Thank you for choosing Volkswagen

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

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

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

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

Volkswagen AG

WARNING

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

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About this owner's manual

This owner's manual is valid for all model types and versions of your Volkswagen Commercial Vehicle model and model year. The owner's manual describes all equipment and models without indicating whether the equipment is optional or specific to the model type. This means that your vehicle may not have some of the equipment described, or it may only be available in certain markets. Please refer to the sales documents for information on your actual vehicle equipment, or contact a qualified workshop. Volkswagen Commercial Vehicles recommends using a Volkswagen Commercial Vehicles dealership for this purpose.

In addition, the effectiveness of systems can be significantly impaired if components and systems have been retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications. Have the second stage manufacturer confirm that the systems are functioning properly.

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

An alphabetical index and a list of abbreviations, which explains technical abbreviations and terms, help with orientation and understanding.

Colour-coded short definitions, which precede some sections, summarise the respective topic. More detailed information about the features, conditions and limitations of systems and equipment can be found in the relevant sections.

Booklets in the vehicle wallet:

— Owner's manual

— Supplements (optional)

— Any technical modifications to the vehicle or any amendments to important safety information that may be made after publication of this booklet are contained in a supplement that is included with the vehicle wallet.

Please ensure that the complete vehicle wallet is always in the vehicle if you lend or sell the vehicle to someone else. Volkswagen Commercial Vehicles also recommends restoring the factory settings of the Infotainment system to delete all personal data.

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Explanations

Wordings and terms found in the owner’s manual are explained below for easy understanding.

Directions and positions

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

Dimensions and speed

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

Illustrations

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

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

Form of address

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

Terms used and their meaning:

Workshop

> Workshops are repairers that employ trained or qualified staff who specialise in performing service work on passenger cars. Expert assistance can mean both Volkswagen Commercial Vehicles dealerships as well independent workshops.

Volkswagen Commercial Vehicles dealership

> Volkswagen Commercial Vehicles dealerships are workshops that have a contractual relationship with Volkswagen AG. The contractual relationship ensures that further information is available and that there is an additional direct communications channel to the manufacturer.

Go to a qualified workshop.

> Some situations require you to take your vehicle to a workshop to have it checked.

Seek expert assistance

> If it is not possible to continue driving the vehicle, it is necessary to have it professionally checked directly at the vehicle’s location. Depending on the situation, a decision is then made whether the vehicle can continue to be driven after the check or if it needs to be towed.

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Description of symbols

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

The arrow indicates the end of a section.

The symbol indicates situations in which the vehicle must be stopped as quickly as possible.

TM This symbol means "Trademark" and denotes a recognised but as yet not officially registered trademark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

® This symbol indicates a registered mark. However, the absence of this symbol does not constitute a waiver of the rights concerning any term.

© This symbol means "Copyright" and indicates that the full rights of use vest in Volkswagen AG. In particular, any reproduction, dissemination, storage and making publicly available is prohibited without the prior consent of Volkswagen AG.

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

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

⚠ DANGER

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

⚠ WARNING

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

⚠ CAUTION

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

NOTICE

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

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

Texts with this symbol contain additional information.

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Front view

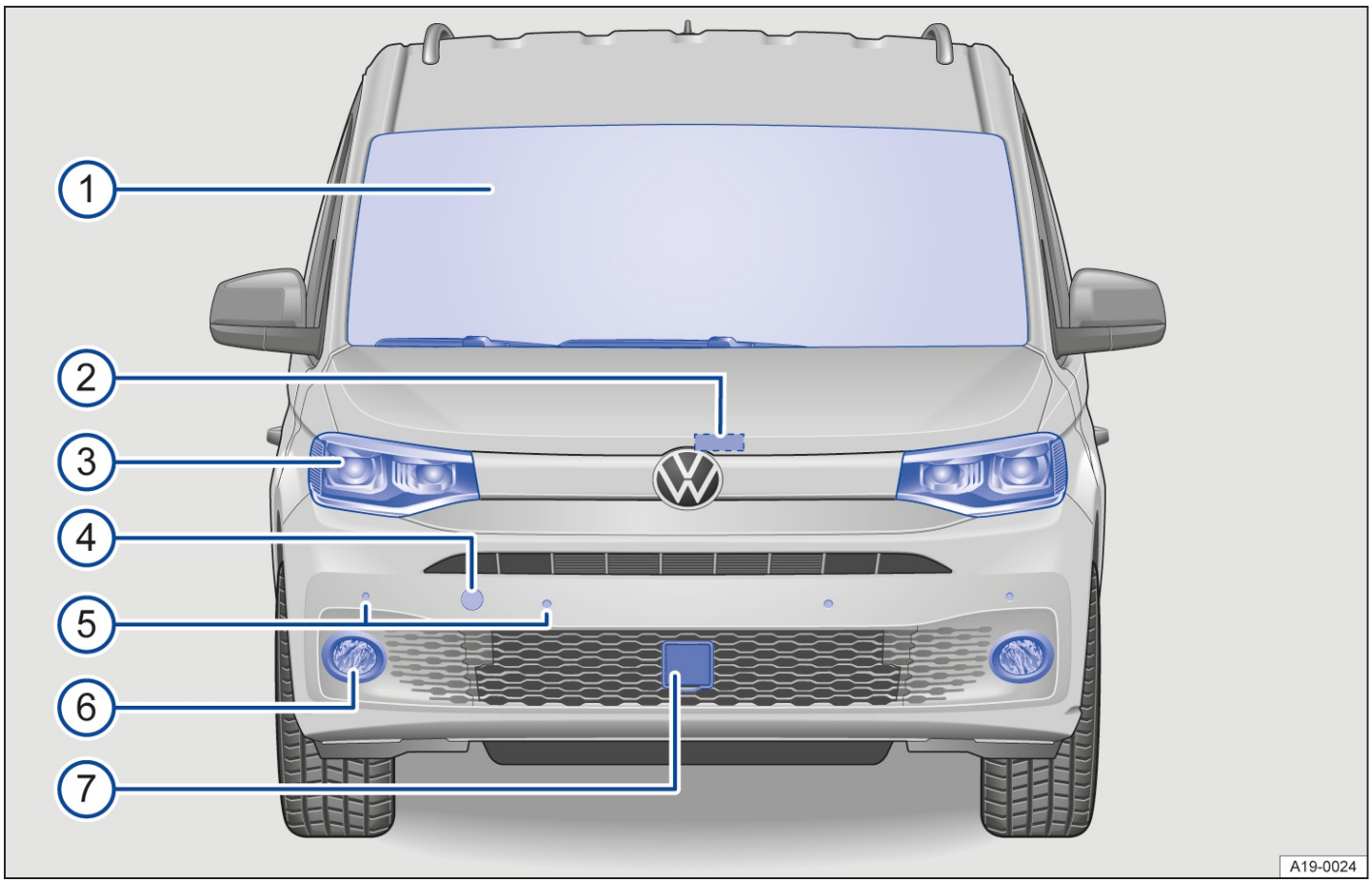


Fig. 1 Overview of the front of vehicle

(1) Windscreen:

— with vehicle identification number

— with windscreen heating *(→ Windscreen heating)*

— with windscreen wiper *(→ Wipers)*

— with camera window for assist systems *(→ Vehicle care, exterior)*

— with rain/light sensor positioned near the interior mirror *(→ Rain and light sensor)*, *(→ Vehicle care, exterior)*

(2) Lever for opening the bonnet *(→ In the engine compartment)*

(3) Headlights

(4) Behind a cover: mount for the towing eye

(5) Sensors for assist systems *(→ Vehicle care, exterior)*

(6) Lights in the bumper

(7) Radar sensor for assist systems *(→ Vehicle care, exterior)*

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Rear view

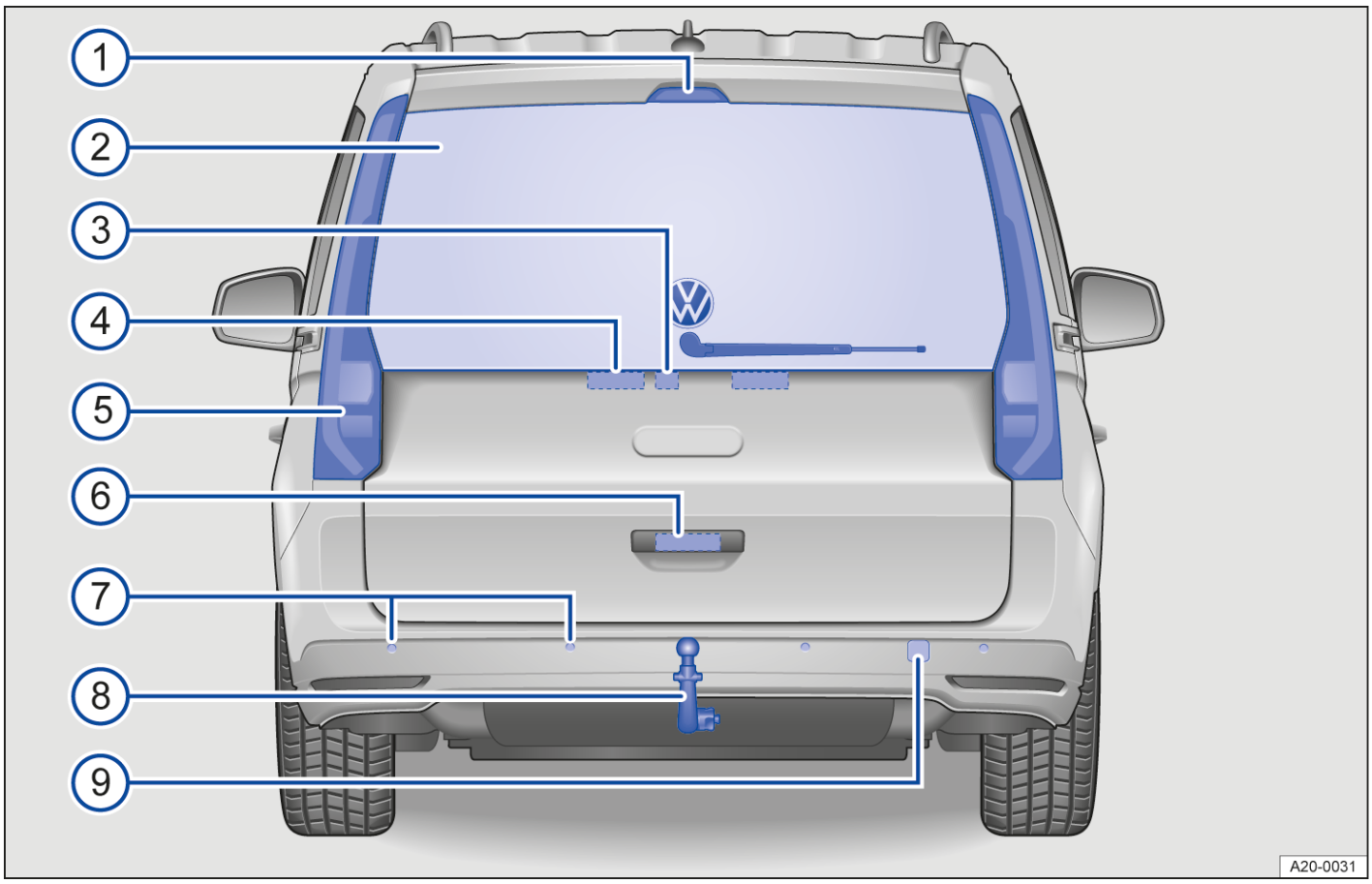


Fig. 1 Overview of vehicle rear with boot lid.

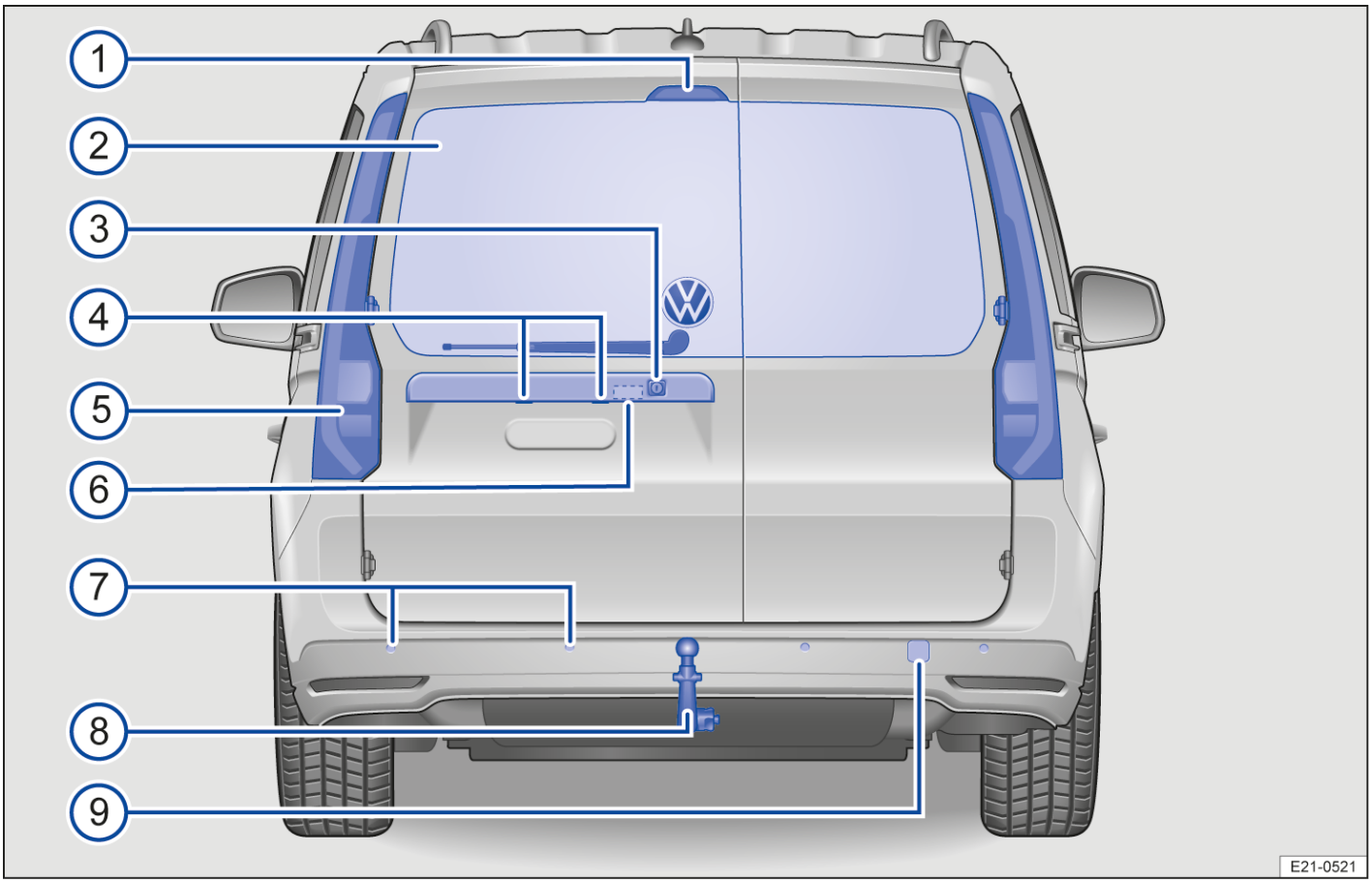


Fig. 2 Overview of vehicle rear with wing doors.

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1. High-level brake light
2. Rear window:
   - with rear window heating
   - with rear window wiper *(→ Wipers)*
3. Camera for parking systems , *(→ Vehicle care, exterior)*
4. Number plate light
5. Tail light clusters and reflectors,
6. Opening handle
7. Sensors for assist systems*(→ Vehicle care, exterior)*
8. Towing bracket
9. Behind a cover: mount for the towing eye

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Side view

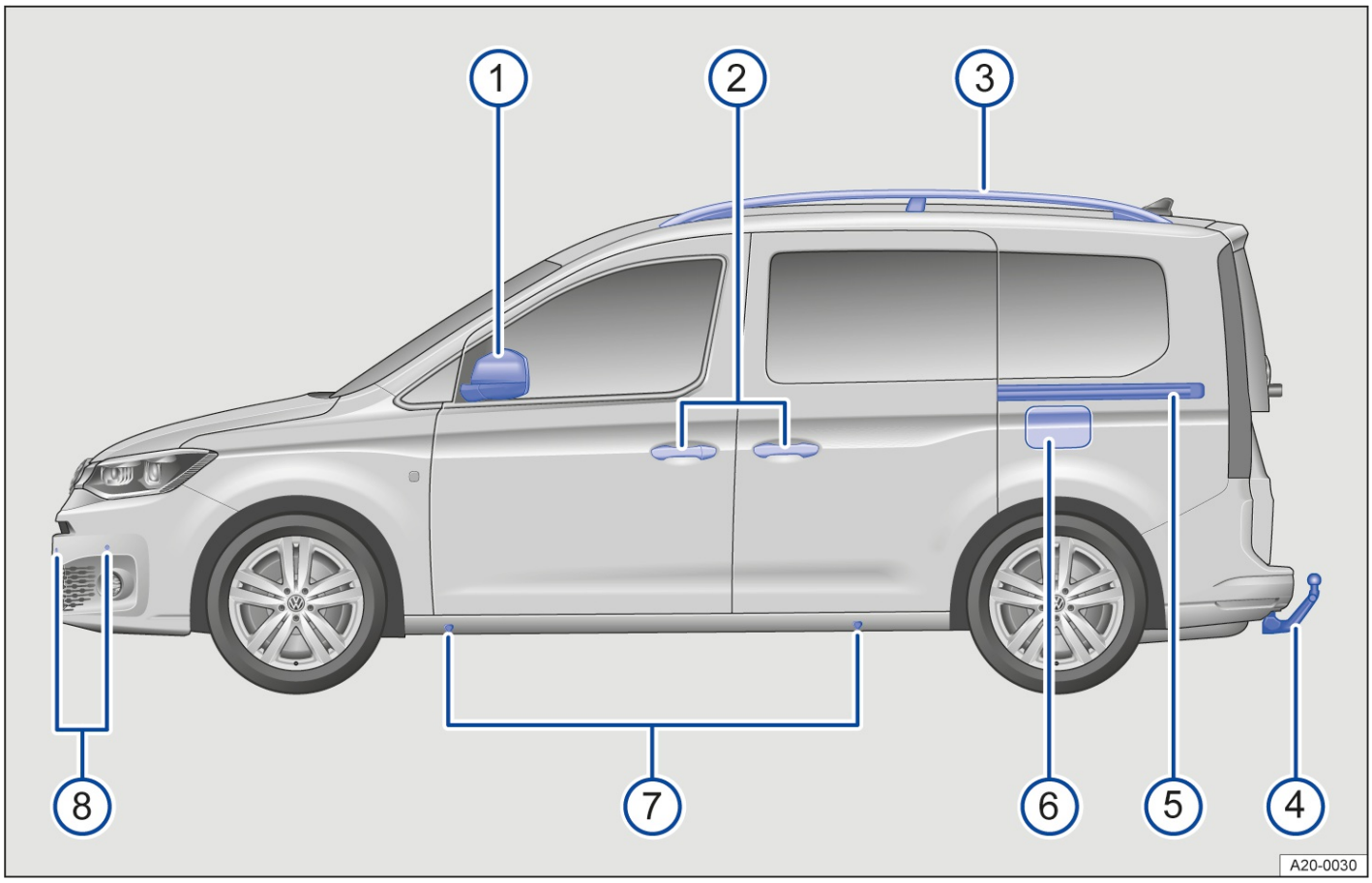


Fig. 1 Overview of left-hand side of vehicle.

1. Exterior mirrors *(→ Exterior mirrors)*
   — With integrated aerial
2. Door handles
3. Roof railing
4. Towing bracket
5. Side sliding door rail
6. Tank flap
7. Jacking points
8. Sensors for assist systems *(→ Vehicle care, exterior)*

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Driver door

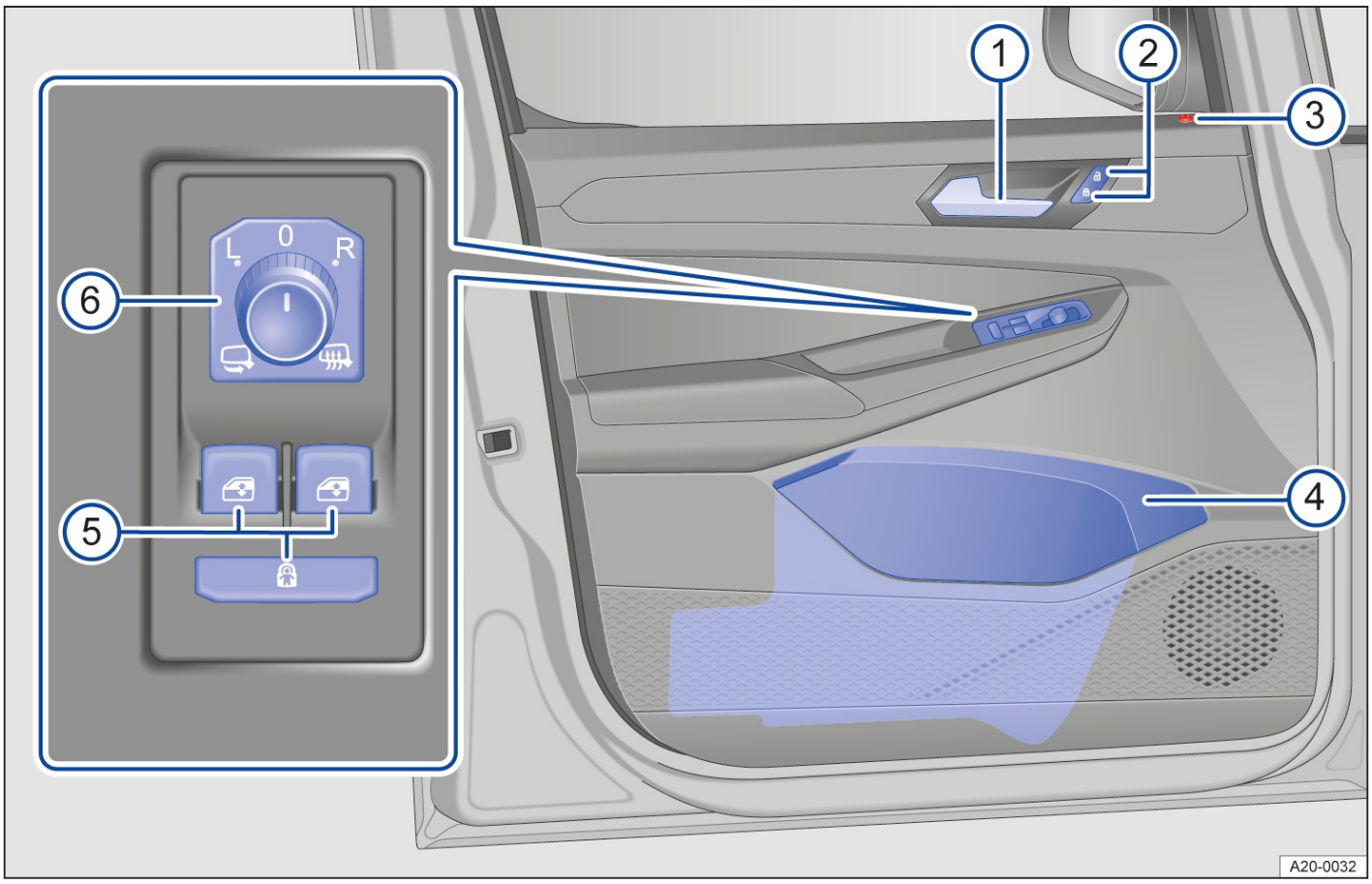


Fig. 1 Overview of controls in the driver door (left-hand drive vehicles).

1. Door release lever
2. Central locking buttons for locking and unlocking the vehicle *(→ Central locking button)*
3. Central locking system indicator lamp *(→ Indicator lamp in the driver door)*
4. Stowage compartment for high-visibility waistcoat *(→ Emergency equipment)*
5. Buttons:
   - For operating the electric windows
   - For adjusting the electric childproof lock *(→ Childproof lock, electric)*
6. Rotary knob for exterior mirror adjustment and functions *(→ Exterior mirrors)*

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Driver side

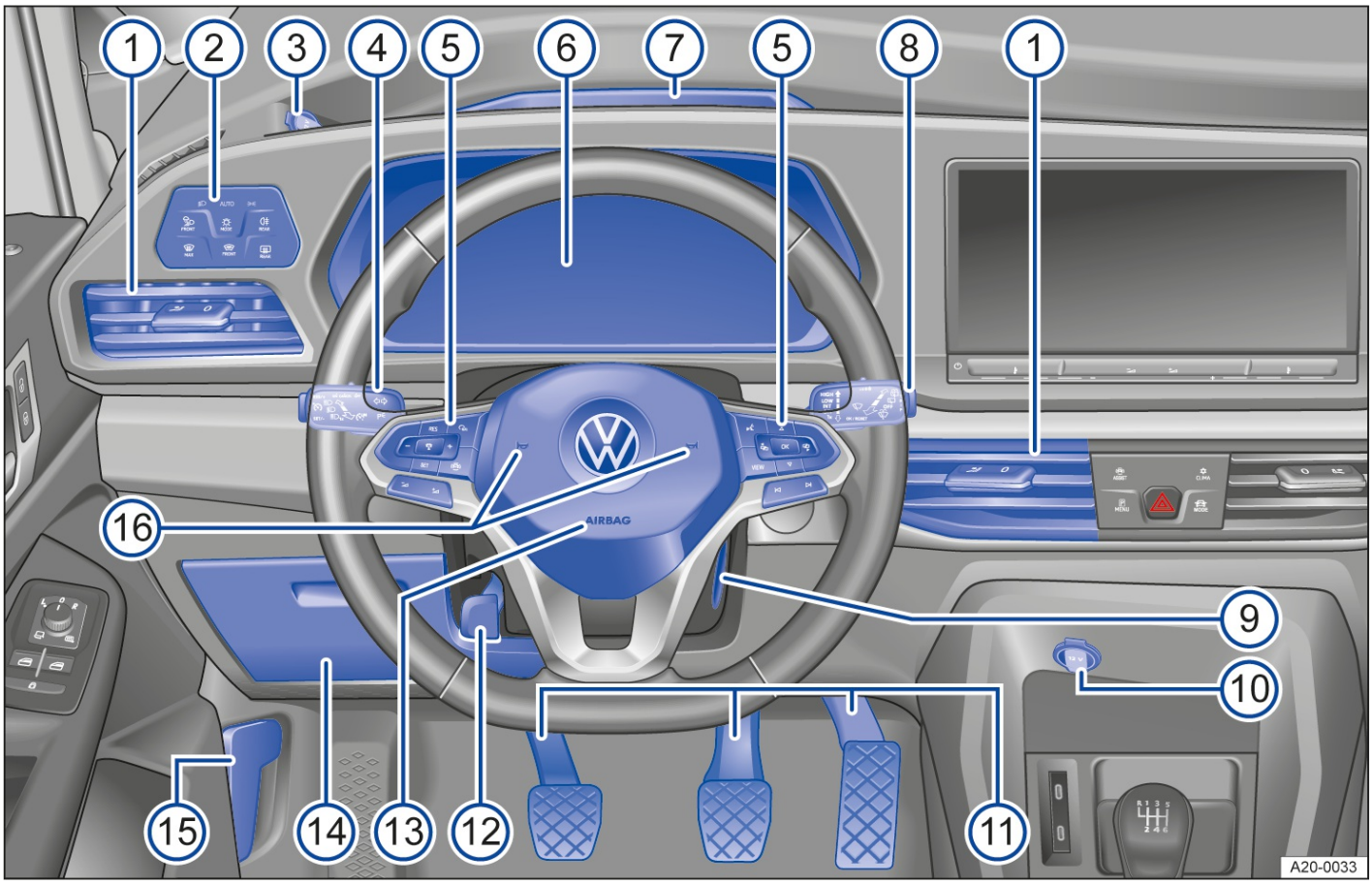


Fig. 1 Overview of driver side in left-hand drive vehicles.

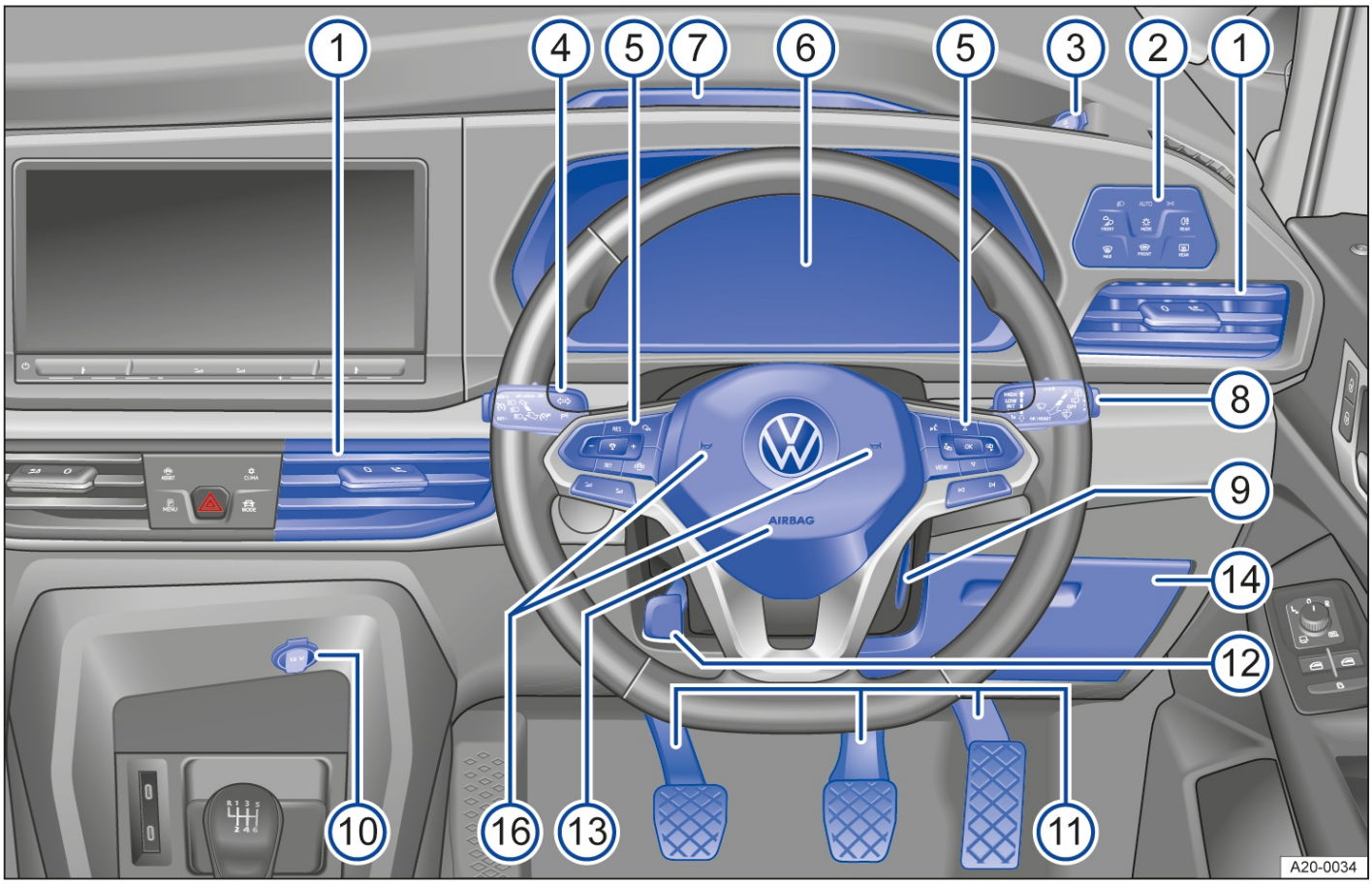


Fig. 2 Overview of driver side in right-hand drive vehicles.

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1 Vents

2 Control panel:

— for light functions

— for window heating and ventilation

3 12-volt socket

4 Turn signal and main beam headlight lever *(→ Turn signals)*, *(→ Main beam)*

5 Controls on the multifunction steering wheel:

— for driver assist systems

— for menu selection *(→ Vehicle settings menu)*

— for accepting telephone calls

— for audio, navigation

— for volume adjustment

— for activating voice control

— to switch between the current and previous menus *(→ Digital instrument cluster)*

6 Instrument cluster

— with warning and indicator lamps *(→ Symbols in the instrument cluster)*

7 Shelves

8 Lever for wipers and washers

— With buttons for operating the menu *(→ Vehicle settings menu)*

9 Ignition lock *(→ Ignition lock)*

10 Cigarette lighter or 12-volt socket

11 Pedals *(→ Pedals)*

12 Lever for adjusting the steering column position

13 Location of the driver front airbag

14 Stowage compartment

15 Bonnet release lever (on the left side in left-hand and right-hand drive vehicles) *(→ In the engine compartment)*

16 Horn

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Centre console

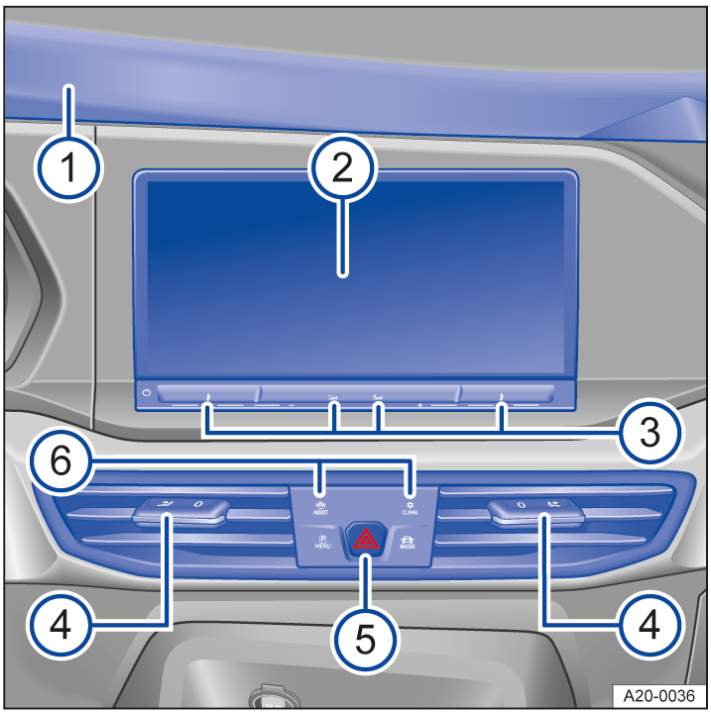


Fig. 1 Overview of the upper section of the centre console.

1. Shelf *(→ Stowage areas)*
2. Infotainment system
3. Controls:
   - for switching the Infotainment system on and off
   - for setting temperature of air conditioning system or heating and fresh air system
   - for volume adjustment
4. Vents
5. Button for switching the hazard warning lights off and on *(→ In an emergency)*
6. Controls:
   - for driver assist systems
   - for the air conditioning system, heating and fresh air system
   - for assist systems for parking and manoeuvring

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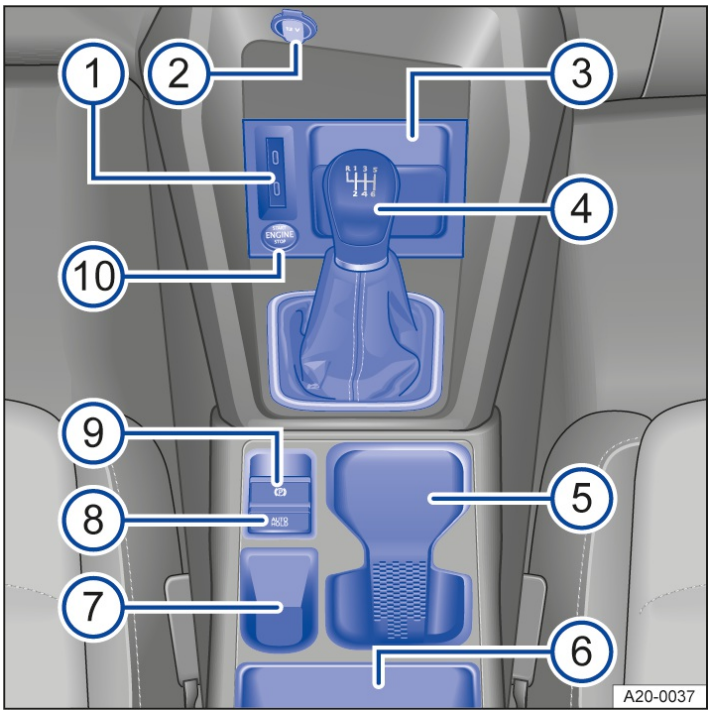


Fig. 2 Overview of the lower section of the centre console (left-hand drive vehicles).

1. USB sockets *(→ Connection – USB)*
2. Cigarette lighter or 12-volt socket *(→ Ashtray and cigarette lighter)*
3. Stowage compartment *(→ Stowage areas)*
4. Lever:
   - for manual gearbox *(→ Manual gearbox)*
   - for DSG® dual clutch gearbox
5. Drink holder or ash tray
6. Stowage compartment under the centre armrest *(→ Stowage areas)*
7. Stowage compartment *(→ Stowage areas)*
8. Button for Auto Hold function *(→ Auto Hold function)*
9. Electronic parking brake *(→ Electronic parking brake)*
10. Button for starting and switching off the engine(Press & Drive) *(→ Starter button)*

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Front passenger side

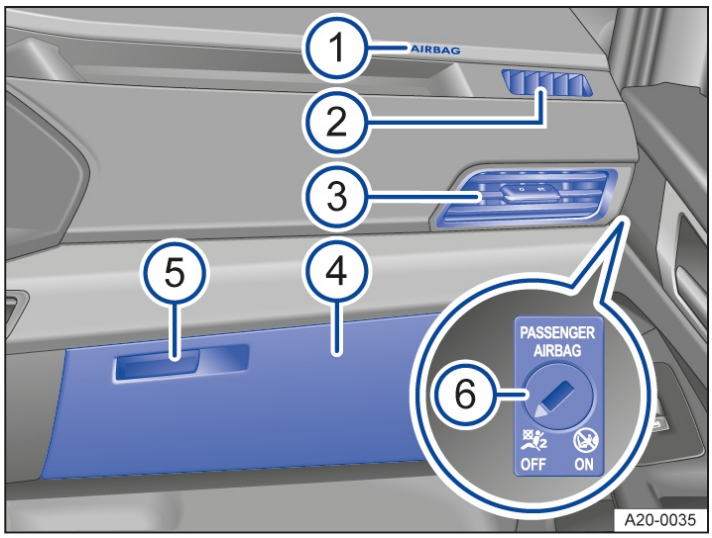


Fig. 1 Front passenger side (left-hand drive vehicles): overview of dash panel (mirrored for right-hand drive vehicles).

1. Location of front passenger front airbag in the dash panel *(→ Front airbags (standard airbag))*
2. Vent
3. Adjustable vent
4. Glove box or open stowage compartment *(→ Stowage areas)*
5. Lever for opening the glove box *(→ Stowage areas)*
6. To the side of the dash panel: key-operated switch for disabling the front passenger front airbag

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Controls in the roof

Symbol	Meaning
	Buttons for interior and reading lights .
	Indicator lamp for the front passenger front airbag switch-off function .
	Buttons for emergency call service, information call and breakdown call .

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Symbols in the instrument cluster

The warning and indicator lamps indicate various warnings, faults or certain functions. Some warning and indicator lamps light up when the ignition is switched on and should go out after a short period of time.

For details on indicator lamps that light up in the light switch, see Chapter “Lights” *(→ Dipped beam)*.

WARNING

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

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

Symbol	Meaning
	STOP Do not continue driving! Central warning lamp → *Priority 1 warning message*, → *Introduction to the instrument cluster*, → *and Coolant*
	Seat belt not fastened → *Seat belt warning system and seatbelt status indicator*
	Electronic parking brake → *Operating the electronic parking brake*, → *Electronic parking brake is switched on*
	STOP Do not drive on! Brake system fault → *Brake system fault*
	STOP Do not drive on! Brake fluid level low → *Brake fluid level*
	STOP Do not drive on! Electromechanical brake servo failure → *Electromechanical brake servo failure*
	Depress the brake pedal! → *Introduction*
	Engine oil level too low → *Engine oil level very low*
	STOP Do not drive on! Engine oil pressure too low → *Engine oil pressure too low*
	STOP Do not drive on! Engine coolant system faulty → *and Coolant*, → *Checking the coolant level and refilling coolant*
	STOP Do not drive on! Steering fault → *Steering fault*
	Engine management system fault → *Engine management system fault*, → *Engine no longer starts automatically*

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	STOP Do not drive on! 12-volt vehicle battery → *12-volt vehicle battery*
	Collision warning → *Warning levels and braking intervention*
	Take over steering immediately → *Take over steering immediately.*
	SCR system fault → *Fault in the selective catalytic reduction system*
	AdBlue® level too low → *AdBlue® level too low*
	SCR system fault → *Fault in the selective catalytic reduction system*
	Urgent gas system check due → *Urgent gas system check due*
	Central warning lamp → *Priority 2 warning message*, → *Electromechanical brake servo fault*
	Seatbelt status indicator faulty → *Seatbelt status indicator faulty*
	Airbag or belt tensioner system switched off with diagnostic tool → *Airbag system or belt tensioner deactivated with diagnostic tool*
	Airbag or belt tensioner system fault → *Belt status indicator defective*, → *Fault in airbag system and belt tensioner system*
	Front passenger front airbag switched off → *Front passenger front airbag switched off*
	Front passenger front airbag switched on → *Front passenger front airbag switched on*
	Emergency call system fault → *eCall emergency call system fault*
	Vehicle key not in the vehicle → *No valid vehicle key recognised*
	Electronic parking brake fault → *Fault in the electronic parking brake*
	Lit up: electronic stability control (ESC) switched off by the system → *ESC fault*
	Flashing: Electronic Stability Control (ESC) or traction control system (TCS) control intervention → *Electronic Stability Control (ESC)*
	Traction control system (TCS) switched off → *Switching the TCS on and off*
	Anti-lock brake system (ABS) fault → *Anti-lock brake system failure or fault*
	Engine oil system fault → *or Fault in the engine oil system*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*
	Engine oil system fault → *or Fault in the engine oil system*
	Fuel tank almost empty → *Fuel tank almost empty*
	Natural gas tank almost empty → *Fuel tank almost empty*
	Travel Assist fault → *Travel Assist is not available or does not function as expected*
	Water in the diesel → *Water in the diesel*

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	Vehicle lighting failure → *Vehicle lighting fault*
	Rear fog light switched on → *Switching the fog lights on and off*
	Wiper fault → *Fault in wipers*
	Washer fluid level too low → *Washer fluid level too low*
	Steering fault → *Steering fault*
	 Do not drive on! Tyre pressure low → *Low tyre pressure*, → *Low tyre pressure*
	 Do not continue driving! Fault in the tyre monitoring system → *Fault in the Tyre Pressure Loss Indicator*, → *Fault in the Tyre Pressure Monitoring System*
	Front Assist not available or availability is restricted → *Front Assist not available or functions restricted*
	Front Assist deactivated → *Operating Front Assist*
	Speed limiter not available → *Speed limiter not available*
	Fault in the cruise control system → *Fault in the cruise control system*
	Adaptive Cruise Control (ACC) is not available → *ACC not available*
	Emergency Assist not available → *Emergency Assist not available*
	Lane keeping system (Lane Assist) not available → *or Lane keeping system not available*
	Lane keeping system (Lane Assist) not available → *or Lane keeping system not available*
	Lane keeping system (Lane Assist) regulating → *Driving with the lane keeping system*
	Emergency Assist is regulating → *Driving with Emergency Assist*
	Lane keeping system (Lane Assist) regulating → *Driving with the lane keeping system*
	Emergency Assist is regulating → *Driving with Emergency Assist*
	Fault in lane change system (Side Assist) → *Lane change system fault*
	Rear Traffic Alert fault → *Fault*
	Rear Traffic Alert braking intervention → *Emergency braking*
	Exhaust system fault → *Emissions-relevant fault*
	Diesel engine preheating → *glow plug system or engine management system*, → *Particulate filter clogged*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	SCR system fault → *or Fault in the selective catalytic reduction system*

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	SCR system fault → *or Fault in the selective catalytic reduction system*
	Gas system check → *Gas system check*
	Gearbox fault → *Clutch slipping*, → *Gearbox overheated*
	Auxiliary heater → *Switching the auxiliary heater and auxiliary ventilation on and off*
	Depress the brake pedal! → *The engine will not start*
	Auto-Hold function active → *Auto Hold function*
AUTO HOLD	Auto Hold function active → *Auto Hold function*
	Turn signals → *Turn signal indicator lamp*
	Trailer turn signal → *Trailer turn signal indicator lamp*
	Speed stored, regulation active → *Introduction*, → *Introduction*, → *Switching ACC on and off*
	Cruise control system switched on, control intervention active → *Introduction*
	Speed limiter switched on, control active → *Introduction*
	Lane keeping system (Lane Assist) is active → *Driving with the lane keeping system*
	Lane keeping system (Lane Assist) is active → *Driving with the lane keeping system*
	Natural gas mode → *Vehicle in natural gas mode*
	Travel Assist active → *Introduction*
	Adaptive Cruise Control (ACC) intervention active, no vehicle detected ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) intervention active, vehicle detected ahead → *Switching ACC on and off*
	Main beam or headlight flasher → *Switching main beam on and off*
	Engine coolant temperature low → *coolant (natural gas)*
	Outside temperature below +4 °C (+39 °F) → *Information displays on the digital instrument cluster*
	Start/stop system active → *Start/stop system*
	Start/stop system not available → *Start/stop system*
	Economical mode → *Information displays on the digital instrument cluster*
	Service due → *Service interval display*
	Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive → *Introduction*
	Main-beam control active → *High-beam control*
	Take over steering → *Take over steering*
	Front Assist is starting up → *Front Assist is starting*

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	Distance warning → *Warning levels and braking intervention*
	Cruise control system switched on → *Introduction*
	Fault in the Cruise Control System (CCS) → *Fault in cruise control system*
	Adaptive Cruise Control (ACC) intervention active, no vehicle detected ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) intervention active, vehicle detected ahead → *Switching ACC on and off*
	Speed limiter switched on, control active → *Introduction*
	Maximum speed is limited → *Information displays on the digital instrument cluster*
	AdBlue® level too low → *or AdBlue® level low*
	AdBlue in the normal operating range → *Warning and prompting system with low fill level*
	Mobile phone connected via Bluetooth® → *Information displays on the digital instrument cluster*
	Mobile phone battery charge level → *Information displays on the digital instrument cluster*
	Reference to information in the owner's manual → *Reference to information in the owner's manual*
	Remove your foot from accelerator pedal. → *Eco Assistance*
	Motorway exit ahead → *Eco Assistance*
	Downhill gradient ahead → *Eco Assistance*
	Roundabout ahead → *Eco Assistance*
	Junction ahead → *Eco Assistance*
	Left-hand bend ahead → *Eco Assistance*
	Right-hand bend ahead → *Eco Assistance*
	Speed limit ahead, example → *Eco Assistance*
	Vehicle ahead → *Eco Assistance*

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Warning and information messages

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

In addition, a list of current malfunctions can be opened manually. To do so, chooseVehicle status or Vehicle in the menu *(→ Vehicle settings menu)*.

Priority 1 warning message

The red central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Do not drive on! Danger. Check the fault and correct the cause. If necessary, seek assistance from a suitably qualified workshop.

Priority 2 warning message

The yellow central warning lamp flashes or lights up, in some cases together with acoustic warnings or additional symbols. Malfunctions and insufficient service fluids can damage the vehicle and cause it to break down. Check the fault as soon as possible. If necessary, seek assistance from a suitably qualified workshop.

Reference to information in the owner's manual

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

Information message

Information about various procedures within the vehicle.

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

If warning messages about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings or display information as described. If the fault persists, consult a suitably qualified workshop.

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Introduction to the instrument cluster

The vehicle can be equipped with an analogue or a digital instrument cluster. The instrument cluster indicates basic information, such as speed.

The following functions may also be available, depending on the equipment:

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

— Status displays for the driver assist systems.

— Display messages.

— Warning and indicator lamps.

— Information on consumption and range.

You can use these menus to customise the content and adjust the settings.

WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

WARNING

If there is a serious fault in the instrument cluster, the display may be switched off. The indicator lamp may also light up.

- Park the vehicle safely.
- Ask a suitably qualified workshop.

You may find that system settings, such as personal convenience settings and programming, have been changed or deleted when you start the engine after the 12-volt vehicle battery has been fully discharged, replaced or after a jump start. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

When the outside temperature is low, the display in the instrument cluster may take slightly longer to appear than it does when the outside temperature is higher.

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Overview of the digital instrument cluster

The Digital Cockpit is a digital instrument cluster with high-resolution TFT colour display. Users can choose from a range of secondary displays to show additional data, in addition to the traditional round instruments such as the rev counter and speedometer. The term “digital instrument cluster” is used below to refer to the Digital Cockpit.

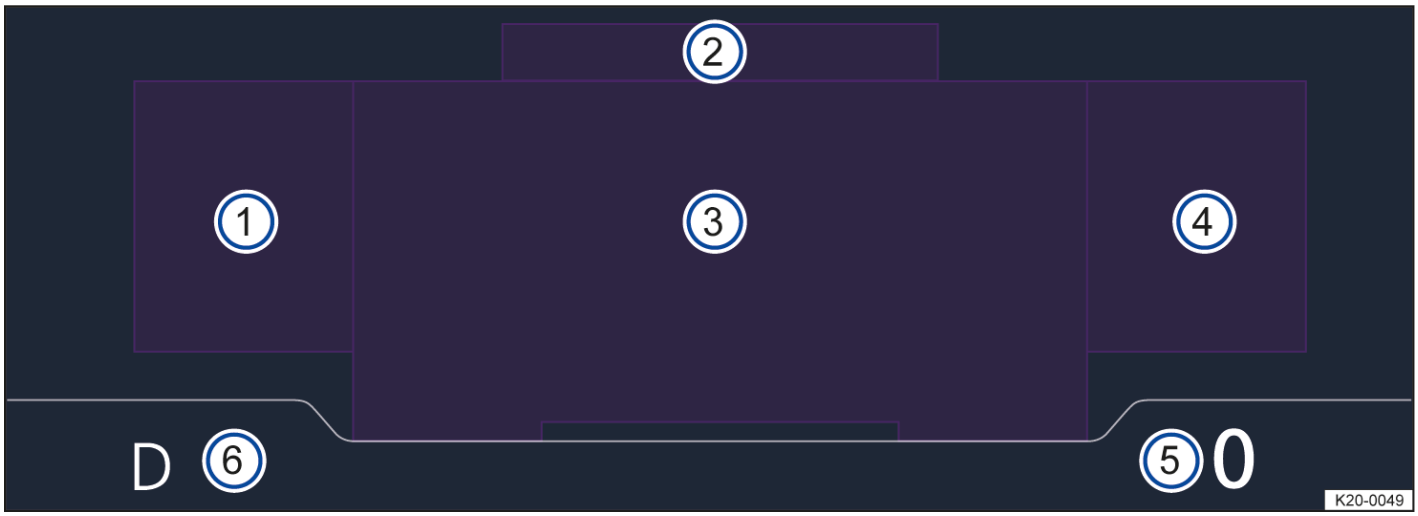


Fig. 1 Digital instrument cluster in the dash panel(illustration).

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

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Digital instrument cluster operation

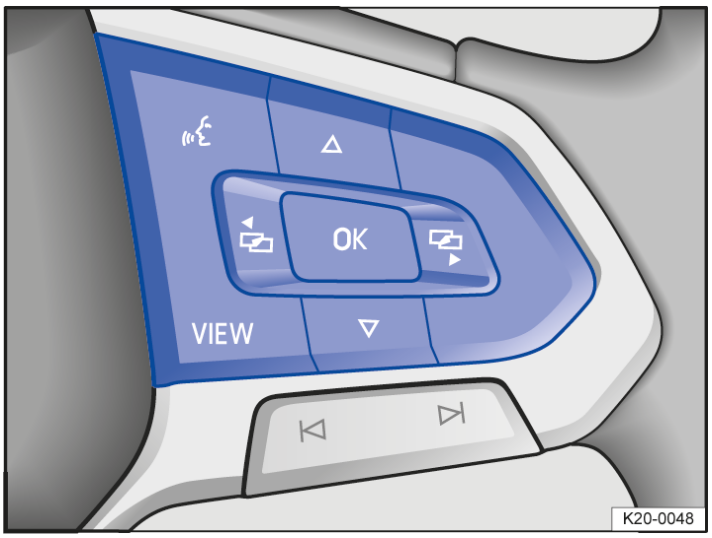


Fig. 1 Right-hand side of the multifunction steering wheel: buttons for operating the menus and information displays in the instrument cluster.

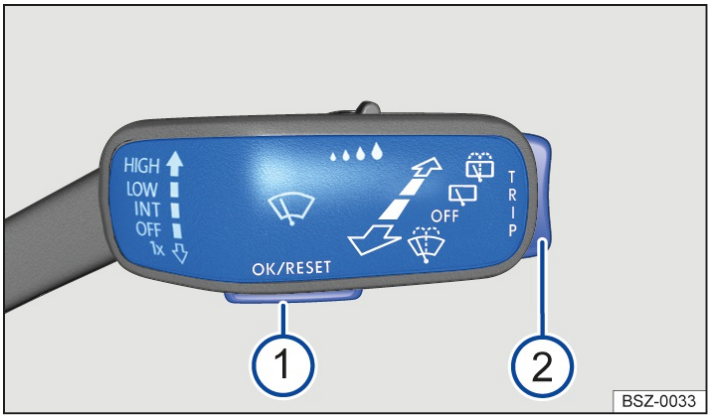


Fig. 2 On the right of the steering column: Buttons on the wiper lever (illustration).

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The multifunction display is controlled using the buttons on the multifunction steering wheel only. The functions of the buttons on the multifunction steering wheel depend on the vehicle equipment.

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

Vehicles without multifunction steering wheel: If any priority 1 warning reports are being displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden with the **OK/RESET** button → *Fig. 2* (1).

Views in the display area

You can change the main display by pressing the **VIEW** → *Fig. 1* button. It is possible to show the following views on the display:

Summary

After the engine is switched off: Display showing information about the vehicle status, e.g. mileage.

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Basic

Display with digital speed indicator.

Classic

Classic display of the round instruments.

Navigation

Navigation map and information for route guidance.

Driver assist systems

Display of active driver assist systems.

Special

Depending on equipment, alternative displays such as sport displays can be shown here.

Information about specific situations, e.g. navigation information, is displayed as a pop-up.

Selecting a menu or information display

Vehicles with multifunction steering wheel:

1. Switch on the ignition.
2. Personalisation: select user.
3. Press the OK → *Fig. 1* button, several times if required, if a message or the vehicle pictogram is displayed.
4. Press the → *Fig. 1* or → *Fig. 1* button to display the menus and to browse through a menu.
5. To open the menu or information display shown, press the OK button → *Fig. 1* or wait until the menu or information display opens automatically after a few seconds.

Vehicles without multifunction steering wheel:

1. Switch on the ignition.
2. Personalisation: select user.
3. Press the OK/RESET → *Fig. 2* (1) button, several times if required, if a message or the vehicle pictogram is displayed.
4. Tap and hold the rocker switch TRIP → *Fig. 2* (2) to display the menus *(→ Digital instrument cluster)* or to return to the menu selection from a menu or an information display.
5. To browse through the menus, press the rocker switch up or down.
6. To open the menu or information display shown, press the OK/RESET button → *Fig. 2* (1) or wait until the menu or information display opens automatically after a few seconds.

Selecting secondary displays

The secondary displays can be configured or hidden independently of each other. Various driving data, navigation information or information on audio playback or the mobile phone interface can be displayed in the secondary

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displays.

1. Use the → *Fig. 1* or → *Fig. 1* buttons to select the left-hand or right-hand secondary display area.
2. Use the arrow buttons → *Fig. 1* or → *Fig. 1* to select your preferred secondary display.
3. Press the OK → *Fig. 1* button to confirm your selection.

Making settings in menus

Vehicles with multifunction steering wheel:

1. Press the arrow buttons or in the displayed menu until the desired menu option is highlighted.

   A frame appears around the selected option.
2. Press the OK button → *Fig. 1* to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.

Vehicles without multifunction steering wheel:

1. In the displayed menu, press the rocker switch TRIP → *Fig. 2* (2) on the wiper lever upwards or downwards until the desired menu option is marked.

   A frame appears around the selected option.
2. Press the OK/RESET button → *Fig. 2* (1) to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.

Returning to the selection menu

Vehicles with multifunction steering wheel:

1. Press the or → *Fig. 1* button.

Vehicles without multifunction steering wheel:

1. Select the Back menu option.

Button VIEW on the multifunction steering wheel

— To switch between the current and previous menus, press the VIEW button → *Fig. 1*.

— Tap and hold the VIEW → *Fig. 1* button to show or hide secondary displays.

Navigation map in the digital instrument cluster

The digital instrument cluster may be able to display a detailed navigation map, depending on the vehicle equipment. Press the VIEW → *Fig. 1* button on the multifunction steering wheel to select theNavigation display area in the digital instrument cluster.

You can adjust the size of the navigation map to any given size.

1. Press the arrow button or → *Fig. 1* button on the multifunction steering wheel to zoom in and out.

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If warning messages about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If the fault persists, consult a suitably qualified workshop.

⚠ WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Never operate the instrument cluster while the vehicle is in motion.
- Adjust all settings in the instrument cluster and Infotainment system only when the vehicle is stationary.

Information displays on the digital instrument cluster

The range of content and layout of the menus and displays depend on the vehicle electronics and the level of vehicle equipment.

Correspondingly qualified workshops can program and modify other functions depending on the vehicle equipment level.

Some menu options can only be called up when the vehicle is stationary.

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

A range of information can be shown in the main display of the digital instrument cluster, depending on the vehicle equipment *(→ Digital instrument cluster)*:

— Outside temperature

— Date and time *(→ Clock)*.

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

— Driver assist systems.

— Gear-change indicator *(→ Gear-change indicator)*.

— Open doors, bonnet and boot lid.

— Speed warning for winter tyres

— Maximum speed limit.

— Radiator fan after-run.

— Engine code (EC
).

— Personalisation: Welcome *(→ Personalisation)*.

— Radio and navigation information.

— Range.

— Service interval display *(→ Service interval display)*.

— Start/stop system status .

— Economical mode eco.

— Warning and information messages

— Selector lever position for automatic gearbox.

Outside temperature display

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

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

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— When the vehicle is stationary.

— When the auxiliary heater is being used.

— When travelling at very low speeds.

The measuring range is between -45°C(-49°F) and +76°C (+169°F).

WARNING

Streets and bridges can ice over at outside temperatures above freezing point.

- The ❄ symbol indicates that there is a risk of black ice.
- There may also be black ice on the road at outside temperatures above +4°C(+39°F) when the ❄ symbol is not displayed.
- Never rely only on the outside temperature display.

Gear-change indicator

A recommended gear for reducing fuel consumption may be displayed while the vehicle is in motion *(→ Gear-change indicator)*.

Open doors, bonnet and boot lid

The instrument cluster display indicates if any doors, the bonnet or boot lid are open once the vehicle has been unlocked and while the vehicle is in motion. In some cases, an acoustic signal is also given.

Speed warning for winter tyres

The display shows that the vehicle is exceeding the set maximum speed.

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

Maximum speed limiter

The customer-specific maximum speed limiter restricts the vehicle speed to a set maximum value that cannot be exceeded. This maximum speed can only be set by a suitably qualified workshop.

If you start the vehicle's engine when the maximum speed limit has been set, the indicator lamp lights up in the instrument cluster display. The set maximum speed is also indicated by a text message.

WARNING

The set maximum speed limit can make overtaking difficult. This can result in serious injury and accidents.

- Always adapt your speed and way of driving to the set maximum speed.
- The maximum speed limit cannot be overridden by a kick-down.

Radiator fan run-on

This appears after the engine has been switched off and the radiator fan continues to run.

The cause of this can be:

— Exhaust gas treatment, e.g. as part of particulate filter regeneration.

— Active brake cooling after hill descent.

— Dissipation of engine heat after a high load.

Engine code

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

Economical mode

The display shows whether the vehicle is driving in an economical mode.

Selector lever position for the automatic gearbox

The engaged position and, depending on the gearbox program, the engaged gear are shown both on the selector lever and on instrument cluster display. The gear shift pattern is displayed in the instrument cluster when the brake or selector lever is operated.

Possible secondary displays in the digital instrument cluster

Depending on equipment, a configuration menu allows additional views to be configured and displayed in the secondary display area of the digital instrument cluster *(→ Digital instrument cluster)*:

— Operating temperatures.

— Date and time *(→ Clock)*.

— Multifunction displays, e.g. Driving time/distance covered *(→ Driving data display (multifunction display))*.

— Natural gas quality.

— Natural gas system inspection.

— Compass display.

— Charge pressure.

— Power output.

— Torque distribution.

— Navigation information.

— Telephone information.

— Destination information.

Operating temperatures

The following operating temperatures are displayed in theOperating temperatures secondary display, depending on the equipment:

— Engine oil.

— Coolant.

— Gearbox.

Compass display

The current direction of travel (blue arrow) is shown on a diagram of your vehicle alongside a compass when the Compass secondary display is activated.

Torque distribution

The secondary display Torque distribution shows the currently present wheel-selective torque.

Navigation information

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The Navigation information secondary display shows the direction of travel using an arrow when route guidance is active.

An arrow ◁ or ▷ after the entry in the configuration menu indicates that a submenu is available.

The submenu contains your home address and a list of recent destinations. You can start route guidance from here by pressing the OK button.

Telephone information

If the Telephone secondary display is activated and a mobile telephone is connected via Bluetooth®, the symbol is shown in the instrument cluster display .

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

An arrow ◁ or ▷ after the entry in the configuration menu indicates that a submenu is available.

The submenu displays a list of recent telephone calls and allows you to call back the displayed contacts.

Destination information

The Destination information secondary display shows the estimated travel time and the distance to your destination in km when route guidance is activated.

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

Different instrument clusters are available, which means that the versions and displays may vary. In displays without warning or information texts, faults are indicated exclusively by the indicator lamps.

Some displays in the instrument cluster may be overridden by sudden alerts, e.g. incoming telephone calls.

Overview of the analogue instrument cluster

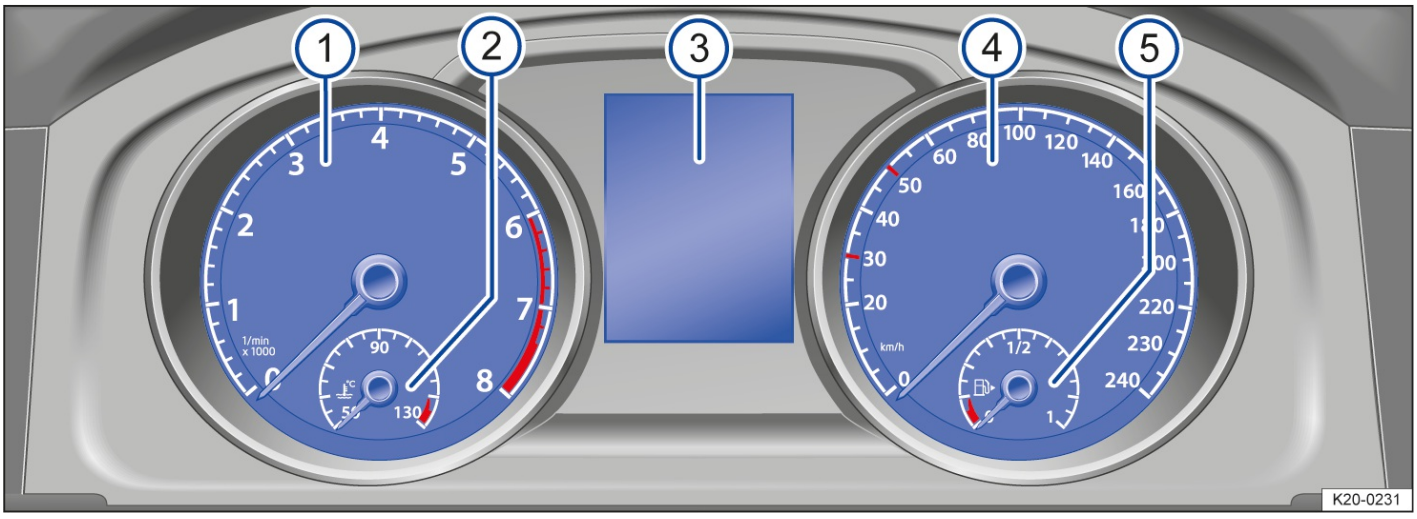


Fig. 1 Analogue instrument cluster in the dash panel.

1. Rev counter (running engine speed in revolutions x 1,000 per minute) *(→ Rev counter)*.
2. Coolant temperature display .
3. Displays *(→ Analogue instrument cluster)*.
4. Speedometer.
5. Fuel gauge .

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Analogue instrument cluster operation

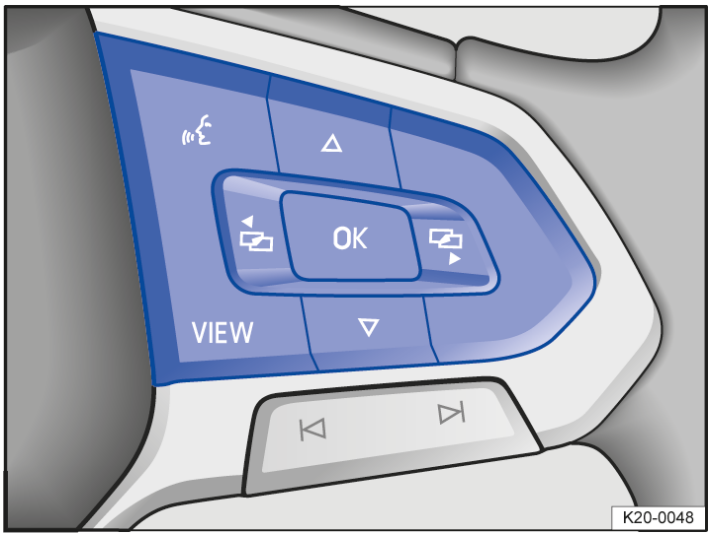


Fig. 1 Right-hand side of the multifunction steering wheel: buttons for operating the menus and information displays in the instrument cluster.

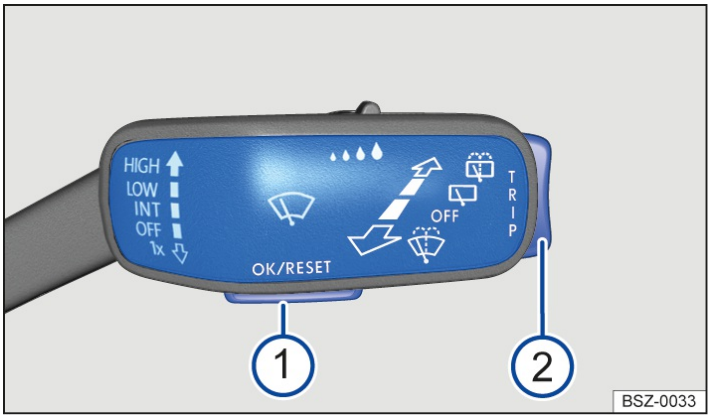


Fig. 2 On the right of the steering column: Buttons on the wiper lever (illustration).

There are no buttons on the wiper lever in vehicles equipped with a multifunction steering wheel. The multifunction display is controlled using the buttons on the multifunction steering wheel only.

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

Vehicles without multifunction steering wheel: If any priority 1 warning reports are being displayed, you will be unable to open any menus. Some warnings can be confirmed and hidden with the **OK/RESET** button *→ Fig. 2* (1).

Selecting a menu or information display

Vehicles with multifunction steering wheel:

1. Switch on the ignition.
2. Personalisation: select user.
3. Press the OK *→ Fig. 1* button, several times if required, if a message or the vehicle pictogram is displayed.
4. Press the ◁ or ▷ button to display the menus and to browse through a menu *→ Fig. 1*.

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5. To open the menu or information display shown, press the OK button → *Fig. 1* or wait until the menu or information display opens automatically after a few seconds.

Vehicles without multifunction steering wheel:

1. Switch on the ignition.
2. Personalisation: select user.
3. Press the OK/RESET → *Fig. 2* (1) button, several times if required, if a message or the vehicle pictogram is displayed.
4. Hold down the rocker switch TRIP → *Fig. 2* (2) to display the menus *(→ Analogue instrument cluster)* or to return to the menu selection from a menu or an information display.
5. To browse through the menus, press the rocker switch TRIP → *Fig. 2* (2) up or down.
6. To open the menu or information display shown, press the OK/RESET button → *Fig. 2* (1) or wait until the menu or information display opens automatically after a few seconds.

Making settings in menus

Vehicles with multifunction steering wheel:

1. Press the arrow buttons △ or ▽ in the displayed menu until the desired menu option is highlighted → *Fig. 1*.

   A frame appears around the selected option.
2. Press the OK button → *Fig. 1* to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.

Vehicles without multifunction steering wheel:

1. In the displayed menu, press the rocker switch TRIP → *Fig. 2* (2) on the wiper lever upwards or downwards until the desired menu option is marked.

   A frame appears around the selected option.
2. Press the OK/RESET button → *Fig. 2* (1) to make the required changes.

   A tick ☑ indicates that the relevant function is switched on.

Returning to the selection menu

Vehicles with multifunction steering wheel:

1. Press the ↩ or ↪ → *Fig. 1* button.

Vehicles without multifunction steering wheel:

1. Select the Back menu option.

Button VIEW on the multifunction steering wheel

— To switch between the current and previous menus, press the VIEW button → *Fig. 1 (→ Digital instrument cluster)*.

— Press and hold the VIEW button to show or hide secondary displays.

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If warning messages about malfunctions are displayed when the ignition is switched on, it may not be possible to adjust some settings as described, or the information display may appear differently. If the fault persists, consult a suitably qualified workshop.

⚠ WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Never operate the analogue instrument cluster while the vehicle is in motion.
- Always drive with your full attention and responsibly.

Information displays on the analogue instrument cluster

The range of content and layout of the menus and displays depend on the vehicle electronics and the level of vehicle equipment.

Correspondingly qualified workshops can program and modify other functions depending on the vehicle equipment level.

Some menu options can only be called up when the vehicle is stationary.

Menus in the analogue instrument cluster

— Views *(→ Digital instrument cluster)*.

— Assist systems.

— Audio.

— Driving data *(→ Driving data display (multifunction display))*.

— Vehicle status *(→ Warning and information messages)*.

— Navigation.

— Personalisation (user selection) *(→ Personalisation)*.

— Telephone.

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Rev counter

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

You should change up a gear, select selector lever position D/S or lift your foot off the accelerator before the needle reaches the red zone.

NOTICE

- When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.
- The needle on the rev counter should only briefly point into the red area, as engine damage may otherwise be incurred.

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

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Digital fuel gauge

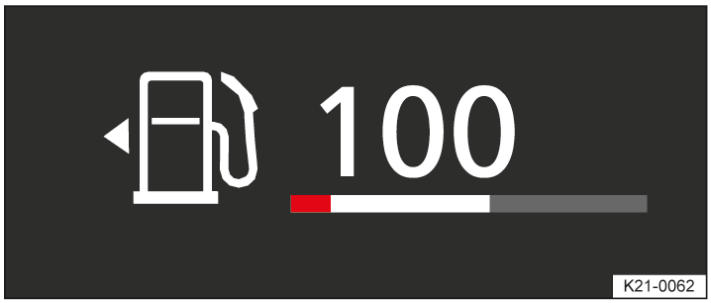


Fig. 1 Fuel gauge in the digital instrument cluster (illustration).

The small arrow next to the petrol pump symbol in the fuel gauge shows you the side of the vehicle on which the tank flap is located.

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Analogue fuel gauge

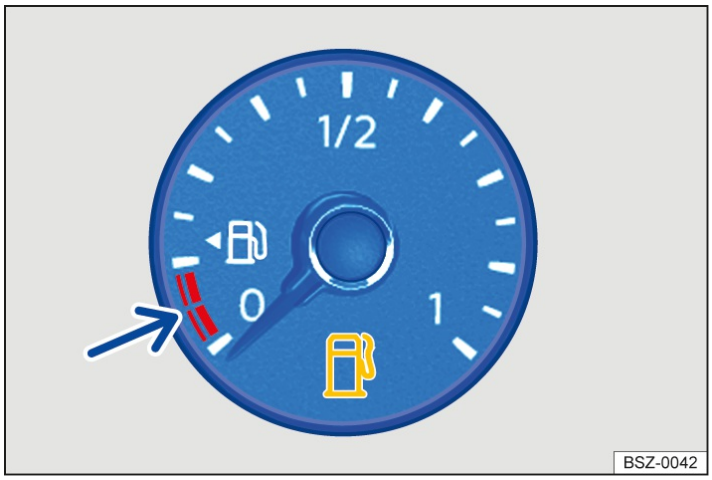


Fig. 1 Fuel gauge in the analogue instrument cluster (illustration).

The small arrow next to the petrol pump symbol in the fuel gauge shows you the side of the vehicle on which the tank flap is located.

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Fuel tank almost empty

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

1. Refuel at the next opportunity .

Depending on equipment: when the indicator lamp lights up, the auxiliary heater and the fuel-powered supplementary heater switch off automatically.

WARNING

Driving when the fuel level is too low can lead to the vehicle coming to a standstill in traffic, potentially causing accidents and serious injuries.

- When the fuel level is too low, the fuel supply to the engine could be irregular, especially when driving up or down hills and inclines.
- The steering, all driver assist systems and brake support systems will not function if the engine “sputters” or stops completely due to a lack of fuel or irregular fuel supply.
- Refuel when the fuel tank is still 1/4 full in order to avoid breaking down due to lack of fuel.

NOTICE

Never run the fuel tank completely dry. Irregular fuel supply can cause misfiring and allow unburnt fuel to enter the exhaust system.

Fuel tank almost empty

The indicator lamp lights up yellow. The natural gas fuel tank is almost empty.

1. Refuel with natural gas at the next opportunity.

Vehicle in natural gas mode

The indicator lamp lights up green. The vehicle is operating in natural gas mode.

The green indicator lamp will go out when the natural gas supply has been used up.

1. Refuel with natural gas at the next opportunity.

Things to note for vehicles with natural gas engine

If the vehicle is left parked for an extended period directly after refuelling, it is possible that the needle of the natural gas fuel gauge will not show exactly the same fuel level as immediately after refuelling when the vehicle is started again. This does not indicate a leak in the system, but is a technically related reduction in pressure in the natural gas fuel tanks after a cooling phase directly after refuelling.

On vehicles with natural gas engine, the fuel gauge of the petrol fuel tank may display the correct filling quantity only after a delay, depending on the amount of fuel that has been filled into the tank.

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Digital coolant temperature display

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

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Analogue coolant temperature display

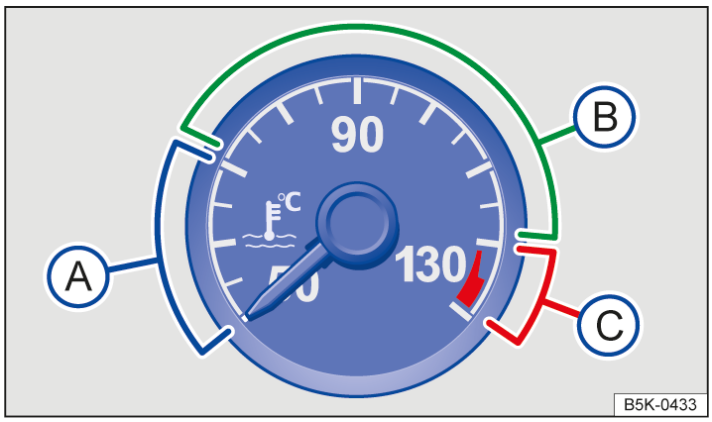


Fig. 1 Coolant temperature display in the analogue instrument cluster (schematic diagram).

(A) Cold range. The engine has not yet reached operating temperature. Avoid high engine revs and heavy engine loads until the engine is warm.

(B) Normal range.

(C) Warning range. The temperature may also rise to the hot area when the engine is working hard, especially at high ambient temperatures.

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⚠ and Coolant

The red central warning lamp ⚠ lights up. In addition, a text message is shown on the instrument cluster display.

The coolant level is not correct or there is a fault in the coolant system.

STOP Do not drive on!

1. Stop the vehicle, switch off the engine and allow it to cool down.
2. Check the coolant level *(→ Coolant)*.
3. Seek assistance from a suitably qualified workshop if the warning lamp does not go out although the coolant level is adequate.

coolant (natural gas)

The indicator lamp lights up blue.

Engine coolant temperature is low in vehicles with natural gas engine. The engine has not reached operating temperature.

1. Avoid high revs and high engine loads for as long as the warning lamp is lit up.

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Multifunction display

The multifunction display shows travel and fuel consumption data. There are several options for showing driving data in the secondary display area *(→ Digital instrument cluster)*.

Different driving data can be selected depending on the vehicle equipment level. The driving data displayed depends on the current driving behaviour, the vehicle status (e.g. particulate filter regeneration) and the current driving situation (e.g. urban traffic, motorway journeys). The driving data is calculated as an average value over sections of varying length. Consequently, the value currently displayed may differ from the actual average value.

Resetting multifunction displays in the digital instrument cluster

1. Press the ⟲ or ⟳ button.
2. Use the arrow buttons △ or ▽ to select the corresponding secondary display in the configuration menu.

   An arrow after the entry in the configuration menu links to a submenu.
3. In the submenu, select Reset data and press the OK button to confirm.

The memory will automatically be reset toSince start if the journey is interrupted for more than 2 hours. The Since refuelling memory is reset after refuelling. TheLong-term memory is not reset automatically.

The memory collects driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1999.9 km or 9999.9 km distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Switching between the displays in the analogue instrument cluster

1. Vehicles with multifunction steering wheel:

   Press the △ or ▽ button.

1. Vehicles without multifunction steering wheel:

   Press the rocker switch TRIP on the wiper lever.

Switching between memories in the analogue instrument cluster

1. Vehicles with multifunction steering wheel:

   Press the OK button.

1. Vehicles without multifunction steering wheel:

   Press the OK/RESET button on the wiper lever.

Since start **memory**

The memory collects travel and consumption data from the moment the ignition is switched on until it is switched off. The memory will be deleted if the journey is interrupted for more than two hours.

Since refuelling **memory**

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

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Long-term **memory**

The memory records driving data for up to 19 hours and 59 minutes or 99 hours and 59 minutes of driving time or 1999.9 km (mi) or 9999 km (mi) distance covered. The memory is deleted if one of these maximum values is exceeded. The maximum values vary depending on the instrument cluster version.

Deleting driving data memories in the analogue instrument cluster

Select the memory that you wish to delete.

1. Vehicles with multifunction steering wheel:

   Press and hold the OK button for approximately 2 seconds.

1. Vehicles without multifunction steering wheel:

   Press and hold the OK/RESET button in the wiper lever for approximately 2 seconds.

Adjusting the speed warning in the analogue instrument cluster

1. Vehicles with multifunction steering wheel:

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

   The speed is now saved and the warning is activated.
5. To deactivate, press the OK button on the multifunction steering wheel again.

   The stored speed will be deleted.

1. Vehicles without multifunction steering wheel:

   Select the display Warning at --- km/h or Warning at --- mph.
2. Press the OK/RESET button on the wiper lever to save the current speed and activate the warning.
3. Within approximately 5 seconds, set the speed using the rocker switch TRIP on the wiper lever.
4. Press the OK/RESET button on the wiper lever again or wait for a few seconds.

   The speed is now saved and the warning is activated.
5. To deactivate, press the OK/RESET button on the wiper lever again.

   The stored speed will be deleted.

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

In some markets, a single acoustic warning is given at speeds above 80 km/h(approx. 50 mph) and a continuous warning tone sounds above 120 km/h (approx. 75 mph). This warning is a legal requirement and cannot be changed.

Selecting displays in the analogue instrument cluster

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

∅Average speed **display**

The average speed is displayed after around 100 m(around 328 ft). The display will show dashes until this point.

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∅Consumption **display**

The average fuel consumption is displayed after around 300 m(around 984 ft). The display will show dashes until this point.

Fuel range **display**

Approximate calculation of the distance that the vehicle can still travel in km(miles) if the same driving style is maintained.

SCR range **or** Range **display**

Approximate calculation of the distance in km(miles) that the vehicle can still travel with the current AdBlue® level if the same driving style is maintained. Depending on the equipment, the display only appears when the remaining range is around 2,000 km (approximately 1243 miles) or 2,400 km (around 1491 miles) and cannot be deselected.

Convenience consumers

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

The display shows the guide values of the respective consumer.

Service menu

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

Opening the Service menu in the digital instrument cluster

1. Select the Driving time/distance information profile in the secondary displays.
2. Depending on the selected secondary display area, press and hold the or button on the multifunction steering wheel for approx. 6 seconds.

Opening the Service menu in the analogue instrument cluster

1. Select the Range information profile on the analogue instrument cluster *(→ Analogue instrument cluster)*.
2. Press and hold the OK button on the multifunction steering wheel for approximately 5 seconds.
3. Use the buttons on the multifunction steering wheel to navigate through the menu.

Retrieving the service interval status

1. Select the Service menu in the service menu.

An overview of the remaining distance and days until the next inspection or oil change service is shown in the instrument cluster display.

Resetting inspection

1. Select the Reset inspection menu.
2. Follow the instructions on the instrument cluster display.

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Resetting oil change service

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

Displaying the engine code

1. Select the Engine code menu.

   The engine code (EC

) is shown on the instrument cluster display.

Setting the time

1. Select the Time menu.
2. Set the correct time with the arrow buttons△ and▽.

Accessing copyright information

1. Select the Copyright menu.

Service interval display

Service events are displayed on the instrument cluster and in the Infotainment system.

Versions and displays can vary as different versions of the instrument cluster and Infotainment system are available.

The service takes place at predefined intervals for vehicles with a fixed oil change service interval.

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

Service alert

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

The mileage or time shown corresponds to the maximum mileage or time that can still be driven before the next service.

Service event

For a scheduled service or a scheduled inspection, an acoustic signal will be given when the ignition is switched on and a spanner symbol may be displayed on the instrument cluster display for several seconds together with one of the following displays:

— Inspection now!

— Oil service now!

— Oil service and inspection now!

Accessing service schedules

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You can access the current service schedule when the ignition is switched on, the engine is not running, and the vehicle is stationary:

1. Tap the Vehicle function button.
2. Select the Status menu item and tap the Service function button to display the service information.

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

Resetting the service interval display

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

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

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

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

The service message will go out after a few seconds when the engine is running or you can press the OK button on the multifunction steering wheel.

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

Time and date

Setting the time via the digital instrument cluster

1. Opening the Service menu *(→ Service menu)*.
2. Select the Time menu.
3. Set the time with the arrow button △ and ▽.

Setting the time via the analogue instrument cluster

1. Select the Range information profile.
2. Press and hold the OK button on the multifunction steering wheel for 5 seconds.

   The service menu is shown on the instrument cluster display.
3. Select the Time menu.
4. Set the correct time with the OK button.

Setting the time and date on the Infotainment system

1. Tap the Settings function button *(→ Vehicle settings menu)*.
2. Select the Time and date menu option to set the time and date.
3. Select the time source:

   — Automatic.

   — Manual.

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The date is displayed only on the Infotainment system.

Exit menu

You can use the Exit menu to adjust some function settings before leaving the vehicle. The Exit menu appears on the Infotainment system when you turn off the ignition.

The options shown depend on the equipment and may only be available under certain conditions. The adjustable functions might include:

— Auxiliary heater and ventilation.

— Interior monitoring.

— Vehicle status display.

Hiding the menu

The Exit menu is hidden automatically when you leave the vehicle. There may be a short pause before the exit menu is hidden, depending on the equipment.

1. To manually hide the Exit menu, tap ⊗.

Setting

You may be able to change the sequence of the displayed entries, depending on the equipment.

1. Tap ⊘.
2. Rearrange the options to suit your preferences.
3. ⊘ must be tapped again.

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Vehicle settings menu

The Infotainment system combines key vehicle systems in a central operating unit, e.g. menu settings, radio or navigation system. You can switch individual functions and systems on and off and make settings in the vehicle settings of the Infotainment system.

