided by Volkswagen AG. Volkswagen AG is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle.

You can find more information on the Volkswagen website.

App-Connect wireless function in the event of border crossings

In the event of border crossings into countries with different permissible radio frequencies than your own country, please note the following:

- The App-Connect wireless function may be limited due to legal provisions, or may not be possible at all. This can be indicated by a message in the Infotainmer system.
- The App-Connect wireless function must be deactivated due to legal provisions. The Wi-Fi hotspot must be deactivated.

This does not apply to wired functions.

Opening the App-Connect main menu

Navigation to the App-Connect main menu depends on the Infotainment system being used.

1. Tap MENU ▶ .

   Or: press APP.

WARNING

Using apps while driving can distract from traffic. Driver distraction can cause accidents and injuries.

- Always drive attentively and responsibly.
- Only use apps and functions when the vehicle is stationary.

WARNING

If apps are used that are not suitable or that are not used correctly, this may result in vehicle damage, accidents, and serious injuries.

- Protect the cell phone and its apps from misuse.

NOTICE

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning apps, inadequate programming of apps, insufficient network strength, data loss during transmission, or misuse of cell phones.

Apps

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

Content from Volkswagen apps and third party provider apps displayed on cell phones can be displayed on the Infotainment system screen using Volkswagen App-Connect.

Apps from third-party providers may be incompatible.

The use of apps and the required mobile phone connection may be subject to additional charges.

Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. Furthermore, some apps depend on the availability of services from third party providers.

It cannot be guaranteed that the apps that are offered will be able to run on all cell phones and with all operating systems.

The apps provided by Volkswagen can be changed, canceled, deactivated, reactivated, and enhanced without notice.

To avoid driver distraction, only certified apps can be used while driving.

Symbols and settings for App-Connect

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

Symbols in the App-Connect menu

The symbols present depend on the type of Infotainment system and the vehicle model.

Show further information. Open the App-Connect settings menu. Open the App-Connect settings menu. Select Apple CarPlay technology. Select Android Auto™ technology. MirrorLink Select Mirror Link® technology.

Setting options in the App-Connect settings menu

The setting options depend on the integrated Infotainment system.

Mobile devices Open the device manager.

☑ Activate data transmission for VW apps: Data transmission for VW apps is activated.

☑ Allow MirrorLink notes to display Messages are displayed when using MirrorLink®.

Apple CarPlay™

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

Apple CarPlay requirements

Checklist

The following requirements must be met in order to use Apple CarPlay:

- ✓ The iPhone **must** support Apple CarPlay.
- ✓ Voice control (Siri) **must** be activated on the iPhone.
- ✓ Apple CarPlay **must** be activated in the iPhone settings without restrictions.
- ✓ The iPhone **must** be connected to the Infotainment system with a USB connection. Only USB ports with data transfer are suitable for use with Apple CarPlay
- ✓ The USB cable being used **must** be an original cable from Apple.

Apple CarPlay Wireless: Bluetooth and Wi-Fi **must** also be activated on the iPhone.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps and availability can be found at the Volkswagen and Apple CarPlay website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting

When connecting an iPhone for the first time, follow the instructions on the Infotainment system screen and the iPhone display.

The requirements must be met in order to use Apple CarPlay.

Start Apple CarPlay:

1. Open the App-Connect main menu. To do this, tap MENU ▶ App-Connect.

   Or: press APP.

2. Connect to the iPhone. To do this, tap Apple CarPlay.

Disconnecting

1. In Apple CarPlay mode, tap the Ⓦ to go to the App-Connect main menu.
2. Tap ⊗ or to end the active connection.

The presentation of the function keys in the display may vary.

Special conditions

During an active connection with Apple CarPlay, the following conditions apply:

- Bluetooth connections between the iPhone and the Infotainment system are **not** possible.
- If there is an active Bluetooth connection, it will be automatically ended.
- Phone functions are only possible through Apple CarPlay. The functions described for the Infotainment system are **not** available.
- The connected iPhone **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started 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 your Infotainment system and the navigation app used, you can view upcoming turns 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 control

The “voice control” function depends on the vehicle equipment.

1. Tap **briefly** to start the Infotainment system voice control.

   Or: to start voice operation (Siri) on the connected iPhone, tap **and hold**.

Android Auto™

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

Android Auto requirements

Checklist

The following requirements must be met in order to use Android Auto:

✓ The cell phone – hereafter referred to as a smartphone – **must** support Android Auto.

✓ An Android Auto app **must** be installed on the smartphone.

✓ The smartphone **must** be connected to the Infotainment system via a USB connection with a data transfer function.

✓ The USB cable used **must** be an original cable from your mobile device manufacturer.

Android Auto Wireless: Bluetooth and Wi-Fi **must** also be activated on the smartphone.

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.

Connecting

When connecting a smartphone for the first time, follow the instructions on the Infotainment system screen and the smartphone display.

The requirements must be met in order to use Android Auto.

Start Android Auto:

1. To open the App-Connect main menu, tap MENU ▶ App-Connect.

   Or: press APP.

2. Tap Android Auto to establish the connection with the smartphone.

Disconnecting

1. In Android Auto mode, tap Close to go to the App-Connect main menu.
2. Tap ⊗ to end the active connection.

Special conditions

During an active connection with Android Auto, the following conditions apply:

- An active Android Auto device can also be connected with the Infotainment system via Bluetooth (HFP profile) at the same time.
- Phone functions are possible through Android Auto. The Infotainment system phone function can also be used if the Android Auto device is connected to the Infotainment system via Bluetooth at the same time.
- An active Android Auto device **cannot** be used as a media device in the Media main menu.
- It is **not** possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.
- You can view information about telephone operation in the instrument cluster display.

- Depending on your Infotainment system and the navigation app used, you can view upcoming turns 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 control

The voice control function depends on the vehicle equipment.

1. Tap **briefly** to start the Infotainment system voice control.

   Or: tap and **hold** the button to start voice control of the connected smartphone.

MirrorLink®

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

Function keys

APP Returns to the App-Connect main menu. Here you can end the MirrorLink connection, connect another cell phone, or select another technology. Tap to close apps that are open. Then tap the apps to be closed or tap the Close all function to close all open apps. Tap to display the cell phone on the Infotainment system screen. Open the MirrorLink settings. Tap to return to the MirrorLink main menu.

MirrorLink requirements

Checklist

The following requirements must be met in order to use MirrorLink:

- ✓ The cell phone **must** support MirrorLink.
- ✓ The cell phone **must** be connected to the Infotainment system via USB with data transmission.
- ✓ The USB cable used **must** be an original cable from your cell phone manufacturer.
- ✓ Depending on the cell phone in use, an appropriate Car Mode app **must** be installed on the device to use MirrorLink.

Connecting

When connecting a cell phone for the first time, follow the instructions on the Infotainment system screen and the cell phone display.

The requirements must be met in order to use MirrorLink.

Start MirrorLink:

1. To open the App-Connect main menu, tap MENU ▶ App-Connect.

   Or: press APP.

2. Tap MirrorLink to connect to your cell phone.

Disconnecting

1. In MirrorLink mode, tap APP to go to the App-Connect main menu.

   Or: tap to go to the MirrorLink main menu.

2. Tap to end the active connection.

Special conditions

When there is an active connection with MirrorLink, the following conditions apply:

- An active MirrorLink device can also be connected with the Infotainment system at the same time via Bluetooth.
- If the MirrorLink device is connected to the Infotainment system via Bluetooth, you can use the Infotainment system phone function.
- An active MirrorLink device **cannot** be used as a media device in the Media main menu.
- You can view information about telephone operation in the instrument cluster display.
- The instrument cluster display will not show upcoming turns or display information about media mode.
- You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Information about technical requirements, compatible cell phones, certified apps and availability can be found via the Volkswagen and MirrorLink website or at your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Wired and wireless connections

Introduction

Some external devices can be connected to the Infotainment system using the wired and wireless connections in the vehicle, if available.

The type and quantity of wired and wireless connections depend on the vehicle equipment and country. The connections may differ within a model line or in a mode with optional equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if

available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

Only use a suitable and undamaged connector cable for wired connections.

- Hold the plug on the connector cable in the correct position and insert it into the intended socket while pressing lightly. Pressing strongly can damage the device connection and the plug on the connector cable.
- The connector cable must not be pinched or bent sharply.
- Using unsuitable or damaged connector cables can cause malfunctions and damage to the device.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connecting cable, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

AUX-IN jack

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

The AUX-IN jack is a wired connection. Only a suitable connector cable with a 3.5 mm stereo jack can be used for the connection.

AUX-IN jacks are only available in some vehicles and are not in every market.

AUX-IN jack features			

The connected external audio source plays through the vehicle speakers and **cannot** be controlled through the Infotainment system.

AUX on the Infotainment system screen indicates that an external audio source is connected.

Possible locations of the AUX-IN jack:

- On the front of the Infotainment system.
- In the front center armrest storage compartment
- In the center console.

Connecting an external audio source

1. Lower the volume on the Infotainment system.
2. Connect an external audio source to the AUX-IN jack.
3. Start playback on the external audio source.
4. To open the Media main menu, tap MENU ▶ Media.

   Or: to open the Media main menu, press MEDIA.
5. Tap and select AUX.

The playback volume of the external audio source should be adjusted to match the volume of the other audio sources.

After changing the audio source on the Infotainment system, the external audio source will continue to run in the background.

The function key for selecting the audio source ( ) in the Media main menu can vary if another audio source is connected with the Infotainment system, e.g. by Bluetooth , and is selected.

Preparing external audio sources for removal

The external audio source must be prepared for removal before disconnecting.

1. Stop playback.
2. Select Settings in the Media main menu.
3. Tap the Remove safely and then AUX.
4. Disconnect the external audio source connector cable from the Infotainment system.

The Infotainment system will remain in the AUX menu after playback on an external audio source ends or after the connector is disconnected from the AUX-IN jack. When another audio source is selected, the external audio source will continue to run in the background.

Interference is possible if the external audio source is powered by the 12 V outlet in the vehicle.

USB port

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

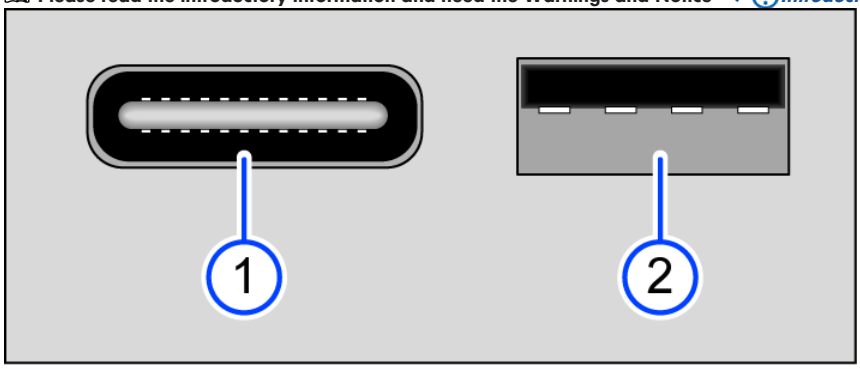

Fig. 115 Possible USB ports in the vehicle (general example).

(1) USB port, type C.

(2) USB port, type A.

USB port types

The vehicle may contain the following USB ports:

- Type A : Suitable for data transfer and charging function.
- Type A : Only suitable for charging function.
- Type C : Suitable for data transfer and charging function.
- Type C or : Only suitable for charging function.

Every USB port is a wired connection that may only be used with a suitable connector cable.

The USB connection supplies 5 volts, commonly used by USB devices.

The USB type, number, and locations of the USB ports depend on the vehicle and country.

Only supported audio files are shown. Other files will be ignored.

When in “mass storage mode”, the Infotainment system only supports mass storage devices and audio sources. Refer to the instructions for your audio source to learn how to activate this mode.

Audio files on an external data carrier connected to the USB port can be played and controlled through the Infotainment system.

Before connecting an audio source, check which USB connection is installed in your vehicle. Only use suitable USB connector cables that match the relevant USB type.

Possible USB port installation locations

- On the front of the Infotainment system.
- In the front center armrest storage compartment
- In the center console.

Connecting an external data carrier to the USB port .

1. Lower the volume on the Infotainment system.
2. Connect an external data carrier to the USB port .
3. Start playback on the external audio source.
4. Open Media menu.
5. Select USB as the media source.

For iPods specifically, list views (Playlists, Artists, Albums, etc.) can be displayed under or LIST.

Instructions and restrictions

The number of USB ports and the compatibility with Apple devices and other media players depend on the vehicle equipment.

Due to the large number of different types of data carriers and different iPod, iPad, and iPhone generations, there is no guarantee that functions will perform as described on all devices.

Depending on the Infotainment system being used, external hard drives with a capacity larger than 32 GB may have to be reformatted to the FAT32 file system. Programs and instructions for this can be found online.

Do not connect or use USB extension cables or USB hubs.

Disconnecting

The connected data carrier must be prepared for removal before disconnecting.

Apple devices and devices with “Media Transfer Protocol (MTP)” can be disconnected without logging out of the system.

1. Tap ▷ ▶ ⚙ ▶ Media settings ▶ Safely remove ▶ USB.

   The sensor field will be grayed out if the data medium was successfully disconnected.

2. Disconnect the data carrier from the Infotainment system.

Bluetooth® interface

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files that are on a Bluetooth audio source that is connected via Bluetooth, such as a cell phone, can be played through the vehicle speakers.

Bluetooth audio mode is only possible in vehicles equipped with a factory-installed mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is equipped with a Bluetooth interface at the factory.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified version or in another version:

- HFP 1.7.
  - Telephony and handsfree mode.
- A2DP 1.3.
  - Music playback.
- AVRCP 1.6.
  - Display and operation for music playback.
  - Transfer of cover art.
- PBAP 1.2.
  - Access to phone book and call lists.
- MAP 1.4.
  - Access to SMS and e-mail.
- SPP 1.2.
  - Serial data transfer via Bluetooth.

Requirements

- The Bluetooth audio source must support the A2DP Bluetooth profile.
- The ☑ Bluetooth audio (A2DP/AVRCP) function must be activated in the Bluetooth settings menu.

Controlling playback

The extent that the Bluetooth audio source can be controlled by the Infotainment system depends on the type of Bluetooth audio source that is connected.

For media players that support the AVRCP Bluetooth profile, playback from the Bluetooth audio source can be started or stopped automatically when Bluetooth audio mode or another audio source is selected. Depending on the Bluetooth audio source, it may also be possible to display and play the track on the Infotainmen system.

Because of the large number of possible Bluetooth audio sources, it is not possible to guarantee that all functions described can be performed correctly.

On a connected Bluetooth audio source, all warning and operation tones, such as touch tones on a cell phone, should generally be switched off to avoid interference and malfunctions.

Depending on the device, if an external media player is connected to the Infotainment system via Bluetooth and the USB port at the same time, the Bluetooth audio connection may be automatically disconnected.

Connecting an external audio source via Wi-Fi

Please read the introductory information and heed the Warnings and Notice ⇒ *Introduction*.
The Wi-Fi connection is a wireless connection.

In Wi-Fi audio mode, sources such as cell phones that are connected via Wi-Fi can be used for audio streaming.

The availability of the Wi-Fi function depends on the country and the Infotainment system being used.

Requirements

- The connected audio source must have a suitable app or must support media sharing using the UPnP standard.

- There must be a Wi-Fi connection to the audio source.

Starting Wi-Fi audio streaming

1. Lower the volume on the Infotainment system.
2. To open the Media main menu, tap MENU ▶ MEDIA.
3. Start the UPnP server application or a suitable app for audio streaming on the Wi-Fi audio source.
4. Tap and select Wi-Fi.
5. Follow the instructions shown on the Infotainment system screen and on the Wi-Fi audio source screen.

The function key for selecting the audio source ( ) in the Media main menu can vary if another audio source is connected with the Infotainment system, e.g. by USB , and is selected.

Controlling playback

The extent to which the Wi-Fi audio source can be controlled by the Infotainment system depends on the type of Wi-Fi audio source that is connected.

Infotainment system

First steps

Introduction

The functions and settings of the Infotainment system are dependent on the country and the vehicle equipment.

Prior to the first use

Before your first use, observe the following points to be able to fully use the available functions and settings:

- Observe the basic safety instructions ⚠ ⇒ *Safety instructions*.
- Reset the Infotainment system to factory settings.
- Find your favorite radio stations and save them on the station preset buttons to quickly access them ⇒ *Radio mode*.
- Only use suitable data carriers and audio sources.
- Use current map data for the navigation system.
- Pair a cell phone in order to use the phone interface to make calls.

Other applicable documents

In addition to this manual, please refer to the following documentation when using this Infotainment system and its components:

- Supplements to your Owner's Manual.
- Operating instructions for the cell phone or audio sources.
- Operating instructions for external data carriers and players.
- Instructions for retrofitted or additional Infotainment accessories.

Enabling functions

Some functions that were not activated or installed at the factory can be enabled later.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information on which functions can be enabled in your Infotainment system.

If additional functions are enabled after the vehicle is manufactured, this manual and other guides in the owner's literature package may contain descriptions that differ from the system functions or that are incomplete.

Safety instructions

Refer to ⇒ ⚠ and ⓘ.

- Some functions may contain links to websites that are administered by third parties. Volkswagen AG does not assume ownership of third-party sites accessed through links and is not responsible for their content.
- Some functions may contain third-party information that originates from third-party providers. Volkswagen AG is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.
- The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.
- Parking ramps, garages, underpasses, tunnels, tall buildings, mountains and valleys or electrical devices such as battery chargers can also interfere with cell phone, GPS and radio signal reception.
- Foil stickers or stickers with a metal layer placed on the antenna and on the windows can impair radio reception.
- Read and follow the applicable manufacturer's operating instructions when using cell phones, data carriers, external devices, and external audio and media sources.

⚠ WARNING

The factory installed radio with integrated hardware is networked with the control units installed in the vehicle. Therefore if the radio is improperly repaired or improperly removed and installed, there is an increased risk of accident and injury.

- Never replace the radio with a used radio from a scrap vehicle or from recycling.
- Only let the radio be removed and installed or repaired by suitably qualified professionals and have it replaced if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The Infotainment system's central processor is networked with the control modules installed in the vehicle. As a result, if the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury.

- Never replace the central processor with a used central processor from a scrap vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Driver distraction can cause accidents and injuries. Reading information on the screen, operating the Infotainment system and connecting, inserting or removing a data carrier or audio source while driving can distract from traffic and cause accidents.

- Always drive attentively and responsibly.

⚠ WARNING

Displays and information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty.

- Never allow displays and information on the screen to cause you to engage in behavior that poses a safety risk. Always drive attentively and responsibly.

⚠ WARNING

Setting the volume too high prevents warning chimes from being heard from outside and can cause hearing damage. This is true even if you are exposed to a loud volume for only a short time.

- Adjust the volume settings in the Infotainment system so that audible signals from outside the vehicle (such as sirens on emergency service vehicles) can still be heard.

⚠ WARNING

Sudden volume fluctuations may occur when the audio or media source is changed or connected.

- Reduce the volume level before changing or connecting an audio or media source.

⚠ WARNING

The following conditions may prevent or cause interruptions to emergency calls, phone calls, and data transmission:

- If you are in a location with no or very poor cell phone or GPS reception.
- If you are in a location where there is good cell phone and GPS reception, but the telecommunications provider's mobile communications network is malfunctioning or unavailable.
- If the vehicle components required for emergency calls, phone calls, and data transmission are damaged, not operating, or have insufficient power.
- If the cell phone battery is drained or if the battery charge level is too low.

⚠ WARNING

Radio stations can broadcast messages about disasters and dangers. It may not be possible to receive or send messages under the following conditions:

- If you are in a location with no radio reception, or insufficient reception.
- If the radio station's frequency bands are malfunctioning or not available.
- If the speakers and vehicle components required for radio reception are damaged, not operating, or have insufficient power.

⚠ 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

Using a cell phone or CB radio inside the vehicle without a separate outside antenna that is installed correctly may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your vehicle occupants. This also applies if the exterior antenna is not installed correctly.

- Keep the cell phone or radio equipment antenna at least approximately 8 inches (20 cm) away from any active medical implants, such as pacemakers,

because cell phones can impair the function of active medical implants.

- Do not place a cell phone or radio equipment that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping the cell phone in a shirt pocket.
- Immediately switch off cell phones or radio equipment if you suspect there is interference with an active medical implant or other medical device.

⚠ WARNING

Unsecured or incorrectly mounted cell phones, external devices, and accessories can be thrown through the vehicle interior and cause injury in the event of sudden driving or braking maneuvers or a collision.

- Secure cell phones, external devices and accessories outside of the airbag deployment zone or stow them securely.
- 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.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

NOTICE

Radiation from cell phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

- Always switch off the cell phone in areas with special regulations relating to or prohibiting the use of cell phones.

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

Refer to ⇒ ⚠ and ⓘ *Safety instructions.*

- The Infotainment system must start completely before all displays can appear and functions can be performed. The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures.
- Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as a headset or headphones.
- For the Infotainment system to function correctly, it must be switched on and the vehicle must be set to the current date and time.
- A function key or button not appearing on the screen does not indicate a device error, but is due to the country-specific equipment on your vehicle.
- Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, the selector lever must also be in the **P** or **N** position. This is not a malfunction, but rather compliance with legal regulations.
- Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.
- Light pressure or touching the screen is sufficient to operate the Infotainment system.
- If the 12 V battery has been disconnected, switch on the ignition before switching on the Infotainment system.
- Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.
- In some countries, the Infotainment system will switch off automatically when the engine stops and if the 12 Volt vehicle battery charge level is low.
- In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction level can be adjusted.
- The Infotainment system contains information about the software contained in the system and the licensing terms: ▶ SETTINGS ▶ Copyright.
- If selling or loaning your vehicle, make sure that all data, files and settings stored are deleted, and that any external audio sources and data carriers are removed, if applicable.
- Repairs and modifications to the Infotainment system must only be performed by suitably qualified professionals so that the functionality of the system is not affected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

- The Infotainment system is linked permanently to the vehicle and is equipped with a security code. Therefore, it cannot be used in another vehicle.
- Operating a cell phone in the vehicle can cause noise in the speakers.
- 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.

Overview and controls of the 6,33 inch version

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

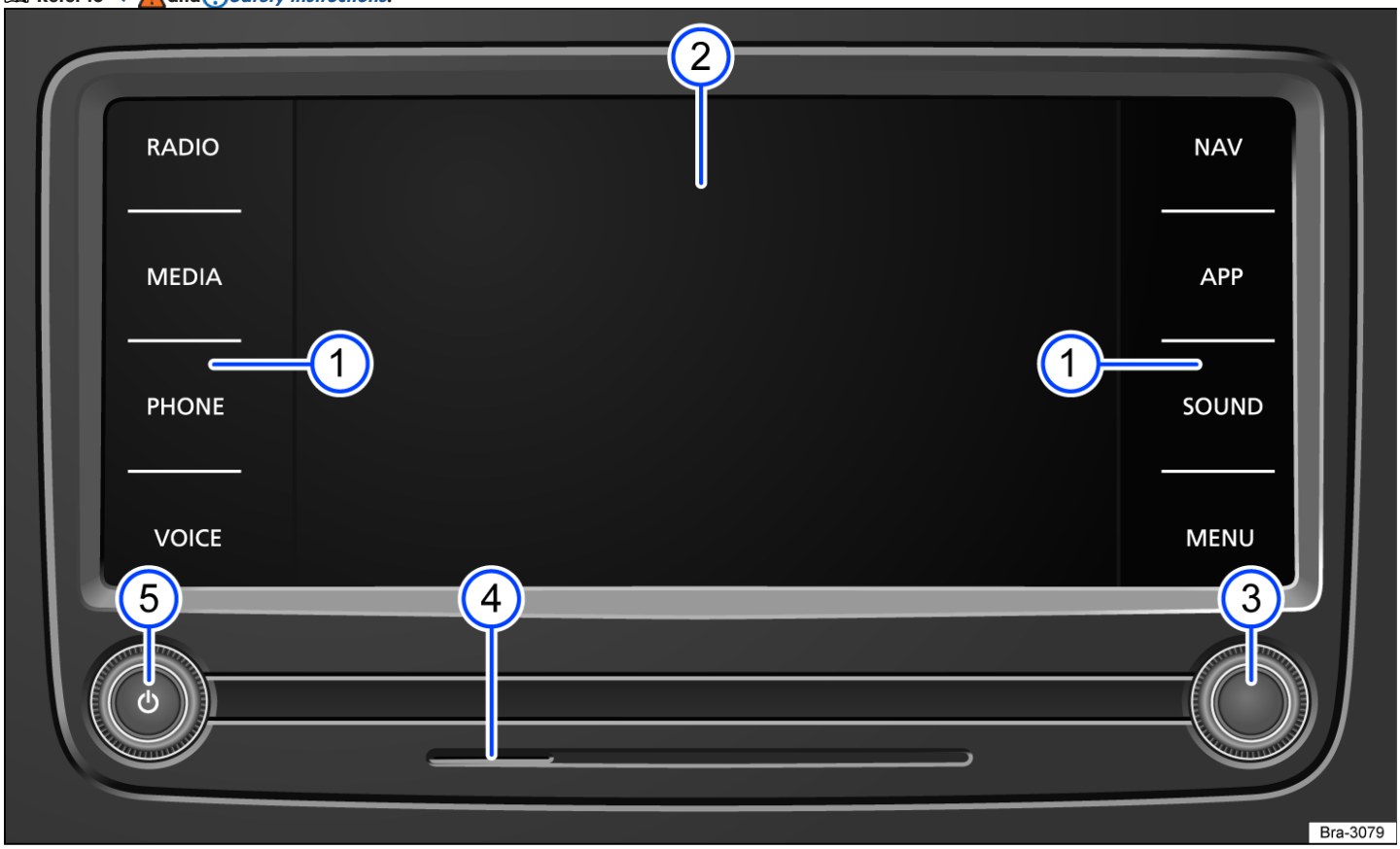

Fig. 116 Overview of the controls (6.33 inches).

(1) Infotainment buttons.

- For opening the corresponding path.

(2) Screen.

- Cleaning the screen ⇒ *Cleaning the screen*.

(3) Menu knob.

- The function depends on the operating mode.

(4) SD card slot

- For inserting SD cards ⇒ *SD card slot*.

(5) Rotary knob ⏻.

- Press to switch the Infotainment system on or off.
- Turn left to decrease the volume.
- Turn right to increase the volume.

Media drives and wired connections may be located outside of the device, depending on vehicle equipment.

CD/DVD drive

Refer to ⇒ ⚠ and ⓘ *Safety instructions*.

Depending on the vehicle equipment, the DVD drive can play either CDs or both CDs and DVDs.

The CD/DVD drive can play audio CDs and audio data CDs. Note the requirements for data carriers and files ⇒ *Introduction*.

The playback can skip when driving on poor roads or when there are strong vibrations. CDs/DVDs cannot be inserted or played if the internal temperature of the Infotainment system is too high.

For audio CDs without CD text, only Track or TRACK (depending on the device) and the track number according to the order on the data carrier appear in the cente of the screen. If audio files contain additional track information (CD text, ID3 tags for MP3 files), it can be displayed on the screen.

Depending on the vehicle equipment, your vehicle may feature an internal or external media drive. This manual makes no distinction between internal and external media drives.

Inserting a CD/DVD

1. Hold the CD or DVD with the label facing up.
2. Push the CD/DVD into the CD/DVD drive only until it is pulled in automatically.

Playback starts automatically after inserting the CD.

If, after inserting various CDs/DVDs, an error message appears, contact a suitably qualified professional. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ejecting a CD/DVD

1. Press the ⏏ or EJECT button.

The inserted CD/DVD is moved into the eject position and it must be removed within approximately 10 seconds.

If the CD/DVD is not removed within ten seconds, it will be pulled in again for safety reasons, but CD/DVD mode will not start.

SD card slot

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions.***

Insert a compatible SD card into the SD card slot to use saved media such as audio files or media files in the Infotainment system. Supported file formats are displayed in the Infotainment system. Other file formats are ignored.

Dimensions for compatible SD cards:

- ✓ 32 mm x 24 mm x 2.1 mm (1.26 x 0.94 x 0.083 inches)
- ✓ 32 mm x 24 mm x 1.4 mm (1.26 x 0.94 x 0.055 inches)

The SD card with the navigation data cannot be used as a storage medium for other files. Any saved files will not be recognized by the Infotainment system.

Securely inserting an SD card

- *Horizontal SD card slot*: Push an SD card carefully into the SD card slot with the angled corner inserted first and the contact surfaces facing down until you fee it click into place.
- *Vertical SD card slot*: Push an SD card carefully into the SD card slot with the angled corner facing upward or downward until you feel it click into place.
- If the SD card cannot be inserted, check whether the SD card is compatible and ensure you are inserting it in the correct position.

If an SD card is inserted, ▯ will be displayed on the screen.

NOTICE

Forcing the SD card into the slot, using an SD card with incorrect dimensions or using an SD card adapter can result in damage to the SD card slot, the SD card or both.

Inserting other objects such as SIM cards into the SD card slot can result in damage to the object, the SD card slot or both.

- Do not use force when inserting SD cards.
- Note the dimensions for compatible SD cards.
- Do not use an SD memory card adapter.

Ejecting an SD card

To reduce the risk of data loss, an inserted SD card must be prepared for removal.

1. Preparing for removal: SETTINGS ▶ Remove safely. ▶ ▯ SD card.
2. Press on the inserted SD card.
3. Remove the SD card.

Operating the Infotainment system

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions.***

Depending on the vehicle equipment, the Infotainment system may have different controls:

- Touchscreen.

- Sensor fields outside of the screen, e.g. MENU.
- Buttons, e.g. RADIO or PHONE.
- Rotary knob.
- Menu knob.

Opening the Quick Guide (if available)

You can find more information and tips for operating the Infotainment system in the Infotainment system Quick Guide.

1. Tap HOME ▶ ?.

Switching the Infotainment system on and off

- The Infotainment system starts up when the ignition is switched on, unless it was previously switched off manually.
- The Infotainment system automatically switches off when the ignition is switched off.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

Switching the Infotainment system on and off manually

1. To switch the Infotainment system on and off, briefly *press* the rotary knob.

   Or: switch on the Infotainment system: *tap* ⏻ or ⏻.

   Or: switch off the Infotainment system: *press and hold* ⏻ or ⏻.

If you open the driver door while the ignition is not active, the Infotainment system switches off automatically.

If you switch on the Infotainment system manually while the ignition is not active, it will switch off automatically after approximately 30 minutes without user input.

Timeout

If the Infotainment system is switched on manually, it will switch off again automatically after approximately 30 minutes (timeout).

Adjusting the volume

When switched on, the Infotainment system will start at the volume that was last set, as long as it does not exceed the preset maximum switch-on volume.

1. Turn the rotary knob ⏻ or ⏻ (louder: turn to front, quiet: turn to back).

   Or: press + (louder) or − (quieter) on the multi-function steering wheel or in the Infotainment system.

Mute

The audio source that is currently playing will be stopped when the Infotainment system is muted. The 🔇 symbol may appear on the screen.

1. Press the rotary knob.

   Or: *tap* ⏻ or ⏻ briefly.

   Or: press MUTE.

   Or: turn the rotary release button to the back until the audio source is no longer heard.

   Or: *press and hold* − until the audio source can no longer be heard.

Reduce the volume level in the Infotainment system before changing to another audio source.

Control knob (if available)

The menu knob can be turned or pressed.

- *Turning* the knob performs actions such as scrolling through lists or opening lists of media tracks and radio stations.
- *Pressing* the knob opens marked entries, confirms settings, and starts or stops functions.

Scrolling through lists, switching titles

Select your desired function, setting or track on the Infotainment system via the touchscreen or the control knob.

Moving objects

Move objects around on the screen to adjust settings, e.g. those using slide controls, or move areas of a menu around.

You can personalize menus and views depending on the vehicle equipment.

Zooming in and out of pictures and maps on the touchscreen

Recommendation: Use thumb and index finger.

1. Tap on the map with two fingers at the same time and hold your fingers on the screen.
2. To zoom in, slowly move your fingers apart.

3. **Or:** to zoom out, slowly move your fingers together.

[2] Not available in all Infotainment systems.

Infotainment system special functions

Refer to ⇒ ⚠ **and** ⓘ *Safety instructions*.

Use the Infotainment system controls to carry out functions and change settings.

MENU and HOME touch-sensitive fields

The touch-sensitive fields are operated by *tapping* lightly or by *pressing and holding*.

- MENU: Open the main menu and select a menu with your finger.
- HOME: Open the home screen.

  Or: to open the home screen, tap ⌂ or ◎.

Voice Enhancer

Voice Enhancer automatically recognizes when the driver is speaking and starts transmitting to the speakers in the rear.

1. Adjusting the volume.
2. Move the slider to the desired volume level.
3. Move the slider to Off to switch off.

Adjust the volume

The volume can be adjusted in the SOUND menu under Volume.

1. Move the corresponding slider to the desired position.

   Or: change the volume in the Sound settings menu.

Voice Enhancer is not active during a phone call or during audible navigation instructions.

Control using hand movements

This function depends on the vehicle and device and is not available in all Infotainment systems.

You can use hand movements to move forward or back without touching the touchscreen. You can use a swiping motion instead of the forward and back buttons.

A light reflection indicates which areas on the screen can be operated with a swiping movement.

If the Infotainment system detects a hand movement, the ✋ symbol will appear on the screen.

Swiping motions must not be done too quickly.

Hand movements will be confirmed by a sound if this feature is activated.

1. Tap MENU.
2. To set up hand movements and the corresponding sound, tap SETTINGS ▶ Screen.

The following actions can be performed with hand movements:

- Changing the page in the main menu or a menu
- Changing the radio station
- Changing the track
- Browsing through pictures
- Switching TV stations.
- Scrolling through the Car menu

[3] The functions depend on the country and device and are not available in all Infotainment systems.

Settings (system, sound)

Refer to ⇒ ⚠ **and** ⓘ *Safety instructions*.

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes will be automatically applied when the menu is closed.

☑ The setting is selected and activated or switched on.

◉ The setting is selected and activated or switched on.

☐ The setting is not selected, or deactivated or switched off.

○ The setting is not selected, or deactivated or switched off.

▽ Open the drop-down list.

﹀ Open the drop-down list.

+ Increase the set value.

– Reduce the set value.

< Go back stepwise.

> Go forward stepwise.

Use the slide control to continuously change the set value.

Opening the sound settings

1. Tap MENU ▶ Sound.

   Or: tap SETTINGS ▶ Sound.

   Or: press SOUND.

   Or: press ♫.

   Or: press the SETTINGS or MENU button. Tap the function key where the settings should be configured like the radio.

The following setting options may be available in the sound settings:

- Balance.
- Treble, mid-range, bass.
- Volume.
- Equalizer.
- Sound system.

Opening the system settings

1. Tap MENU ▶ Setup.

   Or: press SETTINGS.

   Or: SETTINGS ▶ Settings.

The system settings may include the following functions, information, and setting options:

- Screen.
- Time and date.
- Bluetooth.
- Safely remove data carrier.
- Language.
- Additional keyboard languages.
- Units.
- Voice control.
- Wi-Fi.
- Data connection, data transfer.
- Car-Net (online services).
- Manage mobile devices.
- Restore factory settings.
- System information.
- Copyright.
- Configuration assistant.

Speed-dependent volume increase

Speed dependent volume control adjusts the volume automatically in line with vehicle speed.

The extent of the volume increase is incremental.

If a low value is set, the volume increases only slightly with increasing vehicle speed. A high value results in a more considerable increase. At 0, speed dependent volume control is switched off.

Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume of an external audio source.

- If the connected audio source plays too quietly, increase the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Maximum.
- **Or:** if the connected external audio source plays too loudly or the sound is distorted, lower the output volume of the external audio source. If that does not correct the problem, set the input volume to Medium or Minimum.

Cleaning the screen

Refer to ⇒ ⚠ **and** ⓘ *Safety instructions*.

1. Switch off the Infotainment system.
2. Use a soft and clean cloth that has been moistened with water.

   Or: you can wet and soak stubborn dirt using just a little water. Then carefully remove using a soft, clean cloth. Do not use any aggressive cleaning agents.

NOTICE

If you clean the screen with incorrect cleaning agents or when dry, you may damage it.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents. These types of cleaners can damage the device and cause “glare” on the screen.

Brands, licenses, copyright

Refer to ⇒ ⚠ **and** ⓘ *Safety instructions*.

Further information can be found in the Infotainment system under SETTINGS ▶ System ▶ Settings ▶ Version.

Brands and licenses

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Voice control

Introduction

Voice control works both online and offline. Speech commands are identified more accurately in online mode because there is more data available. In offline mode the scope of functions is reduced.

Voice control understands questions and expressions without having to learn speech commands. Speech commands can be freely worded in common speech. You can find suggestions for voice commands in the Infotainment system.

Loud noises from around and inside the vehicle can lead to malfunctions and misunderstood sentences and responses.

Voice control only recognizes voice commands in the language selected in the infotainment system.

Test voice control while stationary before a journey to get to know the function.

Supported languages, depending on market

- *Online and offline*: German, US English, British English, Chinese, French, Italian, Spanish, Czech, Dutch, Norwegian, Polish, Portuguese.
- *Offline*: Bulgarian, Danish, Finnish, Greek, Japanese, Korean, Brazilian Portuguese, Russian, Swedish, Mexican Spanish, Turkish.

Requirements

✓ *Online and offline*: The voice control with corresponding Infotainment system is integrated in the vehicle.

✓ *Online*: A valid Car-Net contract is activated.

Voice control will be automatically deactivated when there is an incoming call or if the parking aid is active.

First steps

Depending on the country, voice control for the phone interface may be switched off and voice control for the Infotainment system may be used.

The volume of voice control announcements can be adjusted in the Sound settings menu or during an announcement using the rotary and release button or using the + and − sensor areas.

Voice control help

The voice control help tutorial explains the basic operation. The most important voice controls are shown in their current context.

1. *Multi-function steering wheel*: Press or .

   Or: Press *Infotainment system*: VOICE.

2. Wait for the signal tone.
3. Say the voice command in the language that is set in the instrument cluster.

Language	Voice Command
German	Hilfe
English	Help
Spanish	Ayuda
French	Aide
Portuguese	Ajuda
Italian	Aiuto
Czech	Nápověda
Dutch	Help
Russian	Справка
Swedish	Hjälp
Turkish	Yardım
Polish	Pomoc
Japanese	ヘルプ
Chinese	(simplified) 帮助
Chinese	(traditional) 協助

Speaking voice commands

Tips for successful voice commands

- ✓ Speak clearly. Unclear voice commands will not be detected.
- ✓ Speak at normal volume. Speak a little louder at higher speeds.
- ✓ Avoid external noise. Open windows and doors can interfere with voice control.
- ✓ Avoid other noises such as conversations in the vehicle.
- ✓ Do not direct airflow from the vents towards the microphone or headliner.
- ✓ Do not overly emphasize words or speak in a strong accent or dialect.
- ✓ No long pauses in speech.