Depending on the equipment, the menu navigation to the vehicle settings may differ.

General information on operating the unit

The following section contains relevant information on the settings that can be adjusted in the Vehicle menu.

The activated functions are highlighted in colour.

Opening the Vehicle settings menu

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Personalisation: Select the user and confirm with the OK function button.
4. Tap the Vehicle function button, if available in your version.

   Or: Press the CAR button.
5. Tap the corresponding function buttons to open additional submenus in the Vehicle settings menu or to adjust settings in the menu options.
6. Open the desired menu and make the desired setting.
7. Tap the ▢ button to return to the home screen.

   Or: Press the CAR button.

Systems settings and display of vehicle information

Press the Vehicle function button followed by the corresponding function buttons to display information or adjust settings.

— Vehicle settings *(→ Vehicle settings menu)*.

— Vehicle status.

— Driving data.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted.

- Never operate the menus on the instrument cluster display or on the Infotainment system while the vehicle is in motion.

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings (e.g. time, date, personal convenience settings and programming and user accounts) have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

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Introduction



Fig. 1 On the display of the instrument cluster: Driver Alert System symbol.

The Driver Alert System informs the driver if their driving shows signs of tiredness.

The Driver Alert System determines the driving behaviour at the beginning of a journey and uses it to evaluate the tiredness of the driver. The Driver Alert System is constantly compared to the behaviour of the driver while actually driving. If the system detects driver fatigue, an acoustic warning signal will sound and a symbol will be displayed on the instrument cluster display together with a supplementary text message → *Fig. 1*. The message on the instrument cluster display appears for about 5 seconds and may be repeated once. The last displayed message is saved by the system.

Function conditions

The driving behaviour can be evaluated only when the speed is above 60 km/h(around 37 mph) up to approximately 200 km/h (around 125 mph).

WARNING

The intelligent technology used in the Driver Alert System cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the extra convenience afforded by the Driver Alert System tempt you into taking any risks when driving – this can cause accidents. During a long trip, plan regular and sufficient breaks.

- The driver is responsible at all times for their fitness to drive.
- Never drive a vehicle when you are tired.
- The system cannot always detect the driver's level of alertness. Observe the information in the section on the limits of the Driver Alert System *(→ Driver Alert System)*.
- In certain situations, the system may wrongly interpret intentional driving manoeuvres as a lack of alertness from the driver.
- No urgent warning will be given in the event of the phenomenon known as microsleep!
- Follow the information in the instrument cluster display, and respond according to the commands.

The Driver Alert System has been developed for use only while driving on motorways and good roads.

If there is a fault in the system, go to a suitably qualified workshop and have the system checked.

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Limits of the Driver Alert System

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

— When travelling at speeds of less than approximately 60 km/h (around 37 mph).

— When travelling at speeds of more than approximately 200 km/h (around 125 mph).

— Roads with bends.

— Poor roads.

— Adverse weather conditions.

— Road works.

— Sporty driving style.

— Driving with trailers .

— The driver is distracted.

The Driver Alert System is reset in the following situations:

— The ignition is switched off.

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

— The vehicle has been stationary for longer than approximately 15 minutes.

The Driver Alert System is reset automatically if you drive slowly at a speed less than approx. 60 km/h (around 37 mph) for a long period. If the speed is then increased, the system evaluates the driving behaviour again.

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Hiding a message

The message on instrument cluster display can be deactivated as follows:

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

Switching on and off

1. Open the Assist systems menu in the Infotainment system menu *(→ Vehicle settings menu)*.
2. Switch the Driver Alert System on or off.

When the engine is started, the Driver Alert System switches on automatically.

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Introduction

Dynamic Road Sign Display uses a camera in the base of the interior mirror to monitor standard road signs and informs the driver of any detected speed limits, overtaking restrictions and danger signs. Within the limits of the system, the system also displays sub-plates, e.g. temporary restrictions or restrictions in wet or foggy conditions. In some cases, the system can also display the current speed limits on non-signposted routes.

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

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

The Dynamic Road Sign Display is always active when the ignition is switched on.

Display of traffic signs

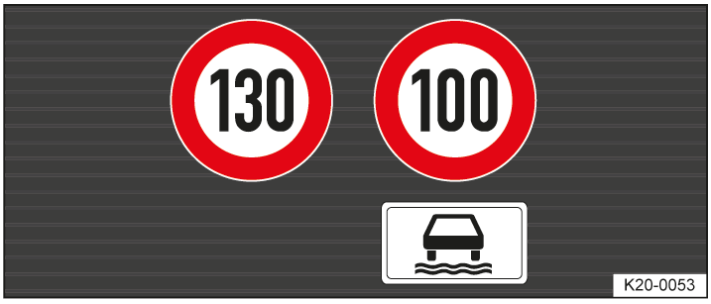


Fig. 1 On the display of the instrument cluster: Examples of detected speed limits with accompanying additional signs.

After validation and evaluation of the information from the camera, the Infotainment system and the current vehicle data, the activated Dynamic Road Sign Display shows up to two valid road signs with the accompanying additional signs, depending on the display location → *Fig. 1*:

1st 3rd position:

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

2nd 3rd position:

A further road sign may be displayed in second position, e.g. a danger sign, no overtaking sign or an alternative speed limit.

Additional signs:

Any additional signs which are detected, such as those shown in wet conditions or in relation to time restrictions, are displayed under the road sign that currently applies.

The display of danger signs is not available in all countries and the system may not be able to recognise all danger signs.

No-entry warning

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If the Dynamic Road Sign Display detects a no-entry sign on a one-way road or motorway entrance, it will issue an acoustic warning signal or display a message on the instrument cluster display.

WARNING

The intelligent road sign recognition system technology cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the extra convenience afforded by the Dynamic Road Sign Display system tempt you into taking any risks when driving – this can cause accidents. The system is not a substitute for the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Poor visibility, darkness, snow, rain and fog can cause traffic signs to be not displayed or be incorrectly displayed by the system.
- If the camera's field of view is dirty, covered or damaged, the function of the Dynamic Road Sign Display system may be impaired.

WARNING

Driving recommendations and traffic symbols displayed by the Dynamic Road Sign Display system may differ from the current traffic situation.

- Not all traffic signs can be recognised by the system and displayed correctly.
- Traffic signs and traffic regulations have priority over the recommendations and displays provided by the Dynamic Road Sign Display system.

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

Limits of Dynamic Road Sign Display

Error messages

No road signs available.
The system is in the initialisation phase.

Or:

the camera has not detected any regulatory or warning signs.

Fault: Dynamic Road Sign Display.
System fault. Go to a correspondingly qualified workshop.

Speed warning currently not available.
Fault in the Dynamic Road Sign Display system speed warning. Go to a correspondingly qualified workshop.

Dynamic Road Sign Display: Clean the windscreen!
The windscreen is dirty in the area of the camera or the camera view is impaired due to the weather conditions. Clean the windscreen *(→ Vehicle care, exterior)*.

Dynamic Road Sign Display is currently restricted.
No data transmission from the Infotainment system. Check that valid map data is installed in the Infotainment system.

Or:

the vehicle is located in an area that is not covered by the map stored in the Infotainment system.

No data available.
Dynamic Road Sign Display is not supported in the country in which you are currently travelling.

Function limitations

Dynamic Road Sign Display is subject to system-related limitations. The following conditions can restrict the function of Dynamic Road Sign Display, or prevent it from working altogether:

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— Poor visibility, for example when it snows.
— When dazzled, e.g. by oncoming traffic or sunlight.
— High speeds.
— Covered or dirty camera.
— Road signs that are located outside of the camera's field of view.
— Partially or fully hidden road signs, e.g. by trees, snow, dirt or other vehicles.
— Road signs that do not correspond to the standard design.
— Damaged or bent road signs.
— Variable road signs on gantries (changeable road sign display usingLED s or other light sources).
— Out-of-date map material of the Infotainment system.
— Vehicles have that have road sign stickers, e.g. speed restrictions on trucks.

Using Dynamic Road Sign Display

Speed warning function

If the Dynamic Road Sign Display detects that an applicable speed limit has been exceeded, it can issue an acoustic warning signal or display a message on the instrument cluster display.

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

Trailer mode

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

In trailer mode, the speed warning function display can be adjusted to the type of trailer or to legal requirements. The settings can be adjusted in increments of 10 km/h (5 mph) within a range between 60 km/h (35 mph) and 130 km/h (80 mph). If a higher speed is set than is permitted for driving with a trailer in the country in which you are currently travelling, Dynamic Road Sign Display automatically issues a warning at the usual speed limit, e.g. at 80 km/h (50 mph) in Germany.

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Personalisation

The personalisation function allows personalised vehicle settings, such as air conditioning system, instrument cluster or lighting settings, to be saved in a We Connect user account. User identification takes place when logging on to your We Connect user account in the Infotainment system.

Changes to the settings are assigned to the user account active in the vehicle and are automatically saved online in the We Connect user account via an existing Internet connection.

Welcome and user account selection

After switching on the ignition, the name of the identified user appears in the Infotainment system. If automatic key assignment is activated, the user is identified via the vehicle key. If automatic key assignment is not active, the last user logged in to the vehicle is always displayed.

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

— Select your own user account from the user list if you were already logged in to the vehicle.

— Log in to your We Connect user account with your access details in order to add your user account to the user list.

— Create a new user account directly from the vehicle if you are not yet registered with We Connect.

If you do not wish to log in to We Connect or register, a guest user account is available in the Infotainment system. The current vehicle settings are retained when switching to the guest user account.

After you have logged in, the vehicle settings saved online are loaded and activated in the vehicle. When you log in to a vehicle with your user account for the first time, the factory settings are applied.

If the car has seats with memory function, you can manually cancel transfer of the corresponding setting in the Infotainment system display.

User management and settings

When the ignition is switched on, you can use the user management menu in the Infotainment system for user management and to select the settings. New users can log in or register here and you can remove saved user accounts from the Infotainment system's memory .

Opening the user administration menu:

1. Touch Users in the main menu.

Opening the settings menu:

1. Touch Settings in the user management menu.

Changing the user account

You can select the user account via the user administration menu. Here you can activate another available user account in the vehicle, log in to an existing We Connect user account, or register with We Connect using a new user account.

Automatically assigning vehicle keys to user accounts

If you have selected automatic key assignment, the following vehicle key is assigned to the user account upon changing the user account:

— Vehicles without Keyless Access: vehicle key used to unlock the vehicle.

— Vehicles with Keyless Access: vehicle key that is identified first by the personalisation function when the driver door is opened.

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

Synchronising vehicle settings

Vehicle settings changed in the vehicle are automatically assigned to the active user account and stored online at the same time. The vehicle settings are also automatically synchronised with the data stored online in the following situations when an Internet connection has been established:

- When the ignition and Infotainment system are switched on (synchronises all user accounts stored in the vehicle that have been used recently).
- When switching to another user account (synchronises the newly activated user account and the user account that has now been deactivated).
- At the end of the journey and when the ignition is switched off (synchronises the last active user account).

You can also start the synchronisation manually in the user administration menu at any time, e.g. if automatic synchronisation fails when logging in. Synchronisation cannot take place automatically if the online status of the vehicle is impaired, e.g. in underground garages, or if you have activated the maximum privacy settings mode.

If an inactive user account is active in another vehicle and settings are synchronised from there, these settings are also transferred to your vehicle and assigned to the corresponding user account.

Personalised vehicle settings

The vehicle functions that can be configured depend on the equipment level. Some personalisable functions are not stored online, but are only assigned to the user account locally in the vehicle. The following functions can be personalised:

- Opening and closing (single door unlocking, convenience opening, window.).
- Wiper settings.
- Seat settings.
- Light and vision (daytime running lights, dipped beam switch-on times, convenience turn signal)
- Air conditioning system settings.
- Multifunction display and instrument cluster (selection of displays).
- Infotainment system (radio settings, navigation, voice control)

General information

Depending on where the vehicle is used, it may be a good idea to have an engine and transmission guard installed by a qualified workshop. An engine and transmission guard can reduce the risk of damage to the vehicle's underbody and engine oil sump, for example when driving over kerbs, driveways or unsurfaced roads.

Preparing for a journey and driving safety

Observe the following information both before and during every journey to ensure your own safety and the safety of passengers and other road users →⚠:

- ✓ Check that all lights and turn signals are working properly.
- ✓ Check the tyre pressure *(→ Tyre pressure)*.
- ✓ Check the fuel level .
- ✓ Check the coolant level .
- ✓ Check the washer fluid level *(→ Washer fluid)*.
- ✓ Make sure that you have a good, clear view through all of the windows *(→ Vehicle care, exterior)*.

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- ✓ Air intake to the engine must not be obstructed, and the engine must not be covered by blankets or insulating materials .
- ✓ Secure any loads in the stowage compartments, the load compartment or on the roof .
- ✓ Make sure that you are able to operate the pedals freely at all times.
- ✓ Secure any children travelling in the vehicle in a restraint system suitable for their weight and size *→ Safe transport of children ▶ Introduction*.
- ✓ Adjust the front seats, head restraints and mirrors correctly in accordance with the size of the occupants .
- ✓ Wear shoes that provide good grip for your feet when using the pedals.
- ✓ The floor mat in the footwell on the driver side must leave the pedal area free and must be securely fastened.
- ✓ Assume a correct sitting position before setting off and maintain this position while driving. This also applies to all passengers .
- ✓ Fasten your seat belt correctly before setting off and keep it properly fastened throughout the journey. This also applies to all passengers .
- ✓ Each vehicle occupant must sit in a seat of their own and must have their own seat belt.
- ✓ Never drive if your driving ability is impaired, for example by medication, alcohol or drugs.
- ✓ Do not allow yourself to be distracted from the traffic, e.g. by passengers, telephone calls, opening menus and making adjustments to settings.
- ✓ Always adapt your speed and driving style to suit visibility, weather, road and traffic conditions.
- ✓ Observe traffic regulations and speed limits.
- ✓ Take regular breaks when travelling long distances – at least every two hours.
- ✓ Secure animals in the vehicle using a system that is suitable for their weight and size.

Driving abroad

In some countries, special safety standards and legislation apply that may differ from the construction of the vehicle. Volkswagen Commercial Vehicles recommends that you find out about any legal requirements and the following points concerning your destination before travelling abroad:

- ✓ Does the vehicle need any technical modifications for driving abroad, e.g. masking or switching the headlights over?
- ✓ Are the necessary tools, diagnostic equipment and spare parts available for service and repair work?
- ✓ Is there a qualified workshop available at the destination?
- ✓ Are the correct service fluids that comply with Volkswagen specifications available in the destination country?
- ✓ Does the navigation function in the factory-fitted Infotainment system work with the navigation data available in the destination country?
- ✓ Are special tyres necessary for travelling in the destination country?
- ✓ Is a fire extinguisher a requirement in your destination country?
- ✓ Which requirements must be observed regarding high-visibility waistcoats?
- ✓ Is fuel of sufficient quality available ?

Checks when filling up

Do not perform any work on the electric motor or in the engine compartment unless you know exactly how to carry out the tasks, are aware of the general safety procedures and have the correct equipment, service fluids and suitable tools to hand ! Otherwise, have all work carried out by a suitably qualified workshop. Make sure that the following are checked regularly:

- ✓ Washer fluid level *(→ Washer fluid)*.
- ✓ Engine oil level .

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✓ Coolant level .

✓ Brake fluid level *(→ Brake fluid)*.

✓ Tyre pressure .

✓ Vehicle lighting necessary for traffic safety:

- ✓ Turn signals.
- ✓ Side lights, dipped beams and main beams.
- ✓ Tail light clusters.
- ✓ Brake lights.
- ✓ Rear fog lights
- ✓ Number plate light.

Information on changing bulbs .

DANGER

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

WARNING

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

- Alcohol, drugs, medication and narcotics can severely impair perception, reaction times and driving safety. This could cause you to lose control of the vehicle.

WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, for example by second stage manufacturers. On vehicles with add-ons or modifications, the correct operation of system can then be impaired or adjusted.

- Have the correct operation of systems confirmed by the second stage manufacturer.

WARNING

Always observe the current rules of the road and speed limits and drive with a foresighted driving style. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

WARNING

The vehicle handling and braking effect may alter significantly if large or heavy objects are being transported.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage which is caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.

Servicing the vehicle regularly is not only about vehicle maintenance – it also ensures that your vehicle remains roadworthy and in perfect working order. You should therefore have your vehicle serviced according to the Volkswagen guidelines. Some work may have to be carried out before the due date of the next service if the vehicle is subjected to severe operating conditions. Severe operating conditions are, for example, regular stop-and-go driving and driving in areas with high levels of dust. Further information can be obtained from any suitably qualified workshop.

Introduction

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Overview of seats (authorised use of vehicle seats in accordance with type approval)

	2-seater	5-seater	7-seater
1st seat row	2	2	2
2nd seat row	–	3	3
3rd seat row	–	–	2

Number of seats

The number of seats depends on the seating configuration and the equipment in the particular vehicle model.

Each seat is equipped with a seat belt.

Retrofitting seats

Additional seats can be retrofitted, provided that the maximum number of seats specified by the manufacturer in the vehicle documentation is not exceeded. For this purpose, seat anchor points should be fitted to the vehicle floor by a correspondingly qualified workshop in accordance with the manufacturer's instructions.

These additional seats must also have seat belt anchor points and seat belts.

⚠ WARNING

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

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

The dangers of assuming an incorrect sitting position

If the seat belts are not worn or are worn incorrectly, the risk of severe or fatal injuries increases. Seat belts can only provide optimal protection if the seat belt routing is correct. Assuming an incorrect sitting position considerably impairs the level of protection provided by a seat belt. This could lead to severe or even fatal injuries. The risk of severe or fatal injuries is especially increased when a deploying airbag strikes a vehicle occupant who has assumed an incorrect sitting position. The driver is responsible for all occupants transported in the vehicle, especially children.

The following list contains examples of sitting positions that can be dangerous for all vehicle occupants.

Whenever the vehicle is in motion:

— Never stand in the vehicle.

— Never stand on the seats.

— Never kneel on the seats.

— Never tilt the backrest too far to the rear.

— Never lean against the dash panel.

— Never lie on the seats in the passenger compartment.

— Never sit on the front edge of a seat.

— Never sit sideways.

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— Never lean out of a window.

— Never put your feet out of a window.

— Never put your feet on the dash panel.

— Never place your feet on the seat cushion or seat backrest.

— Never travel in a footwell.

— Never sit on the armrests.

— Never travel on a seat without wearing the seat belt.

— Never travel in the luggage compartment or on the load bed.

⚠ WARNING

Every incorrect sitting position in the vehicle increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- All vehicle occupants must maintain a correct sitting position and wear their seat belt properly while the vehicle is in motion.
- Sitting in an incorrect position, not fastening the seat belt, or not leaving adequate space between the occupants and the airbags could result in critical or fatal injuries, especially if the airbags deploy and strike an occupant who has assumed an incorrect sitting position.

Correct sitting position

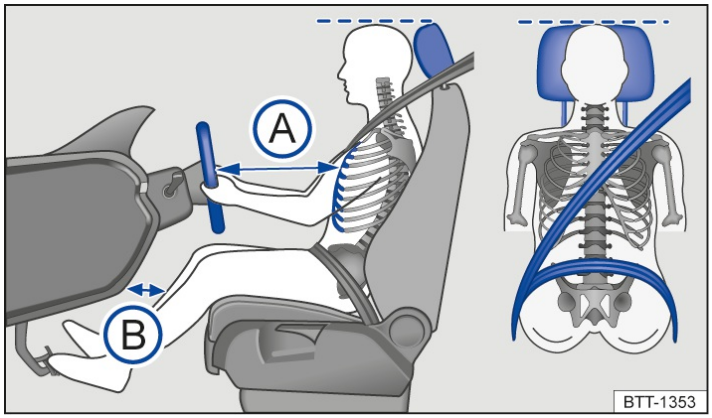


Fig. 1 Illustration: correct distance between the driver and the steering wheel, correct seat belt routing and correct head restraint adjustment.

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

If any vehicle occupants cannot assume a correct sitting position due to their physical build, they should contact a correspondingly qualified workshop to find out about possible special modifications. The seat belts and airbags can only provide a maximum level of protection if you assume a correct sitting position.

Adopt the following seating position for your own safety and to reduce the level of injury in the event of a sudden braking manoeuvre or an accident:

The following applies to all vehicle occupants:

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

— For shorter people: Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint.

— For taller people: Push the head restraint up as far as it will go.

— Keep both feet in the footwell while the vehicle is in motion.

— Adjust and fasten seat belts properly .

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Additional points for the driver:

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

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

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

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

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

— Always leave both feet in the footwell, to help ensure you maintain control of the vehicle at all times.

Additional points for the front passenger:

— If possible, move the backrest into an upright position so that your back rests fully against it.

— Push the front passenger seat as far back as possible so that the airbag can provide maximum protection if it is deployed.

Introduction

Check the condition of all seat belts regularly. If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, have the seat belt in question replaced immediately by a correspondingly qualified workshop → ⚠. The qualified workshop must use correct spare parts that are compatible with the vehicle, equipment level and model year.

⚠ WARNING

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

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

⚠ WARNING

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

- Never damage the belt by trapping it in the door or in the seat mechanism.
- If the belt webbing, belt connections, belt retractor or seat belt buckle become damaged, have the seat belt or belt attachment element in question replaced immediately by a correspondingly qualified workshop. The correspondingly qualified workshop must use correct replacement parts that are compatible with the vehicle, equipment level and model year.
- Never try to repair, modify or remove the seat belts or belt attachment elements yourself. Have all repairs to seat belts, belt retractors and buckles carried out by a correspondingly qualified workshop. The correspondingly

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qualified workshop must replace the seat belt only with a seat belt approved for the seat.

- Have seat belts that have been subjected to stress and stretched during an accident replaced by a correspondingly qualified workshop. Renewal may be necessary even if there is no apparent damage. Also check the anchorages of the seat belts.

WARNING

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

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

Seat belt warning system and seatbelt status indicator



Fig. 1 On the instrument cluster display: warning lamp.

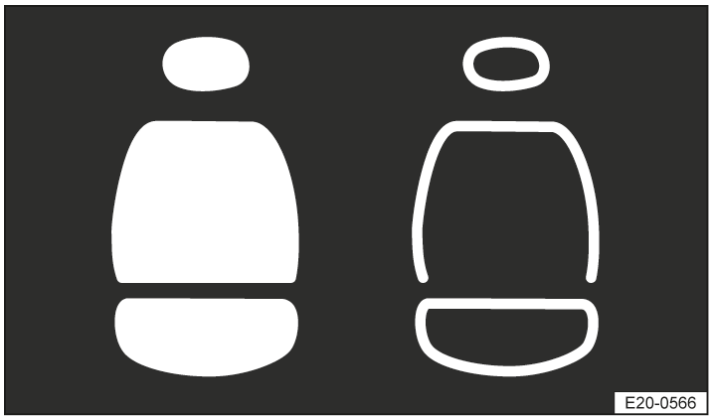


Fig. 2 On the instrument cluster display: seat belt status for the rear seats.

The red warning lamp lights up when the ignition is switched on and the vehicle occupants have not fastened their seat belts.

An acoustic signal sounds at the start of a trip or if the seat belts are unfastened while the vehicle is travelling at speeds of more than around 25 km/h (15 mph). The red warning lamp will also flash → *Fig. 1*.

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

Belt status display for the rear seats

The belt status indicator in the instrument cluster display shows the driver the number of seats detected when the ignition is switched on. Additionally, a black or white symbol indicates whether there are adult passengers in the rear seats → *Fig. 2*. The black symbol shows the number of seats that are not occupied. The filled-in white symbol shows

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the number of seats that are occupied. The display goes out after around 60 seconds.

The seatbelt status indicator for the rear seats is battery operated using a radio standard. Other radio-based systems, such as two-way radios, may interfere with the system →⚠.

Before setting off, the driver must check whether the number of seats shown in the instrument cluster corresponds to the number of seats in the passenger compartment →⚠. If the number does not match, have the system checked by a qualified workshop *(→ Belt status indicator)*.

⚠ WARNING

Ignoring the belt status indicator can cause serious injury. The system is not a substitute for the full concentration of the driver.

- Before setting off, check whether the number of seats shown in the instrument cluster corresponds to the number of seats in the passenger compartment.
- Before setting off, check that all vehicle occupants have fastened their seat belts correctly.

⚠ WARNING

The buckle-up request is designed to detect adult persons. If a seat is occupied by lighter persons, in particular children, the detection will not be reliable. The buckle-up request also does not respond or only in a limited way if child seats and seat supports are used.

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

The vehicle may still detect seats which have been removed but left near the vehicle.

If seats are subsequently replaced or retrofitted, the seatbelt status indicator must be activated by a suitably qualified workshop *(→ Third seat row)→ Seat belt warning system and seatbelt status indicator*.

Troubleshooting

Seatbelt status indicator faulty

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

The battery in the radio system is too weak on at least one seat.

1. Go to a suitably qualified workshop.
2. Check the rear seat and replace the battery if necessary.

Belt status indicator defective

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

1. Go to a suitably qualified workshop.

⚠ seatbelt status indicator faulty

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

The battery in the radio system is too weak on at least one seat.

1. Go to a suitably qualified workshop.
2. Check the rear seat and replace the battery if necessary.

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Fastening and unfastening seat belts

Fastening the seat belts

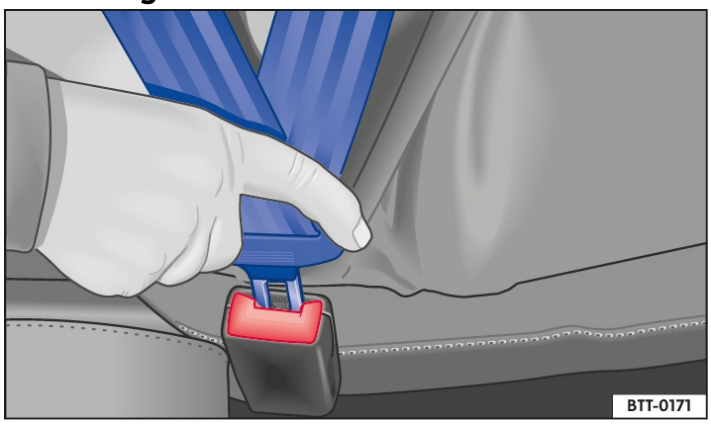


Fig. 1 Inserting the seat belt latch plate into the buckle.

Fasten seat belts before every trip.

1. Always adjust the seat and head restraint correctly .
2. Engage the backrest in upright position.
3. Take hold of the belt and pull it evenly across your chest and pelvis. Do not twist the belt when doing this.
4. Insert the latch plate securely into the buckle belonging to the occupied seat→ *Fig. 1*.
5. Pull on the seat belt to ensure that the latch plate is securely locked in the buckle.

Unfastening the seat belts

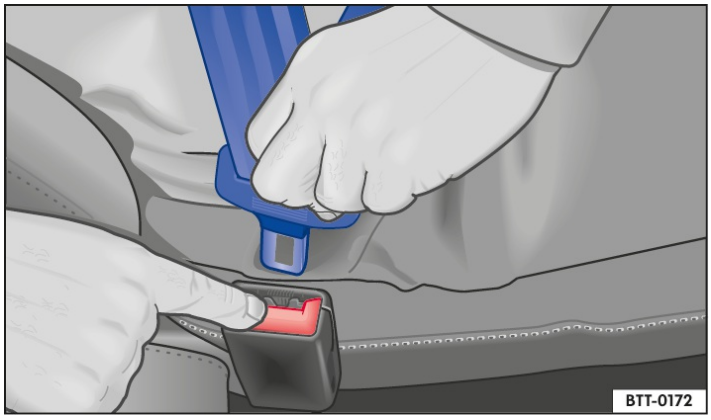


Fig. 2 Removing the latch plate from the buckle

Unfasten seat belts only when the vehicle is stationary.

1. Press the red button on the belt buckle→ *Fig. 2*. The latch plate is released and springs out.
2. Guide the belt back by hand so that it rolls up easily, without twisting the seat belt and without damaging the trim.

Twisted seat belt

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

1. Take hold of the latch plate then slowly and carefully pull out the seat belt.

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2. Untwist the seat belt and guide it back slowly by hand.
3. Fasten the seat belt even if you are unable to undo the twist.

   However, the twist should not be in part of the seat belt that comes into direct contact with the body.
4. Contact a correspondingly qualified workshop as soon as possible to have the twist removed.

Seat belt routing

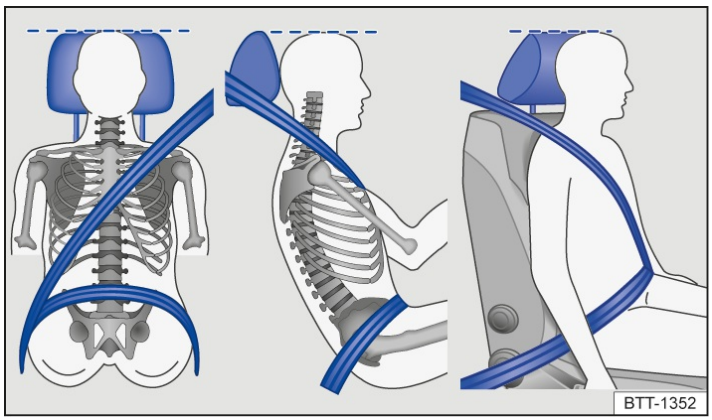


Fig. 1 Correct seat belt routing and head restraint adjustment

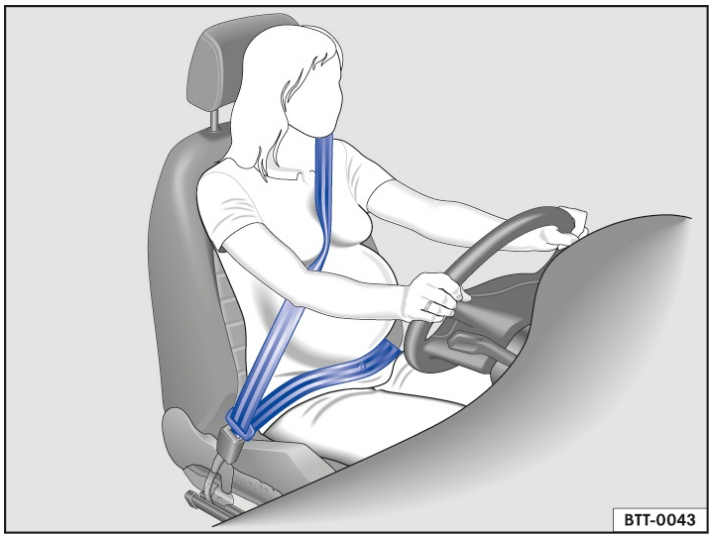


Fig. 2 Correct seat belt routing during pregnancy

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

Assuming an incorrect sitting position can cause severe or fatal injuries .

Correct seat belt routing

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

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

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

Pregnant women must position the seat belt evenly over the chest and as low as possible over the pelvis. It must lie flat so that no pressure is exerted on the lower body – this applies in every stage of pregnancy → *Fig. 2*.

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Correct seat belt routing according to height

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

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

— Height-adjustable front seats *(→ Front seats)*.

⚠ WARNING

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

- The seat belts only offer best protection when the backrests are in an upright position and the seat belts have been fastened properly.
- The seat belt itself or a loose seat belt can cause serious injuries if the seat belt shifts from harder body parts in the direction of softer body parts (e.g. stomach).
- Route the seat belt so that it lies flat and snugly on your upper body.
- The lap part of the seat belt must lie across the pelvis and never across the stomach. Route the seat belt so that it lies flat and snugly on your pelvis. Pull the belt a little again to tighten it if necessary.
- For pregnant women, the seat belt must be positioned evenly over the chest and as low as possible over the pelvis during the entire course of the pregnancy. It must lie flat so that no pressure is exerted on the lower body.
- Do not twist the seat belt when it is fastened.
- Never hold the seat belt away from your body with your hand.
- Do not route the belt over hard or fragile objects, such as glasses, pens or keys.
- Never change the belt routing by means of belt clips, retaining eyes or similar.

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

Seat belt height adjuster

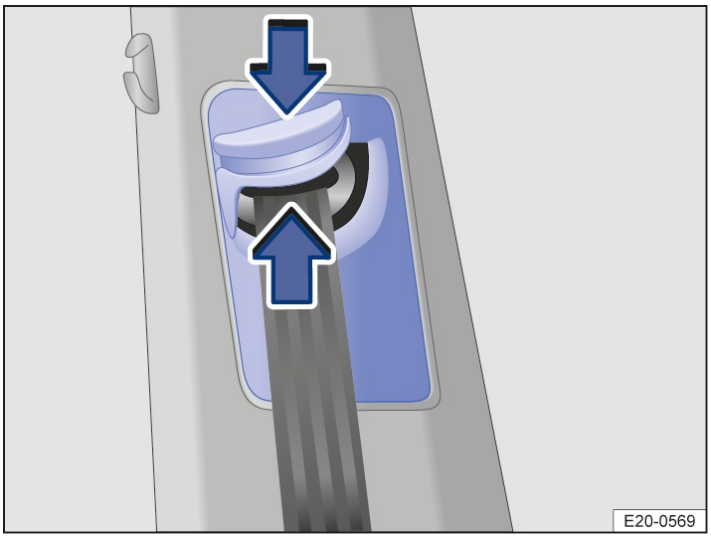


Fig. 1 Next to the front seats: seat belt height adjuster.

The seat belt height adjusters for the front seats can be used to adjust the position of the seat belt on the shoulder so that it can be fastened properly:

1. Push and hold the shoulder belt guide in the direction of the arrow→ *Fig. 1*.
2. Push the shoulder belt guide up or down so that the seat belt is routed over the middle of the shoulder *(→ Seat belt routing)*.
3. Let go of the shoulder belt guide.

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4. Pull sharply on the seat belt to check whether the shoulder belt guide is engaged securely.

WARNING

If the belt height is not adjusted correctly, this can increase the risk of serious or fatal injuries.

- Always adjust the belt height according to the correct sitting position before starting your trip.
- Never change the belt height while the vehicle is in motion.

Belt retractor, belt tensioner, belt tension limiter

The seat belts in the vehicle are part of the vehicle safety concept *(→ Standard airbag system)* and include the following important functions:

Automatic belt retractor

The seat belts on the front seats and on the rear seats (depending on equipment) are fitted with a belt retractor on the shoulder section of belt. Full freedom of movement is made possible when the shoulder belt is pulled slowly or when the vehicle is travelling at normal speeds. However, if the belt is pulled out quickly or during sudden braking, during travel in mountains or bends and during acceleration, the automatic belt retractor is locked.

Belt tensioners

Depending on the equipment, the following seat belts are equipped with belt tensioners:

— Front seats.

— Outer seats in the second row of seats.

The belt tensioners are activated by sensors during severe frontal, side and rear collisions. They tighten the seat belts against the direction in which they are pulled. A loose seat belt is retracted and kept taught, which can reduce the forward motion of the vehicle occupants and their motion in the direction of impact. Depending on the equipment, the belt tensioner works together with the airbag system.

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

WARNING

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

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

Belt tension limiter

The seat belts are fitted with belt tension limiters, depending on equipment. The belt tension limiter reduces the pressure exerted by the seat belt on the body during an accident.

All safety requirements must be observed when the vehicle or components of the system are scrapped. Qualified workshops are familiar with these requirements.

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Service and disposal of belt tensioners

Seat belts may become damaged during any work on the belt tensioners or while removing or refitting any vehicle parts in conjunction with any other repair work. This damage will not always be noticeable. The consequence may be that the belt tensioners could function incorrectly, or not function at all, in the event of an accident.

Regulations must be observed to ensure that the effectiveness of the belt tensioner is not reduced and that removed parts do not cause any injuries or environmental pollution. Suitably qualified workshops are familiar with these requirements.

WARNING

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

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

The airbag modules and belt tensioners may contain perchlorate. Observe the applicable legislation regarding disposal.

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Introduction

Depending on the equipment level, the vehicle may be fitted with one front airbag each for the driver and front passenger. The front airbags can provide front seat occupants with additional chest and head protection if the seat, seat belts, head restraints and, in the case of the driver, steering wheel are adjusted and used correctly. Airbags are meant only for additional protection. The airbags are not a substitute for seat belts. Seat belts must always be worn, even when the front seats are equipped with front airbags.

⚠ WARNING

Never rely solely on the airbag system for your protection.

- Even if an airbag is triggered, it only offers auxiliary protection.
- The airbag system offers the best level of protection, and reduces the risk of injury, when seat belts are properly worn.
- Before every trip, each vehicle occupant must adopt the correct sitting position, correctly fasten the seat belt belonging to their seat and keep it fastened properly throughout the trip. This applies to all vehicle occupants and also in urban traffic.

⚠ WARNING

The risk of injury increases if there are any objects located between the vehicle occupants and the deployment area of the airbag when it is triggered. This will alter the deployment zone of the airbag, or the objects will be flung against the body.

- Never hold any objects in your hand or on your lap while the vehicle is in motion.
- Never transport any objects on the front passenger seat. The objects could enter the deployment zone of the airbag during sudden braking or driving manoeuvres and then be flung dangerously through the vehicle interior if the airbag is activated.
- Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Make sure that all children and adults travelling with you also observe this rule.

⚠ WARNING

The airbag system can only be triggered once. The system will have to be replaced if the airbags have been triggered.

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

⚠ WARNING

Fine dust particles or steam may be released when the airbags are triggered. This is normal and does not mean that there is a fire in the vehicle.

- The fine dust can cause irritation to the skin and eye membranes and cause breathing difficulties, particularly for people suffering from asthma or people who have (had) other respiratory problems. To help reduce breathing difficulties, get out of the vehicle or open the windows or doors for more fresh air.
- If you come into contact with the dust, you should wash your hands and face with a mild soap and water before eating.
- Do not let the dust get into your eyes or into open wounds.
- If dust has entered your eyes, rinse them with water.

⚠ WARNING

Cleaning agents that contain solvents cause the surface of the airbag modules to become porous. In an accident

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that triggers the airbag, loose plastic parts can cause serious injury.

- Never clean the dash panel or the airbag covers with cleansers that contain solvents.

Type of front passenger front airbag system

With some equipment levels, an airbag system or an airbag system with front passenger front airbag deactivation may be installed.

Airbag system

The front passenger front airbag can be deactivated only by a correspondingly qualified workshop.

Characteristics of the airbag system:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

Airbag system with front passenger front airbag deactivation

The front passenger front airbag can be deactivated manually by means of a key-operated switch *(→ Standard airbag system)*.

Characteristics of the airbag system with front passenger front airbag deactivation:

— Front passenger front airbag in the dash panel.

— Indicator lamp in the instrument cluster display.

— PASSENGER AIR BAG indicator lamp OFF in the roof console.

— PASSENGER AIR BAG indicator lamp ON in the roof console.

— Key-operated switch on the front passenger side.

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Indicator lamp



Fig. 1 In the roof console: indicator lamp showing front passenger front airbag enabled.



Fig. 2 In the roof console: indicator lamp showing front passenger front airbag disabled.

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

OFF

Front passenger front airbag switched off. The yellow indicator lamp in the roof console lights up continuously → *Fig. 2*.

ON

Front passenger front airbag switched on. The yellow indicator lamp in the roof console will go out automatically approximately 60 seconds after the ignition is switched on or after the front passenger front airbag is switched on using the key-operated switch → *Fig. 1*.

There may be a fault in the airbag system if the PASSENGER AIR BAG indicator lamp OFF in the roof console does not light up continuously or lights up together with the indicator lamp in the instrument cluster display when the front passenger front airbag is switched off →.

WARNING

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

- Have the airbag system checked by a correspondingly qualified workshop as soon as possible.
- Never fit a child seat on the front passenger seat. Remove a fitted child seat. The front passenger front airbag may trigger during an accident in spite of the fault.

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Fault in airbag system and belt tensioner system

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

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

1. Go to a correspondingly qualified workshop and have the airbag system and belt tensioner checked.

Airbag system or belt tensioner deactivated with diagnostic tool

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

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

1. Go to a correspondingly qualified workshop and ask them to check whether the airbag system or belt tensioner must remain switched off.

OFF Front passenger front airbag switched off

The yellow indicator lamp for the deactivated front passenger front airbag lights up continuously.

The front passenger front airbag has been switched off.

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

ON Front passenger front airbag switched on

The yellow indicator lamp for the activated front passenger front airbag lights up for around 60 seconds after the ignition is switched on or after switching on the front passenger front airbag with the key-operated switch.

The front passenger front airbag has been switched on.

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

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Description and function of the airbags

The airbags can protect vehicle occupants during frontal and side collisions by reducing their movement in the direction of the collision.

When an airbag is triggered, it is inflated by a gas generator. This causes the airbag covers to break, and the airbags inflate forcefully to cover their deployment zones within milliseconds. Once a vehicle occupant wearing a seat belt starts to sink into the inflated airbag, the gas inside the airbag starts to escape to cushion the occupant and slow down their movement. This can reduce the risk of severe and fatal injuries. The triggering of the airbag will not always prevent other injuries such as swelling, bruising and grazing. The deployment of the airbag can also produce frictional heat.

Airbags provide no protection for the arms or lower body.

The most important factors for triggering the airbag are the type of accident, the angle of impact, the vehicle speed and the type of object with which the vehicle collides. Therefore, visible damage to the vehicle does not always mean that the airbag should have been triggered.

The triggering of the airbag system depends on the vehicle deceleration rate caused by the collision and registered by the electronic control unit. If this rate is below the reference value programmed into the control unit, the airbags will not be triggered, even though the vehicle may be badly damaged as a result of the collision. Vehicle damage, repair costs or even the lack of vehicle damage in an accident do not necessarily give an indication of whether an airbag should inflate or not. It is not possible to define a range of vehicle speeds and reference values, since the circumstances will vary considerably between one collision and another. It is therefore impossible to cover every possible kind and angle of impact that would trigger the airbags. Important factors in the triggering of the airbag include the nature (hard or soft) of the object that the vehicle hits, the angle of impact, and the vehicle speed.

Airbags only serve as a supplement to the three-point seat belt in some accident situations when the vehicle braking is sufficient to trigger the airbags. Airbags can only be triggered once and only in certain situations. The seat belts are always there to provide protection in situations in which the airbags are not triggered or have already been triggered. For example, if the vehicle collides with a further vehicle following the initial collision, or is hit by another vehicle.

The airbag system is part of the vehicle's overall passive safety concept. The airbag system can only work effectively when the occupants are wearing their seat belts correctly and have assumed a proper sitting position ⚠ .

Components of the vehicle safety concept

The following vehicle safety equipment makes up the vehicle's safety concept to reduce the risk of severe and fatal injuries. Some of this equipment may not be fitted in your particular vehicle. It may not be available at all in some countries.

— Optimised seat belts for all seats.

— Belt tensioners for the driver and front passenger in conjunction with side airbags.

— Seat belt height adjusters for the front seats.

— Red warning lamp and, where applicable, belt status display.

— Front airbags for driver and front passenger.

— Side airbags for the driver, front passenger and, if applicable, for the rear outer seats.

— Curtain airbags on the left and right.

— Central airbag between driver and front passenger.

— Yellow airbag indicator lamp .

— Yellow PASSENGER AIR BAG indicator lamp ON in the roof console.

— Yellow PASSENGER AIR BAG indicator lamp OFF in the roof console.

— Control units and sensors.

— Height-adjustable head restraints optimised for rear impact.

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— Adjustable steering column.
— If fitted, anchor points for child seats on the outer seats in the passenger compartment and on the front passenger seat.
— If applicable, mounting points for the top tether for child seats.

Situations when the front, side, central and curtain airbags will not be triggered:

— If the ignition is switched off during a collision.
— If the level of deceleration measured by the control unit is too low during a collision at the front of the vehicle.
— During a minor side collision.
— During rear collisions.
— If the dynamics measured by the control unit are too low in the event of a vehicle rollover.
— If the impact speed in a collision is lower than the reference value specified in the control unit.

Front airbags

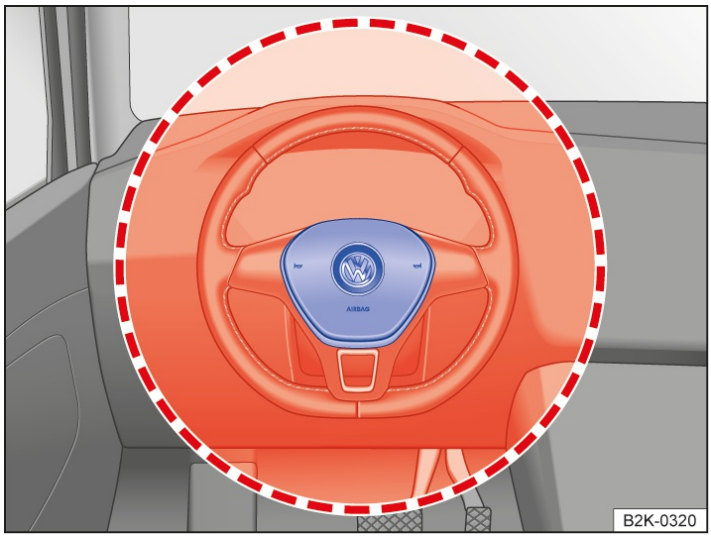


Fig. 1 Location and deployment zone of the driver front airbag (illustration).

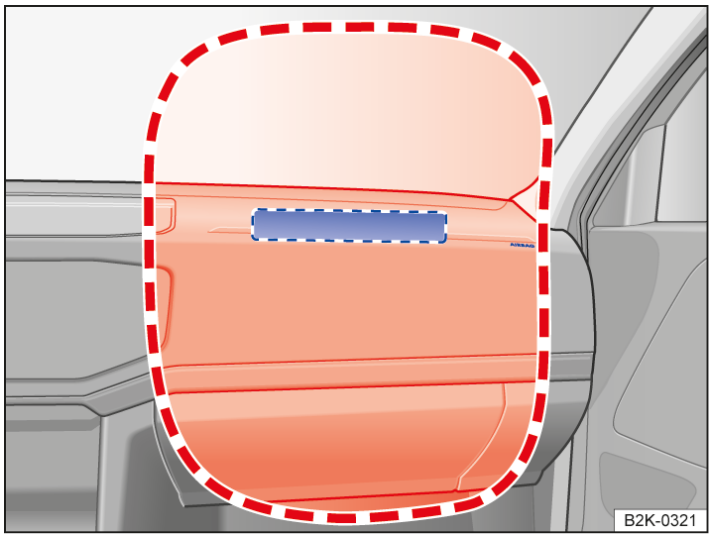


Fig. 2 Location and deployment zone of the front passenger front airbag (illustration).

In conjunction with the seat belts, the front airbag system gives the front occupants additional protection for the head and chest in the event of a severe frontal collision. Always keep as far away from the front airbag as possible . This allows the front airbags to inflate fully when triggered, thus providing maximum protection.

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The front airbag for the driver is located in the steering wheel → *Fig. 1* and the front airbag for the front passenger is located in the dash panel → *Fig. 2*. The airbag locations are identified by the text “AIRBAG”.

The areas inside the red lines are covered by the front airbags when the front airbags are triggered (deployment zone). You must never leave or attach any objects in these areas → ⚠. Any factory-fitted accessories will not be struck if the driver and front passenger front airbags are deployed.

The airbag cover panels fold out when the driver and front passenger front airbags are deployed. The airbag covers remain connected to the steering wheel and the dash panel.

⚠ DANGER

Once triggered, the airbag inflates at very high speed in a fraction of a second.

- Always leave the deployment zones of the front airbags clear.
- Never attach any objects, such as drink or telephone holders, to the covers of the airbags or anywhere in the airbag deployment zone.
- No other people, animals or objects may be carried between the occupants of the front seats and the airbag deployment zone. Ensure that children and passengers keep to this rule.
- Do not attach any objects, e.g. mobile navigation devices, to the windscreen above the front airbag on the front passenger side.
- Do not affix stickers to or cover the airbag unit in the steering wheel and the surface of the dash panel in the deployment zone of the front passenger’s airbag or modify them in any other way.

⚠ WARNING

The front airbags are deployed in front of the steering wheel → *Fig. 1* and dash panel → *Fig. 2*.

- When driving, always hold the steering wheel with both hands on the outside of the ring: 9 o’clock and 3 o’clock position.
- Adjust the driver seat so that there is at least 25 cm (approximately 10 inches) between the driver’s rib cage and the hub of the steering wheel. If your build makes it impossible to fulfil this requirement then you must contact a correspondingly qualified workshop for assistance.
- Adjust the front passenger seat so that the distance between the passenger and the dash panel is as large as possible.

Switching the front passenger front airbag on and off



Fig. 1 On the front of the dash panel: key switch for disabling and enabling the front airbag on the front passenger side

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

Enabling the front passenger front airbag

1. Switch off the ignition.

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2. Open the front passenger door.
3. Remove the spare key from the vehicle key.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →ⓘ.
5. The spare key can then be turned to position ON relatively gently.
6. Remove the manual key from the key-operated switch and insert it back into the vehicle key.

   The yellow PASSENGER AIR BAG indicator lamp ON in the roof console lights up and goes out after approximately 60 seconds.
7. Close the front passenger door.
8. Check that the PASSENGER AIR BAG indicator lamp OFF in the roof console does not light up *(→ Indicator lamp for standard airbag system)*.

Disabling the front passenger front airbag

1. Switch off the ignition.
2. Open the front passenger door.
3. Remove the spare key from the vehicle key.
4. Insert the key bit into the key-operated switch until you feel the second point of resistance→ *Fig. 1*. Around three quarters of the key bit should be inserted in the key switch at this point →ⓘ.
5. The spare key can then be turned to position OFF relatively gently.
6. Close the front passenger door.
7. The PASSENGER AIR BAG OFF indicator lamp in the roof console lights up continuously when the ignition is switched on *(→ Indicator lamp for standard airbag system)*.

Do not let any vehicle occupants travel on the front passenger seat when the front passenger front airbag is switched off. Only rear-facing child seats must be used →⚠.

Identifying characteristics for a disabled front passenger front airbag

A deactivated front passenger front airbag is indicated only by the PASSENGER AIR BAG OFF indicator lamp lighting up continuously in the roof console *(→ Indicator lamp for standard airbag system)*.

For safety reasons, do not fit a child restraint system on the front passenger seat if the OFF indicator lamp in the roof console does not light up continuously or lights up together with the indicator lamp in the instrument cluster display. The front passenger front airbag may trigger during an accident.

⚠ DANGER

Please observe important safety information about the front passenger front airbag *(→ Child seats)*.

⚠ DANGER

The front passenger front airbag should only be switched off in exceptional circumstances.

- To prevent damage to the airbag system, only switch the front passenger front airbag on and off when the ignition is switched off.
- It is the driver's responsibility to ensure that the key-operated switch is set to the correct position.
- Switch the front passenger front airbag off only if, in exceptional circumstances, a rear-facing child seat is secured on the front passenger seat.
- Switch the front passenger front airbag back on again as soon as the rear-facing child seat on the front passenger seat is no longer being used.

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WARNING

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

- Strong vibrations may cause the vehicle key to turn in the key switch, which could cause the front passenger front airbag to be activated.
- Untimely inflation of the front passenger front airbag could lead to serious or fatal injuries.

NOTICE

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

NOTICE

Do not leave the vehicle key in the key-operated switch, as this can damage the key-operated switch and vehicle key when the door is closed.

Side airbags

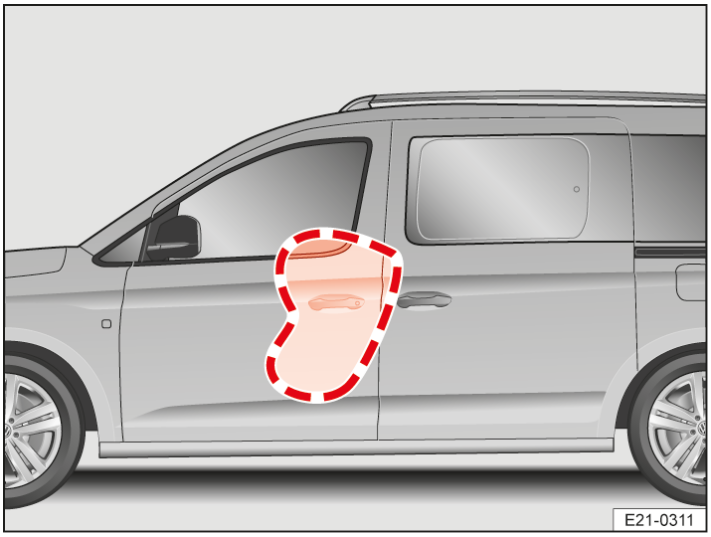


Fig. 1 On left-hand side of vehicle: deployment zone of the side airbag.



Fig. 2 On the side of the front seat: location of the side airbag.

Depending on the vehicle equipment, side airbags are fitted for the driver and the front passenger.

The side airbags are located in the outer seat backrest cushions of the driver seat and, in some vehicles, the front passenger seat → *Fig. 2*.

The locations of the airbags are identified by labels with the lettering “AIRBAG”.

The area in the red frame is covered by the side airbag when triggered (deployment zone) → *Fig. 1*. For this reason,

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you must never leave or attach any items in this area →⚠.

During a side collision, the side airbags will be deployed on the side of the vehicle which is impacted, thus reducing the risk of injury to the areas of the occupants' bodies facing the impact.

⚠ WARNING

Once triggered, the airbag inflates at very high speed in a fraction of a second.

- Always leave the deployment zones of the side airbags clear.
- No other people, animals or objects may be carried between the occupants of the front seats and the airbag deployment zone. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should be used only for lightweight clothing. Never leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the side airbag may not be able to inflate once triggered.

⚠ WARNING

Incorrect use of the driver and front passenger seat could hinder the proper function of the side airbag and cause serious injury.

- Never remove the front seats from the vehicle or modify any part of them.
- If too much pressure is applied to the backrest side bolsters, the side airbags may not be triggered correctly, may not trigger at all, or may trigger unexpectedly.
- Have any damage to the original seat covers or around the seams of the side airbag units repaired immediately by a suitably qualified workshop.

Central airbag

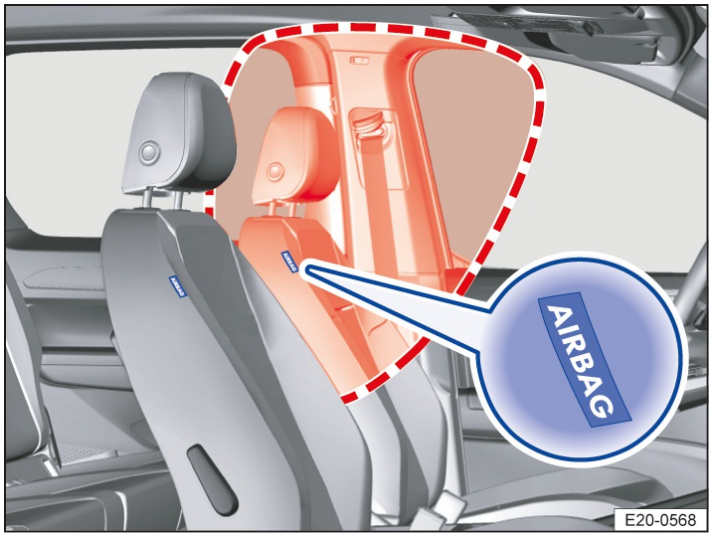


Fig. 1 In the inner backrest cushion on the driver seat: centre airbag.

A centre airbag for the driver and the front passenger may be fitted, depending on the vehicle equipment.

The centre airbag is located in the inner backrest cushion on the driver seat.

The location of the centre airbag is indicated by the word AIRBAG→ *Fig. 1*.

The area in the red frame is covered by the central airbag when triggered (deployment zone) → *Fig. 1*. For this reason, you must never leave or attach any items in this area →⚠.

The central airbag is triggered in the event of a side collision or vehicle rollover and thus reduces the risk of injury to the vehicle occupants.

⚠ WARNING

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Once triggered, the airbag inflates at very high speed in a fraction of a second.

- Leave the deployment zone of the centre airbag clear.
- Never secure any items to the cover or in the deployment zone of the centre airbag.
- There must be no other people, animals or objects between the occupants of the front seats and the airbag deployment zones. Ensure that children and passengers keep to this rule.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle. Otherwise the side airbag may not be able to inflate once triggered.

⚠ WARNING

Incorrect use of the driver and front passenger seat could hinder the proper function of the central airbag and cause serious injury.

- Never remove the front seats from the vehicle or modify any part of them.
- If too much pressure is applied to the backrest side bolsters, the central airbag may not be triggered correctly, may not trigger at all, or may trigger accidentally.
- Have any damage to the original seat covers or around the seams of the centre airbags repaired immediately by a qualified workshop.

Curtain airbags

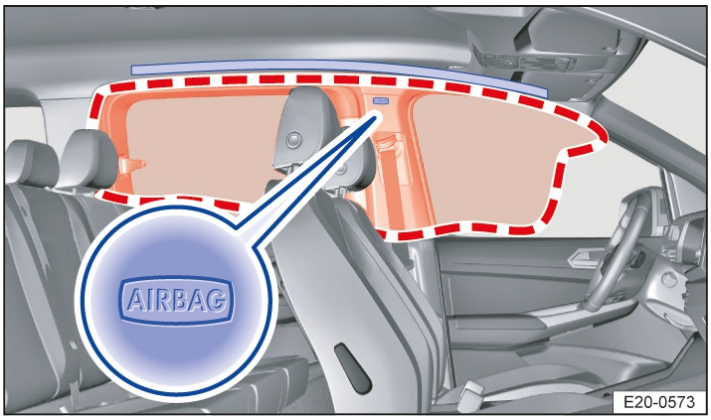


Fig. 1 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag (5-seater).

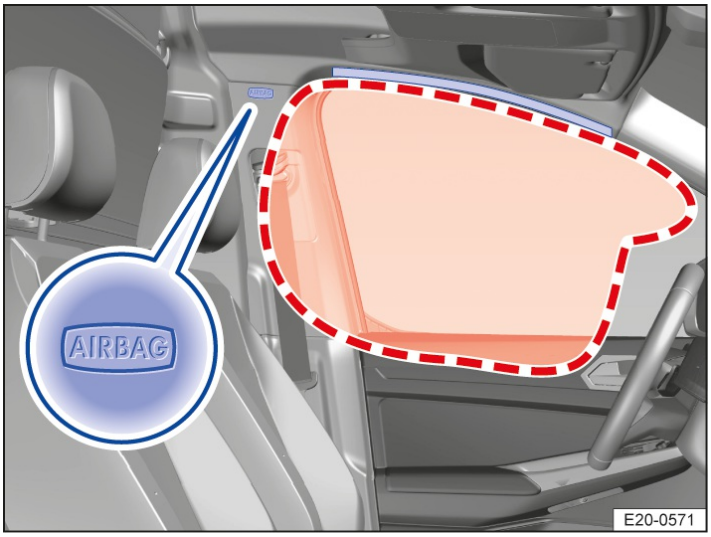


Fig. 2 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag (2-seater).

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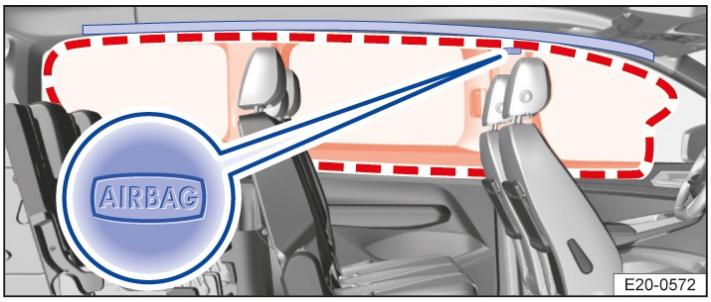


Fig. 3 On the left-hand side of the vehicle: location and deployment zone of the curtain airbag (7-seater).

Depending on the vehicle equipment, curtain airbags are fitted on the driver side and possibly on the front passenger side.

The curtain airbags are located inside the vehicle above the doors. The airbag location is identified by the text "AIRBAG" → *Fig. 1*.

The area in the red frame is covered by the curtain airbag when triggered (deployment zone). For this reason, you must never leave or attach any items in this area →⚠.

The curtain airbags will be triggered on both sides if the vehicle rolls over or in the event of a frontal or side collision.

In rollovers, side collisions and certain types of frontal collision, the curtain airbags reduce the risk of injury for the vehicle occupants on the front seats and rear outer seats.

⚠ WARNING

Once triggered, the airbag inflates at very high speed in a fraction of a second.

- Always leave the deployment zones of the curtain airbags clear.
- Never secure any items to the cover or in the deployment zone of the curtain airbag.
- Vehicle occupants sitting on the front seats and rear outer seats must never carry any people, pets or objects in the deployment zone between themselves and the airbags. Ensure that children and passengers keep to this rule.
- The coat hooks in the vehicle should be used only for lightweight clothing. Never leave any heavy or sharp objects in the pockets.
- Do not fit any accessories to the doors.
- Do not install any sun blinds on the side windows unless they have been expressly approved for use in your vehicle.
- Only push the sun visors over to the side windows if no items are attached to them (e.g. pens or the remote control for a garage door).

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Introduction

Using child seats can reduce the risk of injury to the child if there is an accident. Always use child seats when driving with children.

Note the following:

— Child seats are classified into groups depending on the size, age and weight of child for which they are designed.

— Various securing systems are used to secure child seats in the vehicle.

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

Volkswagen Commercial Vehicles recommends using child seats from Volkswagen's range of accessories. These child seats were developed and approved for use in vehicles from Volkswagen Commercial Vehicles. For further information on the child seats from the range of accessories, contact a Volkswagen Commercial Vehicles dealership or visit the Volkswagen web page.

⚠ WARNING

If children are not secured or are inadequately secured, they are at greater risk of serious or even fatal injury. Please note the following:

- Children who are either under 12 years of age or less than 150 cm tall must not be carried in the vehicle if they are not secured in a suitable child seat while the vehicle is in motion. Regulations in some countries may differ, and must be complied with.
- Always secure children in the vehicle in a suitable child seat. The child seat used must be appropriate to the child's height, weight and age.
- Observe the child seat manufacturer's instructions for securing the child seat in the vehicle and for securing the child in the child seat.
- Never fasten more than one child into one child seat.
- Under no circumstances should children or babies be held on a passenger's lap while driving.
- Never leave a child unsupervised in a child seat.
- Never allow a child to be carried in a vehicle without being properly secured, and never allow a child to stand up or to kneel on a seat, or to sit incorrectly while the vehicle is in motion. This is particularly important for children carried on the front passenger seat. In an accident, children may sustain serious injuries to themselves and others.
- The child seat can only provide maximum protection if the seat belt is routed correctly around it. Always ensure that the seat belt is routed as specified in the instructions provided by the child seat manufacturer. If the seat belt is routed incorrectly it may cause injuries even in a minor accident.
- After an accident, it is vital to replace any child seats that were in use during the accident, as they could have sustained non-visible damage.

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Types of child seat



Fig. 1 Example illustrations of child seats.

Only use child seats that have been officially approved and are suitable for the child.

Standards for child seats

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

— Weight class.

— Size class.

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

— Approval number.

On child seats that are approved under regulation ECE-R 44, the eight-digit approval number on the ECE approval label must begin with 03 or 04. This shows that the seat is admissible for use. Use of older child seats with an approval number beginning with 01 or 02 is not permitted.

Child seat weight classes

Class	Child's weight
Group 0	up to 10 kg
Group 0+	up to 13 kg
Group 1	9 to 18 kg
Group 2	15 to 25 kg
Group 3	22 to 36 kg

— Weight class 0/0+: group 0/0+ or 0/1 rear-facing infant carriers → *Fig. 1* are the best option for the period from birth to about 18 months.

— Weight class 1: group 1 (up to about 4 years old) and group 1/2 (up to about 7 years old)child seats with an integral belt system are the best for children over the relevant weight limit.

— Weight classes 2/3: groups 2 and 3 include child seats with a backrest and booster seats with no backrest. Child seats with a backrest have integrated seat routing and side padding, and so provide better protection than booster seats with no backrest. It is recommended to use child seats with a backrest. Group 2 child seats are for children up to the age of about 7, while group 3 child seats are for children who are more than around 7 years old.

Not every child will fit in the child seat specified for their weight group. Likewise, not every seat will fit in every

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vehicle. Therefore it is vital to check that the child fits properly in their child seat and that the child seat can be securely fastened in the vehicle.

Child seat approval categories

Child seats can be classified as “universal”, “semi-universal” or “vehicle-specific”(all in accordance with regulation ECE-R 44) or “i-Size” (in accordance with regulation ECE-R 129).

— Universal: child seats with “universal” approval are approved for use in all vehicles. No type list is required. ISOFIX child seats with universal approval must be additionally secured using a strap over the top of the vehicle seat (top tether).

— Semi-universal: “semi-universal” approval requires other safety devices for attaching the seat(that require additional testing) in addition to the standard requirements for universal approval. Child seats with “semi-universal” approval come with a type list. The seats should only be used in vehicles that are included on this list. Please refer to the vehicle type list of the child seat manufacturer to determine whether the child seat may be fitted in the vehicle.

— Vehicle-specific: child seats with vehicle specific approval must have undergone dynamic testing in each model of vehicle for which they are approved. Child seats with “vehicle-specific” approval also come with a type list. Please refer to the vehicle type list of the child seat manufacturer to determine whether the child seat may be fitted in the vehicle.

— i-Size: child seats classified as i-Size must conform to the installation and safety requirements prescribed in regulation ECE-R 129. Contact the child seat manufacturer to find out which child seats are approved for this vehicle in accordance with i-Size.

Installing and using child seats

Country-specific regulations

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

Information on fitting a child seat

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

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

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

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

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

— When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Set the backrest to the upright position .

— Set the backrest to the upright position when installing the seat on the second row .

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

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

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Airbag sticker



Fig. 1 Illustration: airbag label on the sun visor.



Fig. 2 Illustration: airbag label on the B-pillar.

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

— On the driver sun visor and, in some cases, on the front passenger sun visor .

— On the B-pillar on the front passenger side .

It is essential to observe the warning information shown on these stickers before installing a rear-facing child seat→ ⚠.

Risks involved in carrying children on the front passenger seat

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

Rear-facing child seat may only be used on the front passenger seat if the front passenger front airbag has been deactivated. The front passenger front airbag has been deactivated when the PASSENGER AIR BAG OFF indicator lamp is displayed continuously in the roof console. Deactivating the front passenger front airbag *(→ Indicator lamp for standard airbag system)*.

If using a front-facing child seat, do not deactivate the front passenger front airbag. When fitting the child seat, ensure that it is as far away as possible from the front passenger front airbag. The front passenger front airbag can cause severe injuries when it inflates →⚠.

Some child seats are not suitable for use on the front passenger seat. The child seat must be specially authorised by the manufacturer for use on the front passenger seat in vehicles with front and side airbags.

Risks presented by side airbags and centre airbags

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When triggered, the side airbag or centre airbag could hit the child in the head, causing serious injury→⚠.

⚠ DANGER

Please observe important safety information about the front passenger front airbag *(→ Standard airbag system)*.

⚠ DANGER

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

- Never secure a rear-facing child seat on the front passenger seat if the front passenger front airbag is activated.
- Deactivate the front passenger front airbag. If the front passenger front airbag cannot be deactivated no rear-facing child seat may be used.
- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbags.

⚠ WARNING

Child seats present a risk of injury if incorrectly installed.

- Always read and follow the installation instructions and warning information provided by the child seat manufacturer.

⚠ WARNING

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

- Move the front passenger seat as far back and as high as it can be adjusted to create the largest possible distance between the child seat and the front passenger front airbag.
- Move the backrest to the upright position.
- Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the seat belt height adjuster.
- Only use child seats that have been approved by the child seat manufacturer for use on a front passenger seat with front and side airbag.

⚠ WARNING

To avoid injuries caused by inflation of a head airbag or side airbag:

- Make sure that children are not in the airbag deployment zone.
- Do not place any objects in the side airbag deployment zones.

If a child seat is used on a single seat with Easy Entry function, the seats located behind that seat are difficult to access. Therefore, a child seat should be used on another rear seat, if possible.

Securing systems

Different countries use different securing systems for safely fitting child seats in the vehicle.

Overview of securing systems

— ISOFIX: ISOFIX is a standardised securing system for fitting child seats in the vehicle quickly and safely. The ISOFIX attachment system creates a rigid connection between the child seat and the vehicle body.

The child seat has two rigid attachment arms. The attachment arms click into ISOFIX attachment points which can be located between the seat and the rear seat backrest. The ISOFIX securing system as described here is specific to Europe *(→ Child seat with ISOFIX)*. An upper strap (top tether) or a support foot may sometimes have to be used in

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addition to the ISOFIX anchor points described above.

— Three-point automatic seat belt: it is better to secure child seats using the ISOFIX system, if available, rather than with a three-point automatic seat belt.

Additional securing points:

— Top tether: this strap at the top of the child seat is routed over the vehicle seat backrest and hooked into an anchor ring in the luggage compartment. Top tether anchor points are marked with an anchor symbol *(→ Child seats)*.

— Support foot: some child seats are supported by with a support leg resting on the floor of the vehicle. This support foot helps prevent the child seat tipping forward in a crash.

Recommended child seat securing systems

Child seats should be secured as follows:

— Infant carrier or rear-facing child seat: ISOFIX and support foot.

— Front-facing child seat: ISOFIX and top tether and possibly additional support foot.

WARNING

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

WARNING

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

- Ensure that the support foot is always correctly and safely installed.

Securing a child seat with ISOFIX

Overview of child seat installation with ISOFIX and i-Size

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

The table below shows the options for securing ISOFIX or i-Size child seats to ISOFIX anchor points at the various possible seats in the vehicle.

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Group	Orientation of the child seat	Size class	Front passenger seat		Outer seats in the second row	Centre seat in the second row	Seats in the third row
			Front passenger front airbag is activated	Front passenger front airbag is deactivated			
Group 0: up to 10 kg	Rear facing	E/R1	X	IL-SU	IL-SU	X	X
Group 0+: up to 13 kg	Rear facing	E/R1	X	IL-SU X	IL-SU	X	X
		D/R2	X	IL-SU		X	X
		C/R3	X	IL-SU		X	X
Group 1: 9 to 18 kg	Rear facing	D/R2	X	IL-SU	IL-SU IUF	X	X
		C/R3	X	IL-SU		X	X
	Forward facing	B/F2X	IL-SU	X		X	IL-SU
		B1/F2X	IL-SU	X		X	IL-SU
		A/F3	IL-SU	X		X	IL-SU
Group 2: 15 to 25 kg	Forward facing	–	IUF	X	IL-SU	X	IL-SU
Group 3: 22 to 36 kg	Forward facing	–	IUF	X	IL-SU	X	IL-SU
i-Size child restraint system	Rear facing	–/R2	X	i-U	i-U	X	X
	Forward facing	–/B2, F2X	i-UF	X			
Booster seat	Forward facing	–/B2, B3	i-B	X	i-B	X	i-B

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

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

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

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

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

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

— i-B: seat suitable for installing a forward-facing ISOFIX booster seat of Group 2/3 as well as a forward-facing i-Size child seat for children with a height of 100 – 150 cm.

Installing child seats with ISOFIX

The location of the ISOFIX anchor points is indicated by a symbol.

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

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Markings identifying the i-Size anchorage points for child seats on the rear seats and, where applicable, on the front passenger seat.



Fig. 1 Front passenger seat: Marking variants identifying the ISOFIX anchor points for child seats.

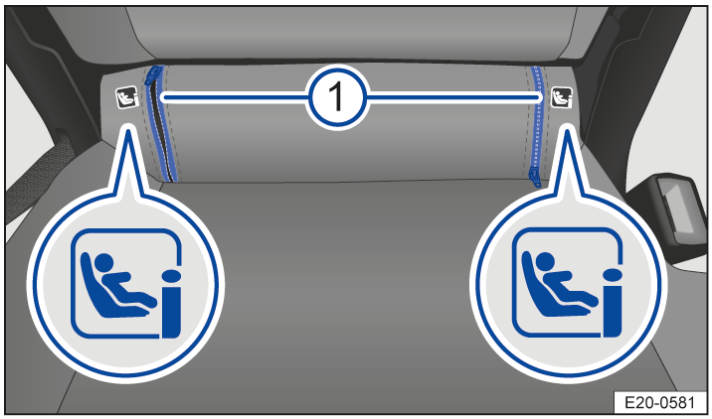


Fig. 2 Vehicle seat in the second row: Marking variants identifying the ISOFIX anchor points for child seats.



Fig. 3 Vehicle seat in the third row: Marking variants identifying the ISOFIX anchor points for child seats.

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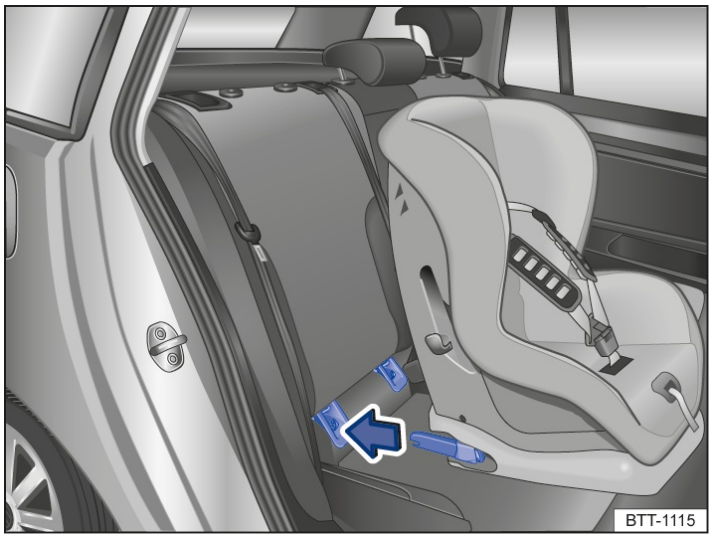


Fig. 4 Illustration: Fitting an ISOFIX child seat with attachment arms.

1. Observe the instructions *(→ Child seats)*.
2. Remove the protective caps from the ISOFIX anchor points or open the zips, depending on the equipment.
3. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows→ *Fig. 4*. The child seat must click and audibly securely into place.
4. Pull on both sides of the child seat to check whether the seat has clicked properly into place.

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

Securing child seats with the top tether



Fig. 1 Illustration: marking for the top tether attachment point

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

Fasten the top tether only to the intended attachment points that are suitable for the top tether. These are marked with a symbol and, in some cases, the “TOP TETHER” label → *Fig. 1*.

Child seats with the ISOFIX system and top tether must be secured only to the outer seats in the second row or, depending on the equipment, in the third row or the front passenger seat.

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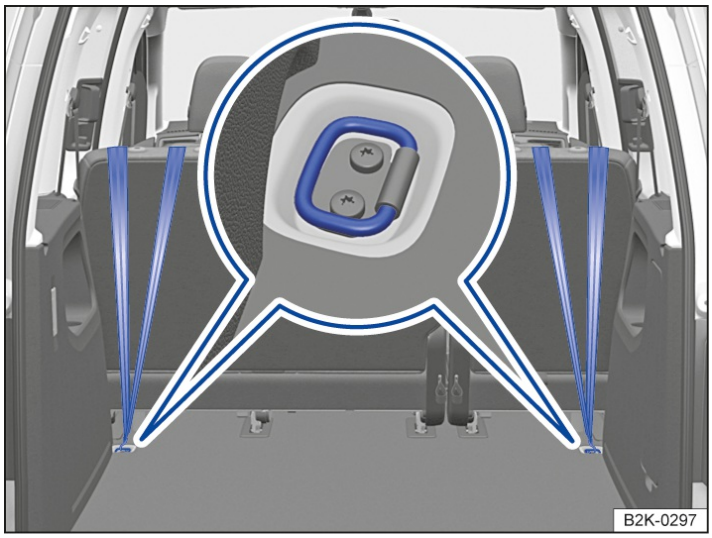


Fig. 2 Outer seats in second seat row: top tethers fitted in the luggage compartment.

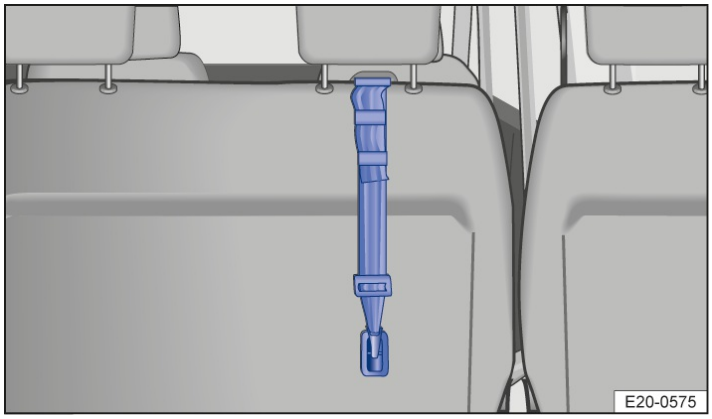


Fig. 3 Centre seat in second seat row: top tether fitted (depending on equipment).

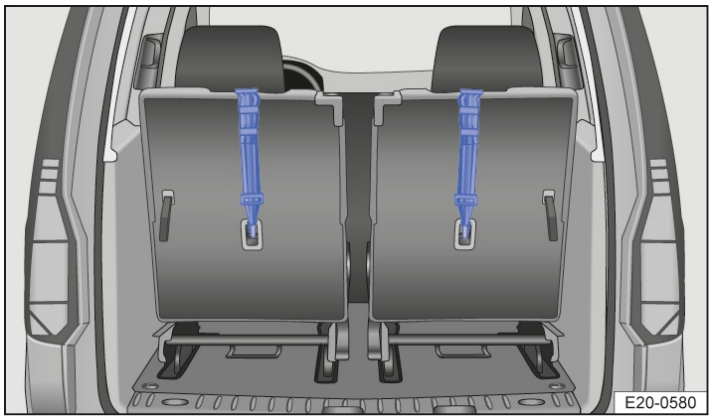


Fig. 4 Third seat row: top tethers fitted(depending on equipment).

1. Observe the instructions *(→ Child seats)*.
2. Remove the net partition if necessary.
3. Push the head restraint on the vehicle seat all the way up or remove it.
4. Push the attachment arms on the child seat into the ISOFIX anchor points as shown by the arrows *(→ Child seat with ISOFIX)*. The child seat must click and audibly securely into place.
5. Remove the luggage compartment cover if necessary.
6. Guide the top tether on the child seat behind the seat and hook it into the fastening rings *→ Fig. 2*, *→ Fig. 3* or *→ Fig. 4*.

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7. Tighten the tether so that the top of the child seat rests against the rear seat backrest.
8. Install the luggage compartment cover if necessary.

⚠ WARNING

Secure the strap only to the top tether anchor rings. Failure to do so could lead to severe injuries.

- Each anchor ring can hold only *one* child seat restraining strap.
- Never fasten the strap on a child seat to any other fastening rings.
- Never attach the retaining strap to fastening rings other than those*bolted on* at the side.

⚠ WARNING

Objects in the rear pockets of the seats can damage the top tether in the event of an accident. This can result in serious injuries.

- No not keep any objects in the rear pockets of the seats when using the top tether.

Depending on the market and model, there may be two or three anchor rings behind the backrest on the second row of seats.

Securing a child seat using the seat belt

If you wish to fit a child seat in your vehicle, you must first ensure that it is approved for the seats in question. Important information is given on the orange ECE approval label on the child seat. Installation options are shown in the table below.

Group		Child's weight	Front passenger seat		Seats on the rear bench seat (second row of seats)	Seats on the rear bench seat (third row of seats)
			Front passenger front airbag is activated	Front passenger front airbag is deactivated		
Group 0		up to 10 kg	x	u	u	x
Group 0+		up to 13 kg	x	u	u	L
Group 1	Rear facing	9 to 18 kg	x	u	u	L
	Forward facing	9 to 18 kg	u	x	u	L
Group 2		15 to 25 kg	u	x	u	L
Group 3		22 to 36 kg	u	x	u	L

u: Universal; x: seat not suitable for attaching a child seat in this group; L: seat suitable for attaching a child seat compliant with specification L.

Securing a child seat using the seat belt

1. Observe the instructions *(→ Child seats)*.
2. When fitting on the front passenger seat, push the front passenger seat back fully and adjust the seat to the highest position. Set the backrest to the upright position.

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3. Set the seat belt height so that the seat belt routing follows a natural line and is adjusted to the child seat without turning back on itself. For rear-facing child seats, use the lowest position of the belt height adjuster.
4. Put on the seat belt according to the instructions of the child seat manufacturer and guide it through the child seat.
5. Ensure that the seat belt is not twisted.
6. Insert the latch plate into the buckle for the appropriate seat and push it down until it audibly engages.

Child seats according to specification L

Due to the vehicle's construction, only certain child seats can be used on the third row of seats. The following list contains a selection of child seats that are suitable for use in the third row of seats. If you have any questions, please contact a suitably qualified workshop.

Group 0+

— Volkswagen Original G0.
— BeSafe iZi Go.
— Britax Römer Baby-Safe² i-Size.
— Britax Römer Baby-Safe with belted base.
— Britax Römer Baby-Safe Plus SHR II.
— Britax Römer First Class Plus.
— Britax Römer Primo.
— Britax Römer Primo with Base.
— Chicco Autofix.
— Chicco Autofix belted base.
— Chicco Cosmos RF.
— Chicco Keyfit.
— Chicco Oasys.
— Chicco Seat Up RF.
— Cybex Aton M i-Size.
— Cybex Cloud Z i-Size.
— Joie Gemm.
— Joie i-Gemm.
— MaxiCosi Cabriofix.
— Nuna Pippa.
— Recaro Avan.
— Recaro Guardia.
— Recaro Privia.
— Recaro Privia evo.
— Takata Mini.

Group 0/1

— Britax Römer Multi-Tech RF.
— Britax Römer Multi-Tech III RF.
— Joie Verso RF.

Group 0+1/2

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— Britax Römer Hi-WAY II.

Group 1

— Volkswagen Original G1 ISOFIX Duo Plus Top Tether.
— Bébé Confort Axiss.
— Bébé Confort Tobi.
— Bébé Confort Priori.
— Bébé Confort PrioriFix.
— Bébé Confort Opal.
— BeSafe iZi Combi X4 Isofix(forward-facing).
— Britax Römer Duo Plus.
— Britax Römer EVOLVA 1-2-3.
— Britax Römer EVOLVA PLUS.
— Britax Römer EVOLVA 1-2-3 SL SICT.
— Britax Römer FIRST CLASS PLUS.
— Britax Römer King II LS.
— Britax Römer King II ATS.
— Britax Römer SAFEFIX.
— Britax Römer VERSAFIX.
— Chicco Cosmos FF.
— Chicco Go-One.
— Chicco Gro-Up.
— Chicco Seat Up.
— Chicco Youniverse.
— MaxiCosi Tobi.
— MaxiCosi Priori.
— MaxiCosi PrioriFix.
— MaxiCosi Opal.
— MaxiCosi Axiss.
— RECARO Young Sport.
— RECARO Young Sport Hero.

Group 1/2

— Britax Römer Max Way.
— Britax Römer Max Way Plus.
— Britax Römer Multi Tech.
— Britax Römer Multi Tech III.

Group 1/2/3

— Britax Römer Advansafix.

Group 2

— Chicco Universe.

Group 2/3

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— Volkswagen Original G2-3 ISOFIT.
— Bébé Confort RodiFix.
— Bébé Confort RodiFix Air Protect.
— Bébé Confort Rodi XP.
— Bébé Confort Rodi XR.
— Bébé Confort Rodi SPS.
— BeSafe iZi FlexFix iSize.
— Britax Römer Advansafix IV R.
— Britax Römer Advansafix IV M.
— Britax Römer Advansafix Z-Line.
— Britax Römer ADVENTURE.
— Britax Römer Discovery SL.
— Britax Römer EVOLVA 1-2-3.
— Britax Römer EVOLVA PLUS.
— Britax Römer EVOLVA 1-2-3 SL SICT.
— Britax Römer KIDFIX 2R.
— Britax Römer KIDFIX 2S.
— Britax Römer KIDFIX SL SICT.
— Britax Römer KIDFIX SL.
— Britax Römer KID II.
— Britax Römer KIDFIX III M.
— Britax Römer KIDFIX III S.
— Britax Römer KIDFIX Z-LINE.
— Britax Römer KidFix² M.
— Britax Römer KidFix XP.
— Chicco Gro-Up.
— Chicco Fold & Go.
— Chicco OASYS.
— Chicco Youniverse.
— Chicco Seat 4 Fix.
— Concord Transformer T.
— Concord Transformer Pro.
— Concord Transformer XT.
— Concord Transformer XT Pro.
— Concord Vario.
— Cybex Solutions S i-Fix.
— Cybex Solutions Z i-Fix.
— Joie Trillo LX.
— Joie Traver.
— Joie Bold.
— Joie Verso.
— Kiddy Guardianfix Pro.
— Kiddy Guardian Pro.

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— Kiddy Guardianfix 3.

— Kiddy Cruiserfix 3.

— Kiddy Cruiser Pro.

— Kiddy Smartfix.

— MaxiCosi RodiFix.

— MaxiCosi RodiFix Air Protect.

— MaxiCosi Rodi XP.

— MaxiCosi Rodi XR.

— MaxiCosi Rodi SPS.

— RECARO Monza Nova.

— RECARO Monza.

— RECARO Monza Nova EVO.

— RECARO Monza Nova 2.

— RECARO Young Sport.

— RECARO Young Sport Hero.

— Takata Maxi.

Booster

— Graco Booster Basic.

— Osann Dream.

— Osann Junior.

— Osann Topo.

— Osann Up.

— PegPerego Viaggio 2-3 Shuttle.

Making you and your vehicle safe

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

Checklist

To ensure your own safety and the safety of your passengers, observe the following actions in the specified order→ ⚠:

1. Stop the vehicle at a safe distance away from moving traffic and on a suitable surface.
2. Switch on the hazard warning lights with the button.
3. Switch on the electronic parking brake.
4. Select the neutral position or move the selector lever to the P position.
5. Switch off the engine.
6. Ensure that all occupants exit the vehicle and go straight to a safe place away from moving traffic, e.g. behind the safety barrier. Observe the country-specific regulations concerning high-visibility waistcoats.
7. Take all vehicle keys with you when you leave the vehicle.
8. Place the warning triangle in position to draw the attention of other road users to your vehicle.
9. Allow the engine to cool down and if necessary seek suitably qualified expert assistance.

If the ignition is switched on and the hazard warning lights activated, you can still indicate a change in direction or change of lane with the turn signal lever. The warning lights will be interrupted temporarily.

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Switch on the hazard warning lights

Switch on the hazard warning lights in the following situations to alert following traffic:

— If the traffic in front slows suddenly.

— You reach the end of a traffic jam.

— There is an emergency situation.

— The vehicle has broken down.

— When tow-starting or towing.

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

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

WARNING

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

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

WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always follow the actions in the checklist and observe the generally valid safety precautions.

WARNING

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

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

NOTICE

When pushing the vehicle by hand, do not press on the rear lights or large metal panels. This could damage the vehicle.

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

In some vehicles, if you brake hard at speeds over approximately 80 km/h (50 mph), the brake lights will flash to warn the traffic behind. If you then continue to brake, the hazard warning lights will be switched on automatically at speeds under approximately 10 km/h (6 mph). The brake light will light up steadily. Once the vehicle starts to accelerate, the hazard warning lights will switch off again.

Equipment for an emergency

First-aid kit

The first-aid kit must comply with legal requirements. Please observe the use-by date of the contents.

The first-aid kit may be located in the following positions:

— Under the front passenger seat.

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— In the front door trim.

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

Warning triangle

The warning triangle must comply with legal requirements.

The warning triangle may be located in the following positions:

— Under the front passenger seat.

— On the right in the luggage compartment, on the side behind a cover.

High-visibility waistcoat

Depending on the vehicle equipment, the high-visibility waistcoat may be located in a stowage compartment in the front door trim or in the stowage compartment on the front passenger side.

Fire extinguisher

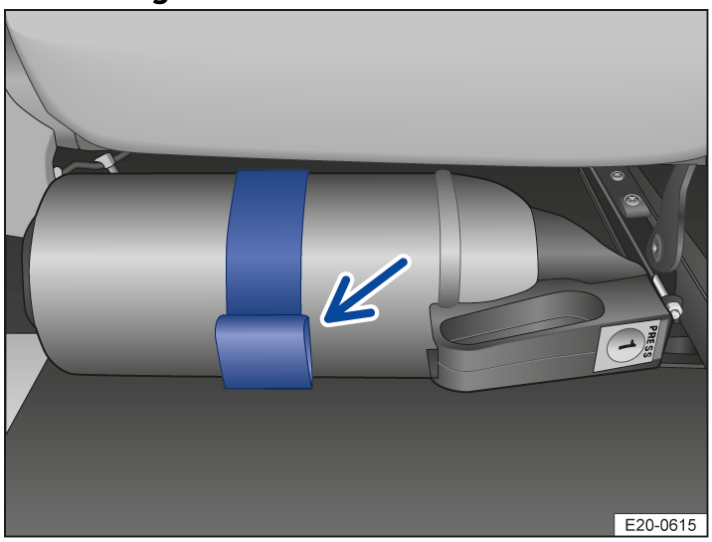


Fig. 1 Under the front passenger seat: Bracket with fire extinguisher (illustration).

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

The fire extinguisher must comply with applicable legal regulations, must always be ready for use and must be checked or replaced regularly (see inspection seal or expiry date on the fire extinguisher)

Stow fire extinguishers properly after use and replace them as soon as possible.

Removing and stowing fire extinguisher

Before using the fire extinguisher, make sure you are familiar with its operation. For this purpose, there are instructions for use on the fire extinguisher.

1. Open the tab on the bracket and remove the fire extinguisher→ *Fig. 1* (arrow).
2. Fit the fire extinguisher in the bracket. Guide the tab over the belt, press the tab down and close it.

WARNING

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

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

Information call, breakdown call and Emergency Call Service



Fig. 1 In the roof console: Controls for Information Call and Breakdown Call.

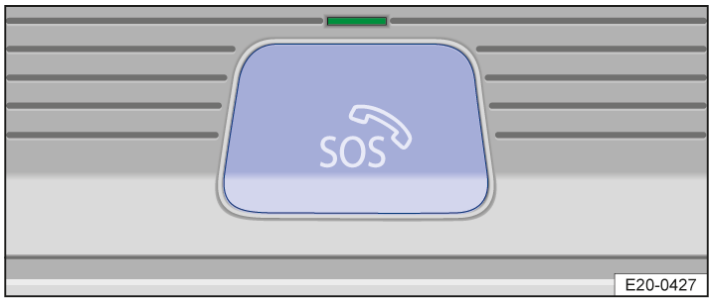


Fig. 2 In the roof console: Control for eCall Emergency System (behind button cover)

Information call.

Breakdown Call.

Emergency Call Service.

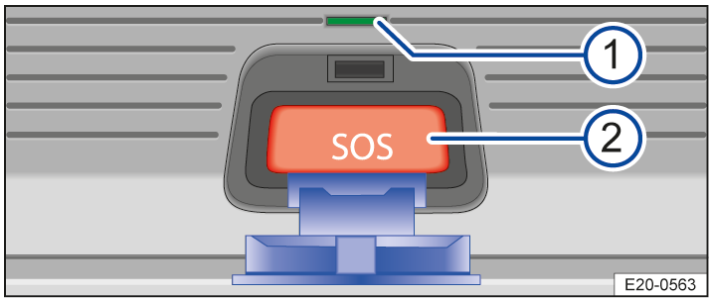


Fig. 3 Control for Emergency Call: Indicator lamp and button.

(1) Indicator lamp.

(2) Button for Emergency Call Service.

Depending on the equipment and country, the vehicle may be equipped with an emergency call system. In some countries, the free legally required eCall Emergency System is activated as standard. The control is located in the roof console.

The emergency call function allows help to be organised very quickly in danger situations. A voice connection is established to a public emergency call centre. The call centre communicates in the language of the country in which

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the vehicle is located. In addition, data relevant to the emergency call and required by law are transmitted automatically to the public emergency call centre, such as the current vehicle position.

The legal basis for data processing by the legally required eCall Emergency System corresponds to the country-specific legislation such as the EU Regulation 2015/758. Please also observe the information on data storage units and data services.

The required connection is established by a factory-fitted control unit. Additional components are required in order to ensure that the function is still possible even after a serious accident – emergency call microphone, emergency call loudspeaker and an integrated battery that is independent of the vehicle electrical system.

Indicator lamp for the Emergency Call Service

Depending on the operating state, the indicator lamp lights up in different colours and light sequences → *Fig. 3* (1):

- Indicator lamp is not lit up: emergency call is not available.
- Indicator lamp flashes red for about 20 seconds after the ignition has been switched on: emergency call is deactivated.
- Indicator lamp lights up red continuously: system fault. Emergency call is restricted or not available.
- The indicator lamp lights up green: emergency call is available, system ready for operation.
- The indicator lamp flashes green: emergency call is active.

⚠ WARNING

It may not be possible to make a manual or automatic emergency call, or the availability of the emergency call function may be restricted, in the following conditions:

- Your current emergency call location is in an area with no or insufficient mobile reception.
- The emergency call system is not available in some countries.
- The public emergency call centre is technically not able to receive emergency call data.
- The components in the vehicle required for the manual or automatic emergency call are damaged or do not have sufficient electrical energy.
- The vehicle ignition is not switched on.

Information Call

— The Information Call enables you to call the Volkswagen AG hotline.

— The Information Call function is available only in some sales regions.

Breakdown Call

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

— Some vehicle data, such as the current location, are transmitted parallel to the voice call.

Initiating an emergency call manually

1. Briefly press the button cover SOS and fold open the button cover.

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2. Press and hold the emergency call button → *Fig. 3* (2) for several seconds. The emergency call is now initiated and a voice connection is established to the public emergency call centre.

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

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

Automatic emergency call

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

A connection to the emergency call centre is set up immediately after the airbags or belt tensioners have been triggered. You cannot cancel the automatic emergency call by pressing the emergency call button SOS.

Rescue measures will be initiated automatically if there is no response to questions from the public emergency call centre.

Integrated battery

The integrated battery ensures that the legally required eCall Emergency System remains available for some time if the 12-volt vehicle battery is disconnected or faulty.

A corresponding message will be displayed in the instrument cluster display if the integrated battery is discharged or faulty *(→ eCall Emergency System)*. If the corresponding message is displayed, go to a qualified workshop immediately and have the integrated battery replaced.

Data transmission

In the event of an emergency call, the legally prescribed data are transmitted to the public emergency call centre in order to determine necessary rescue measures.

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

The data relating to the emergency call are processed exclusively in order to ensure correct functioning of the legally required eCall Emergency System. The data relating to the emergency call will be deleted automatically by the system 13 hours after the emergency call was initiated.

The transmitted data include the following:

— Current position of the vehicle when the emergency call was initiated.
— Two further positions shortly before the emergency call was initiated(journey route, a few 100 m, or around 328 ft).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle class.
— Type of initiation (automatic or manual).
— Type of call.
— Direction in which the vehicle was moving when the emergency call was triggered.
— Time of the collision.
— Reliability of the positioning data.
— Data record version.
— Counter for transmitted data records per call.
— Estimated number of passengers per call.

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eCall emergency call system fault

The indicator lamp in the emergency call button lights up red continuously. In addition, a message may be displayed in the instrument cluster.

There is a system fault in the eCall Emergency System. It is not possible to make an emergency call.

1. Immediately drive to a qualified workshop and have the fault rectified.

Emergency call system eCall restricted

The indicator lamp in the emergency call button lights up red continuously. In addition, a message may be displayed in the instrument cluster.

The availability of the eCall Emergency System is restricted. It may not be possible to make an emergency call.

1. Go to a correspondingly qualified workshop immediately and have the fault rectified.

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Functions of the vehicle key

Buttons on the vehicle key



Lock the vehicle. Turn signals flash *once*.



Unlock the vehicle. All turn signals flash *twice*.



Unlock only the boot lid.

All turn signals flash *twice*. To do this, press and hold the button briefly.



Unlock the luggage compartment and lock the driver's cab *(→ Load compartment closing)*.

Single door unlocking

When single door unlocking is activated, pressing the unlock button on the remote control once unlocks only the driver door. The other doors and the boot lid remain locked. Pressing the unlock button twice in quick succession unlocks the entire vehicle, even if single door unlocking is activated.

Single door unlocking can be adjusted in the Infotainment system:

— Tap the Vehicle menu.

— Tap the Central locking menu item.

— Tap the Door unlocking menu item.

— Select Single door to activate the function.

Replacement key

You will need to quote the vehicle identification number when ordering a replacement key or additional vehicle keys.

Each new key contains a microchip which must be encoded with the data for the vehicle's electronic immobiliser. A vehicle key will not work if it contains an unencoded microchip. The same applies for keys that have been cut to fit the vehicle.

New vehicle keys are available from qualified workshops and authorised key services which are qualified to manufacture these vehicle keys.

⚠ WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always take all vehicle keys with you every time you leave the vehicle. Children or unauthorised persons could lock the doors and the boot lid, start the engine or switch on the ignition and operate electrical equipment, such as the electric windows.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Locked vehicles may be subjected to very high or very low temperatures, depending on the season. This can cause serious injuries and illness or fatalities, especially for small children.
- Never switch off the ignition while the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.

NOTICE

Every electrical vehicle key contains electronic components. Protect the key from damage, moisture and excessive

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vibration.

Spare key

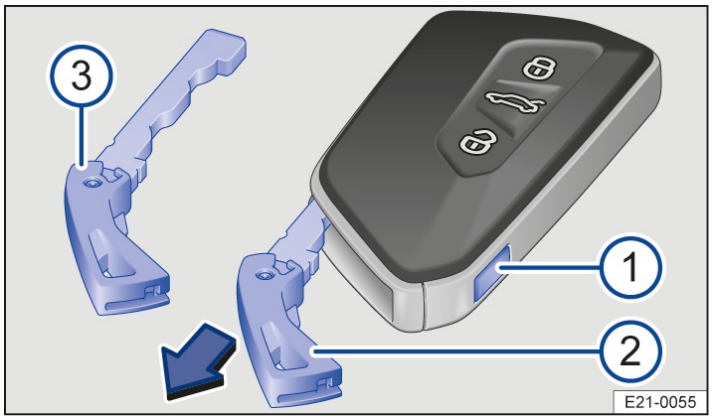


Fig. 1 Vehicle key: Releasing the spare key.

(1) Press the release button briefly. The keyring folds open.

(2) Press the release button and pull the spare key out in the direction of the arrow.

(3) Spare key.

The vehicle key for the keyless locking and starting system Keyless Access contains a spare key→ *Fig. 1* for locking and unlocking the vehicle manually.

Possible uses

— Lock and unlock the vehicle manually .

— Switch the front passenger front airbag on and off *(→ Standard airbag system)*.

— Lock and unlock the lockable glove box.

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Changing the button cell

There are two options for changing the button cell in the vehicle key, depending on the equipment:→ *Fig. 1* and → *Fig. 2*.

This button cell can be changed by a suitably qualified workshop→ⓘ.

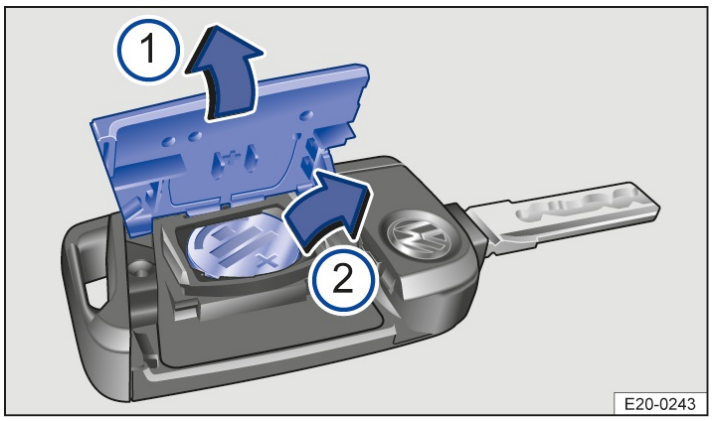


Fig. 1 Vehicle key: Changing the button cell (variant 1).

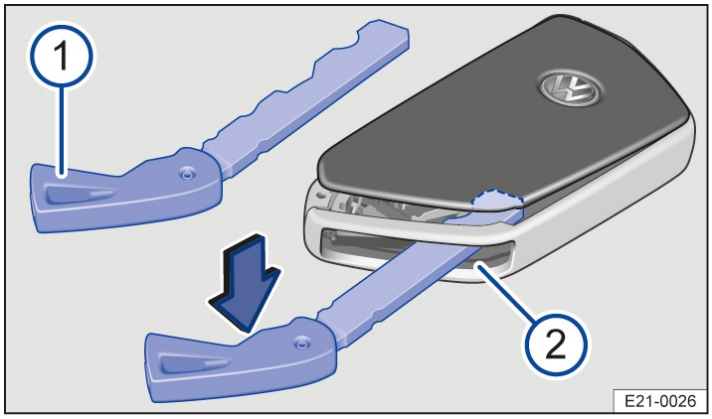


Fig. 2 Vehicle key: Opening the battery cover (variant 2)

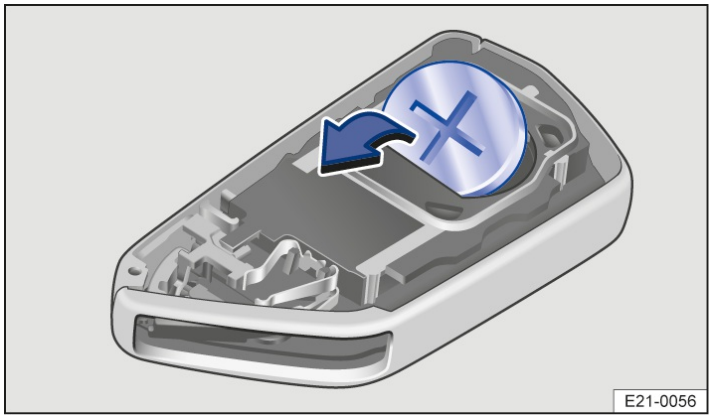


Fig. 3 Vehicle key: Changing the button cell (variant 2).

Changing the button cell (variant 1)

1. Fold out the key bit on the vehicle key.
2. Open the cover upwards → *Fig. 1* (1).
3. Remove the button cell from the battery compartment (2).
4. Press the new button cell of the same specification into the battery compartment→ⓘ.
5. Press the cover onto the housing until it clicks into place.

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6. Dispose of discharged batteries in an environmentally responsible way.

Changing the button cell (variant 2)

1. Remove the spare key *(→ Vehicle key)*.
2. Insert the spare key in the slot (2), then press it in the direction of the arrow and lever off the cover.
3. Remove the button cell from the battery compartment → *Fig. 3*.
4. Press the new button cell of the same specification into the battery compartment →.
5. Press the cover onto the housing until it clicks into place.
6. Stow the spare key in the vehicle key housing *(→ Vehicle key)*.
7. Dispose of discharged batteries in an environmentally responsible way.

DANGER

If you swallow a button cell, or if it enters your windpipe, it can cause serious or even fatal injuries within a very short time due to choking or internal burns.

- Seek immediate medical assistance if you suspect that someone has swallowed a button cell.
- Do not use the remote control if you cannot close the battery cover.
- Always keep the remote control and key ring with button cells out of the reach of children.

NOTICE

The vehicle key may be damaged if the button cell is not changed correctly or if an unsuitable battery is used.

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Pay attention to the correct polarity when inserting the button cell.

The type of batteries used in the remote control of your vehicle key may contain perchlorate. This may require special handling. Please observe all the legal requirements regarding the handling and disposal of these batteries. We recommend that you have this service carried out by a Volkswagen Commercial Vehicles dealership or a qualified workshop.

Synchronising the vehicle key

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

Synchronising the vehicle key:

1. Stand beside the vehicle.
2. Press the button on the vehicle key twice in quick succession.

Or:

1. Fold the key bit out of the vehicle key, or remove the spare key *(→ Vehicle key)*.
2. Press the button on the vehicle key.
3. Unlock the vehicle with the spare key or with the key bit on the vehicle key.
4. Open left-hand front door. If the vehicle has an anti-theft alarm, this will be triggered immediately *(→ Anti-theft alarm)*.
5. Switch on the ignition.
6. Or: place the vehicle key in the rear drink holder in the centre console.

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The synchronisation process is complete.

Troubleshooting

Cannot lock or unlock vehicle.

One or more doors not closed.

1. Close all doors.

Or: the sensor in the vehicle key is faulty.

1. Check whether the sensor of the vehicle key is subject to interference, such as from obstacles or transmitters close to the vehicle.
2. Synchronise the vehicle key *(→ Vehicle key)*.

Or: the button cell in the vehicle key is discharged.

1. Replace the button cell *(→ Vehicle key)*.

   Or: lock or unlock the vehicle using the lock cylinder in the left front door . When the vehicle has an anti-theft alarm this will be triggered immediately.
2. Switch on the ignition and unlock the vehicle with the central locking button *(→ Central locking button)*.

Or: the central locking system has switched itself off temporarily to protect the system against overloading.

1. Lock or unlock the doors manually .
2. Lock or unlock the boot lid manually *(→ Boot lid, mechanical)*.
3. If the fault persists, the system should be checked by a correspondingly qualified workshop.

The indicator lamp in the vehicle key is not working.

1. Change the button cell in the vehicle key *(→ Vehicle key)*.

The 12-volt vehicle battery is discharged.

1. Unlock the vehicle using the lock cylinder in the left front door .

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Introduction

You can use Keyless Access to lock and unlock the vehicle without actively using the vehicle key. For this purpose, a valid vehicle key must be within the vehicle's range.

When the boot lid is open, a vehicle key must be located in the front area of the vehicle interior in order to switch on the ignition or start the engine.

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Unlocking and locking the vehicle with Keyless Access

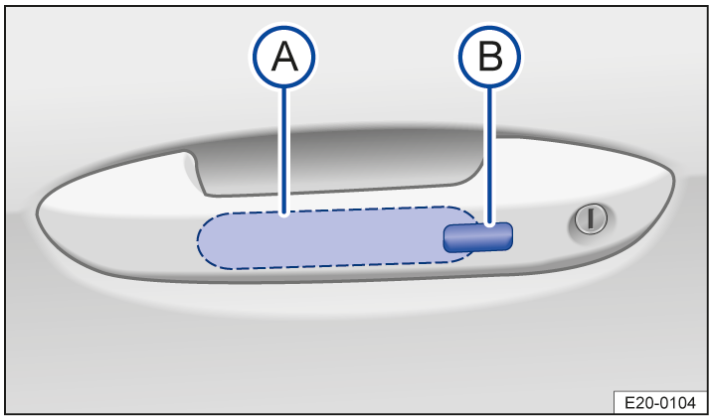


Fig. 1 In the door handle on the front doors: Sensors.

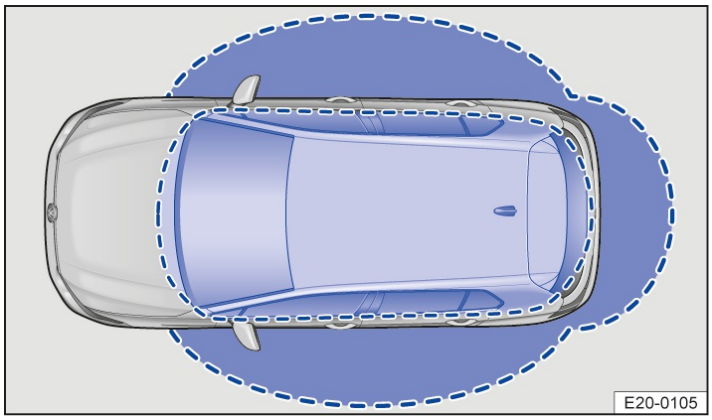


Fig. 2 Keyless Access: Operating ranges.

Configuring Keyless Access

You can set the behaviour of the keyless locking and starting system Keyless Access in the Vehicle menu in the Infotainment system.

The system functions may be restricted if the Keyless Access function is deactivated.

Unlocking the vehicle

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

   The entire vehicle is unlocked if the sensor is touched twice.

Automatically unlocking the vehicle

The vehicle can be unlocked automatically. For this, the function must be activated in the Infotainment system and the vehicle key must be located in the operating range of the vehicle.

1. The vehicle will be unlocked if the vehicle key is detected in the operating range → *Fig. 2*. All turn signals flash twice.

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

Activating single door unlocking in the central locking settings in the Infotainment system may restrict automatic unlocking.

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Unlocking and opening the sliding door

The vehicle is unlocked if you press the button in the sliding door handle once when the vehicle is locked.

Pressing the button a second time opens the sliding door.

Unlocking the boot lid

Unlocking is automatic If the vehicle is locked and a vehicle key is located in the operating range of the boot lid or rear wing door and the automatic unlock function is set.

If the Passive Entry function is set, the boot lid or rear wing door unlocks only after it has been opened using the handle on the boot lid *(→ Boot lid, mechanical)*.

Locking the vehicle

You can only lock the vehicle using the front door handles, not the sliding door handle.

1. Park the vehicle.
2. Touch the sensor → *Fig. 1* (B) on the outside of the door handle. All turn signals flash once.

The unlock function is deactivated for a few seconds so that you can check that the vehicle has been locked properly.

Temporarily deactivating the keyless locking and starting system Keyless Access

You can deactivate Keyless Access temporarily to prevent unauthorised third parties from unlocking and starting the vehicle:

1. Lock the vehicle with the button in the vehicle key.
2. Touch the sensor on the outside of the door handle once within five seconds→ *Fig. 1* (B). Do not reach into the door handle. Keyless Access is deactivated temporarily.
3. Check deactivation, wait ten seconds and pull the door handle again. It should not be possible to open the door.

When the vehicle is next unlocked, it can be unlocked only using the vehicle key. The keyless locking and starting system Keyless Access is reactivated the next time the vehicle is unlocked.

Permanently deactivating Keyless Access

You can deactivate Keyless Access permanently in the Infotainment system to prevent the vehicle from being unlocked and started by unauthorised third parties:

Troubleshooting

Keyless Access not working

The sensors may have limited functionality if they become very dirty or icy.

1. Clean the sensors.

All turn signals flash four times

The vehicle key used last is still in the vehicle.

1. Remove the vehicle key and lock the vehicle.

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Automatic sensor switch-off

The sensors will be disabled in the following circumstances:

— If the vehicle is not locked or unlocked for an extended period.

— If a sensor is touched too many times.

Reactivating the sensors:

1. Unlock the vehicle with the button in the vehicle key.

No valid vehicle key recognised

The indicator lamp lights up yellow. A text message is additionally shown on the instrument cluster display.

Vehicle key is no longer in the vehicle or in the operating range.

1. Do not deactivate the vehicle's drive system.
2. Bring the vehicle key back into the vehicle or into the operating range.
3. If the problem persists, go to a correspondingly qualified workshop.

NOTICE

Please note that the sensors in the door handles can be activated by a powerful jet of water or steam if a valid vehicle key is simultaneously within its operating range. If at least one window is open and sensor surfaces on the door handles are continuously activated, all windows will close. All windows could open if the jet of water or steam is briefly moved away from the door handle sensor surfaces and then moved back onto them *(→ Keyless Access)*.

There may be a malfunction in the Keyless Access system if the message Keyless Access system faulty. appears on the instrument cluster display. Go to a qualified workshop.

The Keyless Access function may not work properly if the vehicle key is subject to interference from another radio signal, e.g. mobile telephone in the direct vicinity, or is covered by another object such as a metal case. If there is no vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display.

Introduction

If the vehicle key or central locking fails, the doors can be locked manually and, in some cases, also unlocked manually.

The central locking system enables you to centrally lock and unlock all the doors, the boot lid and the tank flap.

The vehicle can only be locked if the ignition has been switched off or the driver has switched off the engine before leaving the vehicle.

Always take the vehicle key with you when you leave the vehicle.

A symbol in the instrument cluster display indicates if one or more doors or lids are not closed properly STOP Do not drive on! Close the corresponding door or lid →⚠.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors and lids are closed.

WARNING

Serious injuries could occur if the doors are unlocked, opened or closed incorrectly or without due care and attention.

- Open or close the doors only when there is no-one in the movement path of the boot lid.
- After closing the doors, check to make sure that they are properly closed so that they do not open while the

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vehicle is in motion. The closed doors must be flush with the surrounding body panels.

- Close and lock the doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- If the vehicle is locked from the outside, the doors and electric windows cannot be opened from the inside.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Never leave anyone inside a locked vehicle. People in the vehicle could become trapped in an emergency and may not be able to get themselves to safety.
- Never close a door by pushing its window with your hand. The glass window could shatter and cause injuries.
- Always hold the door handle firmly when opening and closing doors.

WARNING

Any door that is not properly closed could open suddenly while the vehicle is in motion. This could lead to severe injuries.

- Stop immediately and close the door.
- Make sure that the door is closed properly and that the lock has engaged. The closed door must be flush with the surrounding body panels.
- Open or close the doors only when there is no-one in the movement path of the boot lid.

WARNING

Any door being held open by the door arrester could close unexpectedly in strong winds or if the vehicle is on a slope. This could lead to injuries.

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

WARNING

The opening/closing paths of the doors and boot lid are potential danger areas where injury can occur.

- Open or close the doors and boot lid only when there is no-one in the movement path.

NOTICE

Before opening the wing doors, check that there is enough space to open and close the wing doors, e.g. when in a garage.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

Indicator lamp in the driver door

The central locking system indicator lamp is located in the driver door.

The indicator lamp shows the status of the central locking for about 30 seconds after the vehicle has been locked.

A red LED

flashes for approximately 2 seconds in short intervals.

The central locking status is then displayed for about 28 seconds:

Locking a vehicle with SAFELOCK (depending on equipment)

— If the red LED flashes in long intervals, the vehicle is locked with SAFELOCK.

— If the red LED does not light up, the vehicle is locked but without SAFELOCK.

Vehicle without SAFELOCK

— If the red LED flashes in long intervals, the vehicle is locked.

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The LED starts to flash in slow intervals after approximately 30 seconds.

Central locking button

The central locking button is located in the driver door.

Settings for the central locking system can be adjusted in the instrument cluster.

Central locking buttons

Lock the vehicle.

Unlock the vehicle.

Unlock the boot lid. All doors remain locked.

The central locking buttons will function only if all doors are closed.

If the vehicle has been locked from outside with the vehicle key, the central locking buttons do not work.

Locking and unlocking the vehicle from inside

Please note the following when using the central locking button to lock the vehicle from the inside:

— An open door will not be locked.

— If all doors and the boot lid are closed and locked, the indicator lamp in the button lights up yellow.

— It is not possible to open the doors and the boot lid from the outside.

— The doors can be opened from the inside by pulling the door release handle. The indicator lamp in the button goes out. The unopened doors and the boot lid remain locked and cannot be opened from the outside.

— The anti-theft alarm will not be activated.

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SAFELOCK

Depending on the vehicle equipment level, the vehicle may have a SAFELOCK mechanism.

If the vehicle is locked, SAFELOCK deactivates the door release levers and central locking button so that it becomes more difficult to break into the vehicle. The doors can no longer be opened from the inside →⚠.

Activating SAFELOCK

— Press the button on the vehicle key.

The vehicle is locked. SAFELOCK was activated.

Deactivating SAFELOCK

The SAFELOCK can be deactivated in one of the following ways:

— Press the button on the vehicle key again within 2 seconds.

— *In vehicles with the keyless locking and starting system Keyless Access:* Touch the sensor on the outside of the door handle again within 2 seconds *(→ Keyless Access)*.

— Switch on the ignition.

— Temporarily deactivate the interior monitoring function in the Infotainment system before locking the vehicle *(→ Interior monitoring system and anti-tow alarm)*.

The vehicle is locked. SAFELOCK was not activated.

There may be an indication of the activated SAFELOCK in the display of the instrument cluster.

The following applies when SAFELOCK is deactivated:

— The vehicle can be unlocked and opened from the inside using the door release lever.

— The anti-theft alarm is active.

— The interior monitoring system and anti-tow alarm are deactivated.

⚠ WARNING

Careless or unsupervised use of SAFELOCK can result in severe injuries.

- Never leave anybody in the vehicle if the vehicle has been locked using the vehicle key. The doors can no longer be opened from the inside once the SAFELOCK is activated.

If you unlock the driver door mechanically using the vehicle key, only the driver door is unlocked, and not the whole vehicle. The doors are released (but not unlocked) and the central locking button is activated only when you switch on the ignition.

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Electric childproof lock

The electric childproof lock prevents the sliding doors from being opened from inside.

When the childproof lock is switched on, a locked sliding door is unlocked from inside by pulling the door release lever so that it can then be opened from outside. The electric childproof lock remains active, i.e. it is still not possible to open the door from inside.

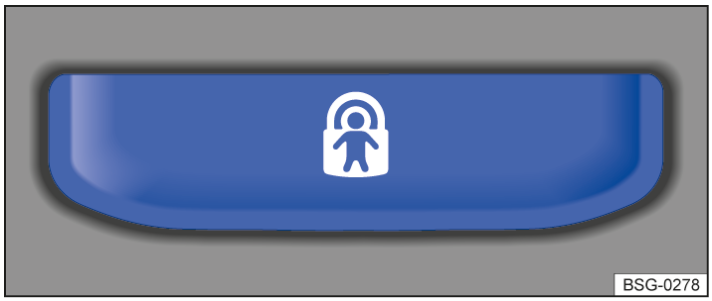


Fig. 1 In the driver door: button for the electric childproof lock.

Switching the childproof lock on or off

1. *To switch on:* press the button → *Fig. 1*.
2. *To switch off:* press the button again.

The yellow indicator lamp lights up continuously in the button when the function is switched on.

WARNING

The door in question cannot be opened from inside when the electric childproof lock is switched on.

- Never leave children or people requiring assistance alone in the vehicle when the doors are locked. This can lead to people becoming trapped in the vehicle. In an emergency they would not be able to leave the vehicle on their own or help themselves. People locked in the vehicle may be subjected to very high or very low temperatures.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

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Automatic locking and unlocking

Automatic locking (Auto Lock)

The vehicle can lock itself automatically at speeds above approximately 15 km/h(9 mph). The indicator lamp in the central locking button will light up yellow when the vehicle is locked.

The vehicle will be locked again if you do not open one of the doors or the boot lid within a few seconds automatically after unlocking the vehicle. This function prevents the vehicle from remaining unlocked if the unlocking button is pressed by mistake.

Automatic unlocking (Auto Unlock)

All vehicle doors and the boot lid are automatically unlocked if one of the following conditions applies:

— The vehicle is at a standstill and the vehicle key has been removed.

Or: the vehicle is stationary and the button has been pressed *(→ Central locking button)*.

Or: the door release lever has been pulled.

Or: the airbags have been triggered in an accident *(→ Doors)*.

Automatic unlocking gives emergency responders access to the vehicle.

Depending on the selected central locking settings, it may be the case that all of the doors and the boot lid are unlocked only when the button is pressed twice.

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Locking and unlocking doors manually

The doors can be locked or unlocked manually in the event of a fault in the electric vehicle key or central locking.

Locking the doors manually

Front left door with lock cylinder:

1. Insert the vehicle key bit into the lock cylinder of the left front door.
2. Turn the vehicle key clockwise.
3. Ensure that the door is locked.

Front right door without lock cylinder:

— Open the door.

— Insert the vehicle key bit into the lock cylinder above the door lock.

— Turn the vehicle key clockwise as far as it will go.

— Ensure that the door is locked.

Depending on the equipment, the locked door will be unlocked again when the vehicle is unlocked or the door is opened from the inside.

Unlocking the doors manually

1. *From the inside (depending on the equipment):* Pull the door release lever.
2. *From the outside:* Insert the vehicle key bit into the lock cylinder of the left front door.
3. Turn the vehicle key anticlockwise.

Depending on the vehicle equipment, the alarm may be triggered when you open the door. Switch on the ignition immediately with the valid vehicle key to deactivate the alarm.

WARNING

Serious injuries can result if manual opening and closing are not performed with due care and attention.

- Depending on the equipment, the windows cannot be opened from the inside if the vehicle is locked from the outside.
- Never leave children or people requiring assistance alone in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety.
- Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

WARNING

It is dangerous to stand in the path of the doors as injuries could be sustained.

- Open or close the doors only when there is no-one in the movement path.

NOTICE

When carrying out manual opening or closing, remove parts carefully and install them again correctly in order to avoid damage to the vehicle.

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Opening and closing the wing doors

Opening wing doors

1. Always open the left-hand wing door first until it clicks into place.
2. Pull the lever on the front of the right wing door.
3. Open the wing door until it clicks into place.

Disengaging the door arresters

1. Open the wing doors as far as they will go.
2. Press the yellow operating button to unhook the door arrester.

   The yellow operating button is located on the door arrester.

Closing the wing doors

1. Always swing in the right wing door first until it engages in position.
2. Then swing in the left wing door until it engages in position.
3. The door arrester hooks back into place automatically when the wing doors are closed.

⚠ WARNING

A wing door which is not closed properly could open suddenly while the vehicle is in motion. This could lead to severe injuries.

- Stop immediately and close the wing door.
- After closing the wing door, always check that it is properly engaged in the lock carrier.

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Opening the wing doors manually

Manually opening wing doors from the inside

1. Depending on the vehicle equipment, remove the plug from the interior trim of the left-hand wing door.
2. Feel for the release lever in the opening and press it to the left.

The wing door opens.

NOTICE

In some vehicles, there is a rubber stopper. Carefully lever it out with the screwdriver from the vehicle toolkit.

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Opening and closing the sliding doors manually

Opening the sliding door from the outside

1. Pull the handle on the unlocked sliding door and open the door fully →⚠.

Opening the sliding door from the inside

1. Pull the door release lever on the unlocked sliding door and open the door fully→⚠.
2. *Cargo:* Press the  button underneath the door release lever so the door gently springs open.

Closing the sliding door

1. *Vehicles without power closing:* Pull the door handle or door release lever and push the sliding door closed with a little force. Ensure that the sliding door is completely closed →⚠.
2. *Vehicles with power closing:* Pull the door handle or door release lever and push the sliding door using a little force until power closing closes it automatically →⚠.

⚠ WARNING

If the sliding door is not fully opened it could close suddenly. This could lead to severe injuries.

- Always open and close the sliding doors fully.

⚠ WARNING

Vehicles with power closing: The sliding door's automatic closing function can cause serious injury.

- When closing the sliding door, make sure that the area around the door is clear.
- You can stop the closing procedure at any time by pulling the door handle or door release lever.

NOTICE

Vehicles without tank flap collision protection: If the tank flap is open it could be damaged when the left-hand sliding door is opened.

- Make sure that the tank flap is closed before opening the left-hand sliding door.

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Load compartment closing

Button in the driver door

The button for the luggage compartment locking function in the driver door locks the luggage compartment.

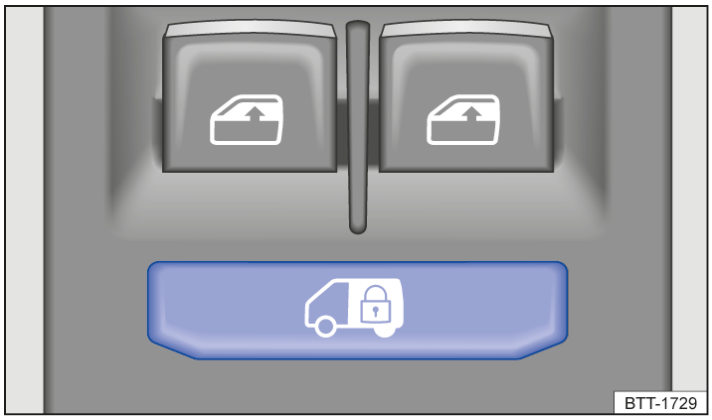


Fig. 1 In the driver door: button for locking the luggage compartment.

You can only unlock the vehicle with the button if the ignition is switched on and if all of the load compartment doors are closed.

The button does not work if the vehicle has been locked manually with the vehicle key.

The following information applies when using the button to lock the load compartment:

— The yellow indicator lamp in the button lights up.

— The unlock button in the driver door is disabled when the ignition is switched off. The unlock button is enabled again as soon as the ignition is switched on.

— The anti-theft alarm is not activated.

— It is not possible to open the doors and the boot lid from the outside.

— The rear doors can be unlocked and opened from the inside by pulling the door release levers.

Button on the vehicle key

The button on the vehicle key → *Fig. 2* locks the passenger compartment while the load compartment is simultaneously unlocked.



Fig. 2 On the vehicle key: button for unlocking the load compartment.

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When the button is used to lock the driver's cab:

— The anti-theft alarm in the driver cab is activated.

— It is not possible to open the driver and passenger doors.

— The driver and passenger doors can be unlocked and opened from the inside by pulling the door release levers.

— You can open the doors and the boot lid from the outside and inside.

Troubleshooting

The red LED in the driver door lights up continuously

The red LED

for the central locking system in the driver door flashes at short intervals and then lights up continuously.
There is a fault in the locking system.

1. Go to a correspondingly qualified workshop and have the system checked.

Turn signals do not flash when locking

The turn signals do not flash to confirm that the vehicle has been locked.

1. Close all windows and doors.
2. Close the boot lid.
3. If the turn signals still do not flash, go to a correspondingly qualified workshop to have the system checked.

Response when locking the vehicle with a second vehicle key

Keyless Access: Any vehicle key located inside the vehicle will be blocked to prevent it from starting the engine if the vehicle has been locked from the outside using a second vehicle key.

1. Press the button on the key inside the vehicle so that it can then be used to start the engine *(→ Starting the engine)*.

Locking the vehicle after airbags have been triggered

The entire vehicle is unlocked if the airbags are activated during an accident. Depending on the extent of the damage, the vehicle can be locked as follows after an accident:

1. Switch off the ignition.
2. Remove the vehicle key from the ignition lock.
3. Open and close any vehicle door.
4. Lock the vehicle using the vehicle key.

   Or: Press the central locking button in the driver door .

It is no longer possible to lock the sliding doors after an airbag has been triggered. Consult a suitably qualified workshop to restore the locking function.

Automatic deactivation of the sensors

The sensors will be disabled in the following circumstances:

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— The vehicle is not unlocked or locked for an extended period.

— A sensor has been triggered an excessive number of times.

Reactivating the sensors:

1. Unlock the vehicle with the button in the vehicle key.

NOTICE

Please note that the sensors in the door handles can be activated by a powerful jet of water or steam if a valid vehicle key is simultaneously within its operating range. If at least one window is open and the sensors in a door handle are continuously activated, all windows will close .

It may not be possible to lock or unlock the vehicle using Keyless Access if the 12-volt vehicle battery or button cell in the vehicle key is weak or discharged. The vehicle can be locked or unlocked manually .

If there is no valid vehicle key in the vehicle or if it is not detected, a corresponding display will be shown on the instrument cluster display. This may occur if the vehicle key is disrupted by another radio signal or is covered by another item such as an aluminium suitcase *(→ Starting the engine)*.

Anti-theft alarm

Depending on the vehicle equipment level, the vehicle may have an anti-theft alarm.

The anti-theft alarm system monitors the doors, bonnet and the boot lid.

The anti-theft alarm is activated automatically when the vehicle is locked using the vehicle key.

If the vehicle is not opened with a valid vehicle key, the anti-theft alarm is triggered and emits acoustic and visual warning signals for up to 5 minutes.

When does the system trigger an alarm?

— When a manually unlocked door is opened without switching on the ignition.

— When the bonnet is opened.

— When the boot lid is opened.

— If the ignition is switched on using an invalid key.

— If the 12-volt vehicle battery is disconnected.

Vehicles with interior monitoring and anti-tow alarm

— In the event of movement in the vehicle.

— If the vehicle is raised or towed.

— If the vehicle is transported on a ferry or train.

— If a trailer that is connected to the anti-theft alarm system is removed.

Switching off the alarm

1. Unlock the vehicle using the unlocking button on the vehicle key.

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

   A short alarm lasting around one second may sound.

2. *Vehicles with Keyless Access:* Grip the door handle.

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The anti-theft alarm will not function correctly if the 12-volt vehicle battery is weak or discharged.

When the 12-volt vehicle battery is disconnected, the anti-theft alarm system can be triggered.

If the connection to a trailer connected to the anti-theft alarm system is interrupted, the anti-theft alarm system may be triggered .

Interior monitoring system and anti-tow alarm

Depending on the vehicle equipment level, the vehicle may have interior monitoring and an anti-tow alarm.

If movements are detected in the vehicle interior when the vehicle is locked, the interior monitoring triggers an alarm.

The anti-tow alarm will be triggered if the vehicle is lifted.

Switching on the interior monitoring system and anti-tow alarm

1. Lock the vehicle.
2. When the anti-theft alarm is switched on, interior monitoring and the anti-tow alarm are also active.

Depending on the equipment, the function of interior monitoring may be impaired if a load guard is used.

Temporarily switching off the interior monitoring system and anti-tow alarm

Depending on equipment, the interior monitoring system and anti-tow alarm can be switched off temporarily in the Opening and closing submenu in the Infotainment system *(→ Vehicle settings menu)*. The interior monitoring and anti-towing alarm are deactivated until the next time the vehicle is locked.

The interior monitoring system and anti-tow alarm can also be switched off in the Exit Vehicle menu. The ignition must be switched off .

We recommend switching off the interior monitoring system and anti-tow alarm in the following situations:

— If any people or animals are to remain in the vehicle interior for a short period.

— If the vehicle is to be loaded onto another vehicle.

— If the vehicle is to be transported.

— If the vehicle is going to be towed with one axle off the ground.

— If the vehicle is to be parked in a two-storey garage.

— If the vehicle is to be parked in a car wash.

Camping mode of interior monitoring system

The interior monitoring system can be deactivated and set to camping mode in the vehicle settings in the Infotainment system or in the exit menu *(→ Vehicle settings menu)* or *(→ Exit menu)*.

The interior monitoring system remains deactivated until it is activated in the vehicle settings of the Infotainment system or the vehicle is driven at a speed of more than around 15 km/h (around 9 mph).

Risk of false alarms for the interior monitoring system

Interior monitoring can only work properly if all the vehicle doors are fully closed. Observe the legal requirements.

A false alarm can be triggered in the following situations:

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— If one or more windows are fully or partially open.

— If lightweight items are left in the vehicle, such as loose pieces of paper or items hung from the interior mirror.

— If the vibration alarm of a mobile telephone is switched on.

Permanent deactivation of interior monitoring and the anti-tow alarm is not possible.

If doors or the boot lid are still open when the anti-theft alarm is activated, only the anti-theft alarm is activated. Interior monitoring and the anti-tow alarm are not activated until all doors and the boot lid are closed.

The SAFELOCK is also deactivated when the interior monitoring and anti-tow alarm are switched off.

Introduction

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

In vehicles with Keyless Access, the boot lid is unlocked automatically when the vehicle is opened .

On vehicles with Keyless Access, it is necessary to operate the sensor on the inside of the driver door handle twice for this.

A symbol in the instrument cluster display indicates if the boot lid is not closed properly STOP Do not drive on! Close the boot lid →⚠.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors and lids are closed.

⚠ WARNING

Incorrect and unsupervised unlocking, opening or closing of the boot lid can cause accidents and serious injuries.

- Open or close the boot lid when there is no-one in the movement path.
- Always check that the boot lid is properly closed after closing it. The closed boot lid must be flush with the surrounding body panels.
- Always keep the boot lid closed while the vehicle is in motion.
- Never open the boot lid when loads are secured to it. The boot lid may close under its own weight due to the additional load. Support the boot lid as necessary or remove the load beforehand.
- Close and lock the boot lid and all doors when the vehicle is not in use. Ensure that no one remains in the vehicle.
- Never leave children playing unattended in or around the vehicle, especially when the boot lid is open. Children could climb into the interior and shut the boot lid, thereby trapping themselves inside. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.

⚠ WARNING

Never close the boot lid by pressing with your hand on the rear window. The rear window could shatter and cause injuries.

NOTICE

Before opening the boot lid, please check that there is enough space to open and close the boot lid, e.g. when in a garage.

NOTICE

Never use the rear window wiper, the gas struts or the rear spoiler to attach or hold a load. This may result in damage where the components are torn off.

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Opening and closing the boot lid manually

Opening the boot lid manually

1. Press the button to unlock the complete vehicle.

   Or: press the button to unlock the boot lid.

   The doors remain locked.

2. Open the boot lid using the handle until it is held in a holding position at the limit stop.

If the boot lid is not opened within a few minutes after unlocking, it automatically locks again.

Closing the boot lid manually

1. *Vehicles without power closing:* grasp the loop on the boot lid. Pull the boot lid down with sufficient momentum until it engages in the lock →⚠.
2. *Vehicles with power closing:* grasp the loop on the boot lid. Pull the boot lid down with sufficient momentum until it is automatically closed by the power closing function →⚠.
3. Check to make sure that the boot lid is securely engaged.
4. The boot lid is also locked by means of the central locking system.

⚠ WARNING

Serious injuries can occur if the boot lid is opened or closed incorrectly or without due care and attention.

- When opening the boot lid, make sure the boot lid is moved fully up.
- When closing the boot lid, make sure that no-one has their hands in the direct path of the boot lid as it moves.

The gas struts cannot always automatically lift the open boot lid at outside temperatures below 0°C(+32°F). Guide the boot lid up by hand if necessary.

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Boot lid is stiff

At outside temperatures around freezing point, the opening mechanism cannot always lift the partially opened boot lid automatically.

1. Guide the boot lid further upwards by hand.

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Opening and closing windows

The buttons for operating the windows are located in the driver door *(→ Driver door)*.



Open window: Press the button. Close window: Pull the button.

One-touch opening and closing

One-touch opening and closing makes it possible to fully open and close the windows. The individual buttons do not have to be held down to do this.

One-touch closing: pull the button for the appropriate window briefly up into the second position.

One-touch opening: push the button for the appropriate window briefly down into the second position.

Stopping the one-touch function: Press or pull the button for the appropriate window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off:

1. *In vehicles with the keyless locking and starting system Keyless Access:* Hold your finger on the locking sensor in the door handle for a few seconds until the windows are closed. The vehicle key must also be within the operating range.

To interrupt the function:

1. Release the locking or unlocking button on the vehicle key.

   Or: Remove your finger from the sensor.

A valid vehicle key must be located within the operating range. All turn signals will flash *once* as confirmation that all the windows have been closed.

Set the convenience opening settings in the Vehicle settings menu in the Infotainment system.

WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. The windows can no longer be opened in an emergency.
- Always take all vehicle keys with you every time you leave the vehicle. The windows can still be operated using the buttons several minutes after the ignition has been switched off, provided that the driver door and front passenger door are not opened.
- When transporting children on the rear seats, always press the safety switch to deactivate the rear electric windows so that they cannot be opened or closed.

WARNING

Improper use of the electric windows can cause crush injuries to the body.

- Never allow children to play with the electric windows.
- Always makes sure that your vehicle is in view when using the convenience opening and closing function.

NOTICE

During sudden rain showers, water can enter the vehicle interior via open windows and cause damage to the vehicle.

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One-touch opening and closing and the roll-back function will not work if there is a fault in the electric windows. Go to a qualified workshop.

To convenience-open the windows using the key in the door lock, you must first unlock the vehicle using the vehicle key.

Electric window roll-back function

The roll-back function of the electric windows can reduce the risk of crush injuries when the windows are closed.

If a window cannot close properly due to stiff movement or an obstacle, the window will open again immediately→ ⚠.

1. Check to see why the window has not closed.
2. Try to close the window again.

If closing of the window is interrupted again, the roll-back function will be deactivated for several seconds.

If the window still cannot be closed, it will stop at the corresponding position→ ⚠.

The window will close without roll-back function if the button is pressed again within a few seconds→ ⚠.

Please go to a suitably qualified workshop if the window still cannot be closed.

⚠ WARNING

Closing the electric windows without the roll-back function can cause serious injuries.

- Always take care when closing the electric windows.
- There must never be anyone in the movement path of the electric windows, particularly if the windows are closed without roll-back function.
- The roll-back function does not prevent fingers or other body parts from being pressed against the window frame and sustaining injury.

The roll-back function is also active for convenience closing of the windows with the vehicle key.

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One-touch opening and closing do not work

If the 12-volt vehicle battery has been disconnected or discharged when the windows were not fully closed, the one-touch opening and closing function does not work and must be reactivated:

1. Switch on the ignition.
2. Close all windows and doors.
3. Pull and hold the button for the respective window for several seconds.
4. Release the button.
5. Pull and hold the button again.

The one-touch opening and closing function is now ready for operation again.

The automatic electric window functions can be reactivated either individually or for several windows at the same time.

Window cannot be closed

1. Check whether there is an obstacle in the movement path.
2. Try to close the window again within a few seconds by pulling and holding the button.

The roll-back function is then deactivated for a small operating range of the closing path. The roll-back function will be activated again if the closing operation takes longer than a few seconds.

The window will then stop if movement is again stiff or if there is an obstacle and opens automatically again.

1. If the fault persists, the system should be checked by a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

— Always keep touch panels clean and dry.

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Adjusting the steering wheel position

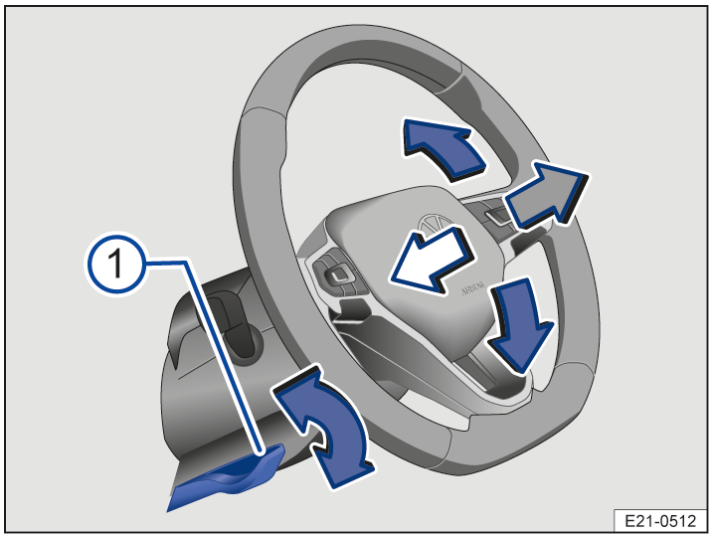


Fig. 1 Below the steering wheel in the steering column trim: lever for mechanical adjustment of the steering wheel position.

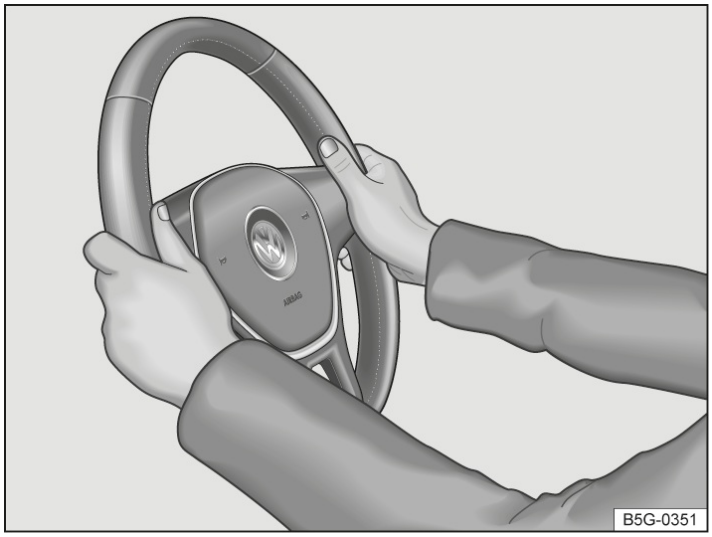


Fig. 2 On the steering wheel: 9 o'clock and 3 o'clock position.

Adjust the steering wheel position before setting off and only when the vehicle is stationary→⚠.

1. Push the lever down → *Fig. 1* (1).
2. Adjust the steering wheel so that you can hold it with both hands at its circumference at the 9 o'clock and 3 o'clock positions with your arms slightly bent → *Fig. 2*.
3. Push the lever → *Fig. 1* (1) up firmly until it is flush with the steering column trim→⚠.

⚠ WARNING

Incorrect use of the steering column position adjustment and incorrect adjustment of the steering wheel can cause serious or fatal injuries.

- After adjusting the steering wheel, always move the lever up firmly. This prevents the steering wheel from moving accidentally while the vehicle is in motion.
- Never adjust the steering wheel when the vehicle is in motion. If you determine that adjustment is necessary when driving, stop the vehicle safely and adjust the steering wheel to the correct position.
- The steering wheel must always point towards the chest and not towards the face. This ensures that the driver front airbag provides maximum protection in the event of an accident.

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- While driving, always keep both hands on the outside of the steering wheel at the *9 o'clock and 3 o'clock positions*. This reduces the risk of injury if the driver front airbag is triggered.
- Never hold the steering wheel at the 12 o'clock position, or in any other manner, e.g. at the hub of the steering wheel. If the driver front airbag is triggered, you could receive severe injuries to the arms, hands and head.

Introduction

The following section describes the options for adjusting the front seats. Always ensure that your sitting position is correct .

WARNING

Always adjust the front seats to their correct position before any journey and ensure that all passengers have fastened their seat belts.

- Push the front passenger seat as far back as possible.
- Adjust the driver seat so that there is at least 25 cm(approximately 10 inches) between the driver's rib cage and the hub of the steering wheel. Adjust the driver seat by moving it forwards or backwards so that you are able to press the pedals to the floor with your knees still slightly angled and the distance to the dash panel in the knee area is at least 10 cm (approximately 4 inches). If your build makes it impossible to fulfil this requirement then you must contact a qualified workshop so they can make any necessary modifications.
- Never travel with the backrest tilted far back. The further back the backrest is tilted, the greater the risk of injury caused by incorrect seat belt routing or an incorrect sitting position.
- Never travel with the backrest tilted far forwards. When an airbag is triggered it could force the seat backrest backwards and injure vehicle occupants on the back seats.
- You should always sit upright with your back against the seat backrest with the front seats properly adjusted. Do not position any body part directly against or too close to where the airbags are fitted.

WARNING

Incorrect adjustment of the seats can cause accidents and serious injuries.

- Adjust the seats only when the vehicle is stationary. The seats could change position unexpectedly if you attempt to reposition them while the vehicle is in motion so that you lose of control of the vehicle as a result. Furthermore, an incorrect sitting position is adopted while adjusting the seat.
- Adjust the height and angle of the front seats or move them forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment range of the seats must not be restricted by any items.
- Adjust the angle of the rear seats or move the seats forwards and backwards only when there is no-one in the adjustment range of the seats.
- The adjustment and locking areas of the seats must not be soiled.

WARNING

Improper use of seat covers or protective covers may lead to the electrical seat controls being operated accidentally and the front seats moving unexpectedly while the vehicle is moving. You could lose control over the vehicle. This could result in serious injury and accidents. Furthermore, this may result in damage to the electrical components in the front seats.

- Never fit seat or protective covers on the electric controls.
- Do not fit seat covers or protective covers over the seats unless they have been expressly approved for use in the vehicle.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

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Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, rivets on clothing or belts, may damage surfaces. Open Velcro fasteners can also cause damage.

Mechanically adjusting the front seat

The following section contains a description of all controls. The number of controls may vary depending on the version of the seat.

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

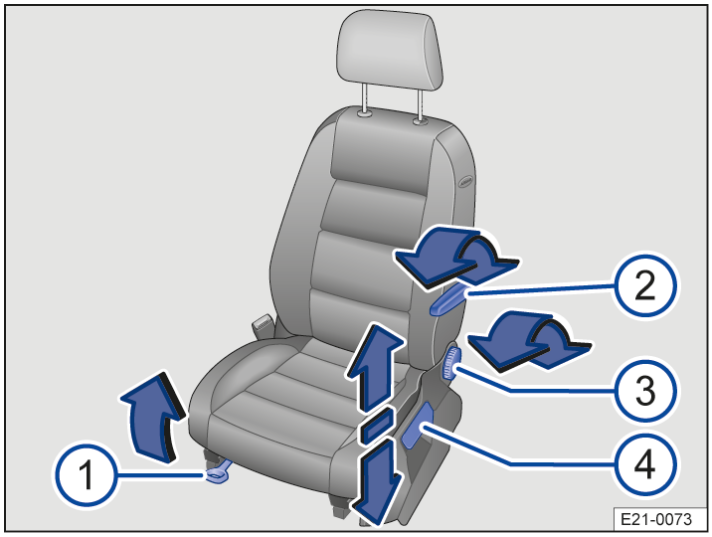


Fig. 1 On the left front seat: Controls(variant 1).

1. Pull the lever to push the front seat forwards or backwards. The front seat must engage after the lever has been released.
2. Operate the lever to adjust the lumbar support.
3. Take your weight off the backrest and turn the handwheel to adjust it.
4. If necessary, move the lever up or down several times to adjust the seat height.

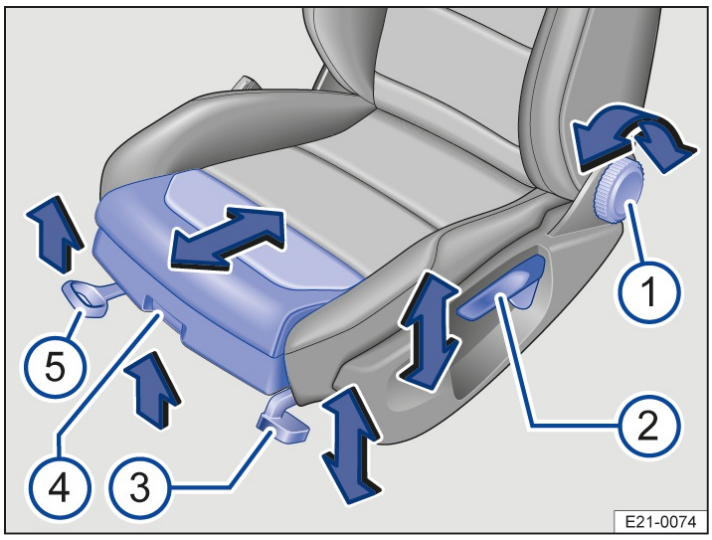


Fig. 2 On the left front seat: Controls(variant 2).

1. Take your weight off the backrest and turn the handwheel to adjust it.
2. If necessary, move the lever up or down several times to adjust the seat height.

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3. Push or pull the lever as often as required to adjust the angle of the seat cushion.
4. Raise the handle and slide the seat cushion forwards or backwards.
5. Pull the lever to push the front seat forwards or backwards. The front seat must engage after the lever has been released.

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Electrically adjusting the front seat

The controls are mirrored for the right-hand front seat.

The seat may have a combination of mechanical and electrical controls.

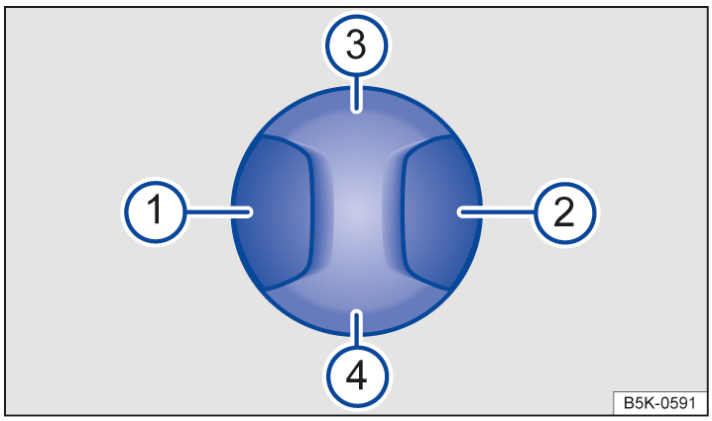


Fig. 1 Switch on the front left seat: adjusting the lumbar support.

1. Move the curve of the lumbar support forwards.
2. Move the curve of the lumbar support back.
3. Move the curve of the lumbar support up.
4. Move the curve of the lumbar support down.

WARNING

Careless or unsupervised use of the electric front seats can cause severe injuries.

- Electrical adjustment of the front seats also works when the ignition is switched off. Never leave children or people requiring assistance alone in the vehicle.
- In the event of an emergency, stop electrical adjustment by pressing another switch.

NOTICE

In order to avoid damage to the electrical components in the front seats, never kneel on the front seats or the seat cushion. Do not apply point loads to the backrest in any way.

It may not be possible to adjust the seat electrically if the charge level of the 12-volt vehicle battery is too low.

Starting the engine will interrupt the seat adjustment procedure.

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Folding the front passenger seat forwards and backwards

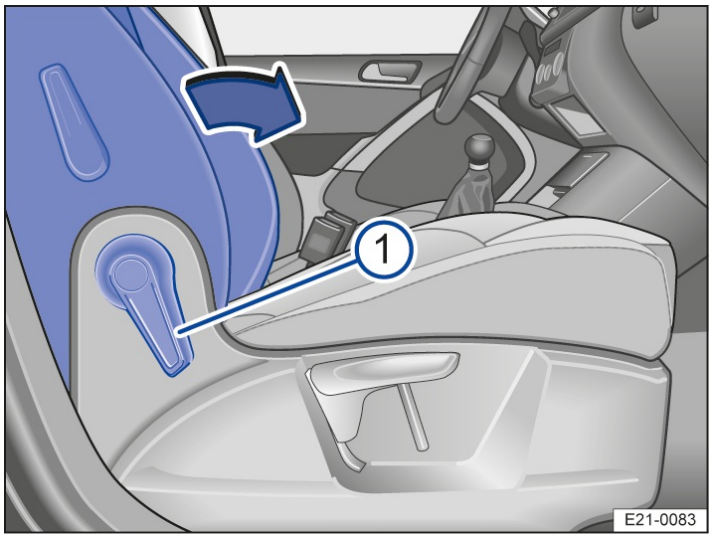


Fig. 1 Front passenger seat: Folding the backrest forwards.

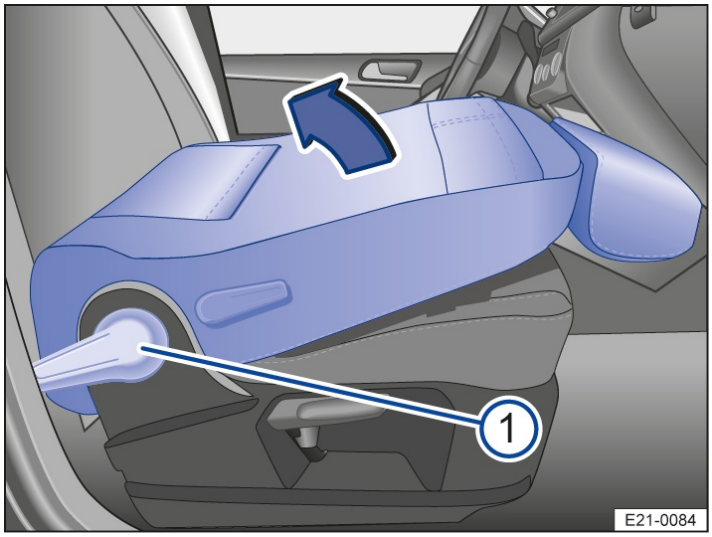


Fig. 2 Front passenger seat: Pull the backrest back.

The front passenger seat backrest can be folded forwards to a horizontal position (depending on vehicle equipment).

The front passenger front airbag must be switched off if any items are to be transported on the front passenger seat when folded forwards .

Folding the front passenger seat backrest forwards

1. Remove any items from the front passenger seat cushion→ ⚠.
2. Lower the front passenger seat down as far as possible.
3. Push the front passenger seat as far back as possible.
4. Push the head restraint all the way down.
5. Pull the lever → *Fig. 1* (1) forwards to unlock the front passenger seat backrest.
6. Fold the front passenger seat backrest forwards in the direction of the arrow→ *Fig. 1* until it is horizontal.

   When it is folded down, the front passenger seat backrest must engage securely into place.

Folding back the front passenger seat backrest

1. When folding back the backrest, ensure it engages on both sides in the

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1. When folding back, check that there are no items or body parts near the hinges.
2. To fold it back, press the lever → *Fig. 2* (1) down to release the front passenger seat backrest again.
3. Fold back the front passenger seat backrest in the direction of the arrow→ *Fig. 2* until it reaches the upright position.

   When it is folded up, the front passenger seat backrest must engage securely into place.

WARNING

Injuries could be caused if the front passenger seat backrests are folded forwards and backwards carelessly.

- Fold the front passenger seat backrest forwards and backwards only when the vehicle is stationary.
- While folding the front passenger seat backrest forwards, always ensure that there are no people, animals or objects in its path.
- The front airbag must be switched off and the PASSENGER AIRBAG indicator lamp OFF will light up for as long as the front passenger seat backrest is folded forwards.
- When folding forwards and backwards, keep all hands, fingers, feet and other body parts away from the seat hinges and seat release mechanism.
- Floor mats or other objects could get caught in the hinges on the front passenger seat backrest. This could cause the front passenger seat backrest to fail to engage securely when it is returned to the upright position.
- When being folded back, the front passenger seat backrest must be securely locked in the upright position. If the front passenger seat backrest is not locked properly it could move suddenly and cause severe injuries.

WARNING

The open seat anchors and hinges of the folded front passenger seat backrest could cause serious injuries in the event of a sudden braking manoeuvre or accident.

- Never transport people or children in the front passenger seat with the front passenger seat backrest folded forward.
- If the front passenger seat backrest is folded forwards, then you must use only the outer rear seat behind the driver in the second row of seats. This also applies to children in child seats.

WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident. This applies particularly if objects are struck by the airbag when activated and then flung through the vehicle interior. To reduce the risk of accidents, observe the following guidelines:

- Always stow all objects in the vehicle securely. Observe legal requirements when doing this.
- The front airbag must be switched off and the PASSENGER AIRBAG indicator lamp OFF will light up for as long as the front passenger seat backrest is folded forwards.

Introduction

The following section describes the options for adjusting the rear seats. Always ensure that the correct sitting position is adjusted .

DANGER

Some components of the rear seats contain button cells and are accessible when the rear seats are folded forward or removed. Swallowing a button cell can result in serious or even fatal injuries within a very short time.

- Always keep children away from rear seats when they are folded forward or removed.
- Seek immediate medical attention if you believe someone may have swallowed a button cell.

WARNING

Incorrect use of the seat functions or incorrect removal and fitting of the rear seats can cause accidents and severe injuries.

- Always keep hands, fingers, feet and other body parts away from the function and adjustment areas of the seats.

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- Never make adjustments or remove or install the rear seats while driving, as this could cause them to move unexpectedly. Furthermore, an incorrect seating position is adopted while adjusting the seat.
- Only make adjustments when there is nobody in the adjustment area of the rear seats.
- All rear seats must always be fitted in their retainers and must be securely engaged.
- All backrests must be in an upright position and securely locked in place while the vehicle is in motion so that the protective action of the seat belts for the rear seats is guaranteed. If a seat is occupied and the backrest has not engaged securely into place, the seat occupant and backrest will move forwards in the event of a sudden braking or driving manoeuvre or during accidents.
- Ensure that the seat belt is not trapped or damaged when folding back the backrest.
- While fitting and removing the rear seats, make sure that the seat feet are not soiled or damaged.
- The floor mats or other objects could get caught in the hinges on the backrest or the rear seat. This can prevent the backrest or the rear seat from locking securely when it is returned to the upright position.
- Adults and children must not use those seats when the backrest or the rear seat is folded forward or is not engaged securely.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.

NOTICE

Sharp edges can damage the seats.

- Do not touch the seats with sharp-edged objects. Sharp objects, such as zips, studs on clothing, and belts, may damage surfaces. Open Velcro fasteners can also cause damage.

If seats are subsequently replaced or retrofitted, the seatbelt status indicator must be activated by a suitably qualified workshop .

Adjusting the backrest on the second row of seats

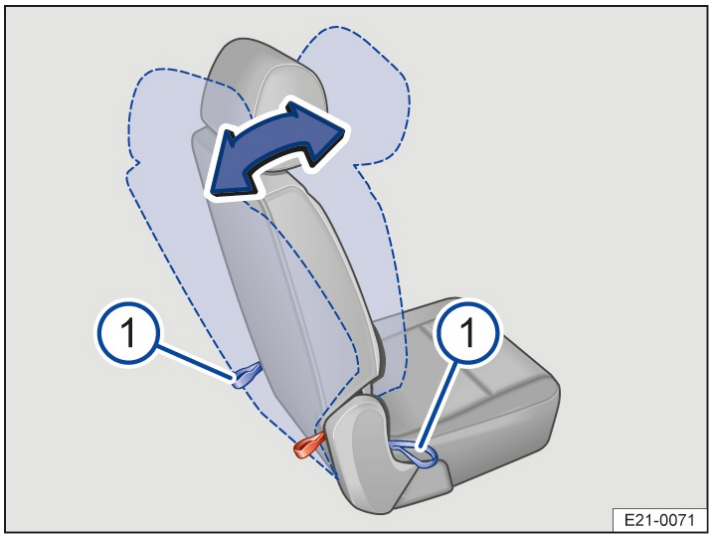


Fig. 1 Second row of seats: Adjusts the angle of the backrest.

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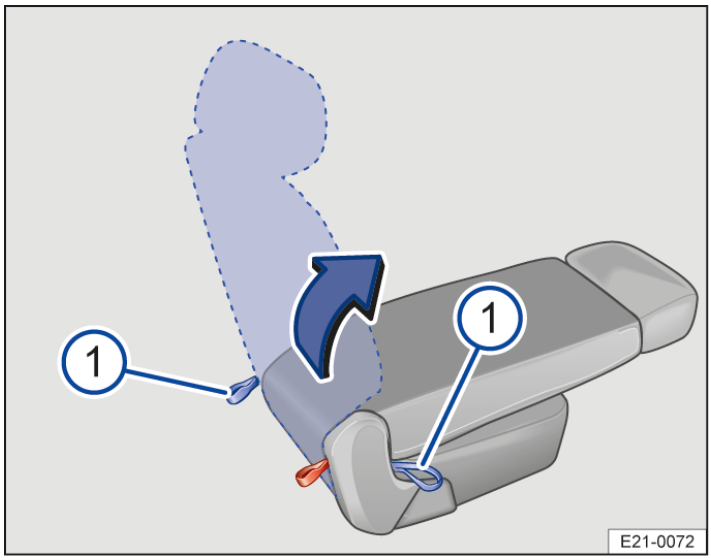


Fig. 2 Second row of seats: Folding the backrest forwards and backwards.

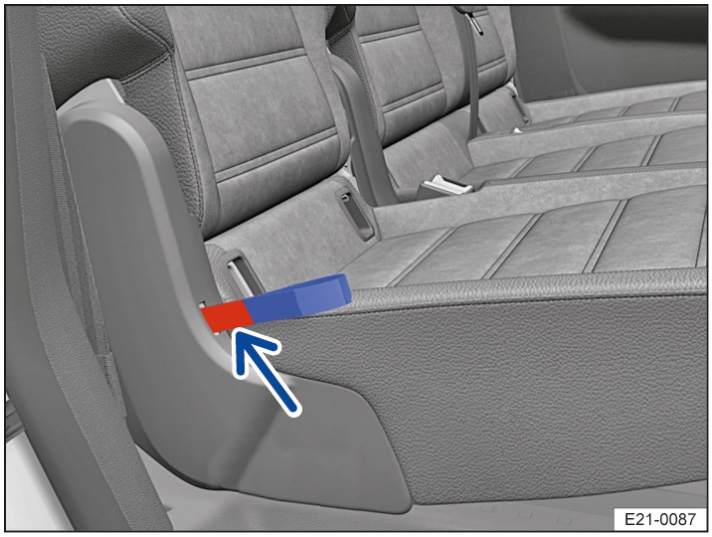


Fig. 3 Second row of seats: Marking indicating that the seat backrest is not engaged properly.

The seats in the second row are divided into a single seat and a two-seat bench. The two backrests can be adjusted independently of each other.

Adjusting the backrest

1. Place one hand on the backrest on the single seat or the two-seat bench. At the same time, pull one of the corresponding loops with your other hand → *Fig. 1* (1).
2. Adjust the backrest to the required position with your hand, pressing against the spring pressure.
3. Release the loop and engage the backrest in position by pushing it forwards and backwards gently.

Folding the backrest forwards

1. If necessary slide the front seats forwards.
2. Remove items from the floor area in front and behind the rear seat.
3. Push the head restraints all the way down .
4. Pull one of the loops → *Fig. 2* (1) behind or on the side of the seat, fold the backrest forwards slightly and let

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go of the loop.

5. Fold the backrest down again until the backrest engages securely.

Folding the backrest backwards

1. Pull one of the loops behind or on the side of the seat→ *Fig. 2* (1), fold the backrest up slightly and let go of the loop.
2. Fold the backrest further back until the backrest engages securely.
3. After pushing back, check that the backrest has engaged securely. The backrest is engaged securely if the red mark → *Fig. 3* (arrow) on the loop isnot visible →⚠.
4. Adjust the head restraint .

⚠ WARNING

An insecure backrest can cause severe injuries.

- The backrest is not properly secured if you can see the red marking on the loop. Always make sure that the red mark is never visible when the seat backrest is in the upright position.

NOTICE

Improper folding of the backrests can cause damage to the seats.

- Before folding the backrests, adjust the front seats so that the head restraints or seat cushions do not rub against the front seats.

Folding seats in the second row forwards and backwards

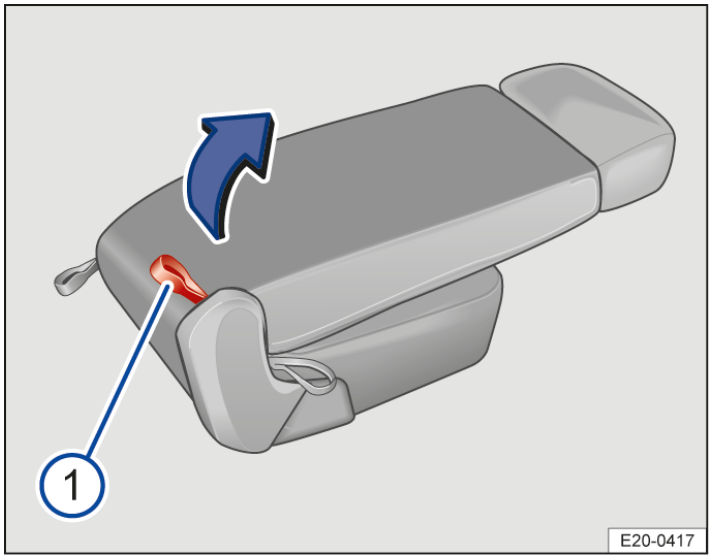


Fig. 1 Second row of seats: Fold seat forward.

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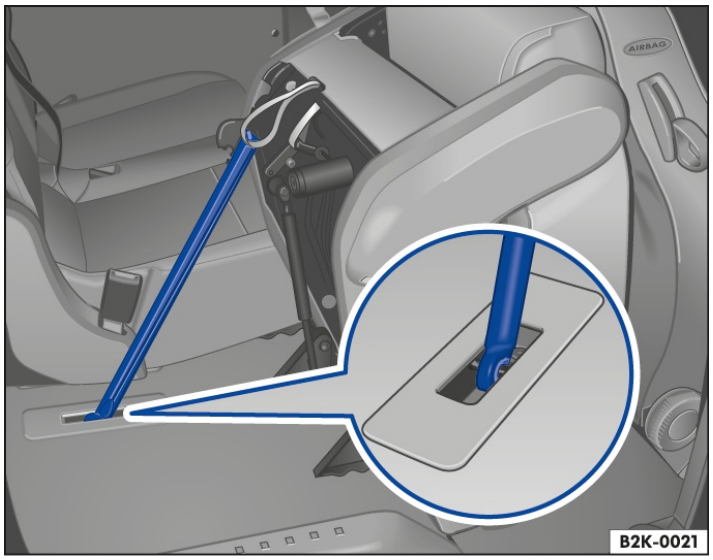


Fig. 2 Second row of seats: secure the seat folded forward with the rod.

The seats in the second row are divided into a single seat and a two-seat bench. The seat and the bench seat can be folded down to increase the size of the luggage compartment.

Folding seat forward

1. Fold the respective backrest forwards and engage it securely *(→ Second row of seats)*.
2. Pull the corresponding red loop → *Fig. 1* (1) on the back of the seat and fold the seat forwards.
3. Release the securing rod from the bracket and push the rod firmly into the seat anchoring until the securing rod engages → *Fig. 2*.

Folding seat back

1. Unhook the rod from the seat anchoring point.
2. Secure the rod in the retainer under the seat.
3. Fold the complete seat back until it engages.
4. Fold back the backrest *(→ Second row of seats)*.

WARNING

Injuries could be caused if the seats are folded forwards and backwards carelessly.

- The seat must always be supported by the rod when folded forwards.

NOTICE

Improper folding of the seats can cause damage to the seats.

- Close the drink holder between the front seats before folding the two-seat bench forwards.

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Removing and installing seats in the second row

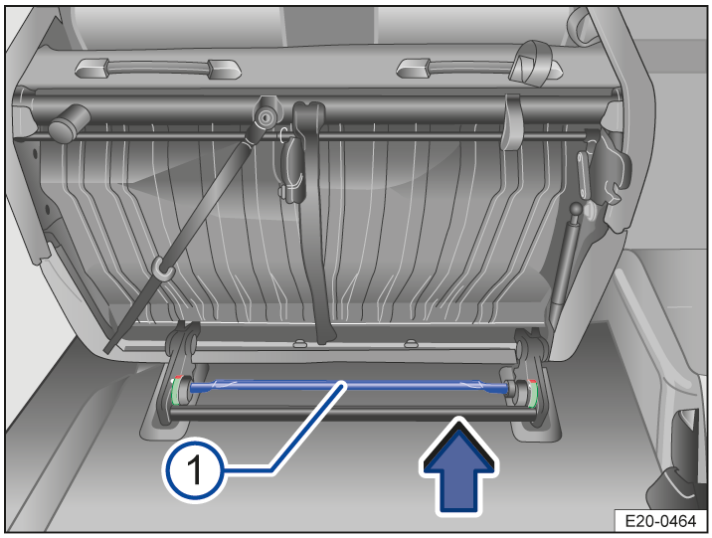


Fig. 1 Second row of seats: Removing the two-seat bench.

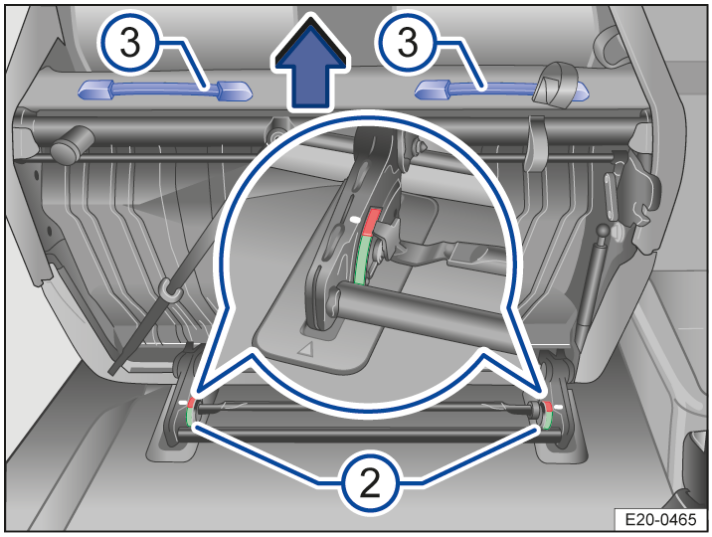


Fig. 2 Second row of seats: Removing the two-seat bench.

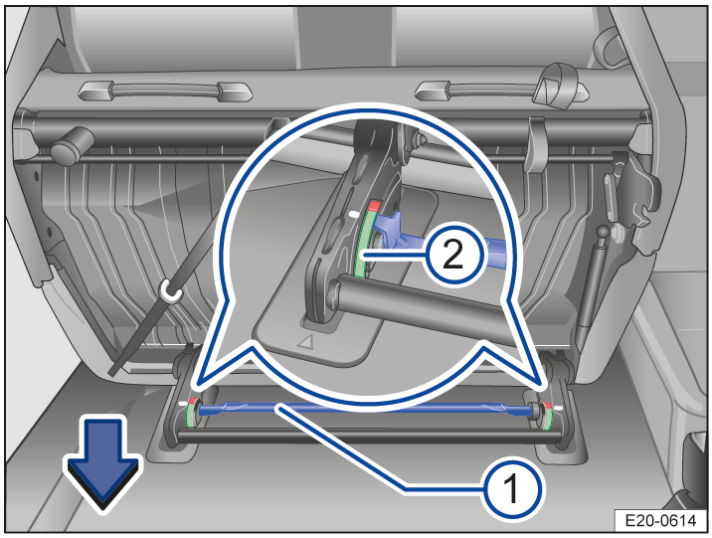


Fig. 3 Second row of seats: Installing the two-seat bench.