To ensure that names in the phonebook are identified correctly, you may need to switch the order of the first and last names of the desired contact, depending on how the phonebook entry is structured.

Starting and ending voice control

or Voice control is active and recognizes spoken words.

Starting voice control

You can use different methods to start voice control, depending on the vehicle equipment:

1. *Multi-function steering wheel*: Press or .

   Or: Press *Infotainment system*: VOICE.

An ascending audible signal will confirm that voice control has been activated.

Voice control ends automatically if you use functions within the Infotainment system, activate the parking system or if tasks involving speech occur, e.g. calls or traffic reports are received.

Pausing voice control

1. Tap or briefly to pause a dialog.

Ending voice control manually

1. *Multi-function steering wheel*: Press the or button briefly twice in a row (double-click).

   Or: *Infotainment system*: Press VOICE briefly twice in a row (double-click).

2. Wait for the signal tone.

During a voice command, press the or button on the multi-function steering wheel or close the voice dialog window in the Infotainment system. The voice command will be immediately canceled and a notification tone will sound. You can then speak a voice command.

Adjusting settings

Opening the settings menu

1. Press *Infotainment system*: MENU.

   Or: Tap Setup .

   Or: Tap Voice control.

The function keys have the following effects:

Show example commands (Infotainment system) The help menu with voice commands for the current operating area is displayed in the Infotainment system when voice control is activated. Check off ☑ to activate.

Show example commands (instrument cluster) The help menu with voice commands for the current operating area is displayed in the instrument cluster when voice control is activated. Check off ☑ to activate.

Voice operation session starting tone An ascending tone sequence indicates voice control has been activated. Check off ☑ to activate.

Voice operation session end tone A descending tone sequence indicates voice control has been deactivated. Check off ☑ to activate.

Dialogue session start tone In addition to the display on the screen, a short audible signal will sound once it is possible to speak. Check off ☑ to activate.

Dialogue session end tone In addition to the display on the screen, a short audible signal will sound once the system has processed the spoken command. Check off ☑ to activate.

Radio mode

Introduction

In radio mode you can receive various available radio stations on different frequencies and save your favorites to the station buttons for quick access.

Available reception modes and frequency bands depend on the vehicle equipment and the country. Frequency bands in individual countries may be changed, switched off or no longer provided.

The radio stations are responsible for the transmitted content.

Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.

Decals or metal-coated stickers on the vehicle windows can impair radio reception in vehicles with window antennas.

Types of radio reception

Depending on the vehicle equipment and the region in which the Infotainment system is operated, one or more types of radio reception may be available:

- **AM**: Radio reception via amplitude modulation (medium wave – MW).
- **FM**: Radio reception via frequency modulation (very high frequency – VHF).
- **Digital radio**: Infotainment systems equipped with a digital radio receiver can receive the following depending on the country:
  - DAB, DAB+ and DMB audio.
  - HD radio with additional services provided.
  - Only applies to the USA: Internet radio.
- **Satellite radio**: Infotainment systems equipped with a satellite radio tuner can receive SiriusXM™ with paid services.

Symbols and their meanings

General symbols for radio operation

Displays the frequency band in order to manually select a station. The function is only available if the station display is set to *FM*.

In the AM and FM frequency band: Open the station list.

Select the previous station from the station list or station on the previous station preset button.

Select the next station from the station list or station on the next station preset button.

Manually update the station list.

Shows additional services only in FM mode.

Symbol for a station in the station list that has already been stored on a station preset button.

Slideshow functions are supported.

Search options for stations and podcasts in Internet radio mode.

Podcast functions.

Tap to select a station frequency for traffic information. Only possible in the **FM** frequency band. Tap the Close function button to end the transmission.

Save track information (iTunes® tagging).

Cycle through substations.

SCAN Indicates that the scan function is active.

TP TP (Traffic Program) is activated and can be received.

No TP The selected report news station is not available.

--:-- Displays the time.

Closes the window and returns to the previous view.

Opens the settings menu.

Tagged songs Display the number of stored song tags and delete tags.

AF Off Automatic station tracking is switched off.

RDS Off The Radio Data System (RDS) is switched off.

Symbols in the FM/DAB frequency band

Display the frequency band for manual selection. Only possible when the summarized station list is switched off.

DAB reception not possible.

Slideshow functions are supported.

The DAB station supports slideshow.

Slideshow is not available for the DAB station.

Symbols for satellite radio operation

Open the window for entering the channel number.

Save the current track information (iTunes® tagging).

Symbols for HD Radio™ operation

Station supports HD Radio™.

Tuning HD Radio™ substations.

Open the Emergency list of the HD Radio™ Emergency Alerts function.

HD Radio™ logo.

Save the current track information (iTunes® tagging).

Symbols for Internet Radio operation

Display the station selection.

Open full-text search.

Display the last internet radio station.

TOP 100 Display the 100 most popular internet radio stations.

Display the available Internet Radio podcasts.

Display Internet Radio stations that originate from the preferred country.

Display Internet Radio stations that transmit their program in the preferred language.

Display Internet Radio stations whose programs are of the preferred genre.

Function keys and their meaning in radio mode:

- FM or AM: Start FM or AM frequency band.
- DAB: starts DAB radio mode.
- Internet Radio: Start Internet Radio mode.
- SCAN: Scan function is active. Tap the function button to end the scan function.
- Station info: displays radio text and slideshows at the same time instead of the station buttons.
- Slideshow: slideshows are displayed on the entire screen and are not supported by every DAB station.
- Cancel: Cancel function.
- Deactivate: Deactivate function.

Frequency bands

Certain frequency bands are not available in all countries or may be deactivated or no longer offered in certain countries.

AM Starts radio mode in the AM band.

FM Starts radio mode in the FM band.

Internet radio Starts Internet radio mode.

Changing the station group

Station preset buttons are displayed in groups of six function buttons each. To change the station group, tap one of the gray dots or make a swiping motion if hand movement control is activated.

Station preset buttons

To listen to a stored station, tap the desired station preset button. To store stations, press and hold one of the station preset buttons until an audible signal sounds. Station preset buttons that are already programmed will be overwritten. You can only listen to a stored station if it is available in your current location.

Selecting, tuning, and storing stations

Setting up the radio

1. Tap MENU ▶ RADIO. Radio mode switches on.

   Or: press RADIO.

Selecting the frequency band

Before selecting a station, you must first select a frequency band or reception mode. Various stations are available depending on the selected frequency band or reception mode.

1. To open the list of frequency bands and reception modes, tap Band, Source or RADIO.
2. Select the available frequency band or reception mode.

Searching for and selecting a station

There are different ways to select a radio station. The options vary based on the frequency band and reception mode.

Selecting via the frequency band (AM and FM)

1. Turn the control knob to show the frequency band.

   Or: Tap .

2. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

The station at the set frequency will be tuned.

Selecting from a station list (AM and FM/DAB)

The station list displays the stations that currently can be received. It is possible in the AM frequency band that the station list must be manually updated if you have left the area since the last time the station list was opened. The station list updates automatically in the FM/DAB frequency band.

1. Open the station list.
2. To browse the list, tap < or >.

   Or: *Turn* the menu knob. *Press* the control knob to select the desired station.

3. Tap the desired station.

The selected station will be tuned. In FM/DAB, the best reception mode is selected automatically depending on station availability.

If the reception signal for a DAB station is too weak and the station cannot be found in the FM frequency band, the radio will be muted.

Using the SCAN scan function (AM and FM/DAB)

In SCAN mode, the stations in the frequency band are set automatically in succession and played for approx. 5 seconds each.

- To start the scan function, tap SCAN.

  Or: Briefly press the control knob.

  Or : Tap Setup ▶ SCAN.

  SCAN mode starts and the current station is shown on the display. SCAN is displayed on the screen.

- To end the scan function, tap SCAN or select a station.

  Or: Press Scan or another station preset button.

  Or: Press the control knob again or select a station manually using the station preset buttons.

  SCAN mode stops and the station is tuned. The SCAN function key is hidden.

Storing stations on the station preset buttons

Depending on your Infotainment system, you can save up to 36 stations from different frequency bands and reception modes as favorites on the station preset buttons.

1. Tune the desired station.
2. Open the station preset buttons.

   Or: To store the current station, *press and hold* the desired station preset button until a signal tone sounds.

   Or: Tap a station preset button that has already been assigned and hold for approx. 3 seconds.

   If you store a station on a button that already has a stored station, the station that was previously stored will be deleted.

   Or: open the station list , *press and hold* the station to be stored, and then *tap* the desired station preset button to store it. *Turn* the control knob to searc through the list. *Press* the control knob to select the desired station.

The station is saved on the selected station preset button. ☆ will be displayed after the station name.

Stations already stored on a station preset button are marked in the station list. (for example FM1-M1): The station shown is stored on button 1 in the preset group FM1.

Autostore: Automatically save a station to a station preset button

With the autostore function, the stations with the strongest reception at the vehicle location will be automatically stored on the station preset buttons in preset group FM 1 and FM 2 or AM 1 and AM 2.

1. Select the desired frequency band.
2. *Press and hold* the Infotainment button FM/AM, FM or AM for around five seconds and then *release it*.

A message about the storing process will be displayed on the screen while doing this. This process may take a few seconds.

If no stations can be found, a corresponding message appears on the screen.

Travel Link® special functions

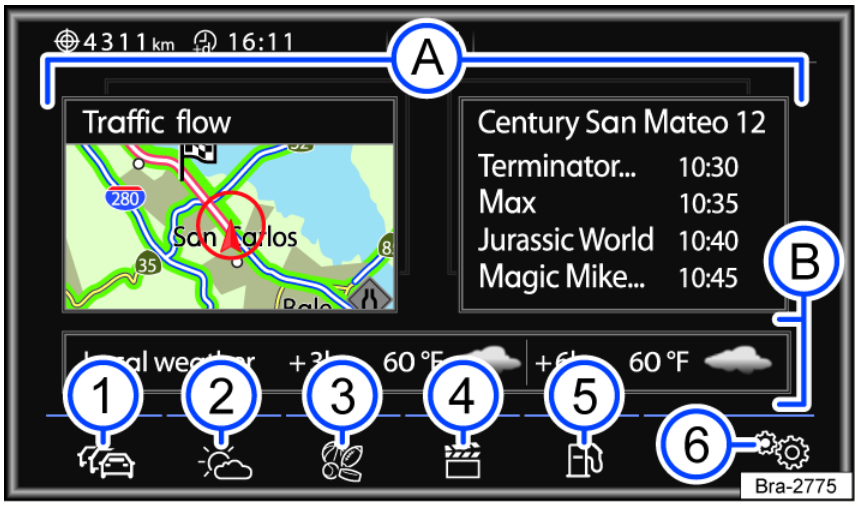

Fig. 117 Travel Link® main menu.

(A) Slideshows: selection of two SiriusXM Travel Link® services.

(B) Weather forecasts for the next three and six hours.

(1) **Travel Link® Traffic**: current traffic information.

(2) **Travel Link® Weather**: current weather information and weather forecasts.

(3) **Travel Link® Sports**: current sports information and live coverage.

(4) **Travel Link® Movies**: search screen to search for movies and movie theaters.

(5) **Travel Link® Fuel Prices**: search screen to search for gas stations.

(6) **Travel Link® Settings**: Settings for Travel Link® services:

- Travel Link® settings favorite lists for the corresponding services.
- General Subscription Information: information about paid services.

In the USA, Sirius XM Travel Link® can also be used through the SiriusXM® satellite radio tuner.

SiriusXM™ is a *subscription-based* satellite radio service that must be activated before using either by phone or on the SiriusXM website by providing the device-specific SiriusXM™ ID General Subscription Information.

Open the Travel Link® menu:

1. Press INFO.

   Or: Setup ▶ Travel Link.

   Or: MENU ▶ Travel Link.

Tap **Travel Link® Main view** : All SiriusXM Travel Link® services are shown in an overview.

Travel Link® Fuel

You can access current information about gas station locations and fuel prices.

1. In the Travel Link® (SiriusXM) main menu, tap Fuel.

The search screen opens.

If you enter a gas station name in the search screen, Travel Link® Fuel Prices creates a list of these gas stations.

The gas stations are listed in alphabetical order (Name ▼), by price (Price ▼) or by distance (Distance ▼) from the current vehicle location.

Call up gas station locations

1. Enter a gas station name or the name of a city.
2. Select a gas station from the list.
3. Tap Start to start route guidance.

   Or: To view information about a specific gas station, tap Store. The fuel prices and the date the prices were verified are shown.

Or: Tap Route options and select your preferred route guidance settings, e.g. take the quickest route or take the highway.

The arrow indicates the direction where the gas station is located.

The search can be narrowed down using the following criteria:

- To display gas stations near the destination address that has been entered, tap In immediate vicinity.
- To display all gas stations along the route chosen for route guidance, tap Along the route.
- To display gas stations near the current vehicle location, tap In vicinity of destination.
- Tap Show list to display the list of gas stations based on the selected search criteria.
- Tap Find name to enter the name of a gas station or a city in the search screen. Information in the search screen is entered as free text, instead of choosing from a list of possible selections. Because of this, make sure the spelling is correct.

Specifying a favorite fuel type (Fuel type Regular)

1. In the main menu, tap Settings, and in the Travel Link® settings menu, select Fuel type Regular.

   Fuel type Regular shows the selected fuel type.

2. To select a location as a favorite in the input screen, tap Add new fuel type.

Travel Link® Movie

Current movie information and information about the theater locations can be accessed.

- In the Travel Link® (SiriusXM) main menu, tap Movie.

  The search screen opens.

- Tap Theater to display movie theaters nearby.
- Tap Movie to enter a movie title in the search screen.

During input, only combinations of letters, numbers, and special characters that appear in an available movie name can be selected.

Searching for movies

Information about the movie theater location, the start time, and the movie length is given.

1. Tap Movie to enter a movie title in the search screen.

   A list of search results is shown that lists all movie theaters where the movie you searched for is currently playing.

2. Select a movie theater.
3. Tap Start to start route guidance to the destination address.
4. To open the Movie info detailed view, tap the entry in the list.

   The detailed view may contain information about the main actors, plot, running time and age restrictions.

Searching for a movie theater

Tap Theater to enter the name of a movie theater in the search screen.

- Select a movie theater.

  Tap Start to start route guidance to the destination address.

The search can be narrowed down using the following criteria:

- To display movies near the destination address that has been entered, tap In immediate vicinity.
- To display movies near the current vehicle location, tap In vicinity of destination.
- Tap Search results to display the list of movie theaters based on the selected search criteria.
- Tap Enter movie theater to enter the name of a movie theater or a movie in the search screen. Information in the search screen is entered as free text, instea of choosing from a list of possible selections. Because of this, make sure the spelling is correct.

The system only allows movie and movie theater information from the area around the vehicle location to be accessed.

Travel Link® Sports

You can access current sports information and live coverage for sports teams that are available for selection.

1. In the Travel Link® (SiriusXM) main menu, tap Sport.

   The *Sport* main menu allows you to choose from 14 different leagues.

Selecting the display time period

Tap ... in the upper right and select the desired display time period:

- Previous: the time period is specified by SiriusXM® and generally includes games from the last five to seven days.

- Live: live games that have already begun.
- Scheduled: preview of upcoming games.

Opening the detailed view for a game

1. Tap one of the games displayed in the information window.
2. Tap to close the detailed view and switch to the information window view.

In the detailed view, you can tap one of the lower function buttons during a game to select an audio broadcast.

Changing leagues

1. Tap Change league in the information window.
2. In the list of selectable sports leagues, tap a league to select it.

Selecting a live broadcast

1. Tap Live Broadcast.

All stations with current live sports coverage in the selected league are shown in a list.

1. To switch to sports coverage, tap the chosen station display.

Setting sports teams as favorites

In the *Sport* main menu, tap Settings, and in the Travel Link® settings menu, select Sports teams. You can store up to 30 sports teams from various leagues as favorites in the Favorites (teams) menu.

- To make a selection from the list of available teams, tap Add new team.

The selected team is shown in the Favorites (teams) list.

All stored favorite teams are listed in the Select team menu. An icon in front of the team name indicates the league to which the team is assigned. Teams can also be assigned to individual leagues directly without going through the overview.

Deleting saved favorite teams

You can delete stored favorite teams individually.

1. Tap after a favorite team.

SiriusXM® specifies which leagues are supported by the Favorites function.

Ranking lists

1. In the *Sport* main menu, tap Ranked List Sports.
2. From the list that follows, tap one of the sporting events shown to select it.
3. To select a different sporting event in the selected sport, tap League in the information window.

Displaying news

1. To display headlines relating to the selected league, tap News.
2. To display information about the selected tournament, tap Tournament info.

Travel Link® Weather

You can access current weather information and weather forecasts for selectable areas.

1. In the Travel Link® (SiriusXM) main menu, tap .

The *Weather* main menu allows you to choose from three different weather displays:

1. Illustrated weather maps:
   - **Icon map**: This map uses icons to show the cloud coverage and temperatures in the entire country, or in a radius of approximately 373 miles (600 km) aroun the vehicle location.
   - **Isobar map**: The map shows the high and low pressure areas in the entire country, or in a radius of approximately 373 miles (600 km) around the vehicle location.
   - **Radar map**: The map shows the precipitation in the entire country, or in a radius of approximately 373 miles (600 km) around the vehicle location.
2. Weather information tables, such as wind speed, cloud coverage, pollen levels, UV index, and precipitation.
3. Information about ski resorts and snow conditions.

Changing the display time period

1. Tap ... in the upper right and tap to select the desired display time period:
   - Current: current weather information.
   - Hourly: weather forecasts for the next three and six hours.

- ▶ Daily: weather forecasts for the next five days.

Changing the location

- To select a location for the weather display using the input screen, tap Search city in the *Weather* main menu.
- **Or:** To check the weather in a location that is saved in your favorites list, tap Favorite Cities.
- **Or:** To check the weather at the nearest weather station, tap In the vicinity.
- **Or:** To check the weather at a ski resort using the input screen, tap Search for ski resort.
- You can search for a different ski area or weather station using the Change ski resort and Change weather station function buttons.

The maps are automatically updated every 30 minutes. The closest weather station and ski resort are always shown.

Setting a city as a favorite (Favorites (cities))

In the Favorites (cities) menu, you can store up to 10 weather stations as favorites and access them to display weather information.

1. In the *Weather* main menu, tap Settings, and in the Travel Link® settings menu, select Cities (weather stations).
2. To select a location as a favorite in the input screen, tap Add new weather station.

   Or: In the *Weather* main menu, tap Setup, and in the Travel Link™ settings menu, select Ski resorts.

Save favorites

In the Favorites (ski resorts) menu, you can store up to 10 cities as favorites and access them to display weather information.

1. To select a location as a favorite in the input screen, tap Add new resort.

Deleting saved favorites

You can delete stored favorites individually.

1. Tap after a favorite.

[4] If "Not available" is displayed, the station is not included in the current subscription package.

Artist Experience®

Artist Experience® involves transmitting, providing and displaying images related to the corresponding audio segment on the HD Radio Technology receiver.

Potential uses include:

- Cover images such as artist photos, slideshows, station logo or other images related to the song or audio file being played.
- Commercial images such as sponsor logos and advertisements related to a marketing campaign.

The image is shown and is closely synchronized with the song or audio file being played. If the cover image is not available, the station logo or another standard image is displayed on the receiver.

If the current radio station supports Artist Experience®, the images can be shown under Station info.

1. Press View ▶ Station info.

iTunes tagging

When a station is received via HD Radio™ Technology or "SiriusXM™", the track information (song tag) for a track that is playing can be transferred to a connectec iPod. You can readout this track information later to a computer.

If an iPod is connected, the track information is automatically saved to it.

If an iPod is **not** connected, track information can be stored for up to 50 tracks in the Infotainment system on a Tag list. The next time an iPod is connected, the track information is automatically transmitted and deleted from the Tag list in the Infotainment system.

The Tag list can be deleted manually in the settings in the AM or FM/DAB frequency band.

Requirements:

✓ A USB interface that is compatible with an iPod®.

✓ An FM or AM station must be received digitally with HD Radio™ Technology

Or: Radio station is received via SiriusXM™.

✓ The song and artist must be displayed

✓ Song information must be available as a song tag

✓ There must be a compatible iPod® for storing song tags or selecting the Tagged songs

Saving the track information

1. Tap RADIO ▶ to save the track information for the track currently being played.

When a compatible iPod® is connected to the MEDIA-IN multimedia interface, the song information will be stored directly in the iPod® as a song tag.

Already saved tracks are marked on the display with .

Storing song tags without a connected iPod®

If an iPod is not connected, track information can be stored for up to 50 tracks in the Infotainment system on a Tag list. The next time an iPod is connected, the trac information is automatically transmitted and deleted from the Tag list in the Infotainment system.

Manually deleting Song tags

The Tag list can be deleted manually in the settings in the AM or FM/DAB frequency band.

1. In the RADIO ▶ main menu, tap Settings .
2. Tap Tag list.
3. Tap Delete list to delete all stored song tags after confirming the deletion.

HD Radio

HD Radio is a digital radio station that can be received in the USA and Canada.

HD Radio Technology

Some AM and FM radio stations also transmit their content digitally via HD Radio™ Technology.

When the function is activated in settings in the AM or FM band and the current station supports HD Radio™ Technology, the function key appears on the Infotainment system display. The Infotainment system switches automatically between digital and analog reception depending on the reception quality. If the station is currently received in analog mode, the function key is grayed out.

Some stations offer additional substations via HD Radio Technology (multicast programming). If this is the case, HD1 is displayed after the station frequency of the main station. Substations are marked accordingly with HD2, HD3 etc.

Tuning the HD Radio substations

1. Tap HD Radio to cycle through the available substations.

   Or: Select an additional station from the station list.

   Or: to cycle through the additional stations individually, tap < or >.

The substation that is currently selected is displayed after the main station on the screen (for example ... HD3 for the second substation).

The available substations of the current stations are displayed on the station list.

Additional HD Radio Technology services

1. To select your chosen additional service, tap View.

HD Radio Emergency Alerts

The HD Radio Emergency Alerts function can be used to receive reports of unusual, potentially life-threatening events, such as natural disasters. These notifications are played as pop-up notifications while the radio is on. This function is activated in the factory.

If you tap Remind me later when a notification appears, the notification will appear again about ten minutes later. If you tap Close, the notification will be moved to t Alert list. If the HD Radio Emergency Alerts function is deactivated, these notifications are moved directly to the Alert list and indicated by ⚠ and a number in the status bar. The number on the symbol displays the number of notifications.

Activating or deactivating HD Radio Emergency Alerts

1. In radio mode, activate or deactivate ⚙ ▶ Radio ▶ Emergency notifications.

Opening the Alert list

Up to five notifications can be displayed in the Alert list.

1. Tap ⚠ in radio mode.

SiriusXM™

SiriusXM™ is a satellite radio station that can be received in the USA and Canada. Satellite radio services are subject to fees and must be enabled for the Infotainment system by phone or online.

Displaying the SiriusXM™ ID

Each radio has its own SiriusXM™ ID with which you can manage your subscription.

1. In satellite radio mode: Tap ▶ Subscription information.

   Or: tap .

   The channel selection window will open.

2. Enter channel number 0 and press OK to confirm.

The SiriusXM™ ID, the services that have already been enabled and the website and phone number for the SiriusXM™ activation hotline will be displayed on the

screen.

SiriusXM™ channels

The channels available depend on the enabled services. All available channels are displayed in the channel list.

The channel list can be sorted either alphabetically, by channel number or by channel category. In the settings menu, individual channels can be filtered out of the channel list.

Each channel is assigned a number. The channels can be opened via their number directly under .

1. To search for channels with content related to the content currently being played, tap Related in the station display.

A list with related content will open.

SiriusXM™ Seek function

Current program content can be saved as favorites using the seek function. If such program content is sent on an available channel, a message is displayed in the Infotainment system. This message gives you the option to switch directly to the relevant station.

You can save a maximum of 36 favorites.

Save favorites

1. While the program that is to be saved is running: Tap ((SXM)) ▶ SiriusXM™ Seek. The Save Seek menu is opened.
2. Tap Save next to the desired program content. The following program content can be saved as favorites:
   - Tracks
   - Artist name
   - Sports team

The desired program content will be added to the favorites list.

Setting up a listener profile

The personalized listener profile saves recommendations based on the program content currently being listened to and the latest listening history, and is regularly updated.

The listener profile is set up in the user account and can be used with the SiriusXM™ app.

1. To set up a new listening profile, tap in the station display.

   Or: tap ▶ Radio ▶ Set up new listening profile in radio or media mode.

For each listener profile, a list of SiriusXM content recently listened to is displayed. This listening history can be reset at any time.

TP function (traffic program)

The TP function monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media playback. It must be possible to receive the traffic news station.

Some stations without their own traffic program still support the TP function using a corresponding traffic news station (EON).

While in the AM frequency band or in media mode, a traffic report station will be tuned automatically in the background, as long as it can be received.

If it is not possible to receive a traffic news station, No TP appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to TP.

Traffic news stations are not available in all countries.

Switching on the TP function

1. In radio or media mode, tap or ▶ RADIO.
2. Activate ☑ Traffic program (TP).

Digital radio mode (DAB/DAB+)

The digital radio receiver supports the DAB, DAB+ and DMB audio transmission standards. These are currently not available in every country.

Digital radio in Europe is transmitted through the frequencies in frequency band III (174 MHz to 240 MHz).

Start DAB radio mode.

1. MENU ▶ RADIO ▶ DAB.

The last selected DAB station will be played, if it is available in the current location.

DAB additional stations

Some DAB stations offer additional stations temporarily or permanently, for example, for sports broadcasting.

If an additional station is available, it will be displayed in the DAB station list by ▶ or > next to the station name.

1. Tap on the main station name in the DAB main menu to select an additional station.

   Or: Select an additional station from the station list.

Automatic station tracking: switching from DAB to FM

DAB is currently not available everywhere. is displayed when in DAB radio mode in areas without DAB reception.

If the DAB station you were listening to can no longer be received (e.g. no DAB available), the system automatically switches to the FM band and (FM) is displayed after the station name. If the corresponding DAB station can be received again, the radio will switch back to DAB mode after a brief period. The (FM) display will disappear.

The only requirement for cross-frequency station tracking is that the DAB station and the FM station must broadcast the same signal ID.

Or: DAB must signal which FM station corresponds to the DAB station, and there must be sufficient reception for the FM station.

If the reception signal for a DAB station is too weak and the station cannot be found in the FM frequency band, the radio will be muted.

Automatic station tracking: switching to other DAB stations

If a DAB station can no longer be received, the Infotainment system will first try to tune to another ensemble with the same program. The DAB - DAB program tracking can be enabled for this in the Advanced settings. If no other DAB station can be found, the system will try to tune to a corresponding FM station, if one can be received. If the Switch to a similar station option is enabled, the system can also switch to programs with different content. These programs are often from nearby regional stations. The DAB station can signal which alternative station can be selected.

Switching to the radio mode view

1. Tap View and select the desired additional service.

You can switch between the station information, radio text and slideshow.

Some DAB stations also offer a picture-based “slideshow”. Radio stations can use the slideshow to transfer information as digital images to the Infotainment system.

After switching stations, it may take several minutes for the slideshow from the selected DAB station to load in the background.

Station logos

Station logos may be pre-installed in the Infotainment system for some frequency bands, or they may be imported using a data carrier (such as an SD card). In son countries, station logos can be downloaded from the Volkswagen website or the “Volkswagen station logos” website.

Images in common formats (such as .jpg, .bmp, or .png), with a maximum size of 400 x 240 pixels can be used as station logos.

1. Save station logos on a suitable data carrier (such as an SD memory card or USB flash drive) in order to import them into the Infotainment system.

Assigning station logos automatically

Automatically assigning or saving station logos to station preset buttons:

1. Activate Settings ▶ Advanced settings ▶ Automatically save station logos.

   Or: activate Settings ▶ Advanced settings ▶ Automatic station logo selection.

Assigning station logos manually

1. In FM/DAB mode, tap Settings ▶ Station logos.

   Or: RADIO ▶ Select band ▶ Settings ▶ Station logos.

   Or: RADIO ▶ Settings ▶ Station logos.

2. Select the station to which a station logo should be assigned.
3. **Optional** : Select the source where the logo is saved (such as SD).
4. Select the station logo.
5. This process can be repeated for additional stations.
6. End the assignment of station logos with .

   Or: To return to the main menu, press the RADIO button.

   Or: To return to the main menu, tap the MENU sensor area.

   Or: Tap to switch to the previous view.

Deleting station logos from station preset buttons

1. Select the desired frequency in the RADIO menu.
2. Settings ▶ Station logos.
3. Tap the desired button where the logo should be deleted.

   Or: To delete station logos from all station preset buttons, tap Delete all.

Station name

If RDS is available, station names will be displayed in the RADIO menu and in the FM station list.

FM radio stations can temporarily or permanently broadcast differing content under one name (such as Radio 3) on frequencies that vary by region.

Automatic station tracking

Automatic station tracking is not available in all countries.

Automatic station tracking generally ensures that the system will switch to the frequency with the best reception for the selected station while you are driving. However, this may cause a regional station to be interrupted.

The automatic frequency switch (alternative frequency) and automatic station tracking can be deactivated in the FM settings.

Disabling station name scrolling (FM)

Some radio stations broadcast a very long name, which is displayed as scrolling text on the screen.

1. To disable the scrolling text for a radio station and to display only the text currently shown, tap and hold the station name until an audible signal sounds.

Station names that have had the scrolling text disabled are displayed with a period at the left and right of the station name.

The non-scrolling text applies to all station preset buttons where this station is stored.

Media mode

Introduction

The term "**audio sources**" is used in general for data carriers that may contain files, such as music tracks, audio books, and other audio files. These can be played back via media drives and wired or wireless connections to the Infotainment system.

The wired and wireless connections that are available depend on the country and the device.

Volkswagen is not responsible for damaged or lost files on audio sources and data carriers.

The owner of the audio sources and data carriers is responsible for the information that is transmitted.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data 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 only define the order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.

Equipment features and media symbols

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions*.**

Tracks, folders, and playlists can also be marked by turning the menu knob and accessed and opened by pushing it.

Audio, media, connectivity:

- Media playback and media control via Bluetooth.
- Audio playback in these formats:
  - AAC.
  - ALAC.
  - AVI.
  - FLAC.
  - MP3.
  - MP4.
  - WMA.
- Cross-device playlists.
- Cross-source media database:
  - Data from all media sources connected to the Infotainment system are stored in a media database.
- Media search.

Symbols for media sources

Tap My media or Sources and select as a media source. Connected USB devices may be selected under My media or Sources.

Tap My media or Sources and select as a media source. Connected USB devices may be selected under My media or Sources.

Select a device connected via Bluetooth® as a media source.

Select a device connected via Bluetooth® as a media source.

Select an SD card as a media source.

Select external audio source connected to AUX-IN jack.

Select external audio source connected to AUX-IN jack.

Select CD drive.

Select CD drive.

Select external data media on USB.

Select external data media on USB.

Select internal hard drive (SSD).

Connecting to an external audio source via Wi-Fi.

General symbols for media operation

Start replay.

Pause replay.

Go to the previous track.

Tap **once briefly**: returns to the start of the current track.
Tap **twice in a row** : skips to the start of the previous track. From the first track, it will switch to the last track on the data carrier that is playing.

Press and hold: rewinds.

Skip to the next track.

Tap *once briefly*: Skip to the next track. From the last track, it will switch to the first track on the data carrier that is playing.
Press and hold: fast forwards.

Repeats the current track.

Repeats all tracks.

Activate random playback.
All tracks in the same folder level as the track currently playing will be included. If ▶ Mix/Repeat incl. subfolders is activated in the Media settings menu, subfolders are also included.

Search current media source (list view).

Go back one folder level in the media source.

Go up one folder level. In the folder view, the button allows you to select another audio source.

Close list view.

Display favorites list.

Finds similar tracks in the music database.

Opens the settings menu.

Symbols for categories and groups of media files (depending on the country and vehicle equipment)

Music tracks.

Playlists.

Albums.

Artists.

Genres.

Podcasts.

Audiobooks.

Videos.

Selecting and playing a media source

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions.***

A media source must be connected before media data can be played back.

There must be an internet connection to use streaming services.

1. Connect the external media source (to playback from an external media source).
2. Select the connected media source to be used for playback.

Switching on media mode

1. With the device switched on, press the MEDIA button once.

   Or: tap the MENU sensor area and select MEDIA ▷.

Media mode switches on. If the last played media source is still available, this source will automatically resume playing.

Selecting a media source

1. In the MEDIA main menu, tap MEDIA ▷, My media or Sources to open the menu or to scroll through the available media sources one at a time.

   The media sources that can be selected will be displayed on the screen. Media sources cannot be selected in some operating situations, for example while the device is reading a media source.

   Or: tap the ♫ function key and select your preferred media source. If a media source is connected and selected, the function key will have a symbol displayed with it.

The media source which is currently playing is displayed on the screen. Media sources cannot be selected in some operating situations, for example while the device is reading a media source.

Media sources that are currently not available are displayed in gray (inactive) in the pop-up window. If no media source is available for selection, this is indicated in the main menu.

If a media source that was previously playing is selected again, the playback continues at the location that was last playing.

Selecting a track from the track list

1. In the MEDIA main menu, tap the ♪≡ or ≡ function key.

   Or: press LIST.

   Or: Turn the menu knob.

2. Browse the track list and tap the desired track.

   Or: Briefly press the control knob.

If track information is available, the track number, name (audio CD), and file names (MP3) are displayed instead of Track + No.. The source may not support the track list.

♪≡ Searching the folder structure (if available)

All media files of USB devices are filtered by category (e.g. album, artist, track). This category view is always displayed in My Media or Sources. The classic folder structure of the individual USB data media can also be found under My Media or Sources.

1. Display the folder structure.

   The folder structure of the selected media source is displayed. If My Media or Sources is selected, the categories (music, videos, playlists) and connected media sources are displayed.

2. Searching the folder structure for a desired track.

   Or: to start the full-text search, tap 🔍. The input line is displayed.

3. Enter the name of the desired track. The list of the found tracks updates automatically during input.
4. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.

5. Close the selection with ☒.

Closing the folder and track list

1. Tap ≡ again.

   Or: press the LIST button.

   Or: tap ☒.

   Or: press the MEDIA button.

The track list closes automatically if you do not execute any function for more than a minute.

Skipping through tracks

You can skip through the tracks one-by-one on the media source that is currently playing.

1. Press the < or > button.

   Or: briefly tap the function key next to the display for your preferred media source to select it.

You **cannot** switch to a playlist using the arrow buttons. You must manually select a playlist from the track selection menu.

[5] The Wi-Fi function may not be available in all countries.

Images

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions.***

In the IMAGES menu, image files can be displayed individually or in a slideshow.

Image files must be saved in a supported image format on a compatible data carrier.

Supported Image Formats:
BMP (.bmp) up to 4 megapixels
GIF (.gif) up to 4 megapixels
JPEG (.jpg, .jpeg) up to 64 megapixels (progressive mode up to 4 megapixels)
PNG (.png) up to 4 megapixels

Opening the Images menu

1. MENU ▶ IMAGES.
2. To select the preferred source where the image files are stored, tap the Source function key.

↺ Rotates the screen view 90 degrees counterclockwise.

↻ Rotates the screen view 90 degrees clockwise (depending on the vehicle equipment).

Resets the image view.

Opens the list view of the image files.

< Switches to the previous image.

> Switches to the next image.

❚❚ Stops slideshow playback. The ❚❚ function button changes to ▷.

▷ Resumes slideshow playback. The ▷ function button changes to ❚❚.

Opens the settings menu.

Video and DVD mode

Refer to ⇒ ⚠ **and** ⓘ ***Safety instructions.***

The Infotainment system can play videos in addition to music.

In Video mode, the Infotainment system display can play a video from a data carrier, from the internal data storage or from a streaming service. When doing so, the video sound is played through the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

A stable Internet connection is required for playback via a streaming service. There may be costs associated with your mobile network provider for doing so.

Starting video mode

1. Connect your mass storage device to the USB port.

It may take a few seconds to read the data.

The video image will only be displayed on the Infotainment system screen when the vehicle is stationary. When the vehicle is moving, the display will be switched off but the sound will still be available.

Starting DVD operation

Depending on the equipment and the vehicle, a DVD drive may be present.

1. Insert a compatible DVD in the DVD drive.

It may take several seconds to read the DVD data.

The creator of the DVD is responsible for the appearance of the DVD film menu and the menu items offered there, and also for the different behavior of individual films with identical operation.

Video DVDs you have recorded yourself may not play or their function may be limited.

DVD region codes

DVD compatibility is often defined by “regional codes” which limit the video playback to certain regions (for example, USA and Canada). Such DVDs can only be played in devices that are coded for this region.

The DVD drive in the device is configured to read the regional code that is used in the country where the vehicle was delivered.

Navigation

Introduction

The current vehicle position is determined by a global satellite system. All measured values and possible traffic reports are compared with the available map material to enable optimum navigation to your destination.

Audible navigation aids and graphic representations lead you to your destination.Audible navigation aidsAcoustic navigation announcements and graphic displays lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

WARNING

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation.

- Traffic signs, signal systems, and traffic regulations take priority over the driving recommendations and displays in the navigation system.
- Always adjust your speed and driving style to road, traffic, weather, and visibility conditions.
- Certain events, such as road closures, can considerably increase the original estimated driving time and distance to the destination, or navigation there may be temporarily impossible.

If a turn was missed during route guidance and it is not possible to turn around, continue driving until the navigation system offers an alternative route.

The quality of the driving directions provided by the Infotainment system depends on the available navigation data and any reported traffic incidents.

Voice guidance

Navigation messages are acoustic driving directions for the current route.

The type and frequency of navigation messages depends on the driving situation, like the start of the route guidance, whether you are driving on a highway or roundabout, and your settings.

If the destination cannot be reached exactly, for example, because it isn't in a digitized area, there will be a navigation announcement that the “Destination area” ha been reached. Messages about the direction and distance to your destination will also be displayed on the screen.

During dynamic route guidance, reported traffic incidents on the route are announced. There will be another announcement if the route is recalculated due to a traffic incident.

You can adjust the volume during a traffic announcement. All other navigation announcements will then play at that volume.

Navigation messages will not be given if the Infotainment system is muted.

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example in a tunnel or in an underground garage, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized in the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

Routing is subject to ongoing changes, like new streets, construction zones, road closures, or changes to street names or house numbers. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

Equipment and symbols of the navigation system

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

Requirements and restrictions

✓ Some symbols and function buttons can only be seen during active route guidance and are not available in every country. Inactive symbols and function

buttons are grayed out.

✓ If there is an active Car-Net subscription, the results will include online information, such as the number of parking spaces and fuel prices.

General symbols

Displays destinations that were stored manually and imported vCards.

Displays destinations that were stored as favorites.

Estimated arrival time at the destination.

Trip duration display.

Distance to the destination.

ETC Toll roads (Japan).

VICS/ETC2 (Japan).

Closes the window and returns to the previous view.

Before route guidance

Opens the input screen for entering a destination (before route guidance starts).

Function button to switch the search options.

▶ Alternative routes.

During route guidance

▶ Plan a route manually using individual destinations.

▶ Change the route on the map. To do this, press and hold the route with your finger at the desired point on the screen and move it. Route guidance continues after confirming the new route that was entered.

▶ Avoid traffic jams ahead. To do this, enter the estimated length of the traffic jam.

▶ Enter a destination using stored destinations.

▶ Stop route guidance.

My destinations (destination memory)

Opens a list with various functions.

- ▶ Stores the current position as a destination.
- ▶ Tap to open, change, or create routes. Routes created online can be sent to the vehicle via the Customer Web Portal and then used.
- ▶ Destinations (using the drop-down menu).

Display of destinations that were stored manually.

Displays destinations that were stored as favorites.

Displays the phonebook entries with stored contact data (mailing address).

Displays destinations stored online in the Car-Net portal.

- ▶ Opens the last destinations.
- ▶ Home address. Starts the route to the home address. If no home address is stored yet, one can be assigned. Saving a new home address overwrites the previous one.

POI search

POI search in the surrounding area. The following categories are available:

- ▶ Gas stations.
- ▶ Places with parking.
- ▶ Charging stations.

Changing the view

Switches between the navigation map and satellite map.

Displays the entire route on the map.

Displays the destination on the map.

Displays the Range 360 view on the map.

- Tap to select the 2D or 3D view.
- Tap to show or hide the split screen.
- Tap to select the day or night view manually or have it automatically controlled.
- Shows or hides points of interest.

Operating the audio or media source

Media mode: starts playback and stops and skips to the next or previous track.

Radio mode: switches between stored or receivable stations.

Announcements

Adjusts the announcement volume.

Repeats the last navigation announcement.

Mutes navigation announcements.

- Tap and move the slider to increase the volume of the navigation announcement.

Setup

Opens the settings menu.

Changing the map scale

Switches the automatic map scale on or off. Tap on the respective symbol on the map to do this. The map scale is displayed on the symbol.

Switches the automatic map scale on or off. Tap on the respective symbol on the map to do this. The map scale is displayed on the symbol.

Selects the automatic map scale. If the function is active, the symbol will be displayed in blue. The symbol switches from to .

Briefly zoom into the map section. The display automatically returns to the last selected scale after a few seconds.

Zooms in on the map section manually.

Zooms out on the map section manually.

No GPS reception. Hidden when there is reception.

Elevation

Elevation above sea level in meters.

Flexible function button

Centers the vehicle location in the map segment. Only appears if you moved the map section with your finger.

Centers the destination or route in the map section. This function button is only visible when *Display destination on the map* and *Entire route* is selected.

Switching the map view

Shows the map in the selected 2D or 3D view.

Orients the map view in the direction of travel or facing north.

Manually installing and updating navigation data

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

The Infotainment system is equipped with an internal navigation data memory. Depending on the country, the required navigation data may already be installed.

The Infotainment system requires the most up-to-date navigation data in order to make full use of all of the available functions. Navigation could be impaired if an older version of the navigation data is used.

Current navigation data can be downloaded online at www.volkswagen.com and stored on a compatible SD card or a USB data carrier.

An SD card will operate at higher speeds in the SD1 card slot. Appropriate SD cards are available from an authorized Volkswagen dealer or authorized Volkswager Service Facility. Suitable USB data carriers are available from retailers.

The navigation data must be installed in the device. Navigation using the SD card or USB data carrier is not possible.

WARNING

Updating the navigation data while driving could result in accidents and serious injuries.

- Only update the navigation data when the vehicle is stationary.

Volkswagen recommends updating the navigation data regularly.

Installing navigation data manually

The ignition must remain switched on during the installation process. The process may take up to four hours, depending on the amount of data and the SD card or USB data carrier that is used.

If the Infotainment system is switched off during the process, installation will be interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto an SD card or USB data carrier.
2. Switch the ignition on.
3. Insert an SD card or USB data carrier with the stored navigation data.

   Do not remove the SD card or USB data carrier while it is being checked. Wait until the checking display disappears.
4. Import stored navigation data: Tap MENU ▶ ▶ ▶ Version information ▶ Update software.

   Or: tap MENU ▶ SETTINGS ▶ System information ▶ Update software.
5. Follow the instructions on the screen.

NOTICE

Do not remove the SD card or USB data carrier while navigation data is being used. This can damage the SD card or USB data carrier.

Before removing the SD card, it must be prepared for removal. It is not possible to use navigation and receive TMC messages without an SD card.

The SD card with the navigation data cannot be used as a storage medium for other files. Any saved files will not be recognized by the Infotainment system.

Updating navigation data online

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

The Infotainment system supports online downloading of regional navigation data for areas near the vehicle. A complete update (for example, the entire country) can only be done using a USB data carrier.

Requirements for an online download:

✓ The vehicle has an existing Internet connection.

✓ The vehicle has an active Volkswagen Car-Net user account.

Each country is divided into multiple update regions. The number of regions varies from country to country. A regional online update is limited to areas where the vehicle has spent a significant amount of time.

A pop-up window will appear on the Infotainment system screen if a regional update is available. Confirming the pop-up will start the download of the regional online update. If you decline the pop-up, the online update can only be started manually by tapping SETUP ▶ Version information ▶ SETUP ▶ Version information ▶ Update (Online).

A message on the Infotainment system screen may indicate when the download is completed. The installation of the navigation data will start automatically in the background.

The online download and the installation of update packages can be interrupted (for example, by switching the ignition off). They will resume automatically once the requirements listed above are once again met.

If the navigation data is too outdated, then an online update will not be possible. A complete update must be performed in order for online updates to be possible again in the future.

Automatic updating of navigation data is only possible if permitted by the selected offline mode settings. Updates will not be carried out in offline mode.

Starting route guidance

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

Selecting the destination and starting the navigation system

Destination inputs are located in the navigation system main menu.

Go to the input screen: MENU ▶ ▶ .

Or: tap navigation map.

Function Button and Effect:

	Opens the selection list for entering a destination.
	Enter a new destination.
	Tap the Options function key and select the desired destination input (Address, Online POI, POI or In map).
	Opens the last destinations.
	Tap to delete individual characters.

After a country and city/town have been entered, route guidance to the center of the selected city/town can be started.

Map codes, phone numbers, and texts can only be used for route guidance if this destination data is recognized by the navigation system.

Enter the navigation destination as accurately as possible. If you only give examples, then route guidance may not occur or may lead you to an incorrect destination. The system suggests possible destinations while you are entering text.

When narrowing down a destination address, keep in mind that each item entered narrows down the possible selections you can make. For example, if the street you are searching for is not within the postal code you entered, you will not be able to find it when it is time to select the street.

Only adjust settings, enter destinations, or change navigation information when the vehicle is stationary.

Selection list for destination entry

Open the selection list: MENU ▶ ▶ ▶.

The selection list offers the following options for entering a destination:

- Entering a POI or address.
- Entering the address in segments
- Online POI search.
- POI search along the route
- Selecting a destination on the map

Select the destination on the map and starting the navigation system

Go to the navigation map: MENU ▶ .

The current location will be displayed in the map view.

- Move the map with your finger until the desired destination can be selected.

Entering a destination directly with the navigation map is not possible in all geopositions within the country. The number of possible destinations depends on the version of the data.

The navigation map for your country contains active areas at many locations where destinations can be entered without searching. To do this, tap your finger on the desired location on the map. If active map data is available at this location, a split screen will appear for the destination you have entered.

Splits the map display and opens a split screen with additional functions and information.

Splits the map display and opens a split screen with additional functions and information.

Starts route guidance.

Tap to search in the surrounding vicinity.

Tap to add as stopover (only when route guidance is active).

Changing the route using the navigation map

The route to the destination can be changed using the navigation map. To do this, tap and hold on any section of the route until crosshairs appear on the Infotainment system screen. You can then move the crosshairs to any other available section of road.

The route will be recalculated automatically once the input is confirmed.

The route will not be changed if the input is canceled.

Traffic information

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

The Infotainment system continuously receives traffic messages (TMC) in the background if a TMC traffic station can be received at the current location. You do no have to be listening to the traffic station.

By receiving online traffic information, real-time information about accidents or other incidents can be received from the Internet.

This data is needed for the traffic flow display and for dynamic route guidance.

If online traffic information cannot be received, the traffic information will be automatically received via TMC/TMCpro. In this case, the traffic flow display will not be available.

Receive traffic information via SiriusXM®

If this function is activated, the Infotainment system can receive traffic information via satellite radio with SiriusXM®.

By receiving traffic information, real-time traffic information about accidents or other incidents can be received from SiriusXM™ satellite radio mode.

This data is needed for the traffic flow display and for dynamic route guidance.

If traffic information cannot be received, the traffic information will be automatically received via TMC. In this case, the traffic flow display will not be available.

Requirements:

✓ "Traffic Channel" must be activated in SiriusXM®.

✓ Traffic flow must be activated in the Traffic flow settings menu.

Traffic reports

Traffic reports such as traffic jams or stop-and-go traffic are displayed on the navigation map as symbols.

If route guidance is active, traffic reports on the current route will be displayed on the route plan.

Displaying traffic reports

1. MENU ▶ TRAFFIC.

   Or: tap the INFO button.

2. To exit the TRAFFIC menu, either press the MENU or HOME function button.

3. Tap ▽ and select All or Route.

All — Displays all traffic reports received.

Route — Displays received traffic reports that affect the current calculated route.

Examples for traffic reports on the map:

- Stop-and-go traffic.
- Traffic jam.
- Accident.
- Ice.
- Slip hazard.
- Danger.
- Construction zone.
- Strong wind.
- Road closed.

Dynamic route guidance

For dynamic route guidance, Dynamic route must be activated in the route options.

If a traffic incident is reported on the current route during route guidance, a detour will be calculated if the Infotainment system determines that it will save time.

If a detour will not save any time, navigation will continue to use the route that travels through the traffic incident. There will be an audio message in either case.

There will be another message shortly before the traffic incident is reached.

The route ahead can also be blocked manually in order to cause the route to be recalculated.

Traffic incidents that are **not** on the calculated route are displayed in gray during route guidance.

A red line indicates the section of the route that is affected by a traffic incident.

Incidents that affect the calculated route and that have caused it to be recalculated are shown in orange.

The location of an icon indicates the beginning of a traffic incident, if it can be clearly determined based on the traffic report.

Traffic flow display

Online traffic information is displayed in color in the map view.

Colored warning icons show the beginning of an upcoming traffic incident. Traffic incidents with gray warning icons are not on the planned route.

Red line: traffic jam or stop-and-go traffic. There is considerable congestion on this segment.

Orange line: slow-moving traffic. There is congestion on this segment.

Green line: traffic is flowing smoothly. There are no traffic incidents reported at this time.

Traffic flow settings

- MENU ▶ Map ▶ Open Traffic flow settings.
- **Or:** tap Map ▶ Traffic flow settings.

Route (route plan)

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

Multiple destinations can be defined in the route plan one after another. A trip that contains multiple destinations is called a "route".

The route “starting point” is always the vehicle position as determined by the Infotainment system. The “destination” is the end of the route. “Stopovers” are travelec to before the destination. You can also move stopovers to another position within the list.

Open route plan when route guidance is active: MENU ▶ ▶ ▶ ROUTE INFORMATION.

Symbol and Meaning:

Route starting point.

Stopover on a route.

When there are multiple stopovers, a small number will appear that indicates the sequence within the route.

Moves the stopover. Tap the symbol in the list, press and hold it, and move it.

Destination. Route end point.

Estimated arrival time at the destination.

Distance to the destination.

Symbols That Appear After Tapping on a Destination:

Deletes the destination.

Starts direct route guidance to the selected destination. Destinations that are located before the selected destination are omitted.

Opens the detailed view for the respective destination.

Online Route Calculation

Requirements:

✓ The vehicle has an active Car-Net subscription.

The routes are calculated online if the system can establish an active connection. All traffic reports are calculated during route planning, even if they have not been received by the vehicle yet.

Open additional window

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

Using the functions of the Navigation system may cause a dialog box to open with additional options. The options available depend on the function used. The information displayed depends on the function that is selected in the drop-down menu.

Showing or hiding the additional window

1. Tap View in the Navigation ▶ main menu.
2. To show additional windows, tap Additional window to activate.
3. Tap ... in the additional window to select a display option.

Display and Meaning:
Audio.
Compass: displays the direction of travel based on a north-south orientation.
Driving maneuver display.
Route section display with lane recommendations when route guidance is active.
Most frequent routes when route guidance is not active.
Map in map.
Range 360 display.
Hi-pass lanes: hi-pass lanes are sections where tolls are collected electronically. Hi-pass lanes are shown in the maneuver display. This function is deactivated and can be activated in the settings.
Toll cost display: the toll costs for the entire route are displayed in the current route information.

Current position information:

Latitude.

Longitude.

Elevation above sea level in meters.

Number of satellites whose GPS signals are currently being received (for example, 3 of 16).

Closes the split screen.

The split screen currently includes another level with information. Tap the symbol to open. It appears instead of ×.

Image navigation

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

You can use the online "Volkswagen NAV Companion" to add address details to your own images, which you can then save onto compatible data media.

You can find out how to do this on the Volkswagen NAV Companion website.

Take into account the prerequisites and check which image formats are supported.

Select image and start route guidance

1. Insert the data carrier on which the images are saved or connect it to the Infotainment system.
2. Press the MENU button.
3. Tap Images.
4. Select the data media on which the saved images are stored.
5. Select the relevant image.
6. To start route guidance, tap .

Alternative routes

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

Fig. 118 Route calculation.

After route guidance has started, the route to the first journey destination is calculated.

Depending on your chosen settings, three **alternative routes** may be suggested when route guidance has started *fig. 118*. These three routes are calculated to offer you a choice between *economical*, *fast* and *short*.

Route criteria: Meaning
Blue route : takes you on the most *economical route*.
Red route : *fast route* to the destination, even if detours are necessary.
Orange route : *short route* to the destination, even if the travel time is longer. Route guidance may include roads that are not commonly used, such as side roads.

1. Choose your route by tapping on the right of the map.

The setting for route criteria in the Route options menu changes accordingly.

If no route is selected, route guidance starts automatically after one minute based on your chosen settings in Route options.

Note: With trailer recognition active, the arrival time (ETA) suggested by route guidance is calculated based on a maximum speed of 50 mph (80 km/h), depending on the country. This results in a longer travel time than with trailer recognition deactivated.

Voice guidance (navigation announcements)

The first navigation announcement is given after the route has been calculated. There will be up to three navigation announcements before a turn, such as “Turn le soon”, “Turn left in 900 feet (300 meters)”, and “Turn left now”.

1. Press the control knob to repeat the last navigation announcement.

The type of road and the driving speed determine the distances that are announced. Navigation announcements are given much earlier on highways, for example, than during city driving.

In the case of multi-lane roads, branching roads, and traffic circles, appropriate navigation announcements will be given, such as “Exit traffic circle at the second exit”.

Upon reaching the destination, there will be a navigation announcement indicating that the “destination” has been reached.

If the destination cannot be reached precisely because it is located in a non-digitized area, there will be a navigation announcement indicating that the “destination area” has been reached. The direction of the specified destination and the distance to it is also indicated. Navigation continues “offroad”.

During **dynamic route guidance**, reported traffic incidents on the route are announced. There will be another announcement if the route is recalculated due to a traffic incident.

The volume during a navigation announcement can be adjusted to a defined minimum and maximum volume using the rotary knob and push-button. All other navigation announcements will then play at that volume.

If a turn was missed during route guidance and it is not possible to turn around, continue driving until the navigation system offers an alternative route.

The quality of the driving directions provided by the Infotainment system depends on the available navigation data and any reported traffic incidents.

Mobile phone interface

Introduction

Using the phone interface, you can connect your cell phone to the Infotainment system and control the phone functions via the Infotainment system. The sound is played back via the vehicle speakers.

The functions described in the following information can be opened on the Infotainment system screen if a cell phone that is turned on is paired and connected to the system. The functions that are available depend on the cell phone that is used.

You can connect multiple cell phones to the Infotainment system at the same time. However, only one device is active at a time and can be used to make calls. The second connected device, or any other connected devices, can receive calls via the Infotainment system and be used to play media.

The phone interface functions will not be available if there is no cell phone paired and connected with the interface.

High speeds, poor weather and road conditions, a lot of background noise (even outside the vehicle), and the network quality can impair phone calls in the vehicle.

The phone interface may contain a compensator which offsets disruptions to the cell phone reception and also improves the transmission and reception performance of the cell phone.

Prior to the first use

- ✓ Follow all safety precautions ⇒ *Safety instructions*.
- ✓ Check if your cell phone is suitable and if the Bluetooth® function is supported.
- ✓ Activate Bluetooth® in the cell phone and set it to visible.
- ✓ Pair and connect the cell phone to the Infotainment system.

You generally only need to pair a device (such as a cell phone) once. You can reestablish the connection to the Infotainment system at any time via Bluetooth or Wi-Fi, without re-pairing your device.

Only use compatible Bluetooth® devices.

Most electrical devices are shielded against high-frequency signals. However, in some rare cases, electronic devices may not be shielded against high-frequency signals from the mobile phone interface. Interference can result from this.

Observe any country-specific regulations when using a headset.

Mobile phone interface equipment and symbols

Symbols in the main menu

Some symbols and functions are only available during a phone call.

This chapter describes the meanings of symbols and function buttons.

Contacts.

Incoming and outgoing calls lists.

Dial telephone number.

Set up a telephone connection with voice commands.

Open Favorites.

Indicator for an existing Bluetooth® connection to a cell phone.

Current mobile phone signal strength.

Battery charge level of the cell phone. This symbol is only displayed if the cell phone is connected via the Bluetooth® Hands-Free Profile (HFP).

Mobile phone interface settings.

Symbols for telephone calls

The symbols may look different depending on the Infotainment system.

Start a call or bring it to front.

End or decline a call.

Open contact list.

Opens a detail view of the contact.

Have the voice control read out contact names.

Send a text message to the contact.

Dial telephone number.

Mute or switch on the hands-free system.

Mute or switch on the hands-free system.

Have a conversation via the mobile phone interface.

Switch on the ring tone mute or pick up.

Switch on the ring tone mute or pick up.

Put a call on hold.

Put a call on hold.

Continue a call.

Start a conference call.

Starts route guidance to a contact as long as there is a complete address stored for the contact.

SOS Make an emergency call.

SOS Make an emergency call.

Receive breakdown assistance.

Receive information about Volkswagen and various value added traffic and travel services.

Receive information about Volkswagen and various value added traffic and travel services.

Voice mail.

Voice mail.

Call list symbols

To open the call lists, tap on .

Received incoming call.

Outgoing call.

Missed call.

Transfer the phone number into the *Enter telephone number* menu.

Telephone number (company).

Telephone number (private).

Mobile telephone number (company).

Mobile telephone number (private).

Fax device (private).

Fax device.

Locations with special regulations

Switch off the cell phone and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. These include, for example:

- Areas near pipes and tanks containing chemicals
- Lower decks in ships and ferries
- Areas near vehicles powered by liquefied petroleum gas (such as propane and butane)
- Areas with chemicals or particles in the air, such as flour, dust, or metal powder
- All other locations where the vehicle engine or the cell phone must be switched off.

WARNING

Switch off the cell phone at locations where there is a risk of explosions.

NOTICE

The cell phone must always be switched off in areas with special regulations relating to or prohibiting the use of cell phones. Radiation from cell phones that are switched on can interfere with sensitive technical and medical devices, potentially causing malfunctions or damage to the devices.

Pairing of Bluetooth® devices

Bluetooth® technology connects a cell phone to the vehicle's phone interface. Initial pairing is required in order to use the phone interface with a cell phone.

Pairing takes several minutes. Pairing can only take place when the vehicle is stationary.

Requirements

- ✓ Switch the ignition on.
- ✓ Switch on the cell phone.
- ✓ If necessary, disconnect the headset from the cell phone.
- ✓ Activate the Bluetooth® function on the cell phone and on the device or set it to visible.
- ✓ End any active calls on the cell phone as well as any automatic Bluetooth ® connections if necessary.
- ✓ Deactivate the automatic keypad lock and screen saver.

You will need to enter information using the cell phone keyboard during the pairing process. Refer to the operating instructions for the cell phone.

Bluetooth® technology

Some cell phones are detected automatically and connect when the ignition is switched on if the device has been previously connected to the system. For this to happen, the cell phone and the Bluetooth® function on the cell phone must be switched on, and all active Bluetooth ® connections to other devices must be disconnected. It may be necessary to input other information on the cell phone.

There is no cost for the Bluetooth® wireless connection.

Bluetooth® profiles

If a cell phone is connected to the phone interface, data can be exchanged via one of the Bluetooth ® profiles listed in the information that follows.

The availability of Bluetooth® profiles depends on the country, the vehicle equipment and the cell phone.

Bluetooth® profile: description	
HFP	**Hands-Free Profile** If a cell phone is connected to the phone interface via HFP, calls can be made wirelessly through the hands-free system.
MAP	**Message Access Profile** If a cell phone connected to the phone interface supports the MAP function, text messages and e-mails can be received, displayed, and sent through the phone interface.
PBAP	**Phonebook Access Profile** PBAP allows access to the phonebook in a connected cell phone.
A2DP	**Advanced Audio Distribution Profile** Profile for transmitting audio signals in stereo quality (music playback).

Bluetooth® profile: description	
AVRCP	**Audio Video Remote Control Profile** Profile for displaying song information and controlling playback on a cell phone.

NOTICE

If authorization takes place via the cell phone, the “Message Access Profile” (MAP) and the “Phonebook Access Profile” (PBAP) will be automatically connected with the “Hands-Free Profile” (HFP). If the cell phone is connected with the “Advanced Audio Distribution Profile” (A2DP), the “Audio Video Remote Control Profile” (AVRCP) will be automatically connected as well.

Coupling, connecting and managing

Before the phone interface can be used, an initial pairing process with the cell phone is required in order to make both devices available to each other. A user profil is created in the phone interface. The cell phone is uniquely assigned to it.

Each cell phone must be paired initially with the phone interface via Bluetooth ®.

Several cell phones can be paired with the Infotainment system, but only one cell phone can be connected to the Infotainment system at a time.

When the Infotainment system is switched on, it will automatically try to connect to the cell phones that were most recently connected. If the system cannot connec to these cell phones, the phone interface will attempt to connect to the next cell phone on the list of paired cell phones.

The maximum range of a Bluetooth® connection is about 33 feet (11 meters). The Bluetooth ® connection will be disconnected if this distance is exceeded. The device will automatically reconnect once the cell phone is within Bluetooth® range.

Pairing takes several minutes. Pairing can only take place when the vehicle is stationary.

For additional information on pairing and connecting cell phones, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

To help prevent unauthorized use, visibility should be deactivated on the cell phone after successfully pairing.

When running a device search, select a location where there are likely to be few visible cell phones.

Starting pairing through the Infotainment system:

1. Tap MENU ▶ PHONE.
2. Tap ▶ Find cell phone.

   Or: press the PHONE button.
3. Tap Find telephone.

   Or: tap Settings ▶ Select cell phone.

   When the search process has been completed, the names of the cell phones that were found will be displayed on the screen.
4. Select the cell phone to be paired from the list of cell phones found.

The Infotainment system and the cell phone will now be paired with each other. In some cases, you may need to enter additional information on both the cell phone and in the Infotainment system in order to complete the pairing process.

1. Confirm the pairing on the cell phone if necessary.
2. **Depending on the cell phone:** Enter the PIN shown on the Infotainment system screen on the cell phone and confirm.

   Or: compare the PIN displayed on the Infotainment system screen with the PIN displayed on the cell phone. If it is the same, the code must be confirmed on both devices.

Once pairing has completed successfully, the PHONE main menu is displayed and the phonebook, call lists, and text messages stored in the cell phone are loaded automatically. A confirmation on the cell phone may be necessary.

The amount of time needed for the transfer depends on the amount of data stored on the cell phone. After the transfer is complete, the data will be available in the Infotainment system.

Bluetooth® coupling via NFC

NFC is not available in all countries and on all vehicle models.

Prerequisites for one-off coupling:

✓ Storage compartment with cable-free charge function (storage compartment with interface for mobile telephone) is fitted in the vehicle.

✓ NFC is activated on the cell phone.

1. Open menu Telephone settings and tap on Select cell phone.
2. Unlock the cell phone.
3. Place the cell phone in the correct position on the wireless charging shelf.

4. Pair Bluetooth using the displays on your cell phone, and continue and confirm on the vehicle screen.

The cell phone is paired with the Infotainment system.

While the Infotainment system is in the Known cell phones menu, the wireless charge function is deactivated. Cable-free charging is reactivated if you leave the menu.

Types of phone interface

Some symbols and functions are only available during a phone call.

Depending on your vehicle equipment, you can choose between two types of mobile phone interface:

- Phone interface basic configuration.
- Convenience phone interface.

Phone interface basic configuration

The phone interface basic configuration uses the Bluetooth® Hands-Free Profile (**HFP**) for transmission. This enables the use of phone functions via the Infotainment system and played back via the vehicle speakers.

If a cell phone is connected to the phone interface via Bluetooth® Hands-Free Profile (HFP), calls can be made wirelessly through the hands-free system.

The exterior vehicle antenna cannot be used for this.

Convenience phone interface

Just like the basic configuration of the phone interface, the Convenience phone interface uses the Bluetooth® Hands-Free Profile.

The Convenience phone interface can be equipped with the wireless charging function ⇒ *Wireless charging function*.

In order to use the features of the wireless charging function, you need to place a suitable cell phone correctly in the storage compartment. This will then connect the cell phone to the vehicle antenna. This improves reception and call quality.

Wireless charging function

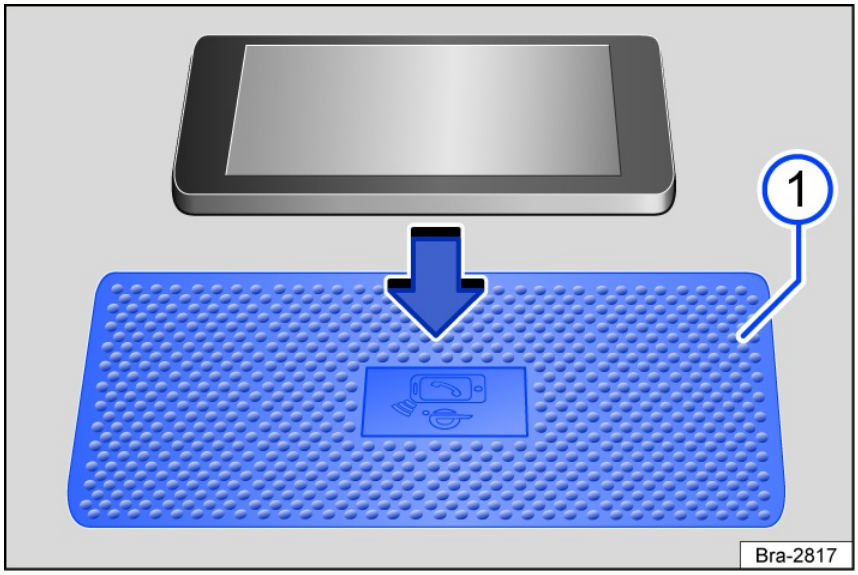

Fig. 119 Diagram: storage compartment with a liner pad for wireless charging. The symbol on the liner mat may look different in some vehicles.

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.

The maximum charging power is 5 watts.

Only Qi-capable cell phones without a protective case and a maximum total length of approximately 140 mm may be placed on the wireless charging shelf.

The Qi standard allows suitable Qi-capable cell phones to be charged wirelessly. Wireless charging is not available in all countries and all vehicle models.

In some vehicles, a “phone symbol” on the liner mat indicates the center position for the wireless charging function *fig. 119*.

To charge a Qi-capable cell phone, place it in the center of the storage compartment with the display facing up *fig. 119*. The charging process starts automatically after that. The operating instructions or the cell phone manufacturer will indicate if the cell phone supports the Qi-standard.

The Infotainment system installed at the factory informs you when the charging process is starting and if there are any foreign objects with metal components, such as coins, keys, etc., in the storage compartment. **Remove foreign objects immediately.**

If the cell phone is not positioned correctly or if it is too large, it may not be detected correctly or detected at all. The system may then notify you of a foreign object on the surface. Correcting the position on the surface may correct the malfunction.

Qi-capable cell phones that are too large cannot be charged wirelessly.

WARNING

Metal objects on the shelf can become very hot. This may cause burns to the skin or a fire.

- Do not place metal objects or objects with metal components on the wireless charging shelf.

NOTICE

If any ID cards or credit cards are placed on the shelf, data stored on the magnetic strips or the chip could become unusable.

- Do not place any ID cards, credit cards, etc. with magnetic strips or with a chip on the wireless charging shelf.

NOTICE

The charging time and temperature will vary depending on the cell phone that is used.

NOTICE

To reduce the risk of malfunctions, make sure the cell phone is positioned correctly on the shelf.

Using a phone

Open the mobile phone interface

1. Tap MENU ▶ .

Accepting or declining a call

When there is an in incoming call, the caller's number is displayed in the center of the screen. To accept or decline the call, press the corresponding button.

The caller's name will be displayed if the number is saved in the phonebook.

If a call is accepted, the screen display will change to call mode.

Using a phone

Select a telephone number to make a call. Various functions are available for selecting the telephone number.

Manually entering the telephone number

1. To enter the telephone number, tap .
2. Tap to make the call.

Using contact data

If a contact has multiple telephone numbers, you must select it accordingly.

1. Tap . Tap the contact on the list to make the call.

   Or: enter the name of the contact to search for in the input field.

   Or: Browse the contact list and tap the desired contact.

   Or: Tap a favorite to make the call.

Using a call list

The phone interface displays the call list for the cell phone. Frequently used telephone numbers are displayed under Favorites. You can make calls via the call list.

1. Tap ▶ All. Tap on a number in the list to make the call.

   Or: Filter the call list (e.g. by missed calls, selected numbers or favorites). Tap a number on the filtered list to make the call.

Opening voicemail (if available)

1. Tap to make a call.
2. If no phone number is stored for the voice mailbox, enter the phone number and press OK to confirm.

Enter the country code

When entering a country code, the “+” symbol can be entered instead of the first two digits (for example “00”).

1. Tap and hold the 0 function key for about two seconds to add the “+” sign.

While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Sending text messages (SMS)

To receive, display, and send text messages through the Infotainment system, the following requirements must be met:

1. The Infotainment system must be connected to a compatible cell phone via the **rSAP** Bluetooth® profile.

   Or: a cell phone is connected via Bluetooth® **MAP**.

To store new text messages, make sure there is enough free memory space on the SIM card. Delete existing text messages if necessary.

Due to the large number of cell phones that are available, there is no guarantee that all functions will always be available.

Opening the text message menu

1. In the PHONE menu, tap ▶SMS or Messages.

Possible functions:

The number of available functions depends on the cell phone that is connected.

- Create and send text message.
- Display received, drafted, deleted and sent text messages.
- Open inbox and outbox.
- Send contact details for a contact in the contact list.
- Select a text template from the list.
- Tap to have text messages read by voice control.
- Tap to forward a text message.
- Opens the number pad to enter a phone number.

  Or: select a recipient from the contacts list.

  Tap to add additional recipients by entering a phone number or selecting from the contact list.

Phonebook

Select contacts

This first time a cell phone is paired with the Infotainment system, the phonebook is saved in the Infotainment system. After the initial pairing process, it may take several minutes before the phonebook data from the cell phone is available. If necessary, confirm the transfer on the cell phone.

Depending on the device, only contacts from the phone's memory may be loaded.

The phone directory is updated after each new connection. During the update, the present phone directory can still be used.

The contacts can also be accessed during a call.

If an image is stored with the contact, it can be displayed in the list next to the entry.

Select a telephone number or a contact to make a call. Various functions are available for selecting the telephone number.

Opening and searching the phonebook

1. Press or to open the phonebook.
2. Turn the control knob to scroll up or down in the phonebook. A phonebook entry is always marked when doing this.

   Or: Scroll through entries with the and buttons or with the and function keys.

   Or: Swipe two fingers up or down on the screen. A window shows the letter that is currently selected.
3. Briefly press the control knob to select the desired phonebook entry.

If only one phone number is stored for the selected phonebook entry, then it will be dialed immediately.

If two or more phone numbers are stored for the selected phonebook entry, a submenu with all of the stored phone numbers will open. Select the desired phone number to start dialing.

Using the search screen to select a contact

1. Tap Search to open the search screen.
2. Enter the name to find in the search screen. Each time a character is entered, a contact will appear in the input field.
3. The number of matching results will be displayed to the right of the input field. Tap the function key to switch to the list view.
4. Browse the list and tap the desired contact to call the contact.

Leaving a submenu or the phonebook

1. Tap .

   Or: Briefly press the PHONE button.

The display always goes back one level, from a submenu to the phonebook, and from the phonebook to the PHONE main menu.

Favorites (speed dial buttons)

A speed dial key can be assigned with a favorite from the phone directory. If the entry contains an image, it is displayed on the speed dial key.

All favorites must be programmed manually and are then assigned to a user profile.

Favorites view

1. Tap ▽ to switch to the Favorites view.

   To select a contact as a favorite in your address book, tap an empty favorite space. Selecting a location with a favorite assigned will dial the number associatec with this favorite.

Assigning a favorite

1. In the PHONE menu, tap an **unassigned** function button.
2. Tap Search to select a contact.
3. Tap a contact in the phone directory. If a contact has multiple telephone numbers, tap a number on the list.

Editing a favorite

1. In the PHONE menu, press and hold the favorite until the contact list opens.
2. Select the desired contact from the list. If several phone numbers are stored for the selected contact, select the desired number.
3. Edit contact.
4. To close the contact list without saving any changes, tap ↩.

Deleting a favorite

1. A favorite can be deleted in the User profile settings menu under Manage favorites.

Calling a favorite

1. In the PHONE menu, tap a function key that has the relevant favorite assigned in order to call the stored number.

Favorites are not automatically updated. If the phone number for a contact changes, the speed dial key must be reassigned.

Transporting

Stowing luggage and cargo

Stowing luggage securely in the vehicle

- Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.
- Always stow luggage and heavy objects in the 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 ⇒ *Technical data*.
- Secure objects in the luggage compartment using suitable cords or straps on the tie downs ⇒ *Luggage compartment features*.
- Also store small objects securely.
- If necessary, fold the rear seat backrest down and lock it securely.
- If necessary, adjust the headlight range ⇒ *Headlight range control*. Vehicles with dynamic headlight range control will adjust automatically.
- Adjust the tire pressure based on the load. Follow the tire pressure label ⇒ *Tire pressure*.

⚠ WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior. To reduce the risk of damage, note the following:

- Store all objects securely in the vehicle. Follow 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.
- Never stow objects in a location that requires you to adjust any seats to an incorrect seating position.
- If stowed objects block a seat, then no one should use this seat.
- Do not leave hard, heavy, or sharp objects loose in the open 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

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. If not stored or secured correctly, heavy objects can cause you to lose control of the vehicle and cause serious injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- When transporting heavy objects, the vehicle handling performance may change due to the shift in the center of gravity.
- Always distribute the load evenly and as low down in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Loose objects in the luggage compartment can slide around suddenly and alter the vehicle handling.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Accelerate with extra care and caution.
- Avoid sudden braking or driving maneuvers.
- Apply the brakes earlier than usual.

NOTICE

Abrasive objects on the rear windows can cause damage, for example to the heating elements for the rear window defroster.

NOTICE

Do not attach a luggage rack or any other kind of carrying system, e.g. bicycle rack, to the vehicle's spoiler.

Luggage compartment floor

Luggage compartment floor - functions

Luggage compartment floor - functions

Fig. 120 In the luggage compartment: opening the luggage compartment floor.

Opening the luggage compartment floor

1. Slide your fingers into the opening in the luggage compartment floor *fig. 120* (magnified detail) or, depending on the vehicle equipment, into the recessed grip in the luggage compartment floor, and then lift the luggage compartment floor or remove it from the luggage compartment entirely.

Closing the luggage compartment floor

1. Guide the luggage compartment floor downwards and lay it down in the luggage compartment → ⓘ.

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.

Luggage compartment features

Tie-downs

Fig. 121 In the luggage compartment: Tie-down.

(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. 121*.

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.
- Depending on the vehicle equipment, follow any signs about storing cargo in the luggage compartment.
- Never secure a child restraint to the tie-downs.

WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs. The hooks attached to them can cause serious injuries.

- When securing elastic tensioning straps, always protect your eyes and face from injury.
- When securing, always hold the elastic tensioning straps securely so that they cannot slip off and rebound.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first, then pull them to the loading edge and secure them to the tie-downs there. If the tensioning straps slip they will spring away from your body.

Suitable straps and cargo securing systems are available from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer towing

Trailer towing information

The vehicle is **not** designed for towing a trailer. No trailer hitch may be retrofitted.

WARNING

Mounting a trailer hitch on the vehicle can lead to accidents and serious injuries when operating the vehicle.

- Never mount a trailer hitch on the vehicle.

NOTICE

Mounting a trailer hitch can lead to serious vehicle damage.

Roof rack technically not possible

Information on the roof rack

For technical reasons, the vehicle body is **not** designed for attachment of a roof rack.

The vehicle is *not* designed for the use of a roof rack. *No* roof rack may be used or retrofitted.

WARNING

If a roof rack is installed on a vehicle that is *not* designed for the use of a roof rack, accidents and injuries can occur.

- Never install a roof rack on the vehicle.
- If a roof rack is not approved but is installed anyway, the rack could come loose while driving and fall off the roof.

NOTICE

Installing a roof rack of any kind can cause significant damage to the vehicle.

Fuel and emissions control system

Safety precautions for handling fuel

WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, switch off the engine, the ignition and your cell phone, as well as other radio equipment.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

WARNING

Refueling incorrectly can cause fires, serious injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

CAUTION

Fuel may leak out of reserve canisters. This can cause fires and injuries.

- Do transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Fuel types and refueling

Introduction

The fuel filler flap is located on the right rear side of the vehicle.

Designation of fuels and fuel standards

Refer to ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

Fig. 122 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. When your vehicle leaves the factory there is a fuel information sticker inside the tank flap with notes about the minimum required fuel type for your vehicle *fig. 122*.

The name specifies which fuels are suitable for the vehicle. This is a minimum requirement ⇒ ⓘ.

Fuel standards

The fuel used must meet one of the following standards. The vehicle must not be refueled with other fuels ⇒ ⓘ.

If fuel with the specified standards is not available, contact suitably qualified professionals for information about which fuels are suitable for the vehicle. Volkswager recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Gasoline

Gasoline and methanol mixture

- AKI 87 or higher
- Maximum 3 % methanol

Gasoline and ethanol mixture

- AKI 87 or higher
- Maximum 15 % ethanol

Gasoline and MTBE mixture

- AKI 87 or higher
- Maximum 15 % MTBE

ⓘ NOTICE

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Before refueling, check if the fuel specification at the fuel pump meets the vehicle specifications.
- Only refuel using fuels that conform to the specified standards and name to reduce the risk of damage to the fuel system and engine malfunctions.