The seats in the second row are divided into a single seat and a two-seat bench. The seat and the bench seat can be removed separately to increase the size of the luggage compartment.

Removing the seat

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1. Fold the backrest forwards *(→ Second row of seats)*.
2. Fold the seat forwards *(→ Second row of seats)*.
3. Pull the rods → *Fig. 1* (1) in the direction of the arrow until both locking marks → *Fig. 2* (2) are in the red area.

   The seat is released.
4. Use the carry grips to remove the seat by lifting it out of the catch (3).

Fitting the seat

1. Fit seat in the retainers.
2. Press the rods → *Fig. 3* (1) downwards in the direction of the arrow until both locking marks (2) are in the green area.

   The seat is locked in position.
3. Fold the seat back *(→ Second row of seats)*.
4. Fold back the backrest *(→ Second row of seats)*.

⚠ WARNING

Injuries could be caused if the seats are removed and installed carelessly.

- The lock indicator shows the seat is securely engaged . The seat is not securely engaged if at least one of the lock indicators is in the red area. Always check that both lock indicators are in the green area when the seat is installed.

Folding the backrest of the third row of seats forwards and backwards

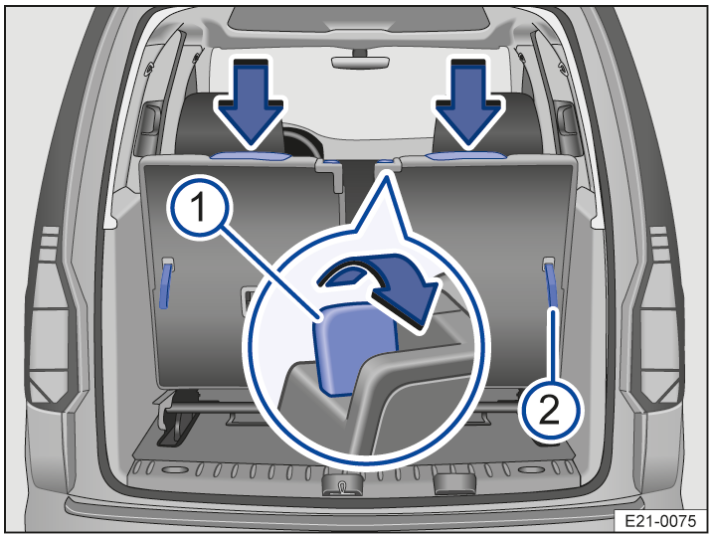


Fig. 1 Third row of seats: folding the backrest forwards.

(1) Release lever.
(2) Loop.

Folding the backrest forwards

1. Push the head restraint all the way down → *Fig. 1* (arrows).
2. Pull the release lever (1) fully to the rear to release the backrest.

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3. Guide the backrest down by hand.

When the backrest is folded down, do not transport any passengers (adults or children) on the respective seat in the third row.

Folding the backrest backwards

1. Pull the loop (2) on the backrest to fold the seat backwards.

   Or: fold back the backrest by hand from the vehicle interior.

2. After folding back, check that the backrest has engaged securely. The red marking on the release lever (1) must no longer be visible →⚠.
3. Adjust the head restraint .

⚠ WARNING

Severe injuries can be caused by an incorrectly engaged backrest.

- The backrest is not properly secured if you can see the red marking on the release lever. Always make sure that the red mark is never visible when the seat backrest is in the upright position.

Removing and fitting seats in the third row of seats

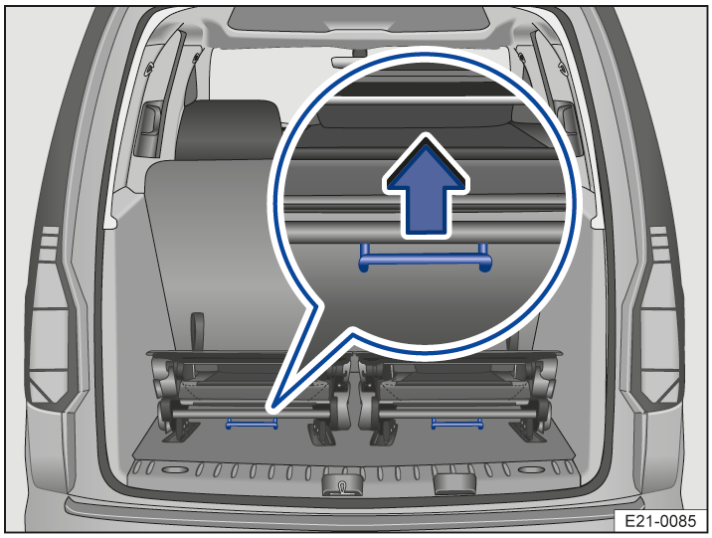


Fig. 1 Third row of seats: Removing the seats.

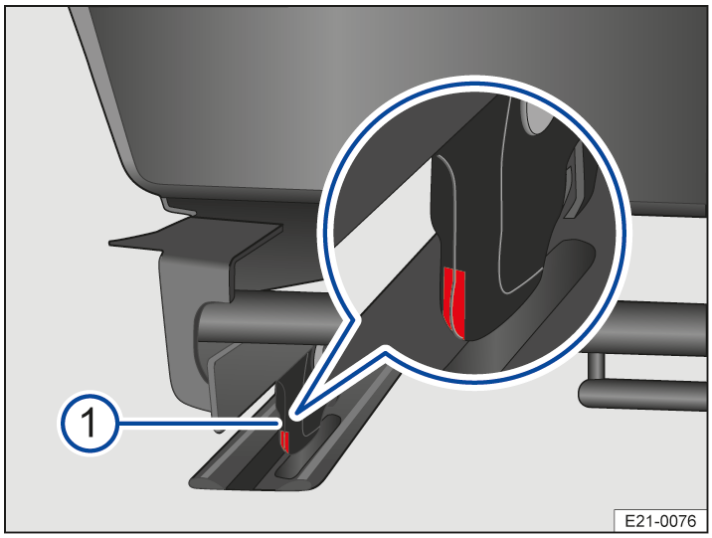


Fig. 2 Third row of seats: Floor locking mechanism indicator.

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The seats in the third row are designed for use on a particular side of the vehicle. They must not be installed on the opposite side.

Removing the seat

1. Fold the backrest forwards *(→ Third seat row)*.
2. Pull the lever underneath the seat upwards→ *Fig. 1* (close-up) to release the seat.
3. Lift the seat forward slightly to detach it from the locking mechanism on the floor.
4. Reach into the recessed areas on the left and right sides of the seat and remove the seat.

Fitting the seat

1. Insert the seat into the mounts in the floor.
2. Press the seat into the mounts until it engages audibly.

   The seat is engaged securely if the red mark on the floor locking mechanism→ *Fig. 2* (1) is not visible →⚠.
3. Fold back the backrest *(→ Third seat row)*.

⚠ WARNING

Injuries could be caused if the seats are removed and installed carelessly.

- The red markings on the floor locking mechanism indicate that the seat is not engaged. Please ensure that the red markings are never visible when the seats are installed.

The following section shows the options for adjusting and removing the head restraints. Always ensure that your sitting position is correct .

Every seat is fitted with a head restraint. The head restraints on the front seats have been developed specifically for the front seats. Depending on the equipment, the rear head restraints have been developed for the respective seats or seat rows. Therefore you should not install the head restraints in any other positions.

There are notches in the rods of the head restraints which enable them to engage in different positions. Only correctly mounted head restraints can engage in the notches in the adjustment area. To prevent accidental removal of the head restraints after installation, stops are fitted at the top and bottom of the adjustment area.

Correct head restraint setting

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

Head restraint setting for shorter people

Push the head restraint all the way down, even if the head is then underneath the top edge of the head restraint. There may be a small gap between the head restraint and backrest in the lowest position.

Head restraint setting for taller people

Push the head restraint up as far as it will go.

⚠ WARNING

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Driving without head restraints or with incorrectly adjusted head restraints increases the risk of severe or fatal injuries in the event of an accident or sudden driving or braking manoeuvre.

- If a seat is occupied, the head restraint for that seat must always be fitted and adjusted correctly.
- Each vehicle occupant must adjust the head restraint to suit their body size in order to help reduce the risk of neck injuries in an accident. As far as possible, the upper edge of the head restraint must be level with the top of the head, but not lower than eye level. Position the back of your head in the middle and as close to the head restraint as possible.
- Never adjust the head restraint when the vehicle is in motion.

NOTICE

When removing or fitting head restraints, make sure that they do not hit the roof, the front seat backrest or other parts of the vehicle. This will prevent damage from occurring.

Adjusting the head restraints

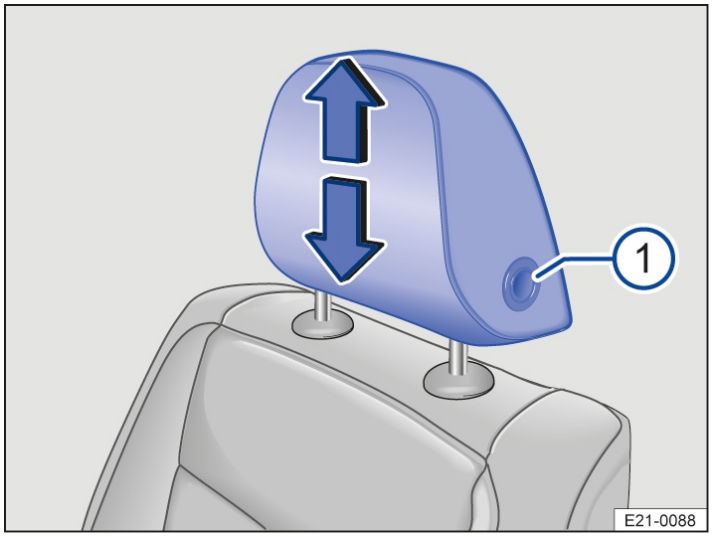


Fig. 1 First row of seats: Adjusting the head restraint

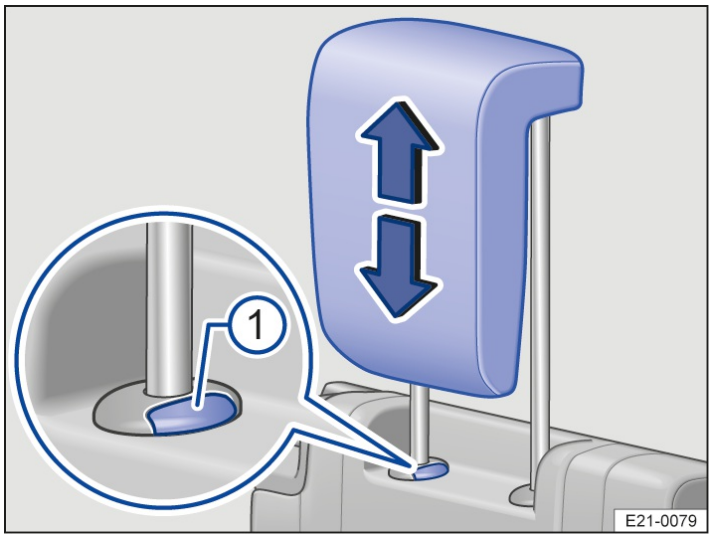


Fig. 2 Third row of seats: Adjusting the head restraint

Adjusting the height (first row of seats only)

1. Push the head restraint up or down while pressing and holding the button→ *Fig. 1* (1).

The head restraint must click securely into position.

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Adjusting the height (second row of seats)

1. Move the head restraint up or down. You can use the smooth lugs to adjust the height of each headrest.

The head restraint must click securely into position.

Adjusting the height (third row of seats)

1. Move the head restraint all the way up or down.
2. The head restraint will only click into place in the uppermost position.
3. To release the head restraint from the locked position, press the→ *Fig. 2* (1) button and lower the head restraint.

Removing and installing front head restraints

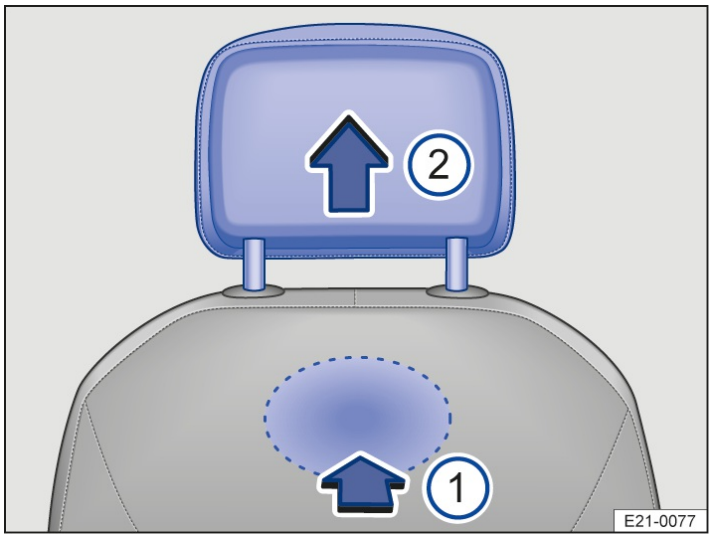


Fig. 1 On the back of the front seat backrest: Removing the head restraint

Removing the front head restraints

1. Lower the head restraint if necessary *(→ Head restraints)*.
2. To unlock the head restraint, feel for the recess in the marked area on the rear of the backrest and use a finger to press it in the direction of the arrow → *Fig. 1* (1).
3. For seats with a stowage area in the backrest, press the recess by pushing a long object through the hole in the upper part under the rubber strap on the stowage area →(!).
4. Pull the head restraint out fully in the direction of the arrow→ *Fig. 1* (2).

Fitting the front head restraints

1. Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.
2. Slide the head restraint all the way down until the guide pins click into place.
3. Adjust the head restraint so a correct sitting position can be assumed.

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NOTICE

Sharp objects can damage the seat cushion and scratch the stowage area in the backrest.

- Always use a blunt object to remove the head restraint in vehicles with a stowage area in the backrest.

Ask a qualified workshop to remove and install the head restraints in the first row of seats.

Removing and fitting the rear head restraints

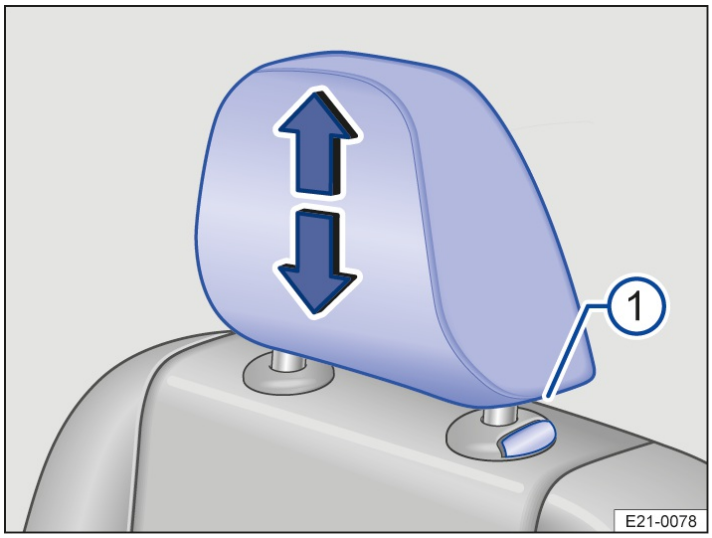


Fig. 1 Second row of seats: Removing the head restraint

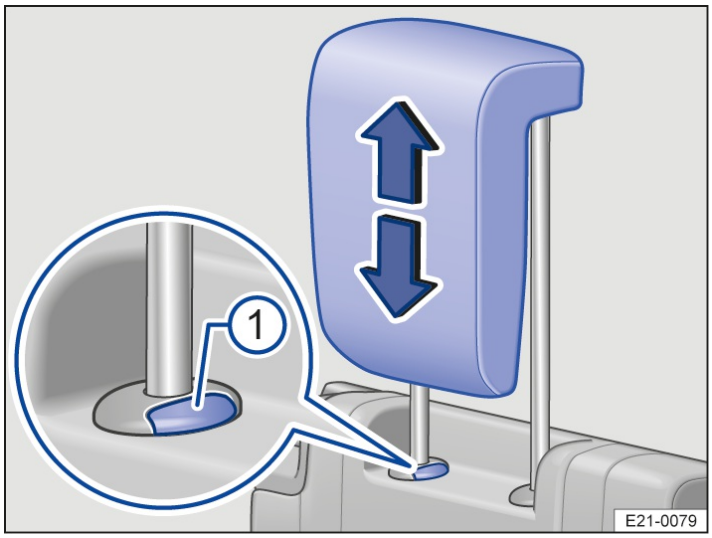


Fig. 2 Third row of seats: Removing the head restraint

Removing the rear head restraints

— If necessary, fold the backrest forward slightly *(→ Second row of seats)*, *(→ Third seat row)*.

— Push the head restraint all the way up.

— Pull the head restraint out fully while pressing the button→ *Fig. 1* (1) or → *Fig. 2* (1).

— Fold the rear seat backrest back if necessary and allow it to engage securely *(→ Second row of seats)*, *(→ Third seat row)*.

Fitting the rear head restraints

— Position the head restraint correctly over the head restraint guides and then insert into the guides of the corresponding seat backrest.

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— Slide the head restraint all the way down until the guide pins click into place.

— Adjust the head restraint so a correct sitting position can be assumed and allow it to engage.

Centre armrest

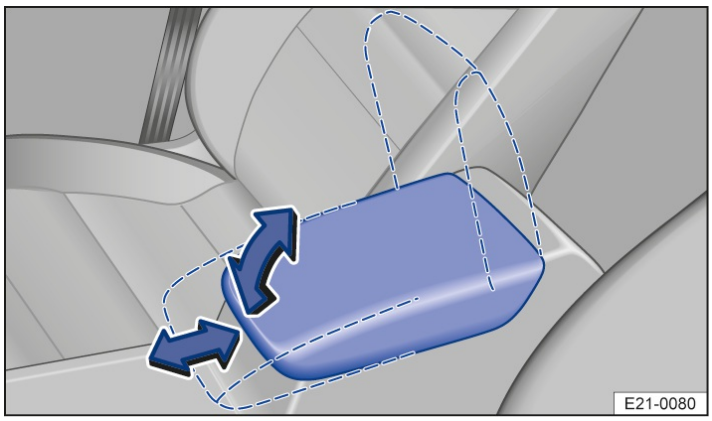


Fig. 1 Between the front seats: Centre armrest.

You can adjust the longitudinal position and the height of the centre armrest.

Adjusting the centre armrest

1. *Lifting:* pull the centre armrest gradually upwards in the direction of the arrow→ *Fig. 1*.
2. *Lowering:* pull the centre armrest all the way up. Then lower the centre armrest.
3. *Adjusting in longitudinal direction:* move the centre armrest forwards or backwards→ *Fig. 1*.

⚠ WARNING

Transporting a person or a child on the centre armrest can lead to accidents and severe or fatal injury.

- Never transport an adult or child on the centre armrest.

⚠ WARNING

When fully open or not completely closed, the front centre armrest can restrict the freedom of movement of the driver's arms and therefore cause accidents and serious injuries.

- Always keep the stowage compartments in the centre armrest closed while the vehicle is in motion.
- Never transport an adult or child on the centre armrest. An incorrect seating position can cause serious injury.

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Switching turn signals on and off

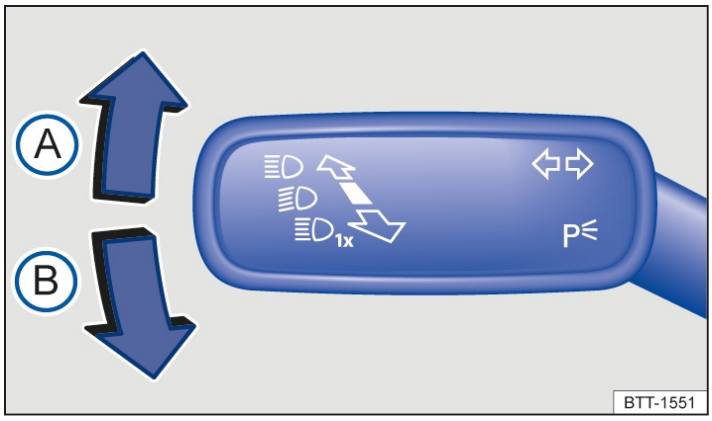


Fig. 1 On the left-hand side of the steering column: Turn signal and main beam lever

(A) Activate right turn signal ➡.

(B) Activate left turn signal ⬅.

Turn signals

1. Switch on the ignition.
2. Move the lever from the centre position to the desired position→ *Fig. 1*.

   To switch off the turn signal, move the lever back to the basic position.

Go to a correspondingly qualified workshop and have the vehicle checked if the acoustic signal does not sound when a turn signal is switched on.

Lane change flash

1. Push the lever up or down to the pressure point and then release the lever.

   The turn signal flashes three times.

   To cancel the lane change flash, immediately move the lever in the opposite direction up to the pressure point and then release it.

You can activate and deactivate the convenience turn signal in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

Incorrect use of turn signals, failure to use turn signals, or forgetting to switch off a turn signal can confuse other road users. This can lead to accidents and serious injuries.

- Always activate the turn signal in good time when changing lanes and performing overtaking or turning manoeuvres.
- Always switch off the turn signal once the lane change or overtaking or turning manoeuvre has been completed.

The hazard warning lights also work when the ignition is switched off.

Some settings can be stored in the personalised user accounts and therefore change when the user account changes.

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Switching lights on and off



Fig. 1 Next to the steering wheel: touch panel for switching on the exterior lighting.

Switching lights on

1. Switch on the ignition.
2. Tap the button as often as required until the corresponding indicator lamps light up.

AUTO
Automatic lighting control: running lights are switched on or off depending on the brightness level, *(→ Exterior drive lighting)*.

Parking lights switched on, the indicator lamp lights up green. Automatic lighting control **AUTO** is activated from speeds of around 10 km/h (6 mph) or when the vehicle has driven around 100 m (328 ft).

The low beam headlights are switched on. The indicator lamp lights up green.

OFF
Display only in instrument cluster: light switched off. Automatic lighting control **AUTO** is activated from speeds of around 10 km/h (6 mph) or when the vehicle has driven around 100 m (328 ft).

Switching off the lights

1. Switch off the ignition.

AUTO
The orientation lighting can be switched on *(→ Coming Home and Leaving Home function (orientation lighting))*.

Parking lights or continuous parking light on both sides of the vehicle switched on. The indicator lamp lights up green.

OFF
Display only in instrument cluster: light switched off.

Daytime running lights

The daytime running lights can increase the visibility of the vehicle in traffic during the day.

The daytime running lights are switched on each time the ignition is switched on (when brightness is detected).

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The daytime running lights cannot be switched off or on manually as from a speed of around 10 km/h (6 mph) or a distance covered of around 100 m (328 ft).

WARNING

Accidents and serious injuries can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

- The light assist systems only provide support; the driver is responsible for making sure the vehicle lights are switched on correctly.
- Always switch on the low beam headlights when driving in the dark, in rainy conditions and in poor visibility.
- Regularly check that all lights and turn signals are working properly.

WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road ahead and to ensure that other road users are able to see you.

- Always switch on the low beam headlights when driving in the dark, in rainy conditions and in poor visibility.
- The rear lights will not be switched on with the daytime running lights. If the rear lights are not switched on, the vehicle may not be visible to other road users if it is dark, raining, or if visibility is poor.

WARNING

Automatic lighting control AUTO switches the low beam headlights on and off only when there is a change in brightness level.

- Switch the low beam headlights on manually if required by the weather conditions, e.g. in the event of fog.

When reverse gear is engaged, the cornering light on both sides of the vehicle switches on when darkness is detected to provide better illumination of the surrounding area when manoeuvring.

Switching the fog lights on and off

Switching on the front fog lights

1. Switch on the ignition.
2. Press the button *(→ Dipped beam)*.

   The indicator lamp in the button lights up green.

Switching off the fog front fog lights

1. Press the button again.

Switching on the rear fog light

1. Switch on the ignition.
2. Press the button *(→ Dipped beam)*.

   The indicator lamp in the button lights up, and the indicator lamp in the instrument cluster lights up yellow.

Switching off the rear fog light

1. Press the button again.

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If the fog lights are switched on with switched-off lights OFF, switched-on side lights or switched-on automatic lighting control AUTO, the dipped beam headlights will be switched on independently of the ambient brightness.

In vehicles with a factory-fitted towing bracket: the vehicle's rear fog light is not switched on if a trailer with rear fog light is electrically connected to the vehicle.

Switching poor weather light on and off

The poor weather light allows the driver to improve illumination of the road in poor visibility conditions.

Switching on the poor weather light

1. Switch on the ignition.
2. Press the button *(→ Dipped beam)*. The indicator lamp in the button lights up green. The indicator lamp in the instrument cluster also lights up for a few seconds.

Switching off the poor weather light

1. To switch off, press the button again.

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Side lights

If the side lights are switched on, both headlights light up with side lights together with parts of the tail light clusters, the number plate lighting and the buttons in the centre console and the dash panel. The automatic headlights function is activated as from a speed of around 10 km/h (6 mph).

Automatic headlights AUTO

When the automatic headlights function is switched on, the vehicle lighting and the instrument and switch lighting will switch on under the following conditions.

— The light sensor has detected darkness.

— The windscreen wipers have been switched on for an extended period.

When the lights are switched on, the indicator lamp lights up yellow.

The automatic headlights function is merely an aid and will not always be able to detect all driving situations.

In vehicles with a corresponding equipment level, the switch-on time of the automatic headlights can be set in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Static cornering light

When dipped beam is switched on, a cornering light is switched on when turning slowly or driving around very tight bends.

Acoustic warnings if lights are not switched off

When the ignition has been switched off and the driver door is opened, acoustic warnings will sound under the following conditions:

— If the parking light is switched on.

— If the side lights are switched on.

No acoustic warning will be given as a reminder that a light is still switched on when leaving the vehicle when the orientation lighting is switched on.

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Turn signal indicator lamp

The indicator lamp flashes green.

If a turn signal on the vehicle has failed, the indicator lamp will start flashing twice as fast.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Trailer turn signal indicator lamp

The indicator lamp flashes green.

The indicator lamp goes out if a trailer turn signal or all trailer lights stop working.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Vehicle lighting fault

The indicator lamp lights up yellow.

Exterior lighting not working partially or completely.

1. Check the lighting and change the appropriate bulb as required .
2. If the fault persists, go to a correspondingly qualified workshop.

Fault in rain and light sensor

In light switch position AUTO, the vehicle lighting is not switched on or off automatically.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

In cold or damp weather, condensation may build up briefly on the interior of the headlights, tail light and turn signals. This is normal and does not affect the service life of the lighting system of your vehicle.

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Switching main beam on and off

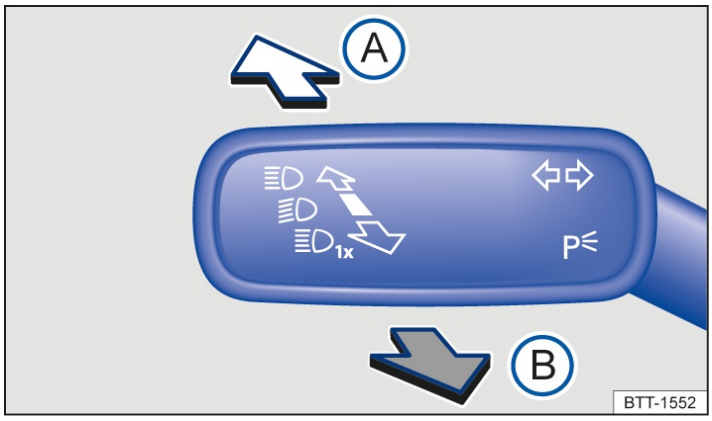


Fig. 1 On the left-hand side of the steering column: Turn signal and main beam lever

(A) Switch on the main beam.

(B) Operate the headlight flasher or switch off main beam.

The blue indicator lamp lights up in the instrument cluster when the main beam or headlight flasher is switched on.

Switching on main beam

1. Switch on the ignition and dipped beam.
2. Push the lever forwards from the centre position→ *Fig. 1*.

Switching off main beam

1. Pull the lever to the rear from the centre position→ *Fig. 1*.

Switching the headlight flasher on and off

1. Pull the lever to the rear from the centre position and hold in this position→ *Fig. 1*.

   Release the lever to switch off.

Main-beam control

Depending on the vehicle equipment level, advanced main-beam control may also be available *(→ Main-beam control (static))*.

WARNING

Incorrect use of the main beam headlights can lead to accidents and serious injuries as the main beam headlights can distract and dazzle other road users.

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High-beam control

High-beam control automatically dips the headlamps when oncoming vehicles and vehicles driving in front are detected. High-beam control also recognises illuminated areas such as towns and deactivates the high beam while driving through them.

Within the limits of the system, the high beam is automatically switched on or off depending on ambient and traffic conditions and on the driving speed →⚠.

Depending on the vehicle equipment level, high-beam control can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on high-beam control

1. Switch on the ignition and automatic lighting control AUTO.
2. Push the direction indicator and high beam lever forwards from its basic position.

The indicator lamp lights up in the instrument cluster display when high-beam control is switched on. When high-beam control is active, the blue indicator lamp for high beam lights up additionally in the instrument cluster.

Switching off high-beam control

1. Switch off automatic lighting control AUTO.

   Or: high-beam control switched on and active: pull back the direction indicator and high beam lever.

   Or: high-beam control switched on and not active: tap the direction indicator and high beam lever forwards to switch on manual high beam. Pull back the direction indicator and high beam lever to switch off the manual high beam if necessary.

   Or: switch off the ignition.

System limitations

The high beam has to be manually switched off under the following conditions, as it is not switched off by the high-beam control in time or at all:

— In poorly lit streets where there are highly-reflective signs.

— Other road users with insufficient lighting facilities, such as pedestrians, cyclists.

— In tight bends, brows of hills or depressions in the land or half-hidden oncoming traffic.

— With oncoming traffic on streets with a central barrier where the driver can see clearly over the central barrier e.g. truck drivers.

— In fog, snow or heavy rain.

— In dusty or sandy areas.

— Damage to the windscreen in the camera's vision field.

— If the viewing field of the camera is misted up, dirty, covered by a sticker, snow or ice.

— If the camera is broken or the power supply is interrupted.

⚠ WARNING

Do not let the extra convenience afforded by high-beam control tempt you into taking any risks when driving. The system is not a substitute for the full concentration of the driver.

- Always check the lighting yourself and adjust it to suit the light, visibility and traffic conditions.
- The high-beam control may not be able to recognise all driving situations correctly and may not work properly in

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certain situations.

- If the camera's field of view is dirty, covered or damaged, the function of the high-beam control may be impaired. This also applies if changes are made to the vehicle's lighting system, for example if additional headlamps are fitted.

NOTICE

Please observe the following points in order to avoid impairing the proper function of the system:

- Clean the camera's field of view at regular intervals, and keep it clean and free from snow and ice.
- Do not cover the camera's field of view.
- Check the area of the windscreen which is in the camera's field of view for damage at regular intervals.

Light-emitting objects in the camera's field of operation, e.g. mobile navigation devices, could impair the functions of the high-beam control.

Switching parking lights on and off

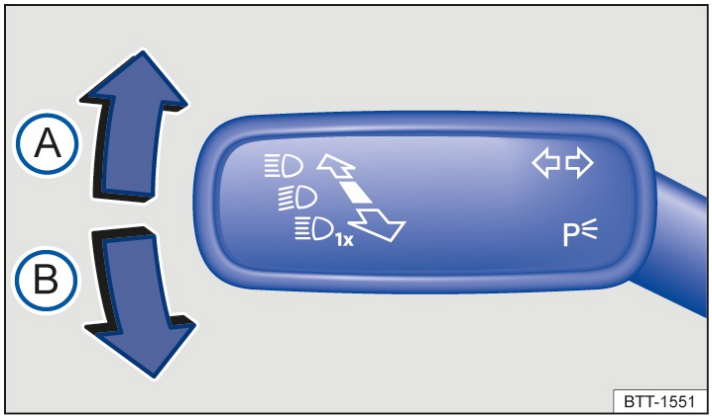


Fig. 1 On the left-hand side of the steering column: direction indicator and high beam lever.

(A) Right-hand parking light is switched on.

(B) Left-hand parking light is switched on.

Switching on parking light on one side of the vehicle

When the parking lights are switched on, the headlamp with parking lamp and parts of the tail light cluster on the corresponding side of the vehicle light up.

1. Switch off the ignition.
2. Move the direction indicator and high beam lever from the centre position to the required position → *Fig. 1*.

Switching on continuous parking light on both sides of the vehicle

Both headlamps with parking lamps and parts of the rear light cluster light up if the continuous parking light on both sides of the vehicle is switched on.

1. Switch on the parking lamps.
2. Switch off the ignition.
3. Lock the vehicle from outside.

Automatic switch-off of parking lamps

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The vehicle will detect a weak 12-volt vehicle battery and switch off the parking lamps so that the engine can still be started – but after 2 hours at the earliest.

If the battery capacity is not sufficient for the parking lamps to remain switched on for 2 hours, the 12-volt vehicle battery can be discharged to such an extent that it is no longer possible to start the engine →⚠.

⚠ WARNING

Accidents and serious injuries can occur if the vehicle is parked without sufficient illumination, as other road users might have difficulty seeing the vehicle, or may not see it at all.

- Always park the vehicle safely and with sufficient lighting. Observe any applicable country-specific legal requirements.
- If the vehicle lighting is required for several hours, switch on the right or left parking light if possible. The activation duration of the one-sided parking light is generally double that of the continuous parking light on both sides.

NOTICE

If the parking lamps are used, the vehicle battery will discharge itself. To make it possible for the engine to be restarted, the parking lamps are switched off automatically to preserve the charge state of the vehicle battery.

- If you cannot start the engine, seek assistance to help you jump-start the vehicle if necessary and have the vehicle battery checked by a correspondingly qualified workshop.

Coming Home and Leaving Home function (orientation lighting)

The Coming Home and Leaving Home function lights up the area immediately surrounding the vehicle when you get in or out of the vehicle in darkness.

The Coming Home and Leaving Home function is controlled automatically by a light sensor.

The switch-off delay can be set and the function activated or deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Activating the Coming Home function

1. Switch off the ignition.

   The Coming Home lights are switched on when automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

   The *switch-off delay* starts when the last vehicle door or the boot lid is closed.

Deactivating the Coming Home function

1. Automatically after the set switch-off delay has elapsed.

   Or: automatically if a vehicle door or the boot lid is still open approximately 30 seconds after switch-on.

   Or: press the light switch as often as necessary until the setting OFF is displayed in the instrument cluster.

   Or: switch on the ignition.

Activating the Leaving Home function

1. Unlock the vehicle when automatic lighting control AUTO is switched on and the light sensor detects *darkness*.

Deactivating the Leaving Home function

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1. Automatically after the switch-off delay.

   Or: lock the vehicle.

   Or: press the light switch as often as necessary until the setting OFF is displayed in the instrument cluster.

   Or: switch on the ignition.

Headlight range control

Headlight range control can be used to adjust the low beam light cone to the vehicle load level. This gives the driver the best visibility possible and means that oncoming traffic will not be dazzled →⚠.

The headlight range can be adjusted in the Infotainment system, depending on the equipment.

Manual headlight range control

Adjusting in the Infotainment system:

1. Press the MENU button or function button.
2. Tap the Vehicle and function buttons to open the Vehicle settings menu.
3. Tap the Headlights function button to open the Light settings menu.
4. Tap the Headlight range control function button.
5. Tap the required setting value (typical vehicle load level).

Settings in the Infotainment system	
0	Front seats occupied and luggage compartment empty.
2	All seats occupied and luggage compartment empty.
4	All seats occupied and luggage compartment fully laden. Towing a trailer with a low drawbar load.
6	Only the driver seat occupied and luggage compartment fully laden. Towing a trailer with maximum drawbar load.

Dynamic headlight range control

The headlight range cannot be adjusted manually if the vehicle has dynamic headlight range control. The headlight range is automatically adapted to suit the vehicle load level as soon as the headlights are switched on →⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the headlights to dazzle and distract other road users. This can lead to accidents and serious injuries.

- Always adapt the light cone to the load level of the vehicle to avoid dazzling other road users.

⚠ WARNING

Failure or malfunction in the dynamic headlight range control can cause the headlights to dazzle or distract other road users. This can lead to accidents and serious injuries.

- Have the headlight range control checked by a suitably qualified workshop as soon as possible.

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Switching over headlights for driving abroad (travel mode)

If you have to drive a right-hand drive vehicle in a left-hand drive country, or vice versa, the dipped beam of vehicles with dynamic cornering light may dazzle oncoming traffic. For this reason, the headlight alignment of vehicles with this equipment can be adjusted in the vehicle settings in the Infotainment system (travel mode) *(→ Vehicle settings menu)*.

It is not necessary to adjust the headlights on vehicles with manual headlight range control.

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Instrument and switch lighting

The brightness of the instrument and switch lighting can be adjusted in the vehicle settings in the Infotainment system, depending on the vehicle equipment *(→ Vehicle settings menu)*.

The brightness setting is automatically adjusted to the changing light conditions in the vehicle.

In vehicles without an adjustment function, the instrument and switch lighting comes on permanently.

When automatic lighting control AUTO is switched on, a sensor will switch the low beam and the lighting in the instruments and switches on and off automatically depending on the ambient brightness.

When the lights are switched off and the ignition switched on, the instrument and switch lighting (needles and scales) is switched on. As the ambient light becomes lower, the lighting of these scales is automatically reduced and may be switched off entirely. This function is intended to remind the driver to switch on the low beam in good time, i.e. when driving through tunnels.

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Interior lights and reading lights

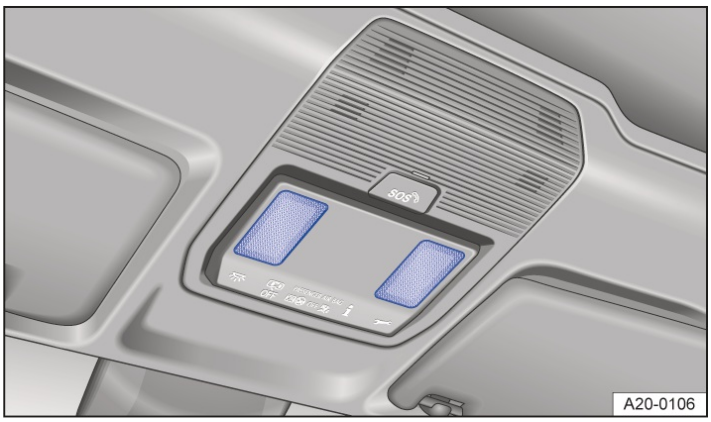


Fig. 1 In the roof console: Touch-sensitive reading lights.

Tap the corresponding symbol:

Switch interior lights on or off or dim lights.

OFF

Function is switched off: The interior lights are switched on automatically when the vehicle is unlocked, a door is opened or the ignition is switched off.

Touch-sensitive reading lights with manual dimming function

There may be touch-sensitive reading lights in the roof console and above the seat rows, depending on the vehicle equipment → *Fig. 1*. The respective reading light can be switched on or off by touching the light surface.

In order to activate the manual dimming function, keep touching the light surface until the desired brightness level is reached.

Glove box and luggage compartment lighting

The corresponding light will be switched on or off when the glove box or boot lid is opened or closed.

The lights switch off when the vehicle is locked or after a few minutes once the ignition has been switched off. This prevents the 12-volt battery from discharging.

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Operating the wiper lever

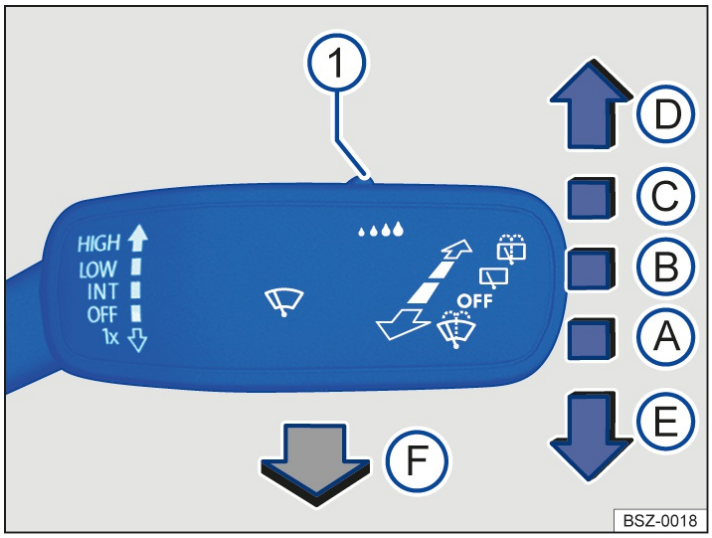


Fig. 1 On the right-hand side of the steering column: operating the windscreen wipers.

(A) **OFF** Wipers switched off.

(B) **INT** Interval wipe for the windscreen, or rain sensor mode. The interval wipe for the windscreen depends on the speed of the vehicle. The wipers will wipe more frequently as the vehicle moves faster.

(C) **LOW** Slow wipe.

(D) **HIGH** Fast wipe.

(E) **1x** Flick wipe – wipes briefly. Push and hold the lever down for longer to wipe more quickly.

(F) Wash and wipe system for cleaning the windscreen with the lever pulled. The automatic Climate Control system will switch to air recirculation mode for approximately 30 seconds to prevent the smell of the washer fluid from entering the vehicle interior.

(1) Switch for wipe intervals(vehicles without rain and light sensor)or adjusting the sensitivity of the rain and light sensor.

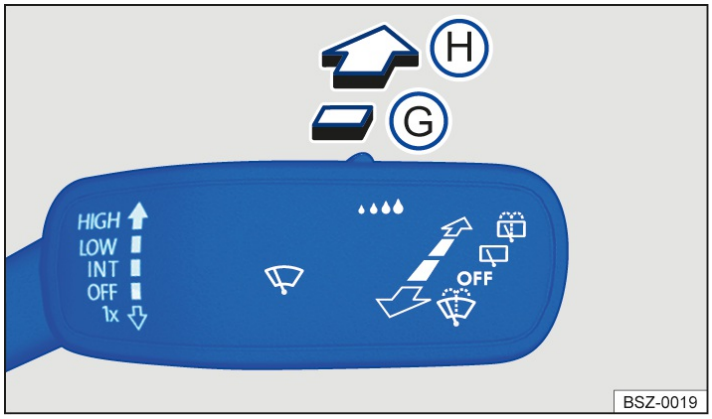


Fig. 2 On the right of the steering column: operating the rear window wiper.

(G) Interval wipe for the rear window. The wiper will wipe the window approximately every 6 seconds.

(H) Wash and wipe system for cleaning the rear window with the lever pushed.

The wipers function only when the ignition is switched on and the bonnet or boot lid are closed.

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WARNING

Without adequate anti-freeze, the washer fluid may freeze onto the windscreen and obscure your view.

- In winter temperatures, the windscreen washer system should only be used when adequate frost protection has been added.
- In winter temperatures, never use the windscreen washer system before the windscreen has been heated by the ventilation system or the windscreen heating. This could lead to the anti-freeze mixture freezing on the windscreen and restrict the driver's vision.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change wiper blades if they are damaged or worn and no longer clean the windscreen properly *(→ Wiper blades)*.

NOTICE

Incorrect handling of the wipers can lead to damage to the windscreen and wiper blades and also to the wiper motor.

- Before starting your journey and switching on the ignition, check to make sure that the wiper lever is in its basic position.
- Remove snow and ice from the wipers and windows.
- Always carefully loosen wiper blades that have become frozen onto the window.

NOTICE

Do not use the wipers when the window is dry. Using the wipers when the window is dry can damage the glass.

- Do not switch on the wipers when the window is dry.

When switched on, the wipers will temporarily be switched to the next setting down when the vehicle is stationary.

If the vehicle is parked during cold weather, the service position of the windscreen wipers may be helpful in order to be able to release the wiper blades better from the windscreen *(→ Wiper blades)*.

Wiper function

Automatic activation of the rear window wiper

The rear window wiper is switched on automatically if the windscreen wipers are switched on and reverse gear is engaged. Automatic activation when reverse gear is engaged can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Heated washer jets

The heating defrosts frozen washer jets. The heating output is automatically regulated when the ignition is switched on, depending on the ambient temperature. Only the washer jets are heated and not the hoses carrying washer fluid.

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Rain/light sensor

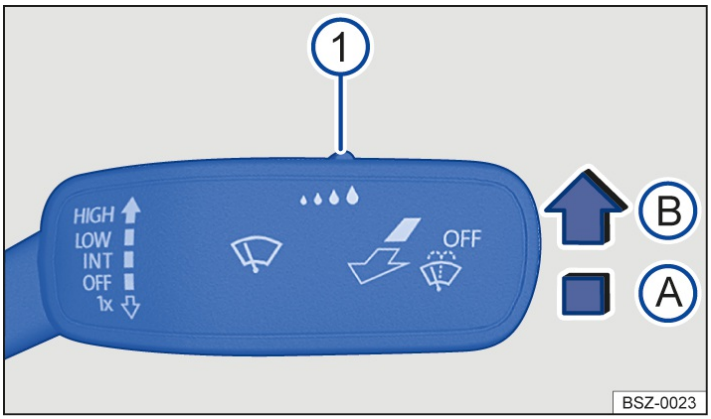


Fig. 1 On the right of the steering column: wiper lever.

(1) Switch for setting the sensitivity of the rain and light sensor.

(A) The rain/light sensor is deactivated.

(B) The rain/light sensor is active, automatic wipe when necessary.

When the rain/light sensor is activated, it automatically controls the frequency of the wiper intervals, depending on the intensity of the rain.

Activating and deactivating the rain/light sensor

1. Push the lever to the desired position → *Fig. 1*.

The automatic wipe function can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If the automatic wipe function is deactivated in the Infotainment system, the intervals are set at fixed levels.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain and light sensor can be adjusted manually using the switch in the wiper lever → *Fig. 1* (1) → ⚠.

1. For high sensitivity, adjust the switch to the right.

   For low sensitivity, adjust the switch to the left.

⚠ WARNING

The rain/light sensor cannot always detect every rain shower and activate the wipers.

- If necessary, switch on the wipers manually if the water on the windscreen restricts the field of vision.

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Washer fluid level too low

The indicator lamp lights up yellow.

1. Fill up the washer fluid reservoir as soon as possible *(→ Washer fluid)*.

Fault in wipers

The indicator lamp lights up yellow.

The wipers do not wipe.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Fault in rain and light sensor

The wipers are not switched on automatically if it rains during rain/light sensor operation.

1. Switch the ignition on and off.
2. If the fault persists, go to a correspondingly qualified workshop.

Changes in the response of the rain and light sensor

Possible causes for faults and misinterpretations *relating to the sensitive surface* of the rain and light sensor *(→ Front view)* include:

— Damaged wiper blades: a film of water or smears caused by damaged wiper blades can increase the time the wipers are switched on, can shorten the length of the intervals between wipes or cause the wipers to run quickly and continuously.

— Insects: insects hitting the windscreen surface can cause the wipers to be activated.

— Salt deposits: in winter, salt deposits can cause the wipers to continue to wipe the windscreen when it is almost dry.

— Soiling: dry dust, wax, windscreen coatings (lotus effect), or detergent deposits (from an automatic car wash) can cause the rain and light sensor to become less sensitive and react too slowly, or prevent it from reacting at all. Clean the sensitive surface of the rain and light sensor at regular intervals and inspect the wiper blades for damage *(→ Vehicle care, exterior)*.

— Crack in the windscreen: a wipe cycle will be triggered if the rain and light sensor is switched on when the windscreen is impacted by a stone. The rain/light sensor will then register the reduction in sensitivity of the surfaces and adjust accordingly. Depending on the size of the stone impact, the response of the rain/light sensor may change.

We recommend that you use an alcohol-based glass cleaner to remove wax and polish.

The wipers will try to wipe away any obstacles that are on the window. The wipers will stop moving if the obstacle blocks their path. Remove the obstacle and switch the wipers back on again.

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Introduction

You can use the exterior mirrors and the interior mirror to observe traffic behind you and adjust driving style accordingly.

For safety reasons, it is important that the driver positions the exterior and interior mirrors correctly before starting a journey →⚠.

Looking in the exterior mirrors and the interior mirror does not allow the driver to see the entire area around the side and rear of the vehicle. The area that cannot be seen is known as the blind spot. Objects and other road users may also be located in the blind spot.

⚠ WARNING

Adjusting the exterior and interior mirrors while driving may cause the driver to become distracted. This can lead to accidents and serious injuries.

- Adjust the exterior mirror and interior mirror only when the vehicle is stationary.
- When parking, changing lane, or performing an overtaking or turning manoeuvre, always pay careful attention to the area around the vehicle as objects and other road users may be located in the blind spot.
- Always ensure that the mirrors are positioned correctly and that the rear view is not restricted by ice, snow, condensation or any other objects.

⚠ WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using curved mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

⚠ WARNING

Automatic anti-dazzle mirrors contain an electrolyte fluid which could leak if the mirror is broken.

- The leaking electrolyte fluid can cause irritation to the skin, eyes and respiratory organs, especially in people who suffer from asthma or similar illnesses. Immediately ensure that there is a sufficient supply of fresh air and get out of the vehicle. If this is not possible, open all of the windows and doors.
- If your eyes or skin come into contact with the electrolyte fluid, wash the affected area immediately with plenty of water for at least 15 minutes and seek medical attention.
- If your shoes or clothes come into contact with the electrolyte liquid, wash them immediately with plenty of water for at least 15 minutes. Clean shoes and clothes thoroughly before wearing them again.
- If you have swallowed electrolyte fluid, rinse your mouth immediately with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the glass of an automatic anti-dazzle mirror is broken, electrolyte fluid can leak from the mirror. This fluid corrodes plastic surfaces.

- Remove leaked liquid as quickly as possible, e.g. with a wet sponge.

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Interior mirror

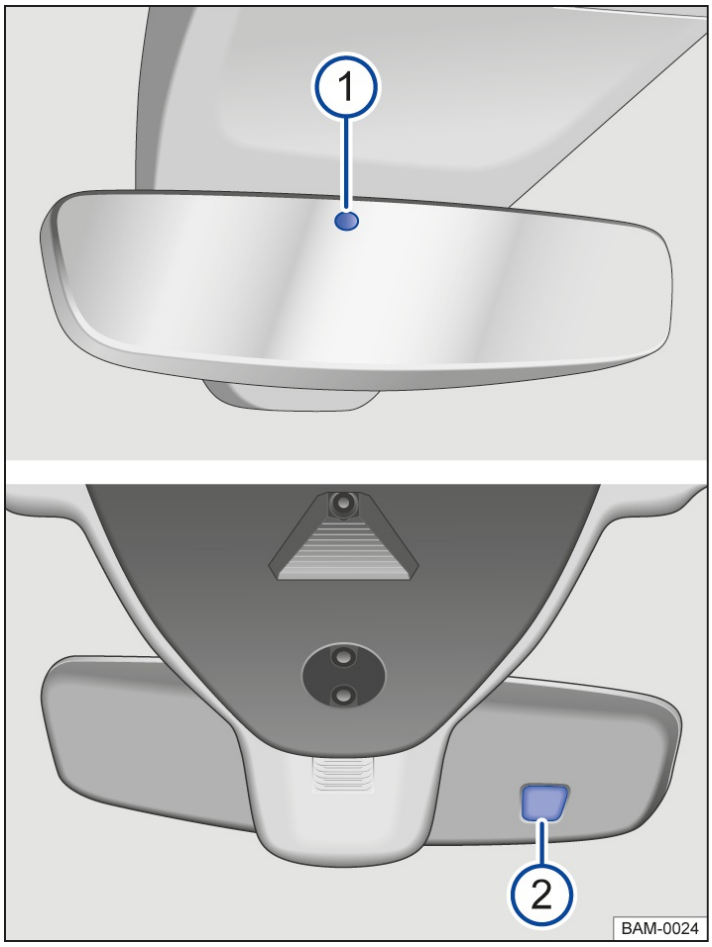


Fig. 1 On the windscreen: automatic anti-dazzle interior mirror.

(1) Sensor for incident light from the rear.

(2) Sensor for incident light from the front.

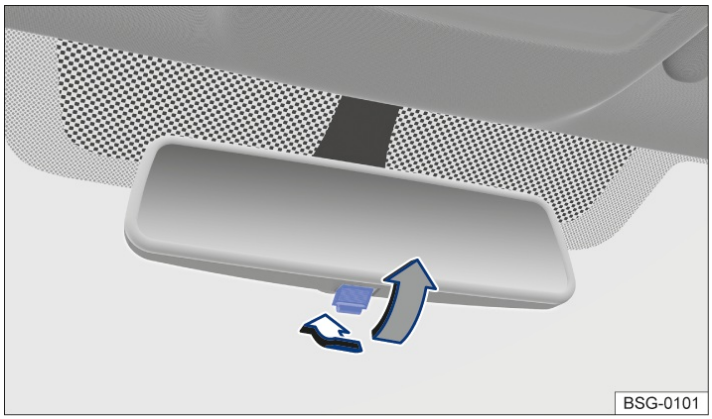


Fig. 2 On the windscreen: manual anti-dazzle interior mirror.

Automatic anti-dazzle interior mirror

When the ignition is switched on, the sensors measure the incident light from the rear → *Fig. 1* (1) and from the front (2).

Depending on the values measured, the interior mirror dims automatically.

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If the incident light on the sensors is hindered or interrupted, e.g. by a sun blind or other hanging objects, the automatic anti-dazzle interior mirror will not function or will not function correctly. Mobile navigation devices attached to the windscreen or near the interior automatic anti-dazzle interior mirror can also influence the sensors → ⚠.

The automatic anti-dazzle function will be deactivated in some situations, e.g. when reverse gear is engaged.

Manual anti-dazzle interior mirror

— Basic position: the lever on the lower part of the mirror is pointing towards the windscreen.

— Pull the lever back to select the anti-dazzle function→ *Fig. 2*.

⚠ WARNING

The illuminated display from a mobile navigation device can lead to the malfunction of the interior automatic anti-dazzle mirror and cause accidents or serious injuries.

- You may not be able to precisely determine the distance from vehicles travelling behind you or from other objects if the automatic anti-dazzle function is impaired.

Exterior mirrors

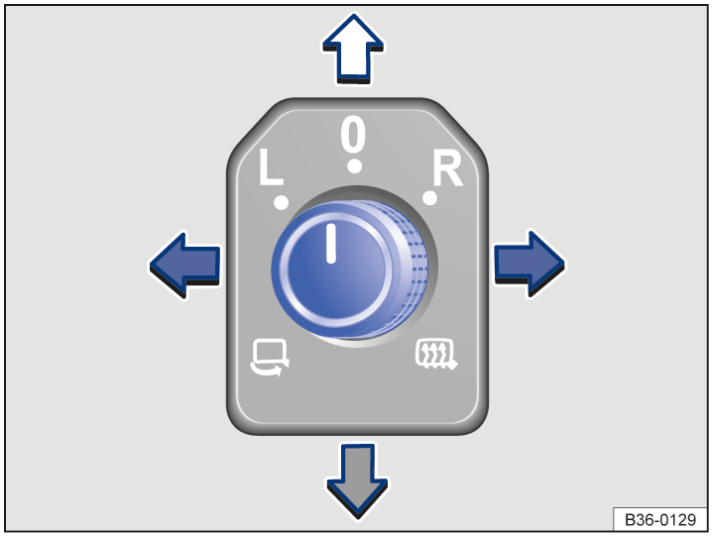


Fig. 1 In the driver door: rotary knob for the exterior mirrors

The exterior mirror functions for left-hand drive vehicle are described below. Position L corresponds to the exterior mirror on the driver's side and position R to the exterior mirror on the front passenger side. The mirrored procedure must be followed for right-hand drive vehicles.

Electrically adjustable exterior mirrors

1. Switch on the ignition.
2. Turn the rotary knob in the driver door to the desired symbol→ *Fig. 1*.
3. Turn the rotary knob to the front, rear, right or left in the direction of the arrow to adjust the exterior mirror.

Fold exterior mirrors into the body electrically → ⚠. The exterior mirrors can be folded in up to a speed of around 50 km/h (around 30 mph).

Switch on the exterior mirror heating.

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L

Adjust the exterior mirror on the driver side.

R

Adjusts the right exterior mirror.

0

Neutral position. The exterior mirror cannot be adjusted and all functions are switched off.

Depending on the model, electrical controls can be combined with mechanically adjustable exterior mirrors.

Activating the exterior mirror functions

The following exterior mirror functions must be activated once in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Synchronised mirror adjustment

Synchronous mirror adjustment means that the right-hand exterior mirror is also adjusted at the same time when you adjust the left-hand exterior mirror.

1. Turn the rotary knob to position **L**.
2. Adjust the exterior mirror on the driver side. The right-hand exterior mirror will be adjusted at the same time (synchronised).
3. To correct the adjustment of the right exterior mirror if necessary: turn the rotary knob to position **R** and adjust the right exterior mirror.

Folding in the exterior mirrors while parking

The exterior mirrors fold in or out automatically when the vehicle is locked or unlocked from the outside. This requires the rotary knob to be in the position , **L**, **R** or **0**.

The exterior mirrors remain folded in if the rotary knob for the electrically adjustable exterior mirrors is in the position .

WARNING

Injuries can be sustained if you do not take care when folding the exterior mirrors in and out.

- Fold the exterior mirrors in or out only when no-one is in the path of the mirrors.
- Always ensure that no fingers are trapped between the exterior mirror and the mirror base when the exterior mirrors are moved.

WARNING

If you estimate the distance from traffic behind you incorrectly, you can cause accidents and serious injuries.

- Curved mirrors (convex or aspheric) enlarge the field of vision and can make objects in the mirror seem smaller and further away than they actually are.
- Using convex mirrors to estimate the distance from other vehicles behind you when changing lanes can provide inaccurate results and can lead to accidents and severe injuries.
- Whenever possible, use the interior mirror to check the exact distance between your vehicle and following traffic or other objects.
- Make sure that you have a good view to the rear of the vehicle.

NOTICE

- Always fold in the exterior mirrors when driving through an automatic car wash.

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● Do not fold electrically folding exterior mirrors in or out manually as this can damage the electric motor.

You should switch off the exterior mirror heating when it is no longer needed. Fuel is otherwise wasted.

In the event of a fault, the electric exterior mirrors can be adjusted by hand by pressing on the outer edge of the mirror.

The vehicle aerials are located in the exterior mirrors. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

Sun visors

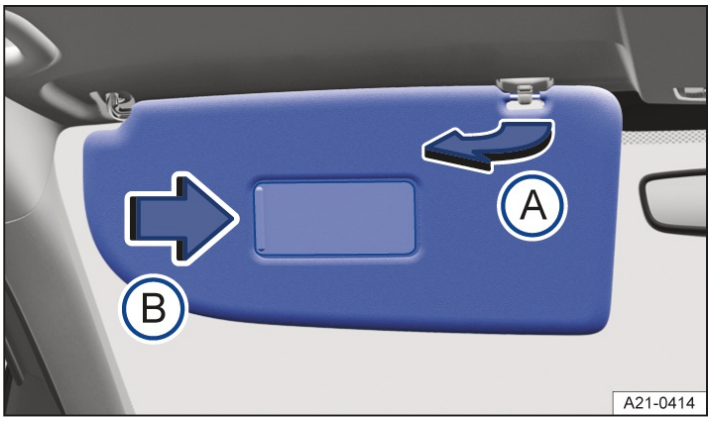


Fig. 1 In the roof at the front: Sun visor

(A) Pull out of the holder.
(B) Slide the cover open.

Adjustment positions for the driver and front passenger sun visors

1. Folded down over the windscreen.
2. Pulled out of the bracket and swung over towards the door→ *Fig. 1* (A).

Vanity mirrors

With the sun visor folded down, there may be a vanity mirror behind a cover.

1. Slide the cover open in the direction of the arrow→ *Fig. 1* (B).

WARNING

Driving with the sun visors folded down and the sun blinds pulled out can reduce your view of the road.
● Sun visors should always be folded away and sun blinds should always be retracted if they are not being used.

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The following systems may be installed in the vehicle:

The heating and fresh air system warms up and supplies fresh air to the vehicle interior. The heating and fresh air system does not cool down the vehicle interior.

The manual air conditioning system heats, cools and dehumidifies the air.

The Climatronic is an automatic air conditioning system that heats, cools and dehumidifies the air. Automatic mode enables the Climatronic to control the air temperature, air distribution and air volume automatically.

The air conditioning system will function most effectively if the windows are kept closed. Opening the windows and glass roof to allow air to enter the vehicle may accelerate cooling if high temperatures have developed in the vehicle interior.

Display of active functions

Illuminated symbols on the buttons indicate that the function is switched on.

Colour-coded function buttons display an activated function in the climate settings on the Infotainment system.

Operating the air conditioning system with voice commands

You can use voice control to operate some air conditioning system functions, depending on the vehicle equipment.

WARNING

Poor visibility through the door windows, windscreen and rear window increases the risk of collisions and accidents which can cause serious injuries.

- Keep all door windows, the windscreen and the rear window free from ice, snow and condensation to maintain perfect visibility.
- Adjust the heating, air conditioning and rear window heating to prevent the windows from misting up.
- Only set off once all windows are clear.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

WARNING

Stale air can quickly make the driver tired and affect their concentration, which in turn can cause collisions, accidents and serious injuries.

- Never switch off the blower or switch on the air recirculation mode for an extended period as this prevents fresh air from entering the vehicle interior.

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

NOTICE

Do not insert any objects in the vent slots. This could cause damage to the air outlets.

NOTICE

If the air conditioning system is not working, switch it off immediately to prevent consequential damage. Have the air conditioning system checked by a correspondingly qualified workshop.

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Overview of functions

Some functions of the air conditioning system and menus in the Infotainment system depend on the vehicle equipment.

In the top centre console

CLIMA Open the air conditioning settings in the Infotainment system.

In the Infotainment system: upper screen edge

Switch the air conditioning system on and off.

In the Infotainment system: lower screen edge

Select temperature. Depending on the equipment level, you can set the temperature directly in the Infotainment system or use the touch sliders beneath the Infotainment system.

The selected temperatures are displayed at the bottom of the screen in the Infotainment system.

SYNC Adopt temperature settings of driver side for all seats.

Switch the seat heating on and off *(→ Seat heating)*.

REAR Open the roof ventilator settings *(→ Roof ventilator)*.

In the Infotainment system: Classic Climate menu

AUTO The set air temperature is kept constant. The volume of air and air distribution are controlled automatically. The blower speed in automatic mode can be controlled via the climate profiles. Automatic mode switches itself off when the blower speed is adjusted manually.

Adjust the blower speed.

Switch air recirculation mode on and off *(→ Air recirculation mode)*.

A/C The air is cooled and dehumidified in cooling mode.

MAX A/C Switch maximum cooling output on and off.

Air recirculation mode is automatically switched on and the Climatronic automatically directs air to the upper body.

Direct air towards upper body.

Direct air into the footwell.

Direct air to the upper body and footwell.

Direct air onto the windscreen.

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Direct air onto the windscreen and into the footwell.

In the Infotainment system: Smart Climate menu

Automatic mode is also switched on if a Smart Climate is activated. The Smart Climate function remains switched on for a short time. Automatic mode remains switched on after this time elapses.

Clear ice and condensation from the windscreen.

Direct warm air into the footwell.

Direct warm air onto the steering wheel.

Direct cool air into the footwell.

Direct fresh air from the outside into the vehicle interior.

Briefly increase the cooling system output.

In the Infotainment system: Air Care menu

Air Care The enhanced air filter in the Air Care Climatronic can reduce the amount of pollutants and also allergens that enter the vehicle interior *(→ Air recirculation mode)*.

In the Infotainment system: Settings

Air conditioning settings

— Automatic supplementary heater .

— Switches automatic windscreen heating on *(→ Windscreen heating)*.

Settings on vehicle start

— Tap the respective function button to switch on the seat heating automatically when starting the engine, depending on the outside temperature.

In the Infotainment system: Auxiliary heating menu

Open the Auxiliary heater menu in the Infotainment system .

Touch panel next to the multifunction steering wheel

REAR Switch rear window heating on and off with running engine.

The rear window heating switches off automatically after 10 minutes at the latest.

MAX The defrost function of Climatronic clears the windscreen of ice and condensation.

The air is dehumidified and the blower is set to a high speed.

FRONT Switch windscreen heating on and off with running engine *(→ Windscreen heating)*.

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NOTICE

To prevent damage to the rear window heating system, do not put stickers over the heating elements on the inside of the window.

To save fuel, switch off the rear window heating as soon as possible.

Air recirculation mode

When air recirculation mode is switched on, no fresh air enters the vehicle interior.

Switching air recirculation mode on and off

1. Tap CLIMA in the upper centre console.
2. Tap  in the Infotainment system.

Air Care – Climatronic with enhanced air filter

The enhanced air filter in theAir Care Climatronic can reduce the amount of pollutants and allergens that enter the vehicle interior.

When Air Care is switched on, the air conditioning system's air recirculation mode is maximised as far as is permitted by the risk of window fogging depending on the interior humidity and outside temperature. The air recirculation mode is automatically regulated and features continuous adjustment in order to prevent fatigue of the vehicle occupants.

1. Tap CLIMA in the upper centre console.
2. Switch the Air Care function on or off via Air Care ▸ Active.

Air recirculation mode switches off automatically

Air recirculation mode switches itself off automatically if one of the following conditions is met→ ⚠:

— The defrost function is switched on.

— A sensor detects that condensation might form on the vehicle's windows.

— The glass roof is open at higher vehicle speeds.

WARNING

Stale air can quickly make the driver tired and negatively affect their concentration which may cause collisions, accidents and serious injuries.

- Never use the air recirculation mode for an extended period as no fresh air will enter the vehicle interior.
- Use air recirculation mode for a short period only. Condensation could otherwise form on the windows very quickly so that visibility is greatly reduced.
- Switch off the air recirculation mode when it is no longer required.

NOTICE

In vehicles with an air conditioning system, do not smoke when the air recirculation mode is switched on. Smoke can leave a residue on the cooling system evaporator and on the active combi filter, producing a lasting unpleasant odour.

Climatronic: When reversing the vehicle or when the wash and wipe system is being used, the air recirculation mode will switch on to prevent odours from entering the vehicle interior.

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Manual air conditioning system: If the outside temperature is very high, brief activation of air recirculation mode helps to cool the vehicle interior more quickly.

Seat heating

When the engine is running, the front seats can be electrically heated in three settings.

Heating levels of the seat heating

The seat heating operating conditions are shown in colour in the Infotainment system:

— At the highest temperature setting, all three displays under or on the Infotainment system are shown in red.

Operating the seat heating function

1. Tap CLIMA in the upper centre console.
2. Tap or at the bottom of the screen to switch on the seat heating at the highest temperature setting.
3. Tap or repeatedly to adjust the temperature setting.
4. To switch off the seat heating, tap or repeatedly until the symbol is coloured grey.

   Or: To switch the seat heating on or off, use two fingers to tap the touch slider for the driver or passenger side under the Infotainment system (depending on the equipment).

The seat heating switches on and off automatically

If you start the engine again within approximately 10 minutes, the most recent driver seat temperature setting is switched on automatically. The most recent temperature setting is also switched on automatically for the passenger seat when it is occupied.

The seat heating on the front passenger seat switches itself off automatically if the front passenger leaves the seat while the seat heating is switched on and the engine is running. The display in the Infotainment system turns grey after around 2 seconds. The seat heating on the front passenger seat switches itself on again automatically if the front passenger sits down again while the engine is still running.

If the seat heating switches itself off automatically, you can switch it on again manually as required, even if the front passenger seat is empty.

When should the seat heating not be switched on?

Do not switch on the seat heating if one of the following conditions applies:

— A person with reduced sensitivity to pain or temperature is sitting on the seat→⚠.

— The seat is not occupied.

— A child seat is installed on the seat.

— Objects are covering the seat cushion, e.g. protective covers, jackets, blankets or bags.

— The seat cushion is damp or wet.

— The temperature in the vehicle interior or the outside temperature is above +25°C (77°F).

⚠ WARNING

Magnetic fields are produced during operation of the seat heating. These magnetic fields can affect active medical implants (e.g. pacemakers) in isolated cases.

- Wearers of an active medical implant should consult their doctor or the implant manufacturer before operating the seat heating.

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- Also make the other vehicle occupants aware of this if necessary.

WARNING

Anyone experiencing reduced sensitivity to pain or temperature due to medication, paralysis or chronic illness (e.g. diabetes) could sustain burns on the back, buttocks and legs when using the seat heating. These burns may take a long time to heal or may never heal fully. Please consult a doctor to determine your own level of health.

- Anyone experiencing reduced sensitivity to pain or temperature should never use the seat heating.

WARNING

Wet seat covers can cause a malfunctions in the seat heating and increase the risk of burns.

- Ensure that the seat cushion is dry before using the seat heating.
- Do not sit on the seat in damp or wet clothing.
- Do not place any damp or wet objects or items of clothing on the seat.
- Do not spill any liquids on the seat.

NOTICE

- To avoid damaging the heating elements, do not kneel on the seats and do not apply sharp pressure at a single point to the seat cushion and backrest.
- Liquids, sharp objects and insulating materials, such as a protective cover or child seat, may damage the seat heating.
- If odours develop, switch off the seat heating immediately and have it checked by a suitably qualified workshop.
- If the original seat covers are replaced with another material, the seat heating can overheat or the seat heating function may be restricted.

To save fuel, switch off the seat heating as soon as possible.

Windscreen heating

The windscreen heating will only work when the engine is running.

Switch the windscreen heating on and off.

1. Touch FRONT on the control panel next to the multifunction steering wheel.

   The windscreen heating switches itself off depending on the outside temperature or after around 8 minutes at the latest.

Automatic windscreen heating

The windscreen heating is switched on automatically if there is a risk of condensation forming on a window.

1. Touch CLIMA in the upper centre console.
2. Switch the automatic windscreen heating on or off with ⚙ ▸ Automatic windscreen heating.

Automatic windscreen heating is also active when the air conditioning system is switched off.

Windscreen heating using the defrost function

The windscreen heating will be switched on when the defrost function is switched on and a sensor detects that condensation may form on the windscreen.

Windscreen heating switches off automatically

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The windscreen heating switches itself off automatically if one of the following conditions is met:

— The power consumption is too high.

— There is a fault in the air conditioning system.

— The specified time has elapsed.

Roof ventilator

The roof ventilator directs air from the front area to the rear of the vehicle interior. The roof ventilator does not have a separate fresh air intake.

Opening the roof ventilator settings

1. Touch CLIMA in the upper centre console.
2. Touch **REAR** to open the menu for the rear seats.

Switching the roof ventilator on and off

1. Tap **REAR OFF**.

   Air is directed permanently into the rear area of the vehicle interior when the roof ventilator is switched on, even when the blower is set to minimum power.

Roof ventilator automatic mode

AUTO The blower speed is controlled automatically. Automatic mode switches off when the blower speed is adjusted manually. The blower speed in automatic mode can be controlled via the climate profiles.

NOTICE

The 12-volt vehicle battery will be drained if the engine is not running when the roof ventilator is switched on.

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Fresh air intake

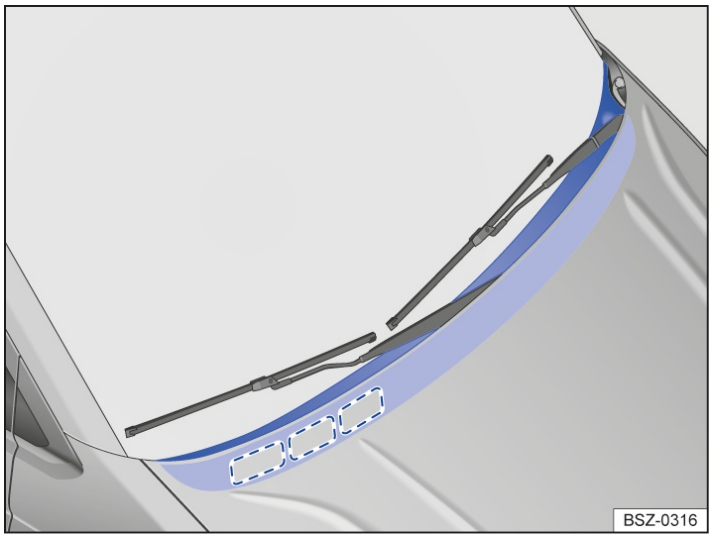


Fig. 1 Illustration: area for fresh air intake in front of the windscreen in left-hand drive vehicles (mirrored for right-hand drive vehicles).

The vehicle has a fresh air intake duct in front of the windscreen→ *Fig. 1*.

NOTICE

If snow is drawn in, it can cause damage to the vehicle.

- Before starting a journey, make sure there is no snow in the area of the fresh air intake.
- Remove any snow as required.

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Cooling mode A/C or heating cannot be switched on or its function is restricted

Cooling mode A/C works only when the engine is running and at ambient temperatures above +3°C(+38°F).

The cooling mode A/C, the heating and the defrost function may be restricted if the engine is very hot or at extreme outside temperatures.

— Switch on the blower.

— Check the fuse of the air conditioning system .

— Replace the enhanced air filter with activated carbon .

— If the fault persists, consult a suitably qualified workshop.

Condensation on the windows

Condensation forms on the windows if they are colder than the ambient temperature and the air is very humid. Cold air can absorb less moisture than warm air, which is why condensation frequently forms on windows in cold weather.

1. Keep the air intake in front of the windscreen free from ice, snow and leaves to improve the heating or cooling output *(→ Vehicle care)*.
2. Do not cover the air vents in the rear of the luggage compartment so that air can flow through the vehicle from the front to the rear.
3. Switch on the defrost function *(→ Heating, ventilation and cooling)*.

The wrong unit of temperature has been set

1. Change the unit of temperature for all temperature displays in the vehicle using the Infotainment system *(→ Vehicle settings menu)*.

Water or water vapour under the vehicle

If the humidity and temperature outside the vehicle are high, condensation can drip off the evaporator in the cooling system and form a pool underneath the vehicle. This is normal and does not indicate a leak.

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

The auxiliary heater and ventilation system can be used to heat the vehicle interior in the winter and ventilate it in the summer. It is able to clear ice, condensation and a thin layer of snow from the windscreen. The auxiliary heater is supplied with fuel from the vehicle fuel tank and can be operated when the vehicle is stationary with the ignition switched off. The auxiliary ventilation system is powered by the 12-volt vehicle battery.

Auxiliary heater mode (Climatronic only)

When the auxiliary heater is switched on, the vehicle automatically sets the operating mode Heating or Ventilation depending on the outside temperature. At high outside temperatures, the auxiliary ventilation system directs fresh air into the vehicle and prevents the accumulation of heat.

Auxiliary heater exhaust system

The emissions generated by the auxiliary heater are removed via an exhaust pipe fitted underneath the vehicle. The exhaust pipe must not be blocked by snow, mud or any objects.

DANGER

Among the emissions from the auxiliary heater is carbon monoxide, which is an odourless and colourless poisonous gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.

- Never switch on the auxiliary heater or leave the auxiliary heater running if the vehicle is located in enclosed or unventilated spaces.
- Never program the auxiliary heater to switch on and run in unventilated or enclosed spaces.

WARNING

Parts of the auxiliary heater exhaust system become very hot. This can cause fires.

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

NOTICE

Heat-sensitive food, medicine and other items could be either damaged or rendered useless.

- Never leave food, medicines or other temperature-sensitive objects in front of the vents.

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Switching the auxiliary heater and auxiliary ventilation on and off

The auxiliary heater and auxiliary ventilation can be operated when the ignition is switched on and off.

Opening the Auxiliary heater **menu**

1. Tap the home button ▢.
2. Tap to open the Auxiliary heater menu.

Switching on the auxiliary heater

1. Switch on the immediate heating function in the Auxiliary heater menu in the Infotainment system, or in the Exit Vehicle menu *(→ Exit menu)*.

   Or: Press the button on the remote control .

   Or: Program a departure time *(→ Auxiliary heater and auxiliary ventilation)*.

   The yellow LED for the auxiliary heater lights up in the instrument cluster when the auxiliary heater is switched on.

The auxiliary heater will not switch on if the 12-volt vehicle battery has a low charge level or the fuel tank is empty.

Switching off the auxiliary heater manually

1. Switch off the immediate heating function in the Auxiliary heater menu in the Infotainment system, or in the Exit Vehicle menu *(→ Exit menu)*.

   Or: Press the OFF button on the remote control .

Operating the auxiliary heater as a supplementary heater

When the engine has been started, the auxiliary heater can continue operation as a supplementary heater. The following conditions must be met for this:

— The Automatic supplementary heater function is activated in the air conditioning settings in the Infotainment system.

— The outside temperature is lower than +5°C(+41°F).

The supplementary heating function is switched off automatically after a short time.

Auxiliary heater switches off automatically

The auxiliary heater switches itself off automatically if one of the following conditions is met:

— The programmed departure time is reached or the set running time has elapsed *(→ Auxiliary heater and auxiliary ventilation)*.

— The yellow indicator lamp (fuel gauge) lights up .

— The charge level of the 12-volt vehicle battery is too low.

The auxiliary heater runs on for a short time after it is switched off manually or automatically so that the remaining fuel in the system can be burnt off.

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When the vehicle is at a standstill, the auxiliary heater can be activated up to three times in succession for the maximum operating duration.

Operating noises can be heard when the auxiliary heater is switched on.

If you park on a downhill slope with very little fuel in the tank (just above reserve level), the fuel gauge may be inaccurate and lead to functional restrictions of the auxiliary heater.

Programming the auxiliary heater and auxiliary ventilation

The auxiliary heater can be programmed in the Infotainment system.

Setting the running time of the auxiliary heater

1. Open the Auxiliary heater menu.
2. Tap the Adjust function button.
3. To set the duration, tap the Running time function button.

   The set running time applies when the auxiliary heater is switched on with the immediate heat function or using the remote control.

The maximum running time of the auxiliary heater is 60 minutes.

Setting desired temperature

You may only be able to set the desired temperature of the auxiliary heater on the Climatronic, depending on the equipment.

1. Open the Auxiliary heater menu.
2. Tap the Temperature function button and set the desired temperature.

   The auxiliary heater warms up the interior depending on the desired temperature. The vehicle interior warms up evenly.

Programming departure time

Activation is for one heating or ventilation period only. The departure time must be activated for every start.

1. Before programming, check that the date and time set in the vehicle are correct *(→ Clock)*.
2. Open the Auxiliary heater menu.
3. Tap the Adjust function button.
4. Select one of the memory entries for the Departure time.
5. Tap the Activate function button.

   Climatronic On the basis of the programmed departure time, the vehicle automatically calculates the start time for heating or ventilation to the currently set temperature depending on the outside temperature.

   The earliest programmed departure time is displayed in the exit menu in the Infotainment system, where you can also switch it on or off.

Programming check

If a departure time has been activated, the yellow LED in the instrument cluster will light up for approximately

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10 seconds after the ignition is switched off.

Troubleshooting

The auxiliary heater is not switched on.

— The charge level of the 12-volt vehicle battery is too low.

The 12-volt vehicle battery will be discharged if the auxiliary heater runs several times for an extended period. Drive the vehicle for an appropriate distance in order to recharge the 12-volt vehicle battery.

— There is only the reserve fuel quantity left in the fuel tank.

Water vapour under the vehicle

If the outside humidity is high and the outside temperature low, condensation may evaporate when the auxiliary heater is running. If this is the case, steam may appear underneath the vehicle. The vehicle is not damaged.

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Remote control of the auxiliary heater and auxiliary ventilation

With the remote control, the fuel-operated auxiliary heater can be switched on and off from outside the vehicle.



Fig. 1 Remote control for the auxiliary heater.

Switching the auxiliary heater on and off using the remote control

1. Switching on: Press the button for around 1 second → *Fig. 1*.
2. Switching off: Press the OFF button for around 1 second → *Fig. 1*.

LED in the remote control

The LED indicates various operating states after you press a button → *Fig. 1* (1).

Lights up

— Green: The auxiliary heater is switched on.

— Red: The auxiliary heater is switched off.

Flashing at irregular intervals

— Green: The auxiliary heater is blocked. The fuel tank is nearly empty, the 12-volt vehicle battery charge level is too low or a malfunction has occurred. Refuel and drive for long enough to recharge the 12-volt vehicle battery, or visit a correspondingly qualified workshop.

Flashing at regular intervals

— Red or green: Switch-on or switch-off signal has not been received. Move closer to the vehicle.

Lights up or flashes

— Orange: The button cell in the remote control is weak. Replacing the button cell.

Range

The remote control has a range of several hundred metres when the button cell is fully charged and under ideal conditions.

— Keep a distance of at least 2 m(7 ft) between the remote control and the vehicle.

— Avoid obstacles between the remote control and vehicle.

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— Hold the remote control with the aerial → *Fig. 1* (1) pointing vertically upwards.

— Do not cover the aerial.

Poor weather conditions, nearby buildings or a weak button cell will significantly reduce the range.

NOTICE

The remote control contains electronic components which can be damaged by moisture, strong vibrations and direct sunlight.

- Protect the remote control from moisture, excessive vibration and direct sunlight.

Replacing the button cell in the remote control

Replace the button cell in the remote control if the LED stops lighting up.



Fig. 1 Replace the button cell in the remote control.

Replacing the button cell

1. Insert a suitable tool, e.g. a screwdriver, in the recess on the housing of the remote control in the direction of the arrow → *Fig. 1*.
2. Using the tool, lever off the battery cover in upward direction until the housing catches are released.
3. Slide the battery cover forwards slightly in the direction of the arrow.
4. Remove the battery cover.
5. To remove the button cell, carefully insert a screwdriver, for example, in the recess on the button cell.
6. Lever up the button cell with the screwdriver until the button cell is released from the holder.
7. Remove the button cell.
8. Insert a new button cell of the same type so that it engages in the holder. Observe the information on the inside of the battery cover about the polarity of the button cell.
9. Place the battery cover on the remote control and press it gently until the battery cover clicks into place.

DANGER

If you swallow a button cell, or if it enters your windpipe, it can cause serious or even fatal injuries within a very short time due to choking or internal burns.

- Seek immediate medical assistance if you suspect that someone has swallowed a button cell.
- Do not use the remote control if you cannot close the battery cover.

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- Always keep the remote control and key ring with button cells out of the reach of children.

NOTICE

Using unsuitable button cells can damage the remote control.

- Replace a discharged button cell only with a new button cell of the same voltage rating, size and specification.
- Make sure that the button cell is inserted properly so that the polarity is consistent.

Dispose of discharged button cells in an environmentally-friendly way.

The button cell in the remote control may contain perchlorate. Observe the legal requirements for disposal.

Pedals

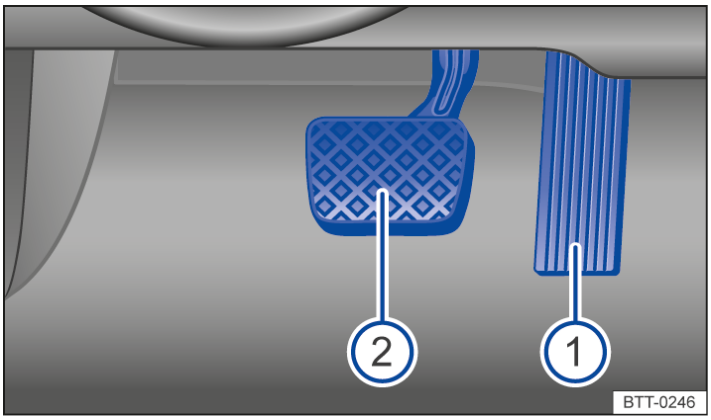


Fig. 1 In the footwell: Accelerator and brake pedal.

(1) Accelerator.
(2) Brake pedal.