Gasoline

Refer to ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

Gasoline types

The gasoline types differ in terms of their AKI (Anti-Knock Index) specification, which is given from the formula (RON+MON)/2, or the Research Octane Number (RON) specification. The vehicle may also be fueled with gasoline that has a higher AKI or RON than what is required by the engine. However, this will not improve fuel consumption or engine power.

The fuel label may include multiple types of gasoline, e.g. AKI **93** min. 91. The highlighted gasoline type, AKI 93 in this example, is the preferred gasoline type for which the vehicle is designed and optimized. The listed alternative gasoline type, AKI 91 in this example, should only be used if the preferred type, AKI 93 in this example, is not available.

If your vehicle has a gasoline engine, fuel it only with gasoline that does not contain any metal (no lead, manganese or iron) ⇒ ⓘ.

The most frequently purchased gasoline types in the USA and Canada have the following octane values, which are normally listed on the fuel pump:

- Regular (normal gasoline): AKI 87 to 90 or ROZ 91
- Premium (super gasoline): AKI 91 to 93 or ROZ 95

Volkswagen recommends “TOP TIER Detergent Gasoline”, which is available in some regions, for example North America, Central America and South America. Fo more information regarding “TOP TIER Detergent Gasoline”, visit the official website at http://www.toptiergas.com.

ⓘ NOTICE

Using gasoline that does not meet the minimum octane number requirements may reduce engine performance, while the use of poor-quality gasoline or gasoline with an AKI of below 87 or a ROZ of under 91 could also result in engine damage.

Refueling

Refer to ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

Fig. 123 Behind the fuel filler flap: fuel tank cap (general example)

Refueling procedure

1. Open the fuel filler flap.
2. Remove the fuel tank cap and insert it into the opening at the fuel filler flap provided for this *fig. 123*.
3. Hold the fuel pump nozzle handle down to ensure optimum refueling.
4. The fuel tank is full once the fuel pump nozzle turns off for the first time ⇒ ⚠.
5. Screw the fuel tank cap onto the fuel filler neck.
6. Close the fuel filler flap.

⚠ WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

NOTICE

Every six months, if possible, run the fuel tank empty until the indicator light comes on and refuel it. This is required to maintain the system functions and fuel quality necessary for gasoline-powered engines.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

Exhaust system

Introduction

The exhaust-relevant components reduce exhaust emissions:

- Catalytic converter ⇒ *Catalytic converter*
- Particulate filter (depending on vehicle equipment) ⇒ *Particulate filter*

⚠ WARNING

Engine exhaust contains carbon monoxide, which can cause loss of consciousness and death.

- Do not allow the engine to run in confined spaces.
- Never start the engine in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

⚠ WARNING

Exhaust system components will become very hot. This can cause fires.

- Park the vehicle in such a way so that no exhaust system components come into contact with flammable materials under the vehicle such as brush, leaves, dry grass, etc.
- Never use additional underbody protection or corrosion protection on exhaust pipes, catalytic converters, particulate filters or heat shields.

Catalytic converter

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

To ensure that the exhaust system and the gasoline engine catalytic converter can function correctly for a long time:

- Only refuel with unleaded gasoline.
- Never drive until the fuel tank is completely empty ⇒ *Refueling*.
- Never add too much engine oil ⇒ *Checking the engine oil level and adding oil* .
- Do not tow-start the vehicle; use jump-start assistance instead ⇒ *Jump-starting*.

If there are engine misfires, loss of power, or poor engine operation while driving, reduce the speed immediately and have the vehicle checked by suitably qualified professionals ⇒ *Troubleshooting*. Volkswagen recommends contacting your Volkswagen dealership. Otherwise, uncombusted fuel could be present in the exhaust system and then enter the atmosphere. The catalytic converter may also be damaged from overheating.

The exhaust may smell like sulfur when the emissions control system is running correctly.

Particulate filter

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

Function

The particulate filter (depends on how your vehicle is equipped) filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself, e.g. if you only make short trips for an extended period of time, the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⚠ ***Safety precautions for handling fuel*.**

If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality.

1. Reduce your speed immediately.
2. Drive with a moderate RPM and low engine load to the nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. If these symptoms occur directly after refueling, stop the engine immediately to prevent subsequent damage.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

For gasoline engines

1. Drive at a speed of at least 50 mph (80 km/h).
2. Take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll with a gear engaged.
3. Repeat this process (acceleration and letting the vehicle roll) until the indicator light goes out.
4. If the indicator light does **not** go out after some time, immediately consult suitably qualified professionals for assistance. Volkswagen recommends contacting a authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exhaust-related malfunction

The yellow indicator light turns **on**.

An exhaust-related component is malfunctioning, which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen

dealer or authorized Volkswagen Service Facility.

Misfire

The yellow indicator light **flashes**.

There is misfire which could damage the vehicle.

1. Contact a suitably qualified professional and have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If you perform driving maneuvers that other road users cannot anticipate, you may cause an accident.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Do it yourself

Vehicle tool kit

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A vehicle tool kit, tire mobility set, spare tire, or compact spare tire that is loose or not secured correctly can be thrown around the vehicle interior during sudden driving or braking maneuvers or in a collision and cause serious injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

WARNING

An unsuitable or damaged vehicle tool kit can cause accidents and injuries.

- Never work with an unsuitable or damaged vehicle tool kit.

Placement

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

There are a number of different storage locations for the tool box in the vehicle, such as under the luggage compartment floor ⇒ *Luggage compartment floor* or in 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 supplemental vehicle tool kit is designed for a possible winter tire change and does not need to be carried in the vehicle at all times.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Vehicle tool kit components

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

The scope of the tool box depends on the country and equipment. In some countries, there may also be a tire pressure gage in the vehicle. The following information describes the full scope of items that may be included.

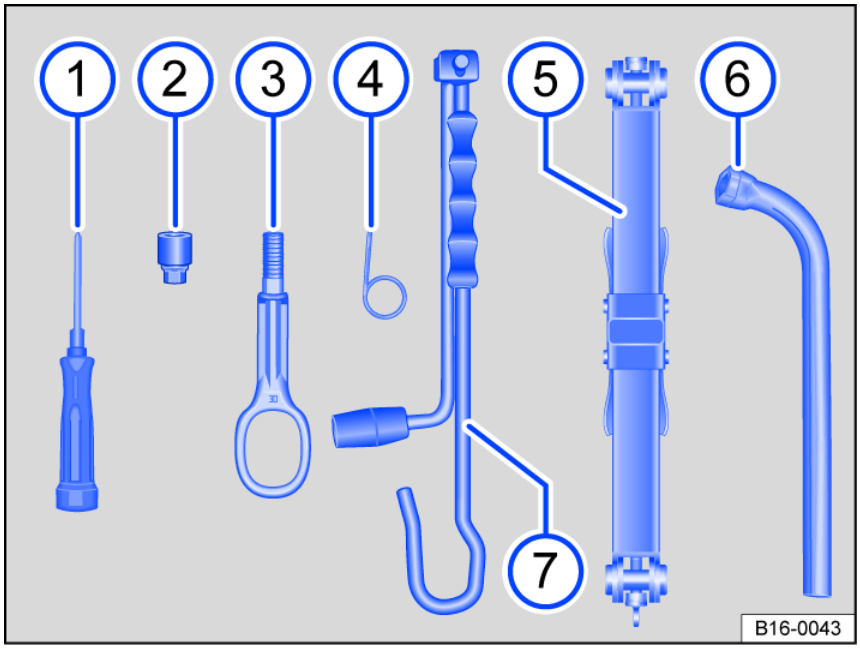

Fig. 124 Vehicle tool kit components (general example).

(1) Screwdriver with hex socket in the handle for removing or installing loose wheel bolts. The screwdriver blade is reversible. The screwdriver may be located under the lug wrench.

(2) Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The **code number** for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.

(3) Towing eye that can be screwed in.

(4) Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.

(5) Vehicle jack. Before putting the vehicle jack away, crank the vehicle jack claw all the way down.

(6) Lug wrench.

(7) Crank.

Jack maintenance

Generally, the vehicle jack does not need any maintenance.

1. If necessary, apply universal lubricant to the vehicle jack.

Wiper blades

Service position

In the service position, the wiper arms can be lifted off of the windshield.

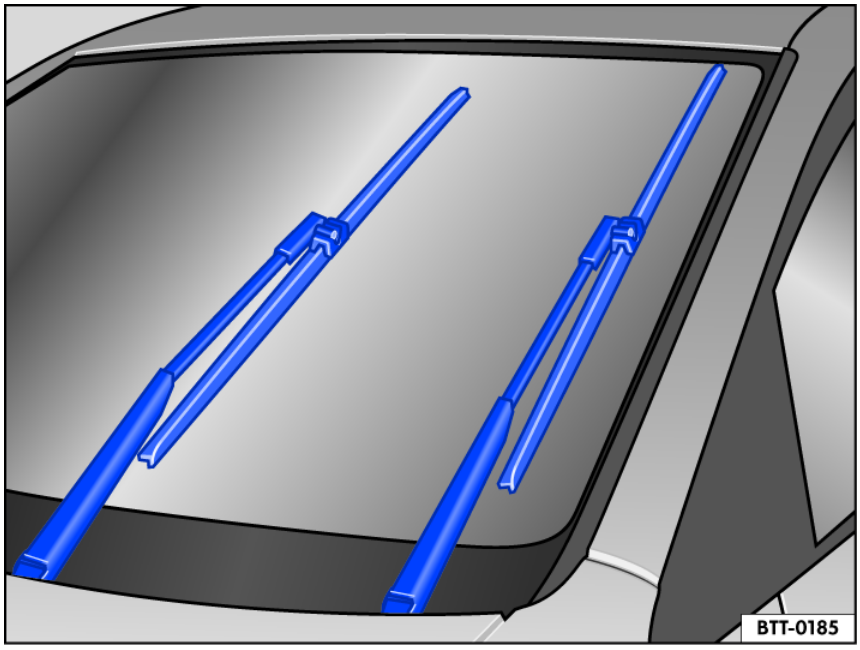

Fig. 125 Wipers in service position.

Activate the service position using the windshield wiper lever

1. Close the hood ⇒ *Opening and closing the hood*, driver and front passenger door.
2. Switch the ignition off and on again.
3. Briefly press the windshield wiper lever towards **one-tap wiping** ⇒ *Operating the windshield wiper lever*.

Lifting the windshield wiper arms

1. Move the windshield wiper arms into the service position before lifting ⇒ (!).
2. Lift the wiper arms, making sure to **only** hold the wiper arms in the area where they attach to the wiper blade.
3. Carefully place the wiper arms back in position before driving, making sure to **only** hold the wiper arms in the area where they attach to the wiper blade.
4. When the ignition is switched on, press the windshield wiper lever briefly towards **one-tap wiping** to bring the wiper arms back into the original position.

(!) NOTICE

To avoid damage to the hood, windshield and wiper arms:

- Lift the wiper arms only in the service position.
- Always place the wiper arms against the windshield before continued 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

Note for the windshield wipers: move the windshield wiper arms into the service position before lifting ⇒ *Service position*.

1. Lift the wiper arms, making sure to **only** hold the wiper arms in the area where they attach to the wiper blade.
2. Clean the wiper blades carefully with a damp sponge ⇒ (!).
3. Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

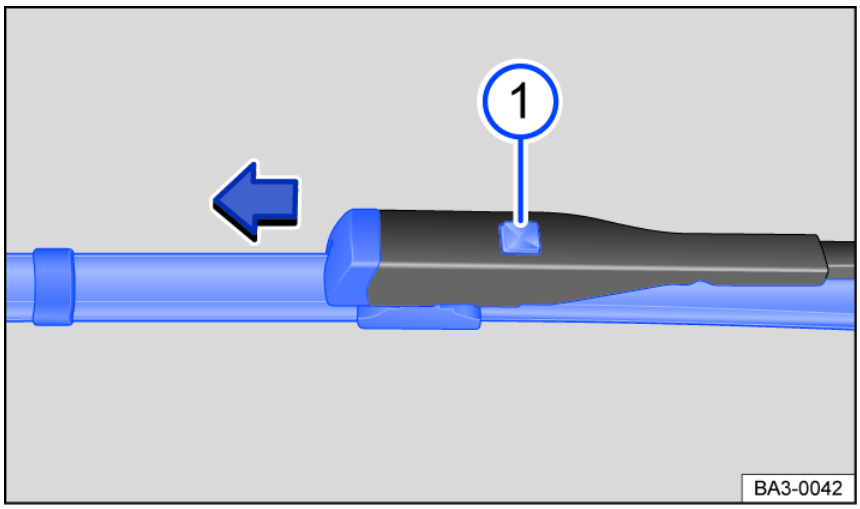

Fig. 126 Changing the windshield wiper blades.

1. Move the windshield wiper arms into the service position before lifting ⇒ *Service position*.
2. Lift the wiper arms, making sure to **only** hold the wiper arms in the area where they attach to the wiper blade.
3. Press and hold the release button and remove the wiper blade at the same time in the direction of the arrow *fig. 126* (1).
4. Insert a new wiper blade of the **same length and type** on the wiper arm until it engages.
5. Place the wiper arms carefully on the windshield.

⚠ WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the windshield sufficiently.

(!) NOTICE

Damaged or dirty wiper blades can scratch the window glass.

- Do not use any cleaning materials containing solvents, hard sponges, and other sharp-edged objects because they can damage the graphite coating on the wiper blades.
- Do not clean the windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting

Introduction

Before changing a light bulb, check if it is an incandescent bulb or an LED light. Generally, light bulbs can be replaced by yourself. If the exterior lighting on your vehicle is equipped with LED technology, it is not possible to change LED lights or individual LEDs by yourself. The malfunction of individual LEDs may be an indication that more LEDs will malfunction. If this is the case, have the LEDs checked and/or replaced if necessary by suitably qualified professionals. 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 in the headlights or in the taillights may have certain manufacturer specifications that differ from conventional light bulbs. The respective name will be on the bulb socket or glass bulb.

⚠ WARNING

Accidents can occur if the road is not well lit and the vehicle cannot be seen by others on the road, or is very difficult to see by others.

⚠ WARNING

Changing the bulbs incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before performing any work in the engine compartment ⇒ *Safety precautions for working in the engine compartment*. The engine compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.
- Be aware that halogen bulbs are under pressure and can break during bulb replacement.
- Only change bulbs when they have cooled down completely.
- Never perform a bulb replacement if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not touch the glass bulb with bare fingers. Fingerprints on the bulb will vaporize from the heat when the light is switched on and will cause the reflector to “darken”.
- Components with sharp edges are located on the headlight housing and on the taillight housing. Protect your hands during bulb replacement.

NOTICE

If the rubber cover or plastic covers on the headlight housing were not installed correctly after a bulb change, this could cause damage to the electrical system, especially if water enters.

Information about replacing bulbs

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Introduction*.
Always perform the following steps for changing a bulb in the specified sequence ⇒ ⚠:

1. Park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the parking brake ⇒ *Operating the parking brake*.
3. Switch the lights off ⇒ *Switching the lights on and off*.
4. Turn off the turn signal if it is activated ⇒ *Switching the turn signals on and off*.
5. Automatic transmission: move the selector lever into the **P** position ⇒ *DSG® automated transmission: selecting the selector lever position*.
6. Stop the engine and remove the vehicle key from the ignition lock ⇒ *Stopping the engine*.
7. Allow the orientation lighting to turn off ⇒ *“Exit lighting” and “Entry lighting” function (orientation lighting)*.
8. Allow the affected light bulbs to cool down.
9. Check if you can see that a fuse is burnt out ⇒ 🕮 *Introduction*.
10. 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.
11. Never touch a glass light bulb with bare hands. The fingerprints left behind would vaporize from the heat when the bulb is switched on and condense on the reflector, which would then reduce the headlight brightness.
12. Check the bulb function after a bulb is changed. If the bulb does not function, the bulb may not have been inserted correctly, may have fallen out, or the connec may not have been plugged in correctly.
13. After every bulb replacement in the front of the vehicle, have the headlight adjustment checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Failing to follow these instructions, which are provided for your own safety, can cause accidents and serious injuries.

- Always follow the steps in the instructions and the general safety precautions.

NOTICE

To reduce the risk of damage to the vehicle paint or to other vehicle components, please note the following:

- Always be careful when removing and inserting the lights.

Replacing the bulbs in the halogen headlights

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

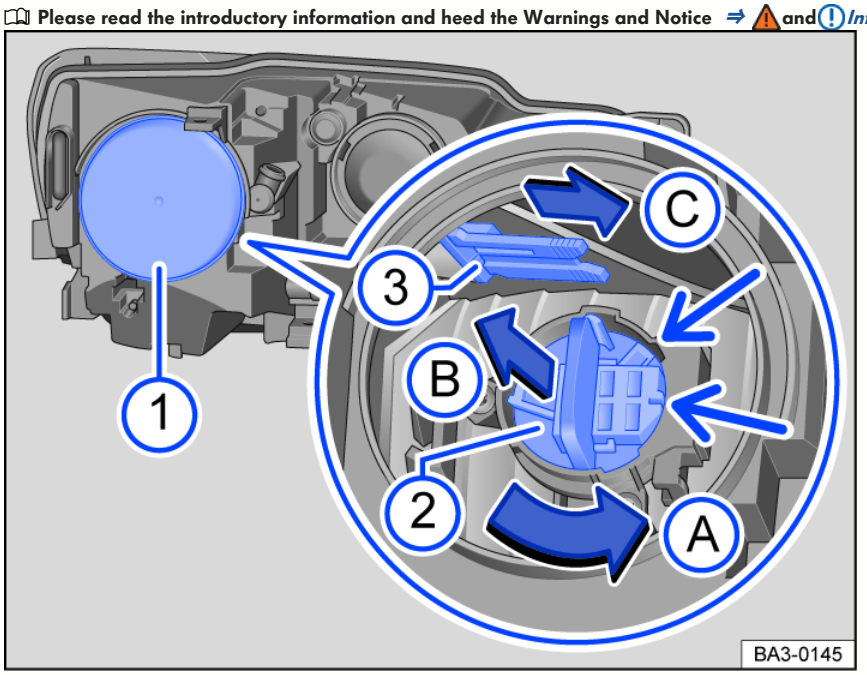

Fig. 127 In the engine compartment: Rear view of the left-side headlight.

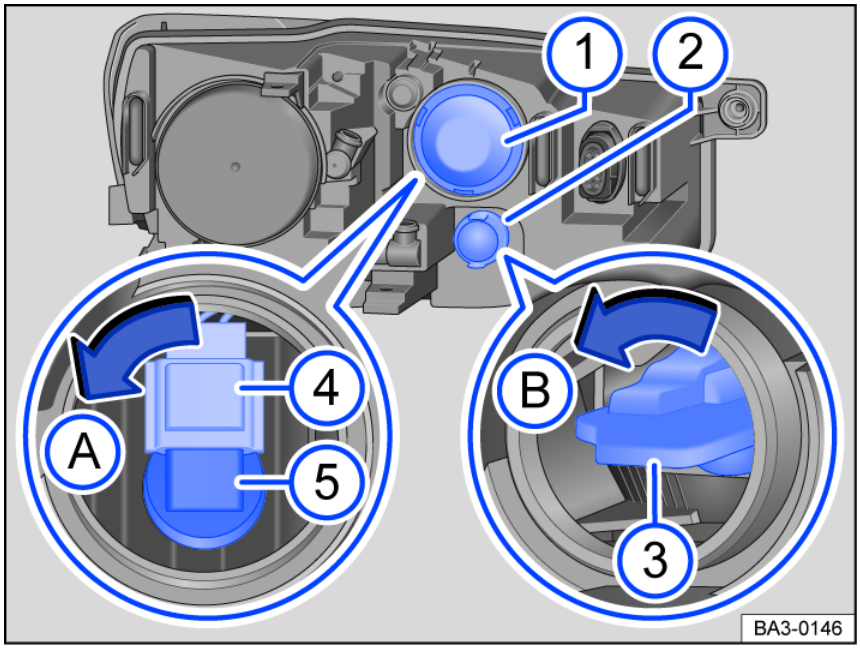

Fig. 128 In the engine compartment: Rear view of the left-side headlight.

The headlight does not need to be removed to replace the bulb.

Replacing a low beam headlight bulb

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps. ⇒ *Information about replacing bulbs*
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
3. Remove the rubber cover *fig. 127* (1) on the rear side of the headlight.
4. Turn the bulb holder *fig. 127* (2) in the direction of the arrow (arrow (A)) until the retaining tab of the bulb holder is situated in the recesses in the bulb housing (small arrows). Then remove the bulb holder (2) toward the rear (arrow (B)).
5. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. Insert the bulb holder *fig. 127* (2) into the headlight and turn it in the opposite direction of the arrow (arrow (A)) as far as it will go.
7. Fit the rubber cover *fig. 127* (1) on the rear side of the headlight.
8. Close the hood ⇒ *Safety precautions for working in the engine compartment*.

Replacing a bulb for a parking light

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps. ⇒ *Information about replacing bulbs*
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
3. Remove the rubber cover *fig. 127* (1) on the rear side of the headlight.
4. Remove the bulb holder *fig. 127* (3) in the direction of the arrow (arrow (C)).
5. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. Insert the bulb holder *fig. 127* (3) into the headlight in the opposite direction to the arrow (arrow (C)) and push it all the way in.
7. Fit the rubber cover *fig. 127* (1) on the rear side of the headlight.
8. Close the hood ⇒ *Safety precautions for working in the engine compartment*.

Replacing a high beam headlight bulb

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps. ⇒ *Information about replacing bulbs*
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
3. Remove the rubber cover *fig. 128* (1) on the rear side of the headlight.
4. Turn the bulb for the high beam headlight *fig. 128* (5) in the direction of the arrow (arrow (A)) and remove it from the headlight. Then release plug connector *fig. 128* (4) and remove.
5. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. Connect the connector *fig. 128* (4) to the bulb for the high beam headlight *fig. 128* (5), ensuring that it audibly locks into place. Then insert the bulb for the high beam headlight *fig. 128* (5) into the headlight and turn it in the opposite direction of the arrow (arrow (A)) as far as it will go.
7. Fit the rubber cover *fig. 128* (1) on the rear side of the headlight.
8. Close the hood ⇒ *Safety precautions for working in the engine compartment*.

Replacing a bulb for a turn signal, parking light and daytime running light

Only perform these steps in the specified order:

1. Follow the checklist and perform the steps. ⇒ *Information about replacing bulbs*
2. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.
3. Remove the rubber cover *fig. 128* (2) on the rear side of the headlight.
4. Turn the bulb holder *fig. 128* (3) in the direction of the arrow (arrow (B)) and remove it from the headlight.
5. Replace the burned out bulb with a new bulb that is identical to the one being replaced.
6. Insert the bulb holder *fig. 128* (3) into the headlight and turn it in the opposite direction of the arrow (arrow (B)) as far as it will go.
7. Fit the rubber cover *fig. 128* (2) on the rear side of the headlight.
8. Close the hood ⇒ *Safety precautions for working in the engine compartment*.

The illustrations show the left headlight from behind. The layout on the right headlight is a mirror image of the left.

It is not possible for you to replace the LEDs for LED headlights. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Replacing fuses

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 fuse allocations can be obtained from suitably qualified professionals. 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. If a new fuse blows again after a short time, the electrical system must be checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

High voltage in the electrical system can cause electric shocks, serious burns, and fatal injuries.

- Never touch the electrical wires in the ignition system.
- Avoid short circuits in the electrical system.

WARNING

Using unsuitable fuses, repairing fuses, and bridging a power circuit without fuses can causes fires and serious injuries.

- Never install fuses that have a higher amp rating.
- 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

To prevent the risk of damaging the electrical system in the vehicle, the ignition, the lights, and all electrical equipment must be switched off before a fuse can be replaced.

- Make sure that the ignition cannot be switched on 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 electrical system in another location.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes from dirt and moisture.

NOTICE

To reduce the risk of vehicle damage:

- Carefully remove and correctly re-mount the covers of the fuse boxes.

There are more fuses in the vehicle than are specified in this chapter. These should only be replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect.

Fuses in the engine compartment

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

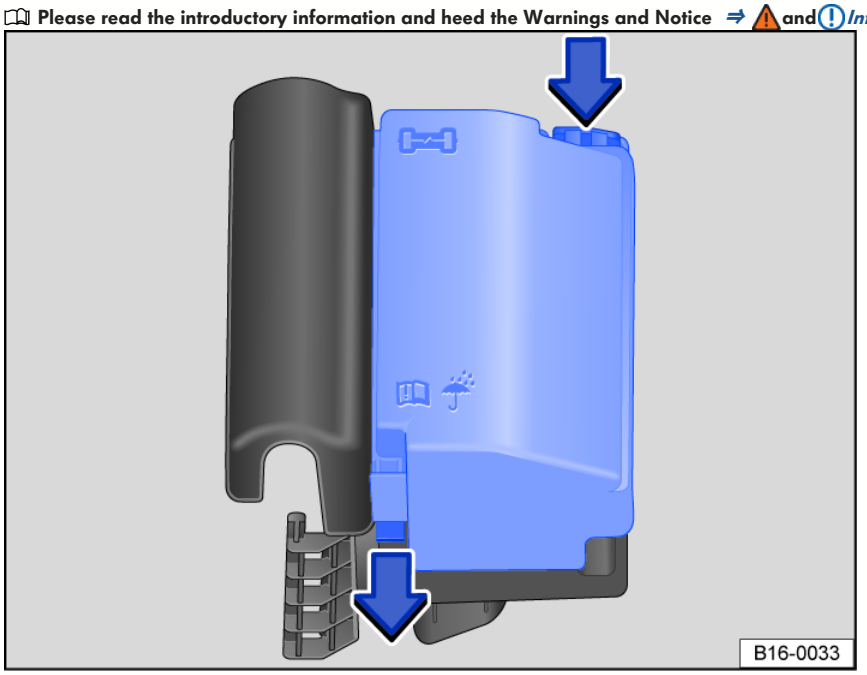

Fig. 129 In the engine compartment: cover of the fuse box.

Opening and closing the fuse box in the engine compartment

Removing

1. Open the hood ⚠ ⇒ *Safety precautions for working in the engine compartment*.

2. Press the lock buttons in the direction of the arrow to release the fuse box cover *fig. 129*.
3. Remove the cover upward.

Installing

1. Press the cover onto the fuse box. The catch buttons must audibly engage.

Fuses in the instrument panel

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

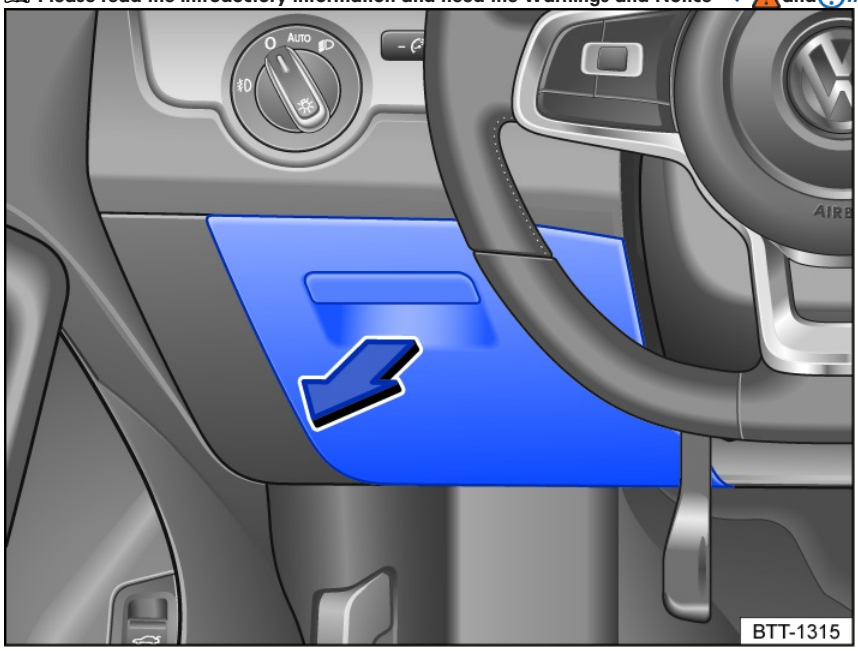

Fig. 130 On the driver side in the instrument panel: fuse box cover.

Open and close the fuse box in the instrument panel

Plastic pliers for pulling out fuses can be found on the inside of the cover.

Removing

1. Open the storage compartment on the driver's side in the direction of the arrow *fig. 130*.
2. Use some force to pull the storage compartment back and out of the mounts.

Installing

1. Push the storage compartment back into the mounts in the instrument panel until you hear the catch engage.
2. Close the storage compartment on the driver's side in the opposite direction to the arrow *fig. 130*.

Replacing blown fuses

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

Preparations

1. Switch off the ignition, lights, and all other electrical equipment.

Detecting blown fuses

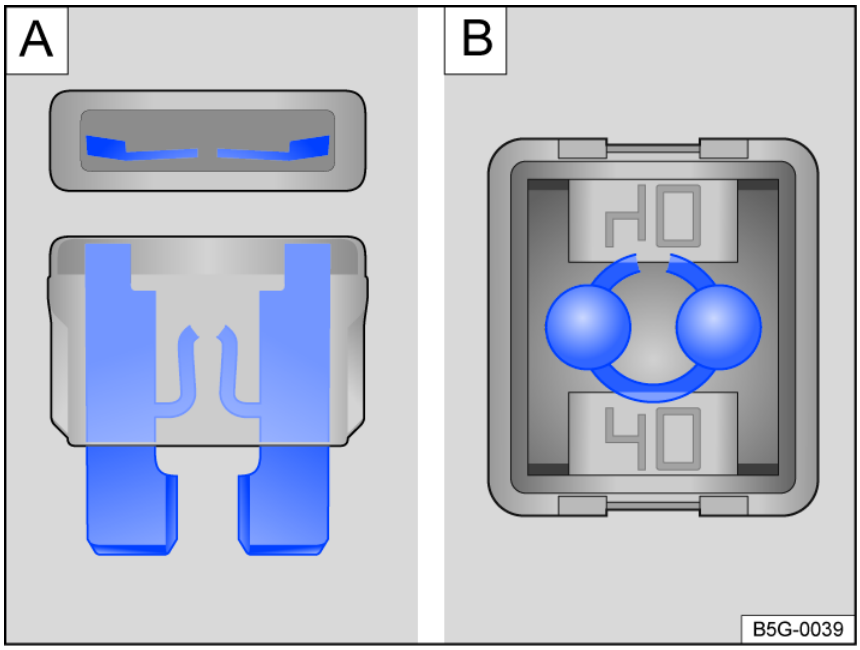

Fig. 131 Blown fuse (general example).

- A blown *flat connector fuse (ATO®, MINI®)* has metal strips that have burned through, which you can see through the transparent housing from above and fror the side *fig. 131* A.
- A blown *block fuse (JCASE®)* is recognizable by the melted metal strip seen through the transparent housing from above *fig. 131* B.

Fuse versions

- Standard flat connector fuse (ATO®).
- Small flat connector fuse (MINI®).
- Block fuse (JCASE®).

Fuse color codes

Fuses (ATO® - MINI®).

Color	*Current rating*
Black	1 A
Purple	3 A
Orange	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
White or clear	25 A
Green	30 A
Light green	40 A

Fuses (JCASE®)

Blue	20 A
Pink	30 A
Green	40 A
Red	50 A
Yellow	60 A

Replacing fuses

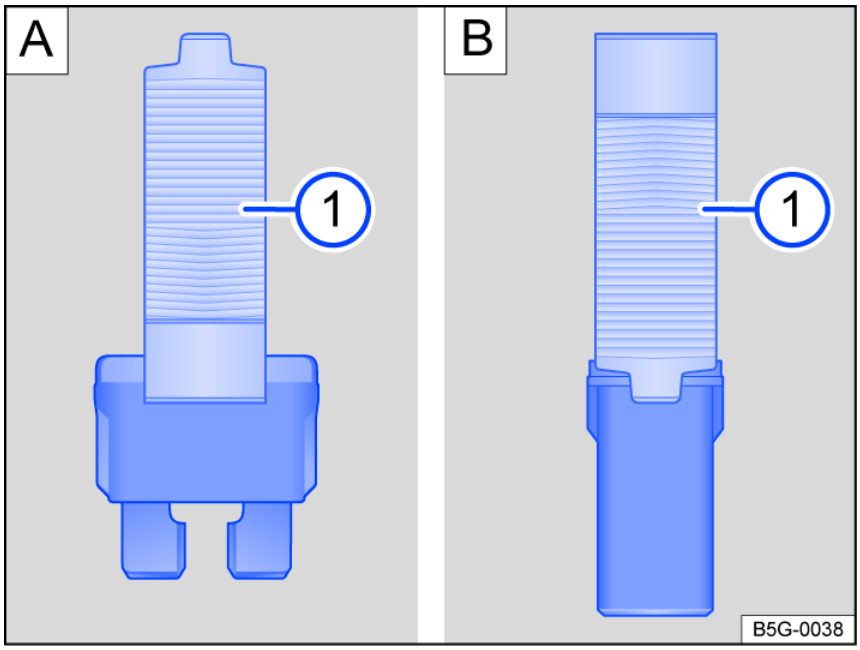

Fig. 132 Remove or install a fuse with the plastic pliers (general example).

1. Remove plastic tongs from either the fuse box or the cover of the fuse box *fig. 132* (1).
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 *fig. 132*.
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.

Jump-starting

Introduction

For technical reasons the vehicle must not be tow-started ⇒ (!).

If the engine cannot start because the 12-volt vehicle battery has drained, the 12-volt vehicle battery on another vehicle can be used to start your vehicle.

A suitable jumper cable is required for jump-starting.

The wire diameter for the jumper cable.

- For vehicles with gasoline engine: at least 25 mm^2.

For a vehicle with a 12 V vehicle battery in the luggage compartment, the jumper cable may only be connected to the jump-start points in the engine compartment.

WARNING

Using jumper cables and performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, heed the following:

- Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery ⇒ *Introduction*.
- Please note that the vehicle battery supplying the power must have the same voltage (12 V) and approximately the same battery capacity (see the label on the vehicle battery) as the drained 12 V vehicle battery.
- Never switch the positive battery terminal with the negative terminal or connect the jumper cable incorrectly.
- Position the jumper cable so that it will never contact rotating components in the engine compartment.
- Follow the operating instructions provided by the manufacturer of the jumper cable.
- Follow the operating instructions for the vehicle providing the jump-start.

WARNING

During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Never use a cell phone while connecting and disconnecting the jumper cable.

NOTICE

A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C).

- Never charge a frozen or thawed 12 V vehicle battery.
- Always replace a frozen or thawed 12 V vehicle battery.

NOTICE

To avoid the risk of considerable damage to the vehicle electrical system, heed the following:

- Jumper cables that are connected incorrectly can cause a short circuit.
- There must be no contact between the vehicles. Otherwise, current could already be flowing when the positive battery terminals are connected.
- Only use a jumper cable with fully insulated terminal clamps.

NOTICE

Tow-starting can cause damages.

Jump-starting

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

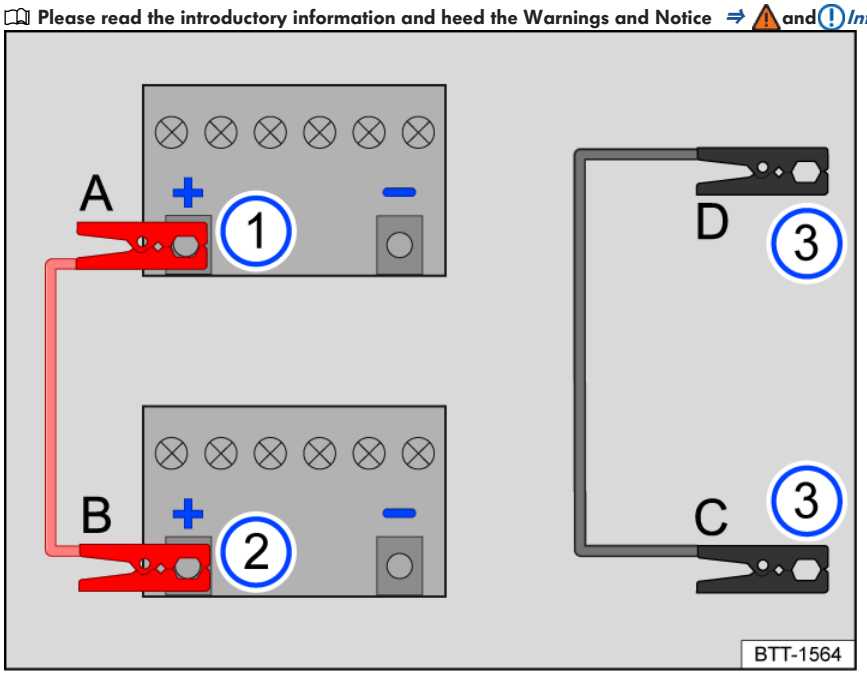

Fig. 133 Diagram for connecting the jumper cables.

(1) Vehicle with the drained 12 V vehicle battery that is receiving the jump-start.

(2) Vehicle with the 12 V vehicle battery providing power that is providing the jump-start.

(3) Suitable negative connection: preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.

NOTICE

Take note of the instructions on jump-starting in the other vehicle's Owner's Manual.

The drained 12 V vehicle battery must be connected correctly to the vehicle electrical system.

The vehicles must not touch each other. Otherwise, current could begin flowing when the positive battery terminal is connected.

Make sure the terminal clamps have sufficient contact with metal.

If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still does not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an

authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Connecting the jumper cables

Only connect the jumper cables in the sequence **A – B – C – D** *fig. 133*.

Never connect the *black* jump-start cable to the negative terminal **–** on the 12 V vehicle battery. Connecting to the negative terminal can lead to an incorrect evaluation of the status of the 12 V vehicle battery by the vehicle electronics.

1. Switch the ignition off on both vehicles ⇒ *Starting and stopping the engine*.
2. If necessary, open the cover on the 12 V vehicle battery in the engine compartment ⇒ 📖 *Introduction*.
3. Connect one end of the *red* jumper cable **A** to the positive battery terminal **+** of the vehicle battery with the discharged 12-volt vehicle battery *fig. 133* (1) ⇒ ,
.
4. Connect the other end of the *red* jumper cable **B** to the positive battery terminal **+** of the vehicle supplying the power *fig. 133* (2).
5. Connect one end of the *black* jumper cable **C** preferably to a jump-start point (negative connection), otherwise to a large metal part that is bolted securely to th cylinder block or to the cylinder block itself of the vehicle supplying the power *fig. 133* (3).
6. Connect the other end of the *black* jumper cable **D** to the jump-start point (negative connection), a large metal part bolted to the engine block, or to the engine block itself in the vehicle with the drained 12-volt vehicle battery *fig. 133* , ⇒ ⚠.
7. Route the jumper cables so that they cannot become caught in moving parts in the engine compartment.

Starting the engine

1. Start the engine in the vehicle that is providing current and allow it to run at idle.
2. Start the engine in the vehicle with the drained 12 V vehicle battery and wait two to three minutes until the motor is running “evenly”.

Removing the jumper cables

1. Before disconnecting the jumper cable, switch off the low beam headlights if they are switched on.
2. In the vehicle with the drained 12 V vehicle battery, switch on the blower for the air conditioner or the heating and fresh air system and the rear window defroste This will reduce any voltage surges that may occur when disconnected.
3. With the engines running, disconnect the jumper cables only in the sequence **D – C – B – A** *fig. 133*.
4. Close the battery cover if necessary.
5. 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.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries. To reduce the risk of the 12 V vehicle battery exploding, note the following:

- Always wear suitable protective eyewear and protective gloves, and never bend over the 12 V vehicle battery.
- Connect the cables in the correct sequence – first the positive cable, and then the negative cable.
- Never connect the negative cable to parts of the high-voltage system, the fuel system or to the brake lines.
- Make sure that the terminal clamps without insulation do not touch each other.
- 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.
- Avoid discharging static electricity near the 12 V vehicle battery. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery.
- Never jump-start a vehicle if the 12 V vehicle battery is damaged, frozen or thawed.

(!) NOTICE

After 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.

Towing

📖 Introduction

Towing requires practice, particularly if a towing cable is used. Both drivers should be familiar with the special considerations when towing. Inexperienced drivers should not tow.

Follow all applicable laws when towing.

Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions. There is always the risk of the coupling becomir

overloaded when driving off-road.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven.

The vehicle can be towed using a tow bar or tow rope:

- The maximum permissible speed is 30 mph (50 km/h).
- The maximum permissible distance is 50 km (30 miles).

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available.

The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

Towing with a tow truck

If your vehicle will be raised by one axle when towing, only the axle listed below may be raised, depending on the transmission and engine combination:

Front-wheel drive

Automatic transmission Front axle

Manual transmission Front axle

All-wheel drive (4MOTION)

Automatic transmission Front axle

Manual transmission Front axle

WARNING

The vehicle handling and braking efficiency will change considerably when it is towed.

WARNING

Never tow a vehicle that has no electrical power.

- Never turn off the ignition with the starter button while towing. Otherwise, the electronic steering column lock could engage suddenly. The vehicle cannot be steered if this happens. This can result in crashes, serious injuries, and a loss of control of the vehicle.
- Never remove the remote control vehicle key from the ignition lock while towing. Otherwise, the mechanical steering column lock or steering lock could engage suddenly. The vehicle cannot be steered if this happens. This can result in crashes, serious injuries, and a loss of control of the vehicle.
- If the vehicle loses power while it is being towed, stop towing the vehicle immediately and see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

Towing with a towing cable or tow bar can cause damage to the vehicle.

- Tow the vehicle carefully when using a towing cable or tow bar.
- If possible, have the immobilized vehicle transported with a recovery vehicle.

NOTICE

When pushing the vehicle by hand, the taillights, side spoiler on the rear window, and large sections of sheet metal could be damaged and the rear spoiler could detach.

- When pushing the vehicle by hand, do not press on the taillights, side spoiler on the rear window, large sections of sheet metal, or the rear spoiler.

NOTICE

Removing and installing the towing eye and the cover can cause vehicle damage, such as paint damage.

- Remove and install the towing eye and cover carefully to reduce the risk of vehicle damage.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- When towing, always use the towing eye enclosed with your own vehicle in the vehicle tool kit, or another towing eye suitable for the vehicle.

Instructions for towing

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

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on, activate the turn signal for the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will activate again once the turn signal lever returns to the neutral position.

When may this vehicle not be towed?

The vehicle must not be towed in the following situations:

- If the 12 V vehicle battery is drained.
- The indicator in the instrument cluster display does not function perfectly.
- The towing distance is greater than 30 miles (50 km).
- The selector lever of the automatic transmission cannot be moved to neutral (position N).
- The parking brake lever cannot be released.
- The steering column lock cannot be released.
- If the wheel clearance or the steering function can no longer be secured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the conditions listed, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle transported by a rescue vehicle, if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Towing

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

Secure the tow rope or tow bar only at the permitted points:

- Towing lug.

Preparations

- Make sure the tow rope is not twisted. Otherwise it could disconnect from the towing eye while towing.
- Switch the ignition and emergency flashers on in both vehicles. However, do not do this if it is prohibited by law.
- Read and comply with the information and instructions for towing given in the Owner's Manual for the other vehicle.

Towing vehicle (front)

1. Only start to drive when the tow rope is taut.
2. Be especially careful when accelerating.
3. Avoid sudden braking and driving maneuvers.
4. Do not exceed the permitted towing weight of the vehicle.

Vehicle being towed (rear)

1. Make sure the ignition is switched on so that the steering wheel is not locked and so that the turn signal and windshield wiper can be used if needed.
2. Release the parking brake.
3. The brake booster and power steering only work when the engine is running. Otherwise, the brake pedal needs to be pressed much harder and more force is required to steer.
4. Make sure the tow rope is always taut.
5. Select selector lever position **N**.

⚠ WARNING

Never secure the tow rope or the tow bar to axle or suspension components. They can be damaged and cause accidents and serious injuries.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a recovery vehicle, if necessary.

ⓘ NOTICE

The vehicle can only be towed if the charge level of the 12-volt vehicle battery is sufficient and the steering column lock can be released. If there is a loss of power or the electrical system is malfunctioning, the engine may need to be jump-started in order to release the steering column lock.

Checking and filling

In the engine compartment

Safety precautions for working in the engine compartment

The engine compartment is a potentially dangerous area in the vehicle. Only perform work in the engine compartment if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Always make sure the vehicle is parked on a solid and level surface before performing any work in the engine compartment.

⚠ WARNING

Unintentional vehicle movement while working on the vehicle can cause serious injuries.

- Never work underneath the vehicle when it is not secured to prevent it from rolling. If working under the vehicle with the wheels touching the floor, the vehicle must be on a level surface and the wheels must be secured.
- If you must work underneath the vehicle, additionally support the vehicle securely with suitable stands. The vehicle jack is not sufficient for this because it could collapse, resulting in serious injuries.

⚠ WARNING

The engine compartment in any motor vehicle is a potentially dangerous area that can cause serious personal injury.

- Always work as cautiously and carefully as possible and follow the general safety instructions when working on the vehicle.
- Never perform work in the engine compartment if you are not familiar with the required procedures. If you are not sure what to do, have the work performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Serious injuries can result if work is not performed correctly. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never open or close the hood if steam or engine coolant is escaping. Steam or hot engine coolant can cause serious burns. Always wait until you can no longer see or hear steam or engine coolant escaping from the engine compartment.
- Always allow the engine to cool down before opening the hood.
- Hot engine or exhaust system components can cause burns if touched.
- Before opening the hood, take note of the following:
  - Set the parking brake and place the selector lever in the **P** position or the gearshift lever in the neutral position.
  - Switch the ignition off and keep the vehicle key stored safely far enough from the vehicle (especially in vehicles with Keyless Access) so the ignition cannot be inadvertently switched on and the engine started.
  - Always keep children away from the engine compartment and never leave them unattended.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
  - Slowly and very carefully turn the cap on the coolant expansion tank counterclockwise while pressing down lightly on the cap.
  - Always protect your face, hands, and arms from hot engine coolant or steam with a large, thick cloth.
- Do not spill any fluids on engine components or the exhaust system when adding fluids. Spilled fluids could cause a fire.

⚠ WARNING

The high voltage in the electrical system can cause electric shocks, burns, serious injuries, and death.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.
- To reduce the risk of an electric shock and serious injuries, never touch the electrical wires for the ignition system while the engine is running or being started.
- Never touch the electrical wires and connections of the gas discharge lamps.

⚠ WARNING

The engine compartment contains moving components that can cause serious injuries.

- Never reach into the radiator fan or into the area near the radiator fan. Touching the fan blades could cause serious injuries. The ventilator is

temperature-controlled and may switch on by itself even if the ignition is switched off.

- If work must be performed while starting the vehicle or when the engine is running, moving components such as the ribbed belt, alternator, and radiator fan, or the high-voltage system could cause potentially fatal injuries. Always be extremely careful.
  - Always make sure that no parts of the body, jewelry, ties, loose clothing, and long hair can be caught in moving engine components. To reduce the risk of anything becoming caught in engine components, 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 can also start to move if the parking brake is set.
- Do not leave any items, such as cleaning cloths or tools, in the engine compartment. Objects left behind can cause malfunctions, engine damage, and fires.

⚠ WARNING

Additional insulation, such as covers in the engine compartment, can cause engine malfunctions or fires and result in serious injuries.

- Never cover the engine with blankets or other insulating materials.

⚠ WARNING

Fluids and some materials in the engine compartment are very flammable and can cause fires and serious injuries.

- Never smoke near the engine compartment.
- Never work near open flames or sparks.
- Never pour or spill fluids on the engine. Fluids could ignite on hot engine components and cause injuries.
- If work must be performed on the fuel system or electrical system, note the following:
  - Always disconnect the 12 V vehicle battery.

    Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm system will be activated.
  - Never perform work near sources of heat, boilers, or other open flames.
- Always have a fully-functioning, checked fire extinguisher nearby.

NOTICE

Using incorrect fluids can result in malfunctions and engine damage.

- When filling or changing fluids, make sure the correct fluids are added to the correct reservoirs.

Fluids leaking from the vehicle can cause environmental damage. Always check the ground under the vehicle for leaking fluids. If you see spots of fluid on the ground under the vehicle, have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Dispose of leaking fluids correctly. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preparing the vehicle for work in the engine compartment

Always perform the following preparations in the specified sequence before all work in the engine compartment ⇒ ⚠:

1. Park the vehicle safely on level and stable ground.
2. Press and hold the brake pedal until the engine has stopped.
3. Set the parking brake ⇒ *Operating the parking brake*.
4. Move the selector lever into the **P** position ⇒ *DSG® automated transmission: selecting the selector lever position*.
5. Stop the engine.
6. If necessary, remove the vehicle key from the vehicle and store it outside of the vehicle so that the vehicle does not start accidentally.
7. Let the engine cool down sufficiently.
8. Always keep other people away from the engine compartment.
9. Secure the vehicle against rolling away.

⚠ WARNING

Failing to follow these instructions, which are provided for your own safety, can cause accidents and serious injuries.

- Always follow the steps in the instructions and the general safety precautions.

Opening and closing the hood

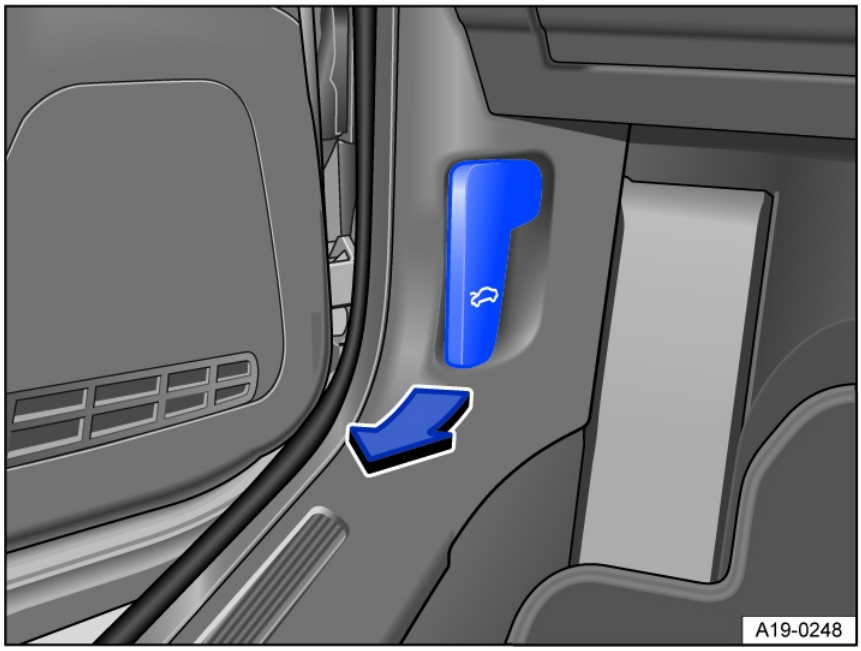

Fig. 134 In the driver's side footwell: Release lever for the hood (general example).

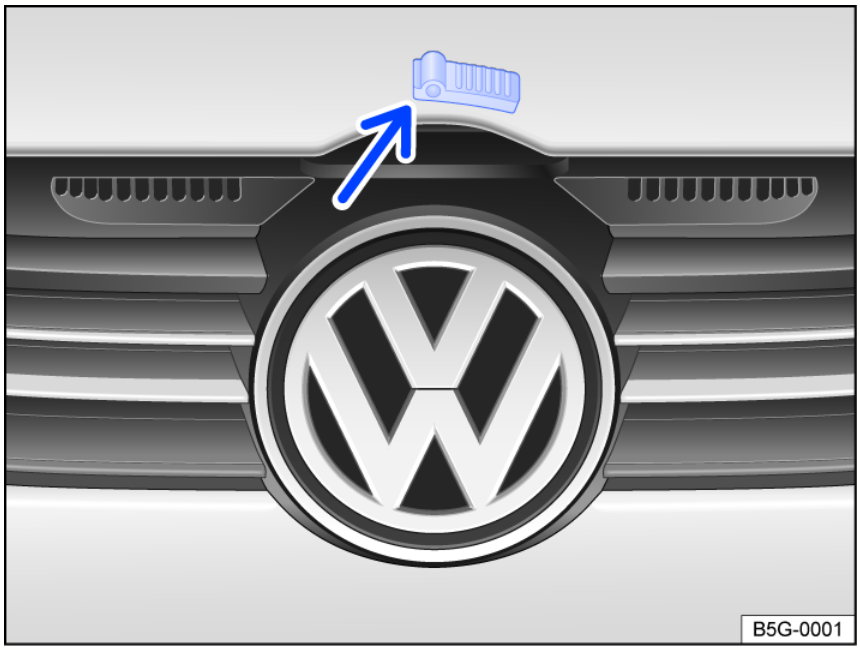

Fig. 135 Above the radiator grille: Opening lever for the hood (general example).

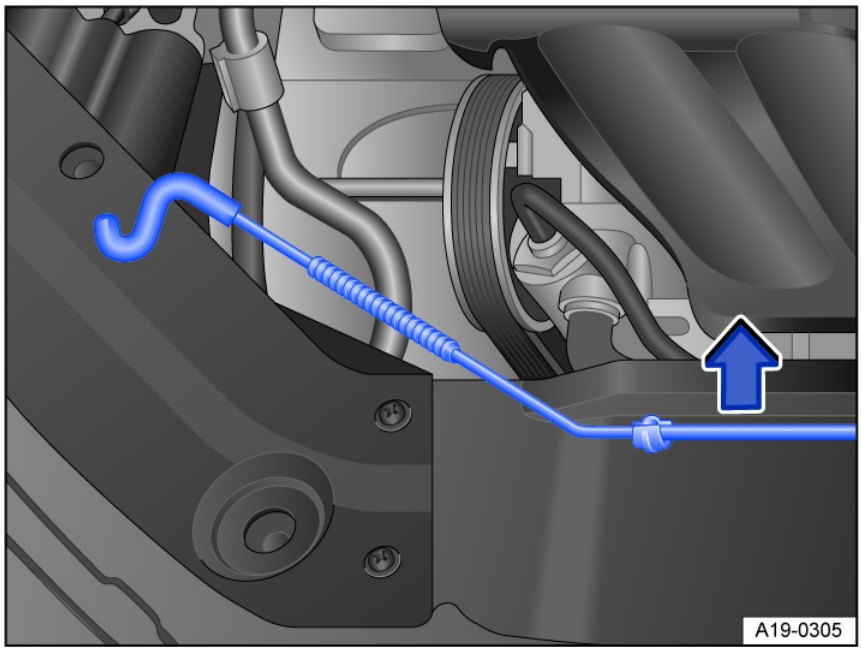

Fig. 136 In the engine compartment: Hood support bracket.

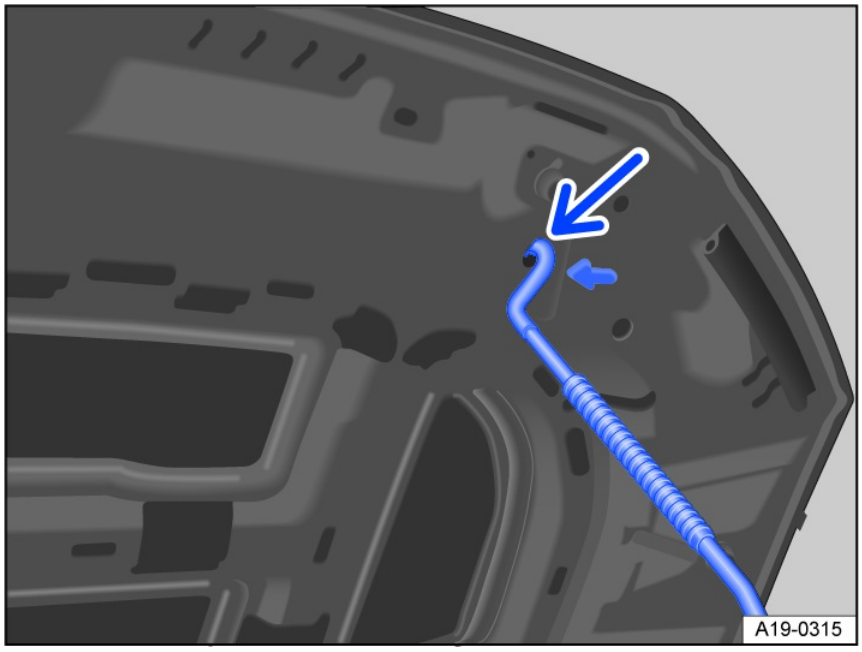

Fig. 137 On the engine hood: Hood support bracket.

Opening the hood

1. Open the driver door and pull the release lever in the direction of the arrow *fig. 134*. The hood will pop open due to spring force from the catch in the lock carr ⇒ ⓘ.
2. Lift the engine hood slightly while at the same time pushing the opening lever in the direction of the arrow *fig. 135* to open the engine hood fully.
3. Lift the hood support out of the bracket *fig. 136* in the direction of the arrow and hook it into the opening *fig. 137*.

Closing the hood

1. Lift the hood slightly and hold it.
2. Unhook the hood support from the opening *fig. 136* and clip it back into the bracket *fig. 135*.
3. Let the hood fall into the lock carrier catch from a height of approximately 8 inches (20 cm); do *not* press it down.

If the hood does not close correctly, open the hood and try to close it again.

When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body ⇒ ⚠.

The hood will no longer be highlighted in the instrument cluster display ⇒ *Display* and the indicator light will turn off.

⚠ WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. This can cause accidents and serious injuries.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.

- If you realize while driving that the hood is not closed correctly, switch on the emergency flashers, carefully apply the brakes, decelerate carefully, stop immediately and close the hood.
- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

- To reduce the risk of damaging the hood and the windshield wiper arms, only open the hood when wiper mode is switched off and the wiper arms are in the base position.

Display

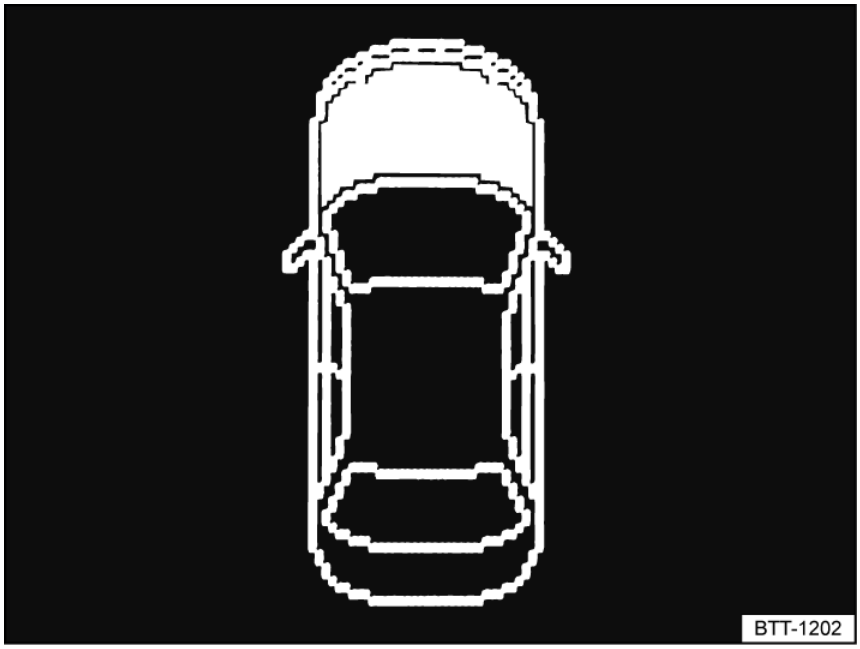

Fig. 138 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly *fig. 138*.

Do not continue driving!

1. If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents, and serious injuries.

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

The image may vary depending on the version of the instrument cluster.

Operating fluids and operating equipment

All operating fluids and operating equipment, such as engine coolant, and vehicle batteries, are continuously being developed. For internal combustion engines also engine oils. Therefore, have fluids and operating equipment replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Unsuitable operating fluids and operating equipment as well as the incorrect use of them can cause accidents, serious injuries, burns, and poisoning.

- 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.

NOTICE

Using incorrect fluids can result in malfunctions and engine damage.

- When filling or changing fluids, make sure the correct fluids are added to the correct reservoirs.

Leaking operating fluids can pollute the environment. Collect any leaking operating fluids in suitable containers and dispose of them correctly according to environmental regulations.

Washer fluid

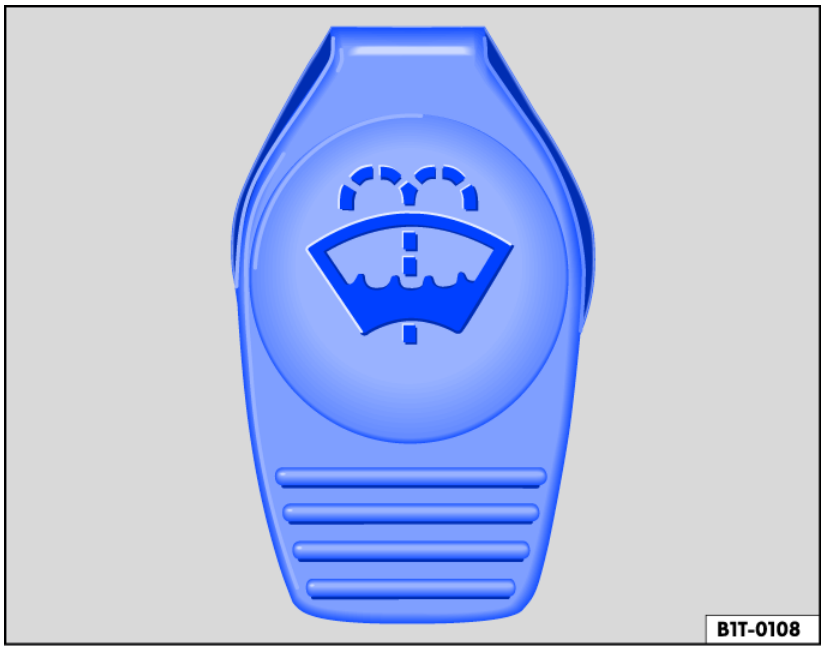

Fig. 139 In the engine compartment: cap on the washer fluid reservoir.

Check the washer fluid level regularly and fill if necessary.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles wher you refill the washer fluid. Take the screen out only to clean it. If the screen is damaged or missing, dirt particles could enter the system when adding fluid, which could block the windshield washer nozzles.

1. Open the hood ⇒ *Opening and closing the hood*.
2. The washer fluid reservoir is identified with the symbol on the cap *fig. 139*.
3. Check that there is enough windshield washer fluid in the reservoir.
4. To add fluid, mix clean water, not distilled water, with a suitable windshield cleaner ⇒ . Follow the mixing instructions on the packaging.
5. When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze ⇒ .

Depending on the vehicle and vehicle equipment, the washer fluid reservoir capacity is approx. 3.1–7.9 quarts (3.0–7.5 liters).

WARNING

Never add coolant additive or similar unsuitable additives to the windshield washer fluid. Otherwise, an oily film can build up on the windshield, which would impair visibility considerably.

NOTICE

Never mix suitable cleaning agents with other cleaning agents. Otherwise, the components could coagulate and create a blockage in the washer nozzles.

Engine oil

Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine o comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The vehicle is filled at the factory with a special multi-purpose, low-viscosity oil that can generally be used year-round.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter ⇒ *Troubleshooting*.

WARNING

Handling engine oil incorrectly can cause severe burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is poisonous and must always be kept out of reach of children.
- Only store engine oil in its sealed original container. This also applies to used oil until it is disposed.
- Regular contact with engine oil could damage the skin. If engine oil has come into contact with the skin, always wash thoroughly with soap and water.
- Engine oil becomes very hot when the engine is running and can severely burn the skin. Always allow the engine to cool down.

Engine oil that has dripped and spilled can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine oil standards

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine compartment*.

Utilized engine oil

There is a label on the lock carrier that shows which engine oil should be added. Please follow the note and if possible only add the indicated engine oil ⇒ .

If this is not possible, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out which engine oil is suitable for your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the engine oil recommended by the authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect is not available, a different engine oil can be used in an emergency. To reduce the risk of damaging the engine, a maximum of 0.5 liters of the following engine oils may be added until the nex oil change:

- Gasoline engines: ACEA C3 or API SP standard, viscosity 0 W-30.

Volkswagen recommends Genuine oil.

NOTICE

Volkswagen recommends using the approved engine oils in accordance with the respective VW standard. The use of engine oils that do not comply with these quality requirements can cause engine damage.

Volkswagen recommends Volkswagen Genuine oil.

Changing the engine oil

Please read the introductory information and heed the Warnings and Notice ⇒ and *Safety precautions for working in the engine compartment*.
The engine oil must be changed in accordance with the instructions in the service schedule. Your service schedule is supplied with your Manual. Service schedule.

The engine oil must be changed regularly. Observe which service interval applies for your vehicle ⇒ *Information regarding the service schedule*.

Engine oil and filter changes require special tools, technical knowledge and the correct disposal of the used oil. For this reason, always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You can find more information about the service intervals in the Service chapter ⇒ *Information regarding the service schedule*.

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

WARNING

If you need to change the engine oil in the vehicle yourself in exceptional situations, the following instructions must be followed:

- Always wear eye protection.
- Always allow the engine to cool down to reduce the risk of burns.
- Keep your arms horizontal when using your fingers to unscrew the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.
- Never use empty food cans, bottles or other containers to store engine oil, because it may not always be clear that they contain engine oil.
- Engine oil is poisonous and must be kept out of reach of children.

Before changing the engine oil, find a place that will dispose of used oil correctly.

Dispose of used oil in a way that is responsible for the environment. Never dispose of used oil in gardens, forested areas, through the sewer systems, on street and paths, in rivers, or in bodies of water, for example.

Engine oil consumption

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**

The engine oil consumption can vary from engine to engine and can change throughout the service life of the engine.

Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 liter (1 quart) per 1200 miles (2000 kilometers); it can also be higher within the first 3100 miles (5000 kilometers) on new vehicles. Because of this, the engine oil level must be checked regularly. It is best to check each time you refuel your vehicle and before long drives.

For high engine loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be the upper section of the permitted area ⇒ *Checking the engine oil level and adding oil* .

Checking the engine oil level and adding oil

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**

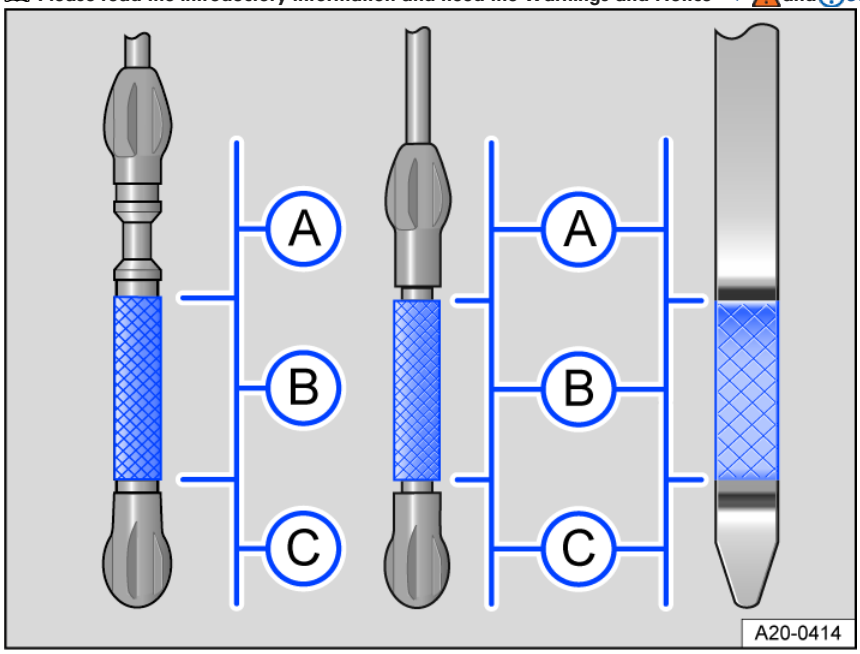

Fig. 140 Engine oil level markings on the oil dipstick (versions).

(A) Engine oil level too high – if necessary follow the messages in the instrument cluster display or contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

(B) Oil level in the normal range.

(C) Engine oil level too low – if necessary follow the messages in the instrument cluster display or top up the engine oil.

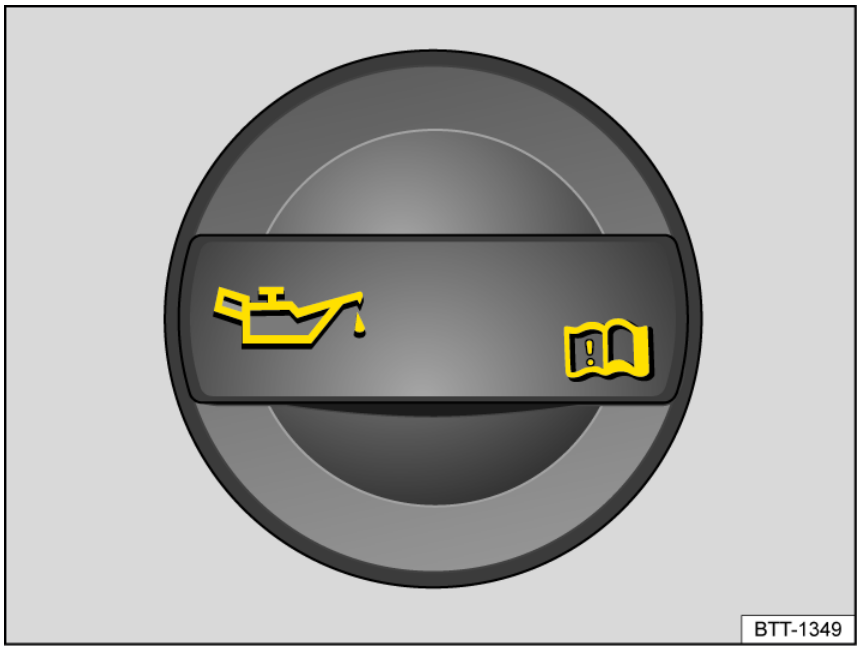

Fig. 141 In the engine compartment: engine oil filler cap (general example).

Perform the steps in the order listed ⇒ ⚠:

1. With the engine at **operating temperature**, park the vehicle on a level surface to avoid an incorrect oil level reading.
2. Turn off the engine and wait at least five minutes for the engine oil to flow back into the oil pan.
3. Open the hood ⚠ ⇒ *Opening and closing the hood*.
4. Find the engine oil filler and the dipstick. You can identify these by the symbol on the engine oil filler cap *fig. 141* and the colored handle on the dipstick *fig. 140*. If you are not sure where the cap and the oil dipstick are located, contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
5. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
6. Reinsert the dipstick into the guide tube and push it all the way in. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
7. Remove the dipstick again and read the oil level on the dipstick as described below *fig. 140*:

   (A) The engine oil level is too high. If necessary, follow the messages in the instrument cluster display or **contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility** ⇒ ⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   (B) Oil level in the normal range. Engine oil can be added up to the **upper edge of this area**, for example if there is heavy engine load. Continue with step 8 or step 16 ⇒ ⚠.

   (C) The engine oil level is too low. **Add engine oil immediately.** Continue with step 8.
8. After reading the oil level, reinsert the dipstick back into the guide tube and push it all the way in.
9. Remove the cap on the engine oil filler *fig. 141*.
10. Top up the engine oil gradually in small quantities (not more than 0.5 liters/0.5 quarts) or observe the recommendation in the instrument cluster. Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.
11. To avoid overfilling, you must wait at least one minute each time you add engine oil so that the engine oil can flow into the oil pan up to the marking on the oil dipstick.
12. Read the oil level on the dipstick again before adding a little more. Never add too much oil ⇒ (!).
13. When you are done adding oil, the oil level should be in the center of area *fig. 140* (B). The engine oil level must not be in the area *fig. 140* (A).
14. If you accidentally add too much oil and the oil level is in area *fig. 140* (A), **do not start the engine**. Inform an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
15. Close the cap on the engine oil filler when you are done adding engine oil.
16. Insert the oil dipstick all the way into the guide tube. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
17. Close the hood ⚠ ⇒ *Opening and closing the hood*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. This can cause burns and serious injuries.

- Always make sure that the engine oil cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube. This can prevent engine oil from leaking and coming into contact with hot engine components when the engine is running.
- If engine oil spills on cold engine components, it could heat up and ignite when the engine is running.

(!) NOTICE

- If the oil level is in the *fig. 140* (A) range, do not start the engine, and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- When topping up fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and (!) *Safety precautions for working in the engine compartment*.

Engine oil pressure too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so.
2. Stop the engine.
3. Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
4. If the warning light flashes, do *not* continue driving or let the engine run, even if the oil is at the correct level.
5. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine oil level very low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so.
2. Stop the engine.
3. Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
4. If necessary, top up the engine oil gradually in small quantities (not more than 0.5 qt (0.5 qt) in total) or observe the top-up recommendation in the instrument cluster.
5. If the indicator light comes on, do *not* continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result.
6. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine oil level too low

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so.
2. Stop the engine.
3. Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
4. If necessary, top up the engine oil gradually in small quantities (not more than 0.5 qt (0.5 qt) in total) or observe the top-up recommendation in the instrument cluster.
5. If the indicator light comes on, do *not* continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result.
6. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine oil level too high

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so.
2. Stop the engine.
3. Check the engine oil level ⇒ *Checking the engine oil level and adding oil* .
4. If the engine oil level is too high, do *not* drive any further or leave the engine running. Engine damage could result.
5. After checking, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

or **Engine oil system malfunction**

The indicator light flashes yellow. A message is shown in the instrument cluster display.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine coolant

Introduction

Only perform work on the **engine cooling system** if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment, fluids, and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting your Volkswagen dealership.

⚠ WARNING

Engine coolant is poisonous!

- Only store engine coolant in the sealed original container and in a secure place.

- Never use empty food cans, bottles, or other containers to store engine coolant, because someone could drink the engine coolant by mistake.
- Store engine coolant out of the reach of children.
- Make sure that the correct proportion of engine coolant additive is provided based on the lowest ambient temperature in which the vehicle will be operated.
- In extremely low temperatures, the coolant can freeze and the vehicle could break down. Because the heater will also no longer function in that situation, vehicle occupants could die of exposure if they do not have sufficient warm clothing.

Coolant and coolant additives can pollute the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Engine coolant specifications

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive **G 12 evo** (TL-VW 744 L).

To protect the engine cooling system, there must *always* be at least a 40% proportion of coolant additive. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 55 %, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The engine coolant additive can be recognized by its purple color. The mixture of water and coolant additive provides freeze protection down to -13 °F (-25 °C), protects the aluminum alloy parts of the cooling system from corrosion, prevents limescale deposits, and increases the boiling point of the coolant.

If the engine coolant is being topped up, a blend of **distilled water** and at least 40% of the engine coolant additive **G 12 evo** must be used to ensure optimum corrosion protection ⇒ ⓘ.

⚠ WARNING

Insufficient freeze protection in the engine cooling system can cause engine malfunctions, which can result in serious injuries.

- Make sure that the correct proportion of engine coolant additive is provided based on the lowest ambient temperature in which the vehicle will be operated.
- In extremely low temperatures, the coolant can freeze and the vehicle could break down. Because the heater will also no longer function in that situation, vehicle occupants could die of exposure if they do not have sufficient warm clothing.

ⓘ NOTICE

Never mix Genuine Volkswagen coolant additives with coolants that are not approved by Volkswagen.

- If the fluid in the coolant expansion tank is not pink-colored (the color comes from the mixture of the purple coolant additive with distilled water) but is, for example, brown instead, the suitable engine coolant was mixed with another engine coolant that is not suitable. In this case, have the engine coolant changed immediately. Otherwise, serious malfunctions or damage to the engine and cooling system could occur.

Engine coolant and coolant additives can harm the environment. Catch any leaking operating fluids and dispose of them correctly according to environmental regulations.

Checking and filling engine coolant

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**

Preparations

1. Parking the vehicle on a level, secure surface.
2. Allow the engine to cool ⇒ ⚠.
3. Open the hood ⚠ ⇒ *Opening and closing the hood*.
4. The coolant expansion tank is identified with the red symbol on the cap *fig. 142*.

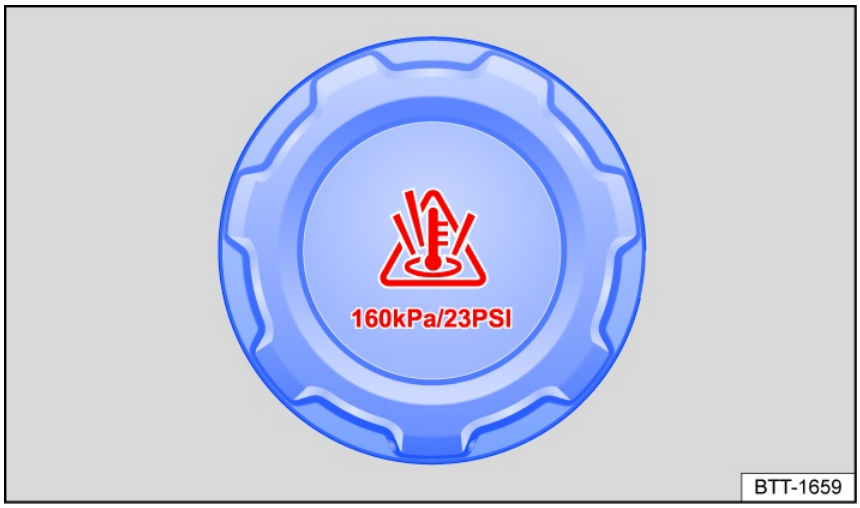

Fig. 142 In the engine compartment: cap on the engine coolant expansion tank.