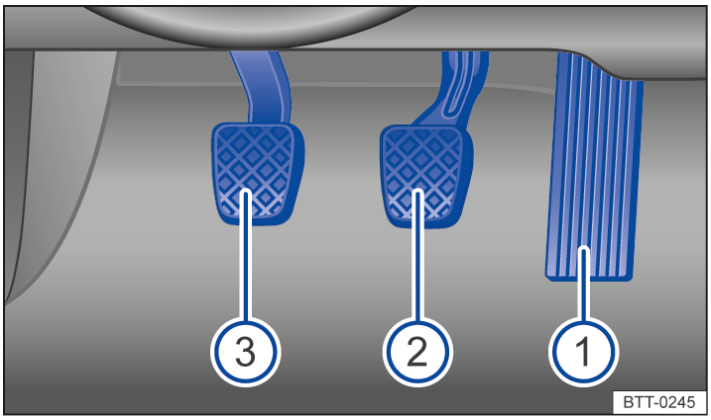


Fig. 2 In the footwell: Pedals in vehicles with a manual gearbox.

(1) Accelerator.
(2) Brake pedal.
(3) *Vehicles with a manual gearbox:* Clutch pedal

The operation and freedom of movement of all pedals must never be impaired by objects or floor mats.

Use only floor mats that leave the pedal area free and can be securely fastened in the footwell.

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WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.
- Wear shoes that provide good grip for your feet when using the pedals.

WARNING

Always observe current traffic regulations and speed limits, and think ahead when driving. Correct interpretation of a driving situation can make the difference between reaching your destination safely and having an accident with serious injuries.

- Take regular breaks on long journeys – at least every two hours.

NOTICE

The pedals must be freely operable at all times. For example, a larger brake pedal travel will be necessary in order to stop the vehicle if a brake circuit fails. The brake pedal will have to be depressed further and harder than normal.

Gear-change indicator

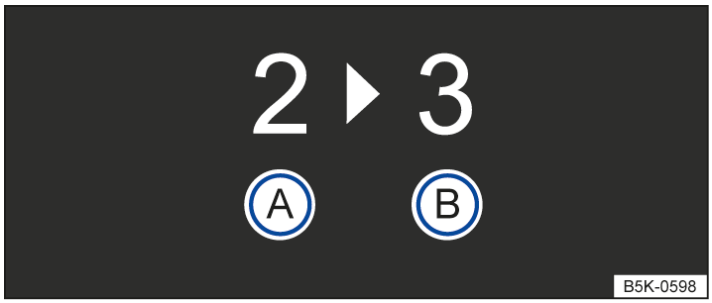


Fig. 1 On the display of the instrument cluster: Gear-change indicator.

(A) Currently selected gear.

(B) Recommended gear.

Depending on the vehicle equipment, the instrument cluster display may indicate the gear which should be selected to reduce fuel consumption while the vehicle is in motion → *Fig. 1*.

Vehicles with a dual clutch gearbox (DSG): The gearbox must be in the Tiptronic program *(→ Tiptronic)*.

No recommended gear is indicated if the most suitable gear is already selected. The currently selected gear is displayed.

Information on “cleaning” the particulate filter

The engine management system recognises when the particulate filter is becoming clogged and supports regeneration of the particulate filter by recommending the most suitable gear. As an exception compared with normal driving, this may mean driving with an increased engine speed *(→ Particulate filter)*.

CAUTION

The gear-change indicator is designed only to assist the driver and cannot replace the driver's own judgement.

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- The driver has full responsibility for selecting the correct gear in all situations, e.g. when overtaking or when driving up and down hills.

Driving in the correct gear can help to reduce fuel consumption.

The gear-change indicator display goes out when the clutch is depressed in vehicles with a manual gearbox or when the Tiptronic programme is deselected in vehicles with a DSG® dual clutch gearbox.

Economic driving style

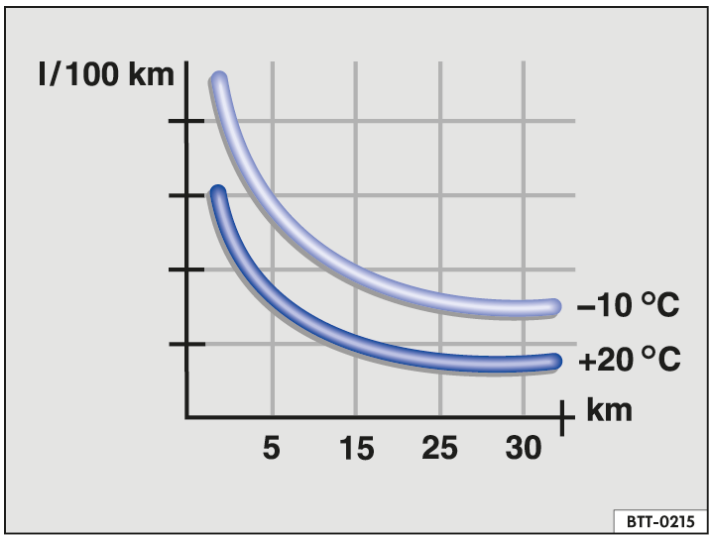


Fig. 1 Fuel consumption in litres per 100 km at two different outside temperatures.

Fuel consumption, environmental impact and wear of the engine, brakes and tyres can be reduced by adopting the correct driving style. A few tips are provided below which will help you protect the environment and also save money.

Think ahead when driving

The fuel consumption will increase if you do not adopt a steady driving style. Keeping a close eye on the traffic can help to avoid frequent acceleration and braking. Keeping a sufficient distance from the vehicle in front will help you to think ahead when driving.

With a gear engaged, allow the vehicle to come to a halt by itself to make use of the engine braking effect, e.g. when approaching traffic lights.

Use coasting mode

Depending on equipment, for vehicles with DSG dual clutch gearbox:If neither the accelerator nor brake pedal are pressed in selector lever position D, the vehicle will roll (“coast”) almost without any energy consumption.

Save energy when changing gear

Changing up a gear early at engine speeds of 2,000 rpm can save energy. Do not drive gears to the limit and avoid high revs.

Vehicles with a manual gearbox: change from first to second gear immediately after moving off.

Vehicles with DSG dual clutch gearbox: Accelerate slowly and avoid using the kickdown function.

Observe the gear-change indicator *(→ Gear-change indicator)*.

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Avoid driving at full throttle

Never make use of the vehicle's top speed. The drag coefficient increases at excessively high speeds. This in turn increases the force needed to move the vehicle.

Reduce idling

Pull away immediately with low engine speeds. If you are stopped for a long period, do not allow the engine to idle but switch it off, e.g. when in a traffic jam or at a railway crossing.

In vehicles with an activated start/stop system, the engine can switch off automatically when the vehicle is stopping and when the vehicle is stationary .

Refuel moderately

A full fuel tank increases the weight of the vehicle. A fuel tank that is half to three quarters full is sufficient for urban journeys in particular.

Avoid short journeys

A cold engine has very high fuel consumption. The optimum operating temperature is reached only after driving a few kilometres. The fuel consumption is above average at very low ambient temperatures, e.g. in winter → *Fig. 1*. Plan journeys economically and combine short journeys.

Carry out regular maintenance

Regular maintenance is an essential prerequisite for economical driving and increases the service life of the vehicle.

Observe the tyre pressures

Low tyre pressures does not just mean greater wear, but also increases the rolling resistance of the tyres and thus the fuel consumption. Use optimised rolling resistance tyres.

Adjust the tyre pressure according to the vehicle load. Observe the information on the tyre pressure sticker .

Observe the Tyre Pressure Loss Indicator or Tyre Pressure Monitoring System .

Use low viscosity engine oils

Fully synthetic engine oils with low viscosity reduce frictional resistance in the engine and spread better and more quickly, especially for cold starts.

Do not drive with unnecessary loads in the vehicle

You can reduce fuel consumption by clearing out the luggage compartment before setting off, for example by removing empty drink crates or unused child seats.

In order to keep the drag coefficient of the vehicle as low as possible, remove attachments and add-on parts such as ski, bicycle or roof load carriers after use.

Save electrical energy

The alternator is driven by the engine and generates electrical power for convenience consumers such as the air conditioning system, windscreen heating and ventilation. Reducing electrical power consumption is easy. Observe the following points:

— Open the windows and doors before driving at high outside temperatures and drive for a short distance with a

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window open. Only then switch the air conditioning system on.

— Switch the convenience consumers off as soon as they have served their purpose.

WARNING

Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.

NOTICE

Never allow the vehicle to roll down mountains or hills in the neutral positionN. The gearbox will not be lubricated and could be damaged.

Inform yourself about other ways of protecting the environment.Think Blue. is the global Volkswagen trademark for sustainability and environmental compatibility.

A suitably qualified workshop will provide you with further information on the correct maintenance and replacement parts that are particularly energy-efficient, e.g. new tyres.

Information on the brakes

New brake pads cannot generate the full braking effect during the first 200 to 300 km (100 to 200 miles) and must first be bedded in →⚠. However, you can compensate for the slightly reduced braking force by applying more pressure to the brake pedal. During the run-in period, the braking distance is longer when the brakes are depressed fully or during emergency braking than with brake pads that have been fully bedded in. In the run-in period, the brakes should not be depressed fully and situations should be avoided that create a heavy load on the brakes, e.g. when driving up close to the vehicle ahead.

The rate of wear of the brake pads depends to a great extent on the conditions under which the vehicle is operated and the way in which the vehicle is driven. If the vehicle is used for regular urban or short trips and is driven with a sporty driving style, the brake pads must be regularly checked by a correspondingly qualified workshop.

When driving with wet brakes, for example after driving through water, in heavy rainfall or after washing the vehicle, the braking effect may be delayed as the brake discs will be wet, or possibly iced up (in winter). The brakes must be “dried” as quickly as possible by careful braking at higher speed. Make sure that no following vehicle and no other road user is put at risk as a result of this action →⚠.

Any salt layer accumulating on the brake discs and pads will delay the braking effect and increase the braking distance. If the brakes on the vehicle have not been applied for a long time on roads that have been gritted with salt, the layer of salt must be reduced through careful braking →⚠.

Corrosion on the brake discs and dirt on the brake pads are facilitated through long periods of inactivity, low mileage and low load levels. If the brake pads have been hardly used, or if they are at all corroded, we recommend that the brake discs and brake pads be cleaned by braking strongly several times from high speed. Make sure that no following vehicle and no other road user is put at risk as a result of this action →⚠.

Brake servo

The electromechanical brake servo supports the driver’s foot pressure when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver.

If the electromechanical brake servo is not functioning, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system. →⚠.

WARNING

Driving with worn brake pads or with a faulty brake system can cause accidents and serious injuries.

- If you suspect that the brake pads are worn or that the brake system has malfunctioned, consult a suitably qualified workshop immediately. Have the brake pads checked and any worn brake pads replaced.

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WARNING

New brake pads will not have the optimum braking effect when first fitted.

- New brake pads cannot generate the full braking effect during the first 300 km(200 mi) and must first be "run in". A reduced braking effect can be increased by applying more pressure to the brake pedal.
- Drive with particular care when driving with new brake pads in order to reduce the risk of accidents, serious injuries and loss of control of the vehicle.
- Never drive too close to other vehicles when running in new brake pads, and never create a driving situation that will place a heavy load on the brakes.

WARNING

Overheated brakes reduce the braking effect and considerably increase the braking distance.

- When driving downhill the brakes are placed under particular strain and become hot very quickly.
- Before driving down a long, steep gradient, reduce the vehicle speed or change to a lower gear(with manual gearboxes or in the manual shift program of the automatic gearbox). This will make use of the engine braking effect and relieve the load on the brakes.
- Non-standard or damaged front spoilers could restrict the airflow to the brakes and cause them to overheat.

WARNING

Wet brakes or brakes coated with ice or road salt react more slowly and require longer braking distances.

- Test the brake carefully.
- Always dry the brakes and clean off any coating of ice and salt with a few cautious applications of the brake when visibility, weather, road and traffic conditions permit.

WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, you must depress the brake pedal more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

If the front brake pads are tested, the rear brake pads should be tested at the same time. Regularly check the thickness of the brake pads through the openings in the rims or from the underside of the vehicle. If necessary, remove the wheels to carry out a comprehensive check. Please contact a correspondingly qualified workshop.

Driving a loaded vehicle

For good vehicle handling when driving a loaded vehicle, please observe the following points:

— Securely stow all baggage and loads .

— Accelerate particularly cautiously and carefully.

— Avoid sudden braking and driving manoeuvres.

— Brake earlier than in normal driving.

— If necessary, refer to information about the roof load carrier .

— If applicable, observe the information about driving with a trailer(country-dependent) .

WARNING

Moving loads can severely impair the vehicle's stability and driving safety which could cause accidents and severe

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injuries.

- Secure loads properly to prevent them from sliding.
- Use suitable straps when securing heavy objects.
- Engage the rear seat backrests securely.

Driving with the boot lid or wing doors open

Driving with an open boot lid or open wing doors is particularly dangerous. All objects and an open boot lid or open wing doors must be secured properly. Take the appropriate measures to reduce the amount of poisonous exhaust fumes that could enter the vehicle.

Make sure you observe any legal requirements when driving with an open boot lid or open wing doors.

⚠ WARNING

Driving with an unlocked or open boot lid or unlocked or open wing doors can cause serious injuries.

- Always drive with the boot lid and wing doors closed.
- Always stow all objects in the luggage compartment securely. Loose objects can fall out of the luggage compartment and injure road users who are driving behind.
- Always drive carefully and ensure that you think ahead.
- Avoid any abrupt or sudden driving and braking manoeuvres as this could cause the open boot lid or open wing doors to move unpredictably.
- Any objects protruding from the luggage compartment must be marked to ensure that they are visible to other road users. Comply with any legal requirements.
- If items protrude out of the luggage compartment, never use the boot lid or wing doors to jam or hold them in position.
- If you have to drive the vehicle with the boot lid or wing doors open, remove any luggage racks and loads from the boot lid and wing doors.

⚠ WARNING

Poisonous exhaust fumes can get into the interior when the boot lid or wing doors are open. This can result in loss of consciousness, carbon monoxide poisoning, serious injury and accidents.

- You should always drive with the boot lid or wing doors closed in order to prevent toxic gases from entering the vehicle.
- If you have to drive with an open boot lid or open wing doors in exceptional circumstances, comply with the following instructions to reduce the amount of toxic exhaust fumes entering the vehicle:
  - Close all the windows.
  - Switch off the air recirculation mode of the heating and fresh air system or air conditioning system.
  - Open all vents in the dash panel.
  - Switch the blowers for the heating and fresh air system, or for the air conditioning system, to the highest setting.

NOTICE

Opening the wing doors and boot lid changes the length and height of the vehicle.

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Driving through water on roads

Please follow these rules to help prevent damage to your vehicle when driving through water, for example if the road is flooded:

— Check the depth of the water before driving through it. The water level must be no higher than the lower edge of the vehicle body →.

— Do not drive faster than walking speed.

— Never stop the vehicle, reverse or switch off the engine while in water.

— Oncoming vehicles will create waves that could increase the water level for your vehicle to such an extent that it is not safe to drive through the water.

— Always deactivate the start/stop system manually when driving through water.

WARNING

After driving through water, mud, slush etc., the brakes may react slowly and the braking distance will be increased as the brake discs and pads will be wet, or possibly iced up in winter.

- Dry the brakes and clean off any coating of ice and salt with a few cautious applications of the brake. Do not endanger any other road users or go against legal requirements when doing this.
- Avoid abrupt and sudden braking manoeuvres directly after driving through water.

NOTICE

If you drive through water, parts of the vehicle, such as the running gear and vehicle electrics, could sustain severe damage.

- Never drive through salt water as salt can cause corrosion. Rinse all components that have been exposed to salt water immediately with fresh water.

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Running in a new engine

A new engine has to be run in during the first 1,500 kilometres(around 1,000 miles). All moving parts should be given the time to get used to running together. During the first few operating hours, the engine has higher internal friction than it does later.

Up to 1,000 km (around 600 miles):

— Do not depress the accelerator fully.

— Do not load the combustion engine with more than 2/3 of the maximum engine speed.

— Do not drive with a trailer attached .

Between 1,000 and 1,500 km (around 600 to 1,000 miles):

1. Gradually increase speed and engine speed.

The style of driving during the first 1,500 km(around 1,000 miles) also affects the engine quality. Even after this time – and especially with a cold engine – drive the vehicle at moderate speeds in order to reduce engine wear and to increase the mileage that the engine can cover.

Do not drive at engine speeds that are too low. Always shift down gear if the engine is not running “smoothly”.

New tyres *(→ Wheels and tyres)* and brake pads *(→ Information on the brakes)* must be run in carefully.

If the new combustion engine is run in gently, its service life will be increased and its engine oil consumption reduced.

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Using the vehicle in other countries and continents

The vehicle has been manufactured specifically for a particular country and complies with the registration regulations that applied in that country at the time of vehicle production.

If you want to use the vehicle abroad for a short period, all relevant information and instructions should be followed .

If the vehicle is going to be sold in another country or used in another country for an extended period, the legal requirements applicable in that country must be observed.

In some cases, certain equipment will have to be fitted or removed and functions deactivated. The service scope and service types could also be affected. This is particularly important if the vehicle is driven in another climate region for a long period of time.

The factory-fitted Infotainment system may not work abroad because different frequency bands are used in different countries.

NOTICE

- Volkswagen Commercial Vehicles is not responsible for any vehicle damage which is caused by low-quality fuel, inadequate servicing work or lack of availability of Genuine Parts.
- Volkswagen Commercial Vehicles cannot be held responsible if the vehicle does not comply with or only partly complies with the relevant legal requirements in other countries and continents.

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Brake system fault

The warning lamp lights up red.

A text message may also be displayed.

Do not drive on!

1. Seek expert assistance immediately and have the brake system checked.

If the braking performance of the vehicle changes

If the brake pads are worn or if you establish that the vehicle is no longer braking in the usual way, e.g. sudden lengthening of the stopping distance, proceed as follows:

1. Immediately consult a suitably qualified workshop and have the system checked.

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Ignition lock

When there is no vehicle key in the ignition lock, the steering column lock may be activated.

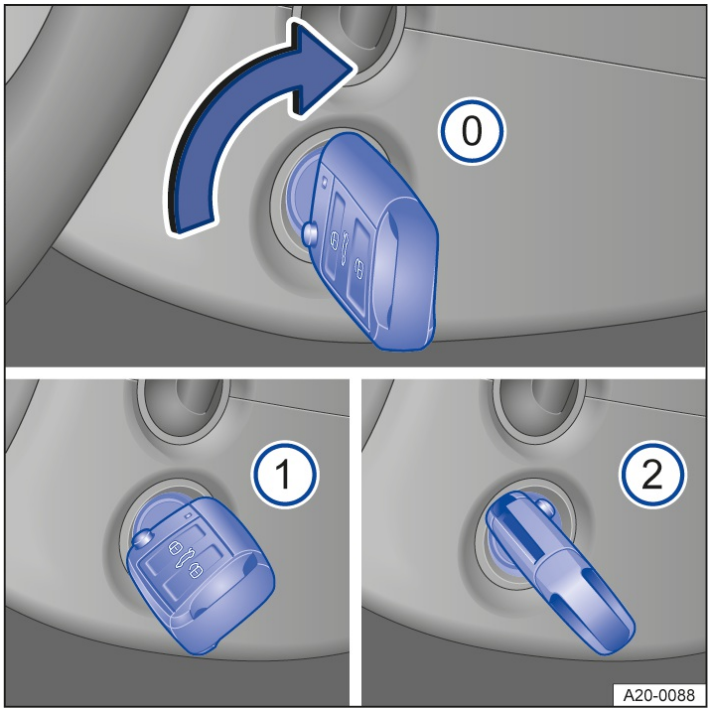


Fig. 1 Next to the steering wheel on the right: Positions of the vehicle key in the ignition lock

Vehicle key positions → *Fig. 1*:

(0) Ignition switched off. The vehicle key can be removed.

(1) Ignition switched on. The steering lock can be released.

(2) Vehicles with a dual clutch gearbox (DSG): Press the brake pedal when the indicator lamp lights up green. Start the engine. Release the vehicle key as soon as the engine starts. Once released, the vehicle key moves back to position (1).

Ignition switched on warning

If the ignition is switched on and the driver door is opened, an acoustic warning tone sounds.

The warning is a reminder that the ignition must be switched off before leaving the vehicle.

⚠ WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.
- Never leave children or people requiring assistance alone in the vehicle when the vehicle is locked. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. For example, locked vehicles may be subjected to very high or very low temperatures depending on the season. This can cause serious injuries and illness or fatalities, especially among small children.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and you will no longer be able to steer the vehicle.
- The key bit of the vehicle key must be completely folded out and locked in position.
- Attach only light objects of up to 100 g to the vehicle key.

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Vehicles with a dual clutch gearbox (DSG): The vehicle key can only be removed from the ignition lock when the parking lock P is engaged.

Starter button

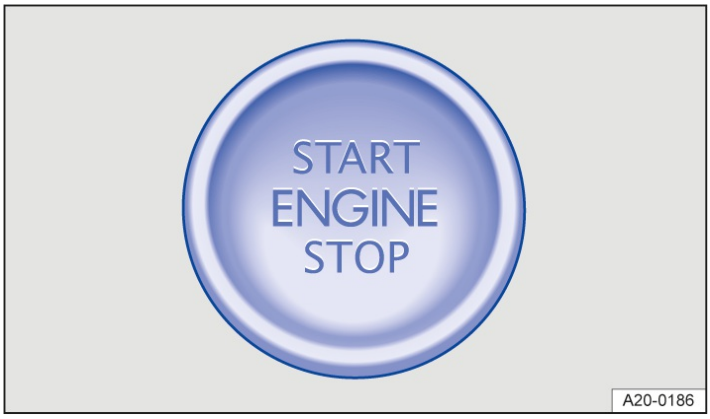


Fig. 1 In the lower part of the centre console: Starter button for starting the engine.

Vehicles with a manual gearbox: You start the engine by pressing the starter button with the clutch pedal depressed.

Vehicles with a dual clutch gearbox (DSG): You start the engine by pressing the starter button with the brake pedal depressed.

The vehicle can be activated only if there is a valid vehicle key in the vehicle.

When leaving the vehicle, the electronic steering column lock will be activated when the ignition is switched off and the driver door is opened *(→ Steering)*.

Switching the ignition on and off

1. Press the starter button once without depressing the brake or clutch pedal→⚠.

Automatic ignition switch-off

Once the vehicle detects that the driver is absent when the engine stop is active, the ignition will switched off automatically after a certain period of time. If the dipped beam headlights were switched on at the time, the side lights will remain switched on for approximately 30 minutes. The side lights can be switched off manually or by locking the vehicle *(→ Central locking button)* *(→ Parking light)*.

Engine restart function

If no valid vehicle key is detected in the vehicle interior once the engine has been switched off, the engine can be restarted within approximately 5 seconds. A corresponding message appears on the instrument cluster display.

After this time, the engine cannot be re-started without a valid vehicle key in the vehicle interior.

⚠ WARNING

Unintentional vehicle movements can cause serious injury.

- Do *not* depress the brake or clutch pedal when the ignition is switched on as the engine will start immediately.

⚠ WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always take all vehicle keys with you every time you leave the vehicle. Children or third parties could lock the

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vehicle, start the engine, switch on the ignition or operate electrical equipment such as the electric windows.

Before leaving the vehicle, always switch off the ignition manually and observe any information shown on the instrument cluster display.

Leaving the vehicle stationary for long periods with the ignition switched on can discharge the 12-volt vehicle battery so that the engine can no longer be started.

Starting the engine

Vehicles with ignition lock

1. Switch on the ignition *(→ Ignition lock)*.
2. Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp lights up in the instrument cluster.
3. Depress and hold the brake pedal until the electronic parking brake has been switched off.
4. Vehicles with a manual gearbox: Fully depress the clutch pedal until the engine has been started. Shift the gear stick to a neutral position.
5. Vehicles with a dual clutch gearbox (DSG): Engage the neutral position N or the parking lock P.
6. turn the vehicle key further in the ignition lock – do not depress the accelerator.
7. Release the vehicle key once the engine has started.

Vehicles with starter button

1. Press the starter button once. The ignition is switched on.
2. Depress and hold the brake pedal until the electronic parking brake has been switched off.
3. Vehicles with a manual gearbox: Fully depress the clutch pedal until the engine has been started. Shift the gear stick to a neutral position.
4. press the starter button *(→ Starter button)* without depressing the accelerator. There must be a valid vehicle key in the vehicle before the engine can be started.
5. Vehicles with a diesel engine: When the diesel engine is pre-heated, the indicator lamp lights up in the instrument cluster.
6. Release the starter button once the engine has started.

WARNING

The risk of serious injury can be reduced with the engine running or when starting the engine.

- Never start or allow the engine to run in unventilated or enclosed spaces. The exhaust fumes contain carbon monoxide, an odourless and colourless toxic gas. Carbon monoxide can cause people to lose consciousness. It can also cause death.
- Never start or allow the engine to run if oil, fuel or any other highly flammable fluids are under or near the vehicle, or are leaking out of the vehicle, e.g. as the result of damage.
- Never leave the vehicle unattended with the engine running, particularly if a gear or gear selector position has been selected. The vehicle could move suddenly or something unexpected may happen that may cause damage, fire and serious injuries.
- Never use a start booster. Start boosters may explode and cause the engine to suddenly run at high revs.

WARNING

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Unintentional vehicle movements can cause serious injury.

- Vehicles with starter button: Do *not* depress the brake or clutch pedal when the ignition is switched on as the engine will start immediately.

WARNING

Careless or unsupervised use of the vehicle key can lead to accidents or injuries.

- Always take all vehicle keys with you every time you leave the vehicle. Children or third parties could lock the vehicle, start the engine, switch on the ignition or operate electrical equipment such as the electric windows.

NOTICE

Vehicles with ignition lock: The starter and the engine can be damaged if you attempt to start the engine while the vehicle is in motion or if the engine is started again immediately after it has been switched off.

NOTICE

When the engine is cold, avoid high engine speeds, driving at full throttle and overloading the engine.

NOTICE

Do not push or tow the vehicle to start it. Unburnt fuel can damage the catalytic converter.

NOTICE

Vehicles with ignition lock: If the engine does not start, never use the starter with a gear selected for driving or tow-starting, e.g. when the fuel tank is empty. This could cause damage to the starter.

- Refill fuel if necessary or obtain jump starting assistance .
- If the engine still does not start, seek qualified expert assistance.

Do not warm up the engine by running it while the vehicle is stationary. Instead, pull off as soon as there is good visibility through the windows. This helps the engine reach operating temperature faster and reduces emissions.

Components with a high power consumption are switched off temporarily when the engine is started.

When starting from cold, the engine may be a little noisy for the first few seconds. This is quite normal, and no cause for concern.

At outside temperatures of less than +5°C(+41°F), fumes may be detected under a vehicle with a diesel engine if the fuel-powered supplementary heater is switched on.

Switching off the engine

Vehicles with ignition lock

1. Bring the vehicle to a standstill →⚠.
2. Park the vehicle *(→ Parking)*.
3. Switch off the ignition.
4. Observe the messages that appear on the instrument cluster display .

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Vehicles with starter button

1. Bring the vehicle to a standstill →⚠.
2. Park the vehicle *(→ Parking)*.
3. Briefly press the starter button. If the engine cannot be switched off, carry out the emergency switch-off procedure *(→ Engine start)*.
4. Observe the messages that appear on the instrument cluster display.

Car wash function

Vehicles with a dual clutch gearbox (DSG): If the ignition is switched off in position N, it is still possible for the vehicle to roll for the next 30 minutes. The parking lock P is then engaged automatically if the vehicle is stationary. A related warning is shown on the instrument cluster display 1 minute before the parking lock is engaged automatically .

Warning when leaving the vehicle

In order to indicate that the vehicle is capable of rolling when leaving the vehicle, an acoustic warning signal sounds when the driver door is opened and corresponding warning messages appear on the display of the instrument cluster.

⚠ WARNING

Never switch off the engine while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and serious injuries.

- The airbags and belt tensioners will not work if the ignition is switched off.
- The brake servo will not work when the ignition is switched off. More force is required on the brake pedal to stop the vehicle.
- The power assisted steering will not work when the engine is not running. More manual power will be needed to steer the vehicle.
- If the vehicle key is removed from the ignition, the steering lock can activate and you will no longer be able to steer the vehicle.

⚠ WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, heat shields or particulate filter.

NOTICE

If the vehicle has been driven at high load for a long period, the engine can overheat when it is switched off. In order to avoid damage to the engine, allow the engine to run in neutral for approximately two minutes before switching it off.

Vehicles with ignition lock: In vehicles with DSG® dual clutch gearbox, the vehicle key can only be removed from the ignition lock only if the parking lock P is engaged.

After the engine is switched off, the radiator fan in the engine compartment may run on for some minutes, even if the ignition is switched off or the vehicle key has been removed. The radiator fan will switch itself off automatically.

Electronic immobiliser

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The immobiliser helps to prevent the engine from being started and driven with an unauthorised vehicle key.

There is a chip in the vehicle key. This deactivates the immobiliser automatically when a valid vehicle key is located inside the vehicle.

The engine can only be started using a genuine Volkswagen vehicle key with the correct code. Coded vehicle keys are available from a Volkswagen Commercial Vehicles dealership.

The vehicle cannot be operated properly if you do not have a genuine Volkswagen key.

Troubleshooting

Engine management system fault

The warning lamp lights up red.

There is a fault in the engine management system.

The vehicle's drive power may be limited or lost entirely.

It may not be possible to continue your journey, or only to a limited extent.

1. Park the vehicle safely.
2. STOP Do not drive on!
3. Observe the text message on the instrument cluster display.
4. Seek expert assistance and have the engine management system checked.

There is a fault in the engine management system or the drive power is limited

The indicator lamp lights up yellow.

The vehicle's drive power may be limited.

There is a fault in the engine management system or the drive power has been limited to prevent the engine management system components from overheating.

1. Observe the text message on the instrument cluster display.

There is a fault in the engine management system.

1. Have the engine checked by a suitably qualified workshop as soon as possible.

If the drive power has been limited to prevent the engine management system components from overheating, observe the following:

— You can drive on with reduced drive power.

— The drive power limit is removed when the engine management system components are no longer in a critical temperature range.

Engine speed limited

The indicator lamp lights up yellow.

The engine speed was limited to prevent the engine from overheating.

The engine speed is shown on the instrument cluster display.

The engine speed limitation will be cancelled again in the following cases:

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— Engine is no longer in a critical temperature range.

— Foot is taken off the accelerator.

together with engine speed limitation due to fault in the engine management system

The indicator lamps light up yellow.

Engine speed limitation is activated due to a fault in the engine management system.

The drive system power may be limited.

1. Make sure that the displayed engine speed is not exceeded.
2. Have the engine checked by a suitably qualified workshop as soon as possible.

glow plug system or engine management system

Vehicles with a diesel engine: The indicator lamp lights up yellow.

When the diesel engine is being pre-heated, the indicator lamp lights up in the instrument cluster display for a few seconds.

No valid vehicle key recognised

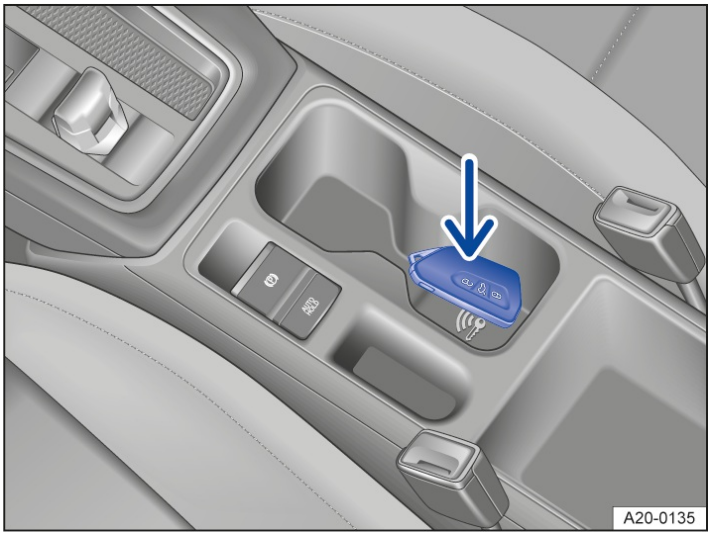


Fig. 1 In the centre console: Emergency start function.

Vehicles with Keyless Access: A corresponding display will appear in the instrument cluster.

If the button cell in the vehicle key is weak or discharged, it is possible that the vehicle key will not be recognised.

In this case it is necessary to perform an emergency start.

1. Depress and hold the brake pedal.
2. Place the vehicle key in the rear drink holder in the centre console and press the starter button → *Fig. 1*.
3. The ignition is switched on automatically, and in some cases the engine is started.

Engine cannot be switched off

Vehicles with Keyless Access: The engine cannot be switched off by briefly pressing the starter button.

In this case it is necessary to perform an emergency switch-off procedure.

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1. Press the starter button twice within a few seconds or press and hold once.

The engine switches itself off automatically *(→ Starter button)*.

Engine cannot be started

A corresponding message will be displayed in the instrument cluster if an unauthorised vehicle key is used or there is a system fault.

1. Use an authorised vehicle key.
2. If the fault persists, seek expert assistance.

Start/stop system

The start/stop system automatically switches the engine off when the vehicle is coming to a stop and when stationary. When required, the engine restarts automatically.

Indicator lamps

If the indicator lamp Ⓐ lights up, the start/stop system is available and automatic engine stop is active.

The start/stop system is not available when the Ⓐ indicator lamp lights up →⚠.

Switching on the start/stop system

The function is automatically activated every time the ignition is switched on.

Vehicles with a manual gearbox:

1. Disengage the gear and release the clutch pedal when the vehicle is coming to a stop, or when it is stationary. The engine is stopped.
2. Depress the clutch pedal to restart the engine.

Vehicles with DSG® dual clutch gearbox:

1. To stop, press and hold the brake pedal. The engine switches off shortly before the vehicle reaches a complete standstill or when the vehicle is stationary.
2. Take your foot off the brake pedal or depress the accelerator to restart the engine.

Important preconditions for automatic engine switch-off

— The driver is wearing their seat belt.
— The driver door is closed.
— The bonnet is closed.
— Engine minimum temperature has been reached.
— The temperature of the vehicle interior is within the preset temperature range, and the humidity level is not too high.
— The defrost function of the air conditioning system is not switched on.
— The charge level of the 12-volt vehicle battery is sufficient.
— The temperature of the 12-volt vehicle battery is not too low or too high.
— The vehicle is not on a steep incline.
— The steering wheel is not turned too sharply.

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— The windscreen heating is not switched on.

— Reverse gear is not engaged.

— The Park Assist system is not active.

When the conditions for automatic engine switch-off are fulfilled only while the vehicle is stationary, the engine can also switch off subsequently, e.g. after switching off the defrost function.

Conditions for an automatic restart

The engine can start automatically under the following conditions:

— If the temperature inside the vehicle substantially increases or decreases.

— If the vehicle rolls on.

— If the electric voltage of the 12-volt vehicle battery drops.

The following applies in general here: the engine always starts again automatically when required by the detected situation and the vehicle.

Conditions that require a manual engine start

The engine must be started manually in the following conditions:

— If the driver door is opened.

— If the bonnet is opened.

Activating and deactivating the start/stop system manually

1. In the menu selection in the Infotainment system, tap the Vehicle function button.
2. Tap the Status function button.
3. Tap the Start/stop function button.

When the start/stop system is deactivated, the Start/stop function button has a blue background.

If the start/stop system has switched the engine off, it will start again as soon as the system has been deactivated manually with the Start/stop function button.

Always deactivate the start/stop system manually when driving through water.

Start-Stop mode with automatic Adaptive Cruise Control (ACC)

The engine will be switched off after the Adaptive Cruise Control (ACC) has brought the vehicle to a standstill with an active braking intervention.

In the following instances, the engine will restart when the ACC is active:

— If the accelerator is depressed.

— When the ACC has resumed speed and distance control.

— If the vehicle ahead has moved on.

The engine will also be restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle ahead moves further away.

WARNING

Never switch off the ignition while the vehicle is in motion. This can lead to a loss of vehicle control, accidents and

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serious injuries.

- The airbags and belt tensioners do not function.
- The brake servo does not work. More force is required on the brake pedal to stop the vehicle.
- The power steering does not work. More manual power will be needed to steer the vehicle.
- When the ignition is switched off, the steering lock may activate and you will no longer be able to steer the vehicle.
- Deactivate the start/stop system when working in the engine compartment.

NOTICE

If the start/stop system is used in very high outside temperatures over a long period, the 12-volt vehicle battery can be damaged.

In some cases, it may be necessary to restart the engine manually. Follow any corresponding messages on the instrument cluster display.

Always deactivate the start/stop system manually when driving through water.

Troubleshooting

Engine no longer starts automatically

The warning lamp lights up red.

There is a fault in the start/stop system.

1. Start the motor manually *(→ Starting the engine)*.
2. Go to a suitably qualified workshop immediately.

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Manual gearbox: Selecting a gear

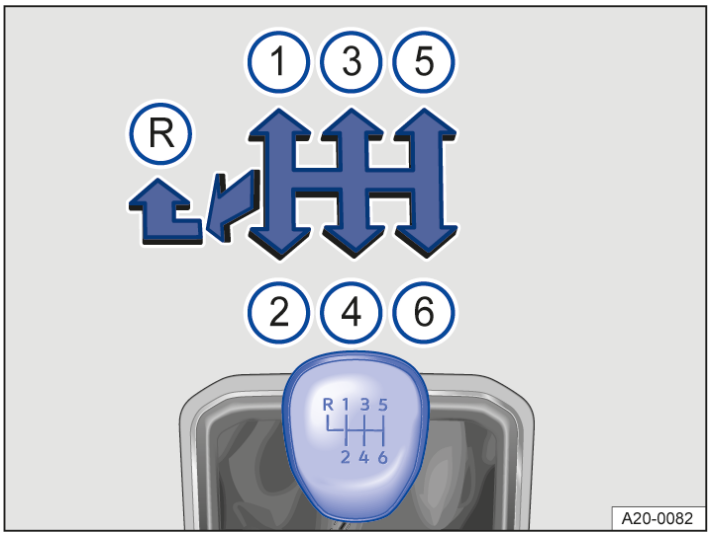


Fig. 1 Gear shift pattern of a 6-speed manual gearbox

Depending on the vehicle specification, your vehicle may have a 5-speed manual gearbox.

Selecting a forward gear

The positions of the individual gears are shown on the gear lever→ *Fig. 1*.

1. Fully depress and hold the clutch pedal.
2. Move the gear lever to the required position→⚠.
3. Release the clutch to engage.

In some countries, the clutch pedal will have to be depressed fully in order to start the engine.

Selecting reverse gear

Reverse gear should only be selected when the vehicle is stationary.

1. Fully depress and hold the clutch pedal→⚠.
2. Pull the ring on the gear lever upwards and push the gear lever fully to the left and then forwards into the reverse gear position → *Fig. 1* (R).
3. Release the clutch to engage.

Shifting down

You should always select the next immediate gear when shifting down a gear whilst the vehicle is in motion. The engine revs should not be too high when doing this →⚠. Damage to the clutch and the gearbox could occur if at high speeds or high engine revs one or more gears are skipped when shifting down gear, even if the clutch is not released when doing this →ⓘ.

⚠ WARNING

When the engine is running, the vehicle will start to move as soon as a gear is engaged and the clutch released. This also applies when the electronic park brake has been switched on.

- Never engage reverse gear while the vehicle is in motion.

⚠ WARNING

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Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Only accelerate rapidly if visibility, weather, road and traffic conditions permit, and other road users are not put at risk by the acceleration and driving style.
- Always adapt your driving style to suit the traffic flow.
- When the TCS is switched off, the drive wheels may spin, especially if the road surface is wet, slippery or dirty. This may result in you no longer being able to steer or control the vehicle.

WARNING

Shifting gears incorrectly to a lower gear can lead to a loss of control of the vehicle, which can cause accidents and serious injuries.

NOTICE

Serious damage to the clutch and gearbox can occur if the gear stick on the manual gearbox is shifted to too low a gear when travelling at high speeds or at high revs. This also applies if the clutch remains depressed and the gears do not engage.

NOTICE

Please note the following to help avoid damage and premature wear:

- Do not rest your hand on the gear lever when driving. The pressure from your hand is passed onto the selector forks in the gearbox.
- Ensure that the vehicle has come to a full stop before engaging reverse gear.
- Always depress the clutch pedal fully when changing gear.
- Do not hold the vehicle by "riding" the clutch on a hill with the engine running.

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

Troubleshooting

Clutch slipping

The indicator lamp lights up yellow.

Clutch does not transmit the entire engine torque.

1. If necessary, remove foot from clutch pedal.

Clutch overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given *(→ Manual gearbox)*.

The clutch can overheat, for example if the vehicle pulls off regularly, travels at a "crawl" for long periods, or in stop and go traffic.

Overheating is indicated by the warning lamp and in some cases by additional warning lamps and a text message in the instrument cluster display.

— Driving can be continued.

Clutch fault

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The indicator lamp lights up yellow.

The clutch is faulty.

1. Drive on carefully!
2. Go to a correspondingly qualified workshop. Failure to do so could result in considerable damage to the clutch.

Function of the DSG® dual clutch gearbox

Description

The vehicle is equipped with a DSG® dual clutch gearbox.

The DSG® dual clutch gearbox is a gearbox which uses dual clutch technology to change gear automatically. It uses a dual clutch and two independent gearboxes to enable very fast gear changes with no loss of torque. The DSG® dual clutch gearbox thus combines the performance and economy of a manual gearbox with the comfort and convenience of a conventional automatic transmission.

How the system works

When driving, engine power is transferred to the drive axle via the gearbox. In order to change gears, the power transmission between the engine and the gearbox has to be interrupted. This is what the clutch is for.

With the DSG® dual clutch system with its two complementary gearboxes, one gearbox is always connected under load to the engine. Before a gear shift, another gear is always preselected in the load-free second gear train half. The clutch on the non-driven gear is closed and the other is opened at the same time. This is what makes very fast gear changes possible.

Thanks to its design, the DSG® dual clutch gearbox is more efficient than an automatic gearbox. Whereas in an automatic gearbox the torque converter is constantly in use, in the DSG® dual clutch system the clutch can be opened at idling speed, thus saving fuel. With its efficiency, low weight and intelligent control system, the DSG® dual clutch gearbox usually enables fuel consumption that is equal to or lower than a manual gearbox.

However, just like the manual gearbox, the clutch in the DSG® dual clutch gearbox is subject to wear. Regular maintenance is necessary depending on the type of DSG® dual clutch gearbox; further information *(→ Scope of service)*. In the event of a fault in one gear train half, the DSG® dual clutch gearbox also allows one gear train half to be deactivated and the journey to be continued using the other gear train half *(→ Automatic gearbox)*. If this happens, have the system checked as soon as possible by a suitably qualified workshop.

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Dual clutch gearbox DSG®: Selecting a position

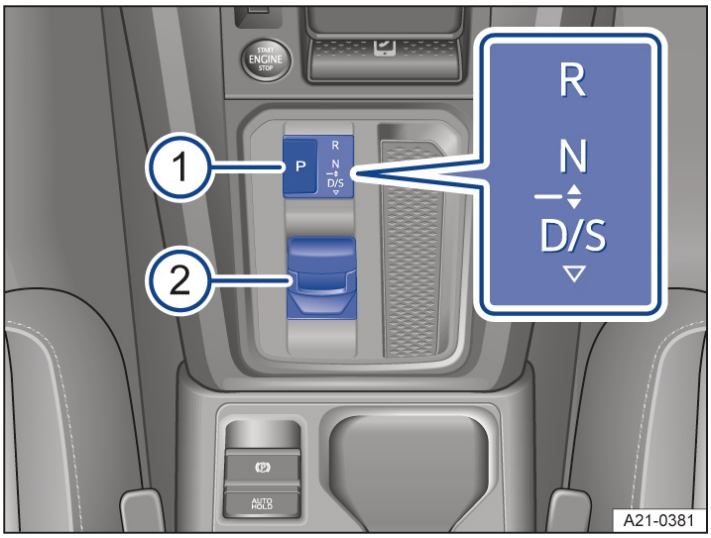


Fig. 1 Selector lever for the dual clutch gearbox(DSG) with button for parking lock.

1 Button for parking lock.

2 Selector lever.

The selected position is shown on the instrument cluster display and on the lower part of the centre console *→ Fig. 1* when the ignition is switched on.

The gear shift pattern is shown on the instrument cluster display when the brake is applied or when a position is engaged.

P – Parking lock

The drive wheels are blocked. May only be selected when the vehicle is *stationary*.

To engage the parking lock, press the P button *→ Fig. 1* (1).

If the engine is switched off in gear selector position D/S or R, the gearbox automatically engages the parking lock P to prevent the vehicle from rolling away.

If the engine is switched off in position N, the gearbox remains in neutral position N for around 30 minutes and only then engages the parking lock P (car wash function) *(→ Switching off the engine)*.

R – Reverse gear

Reverse gear is selected. May only be selected when the vehicle is *stationary*.

N – Neutral

The gearbox is in the neutral position. No force is transmitted to the wheels and the braking effect of the engine is not available.

D/S – Standard forward driving position

Position D: normal programme.

All forward gears are shifted up and down automatically. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

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Position **S**: sport programme.

The forward gears are automatically changed up *later* and down *earlier* than in selector lever positionD. This exploits the engine's full power reserves. The timing of the gear shift is determined by the engine load, your individual driving style and the speed of the vehicle.

Move the selector lever → *Fig. 1* (2) to the rear to switch between positionsD and S.

The selector lever will always move back to the centre position.

Changing position

Move the selector lever forward or back to the first pressure point to select the next position. The selector lever returns to its starting position.

Move the selector lever beyond the pressure point to the desired position to skip a position. The selector lever returns to its starting position. You might use this function to shift directly from gear selector position D to position R. The neutral position N is skipped.

⚠ WARNING

Selecting the wrong position can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Never press the accelerator when engaging a gear selector position.
- When the engine is running, the vehicle starts moving as soon as a selector lever position is engaged and the brake pedal is released.
- Never select reverse gear R or engage the parking lock P while the vehicle is in motion.

⚠ WARNING

Unintentional vehicle movements can cause serious injury.

- The driver must never leave the driver seat when the vehicle's engine is running and a gear selector position has been selected. If you need to leave the vehicle with the engine running, always engage the parking lock P and switch on the electronic parking brake.
- If the engine is running and the selector lever is in gear selector positionD/S or R, hold the vehicle on the foot brake. The vehicle will creep forward even when the engine is idling, as power transmission is even then not fully interrupted.
- Never select reverse gear R or engage the parking lock P when the vehicle is in motion.
- Never leave the vehicle when it is in the neutral positionN. The vehicle can roll downhill, irrespective of whether or not the engine is running.

! *NOTICE*

If the electronic parking brake isnot switched on when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move a few centimetres forwards or backwards.

If you accidentally shift to neutral positionN while driving, immediately take your foot off the accelerator. Wait for the engine to reach idling speed in the neutral position. Only engage a position once this has occurred.

Changing gear with Tiptronic

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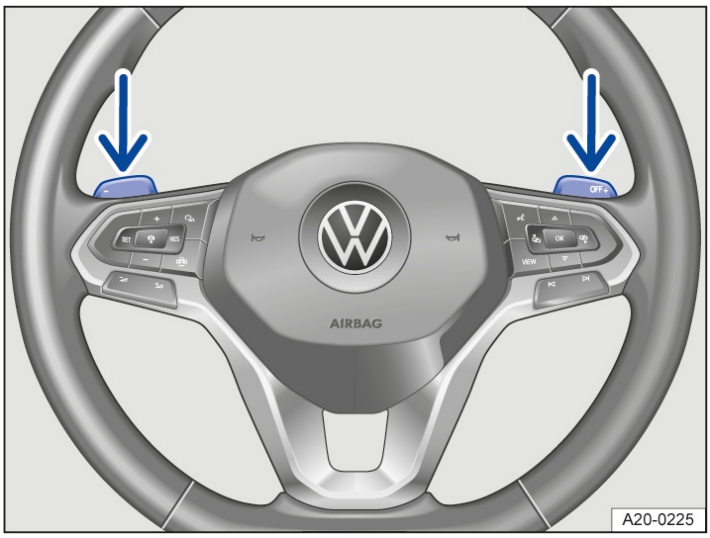


Fig. 1 Steering wheel with paddles for Tiptronic.

Using Tiptronic, the gears can be shifted up and down manually in an automatic gearbox.

You can pull a paddle → *Fig. 1* to switch to the Tiptronic program from gear selector positions D and S.

The Tiptronic program is switched on temporarily from gear selector position D.

The Tiptronic program is switched on permanently from gear selector position S.

The gear that is currently selected will be maintained when the Tiptronic program is selected. This applies until the system changes gear automatically when the limit speed is reached.

As soon as the gearbox has switched to the Tiptronic program, this will be shown on the instrument cluster display with M.

If the engine is switched off while the gearbox is in Tiptronic mode, the gearbox will activate the parking lock P. The vehicle is then secured against rolling away.

Operating Tiptronic with the paddles

— Pull the right paddle towards the steering wheel to change up a gear → *Fig. 1*.

— Pull the left paddle towards the steering wheel to change down a gear.

— Pull the left paddle towards the steering wheel and hold to change to the lowest gear. The gear selection display then changes to D.

Exiting the Tiptronic program

— Automatically after 5 seconds if the Tiptronic program was switched on from gear selector position D.

Or: Push the selector lever backwards and release it again to activate gear selector position D.

Or: Pull the right-hand rocker switch towards the steering wheel for about 3 seconds, then release it again.

NOTICE

When accelerating, the gearbox automatically shifts up to the next gear shortly before the maximum permitted engine speed is reached.

NOTICE

When shifting down a gear manually, the gearbox will not change gear until the engine can no longer be overrevved.

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Driving with DSG® dual clutch gearbox

The gearbox changes the forward gears up and down automatically.

Driving down hills

The steeper the downhill gradient, the lower the gear that must be selected. Lower gears increase the braking effect of the engine. Never allow the vehicle to roll down mountains or hills in the neutral position N.

1. Reduce your speed.
2. Shift down using the paddles on the steering wheel *(→ Tiptronic)*.

Stopping and pulling away on uphill gradients

The steeper the incline, the lower the gear that is required.

If you wish to stop the vehicle or pull away when driving uphill you should use the Auto Hold function *(→ Auto Hold function)*.

Coasting with dual clutch gearbox DSG®

In coasting mode, the momentum of the vehicle can be used to save fuel in conjunction with a foresighted driving style. The engine no longer brakes the vehicle – the vehicle can roll for a longer distance. This function is only available in selector lever position D, not when the accelerator pedal is pressed.

When coming to a stop without braking, the engine restarts automatically at “creeping speed”.

An automatic engine start may take place in order to ensure reliable engine restarting and to guarantee the power supply of the vehicle electrical system.

Triggering coasting

1. Remove your foot from accelerator pedal. The engine is disengaged and runs in coasting mode. The vehicle rolls without the braking effect of the engine.

Cancelling coasting mode

1. Depress the brake pedal.

   Or: Depress the accelerator pedal briefly.

   Or: Pull a paddle towards the steering wheel.

Kickdown function

The kickdown function enables maximum acceleration in selector lever positions D and S or in the Tiptronic programme.

If the accelerator pedal is depressed fully, the gearbox will automatically shift to a lower gear, depending on the speed and engine revs. This will make use of the full vehicle acceleration →⚠.

The gearbox does not shift up to the next gear until the engine reaches the maximum engine speed for the gear.

Launch Control programme

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The Launch Control Programme gives the vehicle maximum acceleration from a standing start.

1. Switch off TCS *(→ Brake support systems)*.
2. Depress and hold the brake pedal with your left foot.
3. Engage position S or switch to the Tiptronic programme.
4. With your right foot, depress the accelerator until the engines speed reaches approximately 3,200 rpm.
5. Take your left foot off the brake→⚠. The vehicle will start with maximum acceleration.
6. Switch the TCS back on after acceleration.

⚠ WARNING

Rapid acceleration can cause loss of traction and skidding, particularly on slippery roads. This can cause you to lose control of the vehicle, which can lead to accidents and serious injuries.

- Always adapt your driving style to the traffic flow.
- Only use kickdown or fast acceleration if visibility, weather, road and traffic conditions permit, and other road users are not put at risk due to the acceleration and the driving style.
- Please note that the driven wheels could start to spin and the vehicle could skid if the TCS is switched off, especially if the road is slippery.
- Switch TCS back on after acceleration.
- Only use the Launch Control Program if the road and traffic conditions allow for it.

⚠ WARNING

Never "ride" the brake pedal. Do not overuse the brake pedal. Constant braking will cause the brakes to overheat. This can considerably reduce the braking effect, increase the braking distance and, in certain circumstances, cause the brake system to fail completely.

NOTICE

- If you stop the vehicle on a gradient with a gear selector position engaged, do not attempt to stop it from rolling away by pressing the accelerator. The dual clutch gearbox DSG® could overheat and be damaged.
- Never allow the vehicle to roll in neutral positionN, particularly if the ignition is switched off. The DSG® dual clutch gearbox will not be lubricated and could be damaged.

NOTICE

Never let the brakes "rub" by applying light pressure to the brake when it is not necessary to brake. This will increase levels of wear.

Troubleshooting

Gearbox overheated

The indicator lamp lights up yellow.

An acoustic warning may also be given. A text notification may also be shown on the instrument cluster display.

The DSG® dual clutch gearbox can become too hot, for example, if the vehicle regularly pulls off from the starting position, during long periods at "crawling" speed, or in stop-and-go traffic.

1. STOP Do not drive on!
2. Allow the gearbox to cool down with the parking lockP engaged →⚠.
3. Do not drive on if the indicator lamp does not go out.
4. Seek expert assistance. Failure to do so could result in considerable damage to the gearbox.

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The engine will not start

The indicator lamp lights up green.

Brake pedal was not depressed, e.g. when trying to engage another position with the selector lever.

1. To select a position, press the brake pedal.

See also Electronic parking brake .

Releasing the selector lever lock manually

If the power fails in the vehicle(for example if the 12-volt battery is flat)and the vehicle has to be towed, the selector lever lock must be released manually. Seek expert assistance.

Emergency program

There is a fault in the system if all the displays on the instrument cluster for the selector lever positions have a light background. The DSG® dual clutch gearbox is running in an emergency programme. The vehicle can still be driven in the emergency programme, but only at reduced speed and not in all gears.

In vehicles with a DSG® dual clutch gearbox, you may no longer be able to select reverse gear.

1. In all cases you should have the DSG® dual clutch gearbox checked immediately by a suitably qualified workshop.

Vehicle does not move even though position is engaged

If the vehicle will not move in the required direction, the system may have selected the position incorrectly.

1. Depress the brake pedal and reselect the position.
2. If the vehicle still does not move in the required direction, there is a system fault. Seek expert assistance and have the system checked.

WARNING

Never release the parking lock when the electronic parking brake is switched off. Otherwise the vehicle could move unexpectedly if it is stopped on an incline, which could lead to accidents and serious injuries.

NOTICE

If the vehicle rolls for an extended period or at high speed with the engine switched off and the selector lever in the neutral position N, the DSG® dual clutch gearbox will be damaged, e.g. during towing.

NOTICE

- If the display indicates that the gearbox is overheating for the first time, make sure that the vehicle is parked safely or drive faster than 20 km/h (12 mph).
- Safely park the vehicle immediately and switch off the engine if the text message and acoustic signal are repeated approximately every 10 seconds. Allow the gearbox to cool down.
- Continue driving only when the acoustic warning no longer sounds in order to avoid damage to the gearbox. You should avoid pulling away or driving the vehicle at very low speeds while the gearbox is overheated.

Hill Start Assist

The Hill Start Assist function actively holds the vehicle when pulling away on an uphill gradient.

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The Hill Start Assist function is automatically activated if the following conditions are met

Vehicles with a manual gearbox: The following conditions must be met simultaneously:

— On an uphill gradient, the stationary vehicle must be held in position with the foot brake until you move off.

— The engine is running "smoothly".

— Fully depress the clutch pedal and shift into first gear if you want to drive forwards up a hill or into reverse gear if you want to reverse up a hill.

In order to start moving, remove your foot from the brake pedal, then release the clutch pedal (clutch engages) and press the accelerator simultaneously. The brake will be gradually released as the clutch is engaged. If the accelerator is not immediately depressed, the brake disengages autonomously after a few seconds.

Vehicles with a dual clutch gearbox (DSG): The following conditions must be met simultaneously:

— On an uphill gradient, the stationary vehicle must be held in position with the foot brake until you move off.

— The engine is running "smoothly".

— The position D or reverse gear has been selected.

To start moving, remove your foot from the brake pedal and press the accelerator immediately. The brake will gradually be released as the vehicle pulls away.

The Hill Start Assist function will be deactivated immediately

— As soon as one of the conditions listed above is not fulfilled.

— If the driver door is opened.

— If the engine is not running smoothly or there is an engine fault.

— If the engine is switched off or has stalled.

— Vehicles with a dual clutch gearbox (DSG): If the neutral position N is engaged.

Information on steering

The steering should be locked every time you leave the vehicle to make it more difficult for the vehicle to be stolen.

The steering

The power steering provided by the electromechanical steering system automatically adjusts to the vehicle speed, steering wheel torque and steering wheel angle. The electromechanical steering only functions when the engine is running. If the start/stop system is activated and the engine is switched off, the steering also works.

You will need considerably more strength than normal to steer the vehicle if the power steering is reduced or has failed completely.

Mechanical steering column lock

The steering column is locked mechanically in vehicles with an ignition lock:

1. Stop the vehicle and engage the parking lock P if necessary.
2. Remove the vehicle key.
3. Turn the steering wheel slightly until the steering lock clicks into place.

To unlock the steering column:

1. Turn the steering wheel slightly to relieve the steering lock mechanism.

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2. Insert the vehicle key into the ignition lock.
3. Hold the steering wheel in this position and turn the ignition on.

Electronic steering column lock in vehicles with a starter button

The steering column is locked electronically on vehicles with starter button:

1. Stop the vehicle and engage the parking lockP if necessary.
2. Switch off the ignition and then open the driver door. The steering column is locked.

If you do not want the steering column to be locked, first open the driver door and then switch off the ignition. The steering column will remain unlocked as long as the vehicle is not locked.

Counter steering assistance

Counter steering assistance provides the driver with power steering in critical driving situations. Additional steering power helps the driver when counter steering →⚠.

⚠ WARNING

If the power steering is not working, the steering wheel is difficult to turn, which makes it difficult to steer the vehicle.

- Depending on the vehicle's equipment level, the power steering only functions when the engine is running.
- Never let the vehicle roll with the engine switched off.
- Never remove the vehicle key from the ignition if the vehicle is in motion. The steering column lock may be activated and it will no longer be possible to steer the vehicle.

⚠ WARNING

In conjunction with the ESC, counter steering assistance provides the driver with assistance when steering in critical driving situations. The driver must steer the vehicle at all times. Counter steering assistance does not steer the vehicle.

NOTICE

When the vehicle is towed, the ignition must be switched on to prevent the steering wheel from locking, and so that the turn signals, horn, wipers and window washer system can be used.

Troubleshooting

Steering fault

The warning lamp lights up or flashes red.

There is a fault in the electromechanical steering or electronic steering column lock.

If the warning light lights up red, the steering my be difficult to operate because of a fault in the electromechanical power steering.

If the warning lamp flashes red, the steering column cannot be unlocked.

STOP Do not drive on!

1. Seek expert assistance.

Steering fault

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The indicator lamp lights up or flashes yellow.

The steering is harder or more sensitive than usual.

The warning lamp lights up continuously:

1. Re-start the engine and drive a short distance slowly.
2. If the indicator lamp continues to light up, go to a suitably qualified workshop.

The indicator lamp flashes:

1. Move the steering wheel slightly back and forth.
2. Switch the ignition off and then back on again.
3. Observe the messages on the instrument cluster display.
4. If the indicator lamp still flashes after restarting the vehicle, do not continue to drive.
5. Seek expert assistance.

Introduction

The cruise control system (CCS) helps to maintain a speed set by the driver.

Speed range

The CCS

is available when driving forwards at speeds from around 20 km/h (15 mph).

Driving with the cruise control system

You can exceed the stored speed at any time, e.g. to overtake. Control is interrupted for the duration of the acceleration manoeuvre and is then resumed with the stored speed.

Displays

When the cruise control system is switched on, the instrument cluster display shows the stored speed and the status of the cruise control system.

Depending on the driving situation and the instrument cluster version, one of following indicator lamps lights up:

 Cruise control system switched on.

 Cruise control system switched on, control intervention active.

 Cruise control system switched on, control intervention active.

The indicator lamps are shown as small icons or are greyed out if the cruise control system is not regulating.

If no speed is stored, the instrument cluster display shows––– instead of the speed.

Changing gear

Cruise control is interrupted as soon as you press the clutch pedal and is resumed automatically after the gear change.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

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1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

⚠ WARNING

Use of the cruise control system can lead to accidents and serious injuries if traffic does not allow you to drive at a safe distance at a constant speed.

- Never use the cruise control system in heavy traffic, if the distance to the vehicles in front is insufficient, on steep or winding roads, on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the cruise control system when driving offroad or on unpaved road surfaces.
- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Always switch cruise control off after use to avoid unintentional operation.
- It is dangerous to use a set speed that is too high for the prevailing road, traffic or weather conditions.

Operating CCS via the multi-function steering wheel

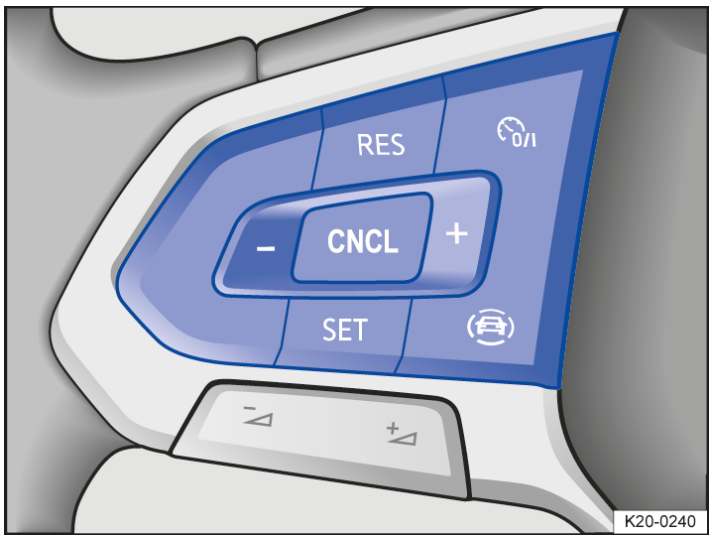


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed has been stored yet and the speed is not yet controlled.

Starting control

1. While driving, press the SET button.

   The CCS

   stores and regulates the current speed.

Adjusting the speed

You can adjust the stored speed while the cruise control system is regulating the speed:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

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+ 10 km/h (5 mph):
Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
Press the − button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or − button to continuously change the stored speed.

The vehicle adapts the current speed by accelerating or braking.

Cancelling control

1. Briefly press the CNCL or button.

   Or: Depress the brake pedal.

   The speed is stored in the memory.

Restarting control

1. Press the RES button.

   The cruise control system resumes operation with the stored speed and regulates the speed again.

Switching off

1. Press and hold the button.

   The cruise control system is switched off and the stored speed is deleted.

Changing to the speed limiter

1. Press the button.
2. Select the speed limiter on the instrument cluster display.

   The cruise control system is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

Fault in the cruise control system

Malfunction. The indicator lamp lights up yellow.

1. Switch off the CCS

   and go to a suitably qualified workshop.

Fault in cruise control system

Malfunction. The indicator lamp lights up. The yellow central warning lamp ⚠ also lights up.

1. Switch off the cruise control system and go to a correspondingly qualified workshop.

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Control is interrupted automatically

— You have kept the clutch depressed for an extended period.

— The vehicle has exceeded the stored speed for an extended period.

— The driver has not selected a position for driving forwards.

— Brake support systems, e.g. TCS or ESC, have performed a control intervention.

— The vehicle was braked by Front Assist.

— If the problem persists, switch off the cruise control system and go to a suitably qualified workshop.

Introduction

The speed limiter helps you to stop exceeding a selected speed.

Speed range

The speed limiter is available when driving forwards at speeds of approx. 30 km/h (around 20 mph) and above.

Driving with the speed limiter

You can interrupt the speed limiter at any time by depressing the accelerator all the way down until you meet resistance. As soon as the stored speed is exceeded, the green indicator lamp will flash and an acoustic warning may sound. The speed is stored in the memory.

The speed control function switches back on automatically as soon as the speed drops back below the stored speed.

Displays

When the speed limiter is switched on, the instrument cluster display shows the stored speed and the status of the speed limiter:

Depending on the driving situation and the instrument cluster version, one of following indicator lamps lights up:

Speed limiter switched on.

Speed limiter switched on, control active.

Speed limiter switched on, control active.

The indicator lamps are shown as small icons or are greyed out if the speed limiter is not regulating.

Driving downhill

The vehicle cannot maintain the stored speed in all driving situations. Always be prepared to brake the vehicle.

1. Shift down before extended downhill stretches.

   In this way you will make use of the engine braking effect and relieve the load on the brakes.

WARNING

Always switch off the speed limiter after use to avoid unwanted control operations.

- The speed limiter does not relieve the driver of their responsibility for the speed of the vehicle. Do not drive at full throttle if it is not required.
- Use of the speed limiter in adverse weather conditions is dangerous and can cause serious injury, e.g. through aquaplaning, snow, ice, or leaves. Use the speed limiter only when the road and weather conditions allow it to be used safely.

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Operating the speed limiter via the multifunction steering wheel

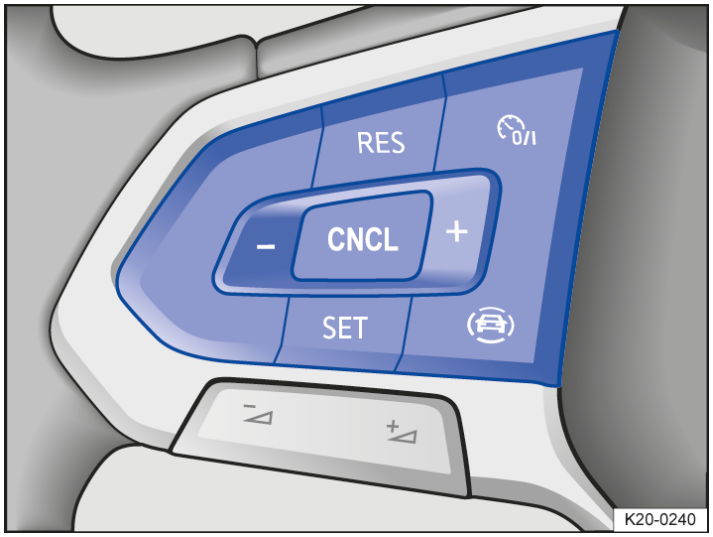


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   No speed is stored. No control yet.

Starting control

1. While driving, press the SET button.

   The current speed is stored as the maximum speed.

Adjusting the speed

You can adjust the stored speed:

+ 1 km/h (1 mph):
Press the RES button.

- 1 km/h (1 mph):
Press the SET button.

+ 10 km/h (5 mph):
Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
Press the – button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or – button to continuously change the stored speed.

Cancelling control

1. Press the CNCL or button.

   The speed is stored in the memory.

Restarting control

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1. Press the RES button.

Switching off

1. Press and hold the button.

   The speed limiter is switched off and the stored speed is deleted.

Switching to other driver assist systems

Depending on the equipment level, you can switch to the following driver assist systems:

— Cruise Control System (CCS).

— Adaptive Cruise Control (ACC).

1. Press the button.
2. Select the desired system on the instrument cluster display.

   The speed limiter is switched off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

Troubleshooting

LIM Speed limiter not available

Fault or malfunction. The indicator lamp lights up yellow.

1. Switch off and restart the engine.
2. If the problem persists, switch off the speed limiter and go to a suitably qualified workshop.

Control is interrupted automatically

— The ESC
is switched off.

— The brakes have overheated. Leave the brakes to cool and check them again.

— If the problem persists, switch off the speed limiter and go to a suitably qualified workshop.

For safety reasons, the speed limiter does not fully deactivate itself until you release the accelerator once or switch the system off manually.

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Eco Assistance

The Eco Assistance function supports the driver by providing situation-dependent recommendations on the instrument cluster display for an anticipatory and energy-saving driving style.

The Eco Assistance function uses the navigation data of the Infotainment system and the sensors of some assist systems. The most probable route is used if the route guidance function is not active.

The Eco Assistance function is dependent on the equipment level and is not available in all countries.

Driving with Eco Assistance

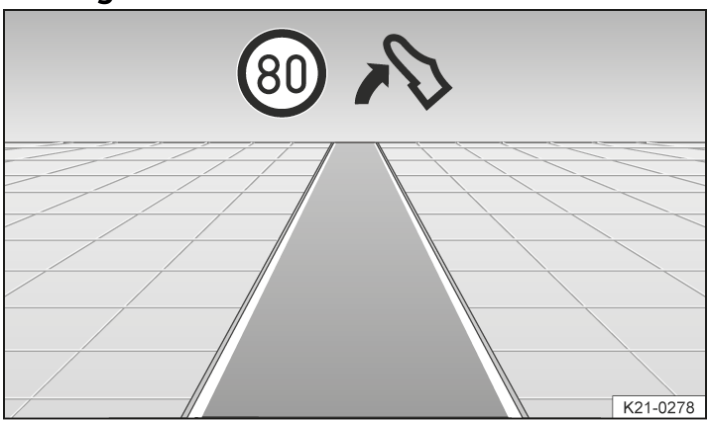


Fig. 1 Eco Assistance display (illustration).

When you are approaching a speed limit or a route to be followed, the symbol and information about the type of event are shown in the display of the instrument cluster.

As soon as you take your foot off the accelerator, the vehicle uses coasting and the engine braking effect *(→ Driving economically)* to adjust the speed. The vehicle takes into account the distance to the event.

The system does not use the vehicle brake. Also, when driving downhill, the system cannot decelerate the vehicle sufficiently in all driving situations.

When the system is active, Eco Assistance can increase the deceleration and adapt the speed to a vehicle detected ahead even if no message is displayed.

You can override Eco Assistance interventions at any time by accelerating.

Displays

Depending on the driving situation, the following symbols are shown on the instrument cluster display:

Remove your foot from accelerator pedal.

Vehicle ahead.

Junction ahead.

Motorway exit ahead.

Roundabout ahead.

Left-hand bend ahead.

Right-hand bend ahead.

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Downhill gradient ahead.

Speed limit ahead, as an example.

The displayed symbols may vary depending on the vehicle equipment. Symbols may be altered or extended by a system update.

Switching on and off

You can switch Eco Assistance on and off in the Assist systems menu of the Infotainment system.

When driving with Adaptive Cruise Control (ACC

) or the cruise control system (CCS), Eco Assistance is temporarily deactivated automatically.

When the reason for deactivation is no longer present, Eco Assistance is reactivated, provided it is switched on in the Infotainment system.

WARNING

The intelligent technology of Eco Assistance cannot overcome the physical limits specified, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of Eco Assistance can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Road signs on the road and traffic regulations always have priority over driving recommendations.
- Be prepared to control the speed yourself at all times.

Introduction

The Adaptive Cruise Control (ACC) maintains a speed selected by the driver. If the vehicle approaches a vehicle in front, the ACC automatically adapts the speed so that a distance you have selected is maintained.

Does my vehicle have the ACC function?

The vehicle is equipped with ACC

if you can adjust the ACC settings in the Assist systems menu in the Infotainment system.

Speed range

You can set a speed between 20 km/h (15 mph) and 210 km/h (130 mph). This speed range may differ in certain countries.

Driving with Adaptive Cruise Control

You can override the ACC at any time. Control will be cancelled if you brake. If you accelerate, the system will be interrupted for the duration of the acceleration process and will then continue again.

Control by ACC is less dynamic when towing a trailer.

Driver intervention prompt

The ACC will send a message to the instrument cluster telling you to apply the brake if the ACC's automatic deceleration is insufficient, or if the system limits are reached. In addition, the red warning lamp lights up and an acoustic warning is given. Take control of the vehicle and be prepared to apply the brakes!

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Radar sensor

ACC detects driving situations by means of the radar sensor at the front of the vehicle. The range of the radar sensor is up to approximately 160 m (around 520 ft).

⚠ WARNING

The intelligent technology used in the ACC cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience tempt you into taking safety risks when driving. Careless or unintentional use of the Adaptive Cruise Control (ACC) can cause accidents and lead to serious injury. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use the ACC in poor visibility, on steep or winding roads, or on slippery road surfaces e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use the ACC off-road or on non-surfaced roads. The ACC is designed for use on surfaced roads only.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display or if the ACC does not reduce the speed sufficiently.
- Apply the brakes if the vehicle starts rolling unintentionally, e.g. after a driver intervention prompt.
- Be prepared to control the speed yourself at all times.

Special driving situations

The functions described below are dependent on the equipment level and are not available in all countries.

Overtaking

If you are indicating left (or right when driving on the left) to overtake, the ACC accelerates the vehicle and reduces the gap to the vehicle in front. The system will not exceed the speed you have stored.

If the ACC has not detected a vehicle in front once you have changed lanes, the ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC can brake the vehicle to a standstill and hold it stationary. The ACC remains active; the instrument cluster will display ACC ready for a few seconds.

Vehicles with Travel Assist: You can extend this time by continuing to hold the steering wheel.

As long as ACC remains active, the vehicle will move off again automatically as soon as the vehicle in front moves off.

Extending or reactivating the period in which the vehicle is ready to pull away:

1. Press the RES button.

   Or: Vehicles with Travel Assist: take hold of the steering wheel again.

Pulling away when the ACC is no longer ready and the vehicle in front is already a long way ahead:

1. Press the RES button or briefly depress the accelerator.

The ACC remains inactive in the following situations:

— The vehicle is stationary for several minutes.

— A vehicle door is opened.

— The ignition is switched off.

⚠ WARNING

If the message ACC ready appears on the instrument cluster display and the vehicle in front moves off, your vehicle will move off automatically. In some cases, obstacles in the vehicle's path may not be detected. This can result in

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serious injury and accidents.

- Always check the road every time the vehicle starts to pull away and brake the vehicle if necessary.

Inside Overtaking Prevention System (left-hand traffic: inside overtaking prevention on left-hand side)

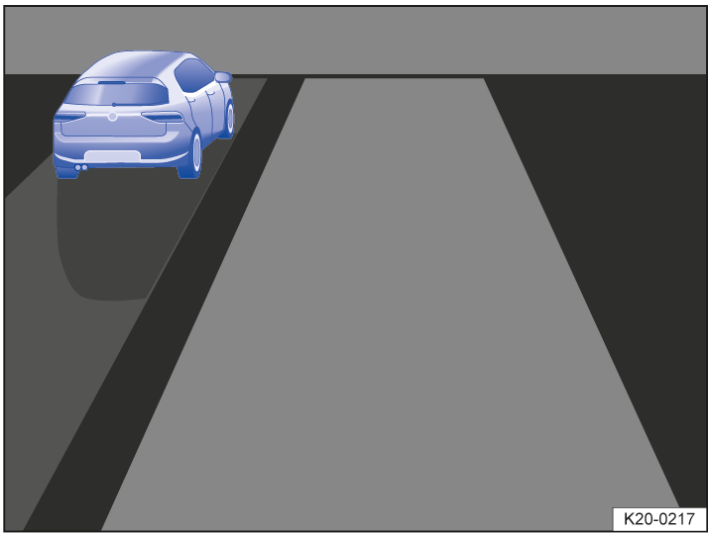


Fig. 1 On the display of the instrument cluster: Slower vehicle detected in the left-hand lane (illustration).

If the ACC detects a slower vehicle in the left-hand lane(left-hand traffic: in the right-hand lane), the ACC will brake the vehicle gently within the system limits and can therefore prevent a prohibited overtaking manoeuvre. The function is active from speeds of around 80 km/h (around 50 mph).

Limits of the ACC

When not to use the ACC

ACC

is not suitable for use in the following driving situations due to the system limitations. To cancel control →⚠:

— Driving in heavy rain, snow or heavy spray.

— Driving through road works, tunnels or toll stations.

— Driving on twisting roads, e.g. mountain roads

— Driving off-road

— Driving in multi-storey car parks.

— Driving on roads with embedded metal objects, e.g. railway tracks.

— Driving on roads with loose chippings

— Vehicles without Inside Overtaking Prevention System: On roads with more than one lane, if other vehicles are driving more slowly in the overtaking lane.

— If components in the area of the radar sensor are exposed to external force, e.g. after a rear-end collision.

⚠ WARNING

Using the ACC in the situations listed above may lead to accidents, severe injuries and violations of the relevant statutory regulations.

Delayed response

If the radar sensor is exposed to environmental conditions that impair sensor functioning, the system may detect this

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only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Adaptive Cruise Control (ACC))*.

Objects that cannot be detected

The ACC only detects vehicles moving in the same direction as your vehicle. It cannot detect:

— Persons

— Animals

— Crossing or oncoming vehicles

— Other stationary obstacles

Stationary vehicles

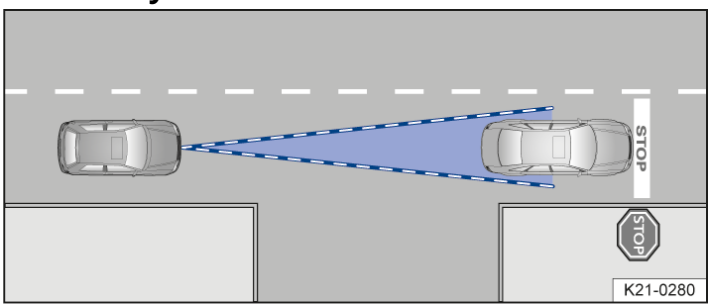


Fig. 1 Stationary vehicle.

The ACC can react to stationary vehicles in a limited way up to a speed of around 60 km/h (approx 37 mph). To do so, the ACC must detect the stationary vehicle correctly and be able to brake your vehicle comfortably behind it, within the system limits. ACC does not perform emergency braking.

The function which enables your vehicle to react to stationary vehicles comes with some equipment levels and is not available in all countries.

Cornering

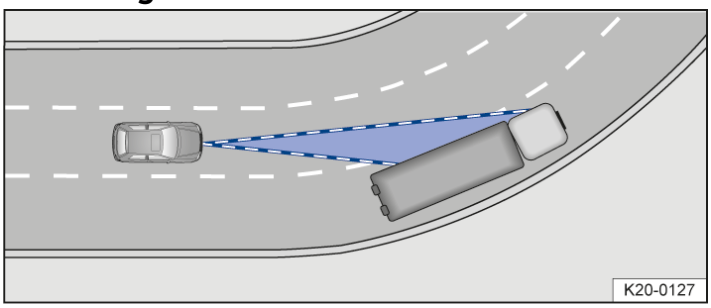


Fig. 2 Driving through bends.

The radar sensor always scans the area directly in front of the vehicle. For this reason, the ACC may detect vehicles erroneously or may not detect vehicles ahead when driving around tight bends *→ Fig. 2*.

Vehicles outside of the sensor's range

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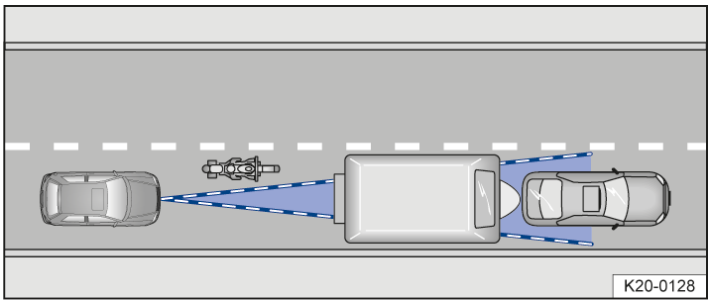


Fig. 3 Narrow vehicle.

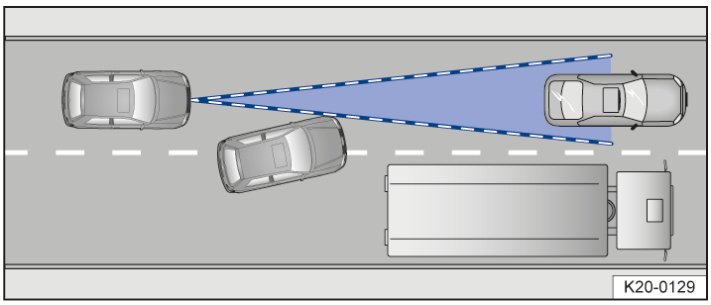


Fig. 4 Vehicle changes lane.

ACC may not react or may react with a delay or with an unwanted response in the following driving situations:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. motorbikes→ *Fig. 3*.

— Vehicles that change into your lane directly in front of your vehicle→ *Fig. 4*.

— Vehicles with bodies or attachments that project beyond the vehicle.

Switching ACC on and off

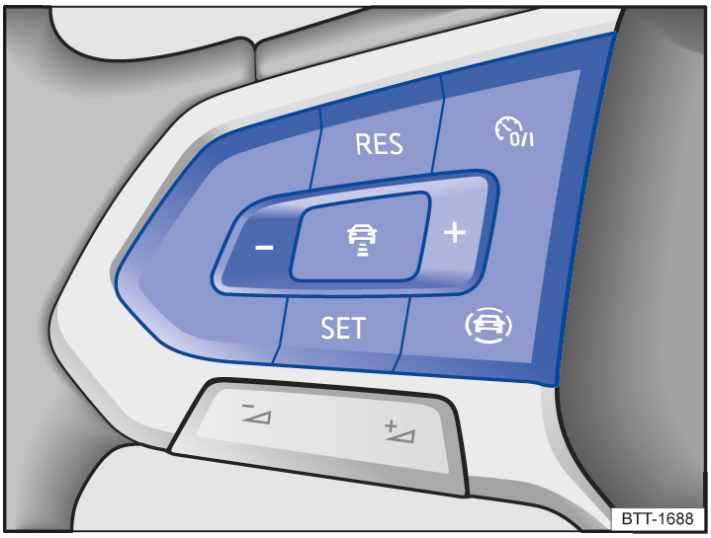


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on

1. Press the button.

   ACC

   is not yet active.

Starting control

1. Press the SET button while driving forwards.

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The ACC stores the current speed and maintains the selected distance. If the current speed is outside the defined speed range, ACC will set the minimum speed (when driving more slowly than the limit) or maximum speed (when driving faster than the limit).

The traction control system (TCS
) is also activated.
Depending on the situation and the design of the instrument cluster, the following warning lamps light up:

 ACC is regulating the speed.

 ACC control active, no vehicle detected ahead.

 ACC control active, no vehicle detected ahead.

 ACC control active, vehicle in front detected.

 ACC control active, vehicle in front detected.

The indicator lamps light up grey or do not light up at all when ACC is not regulating.

Cancelling control

1. Briefly press the  button.

   Or: Depress the brake pedal.

   The indicator lamp corresponding to the driving situation lights up, and the speed and distance remain stored.

Control is automatically cancelled if the traction control system (TCS
) is deactivated.

Restarting control

1. Press the RES button.

   The ACC adopts the last stored speed and gap. The instrument cluster display shows the set speed and the indicator lamp corresponding to the driving situation lights up.

Switching off

1. Press and hold the  button.

   The set speed will be deleted.

Changing to the speed limiter

1. Press the  button.
2. Select the speed limiter on the instrument cluster display.

   Adaptive Cruise Control is switched off.

Depending on equipment, the  button is either on the multifunction steering wheel or on the turn signal lever.

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Adjusting ACC

Adjusting the distance

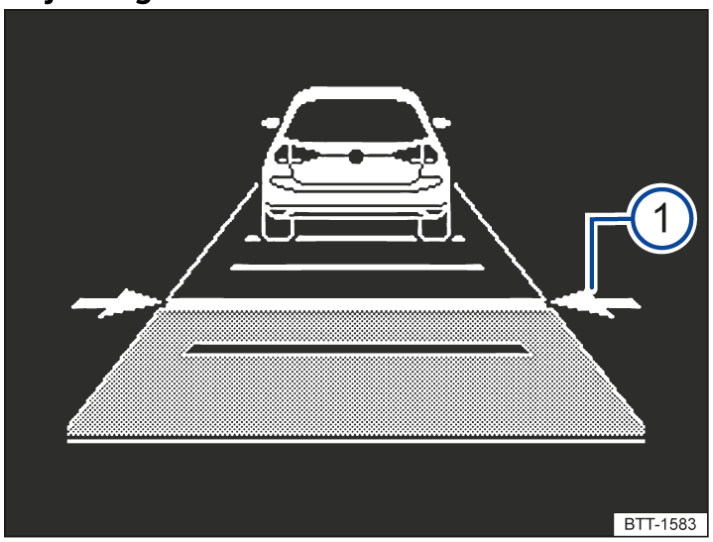


Fig. 1 On the analogue instrument cluster display: set distance (1), ACC regulating (illustration).