WARNING

Hot steam and hot engine coolant can cause serious burns.

- Never open the engine hood if you can see or hear steam or coolant escaping from the engine compartment. Wait until you can no longer see or hear steam or coolant escaping. Hot components can cause burns if touched.
- The engine cooling system is under pressure when the engine is hot. Never open the cap on the coolant expansion tank when the engine is hot. Engine coolant could spray out and cause serious burns or other injuries.
  - Slowly and very carefully turn the cap counterclockwise while pressing down lightly on the cap.
  - Always protect your face, hands, and arms from hot coolant or steam by placing a large, thick cloth on the coolant expansion tank cap.

Warning light

The engine coolant warning light will turn on if the engine coolant level is too low.

Do not continue driving! .

1. Stop the vehicle as soon as it is safe to do so.
2. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. If the coolant level is too low and there are no authorized Volkswagen dealers or authorized Volkswagen Service Facilities qualified in this respect in the immediate area, check the coolant level and add coolant.

Checking the coolant level

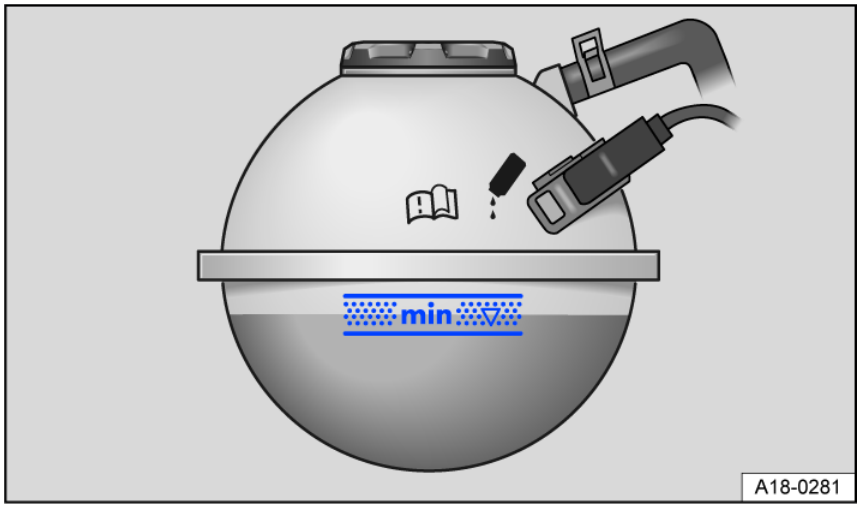

Fig. 143 In the engine compartment: markings on the engine coolant expansion tank.

When **new vehicles** are delivered, the coolant level may be above the marked area. This is normal. The engine coolant does not need to be extracted.

1. When the engine is cold, check the coolant level using the markings on the side of the engine coolant expansion tank *fig. 143*. The coolant level must be between the markings.
2. If the fluid level in the coolant expansion tank is below the minimum mark (“min”), have coolant added. When the engine is warm, the engine coolant level may be slightly above the upper marking.

3. If no coolant is visible in the coolant expansion tank, **do not** add coolant ⇒ ⓘ.

Filling the coolant

1. Carefully unscrew the cap ⇒ ⚠.
2. Only add **new** coolant that conforms to the Volkswagen specification ⇒ *Engine coolant specifications*.
3. Top up the engine coolant to the upper fill level marker.

   After topping up the engine coolant, the coolant level must be between the markings on the coolant expansion tank *fig. 143*.
4. Install the cap securely.
5. Check the coolant level after one day.

   If the level drops below the “min” minimum marking **again**, contact suitably qualified professionals and have the cooling system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
6. If there is no coolant available that conforms to the specification, do not use any other coolant in an emergency ⇒ ⓘ.

NOTICE

- Do not refill the system with engine coolant **above the upper edge of the marked area** . If there is too much coolant, the engine cooling system will become pressurized when the coolant warms up, which can result in damage.
- 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 an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only use distilled water for refilling the system! The chemical components contained in all other types of water can cause considerable corrosion damage in the engine. This can cause engine malfunctions. If water that is not distilled is added, have the fluid in the cooling system changed immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Do not add any engine coolant if there is no engine coolant left in the coolant expansion tank. Doing so could cause air to enter the cooling system. Do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the engine could be damaged. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- When topping up fluids, make sure the correct fluids are added to the correct reservoirs. Using incorrect fluids can result in malfunctions and engine damage.

Brake fluid

Fig. 144 In the engine compartment: cap on the brake fluid reservoir (version 1).

Fig. 145 In the engine compartment: cap on the brake fluid reservoir (version 2).

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 ⇒ ⚠.

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 brake fluid that meets this specification is not available and another high-quality brake fluid must therefore be used, brake fluid that complies with the specificatior DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 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 CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

To help ensure that the brake system functions correctly over the long term, Volkswagen recommends using a brake fluid that expressly conforms to the **VW standard 501 14**.

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 CLASS 6.

Brake fluid level

The brake fluid level must always be between the MIN and MAX markings on the brake fluid reservoir ⇒ ⚠.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir. If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The brake fluid level decreases slightly when the vehicle is being used as the brake pads wear and the brakes automatically adjust themselves.

BRAKE Brake fluid level

The red warning light turns on.

Brake fluid level is too low.

1. **Do not continue driving!**
2. Check the brake fluid level.

If the brake fluid level is too low:

1. Inform a suitably qualified professional.
2. Have the brake system checked.

Changing brake fluid

Have the brake fluid changed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Only use new brake fluid that meets the required specifications.

WARNING

Low brake fluid, brake fluid that is too old, or using an incorrect type of brake fluid can cause brake malfunctions or reduced braking efficiency. Hard braking when the brake fluid is old can cause vapor lock to form in the fluid due to absorbed moisture. Vapor lock reduces the braking efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system.

- Have the brake system and brake fluid level checked or have the brake fluid changed regularly.
- Only have new brake fluid added.
- Be sure to use the correct brake fluid. Only use brake fluid that expressly complies with the VW standard 501 14. Any other brake fluid or brake fluid that is not high-quality can impair the braking function and reduce the braking efficiency.
- If brake fluid that complies with the VW standard 501 14 is not available and it is absolutely necessary to use a different brake fluid, only use a high-quality brake fluid that complies with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.

WARNING

Brake fluid is poisonous.

- To reduce the risk of poisoning, never store brake fluid in beverage containers or other containers. A person could mistakenly drink from the container, even if the container is marked.
- Always store brake fluid in the sealed original container and keep it out of the reach of children.

NOTICE

Spilled or leaking brake fluid damages vehicle paint and tires.

- Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.

Brake fluid can pollute the environment. Collect spilled brake fluid and dispose of it correctly.

12 V vehicle battery

Introduction

The 12-volt vehicle battery is a component of the electrical system and serves to supply energy to the vehicle.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary procedures and the general safety precautions, and if the correct equipment and operating fluids and suitable tools are available. Work performed incorrectly can result in serious injuries ⇒ ⚠. Have all work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter ⇒ *Troubleshooting*.

12 V vehicle battery location

The 12-volt vehicle battery may be located in the electric motor compartment or behind a cover in the luggage compartment, depending on vehicle equipment.

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. Always read and heed the following warnings and safety precautions before performing any procedures:

- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery electrolyte and the 12 V vehicle battery.
- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Do not smoke while working and never work near open flames or sparks.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.
- Never short circuit the battery terminals.

- Never use a damaged 12 V vehicle battery. The 12 V vehicle battery may explode. Replace a damaged 12 V vehicle battery immediately.
- Never use a frozen 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C). Replace the 12 V vehicle battery immediately.
- For vehicles with the 12-volt vehicle battery in the vehicle interior, ensure that the degassing hose is connected to the 12-volt vehicle battery correctly. The degassing hose must always be connected to the negative terminal side of the 12-volt vehicle battery. If there is an opening on the positive terminal side of the 12-volt vehicle battery, it must always be capped.

WARNING

California Proposition 65 Warning

- This product can expose you to chemicals including lead and lead components, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

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.

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

Checking the 12 V vehicle battery acid level

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**
Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old. Otherwise, the 12 V vehicle battery is maintenance-free.

The acid level of 12 V vehicle batteries labeled **A G M** cannot be checked for technical reasons. To have the 12-volt vehicle battery checked, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Preparations

1. Prepare the vehicle for work in the engine compartment ⇒ *In the engine compartment*.
2. Open the hood ⚠ ⇒ *Opening and closing the hood*.

Checking the battery acid level (12 V vehicle batteries with window)

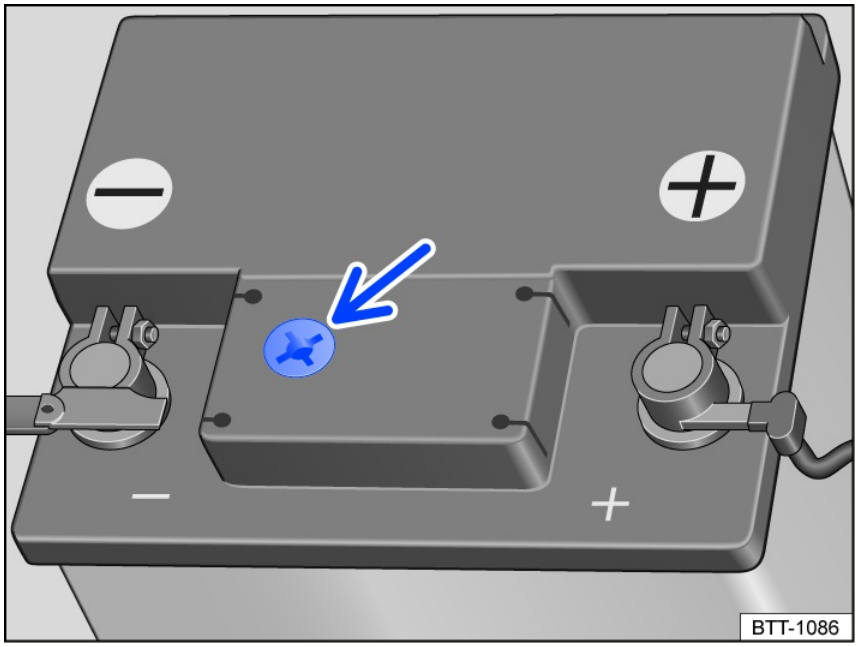

Fig. 146 Window on the top of the 12 V vehicle battery (general example).

1. Depending on the vehicle equipment, an additional bracket must be removed to see the viewing window. An additional tool that is not available in the vehicle tool kit is required to do this.
2. Make sure there is enough light to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery (arrow) *fig. 146*. Never use open flames or smoldering objects to provide light.

The color indicator in the circular window changes depending on the acid level in the 12 V vehicle battery.

Light yellow* or *colorless The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery checked and/or replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Black The 12 V vehicle battery acid level is OK.

⚠ WARNING

- Always wear eye protection and safety gloves.
- Battery acid is highly corrosive. It can burn skin and cause blindness. When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings and can cause chemical burns.
- Never open a 12 V vehicle battery.
- If battery acid comes into contact with the skin or eyes, rinse the affected area immediately with cold water for several minutes. Then consult a doctor immediately.
- Consult a doctor immediately if battery acid is swallowed.

Charging, replacing, disconnecting, or connecting the 12 V vehicle battery

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Safety precautions for working in the engine compartment*.
If you suspect that the 12 V vehicle battery is damaged or malfunctioning, see suitably qualified professionals to have the 12 V vehicle battery checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by suitably qualified professionals because 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.

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 replacement part fitted by qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Check with qualified professionals 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.

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 qualified professionals 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 qualified professionals have the necessary equipment to perform the adaptation and have access to the correct replacement batteries. Using unsuitable batteries may invalidate the operating license.

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 equipment and the ignition.
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

1. Switch off all electrical equipment and the ignition before reconnecting the 12 V vehicle battery.
2. Connect the positive cable first, and then the negative cable ⇒ ⚠.

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approximately 10 - 12 mph (15 - 20 km/h). If the indicator lights do not turn off, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly

⇒ *Service interval display*. Follow the maximum permissible maintenance interval ⇒ *Maintenance*.

Vehicles with Keyless Access ⇒ *Keyless Access*: If the ignition cannot be switched on after connecting the 12 V vehicle battery.

1. Lock and unlock the vehicle from the outside.
2. Try to switch the ignition on again.
3. If the ignition will not switch on, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic equipment deactivation

If the 12 V vehicle battery is under a heavy load, the intelligent power management will automatically begin certain measures to prevent the 12 V vehicle battery from draining:

- The idle speed will be increased so that the alternator delivers more power.
- If necessary, equipment that uses a lot of power will have its performance limited or will be switched off.
- The power supply to the 12 V socket and the cigarette lighter will be interrupted temporarily when the engine is started.

The power management cannot always prevent the 12 V vehicle battery from being drained. For example, the battery could be drained if the ignition is left on for long periods of time when the engine is stopped or if the vehicle is parked for long periods of time with the parking lights on.

12 V vehicle battery draining

- If the vehicle is parked for long periods of time without running the engine, especially if the ignition is on.
- If electrical equipment is used when the engine is stopped.

WARNING

Securing the vehicle battery incorrectly or using the wrong 12 V vehicle battery can cause short circuits, fires, and serious injuries.

- Always use maintenance-free and leak-proof 12 V vehicle batteries that have the same characteristics, specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

WARNING

A highly explosive mixture of hydrogen gas can form when charging the 12 V vehicle battery.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Never charge a frozen or thawed 12 V vehicle battery. A drained 12 V vehicle battery can freeze at temperatures around 32 °F (0 °C).
- Always replace the 12 V vehicle battery if it freezes.

WARNING

Cables that are connected incorrectly can cause a short circuit.

- Connect the positive cable first and then the negative cable.

NOTICE

- Never connect or disconnect the 12 V vehicle batteries when the ignition is on or the engine is running. Never use a 12 V vehicle battery that does not conform to the vehicle specifications. The electrical system or electrical components could be damaged and electrical malfunctions could result.

12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of 12 V vehicle batteries correctly.

Battery acid can pollute the environment. Collect spilled battery acid and dispose of it correctly.

Troubleshooting

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Safety precautions for working in the engine compartment*.**

12 V vehicle battery

The red warning light turns on. The following message is displayed: 12 V battery is not charging. Safely park the vehicle.

STOP **Do not continue driving!** .

The 12-volt vehicle battery is not being charged while driving.

1. Stop the vehicle as soon as it is safe to do so.
2. Turn off electrical equipment that is not needed.
3. Inform a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
4. Have the electrical system inspected.

12 V vehicle battery

The red warning light turns on. The following message is displayed: Error: 12 V power supply. Safely stop the vehicle. Consult Owner's Manual.

Do not continue driving! .

There is a fault in the 12-volt vehicle electrical system.

1. Stop the vehicle as soon as it is safe to do so.
2. Inform a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: Error: 12 V power supply. Please visit workshop..

There is a fault in the 12 V power supply.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: Error: 12 V battery. Restart not possible. Service vehicle!

The connection between the 12 V vehicle electrical system and the 12 V vehicle battery is malfunctioning.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have the electrical system inspected.

If the engine is turned off in this situation, it cannot be restarted. Jump-start the vehicle if necessary ⇒ *Jump-starting* or contact an authorized Volkswagen dealer authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: Error: 12 V battery diagnosis. Please service the vehicle..

The system for monitoring the 12-volt vehicle battery is malfunctioning.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: Please replace the 12 V battery. Service vehicle.

The 12-volt vehicle battery has almost reached the end of its service life.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Check the 12-volt vehicle battery and have it replaced if necessary ⇒ *Charging, replacing, disconnecting, or connecting the 12 V vehicle battery* .

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: Please have the 12 V battery checked. Service vehicle..

The connection between the 12 V vehicle electrical system and the 12 V vehicle battery is malfunctioning.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have the electrical system inspected.

12 V vehicle battery

The yellow indicator light turns on. The following message is displayed: The 12 V battery is low. Have it recharged by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Poor charge acceptance of the 12-volt vehicle battery, caused, for example, by low temperatures.

1. Drive a short distance so that the 12-volt vehicle battery can be recharged.

Wheels and tires

Tire Pressure Monitoring System (TPMS)

Introduction

The Tire Pressure Monitoring System (TPMS) warns the driver if tire pressures are too low.

The following Tire Pressure Monitoring Systems (TPMS) are available for this vehicle:

Tire Pressure Monitoring System

- Monitors various parameters, including rolling circumference, of all four tires using ABS sensors (indirect measurements) while the vehicle is in motion.

The reference pressure for the Tire Pressure Monitoring System is the recommended tire pressure for the tires installed at the factory when the tires are cold at maximum load. The reference pressure corresponds to the details on the tire pressure label ⇒ *Tire pressure*.

If the tire pressure has been correctly adjusted on all four tires, the Tire Pressure Monitoring System must be re-calibrated ⇒ *Tire Pressure Monitoring System*. Tl adapts the reference pressure to the current tire pressure.

The Tire Pressure Monitoring System (!) may not react at first or may not react at all when you are driving in a sporty manner, or on snow-covered or unpaved roads, when you are driving with snow chains, or in certain other situations. A change in the tread circumference of a tire is signaled by the Tire Pressure Monitorin System indicator in the instrument cluster (telltale).

The tire pressure recommended for the tires originally installed on the vehicle is on a sticker on the driver door jamb.

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 pressu 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 continuous 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 tl TPMS to continue to function properly.

⚠ WARNING

The intelligent technology of the Tire Pressure Monitoring System (TPMS) cannot overcome the natural laws of physics and it can only operate within the limits of the system. Handling wheels and tires incorrectly can result in a sudden loss of tire pressure, tread separation, and ruptured tires.

- Check the tire pressure regularly and always maintain the specified values ⇒ *Tire pressure*. If the tire pressure is too low, the tire can heat up so much that the tread separates or the tire ruptures.
- Always inflate the tires to the correct tire pressure when the tires are cold according to the tire inflation pressure label ⇒ *Tire pressure*.
- Check the tire pressure regularly when the tires are cold. If necessary, adjust the tire pressure when the tires are cold so that it is suitable for the tires installed on your vehicle ⇒ *Tire pressure*.
- Check the tires regularly for signs of wear or damage.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.

⚠ WARNING

Different tire pressures or low tire pressure can cause tire damage, tire failure, loss of vehicle control, crashes, serious injuries, and death.

- If the (!) warning light turns on, stop the vehicle immediately and check all of the tires ⇒ *Tire pressure*.
- Different tire pressures or low tire pressure can increase tire wear, decrease vehicle stability, and increase braking distance.
- The driver is responsible for maintaining the correct tire pressure in all tires on the vehicle. The recommended tire pressure can be found on a label ⇒ *Tire pressure*.

- The Tire Pressure Monitoring System (TPMS) can only function correctly when all tires are inflated to the correct pressure when they are cold.
- All tires must always be inflated to the correct pressure based on the load ⇒ *Tire pressure*.
- Inflate all tires to the correct tire pressure before every drive ⇒ *Tire pressure*.
- When the tire pressure is too low, the tire must flex more when driving. This could cause the tire to become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.
- Driving at high speeds and excessive vehicle load can cause a tire to become so hot that the tire could rupture and you could lose control of the vehicle.
- Tire pressure that is too high or too low shortens the service life of the tire and affects driving behavior.
- If the tire is not “flat” and the tire does not need to be replaced immediately, drive slowly to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the tire pressure checked and corrected ⇒ *Tire pressure*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- The Tire Pressure Monitoring System must always be correctly calibrated.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not rely on the Tire Pressure Monitoring System alone. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

Tire Pressure Monitoring System

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

Function description

Using the ABS sensors, the Tire Pressure Monitoring System compares the RPM and thus the rolling circumference of the individual tires.

The Tire Pressure Monitoring System will not work if the ESC or ABS is malfunctioning ⇒ *Troubleshooting*.

The rolling circumference can change if:

- The tire pressure has changed
- The tire pressure is too low
- The tire has structural damage
- One side of the vehicle has a heavier load than the other
- Snow chains are installed on the tires
- A compact spare wheel has been installed
- Only one wheel was replaced on each axle

The Tire Pressure Monitoring System (!) may be delayed or not be displayed at all when driving with a sporty style, on winter or unpaved roads, or when driving with snow chains.

The Tire Pressure Monitoring System shows a change in the rolling circumference of the tires via the (!) warning light in the instrument cluster.

The recommended tire pressure for the tires installed at the factory is specified on the tire pressure sticker on the driver door pillar ⇒ *Tire pressure*.

The tire pressure of all tires, including the spare wheel or temporary spare wheel, must be checked once a month when the tires are cold and must correspond to tl vehicle manufacturer's specifications on the tire pressure sticker. If the size of the tires installed at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the Tire Pressure Monitoring System is not showing a warning that the tire pressure is too low.

The Tire Pressure Monitoring System also has a malfunction display that is accompanied by the (!) warning light. In the event of a malfunction in the Tire Pressur Monitoring System, after switching on the ignition, the (!) warning light blinks for around one minute and then stays on.

If the Tire Pressure Monitoring System displays a malfunction, the tire pressure cannot be monitored correctly. A malfunction in the Tire Pressure Monitoring Systen can have a number of causes, e.g. a wheel or a tire being replaced. After replacing a wheel or tire, you must check whether the (!) warning light displays a system malfunction to make sure that the Tire Pressure Monitoring System is working properly ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Calibrating the Tire Pressure Monitoring System

Fig. 147 In the glove box on the front passenger side: button for 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 one or more wheels were repaired.
- If the wheels were rotated, for example from front to rear.

After being warned about a low tire pressure, switch the ignition off and back on. The Tire Pressure Monitoring System can only be recalibrated after this is done.

1. Switch the ignition on.
2. Press and hold the button *fig. 147* until a confirmation tone sounds.

   Or: Depending on the vehicle equipment, open the Tire pressure menu item on the instrument cluster display and save the new tire pressures.

   After longer trips and different vehicle speeds, the system adapts to the new values and monitors them.

WARNING

Improper use of the Set button can cause the Tire Pressure Monitoring System to issue false warnings or not to issue a warning despite dangerously low tire pressure.

- Ensure that the tire pressure is correct on all wheels before pressing the Set button.

Troubleshooting the Tire Pressure Monitoring System

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

Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

1. **Do not continue driving!**
2. Check and correct all tire pressures ⇒ *Tire pressure*.
3. Replace damaged tires.
4. Recalibrate the Tire Pressure Monitoring System ⇒ *Tire Pressure Monitoring System*.
5. If the malfunction persists, 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. **Do not continue driving!**
2. Switch the ignition off and back 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.

Information about wheels and tires

Introduction

Tires are the part of the vehicle that are under the most demand yet are the most underestimated. Tires are extremely important, because the small running surface on the tires is the only point of contact that the vehicle has with the road.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

- Handling wheels and tires incorrectly can reduce driving safety and cause accidents and serious injuries.
- For all four wheels, use only radial tires of the same design, size (rolling circumference), and tread pattern.
- You must break in new tires because they have reduced traction and braking efficiency when they are new. To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).
- Regularly check the tire pressure when the tires are cold and always maintain the specified 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 regularly for damage and wear.
- Never drive with tires that are damaged (punctured, cut, cracked, or bulging) or worn. Driving with tires in this condition can cause tire blowouts, accidents, and serious injuries. Replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires fitted to your vehicle.
- The effectiveness of the driver assistance systems and the braking assistance systems depends on tire traction.
- If there are unusual vibrations or if the vehicle pulls to one side while driving, stop immediately and check the wheels and tires for damage.
- To reduce the risk of loss of vehicle control, accidents, and serious injuries, never loosen the bolts on rims with a bolted rim ring.
- Do not use any wheels or tires if you do not know how they have been used in the past. Used wheels and tires may be damaged, even if this damage is not visible, and could lead to tire damage, tire failure or loss of vehicle control.
- Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet. Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so.

WARNING

If the wheel bolts are not tightened correctly or are missing, the wheels could become loose and lead to loss of vehicle control, accidents, and serious injuries.

- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Improper installation of the tires on the rim can cause tires to suddenly lose air or go flat while driving and damage the rim. This can cause accidents and fatal injuries.

- Always have tires installed 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 and tires

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

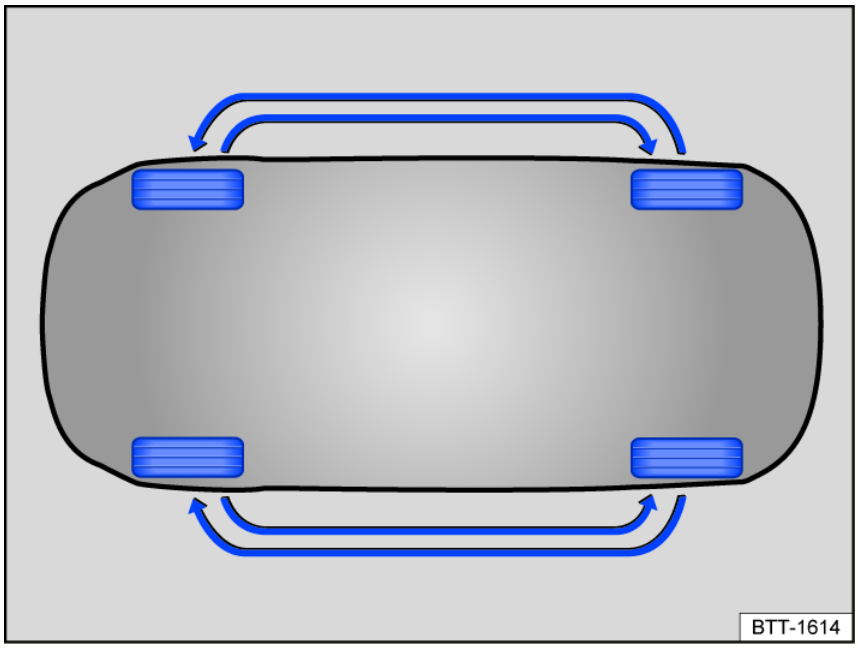

Fig. 148 General example: Diagram for rotating the wheels.

The tire and rim combinations approved by Volkswagen are specifically designed for each other.

Replacing tires

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended *fig. 148*. This will allow the tires to have approximately t 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.

Preventing damage to the rims and tires

- Always drive over curbs and other low obstacles slowly and at a right-angle so that both front wheels come into contact with the obstacle at the same time.
- Check the tire pressure regularly.
- Check the tires regularly for damage, e.g. holes, cuts, punctures or blisters.
- Never exceed the load index and maximum speed of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
- Have damaged or worn rims replaced immediately ⇒ *Tire damage*.
- Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid → ⚠.
- Replace missing dust caps on the valves immediately.
- Remove any objects provided they have not punctured the inside of the tire ⇒ *Tire damage*.
- Pay attention to all warnings issued by the Tire Pressure Monitoring System ⇒ *Troubleshooting the Tire Pressure Monitoring System*.

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement → ⚠.

Winter and all season tires lose their characteristics to a large extent due to aging, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date ⇒ *Tire pressure*.

Storing tires

- Only store tires in a cool, dry location that is as dark as possible.
- Do not stand tires that are mounted on rims up vertically.
- Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be broken in. Tires that have not been broken in yet have reduced gripping abilities → ⚠ and braking efficiency → ⚠.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.

Replacing tires

- At the factory, the vehicle can be equipped with reduced rolling resistance tires. The specified fuel consumption values 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.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire Pressure Monitoring System*.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

⚠ WARNING

Old tires can lose pressure suddenly at high speeds or fail and cause accidents and serious injuries. This is true even if the tires have not been used yet.

- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

NOTICE

Avoid strong impacts and drive around obstacles where possible. The risk of tire damage is especially great if driving over potholes and curbs. Damage to the tires and rims can result.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. Replace the compact spare wheel with a regular wheel as soon as possible.

Using tires approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. If other tires are used, the seller must provide a certificate from the tire manufacturer stating that the tires are suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Rims and wheel bolts

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

Rims, tires, and wheel bolts are determined based on the vehicle model. Whenever another rim is installed, the wheel bolts to be used must have the correct lengtl and bolt head shape. This ensures that the brakes can work correctly and that the vehicle drives smoothly and safely.

For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model.

Wheel bolts

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque ⇒ *Wheel bolts*.

The wheel bolt tightening torque must be checked regularly with a functional torque wrench ⇒ *Wheel bolts*.

Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Damaged rims must be replaced and may only be repaired by 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

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims permitted for the vehicle.
- Check the rims regularly for damage and replace them if necessary.

⚠ WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause accidents and serious injuries.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

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

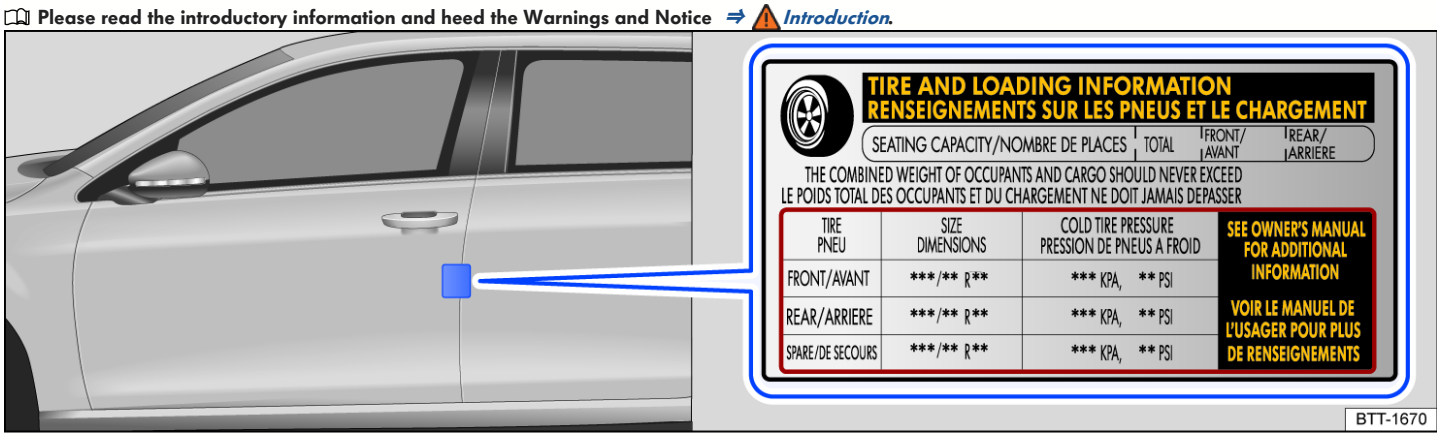

Fig. 149 On the driver door pillar: tire pressure sticker

The correct tire pressure for the tires fitted at the factory can be found on a label on the B-pillar of the driver door *fig. 149*. The factory-installed tires can be winte summer or all-season tires.

An incorrect tire pressure can cause increased tire wear, negatively affect driving behavior and damage tires. Compliance with the correct tire pressure is very important, particularly when driving at high speeds.

The specified tire pressure is given for a cold tire. For warm tires, the pressure is higher.

1. Never reduce the pressure of a warm tire in order to reach the specified value.

   This will cause the actual pressure when the tire is cold to be too low.

Checking the tire pressure

- Check the tire pressure at least once a month.
- Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.
- Always adjust the tire pressures to the vehicle load *fig. 149*.
- After adjusting tire pressures, always screw the caps on the valves and note the information about the Tire Pressure Monitoring System (TPMS).
- Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

WARNING

Incorrect tire pressures can cause tires to suddenly lose air or go flat while driving. This can cause accidents and fatal injuries.

- If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Excessive speeds and vehicle loads can cause overheating, sudden tire damage (including tire blow-outs), and separation of the tread, which can then result in loss of vehicle control.
- An incorrect tire pressure shortens the service life of the tire and negatively affects driving behavior.
- Check the tire pressures regularly, at least once a month and also before driving long distances.
- All tires must always be inflated to the correct pressure based on the load.
- Never reduce the tire pressure when tires are warm.

NOTICE

- When positioning the tire pressure gage, make sure it is not tilted at the valve stem. If it is, it could damage the tire valve.
- Always make sure all valve caps are fully tightened when driving.

Tire pressures that are too low increase fuel consumption.

Tire inflation pressure for cold tires

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

Engine	Size designation	Tire pressure	
		psi	kPA
2.0 l/174 hp (130 kW)	215/60 R 16	35	240
	215/55 R 17	35	240
	235/45 R 18	35	240
	235/40 R 19	35	240
Spare wheel	135/90 R 16	60	420

Details of the correct tire pressure are located on the tire pressure label on the driver's door pillar. If the details on the tire pressure label differ from the details in the Manual, the details on the tire pressure label apply.

Tread depth and wear indicator

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

Fig. 150 Tire tread: tread wear indicator.

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth → ⚠. This app in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1/16 of an inch (1.6 mm). This is measured in the tread grooves next to the wear indicators. Observe any other legal regulations in force in the country in which you are driving.

Note the legal requirements in the applicable country for minimum tread depths on winter tires and all-season tires.

Tread wear indicator in tires

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

The wear indicator is 1/16 of an inch (1.6 mm) above the base of the tires *fig. 150*. Markings on the sides of the tire indicate the location of the tread wear indicato *fig. 150*.

⚠ WARNING

Worn tires are a safety risk and can cause the driver to lose control of the vehicle and lead to serious injuries.

- You must replace tires with new tires at the latest when the tires are worn down to the wear indicator.
- Worn tires have significantly less grip, especially on wet roads, and the vehicle is more likely to “hydroplane”.
- Worn tires reduce the driver’s ability to control the vehicle well in normal and difficult driving situations, and they increase the braking distance as well as the risk of skidding.

Tire damage

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ ***Introduction.***
Damage to tires and rims can often occur where it is not visible → ⚠.

1. If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.
2. Check the tires and rims for damage.
3. Do not continue driving if there is tire damage.
4. Replace the damaged wheel ⇒ 📖 *Introduction*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswage recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
5. 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.

Objects embedded in tires

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 ⇒ 📖 *Introduction*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswage recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Check and adjust the tire pressure.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire wear

Tire wear depends on various factors:

- Driving style.
- Wheel balancing.
- Running gear alignment.

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. 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.

- Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.
- Check the tires and rims for damage.
- Never continue driving with damaged tires or rims. 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.
- 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.

New tires and replacement tires

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

New tires

- Drive particularly carefully during the first 370 miles (600 km) with new tires because they must be broken in. Tires that have not been broken in yet have reduced grip and braking efficiency ⇒ *Handling wheels and tires*.
- Only use tires with the same design and as close to the same construction, size, and tread pattern as possible on all four wheels.
- The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

Replacing tires

- At the factory, the vehicle is equipped with tires designed to reduce the rolling resistance as much as possible. 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 ⇒ *Handling wheels and tires*.
- Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.
- Only replace old tires with tires that have the same specifications – including width, diameter, bearing capacity and maximum speed – such as the tires approved for your vehicle and model by Volkswagen.
- Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from fro to back ⇒ *Tire Pressure Monitoring System*.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.

- To reduce the risk of accidents and serious injuries, drive carefully during the first 370 miles (600 km).

⚠ WARNING

Tires must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body,

and the brake lines, which can cause the brake system to fail, the tread to separate, and the tire to fail.

- The actual dimensions of the tires must not exceed the dimensions of the tire manufacturers approved by Volkswagen, and the tires must not rub against other components of the vehicle.

NOTICE

Do not damage the valves when replacing tires. Never drive without caps on the valves. The valves could be damaged.

Always dispose of old tires correctly and according to regulations.

If the spare wheel is different from the regular vehicle wheels, e.g. in the case of winter tires or a temporary spare wheel, only use the spare wheel temporarily and in the event of a breakdown, and drive especially carefully. Replace the compact spare wheel with a regular wheel as soon as possible.

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Tire labeling and terminology, glossary, handling new tires, UTQG classification

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

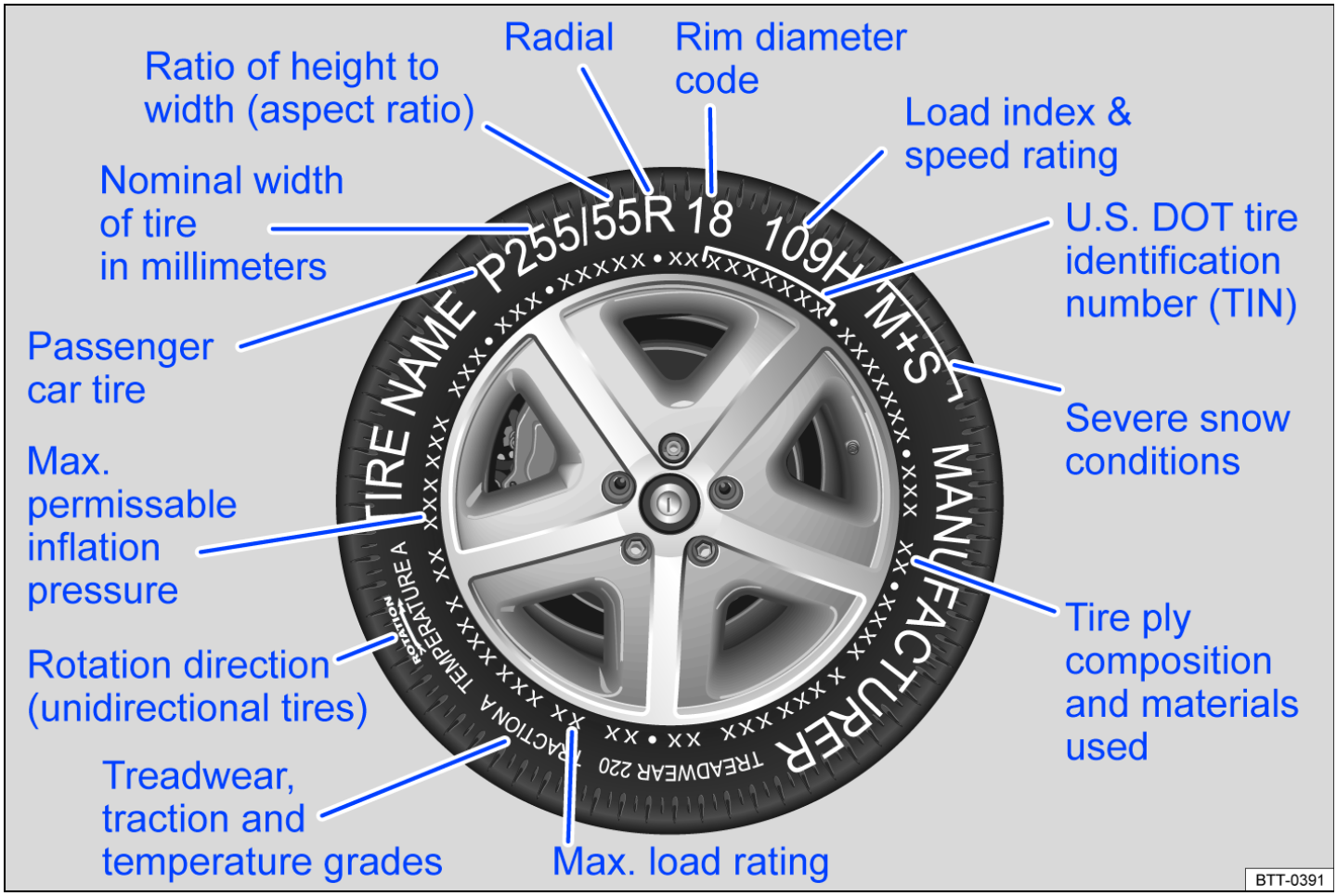

Fig. 151 International tire labeling.

Knowing about tire specifications makes it easier to choose the correct replacement tires. Radial tires have specifications marked on the sidewall.

Tire labeling (example)	Meaning	
Brand, Logo	*Manufacturer*	
Tire name	Individual tire designation of the manufacturer.	
	Dimensions:	
	P	Tire application: Passenger car

Tire labeling (example)	Meaning	
P255 / 55 R 18	255	Nominal sidewall-to-sidewall width of tire in millimeters.
	55	Ratio of height to width (aspect ratio)
	R	Tire belt design letter code for radial.
	18	Rim diameter (in inches)
109 H	Load rating code and speed rating code.	
XL	Indicates “reinforced” tire (heavy-duty)	
M+S *or* M/S	Indicates Mud and Snow capability (also M/S).	
RADIAL TUBELESS	Tubeless radial tire.	
E4 ...	Labeling according to international regulations (E) including number of the approving country. The multi-digit approval number is listed next.	
DOT BT RA TY5 1709	Tire identification number (**TIN**) – In some cases the manufacturing date is only on one side of the tire:	
	DOT	The tire complies with the requirements of the United States Department of Transportation , responsible for issuing safety standards.
	BT	Identification letter of the manufacturing site.
	RA	Manufacturer information regarding tire dimensions.
	TY5	Tire characteristics provided by the manufacturer.
	1709	Manufacturing date: 17th week in 2009.
TWI	Marks the position of the treadwear indicator.	

Tire labeling (example)	Meaning
Made in Germany	Country of manufacture.
MAX LOAD 615 KG (1356 LBS)	United States maximum load rating per wheel.
MAX INFLATION 350 KPA (51 PSI)	United States maximum permissible inflation pressure.
ROTATION	Rotation direction (unidirectional tires)
SIDEWALL 1 PLY RAYON	Tire ply composition and materials used: 1 layer of rayon.
TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Tire tread composition and materials used: In this example there are 4 layers under the tread: 1 layer of rayon, 2 layers of steel belt and 1 layer of nylon.
Consumer information regarding comparison to specified base tires (standardized test procedure) :	
TREADWEAR 220	Relative service life expectancy of the tire referenced to a U.S.-specific standard test.
TRACTION A	Traction rating under wet conditions (AA, A, B or C).
TEMPERATURE A	Temperature stability of the tire at increased test bench speeds (A, B or C).
Additional numbers found on the tire could either be tire manufacturer internal labels or country-specific labels (such as for Brazil and China).	

Unidirectional tires

Unidirectional tires are designed to rotate only in one direction. Unidirectional tires have arrows on the sidewalls that show the direction of rotation. Make sure you mount the tire so that it rotates in the proper direction. The tire's performance with regard to hydroplaning, traction, noise, and wear is worse if it is not mounted in th proper direction of rotation.

If you have to mount a tire opposite to its proper direction of rotation, you must drive more carefully, since the tire is no longer being used as designed. This is particularly important on wet roads. You must replace or remount the tire as soon as possible in order to restore the correct direction of rotation.

Load rating code

The load index indicates the maximum permissible load per individual tire in pounds (kilograms).

91 1356 lbs (615 kg)

92 1388 lbs (630 kg)

93 1433 lbs (650 kg)

95 1521 lbs (690 kg)

97 1609 lbs (730 kg)

98 1653 lbs (750 kg)

99 1709 lbs (775 kg)

100 1763 lbs (800 kg)

101 1819 lbs (825 kg)

102 1874 lbs (850 kg)

103 1929 lbs (875 kg)

104 1984 lbs (900 kg)

110 2337 lbs (1060 kg)

Speed rating code letter

The speed rating code letter indicates the maximum permissible road speed of the tires.

P up to 93 mph (150 km/h)

Q up to 99 mph (160 km/h)

R up to 106 mph (170 km/h)

S up to 112 mph (180 km/h)

T up to 118 mph (190 km/h)

U	up to 124 mph (200 km/h)
H	up to 130 mph (210 km/h)
V	up to 149 mph (240 km/h)
W	up to 168 mph (270 km/h)
Y	up to 186 mph (300 km/h)
Z	over 149 mph (240 km/h)

Some tire manufacturers label tires with a maximum permissible road speed above 149 mph (240 km/h) with the letter combination “ZR.”

WARNING

Using incorrect or unmatched tires and/or wheels or improper tire and wheel combinations can lead to loss of control, collision and serious personal injury.

- Always use tires, wheels and wheel bolts that meet the specifications of the original factory-installed tires or other combinations that have been specifically approved by the vehicle manufacturer.
- All 4 wheels must be fitted with radial tires of the same type, the same size (tread circumference), and the same tread pattern. Driving with different tires reduces vehicle handling and can lead to a loss of control.
- Never drive faster than the maximum speed for which the tires installed on your vehicle are rated because tires that are driven faster than their rated speed can fail suddenly.
- Overloading tires can cause heat build-up, sudden tire failure, including a blowout and sudden deflation and loss of control.
- Temperature grades apply to tires that are properly inflated and not over- or underinflated.

Glossary of tire and loading terminology

Accessory weight: The combined weight (in excess of those standard items which may be replaced) of automatic transmission, electro-mechanical power steering power brakes, power windows, power seats, radio, and heater, to the extent that these items are available as factory-installed equipment (whether installed or not).

Aspect ratio: The ratio of sidewall height to tire width, expressed as a percentage. A number of 50 (0.5:1 or 50%) means that the cross-sectional height is 50% of the tread width. A shorter sidewall can improve steering response and provide better overall handling, for example, on dry pavement.

Bead: The part of a tire made of steel wires, wrapped or reinforced by ply cords, with the shape and structure to ensure proper fit to the wheel rim.

Bead separation:A breakdown of the bond between components in the bead.

Carcass: The tire structure, except tread and sidewall rubber which, when inflated, bears the load.

Chunking:he breaking away of pieces of the tread or sidewall.

Cord: The strands of material forming the plies in the tire.

Cord separation: The parting of cords from adjacent rubber compounds.

Cracking: Any parting within the tread, sidewall, or inner liner of the tire extending to cord material.

Cold tire inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more than a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Curb weight: The weight of a motor vehicle with standard equipment including the maximum capacity of fuel, oil, and coolant, air conditioner, and additional weight of optional equipment.

Extra load tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Gross Axle Weight Rating (GAWR): The load-carrying capacity of a single axle system, measured where the tire contacts the ground.

Gross Vehicle Weight Rating (GVWR): The maximum loaded weight of the vehicle.

Groove: The space between 2 adjacent tread ribs.

Load rating code: The maximum load that a tire is rated to carry for a given inflation pressure. You may not find this information on all tires because it is not required by law.

Maximum loaded vehicle weight: The total of:

- Curb weight.
- Accessory weight.
- Vehicle capacity weight.
- Production options weight.

Maximum (permissible) inflation pressure: The maximum cold inflation pressure to which a tire may be inflated. Also called “maximum inflation pressure.”

Normal occupant weight: Means 150 lbs (68 kilograms) times the number of occupants seated in the vehicle up to the total seating capacity of your vehicle.

Occupant distribution: The placement of passengers in a vehicle.

Outer diameter: The diameter of a new, properly inflated tire.

Overall width: Total width measured at the exterior sidewalls of an inflated tire, including the additional width of labeling, decorations, or protective bands or ribs.

Passenger car tire: A tire intended for use on passenger cars, multipurpose passenger vehicles, and trucks, that have a gross vehicle weight rating (GVWR) of 10,000 pounds or less.

Ply: A layer of rubber-coated parallel cords.

Ply separation: A parting of rubber compound between adjacent plies.

Pneumatic tire:A mechanical device made of rubber, chemicals, fabric, and steel or other materials, that, when mounted on an automotive wheel, provides the traction and contains the gas or fluid that sustains the load.

Production options weight: The combined weight of installed regular production options weighing over 5 lbs (2.3 kg) more than the standard items they replace, and not previously considered as curb weight or accessory weight. These include, for example, heavy-duty brakes, ride levelers, roof rack, heavy-duty battery, and special trim.

Radial ply tires: A pneumatic tire in which the ply cords that extend to the beads are laid at substantially 90 degrees to the centerline of the tread.

Recommended inflation pressure: The tire pressure recommended by the vehicle manufacturer for a tire of a specified size that has not been driven for more tha a couple of miles (kilometers) at low speeds in the 3 hour period before the tire pressure is measured or adjusted.

Reinforced tire: A tire designed to operate at higher loads and at higher inflation pressures than the corresponding standard tire.

Rim: The outer edge of a wheel upon which the tire beads are seated.

Rim diameter: The nominal diameter of the wheel's tire bead seating surface. If you change your wheel size, to wheels of a different diameter, you will have to purchase new tires to match the new wheels.

Rim size: Designation means rim diameter and width.

Rim type designation: The industry or manufacturer's designation for a rim by style or code.

Rim width: The nominal distance between wheel rim flanges.

Section width: The linear distance between the exteriors of the sidewalls of an inflated tire, excluding elevations due to labeling decoration, or protective bands.

Sidewall: The portion of a tire between the bead and the tread.

Sidewall separation: The parting of the rubber compound from the cord material in the sidewall.

Speed rating (letter code): A standardized letter code indicating the maximum speed at which a tire is designed to be driven for extended periods of time. The ratings range from 93 mph (150 km/h) “P” to 186 mph (300 km/h) “Y”. The speed rating letter code, where applicable, is molded on the tire sidewall. You may not find this information on all tires because it is not required by law.

Tire Pressure Monitoring System: A system that detects when at least one of a vehicle's tires is underinflated and illuminates a low tire-pressure warning light.

Tread: The portion of a tire that normally touches the road.

Tread rib: A tread section running circumferentially around a tire.

Tread separation: Tire failure caused by the tread pulling away from the tire carcass.

Tread wear indicators (TWI): Raised areas within the main tread grooves that show, visually, when tires are worn and near the end of their useful life.

Uniform Tire Quality Grading (UTQG): A tire information system developed by the U.S. National Highway Traffic Safety Administration (NHTSA) that is designed to help buyers compare tires. UTQG is not a safety rating, nor is it a guarantee that a tire will last for a certain number of miles or perform a certain way. It gives tire buyers more information to compare with factors such as price, brand loyalty and dealer recommendations. Under UTQG, tires are graded by the tire manufacturer in 3 areas: tread wear, traction and temperature resistance. UTQG information is molded into the tire sidewalls.

U.S. DOT Tire Identification Number (TIN): A tire's serial number. It begins with the letters “DOT” (“Department of Transportation”) and indicates that the tire meets all federal standards. The next 2 numbers or letters indicate the plant where the tire was manufactured. The last 4 numbers represent the week and year of manufacture. For example, the numbers 1709 mean that the tire was produced in the 17th week of 2009. Any other numbers are marketing codes used by the tire manufacturer. This information is used to help identify affected consumers if a tire defect requires a recall.

Vehicle capacity weight: The total rated cargo, luggage and passenger load. Passenger load is 150 lbs (68 kilograms) times the vehicle's total seating capacity (a listed on the label inside the driver door).

Vehicle maximum load on the tire: The load on an individual tire that is determined by taking each axle's share of the maximum loaded vehicle weight (GAWR) and dividing by 2.

Vehicle normal load on the tire: The load on an individual tire that is determined by taking each axle's share of the curb weight, accessory weight, and normal occupant weight (distributed according to the table below) and dividing by 2.

Wheel size designation: Wheel rim diameter and width.

Occupant loading and distribution for vehicle normal load for various designated seating capacities:

Designated seating capacity, number of occupants	Vehicle normal load, number of occupants	Occupant distribution in a normally loaded vehicle
2, 3, or 4	2	2 in front
5, 6, or 7	3	2 in front, 1 in back

New tires

- Drive a vehicle with new tires especially carefully for the first 350 miles (560 km) because the tires must first be *broken in*. Tires that are not broken in have reduced traction and braking performance.
- Install only radial tires of the same make, the same dimensions (tread circumference), and similar tread profile on all 4 wheels.
- The tread depth of new tires can differ between tire models and manufacturers because of different design features and tread design.

Replacing tires

- Tires should be replaced in pairs and not individually (both front tires or both rear tires at the same time).
- Replace tires only with tires that have the same specifications, including width and diameter, load and top speed rating as the tires approved by Volkswagen fo your vehicle and model.
- Never use tires that are larger or wider than the dimensions of the tires approved by Volkswagen for your vehicle and model. Larger tires could scrape and rub on the vehicle body or other parts of the vehicle.

Tire Pressure Monitoring System (TPMS) considerations: The Tire Pressure Monitoring System (TPMS) must be recalibrated whenever you remove and remount or change any wheel or tire on the vehicle, even if the reinstalled or replacement wheels and tires are identical to those that were removed and even if the tire pressure does not change

WARNING

New tires tend to be slippery and must be broken in.

- Always drive with special care for the first 350 miles (560 km) to help reduce the risk of losing control, a collision, and serious personal injuries.

WARNING

Tires must have the required clearance. Tires that do not have enough clearance can rub against parts of the vehicle body, suspension, and brake system, causing brake system failure, tread delamination, and sudden blowouts.

- Always make sure that new tires are not larger than the tires approved for your vehicle and that the new tires do not rub against parts of the vehicle.

NOTICE

- When switching to different tires, make certain the valves are not damaged.
- Never drive without valve stem caps. The valves could be damaged.
- If the sensor on the Tire Pressure Monitoring System (TPMS) must be replaced, the valve must be replaced at the same time.

Always dispose of old tires in accordance with legal requirements.

If the replacement wheel is different from the tires that you have mounted on your vehicle — for example, winter tires, wider, low-profile tires, or a compact spare — only use the replacement wheel for a short time and drive cautiously.

Although tire size specifications can be the same, the actual dimensions may differ from those nominal values for different tire makes, or the tire contours may be significantly different.

UTQG classification

Uniform Tire Quality Grading (UTQG): Quality grades can be found where applicable on the tire sidewall between the tread shoulder and maximum section width. Example:

- Treadwear (number)
- Traction: AA, A, B or C
- Temperature: A, B or C

For example: Treadwear 200, Traction AA, Temperature A.

All passenger car tires must conform to Federal Safety Requirements in addition to these grades.

Treadwear

The treadwear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course.

For example, a tire graded 150 (Treadwear-value 150) would wear one-and-one-half (1 1/2) times as well on the government course as a tire graded 100.

The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm due to variations in driving habits, service practices and differences in road characteristics and climate.

Traction

The traction grades, from highest to lowest, are AA, A, B, and C. Those grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

Temperature

The temperature grades are A (the highest), B, and C representing the tire's resistance to the generation of heat, and its ability to dissipate heat when tested under controlled conditions on a specified indoor laboratory test wheel.

Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperature can lead to sudden tire failure.

The grade C corresponds to a level of performance which all passenger car tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

⚠ WARNING

The traction grade assigned to this tire is based on straight-ahead braking traction tests, and does not include acceleration, cornering, hydroplaning or peak traction characteristics.

⚠ WARNING

The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

[6] TIN represents the serial number of the tire.

Tire load and vehicle load, determining the correct load

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

Vehicles and tires have a limited load capacity. An overloaded vehicle is difficult to steer and brakes less effectively. Overloading your vehicle can also cause damage to the vehicle and tires, such as tire blowouts and sudden pressure losses.

To ensure your safety and the safety of your passengers, never exceed the maximum vehicle weight. This is specified as the **Gross Vehicle Weight Rating (GVWR)**.

The GVWR includes the weight of your vehicle including all additional equipment, a full fuel tank, all fluids and its maximum load. The maximum load includes the number of people that can travel in the vehicle (number of seats) with an average weight of 150 lbs (68 kg) per person, and also luggage. In trailer mode, the weigh of the trailer and the trailer tongue weight rating must be included in calculations.

The **Gross Axle Weight Rating (GAWR)** is the maximum axle load per axle. The GVWR and GAWR are listed on the safety certificate on the B-pillar on the driver's side.

Your vehicle has either 4 (2 front, 2 rear), 5 (2 front, 3 rear), 6 (2 front, 2 center, 2 rear) or 7 (2 front, 3 center, 2 rear) seats, depending on the type of vehicle. Each seat has a safety belt. As there is an upper limit to the GVWR, the maximum load also has an upper limit. Traveling with a full vehicle or with passengers heavier than 150 lbs (68 kg) per person will reduce the remaining possible load.

The tire inflation pressure label for your vehicle also specifies the maximum weight.

Determining the correct tire load

Never overload tires. The followingexample illustrates how to determinethe combined weight of all vehicleoccupants and luggage or othervehicle payloads. Never overload thevehicle!

Steps for Determining Correct Load Limit:	
1.	Locate the statement “The combined weight of occupants and cargo should never exceed XXX kg or XXX lbs.” on your vehicle's placard.
2.	Determine the combined weight of the driver and passengers that will be riding in your vehicle.
3.	Subtract the combined weight of the driver and passengers from XXX kg or XXX lbs.
4.	The resulting figure equals the available amount of cargo and luggage load capacity. For example, if the “XXX” amount equals 1400 lbs. and there will be five 150 lb passengers in your vehicle, the amount of available cargo and luggage load capacity is 650 lbs. (1400–750 (5 × 150) = 650 lbs.)
5.	Determine the combined weight of luggage and cargo being loaded on the vehicle. That weight may not safely exceed the available cargo and luggage load capacity calculated in Step 4.
6.	If your vehicle will be towing a trailer, load from your trailer will be transferred to your vehicle. Consult this manual to determine how this reduces the available cargo and luggage load capacity of your vehicle.
	Check the tire sidewall to determine the load index specified for thetire.

⚠ WARNING

Exceeding the maximum vehicle weight can cause you to lose control of the vehicle and cause accidents resulting in severe and/or fatal injuries.

- Never exceed the maximum load or the maximum vehicle weight as per the GVWR.

Winter tires

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

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +45 °F (+7 °C) or in winter road conditions.

The effectiveness of winter or all-season tires is greatly reduced when the tire tread is worn down to a depth of 3/16 of an inch (4 mm).

The following applies when using winter tires:

- Follow all applicable laws in the country of operation.
- Use winter tires on all four wheels at the same time.
- Only use in winter road conditions.
- Only use the tire sizes permitted for the vehicle.
- Only use winter tires that have the same belt construction, size, and tread pattern.
- Follow the speed restriction based on the speed rating .

Speed restriction

Winter tires have a speed restriction based on their speed rating ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .

A speed warning can be set in the Vehicle settings menu in the Infotainment System under the Tires menu.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Do not be tempted into taking safety risks due to the improved vehicle handling that the winter tires provide in winter conditions.

Exceeding the speed limit for the winter tires may lead to sudden tire failure and loss of vehicle control.

- Never ignore the speed limit for the winter tires fitted to your vehicle, even if the permissible maximum speed for the vehicle is higher.
- Never exceed the maximum load for the winter tires fitted to your vehicle.
- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +45 °F (+7 °C), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a tire pressure monitoring indicator, the system must be reprogrammed after wheel(s) are changed ⇒ *Tire Pressure Monitoring System*.

You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains

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

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may **only be mounted on the front wheels** and **only on the following tire/rim combinations** :

Tire size	Rim
215/60 R 16	6 1/2 J x 16 offset 4 4

If possible, use fine-mesh snow chains that include a chain lock no larger than 15 mm.

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.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains. However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility

Using snow chains on the compact spare tire or collapsible spare tire

Using snow chains on the compact spare tire or collapsible spare tire is not permitted for technical reasons.

1. If a front tire is flat, mount the compact spare tire or collapsible spare tire on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause accidents and serious injuries.

- Always use the correct snow chains.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than permitted when snow chains are mounted.

NOTICE

- Remove snow chains when driving on roads without snow. Otherwise, snow chains can impair handling and damage the tires, and the chains will quickly be destroyed.
- Snow chains that come into contact with the rim directly can scratch or damage the rim. Volkswagen recommends using snow chains with integrated rim protection.

On vehicles with a Tire Pressure Monitoring System, the system must be reprogrammed after snow chains are mounted ⇒ *Tire Pressure Monitoring System*.

Wheel covers

Hubcap

Removing the hubcap

Fig. 152 Remove the hubcap.

The wheel center trim is for protecting the wheel bolts and must be reattached after a wheel change.

1. *Removing:* Take the extraction hook out of the vehicle toolkit ⇒ *Vehicle tool kit components* and insert in a hole (alloy wheel) or hook it to the edge (steel whee of the hubcap *fig. 152*.
2. Remove the trim in the direction of the arrow *fig. 152*.
3. *Installing:* press the hubcap centrally on the rim and press it against the rim until it you feel it engage.

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.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

Wheel covers

Removing the wheel hub cover

Fig. 153 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 components*.
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. 153*.

Installing the full wheel cover

1. Make sure the anti-theft wheel bolts are positioned correctly ⇒ *Wheel bolts*.
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.
- Always make sure that the air supply to cool the brakes is not blocked or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

NOTICE

The wheel cover may be screwed tightly and must not be removed with force.

Wheel bolt caps

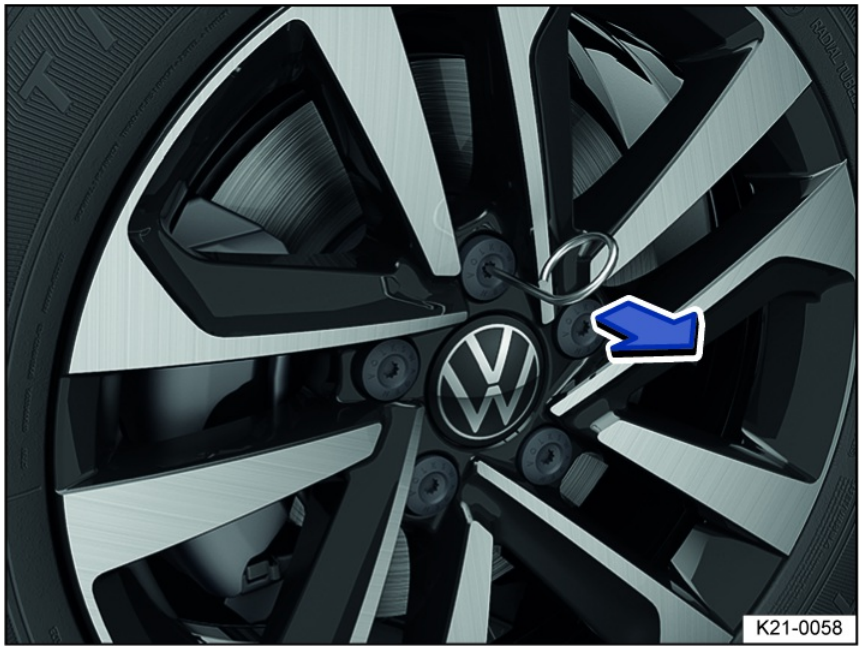

Fig. 154 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

Removing and attaching caps

1. *Removing:* Take the extraction hook out of the vehicle tool kit ⇒ *Vehicle tool kit components*.
2. Insert the extraction hook through the opening in the cap *fig. 154* and pull in the direction of the arrow.
3. *Attaching:* push the cap all the way on the wheel bolts.

The **anti-theft wheel bolt** has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

Wheel change

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle jack supplied by the factory is only designed for changing one wheel that has a damaged tire and must be replaced. If both tires on one side of the vehicle, both tires on one axle, or all tires are damaged, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Changing a wheel can be dangerous, especially when done on the side of the road. To reduce the risk of serious injuries, observe the following:

- Stop the vehicle as soon as it is safe to do so. Park the vehicle a safe distance away from moving traffic to change the wheel.
- All passengers, especially children, must keep a safe distance and be outside of the work area when changing a wheel.
- Switch on the emergency flashers to warn other road users.
- Make sure the vehicle is on level and solid ground. If necessary, place a large, stable surface under the jack.
- 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.
- Only use suitable and undamaged tools for wheel changes.
- Always switch off the engine and move the selector lever to the **P** position to reduce the risk of the vehicle moving unintentionally.
- Set the parking brake.
- 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*.

Preparations for changing a wheel

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

Checklist

Always perform the following steps in the specified order to prepare for a wheel change ⇒ ⚠:

1. If the vehicle has a flat tire, park the vehicle a safe distance away from moving traffic on level and solid ground as soon as possible.
2. Set the parking brake.
3. Automatic transmission: move the selector lever into the **P** position.
4. Stop the engine and switch the ignition off.
5. Remove the vehicle key from the ignition lock.
6. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area.
7. Turn on the emergency flashers and set up the warning triangle ⇒ *Securing yourself and the vehicle*. Follow any applicable laws.
8. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
9. If the luggage compartment is full: remove the contents from the luggage compartment.
10. Remove the collapsible spare wheel, full-size spare wheel or compact spare wheel and the vehicle tool kit from the luggage compartment.
11. Remove the wheel covers ⇒ *Wheel covers*.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

Wheel bolts

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

Loosening wheel bolts

Fig. 155 Changing a tire: loosening the wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

1. Slide the lug wrench all the way onto the wheel bolt *fig. 155*.
2. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise ⇒ ⚠.

   Or: 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

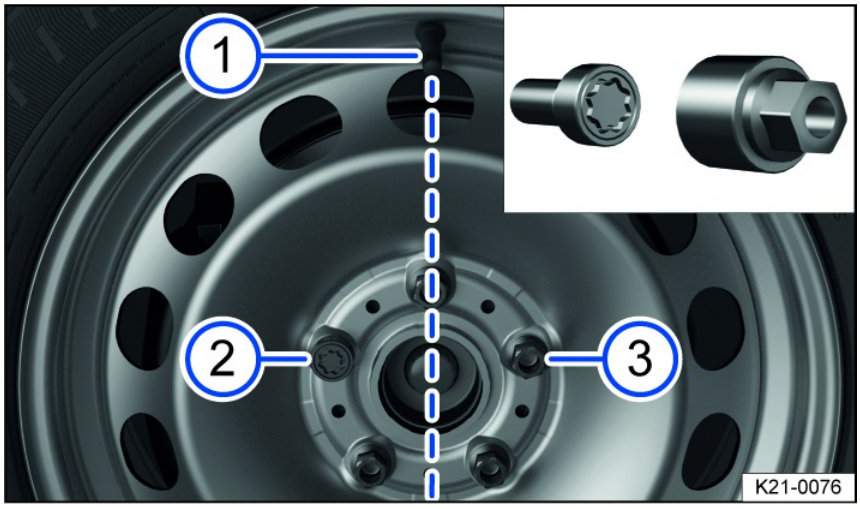

Fig. 156 Changing a tire: tire valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
2. Slide the adapter all the way into 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 ⇒ ⚠.

Installing anti-theft wheel bolts (full wheel covers)

On wheels with full wheel covers, the anti-theft wheel bolt must be fitted in position *fig. 156* (2) or (3), based on the position of the tire valve (1). Otherwise, it will not be possible to install the full wheel cover.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

- **103 ft-lbs (140 Nm)**.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Wheel bolts that are tightened incorrectly can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- The wheel bolts and threads in the wheel hub must be clean, easy to move, and free of oil and grease.
- Always use only the lug wrench to loosen and secure the wheel bolts that have been attached to the vehicle at the factory.
- Only loosen the wheel bolts about one turn while the vehicle is not lifted with the jack.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Never loosen the bolts on rims with a bolted rim ring.
- Check the tightening torque regularly with a torque wrench. If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and rims could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

⚠ WARNING

Incorrect wheel bolts can loosen while driving and cause accidents, serious injuries, and loss of vehicle control.

- Only use wheel bolts that are intended to be used with the rim.
- Never use different wheel bolts.

Spare wheel or compact spare wheel

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

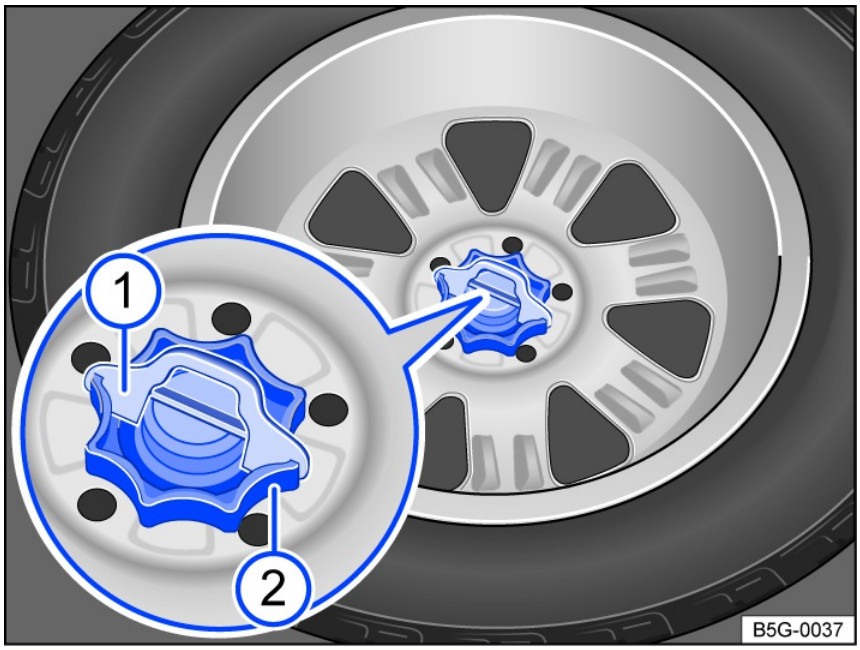

Fig. 157 In the luggage compartment: handle to secure the compact spare wheel.

Removing the spare wheel, collapsible spare wheel or compact spare wheel

1. Open the trunk lid.
2. Lift up or remove the luggage compartment floor ⇒ *Luggage compartment floor - functions*.
3. If necessary, lift up and remove the carpet.
4. Remove the vehicle tool kit with the container.
5. Remove the locking wedge *fig. 157* (1) upward.
6. Turn the handwheel in the center of the spare wheel *fig. 157* (2) all the way counterclockwise.
7. Remove the spare wheel, collapsible spare wheel, or compact spare wheel.

Stowing the removed tire

1. Open the trunk lid.
2. Lift up or remove the luggage compartment floor ⇒ *Luggage compartment floor - functions*.
3. If necessary, lift up and remove the carpet.
4. Position the removed tire with the rim downward in the spare wheel well so that the center hole of the rim rests exactly over the hole or the threaded pin.
5. Turn the handwheel clockwise on the threaded pin until the removed wheel is securely fastened.
6. Position the locking wedge *fig. 157* (1) in the slot on the threaded pin so that the handwheel cannot turn.
7. Place the vehicle tool kit back in the container and stow it in the luggage compartment.
8. If necessary, place the carpet in the luggage compartment.
9. Reinsert the luggage compartment floor ⇒ *Luggage compartment floor - functions*.
10. Close the trunk lid.

If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of time → ⚠.

Note the driver information:

- Do not drive faster than 50 mph (80 km/h).
- Avoid hard acceleration, heavy braking, and fast cornering.
- Do not use snow chains on the compact spare wheel ⇒ *Snow chains*.
- After installing the spare wheel or compact spare wheel, check the tire pressure as soon as possible ⇒ *Tire pressure*.

The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel must be checked every time the tire pressure of the regular wheels is taken, or at least once a month. The tire pressure of the spare wheel, compact temporary spare wheel or temporary spare wheel when the tires are cold must correspond to the details on the tire pressure label ⇒ *Tire pressure*

⚠ WARNING

Incorrect handling of the spare wheel or compact spare wheel can result in loss of vehicle control, collisions, or other accidents, and serious injuries.

- Never use the spare wheel or compact spare wheel if it is damaged or if it is worn down to the wear indicator.
- Some vehicles may be equipped with a compact spare wheel instead of a spare wheel. The compact spare wheel can be identified by a label stating “80 km/h” or “50 mph”. This label indicates the permitted maximum speed at which the tire may be driven. The sticker must not be covered while the tire is in use.
- Never drive faster than 50 mph (80 km/h).
- Never drive more than 125 miles (200 km) with a temporary spare wheel fitted to the drive axle.
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Replace the compact spare wheel as soon as possible with a regular wheel. The spare wheel is only intended for short-term use.
- Always secure the compact spare wheel with the wheel bolts supplied by the factory.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the compact spare wheel,check the tire pressure as soon as possible ⇒ *Tire pressure*.
- Do not use snow chains on the compact spare wheel.

Raising the vehicle with the vehicle jack

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

Lift points

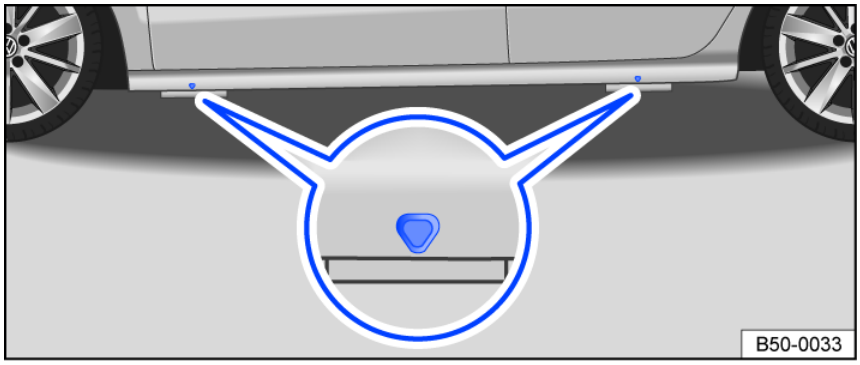

Fig. 158 Lift points for the vehicle jack (general example).

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. 158*. The lift point that is nearest the affected tire should be used ⇒ ⚠.

Positioning the vehicle jack

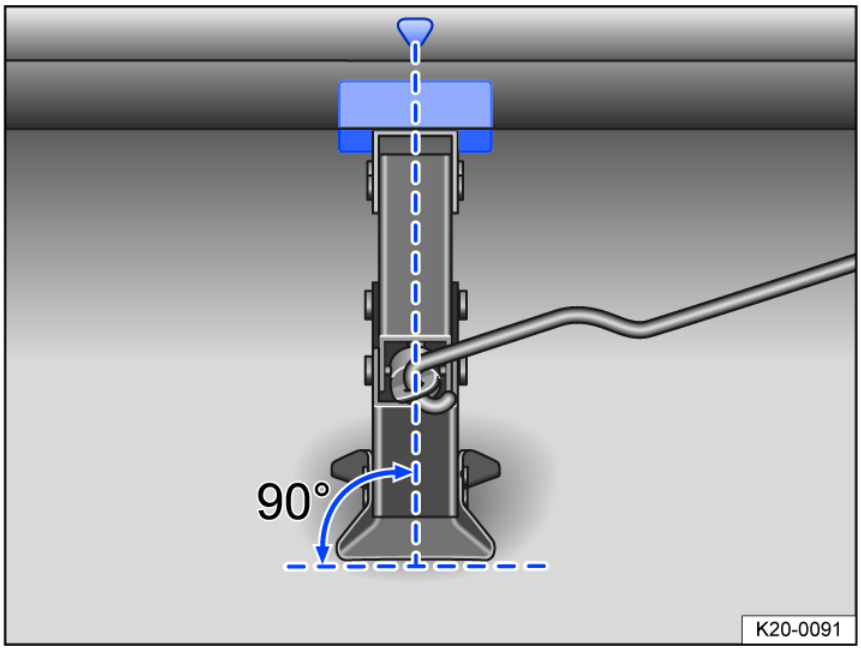

Fig. 159 Correct jack setup.

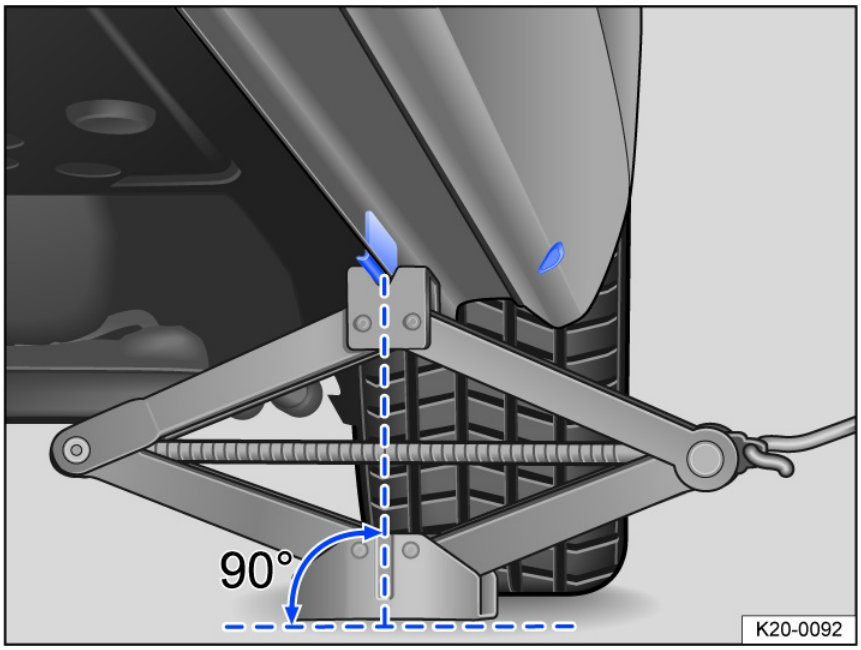

Fig. 160 Jack is positioned on the left side of the vehicle at the rear.

Checklist

For your own safety, follow the points below in the order they are given ⇒ ⚠:

1. Select an area where the ground is level and firm for raising the vehicle.
2. Adjust the steering wheel so that the wheels are not pointing straight forward.
3. Stop the engine.
4. Move the selector lever of the automatic transmission into the **P** position.
5. Set the parking brake.
6. Block the tire that is diagonal from the one you will be changing with chocks or other suitable objects.
7. Loosen the wheel bolts ⇒ *Wheel bolts*.
8. Position the hand crank in the mount on the jack.
9. Find the vehicle lift point *fig. 158* under the vehicle that is closest to the wheel you will be changing.
10. Crank the jack upward so that it is still positioned under the vehicle lift point.
11. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located exactly directly below the lift point *fig. 159* and *fig. 160*.
12. Straighten the jack and continue cranking the claw on the top of the jack upward until the claw is positioned on the jacking point under the vehicle *fig. 160*.
13. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

Using the vehicle jack incorrectly can result in the vehicle slipping from the jack and causing serious injuries. To reduce the risk of injuries, observe the following:

- Never raise the vehicle if more than one tire is damaged.
- Never raise the vehicle while the engine is running or while the vehicle is on ground that is tilted to the side or sloping.
- Never allow the engine to be started if the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.
- Only place the vehicle jack at the lift points described. The bracket on the vehicle jack must firmly grip the sill *fig. 160*.
- Only use jacks that are approved by Volkswagen for the vehicle. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a smooth surface such as tile, place a non-slip underlay 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 or leg 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.