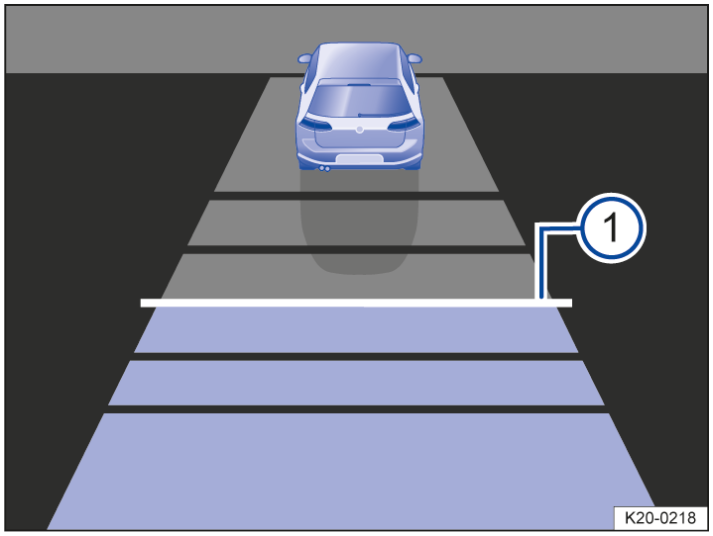


Fig. 2 On the digital instrument cluster display: set distance (1), ACC regulating (illustration).

You can set the distance in five steps from very small to very large:

1. Press the button.
2. Press the + or − button.

   Or: press the button repeatedly until the required distance is set.

   The instrument cluster display shows the chosen setting → *Fig. 1* (1) and → *Fig. 2* (1). Note the country-specific regulations regarding the minimum distance.

In the Assist systems menu of the Infotainment system, you can choose whether you want to start control with the distance set at the end of the journey or a preselected distance.

If the ACC

has not taken control, the set distance and vehicle are not highlighted on the instrument cluster display.

Adjusting the speed

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Using the buttons on the multifunction steering wheel, you can adjust the stored speed within the specified speed range as follows:

+ 1 km/h (1 mph):
Press the RES button only when ACC is regulating the speed.

- 1 km/h (1 mph):
Press the SET button only when ACC is regulating the speed.

+ 10 km/h (5 mph):
Press the + button. Pressing it for the first time switches to the next highest 10 km/h or 5 mph interval:

- 10 km/h (5 mph):
Press the − button. Pressing it for the first time switches to the next lowest 10 km/h or 5 mph interval:

Press and hold the + or − button to continuously change the stored speed.

WARNING

If you do not maintain the minimum distance to a vehicle in front or if the difference in speed between the vehicle in front and your own vehicle is so great that the braking action of the ACC is insufficient, you are in danger of colliding with the vehicle in front. Rain and winter conditions will also reduce the braking distance.

- The Adaptive Cruise Control may not be able to detect all driving situations correctly.
- Always be prepared to brake the vehicle yourself.
- Depressing the accelerator will override the Adaptive Cruise Control. In this case, the ACC will not brake the vehicle automatically.
- Observe any country-specific regulations regarding the minimum distance between vehicles.
- Maintain a larger gap in wet weather, snow or poor visibility.

Adjusting the way the ACC responds

You can decide how sporty the response of the ACC should be:

1. Select the desired gearbox program in the Assist systems menu of the Infotainment system.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

Troubleshooting

ACC not available

The indicator lamp lights up yellow.

— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The radar sensor's range has been impaired by the weather, e.g. by snow, or residue/layers of cleaning agent. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Remove any obstructions from the area around the radar sensor.

— The radar sensor has been displaced or damaged, e.g. due to damage to the front of the vehicle. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Fault or malfunction. Switch off and restart the engine.

— Painting work or structural modifications have been performed on the front of the vehicle.

— If the problem persists, go to a correspondingly qualified workshop.

ACC does not function as expected

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— The radar sensor is dirty. Clean the radar sensor *(→ Vehicle care, exterior)*.

— The system limits have been exceeded *(→ Adaptive Cruise Control (ACC))*.

— The brakes have overheated, control was cancelled automatically. Leave the brakes to cool and check them again.

— If the problem persists, go to a correspondingly qualified workshop.

Control cannot be started

Make sure the following conditions are met:

— A position has been selected for driving forward.

— The brake lights on the vehicle are working.

— The brake lights on the electrically connected trailer(depending on country) are in working order.

— ESC
is not performing a control intervention.

— The brake pedal is not depressed.

Unusual noises during automatic braking

This is normal and is not a fault.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Introduction

The emergency braking system (Front Assist) can detect imminent frontal collisions and issue corresponding warnings. The system can also assist when braking and initiate automatic braking.

Front Assist can help to avoid accidents, but is not a substitute for the full concentration of the driver.

Front Assist functions only within the system limits. The warning times vary depending on the traffic situation and driver behaviour.

Functions

Front Assist includes the following additional functions depending on vehicle equipment and country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

— Swerve assist.

— Turning emergency braking.

The listed functions are automatically active (if present) when Front Assist is switched on.

Detectable objects

Front Assist can detect the following objects depending on vehicle equipment and country:

— Vehicles.

— Bicycles and motorcycles.

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— Pedestrians.

Driving with Front Assist

You can cancel the automatic braking interventions by steering or pressing the accelerator.

You can cancel automatic braking interventions by counter-steering.

Automatic braking

Front Assist can decelerate the vehicle to a standstill. The vehicle will not remain stationary. Depress the brake pedal!

The brake pedal will feel harder during an automatic braking manoeuvre.

Detection of the driving situation

Front Assist detects driving situations by means of a camera located in the upper area of the windscreen and a radar sensor in the front of the vehicle.

⚠ WARNING

The intelligent technology used in Front Assist cannot overcome the laws of physics, and functions only within the limits of the system. Never let the extra convenience afforded by Front Assist tempt you into taking risks when driving. Front Assist cannot prevent accidents and serious injuries on its own. The driver is always responsible for all driving tasks.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Please note that Front Assist cannot detect all objects throughout the entire speed range *(→ Autonomous Emergency Braking (Front Assist))*.
- If Front Assist issues a warning, brake the vehicle immediately if the traffic allows or avoid the obstacle.
- Front Assist can intervene unintentionally, for example if its functioning is impaired. You should therefore consider cancelling the automatic interventions by Front Assist if appropriate.
- If you are unsure about the systems that are fitted in your vehicle, please enquire at a correspondingly qualified workshop before starting your journey.

Warning levels and braking intervention

Speed ranges

Front Assist provides maximum assistance in the following speed ranges:

— Reaction to vehicles: around 5 km/h (around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to bicycles and motorcycles: around 5 km/h(around 3 mph) to around 250 km/h (around 155 mph)

— Reaction to pedestrians: around 5 km/h (around 3 mph) to around 85 km/h (around 53 mph)

The assistance may include an advance warning, an urgent warning and automatic braking or a braking intervention. A distance warning may also be displayed.

Influencing factors

Whether and in what speed range Front Assist reacts to the specified objects depends on the following factors:

— Type of object.

— Direction of travel of the object.

— Speed of the object.

— Speed of the vehicle.

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The operating range may therefore be restricted if the vehicle approaches an object very quickly and there is therefore little time for a reaction.

In addition, not all warning levels are used in all situations. Depending on speed, there may not be an advance warning or an urgent warning, for example. Instead, automatic braking may take place immediately in order to ensure optimum protection for the object.

Distance warning



Front Assist detects when safety is endangered due to driving too close to the vehicle in front.

The indicator lamp lights up. Increase the distance.

Advance warning



Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

An acoustic warning sounds and the red warning lamp lights up. Brake or take evasive action!

Urgent warning

If you do not react to the advance warning, the system may initiate a short braking jolt in order to draw attention to the increasing collision risk. Brake or take evasive action!

Automatic braking

Front Assist can brake the vehicle automatically in several stages with increasing braking force. The reduced speed may help to minimise the severity of an accident.

Braking intervention

If the system detects that you are braking insufficiently when there is a risk of collision, Front Assist can increase the braking force and help prevent a collision. The braking intervention takes place only for as long as you press the brake pedal hard.

Front Assist limits



Front Assist is not available or its functions are restricted immediately after the vehicle is started. During this time, the indicator lamp lights up in the display of the instrument cluster.

Front Assist has physical and system-related limitations. You should therefore always be prepared to take full control of the vehicle if necessary.

Delayed response

If the camera or radar sensor is exposed to environmental conditions that impair functioning, the system may detect this only after a certain delay. For this reason, any restrictions to functions may be displayed only after a delay at the start of the journey and when driving *(→ Autonomous Emergency Braking (Front Assist))*.

Objects that cannot be detected

Front Assist cannot react – or will react with a delay – in the case of the following objects:

— Vehicles that are driving outside the sensor range in close proximity to your vehicle, e.g. vehicles that are driving offset to your vehicle or motorbikes.

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— Vehicles that change into your lane directly in front of your vehicle.
— Vehicles with bodies or attachments that project beyond the vehicle.
— Oncoming vehicles or vehicles crossing your path.
— Oncoming pedestrians; generally no reaction to persons without Pedestrian Monitoring.
— Stationary or oncoming cyclists; additionally no reaction to crossing cyclists without Cyclist Monitoring.
— When pedestrians and cyclists are not detected, for example because they are partially or fully hidden.

Function limitations

Front Assist may not react or may react with a delay or with an unwanted response in the following situations:

— In tight bends.
— Driving in heavy rain, snow, fog or heavy spray.
— Driving in multi-storey car parks and tunnels.
— Driving on roads with embedded metal objects, e.g. railway tracks.
— Reversing.
— If ESC
is performing a control intervention or is faulty.
— If the radar sensor or camera window is dirty, covered or damaged.
— If several brake lights on the vehicle are defective.
— If there is a fault in several brake lights on a trailer (country-dependent) or bicycle carrier with an electrical connection to the vehicle.
— If the vehicle accelerates hard or the accelerator is fully depressed.
— In complex driving situations, e.g. at traffic islands.
— In unclear traffic situations, e.g. vehicles ahead are braking heavily or turning off.
— When the sun is low in the sky, in darkness or with glare from oncoming vehicles.
— When driving into and out of tunnels.
— If there is a fault in Front Assist.

Switching off Front Assist

Front Assist is not suitable for use in the following situations due to the limitations of the system and must be switched off →⚠:

— If the vehicle is utilised in a capacity beyond usage on public roads, e.g. offroad or racing tracks.
— If the vehicle is being towed or is loaded onto another vehicle.
— If add-on parts cover the radar sensor or camera.
— If the camera or the radar sensor is faulty.
— If components in the area of the radar sensor are exposed to external force, e.g. after a rear-end collision.
— If the windscreen is damaged in the area of the camera window.
— In the event of multiple unwanted interventions.

⚠ WARNING

Failure to switch off Front Assist in the situations mentioned can cause accidents and serious injuries.

Swerve support

The swerve assist function can help to steer the vehicle around an obstacle in critical driving situations.

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If you steer to avoid an obstacle after an urgent warning, swerve assist can help you. Swerve support brakes individual wheels and corrects your steering wheel angle while you steer the vehicle.

Speed range

Swerve assist is available in a speed range from around 30 km/h (around 20 mph) up to 150 km/h (around 90 mph).

Limits

Swerve support does not react to crossing objects and animals. Always also observe the fundamental limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

Oncoming vehicle braking when turning

The oncoming vehicle braking when turning function can prevent the vehicle from colliding with an oncoming vehicle during a turn.

If there is a risk of the vehicle colliding with an oncoming vehicle in the adjacent lane when turning, the oncoming vehicle braking when turning function can brake your vehicle. The vehicle can then remain in its own lane as a result.

Speed range

The oncoming vehicle braking when turning function is available at speeds of up to approximately 20 km/h (around 15 mph).

Limits

The oncoming vehicle braking when turning function is available only if you have activated the turn signal and turned the steering wheel to start the turning manoeuvre. However, after changing from right-hand driving to left-hand driving or vice versa, the oncoming vehicle braking when turning function is only available after 30 minutes or more.

The oncoming vehicle braking when turning function does not react to persons, animals, crossing vehicles or objects that are not detected as a vehicle. Always also observe the fundamental limits of Front Assist *(→ Autonomous Emergency Braking (Front Assist))*.

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Operating Front Assist

Front Assist and all country-dependent included functions are automatically switched on when you switch on the ignition.

However, Front Assist is not available or only available to a limited extent as long as the indicator lamp is lit.

Volkswagen Commercial Vehicles recommends that Front Assist and all country-specific functions are switched on at all times. Exceptions: *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

You can switch Front Assist on and off manually and view the current activation status.

On the display of the instrument cluster:

1. Press the button.
2. Switch Front Assist on or off.

Depending on the equipment, in the Infotainment system *(→ Vehicle settings menu)*:

1. Open the Assist systems menu.
2. Switch Front Assist on or off in the corresponding submenu.

If you switch off Front Assist, all the country-specific included functions are also switched off. The yellow indicator lamp lights up in the instrument cluster display.

If Front Assist has been automatically deactivated, e.g. in the event of a detected towing operation, the yellow indicator lamp also lights up.

Setting country-specific functions

If Front Assist is switched on, you can make the following settings in the Assist systems menu of the Infotainment system, depending on the equipment level and country:

1. Switch the distance warning on and off.
2. Switch swerve support on and off.
3. Switch the oncoming vehicle braking when turning function on and off.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

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Front Assist is starting

The indicator lamp lights up.

— Front Assist is temporarily not available or only available to a limited extent. Front Assist is available after driving straight ahead for a short time, and the indicator light goes out. When the vehicle is not moving, the indicator lamp lights up continuously.

Front Assist not available or functions restricted

The indicator lamp lights up yellow and a text message is also displayed.

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The view of the radar sensor or camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The radar sensor's range is obstructed by add-on parts, trim frame for number plate holders or stickers. Remove any obstructions from the area around the radar sensor.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.

— The radar sensor or camera has been displaced or damaged, e.g. due to damage to the front of the vehicle or the windscreen. Check whether damage is visible *(→ Repairs and technical modifications)*.

— Vehicles with all-wheel drive: The TCS is switched off.

— The camera was automatically deactivated due to high ambient temperature or long periods of direct sunlight. When the camera is available again, Front Assist is also available again.

— Painting work or structural modifications have been performed on the front of the vehicle.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Front Assist does not function as expected or is triggered unnecessarily several times

— The radar sensor or camera window is dirty. Clean the radar sensor and windscreen *(→ Vehicle care)*.

— The system limits have been exceeded *(→ Autonomous Emergency Braking (Front Assist))*.

— Low sun or darkness.

— If the problem persists, switch off Front Assist and go to a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

Within the system limits, the lane keeping system(Lane Assist) helps the driver to stay in lane. The function is not designed to keep the vehicle in lane automatically, nor is it suited to this purpose.

Using a camera behind the windscreen, the lane keeping system detects road lane markings on the road. If your vehicle moves too close to a recognised road lane marking, the system will warn the driver with a corrective steering intervention. The corrective steering intervention can be overridden by the driver at any time.

Speed range

When road lane markings can be detected, the lane keeping system is ready to intervene at speeds above around 60 km/h (around 35 mph) (system status active).

⚠ WARNING

The intelligent technology used in the lane keeping system cannot overcome the laws of physics, and functions only within the limits of the system. Always take care when using the lane departure warning system otherwise you could cause accidents or injuries. The system is not a substitute for the driver's full concentration and steering manoeuvres.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands should always be on the steering wheel so that you can steer at any time. The driver is always responsible for staying in lane.
- Steer the vehicle to override any unwanted intervention immediately.
- Observe the information on the instrument cluster display and respond according to the prompts, if permitted by the traffic situation.
- Always observe the area around the vehicle with care and watch the road ahead while driving.
- If the camera's field of view is dirty, covered or damaged, the function of the lane departure warning system may be impaired.

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Limits of the lane keeping system

Road lane markings not recognised, or not recognised correctly

The lane keeping system cannot recognise all road lane markings correctly. If the road lane markings are not recognised, the lane keeping system may fail to perform a control intervention. Be prepared to steer the vehicle at all times.

Poor road surfaces, road structures, objects, reflections and glare can be recognised incorrectly as road lane markings in some situations. Immediately override any undesired intervention by the system.

Temporarily switching off the lane keeping system

In the following situations, the lane keeping system may intervene in an unwanted manner or fail to intervene. This means that it is crucial that the driver is attentive in these situations. Switch off the lane keeping system temporarily if:

— Your driving style is very dynamic.

— In poor weather conditions and when driving on poor roads.

— Driving through road works.

— Crests and dips in the road.

— You are not driving on motorways or good main roads.

WARNING

Failure to switch off the lane keeping system in the situations mentioned can cause accidents and serious injuries.

Lane keeping system not available

The system is not available under the following conditions(passive system status):

— The vehicle speed is under 55 km/h(approximately 30 mph).

— The lane keeping system has not detected a road lane marking.

— If the lanes are too narrow and in tight bends.

— Temporarily if the driving style is very dynamic.

— When the turn signal is switched on before changing lane manually.

— If the driver vigorously steers the vehicle to override a system intervention.

— If the driver does not react to a driver intervention prompt.

Interference

WARNING

The effectiveness of systems can be adversely affected if components and systems are retrofitted, e.g. by body builders. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

- Have the correct operation of the systems confirmed by the second stage manufacturer.

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Driving with the lane keeping system

Switching on and off

Depending on country, the lane keeping system is always switched on when the ignition is switched on. You can also switch the lane keeping system on and off manually and view the current system status.

On the display of the instrument cluster:

1. Press the button.
2. Switch the lane keeping system on or off.

Depending on equipment, the button is either on the multifunction steering wheel or on the turn signal lever.

On the Infotainment system *(→ Vehicle settings menu)*:

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

The lane keeping system (Lane Assist) is also switched on when the comfort drive function (Travel Assist) is switched on.

If there is a system fault, the lane keeping system can deactivate itself automatically.

Displays

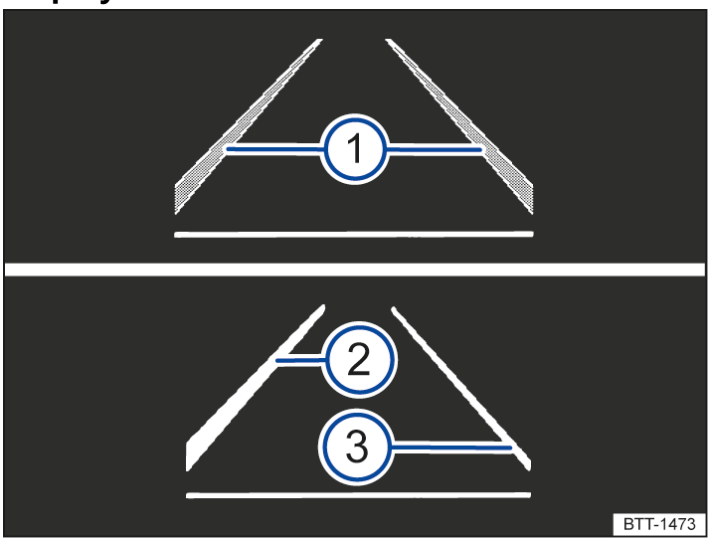


Fig. 1 On the display of the instrument cluster: Lane keeping system displays (illustration).

(1) Lane markings detected. System not regulating.

(2) Lane markings detected. System regulates on the side displayed.

(3) The system is not ready to perform control intervention. Depending on equipment, the white line is displayed as a thin line or is not shown at all.

With some equipment levels, additional details about the road lane marking may also be shown on the instrument cluster display, e.g. dotted lane markings.

Depending on the situation and the design of the instrument cluster, the following warning lamps light up:

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System is active and ready to perform control intervention.

System is active and ready to perform control intervention.

System controls (corrective steering intervention).

System controls (corrective steering intervention).

If no warning lamp lights up, the system is not ready to intervene (passive system status) or is switched off.

If the comfort drive function (Travel Assist) is actively performing a control operation, there is no steering intervention and the lane keeping system is not displayed.

Driver intervention prompt

If there is no steering activity, the system prompts you to drive in the middle of the lane by means of acoustic warnings and a display on the instrument cluster.

The system switches to the passive state if you do not react.

Depending on the equipment, Emergency Assist will be activated providing it is switched on in the Infotainment system.

Independently of steering activity, you are also prompted to drive in the middle of the lane by means of a display on the instrument cluster and acoustic warnings if the corrective steering intervention takes place for an extended time.

Steering wheel vibration

The following situations can lead to vibration of the steering wheel:

— The system can no longer detect a lane during a major steering intervention.

You can also select the Vibration or Steering wheel vibration option in the Assist systems menu on the Infotainment system. In this case, the steering wheel will vibrate if the vehicle drives across a detected road lane marking when the lane keeping system is active.

Troubleshooting

or Lane keeping system not available

The indicator lamp lights up yellow, depending on the type of instrument cluster in your vehicle. A message will also appear on the instrument cluster display.

— The camera window is dirty. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired due to the weather conditions, e.g. snow, or due to detergent deposits or coatings. Clean the windscreen *(→ Vehicle care)*.

— The view of the camera is impaired by add-on parts or stickers. Keep the area around the camera window free.

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

— The camera was automatically deactivated due to high ambient temperature or long periods of direct sunlight. When the camera is available again, the lane keeping system is also available again. Switch off and restart the engine.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, go to a correspondingly qualified workshop.

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It may take several seconds before a system error is detected one the ignition is switched on.

If the lane keeping system is not available, Travel Assist is also not available.

If the lane keeping system is not available, Emergency Assist is also not available.

The system behaves differently than expected

1. Do not attach any objects to the steering wheel.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Introduction

Using Travel Assist, the vehicle can maintain a distance preselected by the driver from a vehicle in front within the system limits and remain in the predefined position within the lane (adaptive lane guidance).

Travel Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system(Lane Assist). Please, therefore, read the information on ACC and Lane Assist carefully and observe the system limits and warnings listed there.

Does the vehicle have Travel Assist?

The vehicle is equipped with Travel Assist if the button is available on the multifunction steering wheel.

Speed range

Travel Assist regulates at speeds between around 30 km/h(approximately 20 mph) and around 210 km/h (approximately 130 mph). Adaptive lane guidance can be used at speeds between 0 km/h (0 mph) and around 250 km/h (approximately 155 mph). This speed range may differ in certain countries.

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can decelerate the vehicle to a standstill behind a vehicle that is stopping. It can also start driving again by itself.

You can override Travel Assist regulation at any time.

Displays

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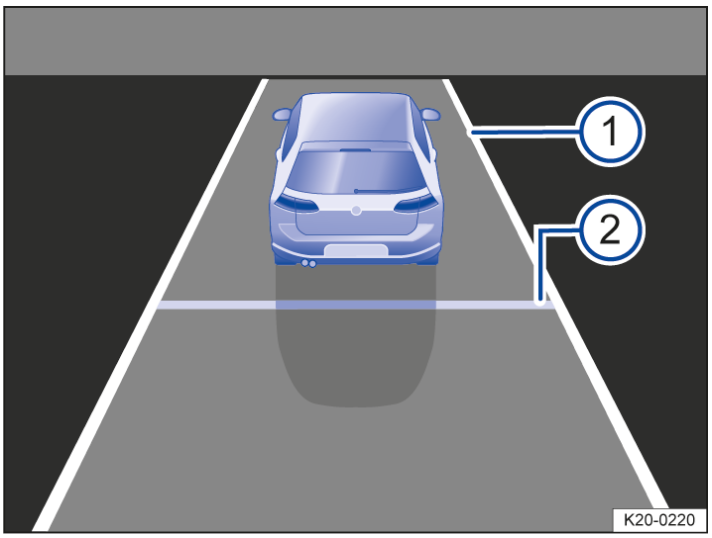


Fig. 1 On the display of the instrument cluster: Display during active control intervention (illustration).

1 Adaptive lane guidance active.

2 Set distance.

Depending on the vehicle equipment, additional details such as dotted lane markings and vehicles on the road ahead may be shown in the instrument cluster display.

Depending on the vehicle equipment, indicator lamps on the instrument cluster display show the status of Travel Assist:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist active, Adaptive Cruise Control active, adaptive lane guidance passive.

Driver intervention prompt

If you take your hands off the steering wheel, the system prompts you within a few seconds to take over active steering by way of acoustic warnings and a display on the instrument cluster.

Travel Assist will be deactivated if you do not respond to the prompt.

Alternatively, Emergency Assist will be activated(with some equipment levels).

WARNING

The intelligent technology used in Travel Assist cannot overcome the physical limits specified, and functions only within the limits of the system. Careless or unintentional use of Travel Assist can cause accidents and serious injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Never use Travel Assist in poor visibility, on steep or winding roads, or on slippery road surfaces, e.g. due to snow, ice, wet roads, loose chippings, or on flooded roads.
- Never use Travel Assist offroad or on unsurfaced roads. Travel Assist is designed for use on surfaced roads only.
- Travel Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.
- Take control of the vehicle immediately if a driver intervention prompt appears on the instrument cluster display or if Travel Assist does not reduce the speed sufficiently.
- Apply the brakes if the vehicle starts rolling unintentionally, e.g. after a driver intervention prompt.
- Your hands should always be on the steering wheel so that you are ready to steer at any time. The driver is always responsible for staying in lane.
- Be prepared to control the speed yourself at all times.

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Operating Travel Assist

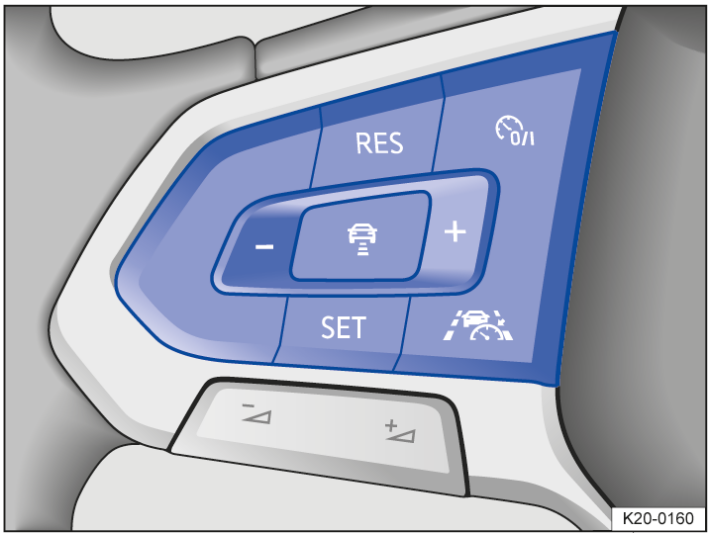


Fig. 1 Left-hand side of the multifunction steering wheel.

Switching on and starting control intervention

1. While driving forward with the ACC switched on, press the button on the multifunction steering wheel.

   The vehicle switches from ACC to Travel Assist.

Depending on the driving situation, the vehicle changes to the following system statuses in Travel Assist:

— When ACC is regulating the speed, Travel Assist maintains the current speed and the preset distance to the vehicle ahead (system status passive).

When lane markings are detected, the vehicle is simultaneously kept in lane by steering movements (system status active).

— If ACC is not regulating the speed, Travel Assist is switched on but remains deactivated.

1. Press the SET button.

   Travel Assist changes to active or passive system status according to the driving situation.

The indicator lamp corresponding to the driving situation lights up in the instrument cluster display. A message is also displayed.

Cancelling control

1. Briefly press the button.

   Or: Depress the brake pedal.

   The set distance remains stored.

Switch to ACC

1. Press the button on the multifunction steering wheel.

   The vehicle switches from Travel Assist to the ACC system status appropriate to the driving situation.

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Making other settings

The other operating functions of Travel Assist correspond to operation of ACC *(→ Adaptive Cruise Control (ACC))*.

Troubleshooting

Travel Assist is not available or does not function as expected

The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

— There is a fault in the sensor system. Check the causes and remedies described in the information on ACC *(→ Adaptive Cruise Control (ACC))* or Lane Assist *(→ Lane keeping system (Lane Assist))*.

— Fault or malfunction. Switch off and restart the engine.

— The system limits have been exceeded.

— If the problem persists, go to a correspondingly qualified workshop.

Take over steering

The warning lamp lights up white and a message is displayed in the instrument cluster display. You have released the steering wheel for a few seconds.

1. Touch the steering wheel and take over the vehicle guidance.

Take over steering immediately.

The warning lamp lights up red and a message is displayed in the instrument cluster display. An acoustic warning is given or the steering wheel vibrates, depending on the driving situation. You have taken your hands off the steering wheel for a prolonged period or the system has reached its limits.

1. Take hold of the steering wheel immediately and take over vehicle control.

Travel Assist switches off automatically

— Vehicles without Emergency Assist:

You have released the steering wheel for an extended period of time.

— Fault or malfunction. Switch off and restart the engine.

— If the problem persists, go to a correspondingly qualified workshop.

The control system is interrupted unexpectedly

— You have activated the turn signal.

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Introduction

Emergency Assist can detect a lack of activity on the part of the driver and keep the vehicle in the lane automatically, or brake the vehicle to a standstill if required. The system can therefore actively contribute to preventing or reducing the consequences of an accident.

Emergency Assist uses the same sensors as the Adaptive Cruise Control (ACC) and the lane keeping system(Lane Assist). Please, therefore, read the information on ACC and Lane Assist carefully and observe the system limits and warnings listed there.

WARNING

The intelligent technology used in Emergency Assist cannot overcome the laws of physics, and functions only within the limits of the system. The driver is always responsible for controlling the vehicle.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Emergency Assist cannot always prevent accidents and serious injuries on its own.
- If the radar sensor or the front camera are covered or have been displaced, Emergency Assist may carry out unwanted braking or steering interventions.
- Emergency Assist does not react to persons, animals or vehicles crossing or approaching in the same lane.

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Driving with Emergency Assist

Switching on and off

You can switch Emergency Assist on and off in the assist systems menu of the Infotainment system.

When switched on, Emergency Assist is active only if the following prerequisites are met:

— Travel Assist or Lane Assist is switched on.

— The system has detected a road lane marking on both the right and left sides of the vehicle.

If there is a system fault, Emergency Assist can deactivate itself automatically.

Emergency Assist is not available if the lane keeping system (Lane Assist) is not available.

Driver intervention prompt

If the driver is inactive, Emergency Assist emits acoustic warnings and applies a braking jolt to prompt the driver to take control of the vehicle. A message also appears on the instrument cluster display and the volume of the Infotainment system is reduced.

System intervention

The system can brake the vehicle and keep it in lane if the driver does not react. The following indicator lamps light up in the instrument cluster display:


System intervenes.


System intervenes.

You can override control at any time through hard acceleration, braking or steering.

Other road users will be warned as follows when Emergency Assist is actively performing control interventions:

— The hazard warning lights will be switched on after a short time.

— Depending on the speed, the vehicle horn will sound.

If the remaining stopping distance is sufficient, the vehicle will be braked to a standstill if necessary.

The following will happen as soon as the vehicle is stationary:

— The electromechanical parking brake is switched on.

— Position P is engaged.

— The doors will be unlocked.

— The interior lighting will be switched on.

— An emergency call (eCall) will be made, depending on the vehicle equipment.

WARNING

If Emergency Assist is triggered unexpectedly, it can result in accidents and serious injuries.

- If the vehicle behaves differently to expected, cancel the intervention of Emergency Assist by accelerating strongly, braking or steering.
- Switch off the lane keeping system (Lane Assist).
- Do not use Travel Assist.
- Go to a correspondingly qualified workshop and have the system checked.

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Emergency Assist not available

Fault or malfunction. The indicator lamp lights up yellow. A message will also appear on the instrument cluster display.

1. Switch off and restart the engine.
2. If the problem persists, switch off Emergency Assist and go to a suitably qualified workshop.

Touch panels do not react as expected

Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

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Introduction

The lane change assist system(Side Assist) provides assistance when checking for traffic behind the vehicle.

Radar sensors monitor the area behind the vehicle. The system measures the distance and speed difference in relation to other vehicles and informs the driver by means of visual signals in the exterior mirrors.

System limits

Use the lane change system only on paved roads.

The lane change system may interpret the traffic situation incorrectly in the following driving situations, for example:

— On tight bends

— When driving in between two lanes

— When road lanes are not the same width

— At the brow of a hill

— In poor weather conditions

— Where there are special roadside structures, e.g. high or offset crash barriers.

WARNING

The intelligent technology used in the lane change system cannot overcome the laws of physics, and functions only within the limits of the system. Do not let the increased convenience of the lane change system tempt you into taking any safety risks. Always take care when using the lane change assist system as you could otherwise cause accidents or injuries. The system is not a substitute for the full concentration of the driver.

- Adapt your speed and distance from the vehicles ahead to suit visibility, weather, road and traffic conditions.
- Your hands must always remain on the steering wheel so that you can steer at any time.
- Observe the signals on the exterior mirror housing and in the instrument cluster display, and respond to the prompts.
- Always pay close attention to the area around your vehicle.
- Never use the lane change assist system if the radar sensors are dirty, covered or damaged. These circumstances can impair the proper functioning of the system.
- It may be hard to see the display in the exterior mirror in direct sunlight.

Some settings can be stored in the user accounts of the personalisation function and therefore change automatically when the user account changes *(→ Personalisation)*.

The radar sensors calibrate themselves once during the first kilometres after vehicle delivery and after sensor repairs. The sensor range may be restricted during the calibration phase.

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Driving with the lane change system

Switching on and off

You can view the activation status of the lane change system on the instrument cluster display and in the Infotainment system. You can also switch the lane change system on and off there.

On the display of the instrument cluster:

1. Press the button.
2. Switch the lane change assist system on and off.

In the Infotainment system:

1. Open the Assist systems menu.
2. Switch the lane keeping system on or off in the corresponding submenu.

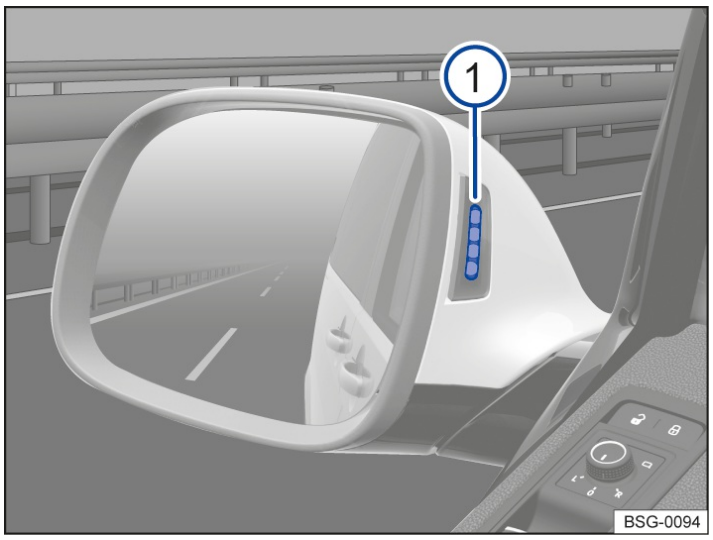


Fig. 1 In the exterior mirror housing: visual displays of the lane change system.

When the lane change system is switched on, the yellow indicator lamp in the exterior mirror lights up once briefly *→ Fig. 1*.

How the system works

When switched on, the lane change system is active from speeds of around 15 km/h (around 9 mph). The lane change system is deactivated at a vehicle speed below 10 km/h (6 mph).

The yellow indicator lamp in the exterior mirror lights up in the following situations:

— If the vehicle is being overtaken.

— When overtaking another vehicle with a speed difference of up to approximately 15 km/h (around 9 mph). No display will be shown if the takeover manoeuvre is much faster.

The yellow indicator lamp flashes if the system detects a potentially critical situation when you activate the turn signal in the direction of the detected vehicle.

The quicker the vehicle approaches, the earlier it causes the display on the exterior mirror to light up.

Lane change system “Side Assist Plus”

If the vehicle is equipped with a lane keeping system (Lane Assist) and the system is switched on, it performs a corrective steering intervention to warn you when changing lanes during a potentially critical situation (information

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level / warning level). The steering intervention also occurs when you operate the turn signal for the corresponding direction. If you override the steering intervention, the steering wheel vibrates to give an additional warning. For this, steering wheel vibration must be activated in the Assist systems menu in the Infotainment system.

Automatic deactivation

The lane change system will switch off automatically if the radar sensors are permanently covered. This can, for example, be caused by a layer of ice or snow in front of the radar sensor.

A corresponding text notification is shown on the instrument cluster display.

If you use the factory-fitted trailer towing coupling and have set up the necessary electrical connection, the lane change system switches off automatically. After you have disconnected the electrical connection, the lane change system is switched back on automatically. If the trailer towing coupling is not factory-fitted, you must manually switch off the lane change system and then switch it back on again.

Brightness

The brightness of the visual display will automatically adapt to the light levels.

Depending on the equipment, you can adjust the basic brightness of the display in the Assist systems menu in the Infotainment system. The lane change system is not active during the setting procedure.

Troubleshooting

Lane change system fault

Malfunction. The indicator lamp lights up yellow. The yellow central warning lamp ⚠ also lights up.

1. Go to a correspondingly qualified workshop.

No sensor visibility, fault message, system switches itself off

— Clean radar sensors and remove stickers or accessories from radar sensors *(→ Vehicle care, exterior)*.

— Check for any visible damage.

— If the problem persists, go to a correspondingly qualified workshop.

The system behaves differently than expected

— The radar sensors are dirty *(→ Vehicle care, exterior)*. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

— The general conditions for system operation have not been met *(→ Lane change assist system (Side Assist))*.

— The radar sensors are covered by water.

— The vehicle is damaged in the area of the radar sensors, e.g. caused by parking collisions.

— The detection ranges of the radar sensors are blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork in the area of the radar sensors or structural modifications have been made, e.g. on the vehicle front end or the running gear.

— Adhesive tinted films have been added to the side windows after delivery.

— If the problem persists, go to a correspondingly qualified workshop.

Touch panels do not react as expected

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Moisture, dirt and grease can impede the functioning of the touch panels.

1. Always keep touch panels clean and dry.

Parking the vehicle

Stopping the vehicle

1. Stop the vehicle on a suitable surface→ ⚠, →ⓘ.
2. Depress and hold the brake pedal until the engine has stopped.
3. On vehicles with a manual gearbox, either *fully* depress or disengage the clutch.
4. If the vehicle has an automatic gearbox, move the selector lever to positionP.
5. Switch on the electric parking brake.
6. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll against the kerb if it starts to move.
7. Stop the engine and switch off the ignition. The Ⓟ indicator lamp in the instrument cluster display lights up red.
8. Remove foot from brake pedal.
9. Turn the steering wheel slightly if necessary to engage the steering lock.
10. If the vehicle has a manual gearbox, engage 1st gear on level ground and on uphill gradients or reverse gear on downhill gradients and release the clutch pedal.
11. Get out of the vehicle and ensure that all occupants, in particular children, leave the vehicle→ ⚠. Watch out for other road users!
12. Take all vehicle keys with you when you leave the vehicle.
13. Lock the vehicle.

⚠ WARNING

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

- Never park the vehicle where parts of the exhaust system can come into contact with inflammable material underneath the vehicle, e.g. undergrowth, leaves, dry grass, spilt fuel, oil etc.

⚠ WARNING

The vehicle may roll away if you leave and park the vehicle incorrectly. This can cause accidents and serious injuries.

- When parking, observe the specified sequence.
- Ensure that the electric parking brake is switched on.
- Never remove the vehicle key from the ignition if the vehicle is in motion. This could cause the steering lock to engage suddenly. You will no longer be able to steer the vehicle.

⚠ WARNING

If children, people requiring assistance or animals are left unattended in the vehicle, there is the danger of accidents and serious injuries.

- Never leave children, people requiring assistance or animals in the vehicle unattended. They could switch off the electric parking brake, or move the selector lever or gearshift lever, and thus set the vehicle in motion.
- Never leave children, people requiring assistance or animals in the vehicle. They could become trapped in the vehicle in an emergency and may not be able to get themselves to safety. Temperatures inside a locked vehicle can reach extremes of heat or cold, according to season. This can cause serious injuries and illness or fatalities, especially in the case of small children.
- Always take all vehicle keys with you every time you leave the vehicle. The engine can be started and electrical equipment such as the window controls can be operated. This can cause serious injury.

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NOTICE

The vehicle may become damaged if you leave and park the vehicle incorrectly.

- Always engage the electric parking brake to avoid unintentional vehicle movement when parking the vehicle.
- Objects that protrude from the ground can damage the bumper and other components when parking the vehicle. Always take care when driving into parking spaces with high kerbs or fixed boundaries. Stop before the wheels touch the fixed boundaries or kerbs.
- Low-lying vehicle components such as the bumper, spoiler and parts of the running gear, engine or exhaust system could be damaged. Take care when driving over dips in the road, driveways, ramps, kerbs and other objects.

NOTICE

If the ground is uneven, sandy or muddy, this may mean that the vehicle cannot be parked safely and may be damaged.

- Always park the vehicle on a firm, level surface.

Please adhere to relevant legislation when stopping and parking your vehicle.

Operating the electronic parking brake

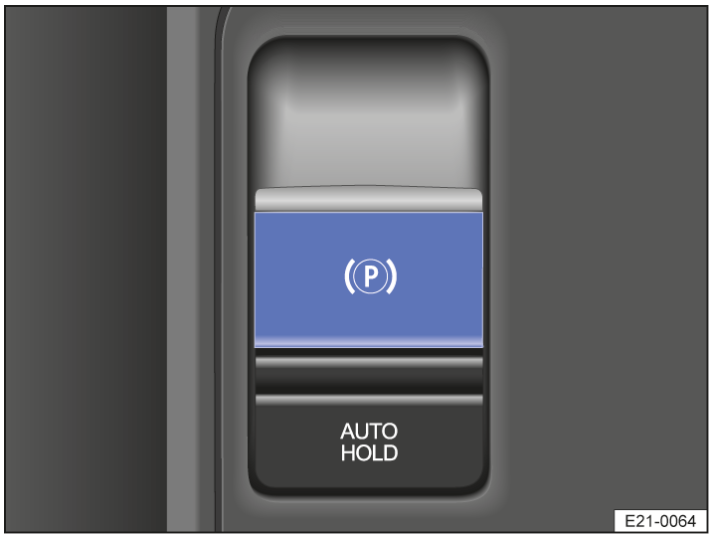


Fig. 1 In the centre console: Button for the electronic parking brake.

Switching on

1. When the vehicle is stationary, pull and hold the → *Fig. 1* button for the electronic parking brake until the indicator lamp in the button lights up yellow.

The indicator lamp in the instrument cluster lights up red when the electronic parking brake is switched on.

The indicator lamp in the → *Fig. 1* button lights up yellow.

Switching off

1. Switch on the ignition.
2. Depress the brake pedal and press the → *Fig. 1* button.

The indicator lamp in the button and the red indicator lamp in the instrument cluster go out.

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Automatic switch-off for the electronic parking brake when driving off

The electronic parking brake is released automatically when driving off if one of the following situations occurs when the driver door is closed →⚠:

— *Manual gearbox:* The clutch is depressed fully before driving off.

— *Dual clutch gearbox DSG®:* A position is engaged or changed.

Pulling away on steep inclines or with increased vehicle loads

Manual gearbox: You can prevent the electronic parking brake from switching off automatically by pulling the Ⓟ → *Fig. 1* button upwards and holding it while moving off.

If higher engine power is required to move off, the electronic parking brake will be deactivated only when you release the Ⓟ button.

This makes pulling away with a heavy trailer load easier.

Automatic switch-on of the electronic parking brake if the driver does not leave the vehicle correctly

The electronic parking brake may switch on automatically if the system detects that you have not left the vehicle correctly →⚠.

— *Dual clutch gearbox DSG®:* a position is engaged. If the selector lever is in the N position, the electronic parking brake will not be switched on automatically.

Automatic switch-on of the electronic parking brake in vehicles with manual gearbox

If the function is activated in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*, the electronic parking brake is switched on automatically when the ignition is switched off.

The electronic parking brake is not switched on automatically if the engine is running and the vehicle is left incorrectly →⚠.

Emergency braking function

The emergency braking function should be used only in those situations where the vehicle cannot be stopped using the foot brake →⚠.

1. Pull and hold the Ⓟ button → *Fig. 1*. The vehicle brakes strongly. A signal tone sounds at the same time.

Car wash function

Vehicles with dual clutch gearbox DSG®:

1. Engage selector lever position N.

In vehicles with a manual gearbox: If the electronic parking brake is to be switched off to drive through a car wash:

1. Depress the brake pedal and press the Ⓟ → *Fig. 1* button.
2. Depress the brake pedal and press and hold the Ⓟ button until the ignition has been switched off.

Or:

1. Tap the Vehicle menu and then the Brakes function button in the Infotainment system to deactivate automatic

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activation of the electronic parking brake in the menu when the ignition is switched off.

If automatic activation of the electronic parking brake has been deactivated in the vehicle settings, the electronic parking brake can only be activated when the ignition is switched off and the Auto Hold function *(→ Auto Hold function)* is activated.

⚠ WARNING

The incorrect use of the electronic parking brake can cause accidents and serious injuries.

- Never use the electronic parking brake to brake the vehicle except in an emergency. The braking distance is considerably longer. Always use the foot brake.
- If the vehicle is to be kept stationary, do not press the accelerator when the engine is running and a gear is engaged. The electronic parking brake may become released and the vehicle could start moving.

⚠ WARNING

The vehicle may roll away if you leave the vehicle incorrectly. This can lead to accidents, severe injuries and material damage.

- Always park the vehicle in the specified order *(→ Parking)*.
- Before leaving the vehicle, make sure that the electronic parking brake is switched on and that the indicator lamp Ⓟ lights up red on the instrument cluster when the ignition is switched off.

Troubleshooting

Ⓟ Electronic parking brake is switched on

The Ⓟ indicator lamp lights up red.

Ⓟ The holding force is insufficient in the current situation

The Ⓟ indicator lamp flashes red.

It is not possible to park the vehicle safely.

1. Park the vehicle in a different place or on a level surface.
2. Hold the electronic parking brake until the vehicle has started to drive off.

Fault in the electronic parking brake

The indicator lamp lights up yellow.

Ask a suitably qualified workshop.

The electronic parking brake is not switching off automatically

The prerequisites for switching off are not met.

Or: The 12-volt vehicle battery is discharged.

1. Check whether all requirements for switching off the electronic parking brake are met .
2. Jump-start the vehicle *(→ Jump starting)*.

Electronic parking brake makes noises

— Noises may be heard when the electronic parking brake is switched on and off.

— The brake pedal moves slightly when the electronic parking brake is switched on.

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— If the electronic parking brake has not been used for a long period, the system will carry out occasional automatic and acoustic checks when the vehicle is parked.

Auto Hold function

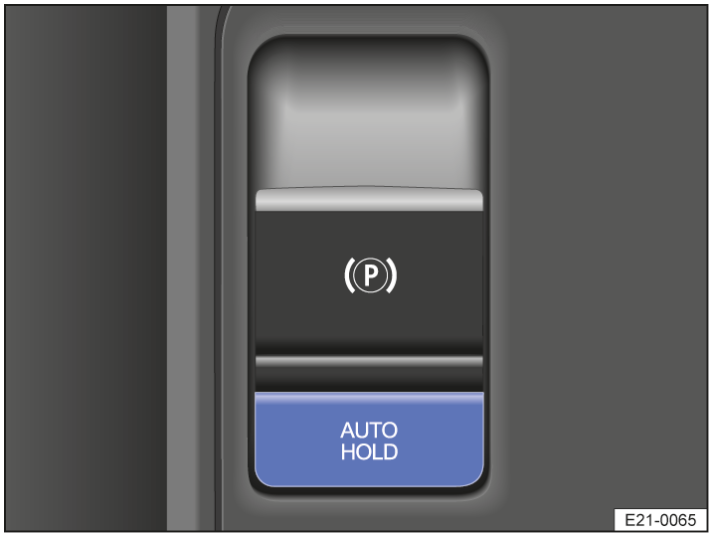


Fig. 1 In the centre console: Auto Hold button

The Auto Hold function secures the vehicle against rolling away when stationary, without the vehicle having to be held by the foot brake.

Prerequisites

✓ Driver door is closed.

✓ The engine is running.

If the selector lever is moved to the N position, the Auto Hold function willnot switch on or will switch itself off. As a result, the vehicle will not be held securely in a stationary position →⚠.

Switching on the Auto Hold function

1. Press the AUTO HOLD button →*Fig. 1*.

The indicator lamp in the AUTO HOLD button lights up yellow. Auto Hold is ready for use, but the vehicle is not necessarily stationary →⚠.

If the Auto Hold function has been switched on before switching the ignition off, the function switches on when the ignition is switched on the next time.

Keeping the vehicle stationary with the Auto Hold function

1. Make sure that the Auto Hold function is switched on.
2. Bring the vehicle to a standstill using the brake *(→ Parking)*.
3. *Manual gearbox:* Either keep the clutch *fully* depressed or shift to neutral.
4. Release the brake.

The vehicle is being kept stationary by the Auto Hold function→⚠.

AUTO HOLD

The indicator lamp AUTO HOLD in the instrument cluster lights up green when the Auto Hold function is active.

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Vehicles with an analogue instrument cluster: The green indicator lamp Ⓟ lights up.

The hold function stops if the vehicle is driven off or if the prerequisites for the Auto Hold function are not met.

Switching off the Auto Hold function

1. Press the AUTO HOLD button → *Fig. 1*.

The indicator lamp in the AUTO HOLD button goes out.

The electronic parking brake switches on automatically to stop the vehicle securely. However, the electronic parking brake will not switch on if the brake pedal is pressed when the Auto Hold function is switched off → ⚠.

Switching off the Auto Hold function temporarily using the Ⓟ button

When manoeuvring, it may be necessary to turn the Auto Hold function off once temporarily to enable the vehicle to roll more easily.

1. With the engine switched on, depress the brake pedal.
2. Press the Ⓟ button. The Auto Hold function is switched off.

The Auto Hold function will be reactivated as soon as the brake pedal is depressed when the vehicle has come to a standstill.

⚠ WARNING

The intelligent Auto Hold function cannot overcome the laws of physics, and operates only within the limits of the system. Do not let the extra convenience afforded by the Auto Hold function tempt you into taking any safety risks when driving.

- Make sure that the indicator lamp AUTO HOLD or Ⓟ lights up green or Ⓟ red on the instrument cluster display if the vehicle is to be held securely. The vehicle is being held with the Auto Hold function when the indicator lamp is green; the electronic parking brake is applied when the lamp is red.
- Never leave the vehicle while the engine is running and with the Auto Hold function switched on.
- In some cases, the Auto Hold function cannot hold the vehicle sufficiently on uphill gradients or brake it sufficiently on downhill gradients, e.g. if the ground is slippery or icy.

NOTICE

Damage could be caused as a result of the electronic parking brake switching on automatically in a car wash.

- Always switch off the Auto Hold function before driving into a car wash.

Exit warning system

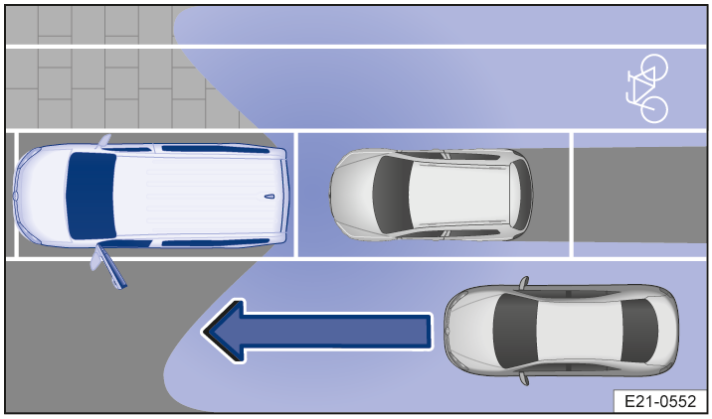


Fig. 1 Illustration: monitored area behind your vehicle.

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Fig. 2 In the exterior mirror housings: visual display of exit warning system

The exit warning system issues a warning if doors are opened when other road users are approaching from the rear.

Prerequisites

✓ The vehicle is stationary.

✓ The vehicle is unlocked.

✓ The function was activated in the Infotainment system.

The exit warning system is available for around three minutes when the ignition is switched off, e.g. after unlocking or parking the vehicle.

Switching on and off

— Press the touch panel for parking functions (P MENU) *(→ Driver side)*.

— Tap the function button in the Infotainment system.

— Switch on the exit warning system.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

How the system works

The exit warning system functions with the rear radar sensors.

If the system detects an obstacle approaching from the rear when the door is opened, the indicator lamps in the exterior mirror housing flash yellow and then light up continuously → *Fig. 2*. A warning signal sounds at the same time.

Keep the door closed if an obstacle is detected.

Also observe the safety information for the parking systems *(→ Parking systems)*.

The functionality of the system may be restricted if doors are open.

Points to note for trailer towing

The exit warning system deactivates itself automatically and cannot be activated if the vehicle is electrically connected to a trailer. The exit warning system is activated again automatically when the trailer is unhitched from the vehicle.

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Fault

The exit warning system is deactivated in the event of a fault. A fault message will be shown on the Infotainment system display.

Observe the other prerequisites for the parking systems *(→ Parking systems)*.

Also observe the information on troubleshooting *(→ Parking systems)*.

Please note that no fault messages are displayed on the Infotainment system when the ignition is switched off.

WARNING

The intelligent technology of the exit warning system cannot overcome the laws of physics, and functions only within the system limits. The exit warning system cannot replace the attentiveness of the vehicle occupants. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay attention to the traffic situation and the area around the vehicle.
- Before getting out of the vehicle, pay attention to the indicator lamps in the exterior mirror housings and the acoustic warning signal.
- The display may not light up or may not light up in time in the case of vehicles that are approaching very quickly.

WARNING

The exit warning system does not warn about stationary or slowly moving objects and people. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- When opening the doors, pay attention to the vehicle surroundings, e.g. pedestrians.

Safety information

Limits of sensors and cameras

There are various sensors and cameras on the vehicle which detect and monitor the area around the vehicle by means of ultrasound, radar waves and optical systems. The various parking systems use different combinations of the sensors. Common to all sensors is the fact that they are subject to technical and physical limits →⚠.

— The sensors or cameras may not detect some objects, e.g. trailer drawbars, thin bars, fences, posts, trees, very low or high obstacles, and boot lids that are open or being opened.

— The detection ranges of the sensors have blind spots in which obstacles and people are not registered.

— In some cases, dirt or ice and water on the sensors and cameras could be registered as an obstacle or impair detection of objects. The sensor visibility may be impaired by dirt and snow or also residue from cleaning agents or coatings.

— External sources of sound and certain surfaces on objects and clothing may influence the sensors' signals. In certain circumstances, the systems will be unable to detect or properly detect people and objects.

— It may be difficult or impossible to see objects such as narrow posts or railings on the screen because of its low resolution or poor light conditions.

— The cameras show only two-dimensional images on the screen. The lack of depth of field means that potholes and protruding objects on the ground may only be detected with difficulty, or may not be detected at all.

WARNING

The intelligent technology of the parking systems cannot overcome the laws of physics, and functions only within the system limits. Never let the extra convenience afforded by the parking systems tempt you into taking any risks when driving. The parking systems cannot replace the full concentration of the driver.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.
- Keep looking in the direction in which you are parking and at the relevant area surrounding the vehicle. Pay

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special attention to small children, animals and objects.

- Please note that the parking system may not be able to react if the obstacle is approached too fast and will then not issue a warning.
- Do not allow the parking system displays to distract you from the traffic around you.

WARNING

Camera lenses enlarge and distort the field of view. Using images from the camera to estimate the distance from persons or obstacles can be inaccurate and may cause accidents and serious injuries.

- Do not rely on the camera image.

NOTICE

Observe a distance of 50 cm(20 inches) from walls and buildings in parking spaces without kerbs in order to avoid damage to the vehicle.

NOTICE

If an ultrasound sensor fails, the corresponding ultrasound sensor group area is switched off and cannot be reactivated until the fault has been rectified. Consult a correspondingly qualified workshop in the event of a system fault.

Practise using the parking systems in a traffic-calmed area or car park to familiarise yourself with the systems and their functions.

Prerequisites

Basic information

The following prerequisites must be met so that the sensors and cameras are best able to detect the surroundings of the vehicle and display this information on the Infotainment system:

✓ Doors, boot lid and wing doors are closed.

✓ Exterior mirrors are not folded in.

✓ The sensors or cameras are not covered by add-on parts or trim frames for number plates.

✓ The surrounding area has a flat surface.

✓ Vehicle does not have a heavy load at the rear or on one side.

✓ Engine running.

✓ Brake support systems are switched on *(→ Brake support systems)*.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Finding a suitable parking space

Park Assist has system-related limitations. For example, if you are on a tight bend, Park Assist cannot help you to park the vehicle or drive out of parking spaces.

To ensure that a suitable parking space can be displayed and detected correctly, the following prerequisites must be met:

✓ The length and width of the parking space must be larger than the vehicle dimensions and offer sufficient space for manoeuvring.

✓ Distance when driving past the parking space: 0.5 to 2 metres.

✓ The speed when driving past the parking space should not exceed 40 km/h (25 mph) for parallel parking spaces or 20 km/h (12 mph) for perpendicular parking spaces.

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✓ For parking spaces parallel to the road, the length of the parking space measures at least vehicle length + 0.8 metres and for parking spaces perpendicular to the road, the width of the parking space measures at least vehicle width + 0.95 metres.

✓ Speed when parking: maximum 7 km/h (4 mph). Automatic braking intervention can occur→⚠.

The parking manoeuvre can be continued after the automatic brake intervention.

Automatic brake intervention occurs a maximum of once per move. A parking manoeuvre will be terminated if a speed of approximately 7 km/h (4 mph) is exceeded.

⚠ WARNING

Do not let Park Assist tempt you to take any risks while driving – this can cause accidents. The system is not a substitute for the full concentration of the driver.

- Park Assist has system-related limitations. In some situations the automatic brake intervention can only work in a limited way or not at all.
- Make sure you are prepared to brake the vehicle at any time.
- The automatic braking intervention is ended after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

Displays in the Infotainment system

The range of possible settings depends on the country, the device and the vehicle's equipment.

The vehicle approaching an obstacle is displayed in several segments on the Infotainment system and this is backed up by acoustic signals. The display may vary depending on the situation.

The collision area has been reached at the latest when the penultimate segment is displayed.Do not drive on!

All equipment and displays are described without indicating whether the equipment is optional or specific to the model type. The systems available depend on the equipment in the vehicle.

Menu for parking systems

P MENU

Tap the touch panel in the upper area of the centre console to open the menu with the parking systems in the Infotainment system.

Open the settings for the parking systems.

General displays

Mute signal tones.

Adjusts brightness, contrast and colour.

Show display.

Hide display.

Close current display and end function.

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The following also applies to vehicles with Park Distance Control

Switching Park Distance Control on and off *(→ Park Distance Control)*.

Switch to rear view camera system.

Manoeuvre braking deactivated or faulty.

Red image segment: Obstacle close to the vehicle.Vehicle is at risk. Brake.

Yellow image segment: Obstacle in the vehicle's path.Vehicle is at risk. Adjust the steering wheel angle.

Grey image segment: Obstacle outside the path of the vehicle or faulty sensor area.

System fault in the monitored area (depending on equipment level). The colour may vary.

The following also applies to vehicles with rear view camera system

Switch to Park Distance Control.

Switch to "Perpendicular parking".

Switch to "Crossing traffic".

Switch to "Trailer support".

Red line: boundary or safety clearance. The horizontal red line ends approximately 0.4 metres behind or in front of the vehicle on the road.

Yellow lines: the vehicle's path depending on the steering wheel angle.

Green lines: boundaries.

Additional information for vehicles with Park Assist

Switch Park Assist on and off.

Additional information for vehicles with trailer manoeuvring system (Trailer Assist)

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Switch on the trailer manoeuvring system.

NOTICE

Visual and acoustic warnings are given only for obstacles in the vehicle path.

In the camera image, the orientation lines are shown by the system regardless of the vehicle surroundings. No automatic detection of obstacles by cameras takes place. Drivers must judge for themselves whether the vehicle will fit into the parking space.

All of the reversing camera's orientation lines are hidden when the factory-fitted towing bracket is connected electrically to a trailer. The same applies when the boot lid where the camera is installed is open.

Automatic braking intervention

The automatic braking intervention of a parking system is designed to reduce the possible damage due to a collision if an obstacle is detected during the parking manoeuvre.

Braking functions

The following systems may be available depending on the vehicle equipment:

— Manoeuvre braking function of Park Distance Control .

— Emergency braking function of Park Assist *(→ Park Assist)*.

— Rear Traffic Alert emergency braking function *(→ Rear Traffic Alert)*.

Prerequisites

✓ The vehicle does not exceed a maximum speed of around 10 km/h(6 mph) when manoeuvring.

✓ A parking system is active.

✓ An obstacle is detected by the system.

The automatic braking intervention does not take place if Park Distance Control has been activated automatically when driving forwards *(→ Park Distance Control)*.

What happens when an automatic braking intervention takes place?

— The vehicle is braked.

Or: The vehicle is braked to a standstill and can then be held for around 1.5 secondsStep on the brake!

Switching off

The automatic braking intervention function is switched off as soon as a parking system is deactivated.

The manoeuvre braking function can be permanently deactivated:

1. Press the touch panel for parking functions *(→ Driver side)*.
2. Tap the function button in the Infotainment system and adjust the setting.

You can cancel the automatic braking intervention performed by manoeuvre braking by pressing the accelerator→ ⚠.

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Switching on

The automatic braking intervention function is active as soon as a parking system has been activated.

Manoeuvre braking is activated automatically each time the ignition is switched on, provided that the function has not been permanently deactivated in the Infotainment system.

Things to note for trailer towing

If an electrically connected trailer is hitched to the factory-fitted towing bracket, the following restrictions apply :

— The manoeuvre braking function is deactivated automatically.

The parking system must be manually deactivated for trailer towing if a non-factory-fitted towing bracket is used.

⚠ WARNING

Do not let the automatic braking intervention triggered of the parking systems tempt you to take any risks while driving. In some situations the automatic brake intervention can only work in a limited way or not at all. Collisions with obstacles can cause injuries to persons and vehicle damage. The system is not a substitute for the full concentration of the driver.

- Always pay due attention and do not rely exclusively on the parking systems.
- Always be prepared to brake and steer the vehicle yourself.
- Do not take any safety risks.
- React appropriately to the warnings and driving recommendations of the parking systems.
- Automatic braking intervention of the park assist steering is terminated after approximately 1.5 seconds. Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

Switch off the parking system if automatic braking intervention takes place too frequently, e.g. when driving on offroad terrain.

If the Park Distance Control's manoeuvre braking function has intervened, the function is inactive for five metres in the same direction of travel or is operational again after a change in the direction of travel.

After emergency braking of the park assist steering, the parking manoeuvre is terminated.

After the Rear Traffic Alert has performed emergency braking, another automatic braking intervention may only take place after 10 seconds.

The automatic braking intervention is deactivated if the doors, sliding doors, wing doors or boot lid are open.

Troubleshooting

The parking system is not responding as expected

This could have various causes:

— The prerequisites for system operation are not met *(→ Parking systems)*.

— The sensors or the camera are dirty or iced-up *(→ Vehicle care, exterior)*.

— The camera lens is not clean and the camera image is unclear *(→ Vehicle care, exterior)*.

— The ultrasound signal is subject to interference from external noise sources, e.g. pneumatic drill or cobblestones.

— Only the scanned area to the front of the vehicle is shown on the Infotainment system display in vehicles with a factory-fitted towing bracket and a trailer with an electrical connection to the vehicle.

— The vehicle is damaged in the area around the sensors or the camera, e.g. caused by parking collisions.

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— The detection range of the sensors or camera is blocked by add-on parts, e.g. bicycle carriers.

— Changes have been made to the paintwork or structural modifications have been made in the area of the sensors or the camera, e.g. on the vehicle front end or the running gear.

Please also observe text messages that appear in the display of the instrument cluster and the Infotainment system.

No sensor or camera view, or the parking system has been switched off

The sensor area is switched off permanently if a sensor fails. The affected sensor area can be displayed by the symbol and a grey image segment ❑ in the Infotainment system. The parking system is switched off completely if necessary.

If there is a fault in the Park Distance Control, a signal tone will sound for several seconds when it is switched on. A text notification may also be shown on the instrument cluster display.

1. Check whether one of the listed causes is present.
2. Switch the system on again once you have rectified the source of the fault.
3. If the problem persists, go to a correspondingly qualified workshop.

Park Assist is active and the vehicle brakes

In some countries, Park Assist can assist the driver with an automatic braking intervention in certain situations *(→ Automatic braking intervention)*.

Depending on the vehicle equipment and certain conditions, e.g. weather, load or inclination of the vehicle, Park Assist can automatically brake the vehicle before an obstacle. Following this intervention, the driver must depress the brake pedal.

The parking manoeuvre is ended if an automatic braking intervention occurs.

Park Assist is active and the parking manoeuvre is automatically cancelled

Park Assist automatically cancels a parking procedure if one of the following criteria is met:

— The P function button is pressed.

— The driver intervenes using the steering wheel.

— The driver door is opened.

— The time limit or number of manoeuvres for parking are exceeded.

— The TCS is switched off or is taking corrective action.

— There is a fault in the system.

Start the parking procedure again *(→ Driving into a parking space)*.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering wheel when the vehicle is stationary, the white symbol appears on the instrument cluster display.

1. Depress the brake pedal.

Park Assist parks inaccurately after a wheel change

If Park Assist does not park properly after a wheel change (e.g. vehicle is too far away or too close to the curb), it may be necessary for the system to adopt the new wheel circumferences.

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1. Drive a longer distance with the vehicle, including curves.

Park assist automatically learns the new wheel circumferences.

Introduction

The Park Distance Control assists the driver when manoeuvring and parking.

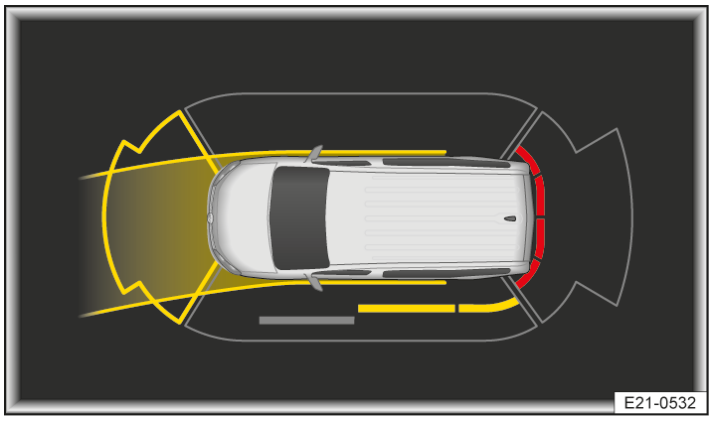


Fig. 1 In the Infotainment system: obstacle detection and steering wheel angle for Park Distance Control (illustration).

How the system works

Park Distance Control detects the distance from an obstacle by means of sensors in the front and rear areas of the vehicle .

Park Distance Control warns about an obstacle by means of colour segments on the Infotainment system screen and acoustic signals → *Fig. 1*. The closer the vehicle drives towards an obstacle, the closer the segment will move towards the vehicle as shown on the display →⚠.

An automatic braking intervention can take place if the driver does not react when an obstacle is approaching *(→ Automatic braking intervention)*.

Also observe the information on the screen displays of the parking systems *(→ Screen display)*.

Personalisation

Some Park Distance Control settings, e.g. the volume of the acoustic signals, can be stored in the personalised user accounts. The settings change automatically when the user account is changed *(→ Personalisation)*.

Things to note for trailer towing

The rear and side sensors of Park Distance Control are not switched on if a trailer is electrically connected:

— No warnings are given for obstacles.

— The manoeuvre braking function is also automatically deactivated.

Park Distance Control settings

Additional settings for Park Distance Control are possible in the Infotainment system, e.g. automatic activation when driving forward, manoeuvre braking or volume of the signal tones.

1. Press the touch panel for parking functions P MENU *(→ Centre console)*.
2. Touch the ⚙ function button in the Infotainment system and adjust the settings.

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WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

NOTICE

The collision area has been reached at the latest when the penultimate segment is displayed.Do not drive on!

NOTICE

The vehicle must be moved a few metres forwards or backwards in order to scan and display the side areas in full. An obstacle entering these areas from the outside will not be displayed.

Switching Park Distance Control on and off



Fig. 1 In the centre console: Touch panel for parking functions.

Switching on Park Distance Control

1. Select reverse gear.

   Or: Press the touch control for parking functions → *Fig. 1*. Then tap the function button in the Infotainment system if necessary.

   Or: vehicle rolls backwards.

Switching off Park Distance Control

1. Drive forwards at a speed of more than 15 km/h(9 mph).

   Or: Engage the parking lock.

   Or: Tap the function button in the Infotainment system.

   Or: Press the touch panel for parking functions → *Fig. 1*.

Automatic activation when driving forwards (depending on vehicle equipment)

Park Distance Control switches itself on automatically if the vehicle approaches an obstacle in front of the vehicle when driving forwards at a speed of less than 15 km/h (9 mph). Automatic activation can be switched on in the

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Infotainment system:

1. Press the touch panel for parking functions → *Fig. 1*.
2. Tap the function button in the Infotainment system.
3. Activate function.

Automatic activation takes place only once. Renewed automatic activation is possible under the following conditions:

— The ignition is switched off then back on again.

— Or: The parking lock P is engaged.

— Or: Park Distance Control is deactivated and the electronic parking brake is applied.

— Or: You are driving forwards at a speed of more than 15 km/h(9 mph).

— Or: Automatic activation is switched on again in the Infotainment system.

Introduction

The rear view camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and provides support for parking manoeuvres.

The rear view camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the operating mode and equipment specification, orientation lines support the view to the rear.

Parking modes

Depending on equipment, the following views are available for the rear view camera system:

Perpendicular parking:

orientation lines assist reverse parking at a right angle to the road.

Crossing traffic:

shows the area behind and beside the vehicle with a wide angle.

Trailer support:

Shows the area immediately behind the vehicle with orientation lines.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. The parking system is not a substitute for the full concentration of the driver. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Always pay due attention and do not rely exclusively on the parking systems.

You should practise parking with the rear view camera system in a traffic-calmed area or car park with good visibility and weather conditions, so that you can familiarise yourself with the system, orientation lines and guiding functions in a safer environment.

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Switching the rear view camera system on and off

Switching on

1. Select reverse gear.

   Or: Press the touch panel for parking functions (P MENU) *(→ Driver side)*. Then tap the (P) function button in the Infotainment system if necessary.

Switching off

1. Drive forwards at a speed greater than 15 km/h(9 mph).

   Or: Touch the (P) function button in the Infotainment system.

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Parking perpendicular to the road

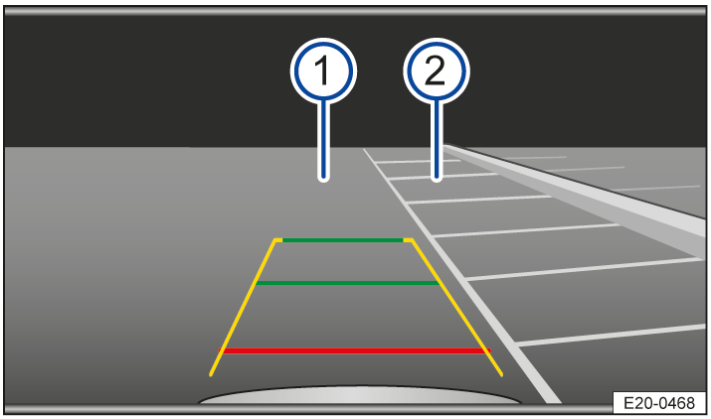


Fig. 1 Infotainment system screen display: Choose parking space.

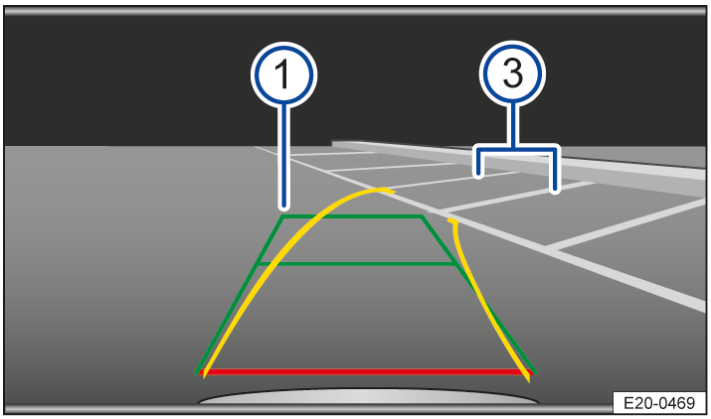


Fig. 2 Infotainment system screen display: Drive towards the selected parking space.

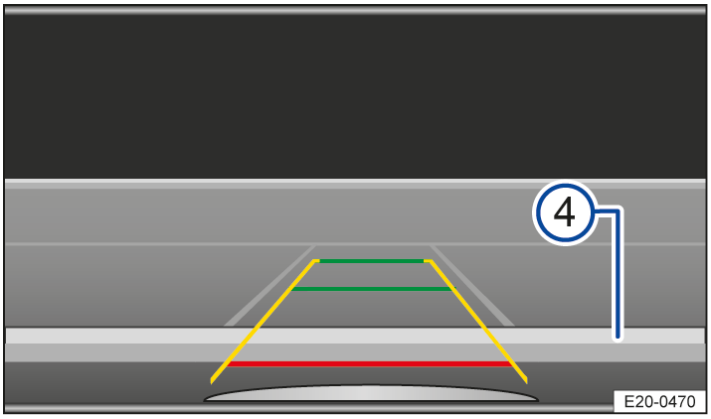


Fig. 3 Infotainment system screen display: Align the vehicle in the parking space.

(1) Road.

(2) Selected parking space.

(3) Lateral boundaries of selected parking space.

(4) Rear limit of the parking space.

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Driving into a parking space

1. Before driving past the selected parking space, press the touch panel for parking functions (P MENU) *(→ Driver side)*. Then tap the (P) function button in the Infotainment system if necessary.
2. Tap the function button in the Infotainment system to select the parking mode.
3. Position the vehicle in front of the parking space → *Fig. 1* (2).
4. Steer so that the yellow lines lead into the parking space. The green and yellow lines must be aligned with the side limit lines → *Fig. 2* (3).
5. Stop when the red line reaches the rear boundary → *Fig. 3* (4).

The system displays the orientation lines irrespective of the area surrounding the vehicle. There is no automatic obstacle detection. Drivers must judge for themselves whether the vehicle will fit into the parking space.

Parking mode: Trailer support

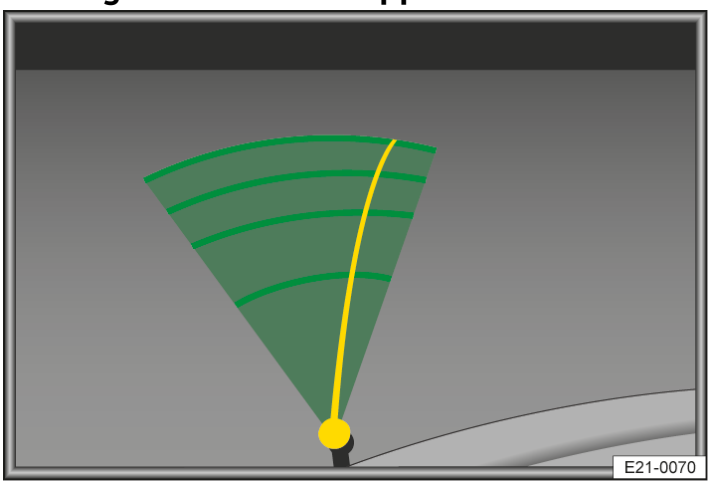


Fig. 4 Infotainment system screen display: Trailer support.

In vehicles with a factory-fitted towing bracket, the trailer support function can be used when approaching a trailer drawbar.

1. Tap the function button to select the parking mode.

The rear view camera system shows the vehicle's towing bracket in the lower part of the image. Coloured guiding lines help with the manoeuvring process → *Fig. 4*:

Green lines: Distance to towing bracket.

Yellow line: Pre-calculated direction of the towing bracket depending on the angle of the steering wheel.

Introduction

Park Assist shows parking spaces that are suitable for parking and assists the driver when driving into and out of parking spaces.

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle automatically. The driver must control the accelerator, gear changes and brake

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(→ Parking systems).

The following functions are supported:

— Displaying a suitable parking space.

— Selecting a parking mode

— Driving into suitable parallel and bay parking spaces,

— Driving out of a parallel parking space.

Please also observe the text messages in the instrument cluster display and the Infotainment system.

WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. If this is not observed, this can result in accidents, serious injuries and also damage to the vehicle.

- Pay careful attention to the parking procedure and the traffic around you. Keep looking in the direction in which you are parking.
- Use the foot brake to slow the vehicle in a hazardous situation.

WARNING

Fast rotational steering wheel movements can cause serious injury.

- When manoeuvring, do not reach for the steering wheel until prompted to do so by the system.
  - Exception: If a dangerous situation occurs, intervene and take over the steering.

NOTICE

Park Assist uses parked vehicles, the kerb and other objects as guidance. Please ensure that the wheels and tyres are not damaged when parking the vehicle.

- If necessary, terminate the parking procedure ahead of time.

Practise using Park Assist in a traffic-calmed area or a car park in order to familiarise yourself with the system and its functions.

Any equipment that has been retrofitted to the vehicle, e.g. bicycle carriers, can prevent Park Assist from functioning properly and may cause damage.

Park Assist cannot be activated if the vehicle detects an electrically connected trailer
.

When carrying out parking manoeuvres, the vehicle may be braked if the driver accelerates too strongly.

The parking function and the acoustic warnings will be deactivated if other functions are operated on the Infotainment system during a parking operation.

Park Assist switches itself off if the driver door, sliding door and/or the boot lid or wing door are open.

Looking for a parking space

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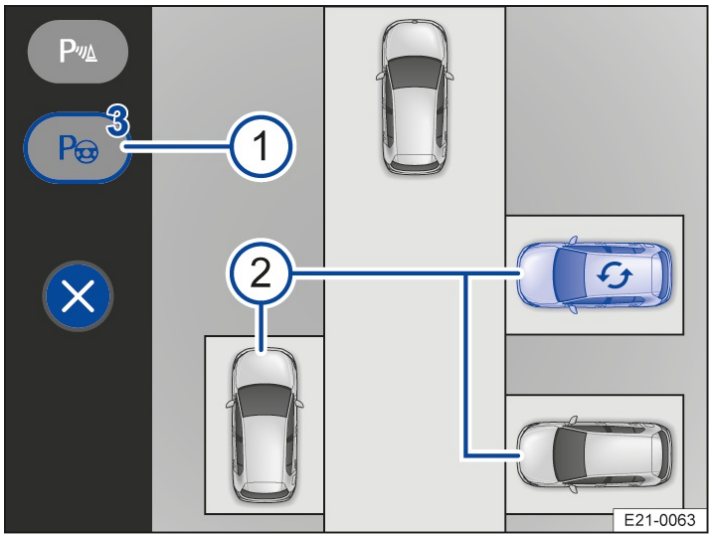


Fig. 1 In the Infotainment system: preferred parking space (blue vehicle) and other parking spaces (illustration).

1 Number of detected parking spaces.

2 Possible parking modes (maximum of two parking spaces on each side of the road)

— Reversing into a parallel parking space.

— Reversing into a perpendicular parking space.

— Driving forwards into a perpendicular parking space.

Looking for a parking space

1. Press the touch panel for parking functions (P MENU) *(→ Driver side)*.
2. Observing the traffic around you, drive slowly past a row of parked vehicles.

Park Assist automatically searches for possible parking spaces.

Park Assist automatically selects a parking space and shows this as the preferred parking space (blue vehicle) in the Infotainment system → *Fig. 1* (2).

Changing the parking space

It is possible to change the parking space, e.g. from perpendicular to parallel parking, if other parking spaces on the road are displayed:

1. Tap the desired parking space on the Infotainment system screen → *Fig. 1* (2).
2. Tap the ↻ symbol (2).

The display is updated. The desired parking space is now displayed as the preferred parking space (blue vehicle).

Park Assist can be activated retroactively. If a suitable parking space was driven past before, it is displayed.

If Park Assist is not activated, any detected parking spaces → *Fig. 1* (1) may be shown in the Park Distance Control display.

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Driving into a parking space

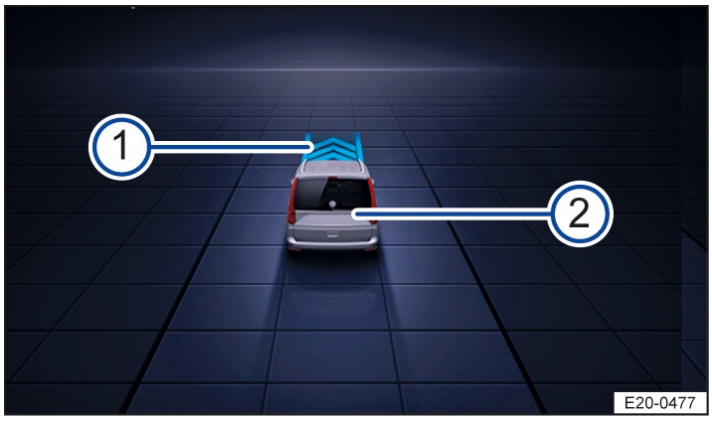


Fig. 1 On the display of the instrument cluster: Looking for a parking space.

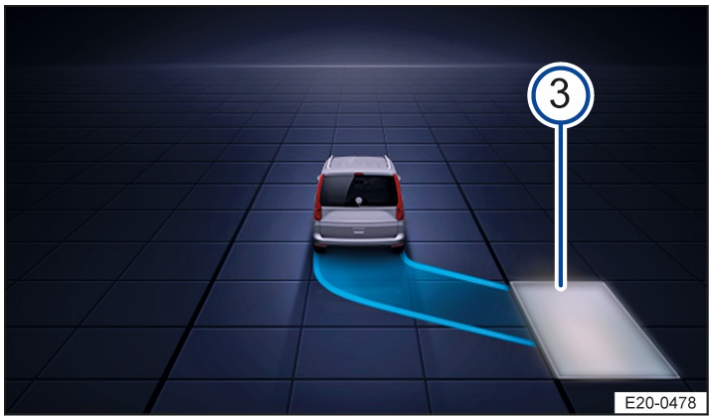


Fig. 2 On the display of the instrument cluster: Driving into a parking space.

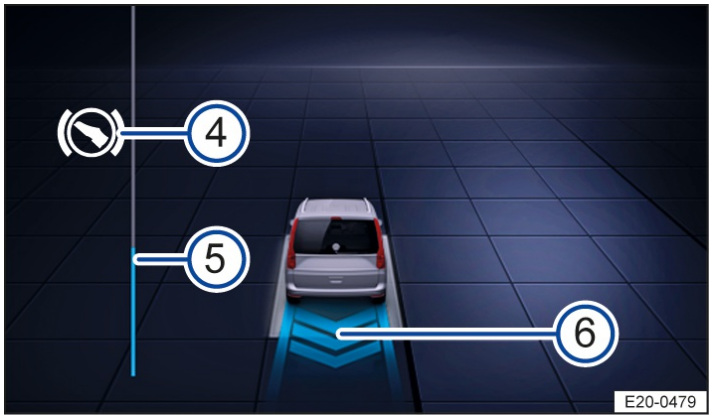


Fig. 3 On the display of the instrument cluster: Manoeuvre in the parking space

1. Prompt to drive forward
2. Your vehicle
3. Parking space detected
4. Prompt to brake.
5. Progress bar (remaining relative distance).
6. Request to drive backwards (with progress display).