⚠ WARNING

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

- Always follow the activities in the checklist and follow the general safety precautions.

Changing a wheel

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

Removing a wheel

Fig. 161 Wheel change: removing wheel bolts with the lug wrench.

1. Follow the checklist ⇒ *Preparations for changing a wheel* .
2. Loosen the wheel bolts ⇒ *Wheel bolts*.
3. Raise the vehicle ⇒ *Raising the vehicle with the vehicle jack* .
4. Remove loose wheel bolts completely using the lug wrench *fig. 161* and place the bolts on a clean surface.
5. Remove the wheel.

Installing a spare wheel or compact spare wheel

1. Note the running direction of the tire ⇒ *Tire labeling and terminology, glossary, handling new tires, UTQG classification* .
2. Position the wheel.
3. Install the anti-theft wheel bolt clockwise using the adapter in the correct position ⇒ *Wheel bolts* and lightly tighten.
4. Install all other bolts clockwise and lightly tighten.
5. Lower the vehicle with the vehicle jack.
6. Tighten all wheel bolts securely clockwise using the lug wrench ⇒ ⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.
7. Mount the caps, center wheel covers, or full wheel covers ⇒ *Wheel covers*.

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. Always check the wheel bolt tightening torque ⇒ *Wheel bolts*.
4. Always have the damaged wheel replaced as soon as possible.

⚠ WARNING

An incorrect tightening torque or incorrectly treated wheel bolts can cause the driver to lose control of the vehicle and cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free of oil and grease. The wheel bolts must be easy to move and tightened to the tightening specification.

The Tire Pressure Monitoring System (TPMS) indicator light may indicate a system malfunction after a wheel is changed ⇒ ***Troubleshooting the Tire Pressure Monitoring System.***

Maintenance

Service

Information regarding the service schedule

Information regarding maintenance of your vehicle and the type and scope of service work can be found in your service schedule. The service schedule is included with your manual Service schedule.

Vehicle care

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, 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. Suitably qualified professionals can provide you with suitable accessories. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Read and follow the usage instructions on the packaging.

WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.
- Always use approved or recommended cleaning solution.
- Never use cleaning solutions that contain solvents. Solvents can cause permanent damage to the airbag module.
- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.

WARNING

Dirty, foggy, or icy windows reduce visibility and increase the risk of accidents and serious injuries. The vehicle safety equipment could become impaired.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

WARNING

Care products can be poisonous and dangerous. Unsuitable care products and incorrect application of care products can cause accidents, serious injuries, burns, and poisoning.

- Only store care products in their sealed original containers.
- Read and follow the package leaflet.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, nail polish remover, or other fluids with vapors that dissipate easily for vehicle care. They are poisonous and highly flammable.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, even if only exposed to the vehicle component for a brief period, for example on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by a suitably qualified, authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

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

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 a car wash, the braking efficiency may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can increase the braking distance.

- Perform careful braking maneuvers to “dry and remove ice” from the brakes. Do not endanger other road users while doing this.

ⓘ NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- In cold weather, never direct a jet of water at locks, doors, or the trunk lid. Vehicle components could freeze.

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 matte paint finish spray and rub with a soft microfiber cloth.
- Rinse gasoline residue immediately with plenty of water.

Automatic car washes

- 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 ⇒ ⓘ.

✓ The windows are closed and the outside mirrors are folded in.

✓ Vehicles with steering column lock: If the vehicle is mechanically towed in the car wash, the steering column must not be locked ⇒ *Steering information*.

✓ The windshield wiper ⇒ *Window wipers* and the rain/light sensor ⇒ *Rain/light sensor* are switched off.

✓ If applicable: the roof antenna has been removed.

ⓘ NOTICE

Car washes which mechanically scan contours may damage the vehicle, e.g. spoiler.

Pressure washers

- Never use rotating nozzles. Observe the manufacturer's instructions.
- Only use water up to maximum +140 °F (+60 °C).
- Move the water jet evenly with a distance of at least 20 inches (50 cm) 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.

Hand washing

Individual contaminations on the paint can be removed with a cleaning clay bar.

1. Clean dust and large dirt deposits from the vehicle with plenty of water.
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. Remove water residue with a leather cloth.

NOTICE

Washing the vehicle incorrectly can destroy the matte paint finish.

- Never use washing programs with wax treatment.
- Generally, only cleaning agents free of solids and abrasives, such as cleansing shampoos or insect removers, can be used for cleaning purposes.
- Do not use insect sponges, rough kitchen sponges or similar. The surface may be damaged.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the interior. Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

- Remove leaves or other loose objects with a vacuum or by hand.
- Have the area under the perforated cover cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

Exterior care and cleaning

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ **and** ⓘ ***Vehicle care information*.**
The following overview gives recommendations for cleaning and caring for individual vehicle components.

Door windows, glass surfaces

- Remove wax residue, for example from care products, with a suitable glass cleaner or 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 the ice with a suitable deicer or Volkswagen Genuine deicer.
- **Wiper blades:** ⇒ *Cleaning and changing wiper blades*.

Paint

Always treat surfaces with extreme care to prevent paint damage.

- Treat light contaminants, for example deposits, insects, and cosmetics, immediately with a clean soft towel and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water, or with a cleaning clay bar.
- Clean spilled fuel or operating materials immediately.
- 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**, use a soft round sponge to apply a special wax for matte paint to the cleaned vehicle. Remove excess wax with a microfiber cloth.
- 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.
- Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

  Never polish matte-finish surfaces. The surface will be permanently damaged by the paint shining.

Plenum chamber, engine compartment

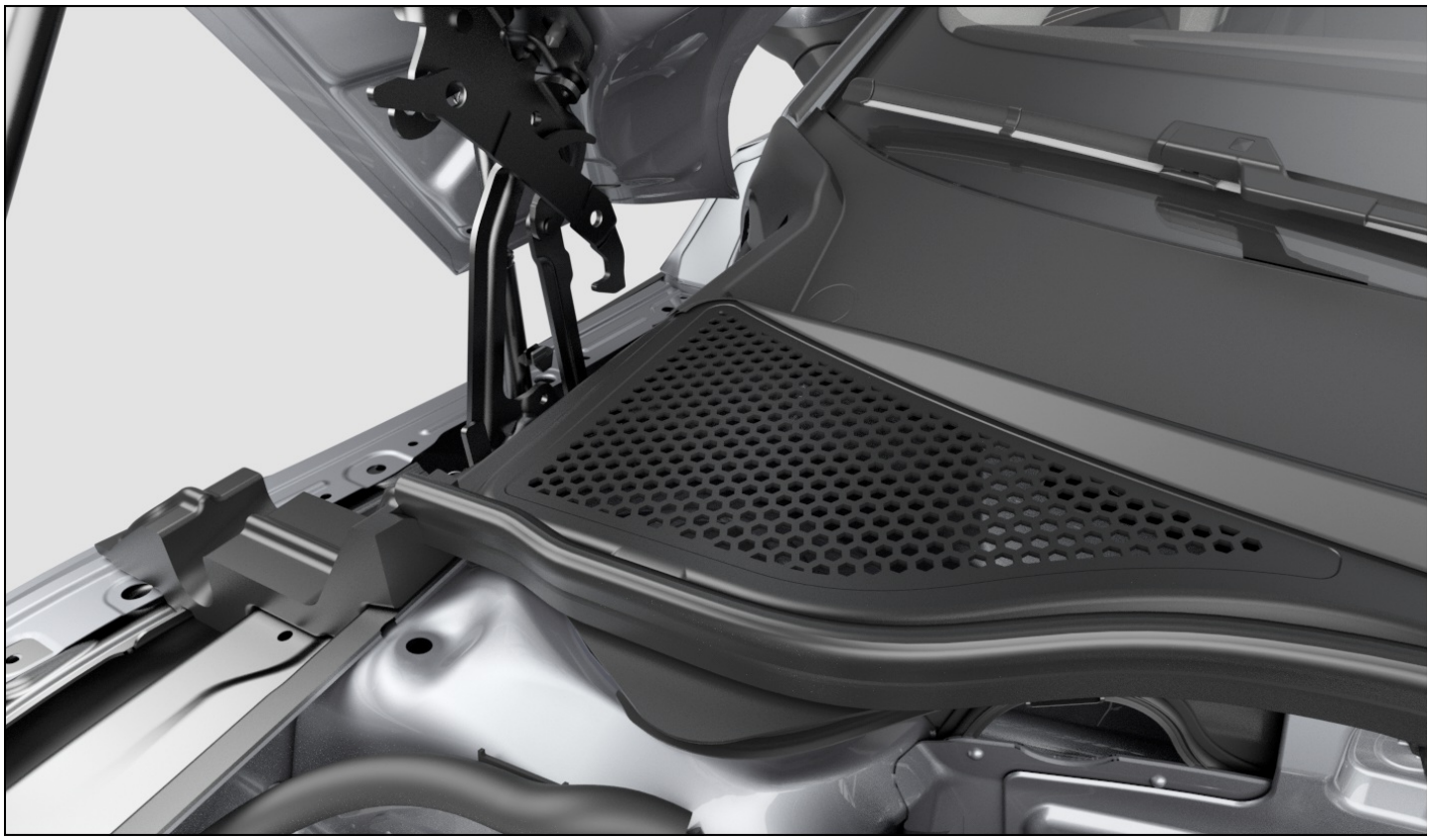

Fig. 162 Between the engine compartment and windshield: plenum chamber (general example).

- Remove leaves or other loose objects with a vacuum or by hand *fig. 162* , ⇒ ⓘ.
- Always have the engine compartment cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect ⇒ ⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

ⓘ NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the interior.

- Have the area under the perforated cover regularly cleaned by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sensors, camera lenses

Fig. 163 In the rear of the vehicle: Rear View Camera system on the handle (general example).

Clean the area in front of the sensors or the camera with a soft cloth and solvent-free cleaning solution.

Clean sensitive surfaces of the rain/light sensor and the camera window on the windshield as you would **windows and glass surfaces** (depending on the equipment).

- Remove snow with a hand brush.
- Never use warm or hot water.
- Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

Decorative and protective decals

- Remove contaminants as described for **paint**. For matte decorative decals, use a suitable plastic cleaner or a 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.
- Hard contaminants: remove gently with ethyl alcohol and then wash with warm water.

The durability and coloring on decorative and protective decals can be affected by environment conditions, such as sunlight, moisture, air pollution, stone chips, etc. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

Trims made out of chrome-plated plastic, aluminum or stainless steel

- Clean surfaces with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.
- Chrome-plated trims can be protected with a suitable hard wax or Volkswagen Genuine hard wax.

Headlights, taillights

- Use a soft sponge saturated with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water to remove dirt. Do not use cleaning solutions containing alcohol and/or solvents.
- Remove stubborn dirt with a suitable chrome and aluminum product or Volkswagen Genuine chrome and aluminum products.

Wheels

- Remove contaminants and road salt with plenty of water.
- Clean dirty alloy wheels with a suitable rim cleaner or with Volkswagen Genuine rim cleaner. Volkswagen recommends applying a suitable hard wax or Volkswagen Genuine hard wax to the rims every three months.
- Repair a damaged protective paint layer immediately with a paint pen. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility, if necessary.
- Remove brake dust with a suitable rim cleaner or Volkswagen Genuine rim cleaner.

Door lock cylinder

1. Defrost the door lock cylinder with a suitable door lock deicer or Volkswagen Genuine deicer.

   Do not use any door lock deicers with degreasing substances.

WARNING

The engine compartment is a dangerous area in any vehicle. There is a risk of injury, scalding, accidents, and burns when performing any work in the engine compartment.

- Always note the necessary handling guidelines and the safety precautions every time before working in the engine compartment ⇒ *Safety precautions for working in the engine compartment*.
- Have all the work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

Interior care and cleaning

Please read the introductory information and heed the Warnings and Notice ⇒ ⚠ and ⓘ *Vehicle care information*.
The following overview gives recommendations for cleaning and caring for individual vehicle components.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Never use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Door windows

- Clean the door window with a glass cleaner.
- 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 with a suitable interior cleaner or 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.
- For contaminants, for example from pens or nail polish, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. If necessary, treat afterward wit 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 th cracks.
- For contaminants, for example from pens or nail polish, use a suitable leather cleaner or Volkswagen Genuine leather cleaner.
- Treat dried spots with a suitable leather cleaner or with 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 towel 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 product or Volkswagen Genuine chrome and aluminum products.

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. Turn off the Infotainment system temporarily to clean it.
2. Use a suitable cleaning cloth or Volkswagen Genuine cleaning cloth with some water, suitable glass cleaner, or an LCD cleaner.

Rubber seals

- Clean with a soft, lint-free cloth and plenty of water.
- Treat regularly with a suitable rubber care product or 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 can cause damage to the safety belts, anchors, and the automatic safety belt retractors.

- Never attempt to modify or remove the safety belts to clean them.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

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 cushion, this is not considered a defect in the vehicle upholstery. Airbag system components and connectors may be installed in the seat cushions. Damage, incorrect cleaning and handling, or moisture can also cause an airbag system malfunction as well as damage to the vehicle electrical system ⇒ ⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

- Never use pressure washers, steam cleaners or cooling sprays.
- Never soak seat covers.
- Never switch on seat heating to dry the seats.
- Do not use detergent pastes or mild detergent solutions.
- If there is uncertainty, contact suitably qualified professionals for assistance. Volkswagen recommends contacting your Volkswagen dealership.

⚠ WARNING

Improper care and cleaning of vehicle components could impair vehicle safety equipment and cause serious injuries.

- Clean and maintain vehicle components only according to the manufacturer's instructions.

ℹ 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, replacement parts, repairs, and modifications

Accessories and replacement parts

Consult qualified professionals 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. Qualified professionals are aware of legal regulations and factory recommendations for Genuine Volkswagen Accessories, replacement parts, and operating equipment. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends using only approved **Volkswagen Accessories** and **Volkswagen Original Parts®**. Volkswagen has verified their reliability, safety, and suitability. Qualified professionals are also qualified to perform installations correctly. Volkswagen recommends contacting your 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, despit ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

Retrofitted devices that have a direct effect on vehicle control, must have an **e** symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have a symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

⚠ WARNING

Unsuitable accessory parts and replacement parts may cause vehicle damage, malfunctions, accidents and severe injuries.

- Volkswagen recommends using only approved Volkswagen Accessories and Volkswagen Genuine Parts ®. Volkswagen has verified their reliability, safety, and suitability.
- 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.

⚠ WARNING

Items in the deployment zone of the airbag may cause serious or fatal injuries if the airbags deploy.

- Never attach or position objects in the airbag deployment zone.

Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications ⇒ ⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility cannot assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Have all repairs and technical modifications performed by suitably qualified professionals. 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 suitably qualified professionals for assistance. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility. Or register with the **erWin** (electronic repair and service information) web portal:

https://erwin.volkswagen.de
Customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Centerliterature.vw.com
You can also register for the **erWin** web portal:

https://erwin.vw.com

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 suitably qualified professionals. Additional information about the saved data can be obtained from suitably qualified professionals. Volkswagen recommends contacting your 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.

Windshield repairs

To perform functions, some equipment requires an electric or electronic component that is secured to the inside of the windshield near the interior rearview mirror, for example. If the windshield is damaged within the area covered by the electrical or electronic component's visual field, for example with a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the equipment.

After a windshield is replaced, the camera and sensors must be adjusted and calibrated by suitably qualified professionals. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Impairment or damage to sensors and cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This can also be caused by collisions when parking and by minor damage, such as a stone hitting the windshield.

The area in front of and around the sensors and cameras must not be covered by stickers, auxiliary headlights, decorative license plate frames, or similar objects. Note the position of sensors and cameras on your vehicle ⇒ *Vehicle overviews*.

If ignored, important vehicle functions of driver assistance systems could be impaired and vehicle damage could result.

Have repairs or structural changes performed by suitably qualified professionals. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information:

- Painting near the sensors can impair the function of the system that uses those sensors.
- The Volkswagen emblem can impede the view of the radar sensors to the front on some vehicle versions. Therefore only operate the vehicle with the original Volkswagen emblem or an emblem approved by Volkswagen.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Have the retrofitting work performed by suitable qualified professionals. Volkswagen recommends contacting your 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, accidents and fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly may cause vehicle damage, accidents and severe injuries.

- Volkswagen recommends using only approved Volkswagen Genuine Parts®. Volkswagen has verified their reliability, safety, and suitability.
- 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 your 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 rim/tire combinations that are approved by Volkswagen for your vehicle model.

⚠ WARNING

Incorrect use of the diagnostic connection can cause malfunctions, which can then result in collisions and serious 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 suitably qualified professionals. 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 body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

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

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

⚠ WARNING

Repairs and modifications that were done incorrectly can cause damage and malfunctions to the vehicle as well as impair the effectiveness of the airbag system. This can cause accidents and serious or fatal injuries.

- Only have an authorized Volkswagen dealer or authorized Volkswagen Service Facility make vehicle repairs or modifications.
- The airbag module cannot be repaired; it must be replaced.
- Never install airbag components removed from old vehicles or from recycling.

⚠ WARNING

A modification to the vehicle suspension including using a rim/tire combination that is not permitted can change the functionality of the airbag and increase the risk of severe or fatal injuries in an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Never use rim/tire combinations that are not approved by Volkswagen.

Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk ⇒ ⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth ® connection. Before using the phone, secure it in a suitable holder ⇒ ⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact qualified professionals for more information about installing radio equipment. Volkswagen recommends contacting your Volkswagen dealership.

⚠ WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause injuries.

- Secure or store the mobile phone and accessories safely outside the deployment range of the airbags.

⚠ WARNING

Using a mobile device or radio equipment inside the vehicle without a connection to an exterior antenna may create electromagnetic energy that exceeds permissible limits. This may be dangerous to your health and that of your passengers. This also applies if the exterior antenna is not installed correctly.

- Maintain a distance of at least 8 inches (20 cm) between the device aerials and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Customer information

Warranty

Warranty and guarantee information

You can find information on your warranty and guarantee rights in your service schedule. Your service schedule is supplied with your Manual. Service schedule.

Event data recorder (crash data recorder)

This vehicle is equipped with an event data recorder (EDR). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

- How various systems in your vehicle were operating;
- Whether or not the driver and passenger safety belts were buckled/fastened;
- How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,
- How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

- Adaptive Cruise Control (ACC)
- Lane Assist
- Park Assist
- Parking systems
- Autonomous Emergency Braking Function (Front Assist)

NOTE: EDR data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read, or process the event data recorder data unless the vehicle owner (or lessee if leasing the vehicle) gives permission. This exclude contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement o vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle, the vehicle owner, or the lessee.

Labels and signs

Factory labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

- Never remove these labels and signs or make them illegible.
- If vehicle components equipped with labels and plates are replaced, suitably qualified professionals must place identical labels and plates correctly in the sam locations on the new components. Volkswagen recommends contacting your Volkswagen dealership.

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.

WARNING

Incorrect vehicle handling increases the risk of accidents and injuries.

- Follow the legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Incorrect vehicle handling can cause vehicle damage.

- Follow the legal regulations.
- Perform service according to the specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the engine compartment provides information about the type and amount of refrigerant used in the vehicle air conditioning system. The label is in the front section of the engine compartment near the refrigerant filler tube.

Warning: the air conditioning system must only be serviced by qualified technicians. Refrigerant type. Type of refrigerant oil. See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities). The air conditioning system must only be serviced by qualified technicians. Flammable refrigerant. Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. The label on the air conditioner compressor provides information on the type and quantity of refrigerant oil used ⇒ *Repairs and technical modifications*.

WARNING

To ensure safe operation, the air conditioner may only be serviced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility qualified in this respect.

NOTICE

- Never repair the air conditioning system evaporator with replacement parts from old vehicles or from the recycling, or replace it with such replacement parts.
- A replacement part for the air conditioning system evaporator must be certified and marked in accordance with SAE standards J2842 HFO-1234y and R744.
- The air conditioner must only be serviced by qualified technicians who are trained according to SAE standard J2845 and certified according to SAE standard J2911.

Infotainment system and aerials

The aerials for the Infotainment system are fitted in various places in the vehicle:

- On the inside of the rear window.
- On the inside of the rear side windows
- On the inside of the windshield
- On the roof of the vehicle

Antennas on the inside of the window glass can be detected as thin wires.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal wires, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system must be compatible with the antenna amplifier installed in the vehicle by the manufacturer. Otherwise, the antenna amplifier could become damaged.

Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows 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 f assistance. Volkswagen recommends contacting your Volkswagen dealership.

Disposal of old batteries and electronic devices

Old batteries

As with electronic devices, 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 many federal states, old 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.

Old electrical or electronic devices

Your vehicle contains old electrical/electronic devices, such as the navigation system SD card or 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.

- Batteries within devices that are not permanently installed must be removed beforehand and disposed of separately as batteries.
- 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.

NOTICE

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.

Batteries for the remote control vehicle key and remote controls may contain perchlorate. For information on how to handle these materials correctly, see the following website www.dtsc.ca.gov/hazardouswaste/perchlorate. Follow all the legal specifications for dealing with and disposing of these batteries. Volkswagen recommends having these batteries replaced and disposed of by suitably qualified professionals. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Declaration of conformity (Declaration of Compliance, Telecommunications and Electronic Systems)

Radio Frequency Devices and Radiocommunication Equipment User Manual Notice.

Radio equipment

- Provision for mobile telephone.
- Electronic immobilizer
- Remote start relay function
- Vehicle key
- Keyless locking and starting system Keyless Access.
- USA: VW Car-Net®.
- Adaptive Cruise Control (ACC)
- Autonomous Emergency Braking (Front Assist).
- “Blind spot” sensor.
- Rear Traffic Alert.

These devices comply with:

FCC Part 15.19

These devices comply with **Part 15 of the FCC Rules**. Operation is subject to the following 2 conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation

FCC Part 15.21

CAUTION:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

These devices comply with **RSS-210 of Industry Canada**.

Operation is subject to the following 2 conditions:

(1) This device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment.

Third Party Copyright Information

http://www.volkswagen.com/softwareinfo

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions, and those applicable license texts, are available at the website given above. The source code of specific Open Source software components can be requested from the vehicle manufacturer. The manufacturer will provide the source code in accordance with the relevant license conditions, whereby you will only be charged for the provision costs (for example, the costs for the data carrier and delivery). The required information can be obtained at the website given above.

Old vehicle return and scrap disposal

Old vehicle return

At the end of its life cycle, your vehicle should be recycled or disposed of in an environmentally friendly manner. This is why the last owners of vehicles in many states are legally obliged to hand their vehicles over to an authorized treatment facility.

Volkswagen has already made provision for this point: Recycling centers where you can hand over your vehicle are available throughout many federal states.

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 followe Suitably qualified professionals will be familiar with these provisions. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Volkswagen of America, Inc. 3800 Hamlin Road, Auburn Hills, MI 48326.

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Volkswagen of America, Inc.

To contact NHTSA, you may call the Vehicle Safety Hotline toll-free at:

Tel.: 1-888-327-4236 (TTY: 1-800-424-9153)
go to:

http://www.nhtsa.gov
or write to:

Administrator, NHTSA, 1200 New Jersey Avenue, SE. Washington, D.C. 20590
You can also obtain other information about motor vehicle safety from

http://www.safercar.gov

Declaration of conformity for radio equipment for the USA

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio equipment is not available in every market or every vehicle.

- Connection to the exterior antenna
- Antenna
- Antenna amplifier
- Bluetooth®.
- Remote control key (vehicle)
- HomeLink® Universal Transmitter.
- ID. Cockpit.

- Infotainment system
- Keyless Access
- Instrument cluster, electronic immobilizer
- Radar sensors for assistance systems
- Tire pressure sensors
- Mobile phone interface
- Volkswagen Car-Net control module
- Wi-Fi hotspot.
- Central control module

Approval numbers

FCC ID:

2AOUZ17101001, 2AOUZ17101002, 2AOUZ17101010,
2AOUZ17101022, 2AOUZ17101023, 2AOUZ17101031,
2AOUZ17101032, 2AOUZ17101033, 2AOUZ17101034,
2AOUZ17101041, 2AOUZ17101042, 2AOUZ17101043,
2AOUZ17101051, 2AOUZ17101052, 2AOUZ17101053,
2AOUZ17101054, 2AOUZ17101055, 2AOUZ17101056,
2AOUZ17101057, 2AOUZ17101071, 2AOUZ17101072,
2AOUZ18020531, 2AOUZ18020532, 2AOUZ18020533,
2AOUZ18020534, 2AOUZ18100931

2AVXWWSBRC001

2AAJCBR20, 2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 2AHPN-WLC, 772C-LB1FD,

BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB3OI, BEJTLVM3IU-N, BEJTUVM01IU, BEJTLVHW3IU-E, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, T8GA270, T8GA475, T8GA476

NBG011719A, NBG013854, NBG01RS4, NBGBCMEVO, NBGBCMEVO5, NBGBCM2R, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS93N, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG011719A, NBG013854, NF3-FR5CPEC, NF3-LRR3SCU, NF3-LRR4, NF3-MRR1PLUS, NF3-MRR1REAR, NF3MRREVO14F, NF3-LRR3SCU, NT8-VWMIBREGIO, NZLADHL5D, OAYARS4B, OAYARS5B, OYGTSSRE4UD, OYGTSSRE4UF, OYGTSSSG4G5, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD, WJLHT-5.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.
CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.
Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This equipment complies with FCC RF Radiation exposure limits set forth for an uncontrolled environment. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This equipment (FCC ID: BEJLCW05-VWE5) has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
WARNING: Changes or modifications not expressly approved by the manufacturer (or party responsible) for compliance could void the user’s authority to operate the equipment.

FCC ID:

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance may void the FCC authorization to operate the equipment.
This device complies with Part 15 and Part 18 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and to Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure: This device has been tested for human exposure limits and found compliant at a minimum distance of 5 cm during operation. Thus during the operation of device a distance of 5 cm must be respected in every direction.

Technical data

Information on technical data

General information about specifications

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and market-specific equipment. The specifications in the legal vehicle documents always take precedence.

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 a vehicle ready for operation. This includes a driver weighing 75 kg (165 lbs), fluids (including a fuel tank that is 90% full) and, if necessary, tools and a replacement tire. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

- Passengers
- All luggage
- Attachments

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are indicated on the safety compliance label o the B-pillar on the driver's side ⇒ *Safety certificate*.

Performance

The performance was determined without equipment that limits performance, such as add-on parts.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude (incline) on a 100 m (300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

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.

For instance, the basic structure of the vehicle identification number WVWZZZCBZLE400953 is explained as follows. This is just an example.

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	M	E	4	0	0	9	5	3

1 Vehicle manufacturer identification:

WVW Volkswagen Passenger Vehicles

WVG VW Touareg/Auto 5000 AMPV

1VW Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW Volkswagen de México, S.A. de C.V

XW8 LLC Volkswagen Group Rus (Volkswagen/Skoda Kaluga)

MFB Garuda Matraman Motor (Indonesia)

2 Filler characters: The filler characters may vary depending on manufacturer, or contain information on the body shape and transmission type.

3 Vehicle class, depending on model:

3H Arteon

5T Touran

6R Polo

AC T-Roc convertible

BV Golf

CB Passat

CA Atlas

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 characters: The filler characters may vary depending on manufacturer.

(5) VIN index, depending on model year:

M 2021

N 2022

P 2023

R 2024

(6) Production location, plant where the vehicle was manufactured:

C Volkswagen plant in Chattanooga

D Volkswagen plant in Bratislava

E Volkswagen plant in Emden

G, K Volkswagen plant in Kaluga

M Volkswagen plant in Puebla

P Volkswagen plant in Zwickau

T Volkswagen plant in Pune

V, U Volkswagen plant in Palmela

W Volkswagen plant in Wolfsburg

Y Volkswagen plant in Pamplona

(7) Sequential production number for each model year.

Position of the vehicle identification number

Fig. 164 In the windshield: vehicle identification number (VIN)

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.

In some models, it may be possible to display the VIN in the Service menu or in the vehicle settings, depending on the Infotainment system. The vehicle identification number may also be located on the identification label.

The VIN may also be stamped in the following locations, depending on the model, market, and engine:

- In the right water drain channel in the engine/motor compartment
- On the right suspension strut tower in the engine/motor compartment
- In the engine compartment near the hinge for the hood on the right side of the vehicle.
- Under the carpet behind the right front seat

Identification label

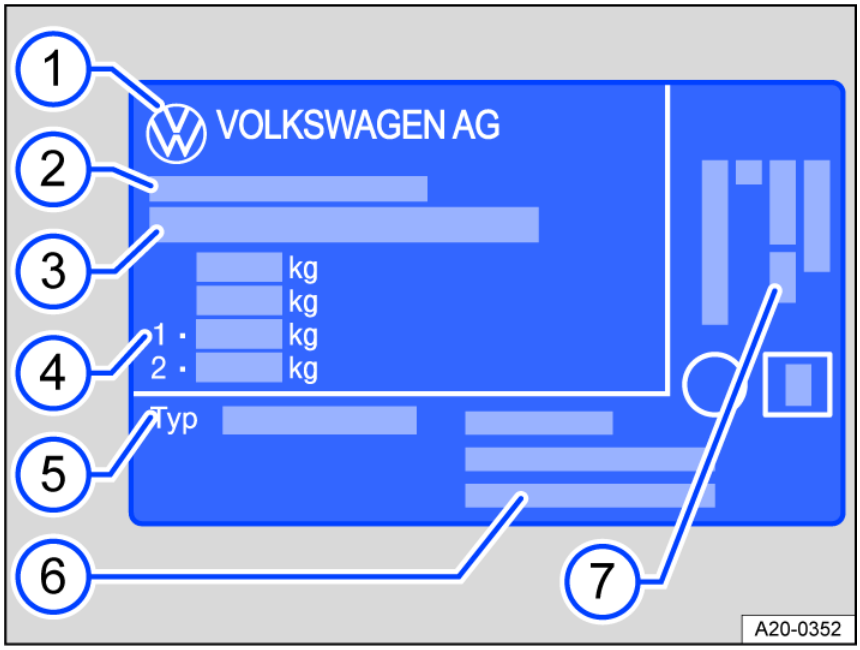

Fig. 165 Identification label (general example): version 1.

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) Vehicle model

(6) Manufacturer's address.

(7) Engine code.

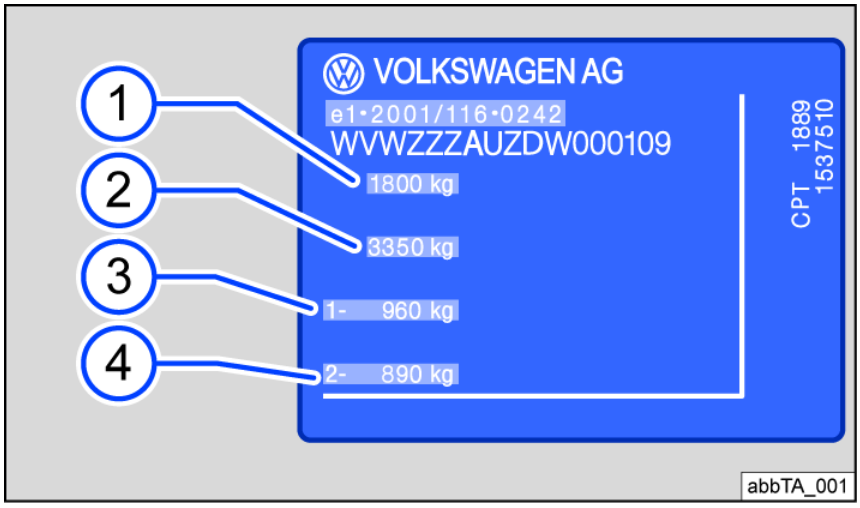

Fig. 166 Identification label (general example): version 2.

Depending on the country, the type approval number, such as the EU operating license, may be specified.

(1) Gross Vehicle Weight Rating.

(2) Gross combination weight rating (towing vehicle and trailer).

(3) Front Gross Axle Weight Rating.

(4) Rear Gross Axle Weight Rating.

Depending on the country and model, the model plate may be visible in the lower section of the door pillar when the driver's for front passenger door is open. Vehicles exported to some countries do not have a model plate.

Safety certificate

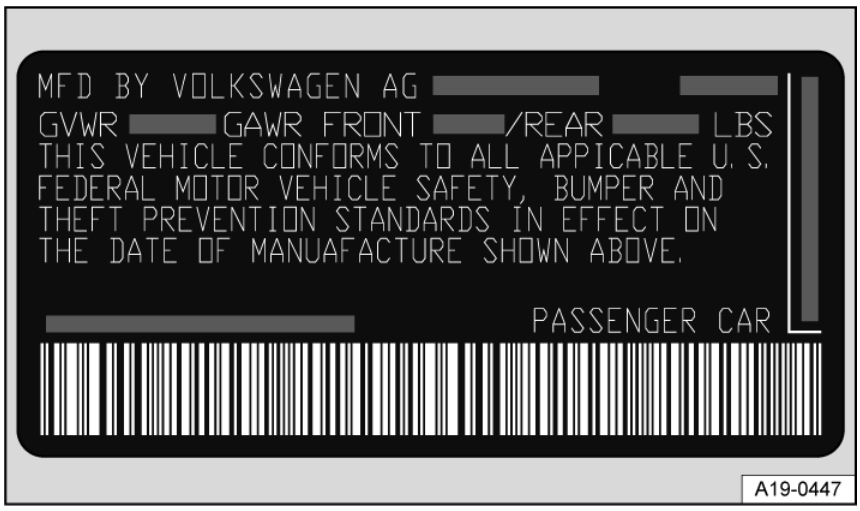

Fig. 167 Safety certificate (general example).

Fig. 168 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

- Manufacturer.
- Country of manufacture.
- Date of manufacture.
- Gross vehicle weight rating.
- Gross axle weight ratings.
- Tire size.
- Rim size
- Tire pressure.
- Vehicle Identification number.
- Type designation.

Dimensions

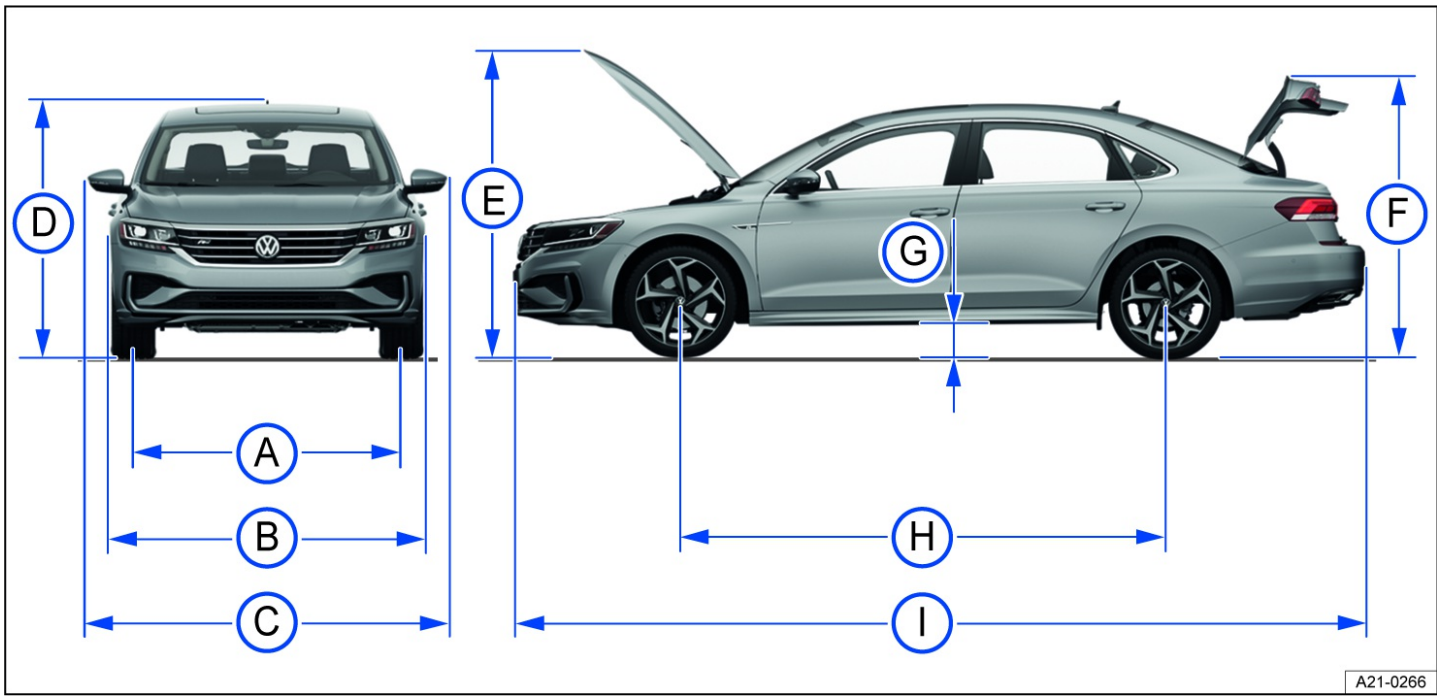

Fig. 169 Vehicle dimensions.

The information in the table applies for the standard model with standard equipment.

For other wheel rims, tire sizes, options, differing model designs and retrofitted accessories, as well as special vehicles and vehicles in other countries, these value can differ.

Curb weight is without driver and without payload.

Where the vehicle dimensions are not given, the values were not available at the time of printing.

Key for *fig. 169*:		
A	Front track	1578 mm (62.1 in)
	Rear track	1553 mm (61.1 in)
B	Width	1835 mm (72.2 in)
C	Width from outside mirror to outside mirror (outside mirrors folded in)	1854 mm (73.0 in)
D	Height at curb weight	1491 mm (58.7 in)
E	Height with open hood and curb weight	– mm
F	Height with open trunk lid and curb weight	– mm
G	Ground clearance at curb weight between the axles	– mm
H	Wheelbase with curb weight	2804 mm (110.4 in)
–	Minimum turning circle diameter	11.9 m (39 ft)
I	Length from bumper to bumper	4875 mm (191.9 in)

Tank capacities

The fuel tank has the following volume:

- **18.6 gallons (approximately 70 l)**

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the fuel gauge shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

Gasoline engines

2.0 l, 4-cylinder FSI®, 130 kW

Engine overview

Output	hp (kW)	174 (130) at 4250 - 5500 rpm
Engine code		DDSB/DTDA
Maximum torque	Nm	280 at 1450 – 4200 rpm
Transmission		**AG6**
Maximum speed	mph (km/h)	[7]

Weight specifications and axle load

Transmission		**AG6**
Curb weight	lb (kg)	1528 – 1559 (3369 – 3437) [8]
Gross Vehicle Weight Rating	lb (kg)	2030 (4475)
Front Gross Axle Weight Rating	lb (kg)	1080 (2381)
Rear Gross Axle Weight Rating	lb (kg)	1100 (2205)

[7] This data was not available at the time of printing.

[8] Curb weight without driver, ready to drive with completely full tank

[9] This data was not available at the time of printing.

Abbreviations used

Abbreviation	Meaning