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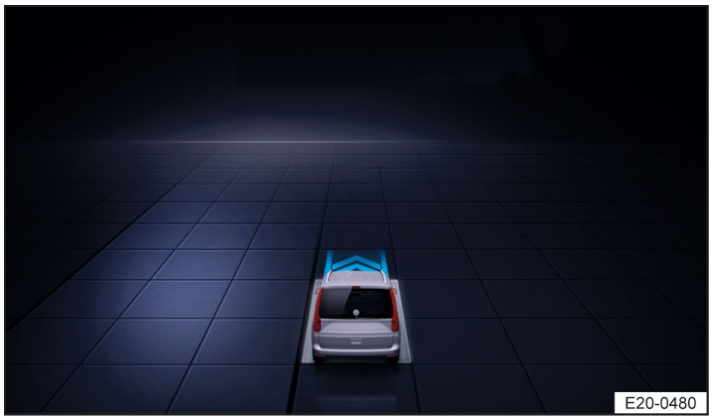


Fig. 4 On the display of the instrument cluster: Request to change direction to forwards.

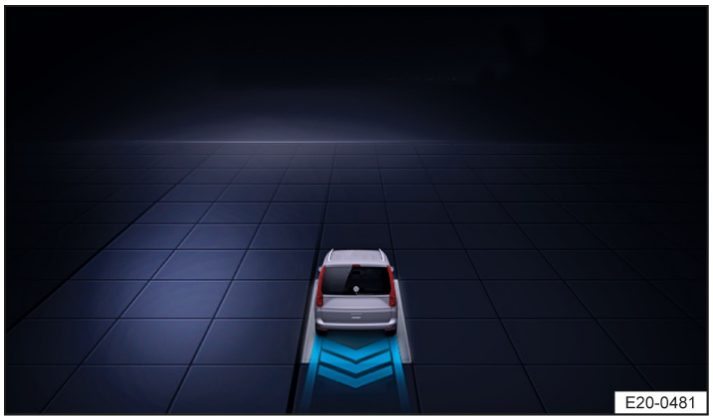


Fig. 5 On the display of the instrument cluster: Request to change direction to backwards.

Driving into a parking space with active Park Assist

Prerequisites:

✓ Park Assist has been activated.

✓ A preferred parking mode (parking area) is displayed in the Infotainment system.

---

1. Tap the START function button in the Infotainment system.

   Or: Select reverse gear R for a parking space at the rear of the vehicle.
2. Release the steering wheel.
3. Observe text messages and displays for the parking operation on the instrument cluster display.
4. Accelerate carefully.
5. Brake when an acoustic signal sounds, the display appears, or a text message appears in the instrument cluster display.
6. Brake and change gear accordingly if a direction change is indicated in the instrument cluster → *Fig. 4* or → *Fig. 5*.

   It may be necessary to perform several parking moves. When the parking procedure is completed, a text message is displayed in the instrument cluster.
7. Always wait until Park Assist has completed the turning movements of the steering wheel at the end of each parking manoeuvre in order to achieve an optimum parking result.
8. Switch off the engine and stop the vehicle *(→ Parking)*.

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Subsequently activating Park Assist

Prerequisites:

✓ The parking manoeuvre has been started, but Park Assist is not activated.

Reverse parking:

Reverse gear has been selected. The Park Distance Control display is switched on.

1. Tap the P function button to start Park Assist.
2. If necessary, change your preferred parking space(shown as a blue vehicle).
3. Tap the START function button in the Infotainment system to start the parking manoeuvre.
4. Release the steering wheel and follow all actions as described above.

Driving forwards into a parking space:

The vehicle has been driven forwards into a parking space.

1. Press the touch panel for parking functions MENU *(→ Driver side)*.
2. Tap the P function button in the Infotainment system.
3. Tap the START function button in the Infotainment system to start the parking manoeuvre.

   Or: Select reverse gear R.
4. Release the steering wheel and follow all actions as described above.

You can also activate Park Assist independently of these parking situations. Available parking spaces are displayed automatically *(→ Looking for a parking space)*.

If a parking manoeuvre was cancelled, you need to reactivate Park Assist in the Infotainment system to continue the parking manoeuvre.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.

Driving out of a parking space

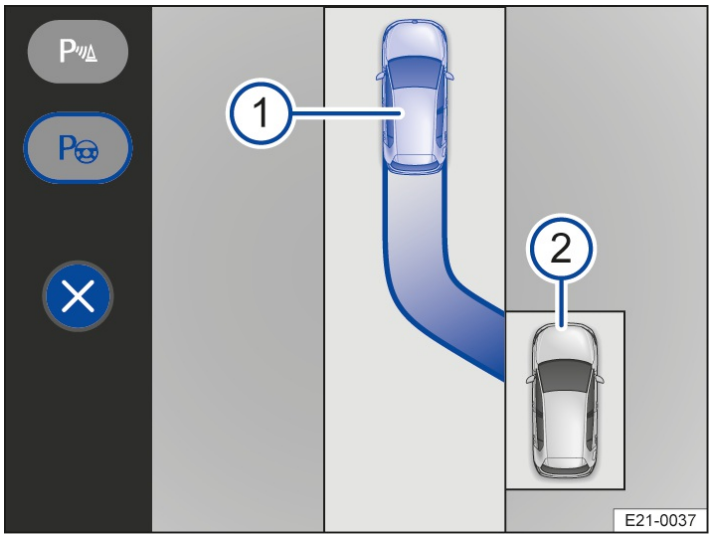


Fig. 1 In the Infotainment system: Driving out of a parking space (illustration).

(1) Target position.

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(2) Vehicle in the parking space.

Version 1

1. Start the engine.
2. Depress and hold the brake pedal.
3. Press the turn signal lever for the side of the street where the parking space is that you want to get out of.
4. Activate parking assistant *(→ Driving into a parking space)*.
5. Tap the START function button on the Infotainment system screen.
6. Follow the text messages on the instrument cluster display.

Park Assist guides the vehicle completely onto the road→ ⚠.

Version 2

1. Start the engine.
2. Depress and hold the brake pedal.
3. Press the turn signal lever for the side of the street where the parking space is that you want to get out of.
4. Activate parking assistant *(→ Driving into a parking space)*.
5. Select reverse gear.
6. Follow the text messages on the instrument cluster display.
7. Brake when an acoustic signal sounds, the display ⦸ lights up, or when the request to drive forwards appears on the instrument cluster display.
8. Continue the procedure for driving out of the parking space until a text message on the instrument cluster display and possibly an acoustic signal indicate that the procedure has been completed.

Park Assist guides the vehicle completely onto the road→ ⚠.

⚠ WARNING

Drive the vehicle out of the parking space only when permitted by the traffic situation.

The lane that is displayed in the Infotainment system during a parking process is a schematic representation. It does not correspond to the actual parking procedure performed by the park assist.

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Introduction

Trailer Assist helps the driver when reversing or manoeuvring the vehicle when towing a trailer.

The trailer manoeuvring system steers a trailer and is operated by pushing and pulling the switch for setting the exterior mirror. The driver must control the accelerator, gear changes and brake!

System limits

Please note the following to ensure the system works correctly:

— The camera is clean and free from snow and ice.

— The camera is free from stickers and other objects.

— The drawbar is not covered.

— The boot lid or wing doors are closed.

NOTICE

Risk of vehicle damage. Trailer Assist is not oriented to the vehicle environment and does not detect any obstacles in the surrounding area.

- Check whether there is sufficient space to manoeuvre the trailer.
- Observe the movement of the trailer and cancel the manoeuvre if necessary in order to avoid damage. On rare occasions the trailer may behave differently, even when Trailer Assist is operated correctly.
- Do not rely solely on the instrument cluster displays.

Practise using the Trailer Assist trailer manoeuvring system in a traffic-calmed area or in a car park in order to familiarise yourself with the system and its functions.

If there is no driver interaction within approximately three minutes, the manoeuvre is terminated and Trailer Assist is ended.

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Prerequisites

Determining the drawbar length

The drawbar length must be re-determined every time the trailer is changed. If the same trailer is always used, the drawbar length must only be determined once.

1. Perform turning and cornering manoeuvres with the trailer. The more varied the turning and cornering manoeuvres, the more manoeuvring options the trailer manoeuvring system will detect for the trailer.

There is a maximum of four limit positions for the angle display: approx. 30°, 45°, 60° and 75°.

Fulfilling requirements

The following prerequisites must be met for the trailer manoeuvring system to function:

✓ A trailer with a maximum of two rigid axles is attached and electrically connected.

✓ Driver door and boot lid or wing doors are closed.

✓ Engine running.

✓ Vehicle is stationary.

✓ ESC is switched on.

✓ Exterior mirrors are not folded in.

For technical reasons, the trailer manoeuvring system cannot always detect trailers with an LED
tail light cluster correctly.

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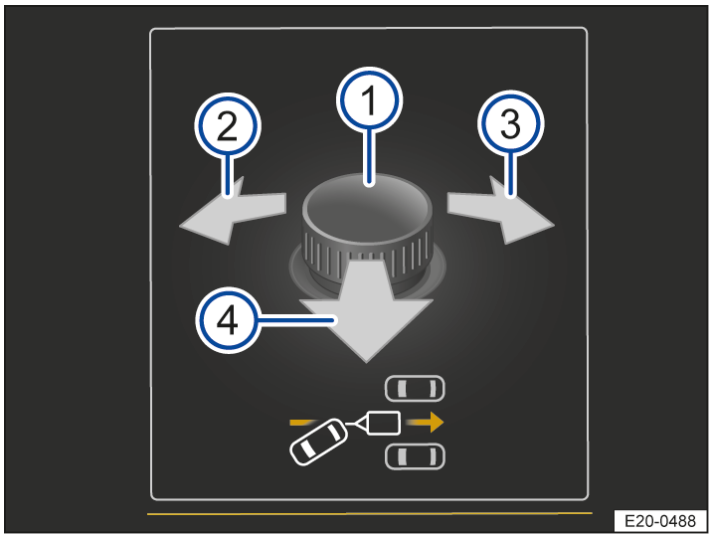


Fig. 1 On the display of the instrument cluster: adjusting the angle of the trailer using the switch for the exterior mirrors.

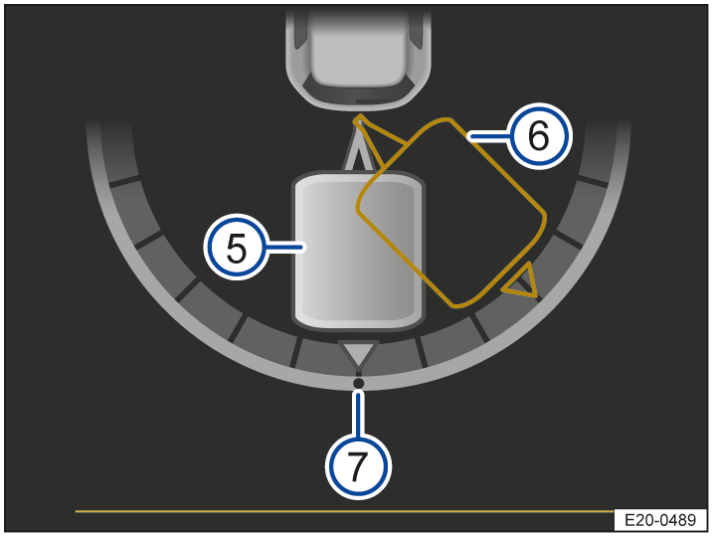


Fig. 2 On the display of the instrument cluster: Adjusting the direction of travel of the trailer.

1 Switch for exterior mirror adjustment.

2 Align the trailer to the left.

3 Align the trailer to the right.

4 Reverse the vehicle and move the trailer towards the target position.

5 Current trailer position.

6 Target trailer position.

7 Zero position on the angle display.

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Check the requirements before using the trailer manoeuvring system *(→ Trailer manoeuvring system)*:

1. Select reverse gear.
2. Tap the function button in the Infotainment system.
3. Release the steering wheel →.
4. Tilt the switch until the desired direction is reached→ *Fig. 1* (1). A diagram showing the current position of the trailer appears on the instrument cluster display for orientation purposes → *Fig. 2* (5).
5. Accelerate slowly and reverse the vehicle. Observe the surrounding area→.
6. Correct the angle with the switch if necessary→ *Fig. 1* (1).
7. Push the switch to the left (2) or right (3) to select the direction of travel.
8. Pull the switch to the rear (4).
9. Reverse and drive forwards until the required position is reached.
10. The manoeuvring operation has been completed when a corresponding message is displayed on the instrument cluster. A signal tone may also sound.

Automatic braking intervention

The driver is responsible for braking in time→.

An automatic braking intervention may occur and the function may be cancelled in the following situations:

— Speed of approximately 6–8 km/h (3–5 mph) is exceeded.

— Steering interventions by driver.

— Diver door is open.

— The function button is activated in the Infotainment system.

WARNING

Risk of injury. Fast rotational steering wheel movements can cause serious injury.

- When manoeuvring, do not reach for the steering wheel until prompted to do so by the system.
  - Exception: If a dangerous situation occurs, intervene and take over the steering.

WARNING

Risk of injury. Do not let the automatic braking intervention tempt you to take any risks while driving, as this can cause accidents. The system is not a substitute for the full concentration of the driver.

- Trailer Assist has system-related limitations. In some situations the automatic brake intervention can only work in a limited way or not at all.
- If a dangerous situation occurs, intervene by applying the brakes yourself.
- The automatic braking intervention is ended after approximately 1.5 seconds at vehicle standstill.
- Depress the brake pedal of the vehicle yourself following the automatic braking intervention.

The exterior mirrors cannot be adjusted while Trailer Assist is active.

Rear Traffic Alert

Rear Traffic Alert monitors crossing traffic when reversing out of a parking space or manoeuvring.

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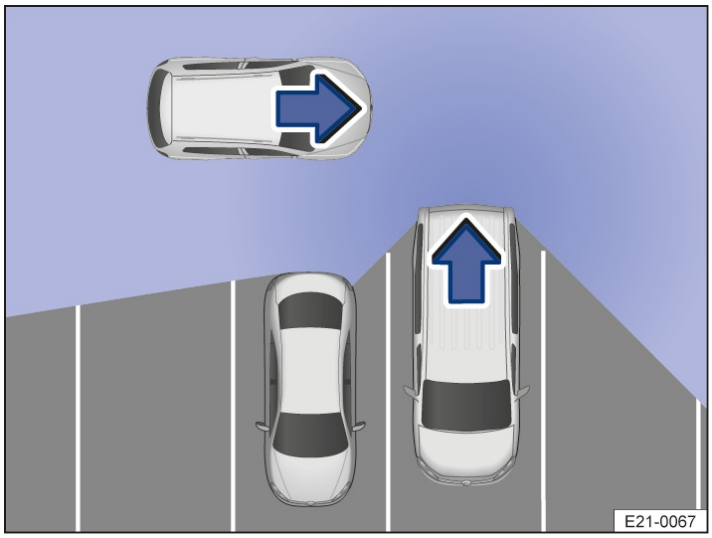


Fig. 1 Illustration of Rear Traffic Alert: monitored area around the vehicle leaving the parking space.

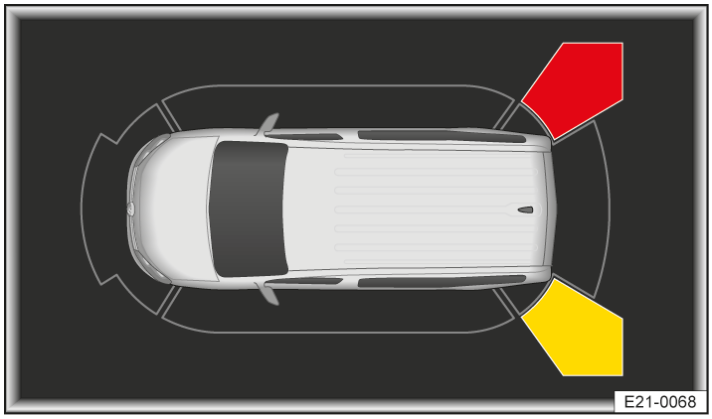


Fig. 2 On the Infotainment system screen: Rear Traffic Alert display.

Please also observe the information and warnings that apply to all parking systems *(→ Parking systems)*.

Switching on and off

1. By means of the Assist systems menu in the instrument cluster.

   Or: Press the touch panel for parking functions.
2. Tap the function button in the Infotainment system.
3. Switch Rear Traffic Alert on or off.

This setting can be saved in the user accounts of the personalisation function and can therefore change automatically when the user account is changed *(→ Personalisation)*.

How the system works

Rear Traffic Alert uses radar sensors in the rear bumper.

The system detects approaching or moving objects at the rear and to the sides of the vehicle→ *Fig. 1* and warns the driver when approaching an obstacle →⚠.

If an obstacle is detected, a warning signal is issued and the obstacle area is shown in colour in the Infotainment system → *Fig. 2*.

If Park Distance Control is deactivated, no feedback can be given to the driver.

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Emergency braking

An automatic braking intervention may be performed if the driver does not react to a warning *(→ Automatic braking intervention)*.

The following indicator lamp is shown on the instrument cluster:



Automatic braking intervention of Rear Traffic Alert.

Press the brake to hold the vehicle stationary.

Fault

In the event of a fault with Rear Traffic Alert, e.g. due to dirty sensors or a system error, the following indicator lamp lights up in the digital instrument cluster:



Rear Traffic Alert is faulty.

Things to note for trailer towing

Rear Traffic Alert is deactivated if the factory-fitted towing bracket is electrically connected to a trailer. Observe the text messages in the instrument cluster.

⚠ WARNING

The intelligent technology used in the parking systems cannot overcome the laws of physics, and functions only within the system limits. Failure to observe this information can result in accidents, serious injuries and vehicle damage.

- The parking system is not a substitute for the full concentration of the driver. Pay attention to the traffic situation and the area around the vehicle.
- Always be aware of the vehicle's surroundings as Rear Traffic Alert may not be able to detect all approaching objects, e.g. pedestrians or objects approaching quickly.
- The Rear Traffic Alert will not always independently bring the vehicle to a complete stop.

Information on brake support systems

The brake support systems can assist the driver in critical driving or braking situations. The driver is responsible for driving safety →⚠.

If a brake support system is performing a braking intervention, continue to brake with the necessary force, and if necessary steer the vehicle.

⚠ WARNING

The intelligent technology used in brake support systems cannot overcome the laws of physics, and functions only within the limits of the systems. Driving fast on icy, slippery or wet roads can lead to a loss of control of the vehicle and could cause serious injury to the driver and passengers.

- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Never take any safety risks.
- Brake support systems cannot prevent an accident if you are driving too close to the vehicle in front.
- Always use suitable tyres. The driving stability depends on the tyre grip.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

— The ESC, ABS and TCS can function properly only if all four wheels are fitted with the same tyres.

— If there is a fault in the ABS, the ESC, TCS and EDL will also stop working.

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The status of the brake functions is checked automatically when the ignition is switched on. The indicator lamps light up briefly and then go out again. If an indicator lamp remains lit up continuously, there is a fault *(→ Brake support systems)*. Go to a suitably qualified workshop immediately.

⚠ WARNING

The effectiveness of ESC can be reduced considerably if other components and systems which affect driving dynamics are not serviced properly or are not functioning properly. This applies in particular to modifications made to the suspension and the use of non-approved wheel and tyre combinations.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.
- Always use suitable tyres. The driving stability depends on the tyre grip.

Electronic Stability Control (ESC)



ESC

control intervention to reduce the risk of skidding and improve driving stability →⚠.

The indicator lamp flashes yellow.

Traction control system (TCS)



TCS

control intervention to prevent the wheels from spinning. The indicator lamp flashes yellow.

The TCS reduces the drive output if wheelspin occurs and adapts the output to suit road surface conditions. The TCS makes it easier to pull away, accelerate and drive up hills →⚠.

Anti-lock brake system (ABS)

ABS

prevents the wheels from locking during braking so that the vehicle can still be steered →⚠.

Brake assist system (BAS)

BAS

can help to reduce the stopping distance. The brake assist system reinforces the braking force when the driver depresses the brake pedal quickly in an emergency situation.

If you reduce the pressure on the brake pedal, the brake assist system will switch off the brake servo function.

Electronic differential lock (EDL)

EDL

brakes a spinning wheel automatically and distributes the drive force to the other drive wheels.

The EDL switches off automatically under unusually heavy loads to prevent the brake from overheating. The EDL switches back on again automatically as soon as the brake has cooled down.

Automatic Post-Collision Braking System

In the event of a collision, the Automatic Post-Collision Braking System can help the driver to reduce the risk of skidding, and the danger of secondary collisions, through automatic braking.

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The Automatic Post-Collision Braking System functions only for collisions that are detected as a collision by the airbag control unit.

The vehicle is braked automatically if the required systems have not been damaged in the collision and have remained functional.

Requirement for automatic braking:

✓ The driver does not press the accelerator.

Electronic brake pressure distribution system (EBD)

The EBD

regulates the braking force between the front axle and the rear axle even outside the ABS control. Overbraking of the rear axle is avoided and the vehicle remains stable during braking.

Electromechanical brake servo

The EBS

supports the driver's foot movement when the ignition is switched on, and boosts the pressure applied to the brake pedal by the driver →⚠. In the event of a braking intervention by a driver assist system, e.g. when ACC is regulating or during emergency braking, the brake pedal can move automatically.

The brake pressure boost will reduce gradually after you switch off the ignition. Messages are displayed on the instrument cluster display if the vehicle is still being held by the brake pedal. The brake servo function is restricted in this case.

Secure the stationary vehicle against rolling away *(→ Parking)*.

⚠ WARNING

Driving without the brake servo or with restricted brake servo function can considerably increase the braking distance and cause accidents and serious injuries.

- Never switch the engine or ignition off while the vehicle is in motion.
- If the brake servo does not function or the vehicle is being towed, the brake pedal will have to be depressed more forcefully as the braking distance will be increased due to the lack of assistance for the brake system.
- Keep the footwell under the pedals clear so that the brake pedal can move freely.

⚠ WARNING

The effectiveness of systems can be severely inhibited if components and systems are retrofitted, e.g. by second stage manufacturers. The proper functioning of systems may therefore be impaired or adapted in vehicles with add-ons and modifications.

- Have the correct operation of the systems confirmed by the second stage manufacturer.

Switching the TCS on and off

Driving situations

The traction control system (TCS

) can be switched off in situations where insufficient traction is achieved:

— When driving in deep snow or on loose surfaces.

— When rocking the vehicle backwards and forwards to free it from mud.

When the driving situation no longer exists, the TCS should be switched back on fully.

Switching the TCS on and off

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1. Open the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.
2. Open the brake settings.
3. Switch the TCS on or off in the selection.

TCS switched off manually. The indicator lamp lights up yellow.

Troubleshooting

Electromechanical brake servo failure

Do not drive on!

The indicator lamp lights up red.

A text message may also be displayed. Press the brake pedal firmly as the braking distance will increase due to the lack of brake servo.

1. Seek expert assistance immediately.

Electromechanical brake servo fault

Indicator lamp lights up yellow.

A text message is displayed for a few seconds.

The brake pedal may pulsate when pressed. The brake pedal must be pressed more firmly as the braking distance will increase due to the reduced brake servo.

1. Go to a correspondingly qualified workshop.

Anti-lock brake system failure or fault

Indicator lamp lights up yellow.

1. Go to a correspondingly qualified workshop.

   The vehicle can be braked without the anti-lock brake system.

ESC fault

Indicator lamp lights up yellow. ESC

has been switched off.

1. Switch the ignition on and off.
2. Drive a short distance at a speed of 15–20 km/h(9–12 mph) if necessary.
3. If the indicator lamp continues to light up, go to a suitably qualified workshop.

Noises from the brake support systems

The brake pedal may move or noises may occur while the brake support systems are regulating.

1. Continue to apply the necessary amount of brake pressure, and steer the vehicle when required.

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WARNING

The control function of the ABS may have failed if the brake warning lamp lights up together with the ABS indicator lamp. This can cause the rear wheels to lock quickly when you brake. Locked rear wheels can lead to a loss of control of the vehicle.

- If possible, reduce the vehicle speed and drive carefully at low speed to the nearest correspondingly qualified workshop in order to have the brake system tested.
- Avoid sudden braking and driving manoeuvres.
- The ABS is not working properly if the ABS indicator lamp does not go out or comes on while the vehicle is in motion. The vehicle can be stopped using the normal brakes only (without ABS). The protection provided by ABS is no longer available. Go to a correspondingly qualified workshop as soon as possible.

Introduction

Only use stowage compartments to stow light or smaller objects.

WARNING

Loose objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Stow objects only in closed stowage compartments.
- Always keep stowage compartments closed while the vehicle is in motion.

WARNING

An open glove box can increase the risk of serious injury in the event of an accident or sudden braking or driving manoeuvres.

- Always keep the glove box closed while the vehicle is in motion.

WARNING

Cigarette lighters in the vehicle could be damaged or accidentally lit. This could lead to serious burns and other injuries.

- Before adjusting the seats, always make sure that there is no cigarette lighter on or near the movable parts of the seat.
- Before closing stowage areas or compartments always make sure that there is no lighter in the way.
- Never stow lighters in stowage areas or compartments or on other surfaces in the vehicle. High surface temperatures, especially in summer, may cause cigarette lighters to self-ignite.

WARNING

Objects in the driver footwell can hinder pedal operation. This can lead to loss of control of the vehicle and increase the risk of serious injury.

- Make sure that all pedals can always be operated without any hindrance.
- The floor mats must always be properly secured in the footwell.
- No additional floor mats or other floor coverings should be placed over the fitted floor mat.
- Make sure that no objects can enter the driver footwell while the vehicle is in motion.
- If there are any objects in the footwell, remove them when the vehicle is parked.

WARNING

Incorrect use of the drink holders can cause injury.

- Never place hot drinks in a drink holder. Hot drinks in a drink holder could be spilled and cause scalding in any sudden braking manoeuvre or accident.

WARNING

Closed drink bottles can explode in the vehicle in extreme heat or crack in extremely cold temperatures.

- Never leave closed drink bottles in an extremely hot or extremely cold vehicle for extended periods.

NOTICE

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- Do not stow any temperature-sensitive objects, food or medicines inside the vehicle. Hot and cold temperatures could damage them or render them unusable.
- Objects stored in the vehicle that are made from transparent materials, such as transparent suction cups on the windows, can concentrate the sun's rays and thus cause damage to the vehicle.

Wireless charging function

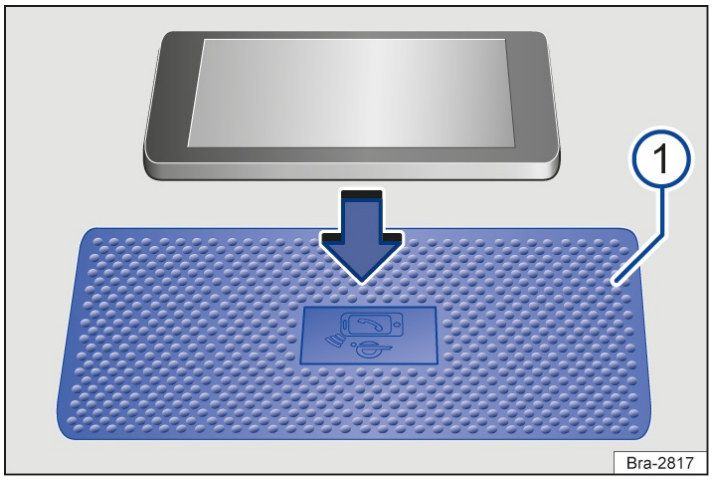


Fig. 1 Diagram: shelf with lining mat for the wireless charging function.

The wireless charging function comes with some equipment levels and is not available in all countries.

The wireless charging pad is located in the centre console.

In some vehicles, the lining mat has a telephone symbol which marks the centre of the wireless charging function → *Fig. 1* (1). The symbol on the lining mat may look different in some vehicles.

The wireless charging function enables wireless energy transmission by electromagnetic induction over a short distance.

The maximum charging power is 5 watts.

The Qi standard enables wireless charging of suitable Qi-enabled mobile telephones.

Consult the operating manual for the mobile telephone to find out if it is compatible with the Qi standard. The manufacturer of the mobile telephone can provide more information on compatibility.

Place only one Qi-enabled mobile device without a protective cover with maximum dimensions(width x length) of 80 mm x 160 mm (3.15 in x 6.299 in) flat on the wireless charging pad.

Qi-capable mobile telephones with larger dimensions cannot be charged wirelessly.

Before charging, remove any foreign objects with metallic components such as coins from the stowage compartment and observe the operating instructions for the mobile telephone.

To charge a Qi-enabled mobile telephone, place a suitable mobile telephone without protective cover with the display facing upwards flat on the shelf so that the entire surface is in contact with the lining mat. The charging process will start automatically.

The factory-fitted Infotainment system will provide information about the start of the charging operation and, where applicable, about any foreign objects with metallic components that are detected in the stowage compartment. Remove foreign objects immediately.

If the mobile telephone has not been positioned correctly in the stowage area or is too large, it cannot be detected or cannot be detected correctly. The Infotainment system may report that there is a foreign object on the shelf. The fault can be rectified if a suitable mobile telephone is used and its position is corrected.

Stowage compartment cover

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Depending on equipment and country, the stowage compartment for the wireless charging function has a cover for the mobile telephone's display.

Always place only one mobile telephone with maximum dimensions(width x length) of 80 mm x 160 mm (3.15 in x 6.299 in) in the stowage compartment with cover in accordance with the specifications.

The cover can avoid distractions caused by the mobile telephone, such as incoming messages.

The cover must always remain closed when driving and the mobile telephone display must be fully covered.

WARNING

Notifications on the mobile telephone display can distract the driver and increase the risk of a serious accident.

- Only ever place one suitable mobile device, Qi-enabled as required, without a protective cover and with maximum dimensions (width x length) of 80 mm x 160 mm (3.15 in x 6.299 in) flat on the shelf in the stowage compartment, as per the specifications.
- Remove any items that prevent the cover from closing.
- Keep the cover closed at all times while the vehicle is in motion.

WARNING

Do not place any metal objects or items with metallic components on the wireless charging pad. Metallic objects may become very hot. This may cause burn injuries to the skin and cause a fire.

NOTICE

Do not place any ID cards, credit cards etc. with magnetic strips or with a chip on the wireless charging pad. The data stored on the magnetic strip or chip may become unusable.

Drawers

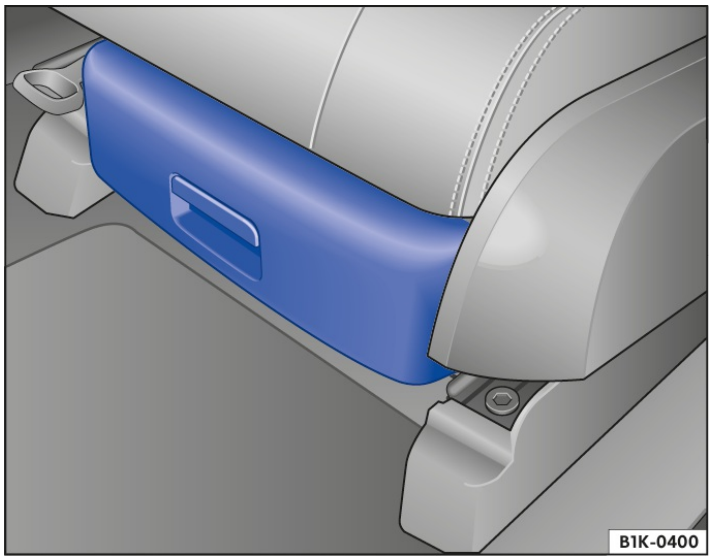


Fig. 1 Drawer under the front seat.

There may be a drawer under each of the front seats.

Opening or closing the drawer

1. To open press the button in the drawer grip and open the drawer.
2. To close, push the drawer under the front seat until it clicks into place.

WARNING

If the drawer is left open it can hinder the correct operation of the pedals. This can result in accidents and severe injuries.

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- Always keep the drawer closed while the vehicle is in motion. Otherwise the drawer and other items could fall into the driver footwell and obstruct the pedals.

Folding table

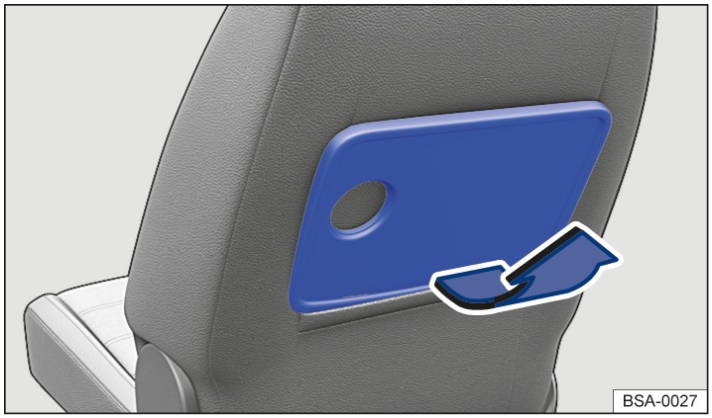


Fig. 1 Front seat: setting up the folding table.

A drink holder is integrated in the folding table.

1. To set up the folding table, press the release button on the lower edge of the table and pull upwards in the direction of the arrow until it clicks into place.
2. To fold it down, press the release button again and push the folding table down until it clicks into place.

WARNING

The folding table must always remain closed while the vehicle is in motion in order to reduce the risk of injury.

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⚠ WARNING

Improper use of the cigarette lighter or the ashtray could cause fires, burns and other serious injuries.

- The cigarette lighter must always be used properly.
- Never leave children unsupervised in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other items that may cause a fire in the ashtray.

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Cigarette lighter

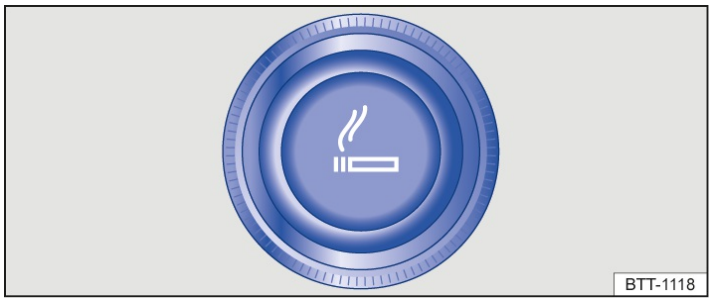


Fig. 1 In the lower part of the centre console: cigarette lighter (depending on vehicle equipment).

A cigarette lighter is located in the lower part of the centre console.

1. With the ignition switched on, press in the knob on the cigarette lighter.
2. Wait for the button to pop out.
3. Pull out the cigarette lighter and use *(→ Ashtray and cigarette lighter)*.
4. Insert the cigarette lighter back into the socket.

The cigarette lighter socket can also be used as a 12-volt socket.

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Introduction

Electrical equipment can be connected to the sockets in the vehicle.

The electrical devices must be in good condition. Do not use faulty devices.

WARNING

Improper use of the sockets and electrical accessories can cause fires and severe injuries.

- Never leave children unsupervised in the vehicle. Sockets and the devices connected to them can be used when the ignition is switched on.
- If the electrical device gets too hot, switch off the device immediately and disconnect it from the socket.

NOTICE

- In order to prevent damage to the electrical system, never connect equipment that supplies electric power, such as solar panels or battery chargers, to the 12-volt socket for charging.
- Use only electrical devices that have been approved in accordance with current guidelines concerning electromagnetic compatibility.
- In order to avoid damage due to voltage fluctuations, always switch off any electrical devices before switching the ignition on or off and before starting the engine. When the start/stop system automatically switches off and restarts the engine, it is not necessary to switch off any connected electrical devices.
- Never connect electrical devices requiring more than the rated power to a 12-volt socket. The vehicle's electrical system can be damaged if the maximum power output is exceeded.
- Observe the operating instructions of the electrical devices!

Do not leave the engine to run when the vehicle is stationary.

Using electrical consumers with the engine switched off and the ignition switched on will drain the 12-volt battery.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

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Sockets in the vehicle

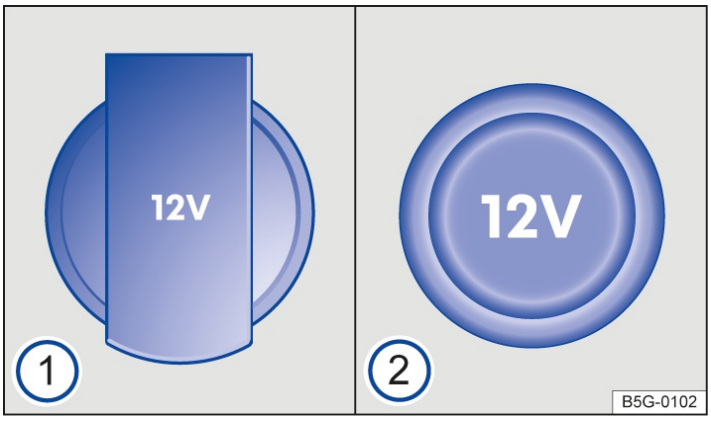


Fig. 1 12-volt socket with cover flap (1), 12-volt socket with pull-out cover (2).

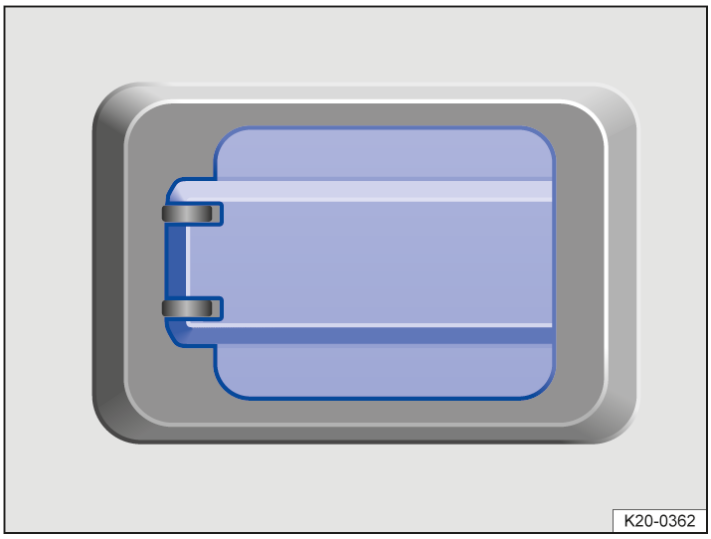


Fig. 2 On the rear centre console or on the partition wall to the luggage compartment: Fold-out 230-volt socket with earthing contact (illustration).

Maximum power rating

Electrical socket	Maximum power rating
12-volt	120 watts
230-volt	300 watts (450 watts peak power)

If two or more devices are connected at the same time, the overall power consumption of all connected electrical devices must never exceed 300 watts →.

The maximum power rating of the individual sockets should never be exceeded. The power rating of each device is stated on its type plate.

12-volt socket

The sockets also work when the ignition is switched off→.

Using electrical appliances with the engine switched off and the ignition switched on will drain the battery.

To avoid damage from voltage fluctuations, switch off connected electrical equipment before switching the ignition on or off and before starting the engine.

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12-volt sockets can be found in the following locations in the vehicle:

— Stowage compartment in the dash panel *(→ Driver side)*.

— Centre console *(→ Centre console)*.

— In the luggage compartment or in front of the third row of seats.

230-volt socket with earthing contact

The 230-volt socket with earthing contact can be found in the following locations in the vehicle *→ Fig. 2*:

— On the partition between the passenger area and luggage compartment.

— Rear centre console.

The socket is activated automatically as soon as a plug is connected when the engine is running. If there is sufficient energy in the system, the socket can also be used when the engine is off →⚠.

Connecting electrical equipment

1. Open the cover and insert the plug all the way into the socket to release the integrated child socket protection.

Electricity will not flow until the child socket protection has been unlocked.

LED display on the socket:

Constant green light

The child socket protection is disengaged. The socket is ready for use.

Flashing green light

The ignition is switched off but there is sufficient energy available to continue to supply the socket with power for up to 10 minutes. If you remove the plug during this time, the socket switches off and cannot be used again until the ignition is switched back on.

Flashing red light

There is a malfunction such as a shutoff due to excess current or temperature.

Temperature switch-off

The inverter in the 230-volt socket with earthing contact will switch off automatically if the temperature exceeds a specific value. The switch-off function prevents the connected device from overheating when the power consumption is too high or if the ambient temperature is too high. The 230-volt socket with earthing contact cannot be used again until after the cool-down phase.

To use the 230-volt socket again after the cool-down phase, disconnect the plug of a connected device and then plug it in again. This helps prevent the connected electrical devices being switched on accidentally.

⚠ DANGER

High voltage in the electrical system!

- Do not spill any liquids over the socket.
- Do not plug any adapters or extension cables into the 230-volt socket with earthing contact. Otherwise the built-in child socket protection will disengage and power will be supplied to the socket.
- Never insert any items made of conducting materials, e.g. knitting needles, into the contacts of the 230-volt socket with earthing contact.

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NOTICE

- Observe the operating instructions of the connected devices!
- 12-volt socket:
  - Never exceed the maximum power rating as this could damage the whole vehicle electrical system.
  - Only use accessories that have been approved in accordance with the applicable electromagnetic compatibility guidelines.
  - Never feed electrical current into the socket.
- 230-volt socket with earthing contact:
  - Do not plug any heavy duty devices or connections, such as mains adapters, directly into the socket.
  - Do not connect any lamps which use neon tubes.
  - Only connect devices to the socket with a voltage that matches the voltage of the socket.
  - With electrical devices that require a high level of current in the start phase, the built-in excess current switch will prevent the device from being switched on. If this happens, disconnect the power supply from the electrical consumer and reconnect after waiting approximately 10 seconds.

Unshielded devices can cause interference in the Infotainment system and vehicle electronics.

Functional problems may occur with some devices when they are connected to the 230-volt socket with earthing contact due to the lower power output (wattage).

Cyber security

Cyber security refers to measures designed to reduce the risk of unauthorised access by malware or an internet attack on vehicle functions, data and control units.

What are connectivity components?

Control units for data transmission, interfaces, and also media and diagnostic connections are connectivity components via which information and data can be exchanged between the vehicle and external devices or the internet. Not all vehicles are fitted with connectivity components.

Connectivity components are the key locations for cyber security. Connectivity components are also equipped with security mechanisms designed to minimise the risk of unauthorised access to vehicle systems.

The connectivity components include the following in particular:

— Diagnostic socket.

— Control unit with built-in eSIM card, e.g. the We Connect control unit (OCU).

— Mobile phone interface.

— App-Connect.

— Wi-Fi hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— SD card slot.

— SIM card slot.

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Security mechanisms

The software and security mechanisms in the vehicle are subject to continuous further development. As with computers and mobile telephone operating systems, the software and security mechanisms in the vehicle can also be updated at irregular intervals.

Software updates improve the security, stability and running speeds of the vehicle systems in vehicles.

WARNING

In spite of the integrated security mechanisms, malware can cause malfunctions in control units and vehicle functions. This can result in serious accidents and fatal injuries.

- Reduce speed in a controlled manner if the vehicle functions or reacts differently than usual.
- Go to the nearest suitably qualified workshop.

Malware can also access data and information that are stored in control units, in the Infotainment system and on connected data media and paired mobile telephones.

Minimising risk

You can also take your own steps to minimise the risk of unauthorised access to vehicle systems and functions:

— Use only data media, Bluetooth devices and mobile telephones in the vehicle than do not contain manipulated data or malware.

— Have the vehicle serviced, repaired and maintained only by a correspondingly qualified workshop.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.

- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

Introduction

The system update is a preventive measure, e.g. to optimise the software and to provide protection against malware.

A system update allows the software of control units in the vehicle to be updated.

There are two possibilities, depending on vehicle and country:

— System update by a qualified workshop.

— System update by Volkswagen by means of anover-the-air update.

What is a system update?

The “system update” function enables Volkswagen to update the control unit software in the vehicle without you having to attend a qualified workshop.

Each system update has two phases – download followed by software installation.

The “system update” function is only available in some countries and is not available for all vehicles.

How do I know when a system update is available?

The switched-on Infotainment system indicates that a system update is available.

If several system updates are available for the vehicle at the same time, one system update must first be installed

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successfully before the next system update can be executed.

WARNING

It is possible in very rare cases that a control unit will not function properly after a software installation process.

- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

WARNING

If the digital instrument cluster does not function after software installation, no instruments, warning lamps, symbols or text messages can be displayed. Driving with a digital instrument cluster that is not working can cause accidents and fatal injuries.

- Do not use the vehicle. Contact Customer Care at Volkswagen Commercial Vehicles.

A system update may delete any previous action designed to enhance performance or efficiency, such as engine tuning, that was not performed by Volkswagen AG.

Depending on equipment, release notes can be displayed once before or after a system update. They contain details of the changes to the vehicle status. The release notes are only displayed once and cannot be viewed again.

The system update does not update anyIn-Car Apps.

Basic requirements for the system update

The following basic requirements must be met in order to download a system update and install the software.

General conditions

✓ The “system update” function is available in your country.

✓ Your current privacy settings allow data and information to be transmitted and received .

✓ You have an active We Connect user account.

✓ You have assigned the vehicle to your activeWe Connect user account.

✓ There is one primary user *(→ Manage users)*.

Vehicle conditions

✓ The vehicle is in an area with sufficient mobile telephone reception.

✓ The electrical system in the vehicle is functional.

✓ The 12-volt vehicle battery is appropriately charged.

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Download and software installation

Download costs

System updates are downloaded via the factory-fittedWe Connect control unit (OCU

) and are free of charge. Volkswagen pays the connection costs.

Download

The download of the system update can be interrupted at any time and will be resumed again as required when the ignition is switched on.

The duration of a download process depends on the network quality, data volume and type of system update.

Download requirements

✓ The basic system update requirements are met *(→ Over-the-air update)*.

✓ The vehicle is in a location or area with adequate mobile andGPS reception.

1. Switch on the vehicle ignition and the Infotainment system.
2. Observe the information in the Infotainment system.
3. Start download in the Infotainment system.

Software installation

Choose a time for manual installation of a system update when the vehicle does not have to be driven by yourself or other users.

⚠ WARNING

Control units will be deactivate and will not function while software installation is taking place. Driving with deactivated or malfunctioning control units can cause accidents and fatal injuries.

- Perform the software installation in such a way that other road users are not obstructed.
- Never use your vehicle during a software installation.

Software installation requirements

✓ The basic system update requirements are met *(→ Over-the-air update)*.

✓ All vehicle occupants have left the vehicle.

✓ There are no animals in the vehicle.

✓ There is no vehicle key in the vehicle.

✓ The vehicle is parked safely in accordance with legal requirements and local conditions *(→ Parking)*.

1. Stop the engine and apply the electronic parking brake.
2. Close the bonnet, boot lid, glass roof, all windows and all doors.
3. Confirm software installation in the Infotainment system.
4. Remove all vehicle keys and exit the vehicle.
5. Make sure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
6. Lock the vehicle.

Before starting the engine again, read the notification in the Infotainment system about the completed software installation. Observe the relevant instructions if the software installation failed.

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Functional restrictions during software installation

Control units, functions and displays are not available during software installation. Do not use the vehicle during this time.

— Central computer for the Infotainment system: the central computer, the display and control unit and other control devices are not available during the software installation.

— Control unit for the digital instrument cluster: no displays, or only a few displays, can be shown on the digital instrument cluster during software installation.

— We Connect control unit (OCU

): No services are available during software installation. These include the eCall Emergency System and Automatic Accident Notification.

— Switching on the ignition during the software installation may cause the following error message:
Fault: Emergency call function. Please contact workshop. This is normal in this instance. Wait for a few minutes until the message disappears.

After installing the software

After installing the software and before starting the engine, read the message in the Infotainment system or on the instrument cluster about completed installation. The vehicle may need up to 1 minute to display the status of the system update.

— You can start the engine once the software has been installed correctly.

— If the software installation failed: *(→ Over-the-air update)*.

System update troubleshooting

Software installation failed

— If software installation is unsuccessful, a corresponding error message will be displayed on the Infotainment system or instrument cluster. Observe the corresponding messages and warnings.

— Control units will no longer function or will not function correctly in the event of a critical installation error. No functions or displays are available until the fault is rectified. Do not use the vehicle. If this occurs, contact Customer Care at Volkswagen Commercial Vehicles.

Should I perform the system update?

It is in your own interests to install system updates as soon as possible. If the driver repeatedly rejects the system update, it will then be necessary to visit a suitably qualified workshop.

Can I stop the system update software installation?

No, this is not possible.

What will happen if software installation is interrupted?

If software installation is interrupted, for example due to damage to the electrical system in the vehicle, it is possible that control units will be not be updated and may be damaged due to incomplete software installation.

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Introduction

Observe the safety instructions for data transmission in the vehicle *(→ Cyber security) → Introduction*.

We Connect combines various online services which provide you with additional vehicle functions.We Connect connects you with your vehicle via your mobile telephone or computer using the Internet.

To use We Connect, it must first be activated online by concluding aWe Connect contract with Volkswagen AG and is subject to a restricted, country-dependent period of validity.

Both the We Connect portfolio offered by Volkswagen and individual services may be changed, discontinued, deactivated, reactivated, renamed and expanded without further notice.

Further information on We Connect, e.g. on how to create the user account, is available on the Internet in Europe:

www.connect.volkswagen-we.com

After creating a user account, further information is also available via the "myVolkswagen" web page:

www.myvolkswagen.net

The provision and availability of We Connect services and service portfolios can vary depending on the country, vehicle equipment and the vehicle itself.

⚠ WARNING

In areas with insufficient mobile telephone and GPS reception, no emergency calls and phone calls can be made and no data can be transmitted.

- Go to another location.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:

- Insufficient network strength
- Misuse of mobile devices
- Data loss during transfer
- Unsuitable and malicious third-party applications(apps).
- Malicious software on data media, computers, tablets and mobile telephones.

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Services portfolio

The available We Connect services depend on which We Connect package you have purchased, which user role is assigned to your user account in the vehicle and whether the vehicle has been activated for a We Connect user account.

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

Not all services are available in all vehicles and countries.

You can activate the “Manage services” function in the Infotainment system to see which services are available in the vehicle, if any *(→ We Connect – In the vehicle)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

The voice or search recognition technology for We Connect does not recognise and return search results for all words.

You can find out which services are actually included in the service portfolio at the time you conclude or renew your contract on the Internet . This also applies to possible We Connect individual options.

We Connect services that do not require activation

These services can also be used if the vehicle is not activated in a We Connect user account.

Not all services are available in all vehicles and countries.

— eCall Emergency system.

— Personalisation.

— In-Car apps pre-installed in the Infotainment system.

— Digital owner’s manual, if available.

The “eCall Emergency System” service is available even if you are not logged into the Infotainment system.

You need to log into the Infotainment system to use the “personalisation” service and to use a pre-installed In-Car-App, but the vehicle does not have to be activated in a We Connect user account.

We Connect services

Maximum possible scope. Not available in all vehicles and countries.

— Automatic Accident Notification.

— Driving data.

— Vehicle status.

— Vehicle Health Report.

— Information call.

— Breakdown Call.

— Parking Position.

— Service Scheduling.

— Doors & Lights.

— Wi-Fi hotspot.

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We Connect Plus services

Maximum possible scope. Not available in all vehicles and countries.

— All We Connect services listed above.
— Horn & Turn Signals.
— Online Anti-Theft Alarm.
— Online Map Update.
— Online Route Calculation.
— Online Voice Control.
— Online Auxiliary Heater.
— Remote Ventilation Control.
— Online Traffic Information.
— Online Destination and Route Import.
— Parking Spaces.
— Streaming & Internet.
  — Media Streaming.
  — Internet Radio.
— Filling Stations & Charging Stations.
— Locking & Unlocking.

We Connect individual options

Maximum possible scope. Not available in all vehicles and countries.

— In-Car apps.

  In-Car apps may be pre-installed in the Infotainment system and activated by the user. If technically implemented, In-Car apps can also be purchased and installed in the Infotainment system via the In-Car Shop.

— We Upgrade.

  For later activation of individual vehicle functions relating to specific equipment.

— Data plans.

  Chargeable data plans for the use of online functions, e.g. 2 GB per month for the use of “Streaming & Internet” services.

You need to log into the Infotainment system with a We Connect user account set to “primary user” to purchase an In-Car App .

The service portfolio and other individual services offered by Volkswagen may be changed, discontinued, deactivated, reactivated, renamed and expanded without prior notice.

Detailed information about the We Connect functions and about how to set up a user account etc. are available online in Europe and also on myVolkswagen after you have created a user account .

Prerequisites

Which Infotainment system is compatible with We Connect?

The vehicle must have been ordered and delivered with a suitable factory-fitted Infotainment system with We Connect.

We Connect may not be available on all Infotainment systems.

We Connect is not available in all countries and is subject to country-dependent limitations on the usage period.

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Some We Connect services are not compatible with all available Infotainment systems.

Internet connection

To use the online services, the Infotainment system has to be connected to the Internet via theeSIM

card of the factory-fitted We Connect control unit (OCU). You can set up the eSIM card Internet connection to automatically use all We Connect services except “Streaming & Internet”.

You can purchase optional data packages in order to use the “Wi-Fi hotspot” and “Streaming and Internet” services, or alternatively you can use a mobile telephone as a hotspot. You need a SIM

card with a data plan to use the “Wi-Fi hotspot” and “Streaming & Internet” services via a mobile hotspot.

Legal requirements

When using We Connect and We Connect Plus services, information about the vehicle is transmitted and processed online. This data can also indirectly provide information about the respective driver, e.g. driving behaviour. As the party concluding a We Connect and We Connect Plus contract with Volkswagen, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends or other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

Tracking services: Ask all vehicle occupants

Tracking services require geodata and vehicle data to determine whether the vehicle is complying with set speed limits, where the vehicle is parked, or whether the vehicle is being used in a geographically-defined area. This information is displayed in the user area of the “myVolkswagen” web page and in the We Connect app.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services if possible or exclude the occupant from using the vehicle.

Personal data

Volkswagen protects your personal data and uses it only to the extent permitted by law, or if you have consented to its use. Further information on data processing in relation to We Connect and We Connect Plus services can be found in the current version of the privacy policy which is available on the Volkswagen Commercial Vehicles website.

Permanent transfer of the vehicle

If you purchased the vehicle second-hand or another person has transferred it to you for permanent use,We Connect and We Connect Plus may already be activated and the previous user may still be able to view collected data and control certain vehicle functions via We Connect and We Connect Plus.

The previous owner of the vehicle must remove the vehicle from their “Connect Fleet” profile if they used Connect Fleet corporate fleet management. If the previous owner does not remove the vehicle, they will be able to continue to view the data collected by Connect Fleet. A corresponding message appears whenWe Connect services are activated if the vehicle is still in use in Connect Fleet. Additionally, the “Connect Fleet” service in the vehicle is activated and the globe icon in the Infotainment system lights up white to show that the vehicle is transmitting data, even without a registered primary user.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user. In this case, you can register yourself as the primary user for the vehicle and automatically remove the previous primary user.

Alternatively, you can permanently delete the previous user as the primary user directly in the Infotainment system or can set the vehicle to offline mode to restrict your vehicle’s communication with the Volkswagen data server and to limit processing of vehicle-related data and personal details.

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Interference

Even when the above-mentioned requirements for using the services are met, the functionality of the We Connect services can be impaired or interrupted due to factors that lie outside the control of Volkswagen AG. Such factors include in particular:

- Maintenance, repairs, deactivations, software updates and technical changes to your service provider's telecommunication systems, satellites, servers and databases.
- The telecommunications provider has changed the mobile telecommunication standard for transferring mobile data, e.g. from UMTS to EDGE or GPRS.
- An existing mobile telecommunications standard has been shut down by the telecommunications provider.
- Disturbance, interference or interruption of mobile phone and GPS reception (e.g. due to high speeds, solar storms, weather, landscape, interfering devices or intensive use of the mobile network in the relevant cells).
- If your current location is in an area with no or insufficient mobile communications and GPS reception. This can also include tunnels, streets with tall buildings, garages, car parks, underpasses, mountains and valleys.
- Restricted availability, completeness or correctness of information provided by third parties, e.g. maps.
- Countries and regions where We Connect services are not available.

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Activating We Connect, S-PIN

You can carry out activation in theWe Connect app or in the customer area of myVolkswagen .

The following steps are required forWe Connect activation including registration:

Prerequisites

✓ The ignition is switched on.

✓ The Infotainment System is switched on.

✓ The Infotainment system is connected to the Internet via the hotspot on a mobile telephone or the factory-fitted We Connect control unit (OCU
).

✓ You have a mobile telephone with an internet connection in order to confirm registration by email.

✓ You have a valid email address in order to create a user account forWe Connect.

1. Download the We Connect app.
2. Follow the instructions in the We Connect app and the instructions for the activation and registration process.
3. Log into the service in the vehicle with the access details of yourWe Connect user account.
4. To become primary user, follows the instructions in theWe Connect app .
5. *Optional:* provide proof of identity in order to execute security-relevantWe Connect services.

Starting We Connect activation via the Infotainment system

A mobile telephone that supports scanning ofQR Code
s is required to startWe Connect activation via the Infotainment system.

1. Tap HOME ▸ Manage users ▸ Add user.
   Or: tap MENU ▸ Manage users ▸ Add user.
   A QR Code
   code is displayed that links to registration in the We Connect app.
2. Follow the other information and instructions in theWe Connect app.

S-PIN

During activation, you may be requested to create an S-PIN
.

The S-PIN
is a multi-digit number sequence that can be freely selected during the We Connect registration process.

When creating the S-PIN
, avoid easy-to-guess number sequences and generally known birthday dates. TheS-PIN can be changed in the We Connect user account under “Account settings”.

The S-PIN
is required, e.g. to protect your user profile or to execute a security-related We Connect service in the vehicle.

You must treat the S-PIN
as strictly confidential. For security reasons, you should change the S-PIN without delay if the S-PIN is disclosed to a third party.

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Proof of ownership and identity

How is proof of ownership provided?

Proof of ownership in the vehicle can be provided with the two-key verification method, depending on the equipment level. It is not possible to provide proof of ownership online via myVolkswagen and on the We Connect App.

Becoming a primary user (proof of ownership by the 2-key verification method)

In order to become the primary user and thus provide proof of ownership of the vehicle, you need the two mechanical vehicle keys that belong to the vehicle. Proof of ownership is provided in the vehicle during registration or, if a We Connect user account already exists, in the Infotainment system via the Manage users or Users functions.

1. Switch on the ignition and the Infotainment system.
2. In the Infotainment system, register for We Connect.

   Or: tap the menu options Manage users ▸ Settings ▸ Become primary user and follow the instructions.
3. Press the open button on the first vehicle key.
4. Press the open button on the second vehicle key.

   Proof of ownership is verified once the Infotainment system has processed the radio commands.

You can check the current status online in the user area of myVolkswagen .

Depending on equipment, proof of ownership can be provided in the vehicle by the two-key verification method or by transfer of the registration codes from www.myvolkswagen.net or We Connect app to the Infotainment system.

Proof of identity (Volkswagen Ident)

Proof of identity must be provided before security-relevant We Connect services such as “Lock & Unlock” can be used. Proof of identity can be provided in two ways:

— In person at your Volkswagen Commercial Vehicles dealership.

— Via video chat together with identity documents in the We Connect app.

You can find more information about Volkswagen Ident online in the user area of myVolkswagen .

Costs may be incurred due to data exchange during the video chat. The extent of these costs depends on tariffs and contracts that you concluded with third-party providers, e.g. telephone or mobile phone providers.

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Deactivating We Connect services

The following functions are available for deactivating and activatingWe Connect services via the Infotainment system:

— Central deactivation or activation *(→ We Connect – In the vehicle)*.

— Individual deactivation and activation *(→ We Connect – In the vehicle)*.

You can only use a service again once you have cancelled the deactivation.

Some streaming services can only be activated and deactivated together, even if they are listed individually in the relevant menu.

It is not possible to switch off or deactivate services and their associated data transmission that are required by law, e.g. “eCall Emergency System”.

Activating and deactivating We Connect services.

After registering successfully, you can activate and deactivate the individualWe Connect services.

1. Open the system settings in the Infotainment system.
2. Open the Manage services function.
3. Activating or deactivating the respective We Connect services.

It is not possible to switch off or deactivate services that are required by law.

You cannot activate or deactivate any services if data transmission is restricted by your privacy settings .

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Manage services

The Manage services function is dependent on the equipment level and is not available in all Infotainment systems.

Opening the Manage services function.

1. To manage We Connect services, tap HOME ▸ ▸ ▸ Privacy and services.

   Or: Tap MENU ▸ ▸ ▸ Privacy and services.

   Or: Tap System ▸ Service.

The following options are available in the “Manage services” area of the Infotainment system:

— Check the We Connect services currently available in the vehicle.

— Show number of activated and deactivated We Connect services.

— Activating or deactivating individual We Connect services.

You can find more information online at .

The We Connect control unit (OCU
) can still transmit data if you deactivate all We Connect services individually.

Settings

We Connect services can be activated or deactivated individually. To do this, open the drop-down list for the service and make the corresponding selection.

If data transmission is restricted by the “privacy settings” function, it is not possible to activate or deactivate services individually.

The setting options depend on the country and are not available in all vehicle models.

1. Open the Manage services function.
2. Tap Show services.
3. Select the desired setting.

All
: Overview of services available in the vehicle.

Activate
: Activate one or more services.

Deactivate
: Deactivate one or more services.

Not available
: One or more services unavailable.

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Introduction

The “privacy settings” function enables the staggered blocking and authorisation of data transmission between the vehicle and the internet.

The “Privacy settings” function is dependent on the equipment level and is not available in all Infotainment systems.

Data transmission from external devices and their communication with the vehicle or with legally required services, e.g. “eCall emergency call system”, cannot be prevented or deactivated by settings for the “Privacy settings” function.

Please note that every vehicle user can adjust individual “Privacy” function settings. These settings may be different from those preferred by the vehicle owner.

Setting privacy settings

The current mode of the “Privacy settings” function is displayed in the Infotainment system *(→ Privacy settings)*.

1. Open the Control Centre and tap the symbol for the “Privacy settings” function *(→ Privacy settings)*.
2. Select the desired mode *(→ Privacy settings)*.

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Status display

The following symbols display the status of the “Privacy settings” function individually or together in the Infotainment system.

Connection to the Internet



Offline, not connected to the internet.

Online, connection to the Internet with restricted speed.



Online, connected to the Internet.

Privacy function symbols



“Maximum privacy” mode.



“No position data” mode.



“Use my position” mode.



“Share my position” mode.

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Glossary

Activate one of the following modes on the Infotainment system in order to permit or prevent data transmission.

“Maximum privacy” mode

— All We Connect, We Connect Plus and Connect Fleet services are deactivated and not transmitting any data.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card is deactivated.
All vehicle functions that require an online connection via theeSIM
card are deactivated *(→ Privacy settings)*.

— It is not possible to update any information and data stored in the control units, e.g. emergency call numbers, certificates. This can restrict functions and services or mean that they are not available.

Legally required services cannot be deactivated and still transmit data, e.g. eCall Emergency System.

“No position data” mode

— The current position of the vehicle is not transmitted.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.
All vehicle functions that require an online connection via theeSIM
card are activated *(→ Privacy settings)*.

“Use my position” mode

— Information on the current position of the vehicle is not provided to other persons.

All tracking services are deactivated *(→ Privacy settings)*.

— The eSIM

card remains activated.
All vehicle functions that require an online connection via theeSIM
card are activated.

“Share my position” mode

— All We Connect, We Connect Plus and Connect Fleet services can transmit and receive data without restriction.

All tracking services are activated.

The primary and secondary users can access the vehicle’s positioning data online atmyVolkswagen or in the We Connect app.

— The eSIM

card is activated.
All vehicle functions that require an online connection via theeSIM
card are activated.

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Effects on online vehicle functions and tracking services

If data transfer is restricted, online vehicle functions, e.g. system update or tracking services such as vehicle location, cannot be executed.

Some online vehicle functions and tracking services are only available in certain countries and vehicle models.

The restrictions also apply to new online vehicle functions and tracking services that are provided for the vehicle in future.

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Introduction

After successful registration and verification, you can transfer the right to use services to other persons. You can assign user roles and rights to other persons in your account online via myVolkswagen or on the We Connect app.

Accessing Manage users

1. Tap on the Infotainment system start screen.

Depending on the equipment, the following setting options may be available:

— Me (primary user).

— Others (secondary users).

— Key.

— Settings.

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Description of user roles

Primary user or

— The “primary user” role is intended for the vehicle keeper or for a vehicle user who has only temporary authorisation, e.g. a lessee or company car driver. The primary user has unrestricted rights and can assign additional rights to other users of the vehicle by inviting them as secondary users.

— If a new primary user legitimises themselves for the vehicle, the previous primary user will automatically lose their primary user role.

Secondary user or

— The “Secondary user” user role is intended for users who also use the vehicle regularly. Secondary users are assigned by the primary user: the primary user must invite the secondary user to use the vehicle. The primary user can delete secondary users at any time.

Guest users

— The “Guest user” user role is intended for users who use a vehicle occasionally or only once. Guest users can log in themselves in every vehicle with service capability and involvement of the primary user is not necessary. Every vehicle user can delete the guest user in the vehicle at any time. The guest user has only restricted access to certain online services.

Anonymous guest

— The “Anonymous guest” user role is a non person-specific account that exists locally in the vehicle and cannot be synchronised with the server. The “Anonymous guest” user role is intended for anonymous users. Anonymous guests are persons who have access to the vehicle but do not log in. There is only one anonymous guest account in vehicles with personalisation, and it cannot be deleted.

— If the “Anonymous guest” role is activated in the vehicle, all users logged into the vehicle will be logged out temporarily.

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Creating and deleting user roles

Creating a primary user

1. Register for We Connect.
2. Add vehicle to a user account.

Creating secondary users

New users can either log in with their existingWe Connect user account or register as a new We Connect user in the vehicle.

1. To create new users as secondary users, log in to the vehicle with the corresponding existingWe Connect user account.

   Or: Reregister for We Connect.

   A user profile is created automatically in the Infotainment system.

   If a new user was not invited as a secondary user by the primary user, the user profile will be stored automatically as a guest user in the Infotainment system.

Deleting the primary user

1. Set privacy settings to the “Share my position” mode or “online” mode.
2. Tap User or Manage users ▸ Delete user. You can select whether you only want to delete the user from the vehicle or whether you also want to return the rights as the main user.

   Or: Reset the Infotainment system to factory settings.

If a different privacy setting is chosen, the primary user may still be present on the server.

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Introduction

After delivery, new functions can be added to the vehicle on a permanent or temporary basis using We Upgrade.

Functions

Before using an activated function, read and observe the relevant information and warnings in the owner's manual or in the digital owner's manual that may be available.

Depending on the vehicle model, you can activate convenience and Infotainment functions, along with driver assistance systems, on a temporary or permanent basis for a fee.

The activation of We Upgrade functions depends on the country and vehicle.

Some Infotainment systems contain a list of activated functions.

Activated functions are not tied to the duration of the We Connect user account.

Inform the user or buyer about any permanently or temporarily activated functions when renting or selling the vehicle.

WARNING

If the driver is distracted when driving, this can cause accidents and serious injuries.

- Activate the functions only when the vehicle is stationary.

If the required hardware for the on-demand function is not available in the vehicle, it can be retrofitted in some cases by a suitably qualified workshop.

If the required software for the respective on-demand function is not available in the vehicle, the software can be retrofitted . Retrofitting may be subject to charge, depending on the type of software.

Function status

Function activated.

The function is faulty or temporarily unavailable.

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Requirements for We Upgrade

- ✓ A suitable Infotainment system is installed in the vehicle.
- ✓ The compatibility and performance of the hardware available in the vehicle is sufficient for the function.
- ✓ You have a valid We Connect contract with Volkswagen.
- ✓ The vehicle is assigned to your We Connect user account.
- ✓ There is sufficient mobile reception in the vehicle's current location.
- ✓ The electrical system in the vehicle is functional.
- ✓ The vehicle battery has a sufficient charge level.
- ✓ The factory-fitted We Connect control unit (OCU) is present.

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Viewing and activating functions

Do not drive the vehicle during activation.

After successful activation, some functions require you to switch the ignition off then on again. The function can then be used properly.

Before restarting the engine, read the notification in the Infotainment system about the completed activation process. Observe the instructions if activation was not successful.

Viewing functions

The We Upgrade functions on demand for the vehicle are displayed in the In-Car Shop on the Infotainment system.

Prerequisites

✓ The vehicle is assigned to a We Connect user account.

✓ The electrical system in the vehicle is functional.

✓ The 12-volt vehicle battery is appropriately charged.

1. Tap HOME ▸ User or Manage users ▸ ⚙.
2. Open the Privacy settings and services menu.

All available functions for the vehicle can also be viewed in the In-Car Shop in the Infotainment system.

The primary user can activate the existing We Upgrade functions for the vehicle in the In-Car Shop of the Infotainment system or in the We Connect web shop.

Activating functions

All We Upgrade functions on demand for the vehicle are displayed in the In-Car Shop on the Infotainment system.

Prerequisites

✓ You have the user role “Primary user” for the vehicle *(→ Manage users)*.

✓ You have a valid We Connect contract with Volkswagen.

✓ The vehicle is assigned to your We Connect user account.

✓ There is sufficient mobile reception in the vehicle’s current location.

✓ The electrical system in the vehicle is functional.

✓ The 12-volt vehicle battery is appropriately charged.

✓ Tethering via mobile telephone or eSIM is available.

1. To access the In-Car Shop of the Infotainment system, tap HOME ▸ 🛒.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Observe the instructions in the Infotainment system during and after activation.

If you have the “Primary user” role for the vehicle *(→ Manage users)*, you can also view activated We Upgrade functions in the We Connect app.

You can find more information about the individual functions in the owner’s manual.

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Where can I get functions?

You can obtain functions from a web shop accessible via yourWe Connect user account.

Depending on equipment, functions can also be activated directly via the Infotainment system in theIn-Car Shop.

Is the function restricted during activation?

The function is not available during activation.

How can I tell if activation was successful?

Notification of successful software activation is displayed on the Infotainment system.

When will the activated function be available?

Depending on the activated function, it will either be available immediately or the next time you switch on the ignition.

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Introduction

Connect Fleet is Volkswagen Commercial Vehicles' complete solution enabling corporate customers to monitor and manage their vehicle fleet. Connect Fleet supplies live vehicle data for this purpose.

The availability of Connect Fleet depends on the equipment level.

Connect Fleet consists of two applications:

— The Connect Fleet smartphone app allows the driver to connect to the vehicle, e.g. to manage trips digitally and to transfer the data to the Connect Fleet web portal.

— The fleet manager registers the company and manages vehicles and drivers on theConnect Fleet web portal.

Data transmission from the vehicle takes place via theWe Connect control unit (OCU

).

Detailed information about the functions, requirements and impairments ofConnect Fleet is available online in Europe:

Connect Fleet web portal:

https://connectfleet.io/home

Please also note the following with regard to impairments of Connect Fleet .

Please contact your Volkswagen dealership if you have any questions.

The compatibility of the We Connect control unit (OCU
) with Connect Fleet depends on the equipment.

The Connect Fleet smartphone app is only available from thePlay Store for Android devices and from the App Store for iOS devices.

The names of services etc. on the Connect Fleet web portal and in the Connect Fleet smartphone app may differ from those listed here and are subject to change without notice.

WARNING

In areas with insufficient mobile telephone and GPS
reception, no emergency calls and phone calls can be made and no data can be transmitted.
- Go to another location.

WARNING

Computers, data media and mobile telephones that are connected to the internet or that are used in public and private networks may be infected by manipulated data or have malware installed on them.
- Protect computers, data media and mobile telephones by means of a suitable anti-virus program and generally known precautionary measures.
- Regularly update the appropriate anti-virus program with the system updates or upgrades from the provider.

NOTICE

Vehicle damage may be caused by factors beyond the control of Volkswagen AG. Such factors include in particular:
- Insufficient network strength
- Misuse of mobile devices
- Data loss during transfer
- Unsuitable and malicious third-party applications
- Malicious software on data media, computers, tablets and mobile telephones.

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Services portfolio

Please refer to section .

The available Connect Fleet services depend on which Connect Fleet package you have purchased, which user role is assigned to your user account in the vehicle and whether the vehicle has been activated for a Connect Fleet user account.

The initial assignment of services listed here represents the maximum possible scope. The maximum possible scope is available only for a few vehicle models. There may be changes in the assignment shown here during the service life of the vehicle.

Not all services are available in all vehicles and countries.

You can activate the “Manage services” function in the Infotainment system to see which services are available in the vehicle, if any *(→ We Connect – In the vehicle)*.

The portfolio of offered services may be different than that specified here in some countries and in the event of contract renewal.

You can find out which services actually belong to Connect Fleet at the time you conclude or renew your contract online in Europe on the Connect Fleet website *(→ Connect Fleet)*.

Connect Fleet services:

These fleet services are available only through Connect Fleet and only for commercial customers and fleet operators.

Maximum possible scope. Not available in all vehicles and countries.

— DIgital Logbook, if available.

— Digital cost logbook.

— GPS

location, e.g. parking position and route information, if available.

— Maintenance Management.

The service portfolio and other individual services offered by Volkswagen may be changed, discontinued, deactivated, reactivated, renamed and expanded without prior notice.

Other information is available in Europe on the Internet on the Connect Fleet website and, after setting up a user account, also on the Connect Fleet web portal *(→ Connect Fleet)* .

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Legal requirements

Information about the vehicle is transmitted and processed online when you use Connect Fleet. This data can also indirectly provide information about the respective driver, e.g. driving behaviour. As the party concluding a Connect Fleet contract with Volkswagen, you must ensure that data protection and privacy rights are guaranteed when your vehicle is used by family members, friends or other drivers. You must inform the respective driver in advance that the vehicle is transmitting and receiving data online and that you can view this data.

Failure to observe this obligation to inform can infringe certain rights of vehicle occupants.

Tracking services: Ask all vehicle occupants

Tracking services require geodata, e.g. parking position, and vehicle data to determine where the vehicle is parked, or whether the vehicle is being used in a geographically defined area. This information is displayed on the Connect Fleet web portal *(→ Connect Fleet)*.

Therefore, before driving, ask all occupants if they agree to use of the activated services. If an occupant does not agree, deactivate the services if possible or exclude the occupant from using the vehicle.

Personal data

As the client (customer) is primarily responsible for the processing of personal data that is required to use the services, the prerequisite for the provision of the services is the conclusion of a separate data protection agreement for the processing of personal data on behalf of the client ("data protection agreement") between the client and Volkswagen AG (contractor).

As the contractor, Volkswagen AG processes the personal data specified in more detail in the data protection agreement within the framework of the Connect Fleet contract only on the basis of documented instructions from the customer.

The respective Connect Fleet customer (client) is responsible for the processing of data about drivers of the fleet vehicles within the framework of Connect Fleet services, and they will be available to answer any questions you may have about data processing in connection with the use of Connect Fleet services. We only process this data on behalf of and according to the instructions of our Connect Fleet customers (clients) in accordance with a concluded Privacy Policy.

The current version of the Privacy Policy can be accessed on the Internet via the Connect Fleet web portal:

In Europe:

www.connectfleet.io

Permanent transfer of the vehicle

If you purchased the vehicle second-hand or another person has transferred it to you for permanent use, We Connect and We Connect Plus may already be activated and the previous user may still be able to view collected data and control certain vehicle functions via We Connect and We Connect Plus.

The previous owner of the vehicle must remove the vehicle from their "Connect Fleet" profile if they used Connect Fleet corporate fleet management. If the previous owner does not remove the vehicle, they will be able to continue to view the data collected by Connect Fleet.

A corresponding message appears when We Connect services are activated online via myVolkswagen if the vehicle is still in use in Connect Fleet . Additionally, the Connect Fleet service in the vehicle is activated and the globe icon in the Infotainment system lights up white to show that the vehicle is transmitting data, even if a primary user of We Connect is not logged in.

In the Infotainment system you can see whether a person is assigned to your vehicle as the primary user of We Connect. In this case, you can register yourself as the primary user for the vehicle and automatically remove the

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previous primary user.

Please contact Volkswagen Commercial Vehicles Customer Care if you suspect that the previous owner did not remove the vehicle from We Connect Fleet due to a data transmission displayed online viamyVolkswagen that you did not initiate.

Alternatively, you have the vehicle-specific option to permanently delete the previous user as primary user directly via the Infotainment system or to set the vehicle to offline mode in order to restrict communication of your vehicle with Volkswagen's data server and also processing of vehicle-specific and personal data, or to carry out a vehicle-specific reset of the Infotainment system to the factory settings in order to restrict communication of your vehicle with Volkswagen's data server and also processing of vehicle-specific and personal data.

Registering as fleet manager

A fleet manager must be registered in order to create and manage the fleet. The fleet manager creates drivers and vehicles and manages the data. The user account of the fleet manager is simultaneously the company user account (ONE Business ID). The user account for Connect Fleet is created via the ONE Business ID.

Registration

The registration process for using Connect Fleet with the ONE Business ID is described below.

Prerequisites

- ✓ The official documents relating to the relevant legal and economic situation of the company are available, including information on the commercial register number or number from a comparable public register and on the registry court (HRA/HRB
).
- ✓ You have power of attorney as managing director or authorised officer or the copy of the template for the power of attorney is available completed and signed in digital form.

1. Open the Connect Fleet web portal *(→ Connect Fleet)*.
2. Click Register to start the registration process with the ONE Business ID on the Connect Fleet web portal.
3. Click on Register new company.
4. Select the registered office of the company and the contract language and confirm these inputs.
5. Complete the company data.
6. Confirm the note on registration as administrator for the company.
7. Complete the user data including business email address.

   The personal data of the fleet manager is required.
8. To complete the registration process, agree to the Terms of Use and the Data Processing Agreement and acknowledge the Privacy Policy.

   A confirmation email is sent to the email address you entered.
9. Check the inbox of the email account that you used for registration. If you cannot see a confirmation email in your inbox, check the spam folder and recycle bin of your email account.
10. To confirm registration, click on the link in the email and log in once with the defined details.

    To log in to Connect Fleet, enter the specified data for the fleet manager's user account.
11. To complete the registration process via the Connect Fleet web portal and additionally protect your account, follow the instructions on two-factor authentication.

    The registration of your account has been successfully completed.
12. Have ready official documents relating to the relevant legal and economic situation of the company.

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13. Click Start verification.
14. In order to verify the company, enter the commercial register number (HRA/HRB) or the number from a comparable public register and the registry court(district court).
15. *Optional*: if you do not have a power of attorney, upload the completed and signed power of attorney template.

    The documents that you upload will be checked. This can take several working days.

You can log into Connect Fleet as soon as your current verification status changes to the status "registered and verified".

You can view your verification status in the ONE Business ID at any time.

The company and fleet manager are registered forConnect Fleet after verification has been completed. You can now create driver profiles and add vehicles to the fleet.

Verification of the data provided and uploaded documents can take up to three working days.

ONE Business ID

The ONE Business ID is a user ID specially developed for business customers.

The ONE Business ID is your individual organisational access to the digital business customer world of the Volkswagen Group. It enables easy registration for various commercial customer services.

Detailed information on ONE Business ID can be found on the internet in Europe:

www.onebusinessid.com/faq

Managing the fleet as a fleet manager

As the fleet manager, you can obtain an overview of the vehicles in the fleet, the registered drivers and the vehicle data on the Connect Fleet web portal.

Adding a vehicle

To add a vehicle, you simply need to enter the details on theConnect Fleet web portal.

Prerequisites

✓ You must be registered as fleet manager on theConnect Fleet web portal.

✓ You have the vehicle registration documents as a file.

1. Log in with the login data of the fleet manager on theConnect Fleet web portal.
2. Click Add vehicles.
3. Click ⊕.
4. Enter the vehicle identification number (VIN) of the vehicle.
5. Upload the vehicle registration documents.
6. Confirm that you are an authorised company representative.

   The uploaded registration documents are checked to ensure that they are genuine. Verification of the uploaded documents can take up to three working days.
7. Click Add to fleet once verification is complete.
8. Enter the vehicle's licence plate number to complete the process.

   The vehicle has been added to the fleet and you have activatedConnect Fleet.

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You can view the vehicle data on the Connect Fleet web portal.

If you have added the vehicle to a Connect Fleet user account for the first time, the vehicle must first be driven a distance of more than 2 km (around 1 mi) while a driver registered in the fleet is connected to the vehicle. The vehicle will be fully recognised only after this time and the current vehicle data will be transmitted.

Verification of the uploaded documents can take up to three working days.

Adding a driver

1. Log in with the login data of the fleet manager on the Connect Fleet web portal.
2. Click Add driver.
3. Click ⊕.
4. Enter the driver information.
5. Click Add.

   You will receive a user ID and password for the driver. The driver can use this data to log in via the Connect Fleet smartphone app.

Connecting to the vehicle as a driver

As a driver, you can use your mobile telephone to connect to the vehicle and use the Connect Fleet smartphone app as a digital logbook and cost logbook, and to send damage reports. The data recorded while driving and in the Connect Fleet smartphone app is transferred automatically to the Connect Fleet web portal.

Connecting to the vehicle

Prerequisites

✓ The vehicle has been added to the fleet.
✓ The fleet manager has added you to the fleet as a driver.
✓ The Connect Fleet smartphone app is installed on your mobile telephone.

1. Log into the Connect Fleet smartphone app with your user ID and password.
2. When you log in for the first time, follow the instructions in the Connect Fleet smartphone app and complete the login process.

   The vehicles in the fleet will be shown in the Connect Fleet smartphone app. If a vehicle has just been added to the fleet, it can take several minutes until the vehicle is displayed in the Connect Fleet smartphone app.
3. Tap Select vehicle.
4. Tap the required vehicle.

   You are now connected to the vehicle. Journeys with the vehicle will be assigned to you until you disconnect the connection.

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Introduction

About this section

The Infotainment system is supplied in different versions. These differ with respect to the available functions, labelling and functions of the Infotainment buttons as well as the layout of the controls.

This section applies to all unit versions.

The functions listed below may be available for all Infotainment systems.

The functions and settings of the Infotainment system depend on the equipment and are not available in all countries.

Before using the unit for the first time

Please note the following points before using the Infotainment system for the first time so that you can make full use of the available functions and settings:

- Observe the safety instructions *(→ General information on Infotainment system)*.
- Read this section and familiarise yourself with how to use the Infotainment system.
- Reset the Infotainment system to its factory settings.
- Find your favourite radio stations, also referred to as "stations" below, and store them to station buttons for quick access *(→ Radio)*.
- Use only suitable audio sources and data media *(→ Media)*.
- Use current map data for the navigation system *(→ Navigation)*.
- Pair a mobile telephone with the Infotainment system to make calls using the mobile phone interface *(→ Mobile phone interface)*.

Other applicable documents

In addition to this manual, please observe the following documents when using this Infotainment system and its components:

- Supplements in the vehicle wallet of your vehicle.
- The operating instructions for the mobile telephone or audio sources.
- The operating instructions for external data media, audio sources and playback devices.
- Instructions for any Infotainment accessories subsequently installed or additionally used.
- Digital manual in the Infotainment system, if available.

Activating functions

The Infotainment system may be subsequently upgraded to perform functions that were not yet activated or available at the time of delivery from the factory.

Your Volkswagen Commercial Vehicles dealership will be able to give you information on whether and which functions can be activated in your Infotainment system.

If additional functions are enabled following vehicle manufacture, this chapter and other chapter in the vehicle wallet regarding the functions in question may contain different or incomplete descriptions.

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Safety information

Before using the Infotainment system for the first time, please read and observe the following safety notes so that you are aware of dangers to yourself and others and of how these dangers can be avoided:

— Read through this manual carefully.

— Some functions may contain links to websites that are operated by third parties. Volkswagen AG does not assume ownership of the third-party websites that are reached via links and is not responsible for their content.

— Some functions may contain information supplied by third parties. Volkswagen AG is not responsible for external information being correct, up-to-date and complete, or for any infringement of third-party rights.

— The radio stations and the owners of the data media and audio sources are responsible for the content provided.

— Mobile, GPS

and radio signals can also be impaired by multi-storey car parks, garages, underpasses, tunnels, tall buildings, mountains, valleys, and other electrical devices such as battery chargers.

— Films or metal-coated stickers on the antenna and windows can interfere with radio reception.

— Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

⚠ WARNING

The Infotainment system central computer is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the central computer increases the risk of accidents and injuries.

- Never replace the central computer with a used central computer taken from an end-of-life vehicle or a recycling facility.
- Only have the central computer removed, installed or repaired by a specialist company qualified to perform this work.

⚠ WARNING

The factory-fitted radio with integrated hardware is networked with the control units installed in the vehicle. Therefore, improper repair or improper removal and installation of the radio increases the risk of accidents and injuries.

- Never replace the radio with a used radio from end-of-life vehicles or a recycling facility.
- Only have the radio removed, installed or repaired by a suitably qualified workshop.

⚠ WARNING

Accidents and injuries can occur if the driver is distracted. Reading information on the screen, operating the Infotainment system, and connecting, inserting or removing data media or audio sources while the vehicle is in motion can distract you from the road and cause accidents.

- Always drive with your full attention and responsibly.

⚠ WARNING

Unfavourable light conditions and a damaged or soiled screen may result in displays and information not being read or not being read correctly from the screen.

- Displays and information on the screen must never cause you to take any safety risks. Always drive with your full attention and responsibly.

⚠ WARNING

If the volume is too high, you may not hear acoustic signals from outside the vehicle. Excess volume can also damage your hearing. This is the case even if you are only exposed to high volumes for short periods.

- Set the volume so that you can still always hear acoustic signals from outside the vehicle (e.g. emergency service sirens).

⚠ WARNING

The volume level may suddenly change when you switch the audio or media source or connect a new source.

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- Reduce the volume before switching the audio or media source or connecting a new source.

WARNING

The following conditions can lead to situations where emergency calls, telephone calls and data transmission are not possible or are interrupted:

- If your current location is in an area with no or insufficient mobile communications and GPS reception.
- If you are in an area with sufficient mobile communications and GPS reception but the telecommunications provider's mobile network is out of order or is not available.
- If the components in the vehicle required for emergency calls, telephone calls and data transmission are damaged, not working or do not have sufficient electrical power.
- If the rechargeable battery in the mobile telephone is flat or has insufficient charge level.

WARNING

Radio stations can transmit catastrophe and danger warnings. The following conditions can prevent these warnings from being received or output:

- If your current location is in an area with no or insufficient radio reception.
- If you are in an area with adequate radio reception, but the frequency bands of the radio stations are subject to interference or are not available.
- If the loudspeakers and the components required for radio reception in the vehicle are damaged, not working or do not have a sufficient power supply.
- When the Infotainment system is switched off.

WARNING

In some countries and on some mobile networks, a call for assistance or an emergency call can be made only under the following conditions:

- A mobile telephone with unlocked SIM card and sufficient call credit is connected to the mobile phone interface of the vehicle.
- There is sufficient network coverage.

WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Maintain a minimum distance of 20 centimetres (around 8 in) between the antenna of a mobile telephone and an active medical implant, such as a pacemaker, as mobile telephones may adversely affect their functioning.
- Do not carry an operational mobile telephone close to or directly over an active medical implant (e.g. in a breast pocket).
- Switch off mobile telephones immediately if you suspect they may be interfering with an active medical implant or any other medical device.

WARNING

Mobile telephones, external devices and accessories in the vehicle that are not properly secured can be flung though the vehicle interior and cause injuries in the event of a sudden driving or braking manoeuvre or in the event of an accident.

- Safely secure or stow any mobile devices and accessories outside the deployment zone of the airbags.
- Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Driving recommendations and traffic symbols displayed by the navigation system may differ from the current traffic situation.

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- Road signs, traffic signals, traffic regulations and local conditions have priority over the recommendations and displays provided by the navigation system.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Certain events can make the originally planned driving time and route to the destination considerably longer or make navigation there temporarily impossible, e.g. due to a road being closed.

WARNING

Read and follow the appropriate operating manuals of the respective manufacturer when using mobile telephones, data media, external devices, external audio and media sources.

WARNING

Arrange the wires for external devices and audio sources so that they do not obstruct the driver.

WARNING

Switch off mobile telephones in areas where there is a risk of explosion!

WARNING

The centre armrest can obstruct the driver's arm movements. This can cause accidents and severe injuries.

- Always keep the stowage compartment in the centre armrest closed while the vehicle is in motion.

NOTICE

The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

- Always switch off your mobile telephone in areas where special regulations apply and when the use of mobile devices is forbidden.

NOTICE

Setting the volume too high and playing tracks too loudly or with excess distortion can damage the speakers.

- Choose the volume setting so that the loudspeakers are not damaged.

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

NOTICE

Insertion of objects, incorrect insertion or insertion of data media with the incorrect shape or size can damage the media drives and the unit.

- When inserting a data medium, make sure it is correctly positioned.
- Insert only suitable data media in the corresponding media drives.
- Applying force may damage the locking mechanism in theSD card slot.
- When inserting and removing SD cards, always hold them at right angles to the front of the unit and do not tilt them.
- Always remove SD cards straight out at right angles to the front of the device and without tilting them, as this can cause damage.

NOTICE

Foreign bodies and liquids adhering to a data medium can damage the media drives and the Infotainment system.

- Do not affix stickers or other similar items to the data medium. Stickers may peel off and damage the media drive.

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- Do not use printable data media. Coatings and prints may peel off and damage the media drive.
- Use only SD
  cards that are undamaged, dry, clean and suitable.
  ●

Notes on use

— The Infotainment system needs a few seconds for a complete system start and does not respond to inputs during this time. During system start-up, only the rear view camera image can be displayed.

— The Infotainment system must start up completely before all displays are available and before it is possible to execute functions. The duration of a system start depends on the functional scope of the Infotainment system and can also take longer than usual particularly at low and high temperatures.

— Observe the local regulations and legal requirements when using the Infotainment system and related accessories, such as a headset.

— To ensure that the Infotainment system works, it is important to make sure the system is switched on and that, where applicable, the correct date and time are set in the vehicle.

— A missing function button on the screen does not constitute a fault in the unit; it reflects the equipment that is available in the country in question.

— Not all listed function buttons and functions may be available due to the device software used in your country. A missing Infotainment button or function button on the screen does not mean that the device is faulty.

— Some of the functions and settings of the Infotainment system are available only when the vehicle is stationary. In some countries, the selector lever must additionally be in parking position P or neutral position N. This is not a malfunction, but simply a legal requirement.

— In some countries there may be restrictions on using Bluetooth® devices. Information is available from the local authorities.

— Switch on the ignition before switching the Infotainment system back on if the 12-volt vehicle battery has been disconnected.

— If settings are modified, displays on the screen may vary and the Infotainment system may behave differently from the description in this manual in some cases.

— The Infotainment system switches off automatically when the engine is switched off and when the charge level of the 12-volt vehicle battery is low.

— In some vehicles equipped with the Park Distance Control, the volume of the current audio source is automatically lowered when the reverse gear is engaged. It is possible to adjust the volume reduction *(→ Park Distance Control)*.

— Information about the software and the licence conditions is stored in the Infotainment system: Settings ▸ Copyright.

— If you sell your vehicle or loan it to somebody else, make sure that all the stored data, files and settings are deleted and that the external SD
card, external audio sources and data media are removed where applicable.

— The Infotainment system is fixed permanently to the vehicle and marked with a security code, depending on the unit and country. It therefore cannot be used in another vehicle *(→ General information on Infotainment system)*.

— In order to ensure that the functionality of the system is not impaired, have any repairs or modifications to the Infotainment system performed only by a suitably qualified workshop.

— High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

— Repairs and modifications to the Infotainment system should be carried out only by a suitably qualified workshop.

— Using a mobile telephone in the vehicle may cause noise from the vehicle speakers.

— Briefly pressing the buttons lightly or touching the touchscreen is sufficient to operate the Infotainment system.

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Cleaning the screen

Observe this checklist when cleaning the screen:

✓ The Infotainment System is switched off.

✓ Use a clean, soft cloth that is moistened with water.

Or: Use a special cleaning cloth available from a Volkswagen Commercial Vehicles dealership.

✓ In the case of stubborn dirt:

- ✓ Moisten dirt with only a little water and allow to soak in.
- ✓ Carefully remove dirt with a clean, soft cloth.

NOTICE

If you clean the screen with the wrong cleaning agent or while it is dry, you may damage the screen.

- Only exert light pressure.
- Do not use aggressive or solvent-based cleaning products. These cleaning products can damage the unit and make the screen go blind.

NOTICE

If the screen is cleaned with too much moisture, it may no longer be possible to operate the screen or the screen may switch off.

- Dry the screen then leave the vehicle locked from the outside for at least 2 minutes.

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Brands, licences, copyright law

More information may be available in the Infotainment system.

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Audio and video files saved on data media and audio sources are normally subject to national and international copyright laws. Observe legal requirements.

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Overview and controls of the 10″ and 8.25″ versions

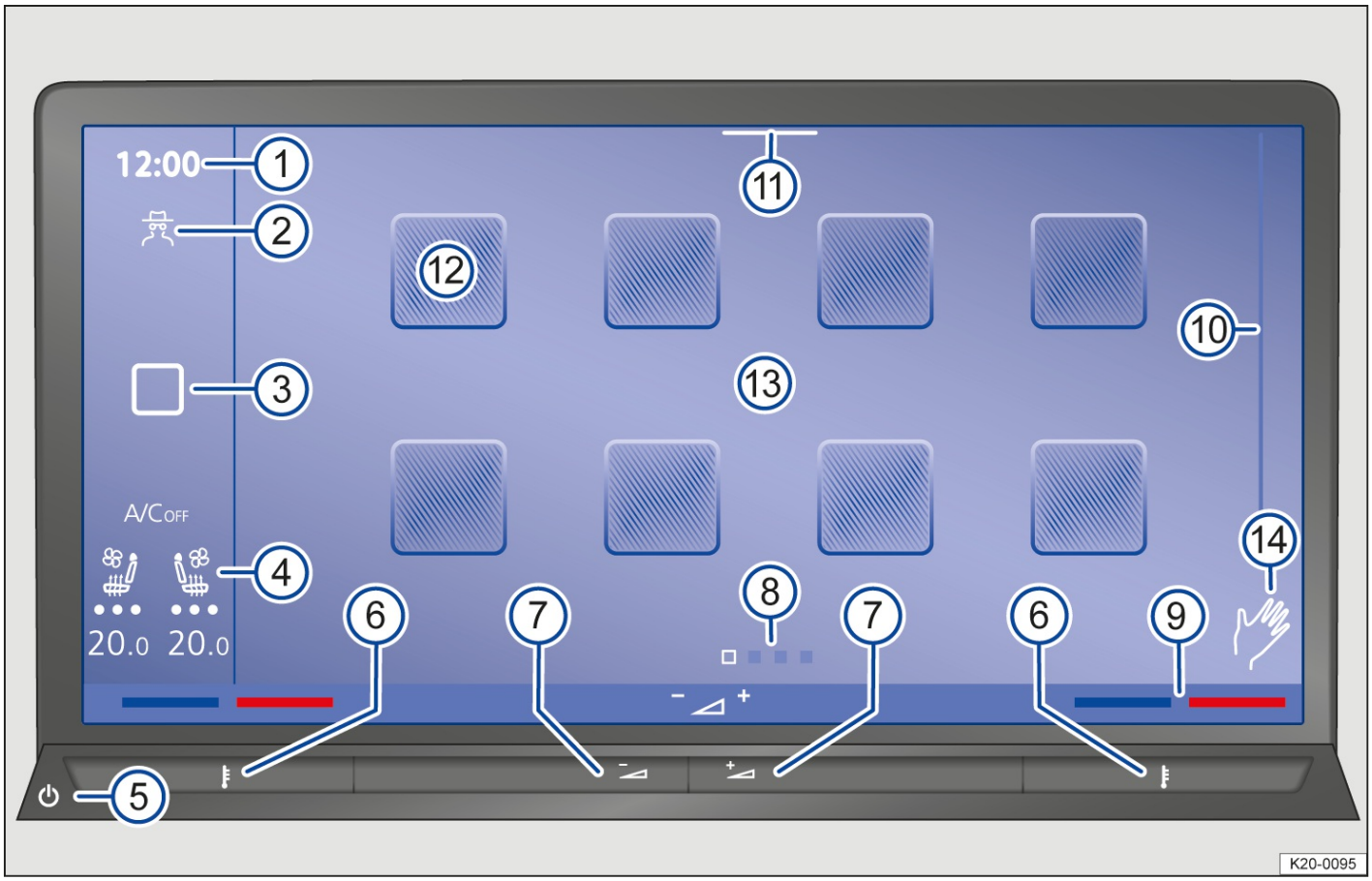


Fig. 1 Overview: Display and operating unit of the 10″ version.

(1) Time.

(2) Status display of the "Privacy settings" function (not available in all countries) with display showing number of notifications.

(3) Home button: ▢ (referred to below as: HOME).

(4) Temperature display (adjustment via (6)) and status display for seat heating and seat ventilation (available depending on equipment level).

(5) Sensor field (Infotainment system on or off).

(6) Touch slider for temperature.

(7) Touch slider for volume.

(8) Views (the current view is highlighted).

(9) Temperature display above touch sliders (warmer/colder).

(10) Scroll bar.

(11) Control Centre.

(12) Function buttons for main menus.

(13) Screen (touchscreen).

(14) Gesture control is switched on.

(3) Home button: ▢ (referred to below as: HOME)

The Home button is referred to below as HOME.

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1. Tap HOME to open the start screen.

(5) Sensor field (Infotainment system on or off)

1. Tap to switch the Infotainment system on or off manually.

(6) Touch slider for temperature

Touch slider for the driver seat and touch slider for the front passenger seat.

— Swipe left to reduce the temperature.

— Swipe right to increase the temperature.

(7) Touch slider for volume

— Swipe left to reduce the volume.

— Swipe right to increase the volume.

(8) Views (current view is highlighted)

Some submenus and functions have several views with different content. The current view is highlighted.

— Tap the highlighted area to change the view.

— Tap and swipe to the left or to the right across the screen to switch between views.

(10) Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and pull it up or down to display the additional content.

(11) Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and pull it down.

(12) Function buttons for main menus

The position of the function buttons can be configured *(→ Infotainment system overview)*.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface .

(13) Screen (touchscreen)

The Infotainment system functions are operated via the screen. The screen brightness can be adjusted via the Control Centre. A detailed explanation of the different finger gestures is provided in the digital instructions.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

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Fig. 2 Overview: display and operating unit of the 8.25" version.

(1) Rotary and push-button.
(2) Time.
(3) Status display of the “Privacy settings” function (not available in all countries) with display showing number of notifications.
(4) Home button: ▢ (referred to below as: HOME).
(5) Status display for seat heating and seat ventilation.
(6) Function buttons for main menus.
(7) Control Centre.
(8) Screen (touchscreen).
(9) Views (the current view is highlighted).
(10) Scroll bar.
(11) Menu control.

(1) Rotary/push button

— Press to switch the Infotainment system on or off.
— Turn anti-clockwise to reduce the volume.
— Turn clockwise to increase the volume.

(4) Home button: ▢ (referred to below as: HOME)

The Home button is referred to below as HOME.

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1. Tap HOME to open the start screen.

(6) Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface .

(7) Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and pull it down.

(8) Screen (touchscreen)

The Infotainment system functions are operated via the screen. The screen brightness can be adjusted via the Control Centre. A detailed explanation of the different finger gestures is provided in the digital instructions, if available.

1. Tap HOME ▸ ⓘ ▸ ▸ Operation.

(10) Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and pull it up or down to display the additional content.

(11) Menu control

— Turn to control the selection in lists.

— Press to confirm a selection.

You will find further information and tips on using the Infotainment system in these operating instructions *(→ Infotainment system overview)*.

Overview and controls of the 6.5″ version

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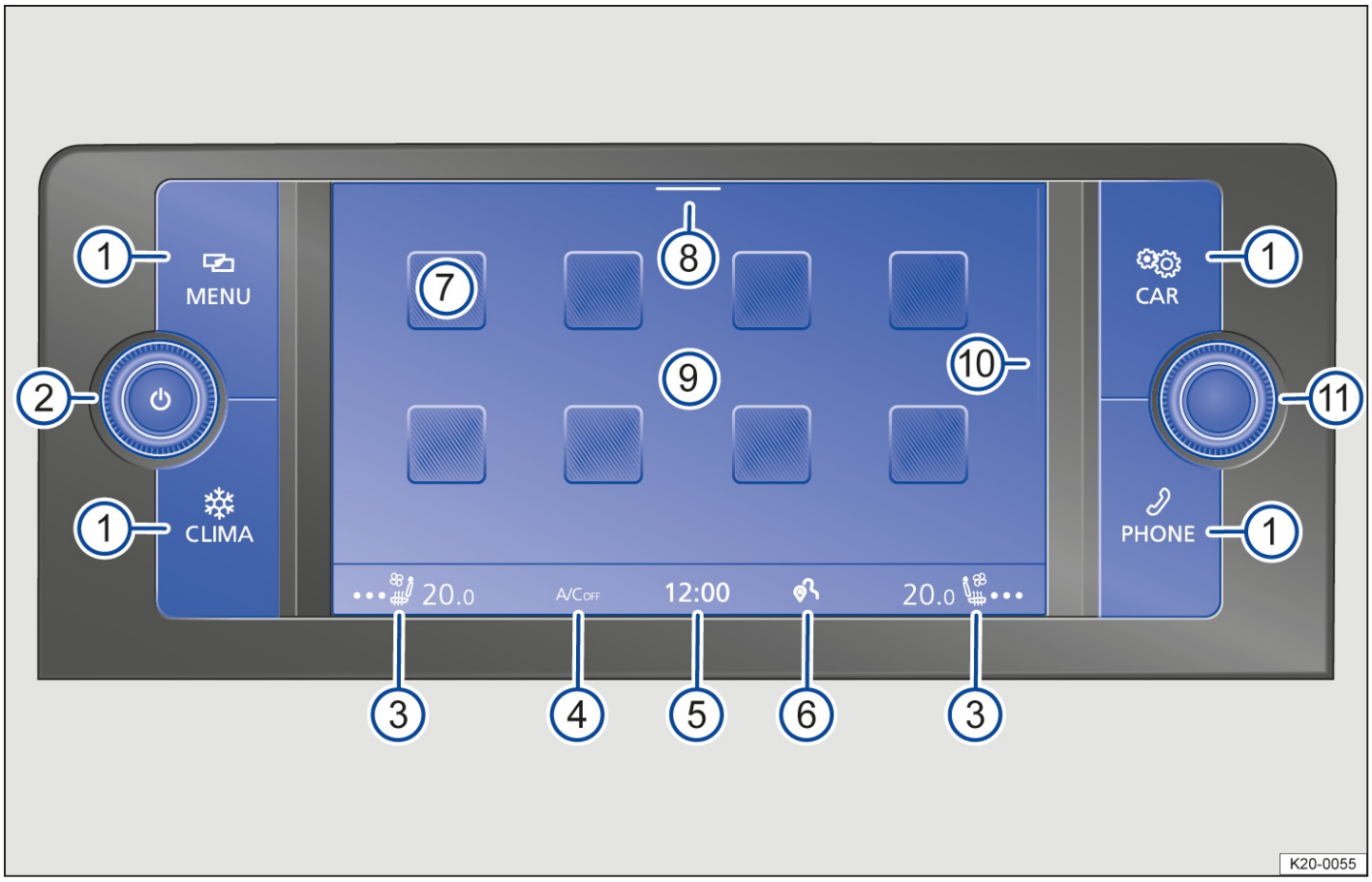


Fig. 1 Overview: display and operating unit of the 6.5" version.

(1) Function buttons to open main menus:
- — MENU Open the start page *(→ Infotainment system overview)*.
- — CLIMATE.
- — CAR.
- — PHONE.

(2) Rotary and push-button.
(3) Status display for seat heating and seat ventilation.
(4) Status display for air conditioning system.
(5) Time.
(6) Status display of “Privacy settings” function .
(7) Function buttons for main menus.
(8) Control Centre.
(9) Screen (touchscreen).
(10) Scroll bar and highlighting option for additional window.
(11) Menu control.

(1) Function buttons

1. Press the appropriate function button to open a main menu, e.g. PHONE for the mobile phone interface .

(2) Rotary/push button

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— Press to switch the Infotainment system on or off.

— Turn anti-clockwise to reduce the volume.

— Turn clockwise to increase the volume.

(7) Function buttons for main menus

The position of the function buttons cannot be configured.

1. Tap the corresponding function button to open a main menu, e.g. for the mobile phone interface .

(8) Control Centre

There are additional function buttons for functions and notifications in the Control Centre. You can configure the displayed functions *(→ Infotainment system overview)*.

1. To open the Control Centre, tap and hold the marking and pull it down.

(10) Scroll bar

Some menus and functions have further content above or below the current screen view.

1. Tap the scroll bar and pull it up or down to display the additional content.

(11) Menu control

— Turn to control the selection in lists.

— Press to confirm a selection.

Operating the Infotainment system

Opening the digital manual in the Infotainment system (if available)

For some equipment, a digital user guide for operating the Infotainment system is available in the system. The digital manual for the Infotainment system contains further information and tips for using the system.

1. Tap HOME ▸ ⓘ ▸ .

Switching the Infotainment system on and off

The Infotainment system will start up when the ignition is switched on if the Infotainment system was not switched off manually beforehand.

The Infotainment system will start at the last selected volume setting provided this does not exceed the preselected maximum switch-on volume.

The Infotainment system switches off automatically when you leave the vehicle with inactive ignition.

If you switch on the Infotainment system manually when the ignition is inactive, it will switch off automatically after around 30 minutes without a user input.

Opening the start screen

1. Tap HOME.

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Main menus on the start screen

The absence of a tile is not an error, but corresponds with the country-specific equipment of your vehicle.

The following main menus may be included as function buttons on the start screen:

Background lighting, Background lighting.

App-Connect.

Apps.

Assist systems.

Vehicle.

Help: here you can find further information on the functions and operation of the Infotainment system, e.g. the quick guide.

Sound.

Air conditioning.

Navigation.

Radio/Media.

Legal.

Settings.

Stationary air conditioning: Auxiliary heater.

Telephone.

Configuring the start screen

You can configure the layout of the function buttons and also the views and displays on the start screen of the display and operating unit or have them positioned on the basis of factory layout templates.

1. Tap and hold a function button until the function button is visibly highlighted.
2. Drag the function button to your chosen position and release.

Scrolling through lists, switching tracks

Select your preferred function, setting or track on the touchscreen.

Moving objects, adjusting the volume

Move objects on the screen to adjust settings, e.g. for sliders, or to reposition parts of a menu.

Personalise function buttons and views depending on equipment *(→ Infotainment system overview)*.

Zooming in and out on images and maps on the screen

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Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
   — To enlarge images and maps, move fingers slowly apart.
   — To minimise images and maps, move fingers slowly together.

Personalising the Infotainment system

Depending on the equipment, you can personalise the Infotainment system to permit faster access to favourite or frequently used functions.

You can find tiles for accessing additional menus and functions on the Infotainment system views.

Configuring tiles

Configure the tiles by removing or adding views.

1. Tap and hold the tile until an additional window appears.
2. Tap ✎ to open the configuration function.
   — To add a new view with tiles, tap ⊕ and the desired template.
   New tiles are created without functions.
   — Tap 🗑 to remove a view containing tiles.
3. Tap ✎ to close the configuration function.
4. To return to the view, tap ⊗ or a free area on the screen.

At least two views are always available. These cannot be removed. With some equipment levels, you can add two more views. A maximum of four views can be displayed.

Adapting tiles

Adapt the tiles and the functions of the tiles displayed in the Infotainment system views to personalise the Infotainment system to suit your requirements.

1. Tap and hold the tile until an additional window appears.
2. Tap the desired function in the additional window *(→ Infotainment system overview)*. Various functions are available depending on the size of the tile.
3. Select a tile and then tap 🗑 to remove a function from that tile.
4. To return to the view, tap ⊗ or a free area on the screen.

More functions are available for some tiles than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Adapting the Control Centre

Adapt the Control Centre of the Infotainment system to permit faster access to favourite or frequently used functions.

1. Tap and hold the function until an additional window appears.
2. Tap your chosen function in the additional window and hold it until the function is visibly highlighted.
3. Drag the function to your chosen position and release.
   The active function is automatically removed from theControl Centre and added to the additional window.

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More functions are available for theControl Centre than are visible at first glance in the additional window. Swipe to the left or right in the additional window to see all functions.

Opening tips for personalisation (if available)

You can find further information and tips for personalisation in the digital instructions for the Infotainment system.

1. Tap HOME ▸ ? ▸ ▸ Custom.

System and sound settings

The choice of possible settings varies depending on the country and also on the vehicle equipment.

Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes are automatically stored when a menu is closed.

☑ or ◉ The setting is selected and activated or switched on.

☐ or ○ The setting is neither selected, deactivated nor switched off.

▽ or ﹀ Open the drop-down list.

✚ Increase the setting values.

▬ Decrease the setting values.

< Gradually back.

> Gradually forwards.

Change setting values with the slider control (infinitely variable).

System settings

The following functions, information and setup options may be available in the system settings:

— Screen.
— Time and date.
— Language.
— Additional keyboard languages.
— Units.
— Voice control.
— Wi-Fi
.
— Data transmission between mobile devices.
— Data connection.
— Bluetooth.
— Mobile devices.
— Reset to default settings.

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— System information.

— Copyright.

— Configuration assistant.

Opening the system settings

1. Tap HOME ▸ ⚙.
   Or: Tap MENU ▸ ⚙.

Sound settings

The sound settings may contain information and setting options for equaliser, position, volume and settings.

If an emergency call is automatically triggered, all sources of sound in the vehicle, such as the radio, are muted for the duration of the call, depending on the country.

Opening the sound settings

1. Tap HOME ▸ 🎚.
   Or: Tap MENU ▸ 🔊.

Adjusting the output volume of external audio sources

If you need to increase the output volume of an external audio source, first lower the volume on the Infotainment system.

If the sound from the external audio source is too quiet, increase the output volume of the external audio source. If this is not sufficient, set the input volume to Medium or Loud.

If the sound from the connected external audio source is too loud or distorted, lower the output volume on the external audio source. If this is not sufficient, set the input volume to Medium or Quiet.

Introduction

In Radio mode, you can receive radio stations that are available on different frequency bands and also store your favourites to station keys for quick access.

The available reception types and frequency bands depend on the equipment and are not available in all countries. Frequency bands may be discontinued, switched off or no longer offered in some countries.

Opening the main menu for radio mode

1. Tap HOME ▸ ♫ ▸ 📻.
   Or: Tap MENU ▸ ♫ ▸ 📻.

Opening the settings

1. Tap HOME ▸ ♫ ▸ ⚙ ▸ Radio.
   Or: Tap MENU ▸ ♫ ▸ ⚙ ▸ Radio.

The radio stations are responsible for the content of the information sent.

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Additional electrical devices connected in the vehicle can interfere with radio reception and cause noises in the loudspeakers.

Foil or metal-coated stickers attached to the windows may affect reception on vehicles with a window aerial.

Functions and radio symbols

Radio

The available functions and possible reception modes and frequency bands depend on the vehicle equipment and are not available in all countries.

The symbols may have a different appearance in some Infotainment systems.

— FM
multiple tuner (antenna diversity).
— FM
station list.
— Combined station list.
— Combination of FM
and DAB stations in one list (FM/DAB).
— Combined preset list.
— Combination of all stations stored to station buttons in one list.
— Up to 36 station buttons for storing favourites.
— Station logos.
— Aerial amplifier.
— DAB
/DAB+ (multiple tuner with MRC).
— DAB
slide show.
— Stationary images are transmitted parallel to the current broadcast.
— Internet Radio.

General symbols in radio mode

AM Select AM reception mode.

FM Select FM reception mode.

FM/DAB Select FM /DAB reception mode.

DAB Select a frequency band DAB .

Internet radio Select Internet Radio reception mode.

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< Select the previous station from the station list or the station stored on the previous station button.

> Select the next station from the station list or the station stored on the next station button.

♡ Display the station buttons.

Small: Stations already stored on a station button in a station list.

TP

Traffic news monitoring (TP) is activated.

No TP

The selected traffic news station is not available.

AF off

Automatic station tracking is switched off.

RDS off

Radio Data System (RDS) is switched off.

Symbols in the AM frequency band

Display list of AM stations.

Update station list manually.

Display frequency band for manual selection ofAM frequency.

Symbols in the FM/DAB frequency band

Display list of FM and DAB stations.

Display frequency band for manual selection ofFM frequency.
Only possible if the combined station listFM /DAB is switched off in the settings *(→ Radio)*.

No DAB reception possible.

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DAB

station supports slide show.

Slide show is not available for theDAB

station.

Symbols in Internet Radio mode

Open full-text search.

No web radio reception possible.

Display the last Internet Radio station listened to.

Display the 100 most-heard Internet Radio stations.

Display available Internet Radio podcasts.

Display Internet Radio stations from the desired country.

Display Internet radio stations that broadcast their programmes in the desired language.

Display Internet radio stations whose programmes belong to the desired genre.

Display the station selection.

Selecting a frequency band or reception mode

Before selecting a station, you first need to select a frequency band or reception mode. Different stations are available depending on the selected frequency band or reception mode.

1. Tap Source to open the list of frequency bands and reception modes.
2. Select a frequency band or reception mode, e.g.FM

   .

Searching for and selecting a station

You can search for and select stations in different ways. The possibilities vary depending on frequency band and reception mode.

Prerequisite:

✓ The combined station list is switched off in the settings.

Selecting via frequency band(AM and FM)

1. Display the frequency band.
2. Tap the cursor, move on the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor will automatically go to the relevant frequency.

   The station is set at that particular frequency.

Selecting from station list(AM and FM/DAB)

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The station list shows the currently available stations. Depending on the equipment, you may have to update the station list manually if you left the area after the station list was last accessed. In the FM

/DAB frequency band, the station list normally updates itself automatically.

1. Open the station list.
2. Tap the desired station.

   The selected station is set. In the case of FM

   /DAB, the best reception mode is selected automatically according to availability of the station.

Searching for and filtering stations (Internet Radio)

In Internet Radio mode, you can filter stations by category or use a full-text search to find stations.

1. Open the station selection.
2. Select the category according to which the stations should be filtered.

   Or: Tap to start the full-text search. The input line is displayed.
3. Enter the name of the required station or your preferred category.

   The list of stations found is automatically updated as you type.
4. Tap the desired station.

   The selected station is set.

SCAN Searching in SCAN mode (AM and FM/DAB)

In SCAN mode, the stations on the frequency band are set automatically one after the other and played back for approx. 5 seconds.

1. Tap SCAN to start SCAN mode.

   SCAN mode starts and the station currently set is shown in the display. A SCAN function button is displayed next to it.
2. To select a station, tap SCAN.

   SCAN mode stops and the station is set. SCAN is hidden.

Storing stations to station buttons

You can store up to 38 stations from different frequency bands and reception modes on station buttons as favourites.

1. Set the required station.
2. Call up the station buttons.

   Or: Tap and hold the station in the station list.

   The station buttons are displayed.
3. Tap ⊕.

   Or: Tap a pre-assigned station button and hold for around 3 seconds.

   The station is stored to the selected station button.

   If a station has already been stored to the station button, that station will be removed from the station button and replaced by the new station.

Showing or hiding display of station logos and the DAB slideshow

1. To open the additional window with the current playback content, tap | on the right-hand edge of the screen

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and swipe from right to left.

2. To show or hide display of station logos and theDAB

   slideshow, tap Radio text in the current playback mode.

Special functions in radio mode

The special functions in radio mode listed below may not be available in all Infotainment systems or in all countries, depending on the equipment.

You can activate and deactivate the special radio mode functions listed below in the radio mode settings *(→ Radio)*.

TP (Traffic Programme)

The TP

function monitors the traffic announcements from a set traffic news station and automatically outputs them during radio or media mode. It must be possible to receive a traffic news station for this purpose.

Some stations that do not broadcast their own traffic news support theTP

function through a corresponding traffic news station (EON).

The system will always automatically tune to a traffic news station in the background if one is available in theAM

frequency band or media mode.

No TP will be shown on the display if no traffic news station can be received. The unit will automatically search for an available traffic news station. As soon as a new traffic news station is available, the status on the display changes to TP.

The TP

function must be activated in the settings for radio mode in order to receive traffic announcements.

Traffic news stations are not available in all countries.

Switching the TP function on

1. In radio or media mode, tap ⚙ ▸ Radio and activate ☑ Traffic programme TP.

Other announcements

In addition to the messages from the TP

function, you can also receive other announcement from the radio stations in the DAB frequency range, for instance weather reports.

“Switching on” other announcements

1. You can activate this function in the radio mode settings.

Automatic station change

In the DAB

frequency band, the best reception mode is selected automatically according to availability of the station.

If the reception of the selected station in theDAB

frequency band is lost, the radio can automatically select this station or a similar station with the best reception quality in the FM frequency range, provided the station is available.

“Switching on” automatic station change

1. You can activate this function in the radio mode settings.

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Changing to similar stations

If the reception of a station deteriorates or is lost, the radio automatically switches to an alternative station, e.g. a neighbouring regional station, depending on station availability and reception quality.

"Switching on" changing to similar stations

1. You can activate this function in the radio mode settings.

Internet Radio

Internet Radio is a reception mode for Internet radio stations and podcasts which is independent of AM , FM and DAB. As it is transmitted via the Internet, reception is not regionally restricted.

Internet Radio is available only when the Infotainment system has an active Internet connection *(→ Radio – online functions)*, . Costs may be incurred for data transmission from the Internet when using Internet Radio mode.

Functioning of Internet Radio depends on the privacy settings in the vehicle .

Station logos

Station logos can be pre-installed in the Infotainment system for some frequency bands.

The station logos are automatically assigned to the stations ifAutoselect station logos is activated in the settings.

In Internet Radio mode, the Infotainment system accesses the station logos from an online database and assigns them automatically to the stations.

Manually assigning station logos

1. In radio mode, tap ⚙ ▸ Radio ▸ Station logos.
2. Tap the station to which you wish to assign a station logo.
3. Select the station logo.
4. If required, repeat the process for other stations.
5. Tap ⮌ to finish assigning station logos.

Online functions in radio mode

Depending on the equipment, the Infotainment system may feature online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

The online functions in radio mode include, for example, Internet Radio.

What you need in order to use online functions in radio mode

- ✓ The vehicle is equipped withWe Connect or We Connect Plus.
- ✓ You have an active We Connect user account.
- ✓ The vehicle is assigned to yourWe Connect user account.
- ✓ You have purchased a corresponding data plan for an Internet connection from theIn-Car Shop or you have a data plan for the SIM card of your mobile telephone and are connected to your vehicle via the Wi-Fi Hotspot on your mobile telephone.
- ✓ For streaming services, you need to have an existing account with the respective provider.

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Introduction

In media mode, you can playback media files from data media via the Infotainment system.

With some equipment levels, the following data media may be used:

— USB
  data medium, e.g. USB stick.
  USB
  flash drives exclusively with FAT32 file system.
— Bluetooth device, e.g. mobile telephone.

With some equipment levels, the following types of media files may be played back:

— Audio data, e.g. music.

— Video files.

Streaming services

With some equipment levels and in some countries, you can also use streaming services *(→ Media – online functions)*.

Opening the main menu for media mode

1. Tap HOME ▸ ♫ ▸ ⊳.
   Or: Tap MENU ▸ ♫ ▸ ⊳.

Opening the settings

1. Tap HOME ▸ ♫ ▸ ⚙ ▸ Media.
   Or: Tap MENU ▸ ♫ ▸ ⚙ ▸ Media.

Restrictions and information on data media

Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

If a data storage device is incorrectly configured, this may result in the data storage device not being readable.

Storage volumes, state of use (copy and deletion processes), file system, folder structure and the volumes of data stored may increase the reading time of data media.

Playlists only specify one playback order and refer to the location of the media files within the folder structure. No media files are stored in a playlist. To play a playlist, the media files must be stored in the locations on the data medium that are referenced by the playlist.

No liability can be accepted for damaged, changed or lost files on data media.

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Audio, media, connectivity

The available functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and control via Bluetooth.

— Audio playback in the following formats:

  — AAC

    .

  — APE

    .

  — ALAC

    .

  — FLAC

    .

  — MP2

    .

  — MP3

    .

  — MP4

    .

  — Vorbis.

  — OPUS

    .

  — WMA

    .

  — WAV

    .

— Video playback in the following formats:

  — MPEG

    -1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO

    MPEG -4 ASP; Xvid (.mp4, m4v, .mov, .mkv, .avi).

  — ISO

    MPEG-4 AVC / H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database.

  — The data of all media sources connected to the Infotainment system are stored in a media database.

— Media streaming (online).

— Media search.

Symbols for media sources

Select My media as the media source. Connected USB devices can be selected under My media.

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Select a device connected via Bluetooth as the media source.

Select a device connected to the USB port as the media source. You can select a connected USB device under USB.

Set up available streaming services.

Any streaming services already set up are shown in the list of media sources with their own logo.

General symbols in Media mode

Start playback.

Pause playback.

Go to previous track.

Go to the next track.

Repeat current track.

Repeats all tracks.

Activate random playback sequence.

Search the current media source (list view).

Display favourites list.

Return to the media source in the higher level folder.

Symbols for categories and groups of media files

Music tracks.

Videos.

Playlists.

Albums.

Artists.

Genre.

Podcasts.

Audiobooks.

Selecting and playing a media source

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Symbols for video playback

 Playback videos in full screen mode.

 Minimise playback.

Select media source

1. If you wish to play back from an external media source, connect the external media source.
2. Select the connected media source that is to be used for playback.

▷ Playing audio and video files

You must connect and select a media source before playing media files.

You can search for and playback media files from an available media source in a variety of ways.

♪≡ Searching in the folder structure

All media files of USB

devices are filtered according to categories, e.g. album. This category view is always shown in My media. The classic folder structure of the individual USB data media is additionally located underMy media.

1. Display the folder structure.

   The folder structure of the selected media source is shown. IfMy media is selected, categories(e.g. music) and connected media sources are shown first.
2. Search the folder structure for the required track.

   Or: Tap ◯ to start the full-text search.

   The input line is displayed.
3. Enter the name of the required track.

   The list of tracks found updates automatically during the input.
4. Tap the desired track.

   If the selection is in a folder on a media source when playback starts, the media files in that folder will be added to the playback.

   When a playlist is played back, all the available tracks in the playlist are added to the playback.
5. Close the selection with×.

♡ Selecting favourites

You can save individual tracks, albums, artists and genres as favourites for playback.

1. Tap ♡.
2. Tap the desired favourite.

   Depending on what you select, all the tracks belonging to the favourite are added to the playlist.

♡ Saving favourites

Only media files that are displayed inMy media in the folders Music and Video can be stored as favourites. You can save individual tracks, albums, artists and genres as favourites.

1. Start playback of your chosen track.

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2. Tap ♡.
3. Tap ⊕.

   Or: tap a previously assigned favourite location and hold for around 3 seconds.
4. Choose from the selection list:

   — Track.

   — Albums.

   — Artists.

   — Genres.

   — Playlists.

The selection is saved to the selected favourites space as a favourite. If the favourites space is already used, the previously saved favourite will be overwritten.

The selection options in the selection list depend on the data assigned to the media file. If, e.g. no genre is given for a music file, the genre cannot be stored as a favourite.

If a video file is currently playing, only that video can be saved as a favourite.

Setting up streaming services

With some equipment levels and in some countries, you can use streaming services directly via the Infotainment system *(→ Media – online functions)*. This requires you to have an existing user account with the respective streaming service which you must use to log into the Infotainment system. You need an internet connection in order to use streaming services *(→ Media – online functions)*.

1. Select Streaming as the media source.

   A list of available streaming services is shown.
2. Select the required streaming service.

   An input field for entering the login data is displayed.
3. Enter and confirm the login data of the required user account.

   The streaming service is added to the list of media sources as a new function button.

You may need to log in again to the streaming service if you change the privacy setting, for example.

Entertainment playback via the Infotainment system

The Infotainment system can be used to play videos as well as music.

Video mode

In video mode, the Infotainment system display can play a video from a data medium or the internal memory, depending on the equipment and country. The video soundtrack is played on the vehicle loudspeakers.

Depending on the equipment and country, the Infotainment system display can play a video from a streaming service.

The video image is displayed only when the vehicle is stationary. When the vehicle is in motion, the Infotainment system display is switched off. You will still hear the video audio.

In some countries, no video image is displayed even when the vehicle is stationary for traffic safety reasons.

A stable Internet connection is needed for playback via a streaming service *(→ Media – online functions)*. Costs may be charged by the mobile operator.

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Online functions in media mode

Depending on the equipment, the Infotainment system may feature online functions in media mode.

Online functions in media mode are not available in all countries and vehicle models.

The online functions in media mode include, for example, streaming services.

What you need in order to use online functions in media mode:

✓ The vehicle is equipped withWe Connect or We Connect Plus.

✓ You have an active We Connect user account.

✓ The vehicle is assigned to your user account.

✓ You have purchased a corresponding data plan for an Internet connection from theIn-Car Shop or you have a data plan for the SIM
card of your mobile telephone and are connected to your vehicle via the Wi-Fi hotspot on your mobile telephone.

Streaming services

Depending on the equipment, you can also use streaming services.

Streaming services are not available in all countries and vehicle models.

Prerequisites for using these streaming services

✓ The requirements for using online functions in media mode are satisfied.

✓ You have a user account with the respective streaming service.

Some streaming services can only be activated and deactivated together, even if they are listed individually in the menu .

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Introduction

The current vehicle position is determined by means of a global satellite system. All measured values and any traffic reports are compared with the available map material in order to enable optimal navigation to the destination.

Acoustic navigation prompts and graphic representations guide the user to the destination.

In some countries, certain Infotainment system functions can no longer be selected when the vehicle is travelling above a certain speed. This is not a malfunction, but simply a legal requirement.

⚠ WARNING

Configure settings and enter destinations and changes for navigation only when the vehicle is stationary.

If a turn is missed during a route guidance, the navigation may recalculate the route.

The quality of the navigation recommendations depends on the navigation data available and any reported traffic problems.

Opening the navigation main menu

1. Tap HOME ▸ △.
   Or: Tap MENU ▸ △.

Opening the settings

1. Tap HOME ▸ △ ▸ ⚙.
   Or: Tap MENU ▸ △ ▸ ⚙.

Limitations of the navigation function

If the Infotainment system cannot receive any data fromGPS

satellites, e.g. in a tunnel, navigation can still continue using the vehicle sensors.

In areas that are not or only partially digitised in the Infotainment system's memory, the Infotainment system also tries to enable route guidance.

If navigation data are unavailable or incomplete, the navigation system may be unable to determine the exact vehicle position. As a result, the navigation may not be as exact as usual.

Road layouts are subject to continuous change, e.g. due to road works. If the navigation data is out of date, errors or inaccuracies may occur during route guidance.

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Navigation announcements

Navigation announcements are acoustic driving directions for the route currently travelled.

The type and frequency of navigation announcements depends on the settings and the driving situation, e.g. motorway driving.

A navigation announcement informing you that you have reached your destination area is played if the exact destination cannot be reached, e.g. because it is located in an area with no digital mapping. In addition, information about the direction and distance to the destination is shown on the screen.

During dynamic route guidance, you receive information about reported traffic disruptions on the route. An additional navigation announcement is given if the route is recalculated due to a traffic disruption or changed driving style *(→ Navigation)*.

The volume of a navigation announcement can be adjusted or muted while the announcement is playing. All other navigation announcements will be at this volume setting or will be muted.

Navigation announcements are not output when the Infotainment system is muted.

Customising the navigation map

To obtain the optimum view, you can also adapt the navigation map using enhanced finger movements.

Moving the navigation map

Recommendation: Use your index finger.

1. Use your finger to move the navigation map.

Zooming into and out of the map view

Recommendation: Use your index finger.

1. Tap and hold the map twice in quick succession.
2. To zoom out of the map view, move your finger up. To zoom in the map view, move your finger down.

Zooming into and out of the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, move your fingers toward each other. To zoom in the map view, slowly move your fingers away from each other.

Tilting the map view

Recommendation: Use your index and middle finger.

1. Tap and hold the map with two fingers horizontal to each other at the same time.
2. Move your fingers up to tilt the map view forward. To tilt the map view back, move your fingers down.

Rotating the map view

Recommendation: Use your thumb and index finger.

1. Tap and hold the map with two fingers at the same time.

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2. Turn your fingers clockwise or anticlockwise to rotate the map view.

Route details

The route plan contains information on relevant events, such as stopovers and suggested destinations, if navigation data is available.

When you tap an event, an additional window opens with further options. The options available depend on the event and the current settings *(→ Navigation)*.

Opening and closing the route plan

1. Tap the route plan to open it.
2. Tap ❯ to close the route plan.
3. To stop route guidance to the destination or stopover, tap⊗ next to the destination in the route plan.

Editing route guidance in the route plan

To edit route guidance, move the stopovers or the destination to the route plan.

1. Tap and hold your chosen destination until it is highlighted on the screen.
2. Move the destination into your chosen position and release it.

   The route will be recalculated.

Additional window in the route plan

You can tap on the items on a route plan to open an additional window showing further options relating to the items. These options depend on which item you tap.

Functions in the additional window:

Display on map
: Display the selection on the map.

Add stopover
: Add a stopover to the route guidance.

Direct route
: Start direct route guidance.

Delete
: Delete stopover from the route guidance.

Bypass
: Bypass traffic disruption. The route will be recalculated.

Stop route guidance
: End the current route guidance.

Closing the additional window in the route plan

1. Tap a free area outside the additional window.

Setting up a favourite POIs category

The system shows various POIs, e.g. filling stations, via the quick selection symbol in the destination entry field, on the route plan and on the map. You can prioritise display of these symbols under ⚙ ▸ Basic function settings ▸ Preferred POI categories. The system also learns your favourite categories automatically.

Navigation functions and symbols

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Saved data

To enable fast destination input and to optimise route guidance, the Infotainment system stores certain data, such as frequently driven routes.

Deleting saved data

1. Tap ⚙ ▸ Basic functions ▸ Delete usage pattern.
2. Tap confirmation to delete.

Learning usage patterns

While travelling, the navigation saves the routes travelled and destinations arrived at in order to create suggested destinations automatically. Destinations are learned depending on the time of day and the day of the week.

The navigation system can suggest learned routes.

1. To display the suggested routes, tap 🔍.

Route guidance begins when one of the suggested routes is selected.

The route guidance follows the selected route until the vehicle deviates from it. The route is recalculated and will guide you back to the selected route via a direct alternative.

Route guidance takes account of any relevant traffic disruption. Relevant traffic disruption will be avoided if an alternative route is available and the navigation system can access the data.

If you drive an already learned route when route guidance is inactive, the destination will be transferred to the route plan. It is not necessary to actively start route guidance to the learned destination. Warnings may be given about traffic disruptions.

An estimated arrival time is displayed.

You can activate or deactivate the function at any time and also delete the stored data for the function.

Activating or deactivating “Learn usage pattern” function

1. Tap ⚙ ▸ Basic function settings to open the settings for this function.
2. Tap Learn usage pattern.

Deleting stored data of “Learn usage pattern” function

1. Tap ⚙ ▸ Basic function settings to open the settings for this function.
2. Tap Delete usage pattern.

Navigation

The navigation functions and symbols depend on the vehicle equipment and are not available in all countries.

Functions

— Destination input and route calculation.
— Simultaneous display of two navigation maps(screen and instrument cluster).
— Personal destinations.
— 3D City Maps.
— Online Map Update.
— Online Traffic Information.

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General navigation symbols

Display further options for route guidance.

Displays the navigation map.

Open saved addresses (contact list of the connected mobile telephone).

Open the settings.

Map symbols

The function buttons and displays depend on the settings and the current driving situation.

The map displays traffic information, e.g. traffic disruptions, and POIs, e.g. filling stations, when navigation data is available *(→ Navigation)*.

Display current position.

Align the map.

Map scale.

Display information on the route.

Fully automatic map mode (align to direction of travel, position, zoom, tilt).

Display additional window with route options.

Display destination storage.

Display additional window with further options.

Symbols in the additional window

1. To open the additional window, tap ☰.

Display route options and information for current route guidance.

Repeat the previous navigation announcement.

Volume for navigation announcements.

Other symbols

Destination search: Detailed route entry for a particular address.

Route plan symbols

Display current position.

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Destination of the current route guidance.

End the current route guidance.

Close the route plan.

Traffic disruptions

Traffic disruptions are displayed on the map when navigation data is available *(→ Navigation)*.

Opening an additional window with details

1. Tap the traffic disruption *(→ Navigation)*.

Traffic jam.

Accident.

Ice.

Road closed.

Risk of skidding.

Danger.

Road works.

Strong winds.

Entering a destination and starting route guidance

Various functions for inputting destinations are available according to the country and equipment level.

The various functions for entering destinations are located in the main navigation menu *(→ Navigation)*.

You can narrow down your search by adding certain suggestions to the results list, e.g. “nearby”.

You will find further information on the symbols on the Infotainment system screen on *(→ Navigation)*.

Entering an address

Start route guidance by entering an address. The navigation system suggests known destinations while you are typing an entry. You can also enter a new, unknown address for route guidance.

When entering the address, enter the name of the destination rather than the postcode.

Selecting a destination and starting navigation

1. Tap .

   Or: Tap .
2. Enter the address of the destination and select the desired destination.
3. Tap Start.

   Or: Tap .

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Quick start

1. Tap Q.
2. Enter the address then tap and hold your chosen destination for a few seconds.

Enter the destination as accurately as possible. If you make a mistake when entering the destination, route guidance will not be possible or you may be navigated to the wrong destination.

Suggested destinations

To suggest possible destinations, the destination overview uses stored data.

Selecting a destination and starting navigation

1. Tap Q ▸ Suggested destinations.
2. Select the required destination.

   Route guidance starts automatically.

Last destinations

The navigation system stores up to 25 destinations that you have driven to last in order to make the most recent destinations available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting a destination and starting navigation

1. Tap Q ▸ Last destinations.
2. Tap the desired destination.
3. Tap Start.

   Or: Tap .

Quick start

1. Tap Q ▸ Last destinations.
2. Tap and hold your chosen destination for a few seconds.

Favourite destinations

Save up to 50 destinations as favourites.

Saving a destination as a favourite

1. When entering a destination, tap ♡ in the additional window.

Selecting a destination and starting navigation

1. Tap Q ▸ Favourites.
2. Tap the desired destination.
3. Tap Start.

   Or: Tap .

Quick start

1. Tap Q ▸ Favourites.

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2. Tap and hold your chosen destination for a few seconds.

Selecting on the map

The navigation map contains active areas at many points which are suitable for destination input. Tap your chosen position or location on the map to enter a destination. If map data is available at this point, you can start route guidance.

Destination inputs via the navigation map depends on the data status and is not possible for all positions.

Use offroad navigation to enter a destination with no known data.

Offroad navigation

Offroad navigation calculates routes to selected destination points with no known data. If a destination point is not on known roads or positioning data, the navigation system will calculate the route up to the nearest point on the known roads and then complete the route up to the destination point by a direct connection.

To start offroad navigation, tap a free area for which there is no positioning data.

Starting navigation

1. Tap .
2. Move the map view until the desired position can be selected. The navigation map can be operated by extended touch gestures *(→ Navigation)*.
3. Tap your chosen destination or any point on the map without positioning data.
4. Tap Start.

   Or: Tap .

Using a contact's address data

Start route guidance using stored address data for a contact. Stored contacts without address data cannot be used for route guidance.

Starting navigation

1. Tap .
2. Tap your chosen contact and address data.
3. Tap Start.

   Or: Tap .

NOTICE

If the address data for one of your contacts is obsolete, the route guidance will still take you to the stored address. Ensure that your contacts' addresses are up-to-date.

Navigation data

The Infotainment system has an internal navigation data memory. Depending on the country, the required navigation data is already pre-installed.

The Infotainment system always requires up-to-date navigation data for you to use route guidance correctly and make full use of the functions offered.

NOTICE

If you use obsolete data, you may have problems with navigation. Current routes cannot be determined or route

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guidance leads to the wrong destination.

- Always keep navigation data up-to-date.

Updating navigation data online

Navigation data for frequently travelled regions is automatically updated in the background when the ignition is switched on, with an existing Internet connection and valid privacy settings *(→ Privacy settings)*.

1. Switch on the ignition.
2. Check the Internet connection and privacy settings. If necessary, connect to the Internet and select a mode other than “Offline” *(→ Privacy settings)*.

   Navigation data for frequently travelled regions is automatically updated in the background.

The automatic update of navigation data depends on the country and the privacy settings. No update is carried out in offline mode .

Updating navigation data manually

Current navigation data for larger regions, e.g. Western Europe, can be downloaded from the Internet at www.volkswagen.com and stored on a suitable USB

data medium (stocked by independent retailers). If you switch off the Infotainment system, installation will be interrupted and will automatically continue once the unit is switched on again.

1. Download the navigation data and save on aUSB

   data medium.
2. Switch on the vehicle's ignition.
3. Connect a USB

   data storage device to the Infotainment system when the vehicle is stationary.

   The navigation data for regions that are currently frequently travelled are automatically updated in the background.

During and after the navigation data is updated, no message appears in the Infotainment system.

When you update navigation data manually, theUSB
data medium must remain continuously connected. No message is output to indicate that the update has been completed.

Leave the USB
data storage device connected to the Infotainment system for a few days until the navigation data for travelled regions has been completely downloaded and installed. Installation takes place automatically in the background while driving. Otherwise the update procedure will be cancelled.

If you remove the data medium and travel through a new region in offline mode, the navigation data will not be updated, as there is neither a USB
data storage device nor an Internet connection.

Display the version of the map data

1. Tap HOME ▸ ⚙ ▸ System information.

Traffic information

Depending on equipment, it is not always possible to receive traffic information in all Infotainment systems and in every country.

The Infotainment system automatically receives detailed traffic information when connected to the Internet. This information is indicated by symbols and colouring of the road network on the map.

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The reception of traffic information depends on your privacy settings in some countries. No traffic information is received in offline mode .

Traffic disruptions

Traffic disruptions, e.g. traffic jams, are shown as symbols on the navigation map *(→ Navigation)*.

The route plan displays current traffic disruptions when navigation data is available.

When route guidance is active, traffic disruptions that are on the current route are displayed in the route plan. You can avoid these traffic disruptions by editing the route plan *(→ Navigation)*.

Avoiding traffic disruptions

1. Tap the traffic disruption.
2. Tap Bypass.

   The route will be recalculated.

It is possible to avoid only one traffic disruption in this way for each route.

Local warnings, e.g. about bad weather, may be shown as pop-up messages on the Infotainment system.

Traffic flow display

The traffic flow is shown on the navigation map for current traffic disruptions by means of coloured areas on the road network.

Orange Slow-moving traffic.

Red Traffic jam.

Introduction

You can connect your mobile telephone to the Infotainment system via the mobile phone interface and then use the Infotainment system to control the telephone functions. The audio is relayed via the vehicle loudspeakers.

You can connect up to two mobile telephones to the Infotainment system simultaneously. Only one device will be active and can be used to make calls. The second connected device can accept calls via the Infotainment system and be used for playing back media.

High speeds, poor weather and poor road conditions, loud noise levels, also outside the vehicle, and network quality may impair telephone calls in the vehicle.

The mobile phone interface may contain an aerial amplifier which improves the reception quality of the mobile telephone.

As a general rule, it is only necessary to pair a device, e.g. mobile telephone, once. You can then reconnect the device to the Infotainment system via Bluetooth or Wi-Fi at any time without having to pair the device again.

When a telephone call is made using the hands-free system or at a loud volume, a conversation can also be heard by third parties outside the vehicle.

Opening the mobile phone interface main menu

1. Tap HOME ▸ .

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Or: Tap MENU ▸ .

Or: Press PHONE.

Opening the settings menu

1. Tap HOME ▸ ▸ .

   Tap MENU ▸ ▸ .

   Or: Press PHONE ▸ .

Equipment features and symbols

The specified equipment features and symbols are not available in all countries and for all Infotainment systems.

The symbols may have a different appearance in some Infotainment systems.

Equipment

— Hands-free function.

— Use up to two mobile telephones simultaneously.

— Phone book with a maximum of 5,000 contact entries.

— SMS

functions via Bluetooth:

— Read SMS

.

— Write SMS

(including templates).

— Have SMS

read out loud.

— Message history.

— Email functions via Bluetooth:

— Read emails.

— Write emails.

— Convenience telephony.

— Connection to wireless charging facility(wireless charging function).

— Connection to the microphone integrated in the vehicle.

Main menu symbols

Contacts.

Call lists for incoming and outgoing calls.

Dial a phone number.

Text messages.

Setup of mobile phone interface.

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Select the active device from two or more connected mobile telephones.

Select a device connected via Bluetooth for pairing.

Symbols for telephone calls

Make and display a call

End or reject a call.

Open the contact list.

Dial a phone number.

Mute the hands-free system.

Hold a call.

Reject call with text message template.

Activate or deactivate the handsfree system.

Add a participant to a conference or start a conference.

Minimise the call display.

Make an emergency call.

Mailbox.

Get help in the event of a breakdown.

Obtain information about the Volkswagen brand and about selected value-added services relating to traffic and travel.

Symbols in the contact window

1. Tap to open the contact window.

Input to search for contacts.

Open favourites.

Edit favourites.

Add favourites.

Remove favourites.

Opening the phone book.

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Call list symbols

1. Tap or to open the call lists.

Incoming call.

Outgoing call.

Missed call.

Favourites call list.

Frequent calls or a phone number sent as a favourite by the connected mobile telephone (if supported by the mobile telephone).

Telephone number (company).

Telephone number (private).

Mobile telephone number.

Fax unit.

Fax (company).

Fax (private).

Symbols for text messages

1. Tap to open the text messages.

Top left: Select active input.

Received text message.

Sent text message.

Activate voice input.

Have messages read out loud.

Template for text messages.

Areas where special regulations apply

Potentially explosive atmospheres

Switch off the mobile telephone and mobile phone interface in areas where there is an explosion hazard. These areas are not always clearly signposted. This includes, for example:

— Areas immediately around chemical pipelines and tanks.

— Lower decks of ships and ferries.

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— The area around vehicles which run on liquid gas, for example propane or butane.

— Places where there are chemicals or particles such as flour, dust and metal powder in the air.

— All other places where the engine or mobile telephone must be switched off.

WARNING

Switch off the mobile telephone and mobile phone interface in areas where there is a risk of explosion and in areas where special regulations apply!

NOTICE

Your mobile telephone must always be switched off in areas where special regulations apply and when the use of mobile telephones is forbidden. The radiation produced by the mobile telephone when switched on may interfere with sensitive technical and medical equipment, possibly resulting in malfunction or damage to the equipment.

Types of mobile phone interface

The following types of mobile phone interface may be present in the vehicle, depending on the equipment and the country:

— Basic mobile phone interface.

— Comfort mobile phone interface.

Basic mobile phone interface

The basic mobile phone interface uses the HFP

Bluetooth profile for transmission. It enables the use of telephone functions via the Infotainment System and playback via the vehicle loudspeakers.

Comfort mobile phone interface

Like the basic version of the mobile phone interface, theComfort mobile phone interface uses the HFP

Bluetooth profile.

The Comfort mobile phone interface may be equipped with a wireless charging function.

In order to use the wireless charging function, you must place a suitable mobile telephone correctly in the stowage compartment. Depending on the vehicle equipment, the mobile telephone may be paired with the vehicle aerial. This improves the reception and call quality.

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Pairing, connecting and managing

Pair and connect a mobile telephone with the Infotainment system in order to use the functions of the mobile phone interface. The mobile telephone must be paired with the Infotainment system before the first connection is established. During this process, a user profile is automatically saved in the Infotainment system.

This pairing procedure can take a few minutes. Available functions depend on the mobile telephone used and its operating system.

Pairing a mobile telephone

Prerequisites for pairing:

✓ Bluetooth is activated on the mobile telephone.

✓ Bluetooth is activated on the Infotainment system.

1. Tap MENU ▸ ☎ ▸ ⚙ ▸ Select mobile telephone.

   Or: Press PHONE and tap ⚙ ▸ Select mobile telephone.

   The system starts scanning for available Bluetooth devices. The system shows a list of available Bluetooth devices when the search has been completed.
2. Open the list of available Bluetooth devices on the mobile telephone and select the device name of the Infotainment system.
3. Observe the messages on the mobile telephone and Infotainment system and confirm as necessary.

   If pairing was successful, the data of the mobile telephone will be stored in the user profile.
4. *Optional:* confirm the message for the data transfer on the mobile telephone.

⚠ WARNING

Carrying out the pairing while driving may cause accidents or injuries.
- Only ever pair devices when the vehicle is stationary.

When some mobile telephones are paired, a PIN is shown on the display of the telephone. To finish the pairing procedure, enter this PIN on the Infotainment system.

Paired mobile telephones are stored in the Infotainment system even if they are not currently connected.

Managing connections

Prerequisites:

✓ The mobile telephone is paired and connected.

✓ Bluetooth is activated on the mobile telephone.

1. Tap HOME ▸ ⚙ ▸ Mobile devices.

   Or: Tap MENU ▸ ⚙ ▸ Mobile devices.

   Or: Press PHONE and tap ⚙ ▸ Select mobile telephone.
2. Tap to select the technology you wish to use for the connection.

Active and passive connection

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At least one mobile telephone must be connected to the Infotainment system in order to use the functions of the mobile phone interface. If several mobile telephones are connected to the Infotainment system, you can switch between active and passive connections. Establish an active connection to the Infotainment system in order to operate the mobile phone interface with the desired mobile telephone.

Difference between the connection types

Active

Mobile telephone is paired and connected. The functions of the mobile phone interface are performed with the data of this mobile telephone.

Passive

Mobile telephone is paired and connected. Only incoming calls can be accepted via the mobile phone interface. Other functions are not available.

Switching connection type (passive to active)

Prerequisite:

✓ several mobile telephones are connected to the Infotainment system simultaneously.

1. Tap ∨. The mobile telephone with an active connection is highlighted.
2. Tap the name of the desired mobile telephone.

   Other mobile telephones then automatically have a passive connection.

User profiles

An individual user profile is automatically created for every paired mobile telephone. Data from the mobile telephone is stored in the user profile, e.g. contact details or settings. A maximum of 10 user profiles can be stored in the Infotainment system simultaneously.

Deleting a user profile

You can delete user profiles individually under Settings. Reset the Infotainment system to factory settings to delete the stored data completely.

1. Tap ▸ Settings.

   Or: Press PHONE and tap.

   The user profiles are located under Select mobile telephone or Mobile devices.
2. Tap the desired user profile and tap to delete.

Making phone calls and sending messages

Using a telephone

Select a telephone number to start the call. Various functions are available for selecting a telephone number.

The symbols may have a different appearance in some Infotainment systems.

Using contact details

If there are several phone numbers for each contact, you must select the desired phone number.

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1. Tap ▸ and enter the contact data you are looking for.

   Or: Tap ▸ Favourites.

   Or: Tap ▸ All.

2. Tap the required contact in the list to start the call.

When searching for a contact, enter the surname and first name separated by a space.

Use call list

The mobile phone interface stores incoming and outgoing calls in the call list. Frequently used phone numbers are stored as favourites. Start calls via the call list.

1. Tap ▸ All. Tap a number in the list to start the call.

   Or: Tap ▸ Missed. Tap a number in the list to start the call.

   Or: Tap ▸ Mobile. To start the call, tap a contact or number.

Entering a telephone number manually

1. Tap and enter a phone number.
2. Tap to start the call.

While you are entering a phone number, contacts that match the number will appear on the Infotainment system display.

Sending text messages

Depending on the mobile telephone and the Infotainment system used, you can send and receive text messages via the mobile phone interface in some countries.

Sending an SMS

1. Tap ▸ Text message ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of Search.
3. Tap the required contact or multiple contacts in the list.
4. Tap OK to send the message.

Sending an email

1. Tap ▸ E-mail ▸ New message and enter the message on the screen.
2. Enter the desired contact in the search bar. If necessary, you can search for a contact by means of Search.
3. Tap one or more contacts in the list.
4. Tap OK to send the message.

Telephone book, favourites and speed dial buttons

Phone book

The telephone book is stored in the Infotainment system when a mobile telephone is paired with the Infotainment system for the first time. It may be necessary to confirm transfer on the mobile telephone.

The phone book is updated every time you connect. The phone book that is still available can be used during the update.

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If conference calls are supported, you can open the phone book during a call and add another person.

If an image is stored for a contact, this can also be displayed in the list next to the entry.

Favourites and speed dial keys

A speed dial key can be assigned with a favourite from the phone book. If an image is stored in the entry, it will be shown on the speed dial key.

Speed dial buttons must be assigned manually and are assigned to a user profile *(→ Mobile phone interface)*.

The symbols may have a different appearance in some Infotainment systems.

Assigning speed dial keys

1. Tap ⊕.
2. Tap a contact from the telephone book. If multiple phone numbers are stored for the contact, tap the number from the list.

Editing speed dial keys

1. Tap and hold a speed dial key until the phone book opens.
2. Tap a new contact from the phone book. If multiple phone numbers are stored for the contact, tap the number from the list.

Calling a favourite

1. Tap an assigned speed dial key.

Favourites are not updated automatically. If the telephone number of a contact should change, the speed dial key must be assigned again.

Deleting favourites from the speed dial button

1. Tap ✎.
2. Tap 🗑 on the desired speed dial button to delete a favourite.

Introduction

Voice control allows you to perform certain functions by using voice commands.

Types of voice control

Depending on the language set in the Infotainment system and on the country, you can use one of the following types of voice control in the vehicle:

— Command-based voice control (standard).

— Enhanced voice control (offline or online).

Seat-based voice control

Voice control uses additional microphones to detect whether the driver or passenger is speaking. This enables you to access seat-related functions in the supported languages, e.g. switching on the seat heating.

Does the vehicle have voice control?

Voice control is installed in the vehicle if the voice control button is present on the multifunction steering wheel

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or the VOICE button is present on the Infotainment system, or if your vehicle understands the activation word.

Black with a blue background: Voice control is active and recognises the words spoken.

Test the voice control function before driving to familiarise yourself with it.

Differences in voice control systems

Command-based voice control (standard)

Voice control only recognises grammatically correct voice commands. Voice commands must follow a defined syntax in order to be recognised correctly, e.g.: "Navigate to [*Town, Street name, House number*]".

Depending on the equipment, you will find further examples in the Infotainment system *(→ Infotainment system overview)*. Command-based voice control can be performed in every available language.

Enhanced voice control (offline or online).

Voice commands can be freely formulated and colloquial. For example, the system will show the remaining time until arrival at your destination in response to the statement "How much longer do I have to drive?".

Depending on the equipment, further suggestions for voice commands can be found in the Infotainment system *(→ Infotainment system overview)*. Suggested voice commands depend on the set language.

If advanced voice control is available in your language, it is used when voice control is activated.

Supported languages

The number of languages available in your country depends on the vehicle equipment.

Start voice control by saying the activation word used in your country *(→ Voice control – Activation word)*.

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Starting and stopping the voice control function

Voice commands

Voice control only recognises voice commands in the same language set in the Infotainment system.

Note the following tips for giving successful voice commands:

— Speak clearly and at a normal volume. Speak slightly louder at higher speeds.

— Avoid over-emphasis and strong dialects.

— Do not leave long pauses when speaking.

— Avoid background noise of any kind.

— Do not point the airflow from the vents towards the microphones or roof.

Opening suggested voice commands

1. Tap HOME ▸ ⓘ ▸ .

   Or: Tap MENU ▸ ⓘ ▸ .

Depending on the content of the telephone book, it may be advisable to swap the order of the contact's forename and surname to ensure it is reliably recognised from the telephone book.

Starting the voice control function

Depending on the vehicle equipment, you can start voice control using different methods:

— Starting with your voice: Say the activation word *(→ Voice control – Activation word)*.

— Starting with the multifunction steering wheel: Press the voice control button .

— Starting with the Infotainment system: Tap VOICE or press VOICE.

Depending on the mobile telephone and operating system, the voice control of the connected mobile telephone can also be started by holding down the voice control button , the VOICE sensor field or the VOICE button.

Stopping the voice control function

Depending on the vehicle equipment, you can stop voice control in different ways:

— Stopping with your voice: Tap HOME ▸ ⓘ ▸ ▸ General for suggested voice commands to end voice control.

  Or: Tap MENU ▸ ⓘ ▸ ▸ General for suggested voice commands to end voice control.

— Stopping with the multifunction steering wheel: Press the voice control button .

— Stopping automatically: Voice control ends automatically when you use Infotainment system functions, activate the parking system, receive an incoming phone call or the navigation system makes an announcement.

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Activation word and voice commands

The circular buffer in the Infotainment system checks the words spoken in the vehicle for the activation word. Voice control starts if the Infotainment system recognises the activation word. The circular buffer data is overwritten approximately every 15 seconds. It does not transmit data or words spoken in the vehicle. The circular buffer is inactive when the activation word is switched off.

Switching the activation word on and off

If the activation word is switched off, the voice control cannot be activated via the activation word.

1. Tap HOME ▸ ⚙ ▸ Voice control ▸ Activation word.
   Or: Tap MENU ▸ ⚙ ▸ Voice control ▸ Voice control start/end sound or Activation word.
   Or: Tap MENU ▸ ⚙ ▸ Voice control ▸ Voice control start/end sound or Activation word.

Saying and recognising the activation word

Prerequisite

✓ The Activation word is activated in the settings.

BG Здравей Volkswagen

BR Olá Volkswagen

CDN Bonjour Volkswagen

CZ Ahoj Volkswagen

D Hallo Volkswagen

DK Hej Volkswagen

E Hola Volkswagen

F Bonjour Volkswagen

FIN Hei Volkswagen

GB Hello Volkswagen

GR Γεια σου Volkswagen

I Ciao Volkswagen

J ノ\□ー Volkswagen.

MEX Hola Volkswagen

N Hallo Volkswagen

NL Hallo Volkswagen

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P Olá Volkswagen

PL Cześć Volkswagen

ROK 안녕 Volkswagen

RUS Привет Volkswagen

S Hej Volkswagen

TR Merhaba Volkswagen

USA Hello Volkswagen

Troubleshooting

Voice control does not react

— Voice control is not available in your language.

— Set the correct language in the Infotainment system.

— Start voice control with the activation word or the voice control button on the multifunction steering wheel.

— Voice commands are not recognised due to a system error. Ask a suitably qualified workshop.

Voice control provides inappropriate answers

— The voice control system has interpreted the question incorrectly.

— Speak the voice command again clearly.

Voice control does not perform function

— The function cannot be performed by voice control.

— The function cannot be performed in all languages. Suggestions for voice commands in the set language can be found in the Infotainment system.

— Settings in the function prevent it from being switched on or performed.

— The voice control system has not understood the voice command.

— Insufficient data is available.

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Introduction

Some external devices can be connected to the Infotainment system by cable and wireless connections present in the vehicle (if installed).

The type and number of cable and wireless connections differ by equipment package and country. The connections may also be different within a model series or in special-edition models.

In the case of cable connections, use only the original device connecting cables or, if available, the factory-supplied connecting cables for your vehicle.

If the adapter or plug on the connecting cable cannot be inserted, check the angle of insertion and the connections.

NOTICE

Use only suitable and undamaged connecting cables for wired connections.

- When inserting the adapter and plug of the connecting cable into the appropriate port, ensure that they are correctly positioned and apply only light pressure. Applying too much pressure may damage both the unit connection and the adapter or plug of the connecting cable.
- Make sure that the connection cable is not pinched or kinked.
- Do not use unsuitable or damaged connection cables. This could result in malfunctions and damage to the unit.

If a connected device is not recognised, disconnect all devices and connect the device again. If necessary, check that the connecting cable you are using is working properly.

If a connected device malfunctions, restart the device. In some cases this will remedy the fault.

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USB port

The USB port allows data to be transferred and devices to be charged or permits only device charging.

USB port type

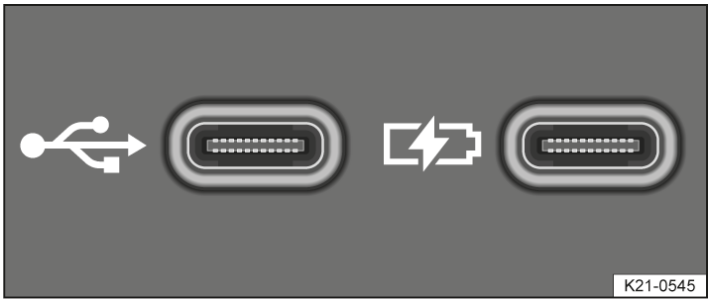


Fig. 1 USB-C port in the vehicle(illustration).

The following Type C USB
ports may be present in the vehicle:

- Identification of a USB
  port for data transfer and charging function.
- Identification of a USB
  port for charging function only.

Possible fitting locations of USB ports

The number and fitting locations of theUSB
ports are vehicle- and equipment-dependent and are not available in all countries.

— Next to the steering wheel.
— In the front passenger door.
— In the sliding doors.
— Armrest in the third seat row.
— On the interior mirror.

USB
ports on the rear seats are equipped only with a charging function.

Available data transfer functions

The following USB
data transfer functions are possible, depending on equipment.

— Mobile Apps .
— Media playback .
— Updates, e.g. navigation data *(→ Navigation)*.

Available charging power

Voltages of up to 20 V are made available via the USB
port. These voltages permit a charging power of up to 45 W.
Depending on equipment, the following charging profiles can be supported by theUSB

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ports:

— Legacy Charging (2.5 W).

— BC1.2 (7.5 W).

— USB
-C Charging (15 W).

— USB
Power Delivery (up to 45 W).

The charging power actually used by the connected device depends on the following:

— Supported charging profiles.

— Device charge level.

— Device temperature.

— Charging cables used.

In the case of dual USB ports, the charging power can be split between the two ports.

Notes and restrictions

— Use only suitable USB charging cables. The USB connecting cable must be suitable for theUSB port installed in the vehicle.

— Dirty, overheated and damaged data media may become unusable. Please observe the manufacturer's instructions.

— Quality differences in data media from different manufacturers may cause malfunctions in the media playback.

— If USB extension cables, USB plug adapters or USB hubs are used, this can lead to malfunctions or failure of theUSB functions.

Bluetooth interface

The Bluetooth interface is a wireless connection.

In Bluetooth audio mode, audio files from a Bluetooth audio source(e.g. mobile telephone) that is connected via Bluetooth can be played over the vehicle loudspeakers.

Bluetooth audio mode is available only if the vehicle is equipped with a factory-fitted mobile phone interface that supports this function.

Bluetooth profiles

The Infotainment system is factory-fitted with a Bluetooth interface.

A maximum of three Bluetooth devices can be connected at the same time.

The following Bluetooth profiles may be available in the specified or a newer version:

— HFP
1.7.
— Telephony and speakerphone.

— A2DP
1.3.
— Music playback.

— AVRCP
1.6.
— Display and operation of music playback.
— Transmission of Cover Arts.

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— PBAP

1.2.

— Access to phone book and call lists.

— MAP

1.4.

— Access to SMS

and email.

— SPP

1.2.

— Serial data transfer via Bluetooth.

Starting Bluetooth audio transmission

Prerequisites

✓ The Bluetooth audio source is paired with and connected to the Infotainment system.

✓ The Bluetooth audio source must support theA2DP

Bluetooth profile.

1. Reduce the volume on the Infotainment system.
2. Switch on Bluetooth visibility on the external Bluetooth audio source, e.g. mobile telephone.
3. Open the Media main menu.
4. Tap Source ▸ BT audio.
5. If necessary, start playback on the Bluetooth audio source manually.

When playback on the Bluetooth audio source is stopped, the Infotainment system remains in Bluetooth audio mode.

Controlling playback

The extent to which the Bluetooth audio source can be controlled via the Infotainment system varies depending on what Bluetooth audio source is connected.

With media players that support theAVRCP

Bluetooth profile, playback on the Bluetooth audio source can be automatically started or stopped when the unit is switched to Bluetooth audio mode or to a different audio source. Depending on the Bluetooth audio source, it may also be possible to display the track and change the track using the Infotainment system.

Due to the large number of possible Bluetooth audio sources, it is not possible to guarantee fault-free operation of all described functions for all sources.

Always switch off the warning and service tones on a connected Bluetooth audio source, e.g. key tones on a mobile telephone, to prevent interference noise and malfunctions.

With some units, the Bluetooth audio connection will be disconnected automatically if an external media player is connected to the Infotainment system with Bluetooth and the USB port simultaneously.

Connecting an external audio source via Wi-Fi

The Wi-Fi

connection is a wireless connection.

In Wi-Fi

audio mode, sources connected via Wi-Fi, e.g. mobile telephones, can be used for audio transmission.

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The Wi-Fi

function depends on the vehicle equipment and is available only in some countries.

Prerequisites

✓ The connected audio source has a suitable application(app) or supports UPnP media sharing.

✓ The audio source is connected via Wi-Fi .

Starting Wi-Fi audio transmission

1. Reduce the volume on the Infotainment system.
2. Open the Media main menu.
3. Start the UPnP server application or suitable app for audio playback on the Wi-Fi audio source.
4. Tap ♫ and select Wi-Fi.
5. Observe the information on the further procedure on the Infotainment system screen and on the Wi-Fi audio source screen.

The function button for selecting the audio source (♫) in the Media main menu may vary if another audio source is already connected to the Infotainment system, e.g. via USB, and selected.

Controlling playback

The extent to which the Wi-Fi

audio source can be controlled via the Infotainment system varies depending on what Wi-Fi audio source is connected.

Introduction

The Wi-Fi

hotspot function is not available in all countries or vehicles.

Depending on the equipment level, some Infotainment systems can be used as a Wi-Fi

hotspot for using the Internet. A mobile Wi-Fi hotspot can be created for external devices if the Infotainment system can access a SIM card with data plan, e.g. an embedded eSIM card. Up to eight Wi-Fi devices can be connected.

Depending on the equipment level, some Infotainment systems can use the Wi-Fi

hotspot of an external Wi-Fi device, e.g. mobile telephone (Wi-Fi client). This can be used to establish the Internet connection, e.g. for online services depending on the country.

An Internet connection and a data connection are required in order to be able to use online services or We Connect, for example, depending on the availability of these services in the respective country. You have the following options for this:

— Directly via the Infotainment system using an internal eSIM card.
— With the Infotainment system as a client via the Wi-Fi hotspot of an external Wi-Fi device, e.g. a mobile telephone.

As default, the Wi-Fi

connection is encrypted using WPA2 encryption for security reasons. Volkswagen Commercial Vehicles recommends always using WPA2 encryption. Observe country-specific regulations.

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The necessary data transfer may be subject to charge. Due to the potentially high data usage, Volkswagen Commercial Vehicles recommends using a mobile telephone tariff which includes a flat rate for data. For more information contact your mobile telephone provider.

Depending on your mobile telephone tariff, additional costs, such as roaming charges, may be charged for the transfer of online data packages, especially if you use these services abroad.

When you cross the border into countries that have different permitted radio frequencies than in your own country, operation of the wireless function/Wi-Fi must be deactivated due to legal requirements. The Wi-Fi hotspot must be deactivated *(→ Wi-Fi hotspot – Mobile hotspot of Infotainment system)* *(→ Wi-Fi hotspot – external device)*.

Operation of functions with a cable connection is not affected by this restriction, and these functions can still be used.

Adjusting Wi-Fi settings

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

Changes are automatically stored when a menu is closed.

Setting options

— Set up the Infotainment system as aWi-Fi hotspot *(→ Wi-Fi hotspot – Mobile hotspot of Infotainment system)*.
— Connect to the Wi-Fi .
— Connect to the Infotainment system via a fast connection *(→ Wi-Fi hotspot – quick connection)*.

Data connection via Wi-Fi hotspot

Wi-Fi

— Wi-Fi in accordance with IEEE 802.11 a/b/g/n/ac.
— Transfer in 2.4 GHz and 5 GHz.
— Three Wi-Fi modes simultaneously:
  — Tethering (2.4 GHz or 5 GHz).
  — 2.4 GHz access point.
  — 5 GHz access point.
— Wi-Fi aerial.
  — One multiband aerial each for 2.4 GHz and 5 GHz.
— Up to eight Wi-Fi devices can be connected simultaneously.
— Internet connection via Wi-Fi :
  — Tethering via mobile telephone.
  — Hotspot for clients in the vehicle.
— Apple CarPlay via Wi-Fi .

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— Android Auto via Wi-Fi
.
— Audio and video streaming via Wi-Fi
.
— Simplified pairing process via WPS
or QR Code.

Possible types of data connections

The potential types of data connection depend on the equipment level and are not available in all countries.

Modem

The vehicle is equipped with a modem. To be able to use the Wi-Fi hotspot, you must purchase data plans via the web shop of our mobile phone partner.

External Wi-Fi device

Use the Wi-Fi hotspot of an external mobile telephone *(→ Wi-Fi hotspot – external device)*.

Using the Wi-Fi hotspot of the Infotainment system

The potential types of data connection depend on the equipment level and are not available in all countries.

Depending on the equipment level, some Infotainment systems can be used as a Wi-Fi hotspot for using the Internet. A mobile Wi-Fi hotspot can be created for external Wi-Fi devices if the Infotainment system can access a SIM card with data plan, e.g. an embedded eSIM card. Up to eight Wi-Fi devices can be connected.

Prerequisite

✓ The following is activated in the Wi-Fi settings *(→ Wi-Fi hotspot)*: Network settings ▸ Allow internet connection.
Or: Data connection ▸ Integrated data connection.
✓ The vehicle has a control unit with an embedded eSIM card and data plans are available.

Configuring a Wi-Fi hotspot

You will need to enter information on the external Wi-Fi device and on the Infotainment system.

To set up the Wi-Fi hotspot, a Wi-Fi connection needs to be established.

1. On the start screen of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and activate Use as hotspot.
   Or: Tap and activate Mobile hotspot.
3. Note the name and network key of the Wi-Fi hotspot in the same menu.
4. Search for the name of the external Wi-Fi device.
   Or: open the Wi-Fi

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settings of the external Wi-Fi device, search for the name of the Wi-Fi hotspot and select by tapping.

5. Enter the displayed network key on the Wi-Fi device and confirm.

   The Wi-Fi connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

6. *Optional:* Repeat the procedure to connect further Wi-Fi devices.

The name and network key of the Wi-Fi hotspot are generated automatically. You can specify the name and network key of the Wi-Fi hotspot yourself afterwards.

Deactivating the Wi-Fi hotspot

1. On the start screen of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Infotainment system as hotspot.
2. Tap and deactivate Use as hotspot.

   Or: Tap and deactivate Mobile hotspot.

Using the Wi-Fi hotspot of an external Wi-Fi device

In order to establish an Internet connection, e.g. for the “Streaming & Internet” services of We Connect or country-dependent online services, the Infotainment system can use the Wi-Fi hotspot of an external Wi-Fi device, e.g. mobile telephone.

Activating the Wi-Fi hotspot of an external Wi-Fi device

Prerequisite

✓ There is an external device available, e.g. mobile telephone, with an Internet connection and a SIM card with data plan.

1. Activate the Wi-Fi hotspot on the external Wi-Fi device. Observe the operating instructions provided by the manufacturer of the Wi-Fi device.
2. Make a note of the network key so you can enter it into the Infotainment system.

It is best to activate the Wi-Fi hotspot of the external Wi-Fi device only when you are already in the vehicle. A Wi-Fi hotspot will be deactivated automatically after some time if no device is connected.

Activating the Wi-Fi function of the Infotainment system

1. Switch on the ignition.
2. On the start screen of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Wi-Fi: .
3. Tap Wi-Fi search.

   Or: Tap and activate Wi-Fi.

   The Infotainment system searches for Wi-Fi hotspots nearby. The search operation may take a few seconds.

4. Select the Wi-Fi

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network of the desired Wi-Fi device.

5. Enter the Wi-Fi

   hotspot network key on the Infotainment system and confirm.

   The Wi-Fi

   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

Disconnecting a Wi-Fi connection

1. In the main menu of the Infotainment system, tap ⚙ ▸ Wi-Fi ▸ Wi-Fi: .
2. To disconnect the Wi-Fi connection of the Wi-Fi device, tap 🗑.

Due to the large number of possible Wi-Fi devices, it is not possible to guarantee fault-free operation of all functions.

The availability of the Wi-Fi function is country-specific and may vary.

Quick connection

The quick connection function makes it possible to easily and quickly establish a wireless local network with encryption. Alternatively, the function can be carried out by scanning a QR Code in some countries.

WPS with Infotainment system as a Wi-Fi hotspot

Prerequisites

✓ The Wi-Fi hotspot of the Infotainment system is activated.
✓ The Wi-Fi device supports WPS.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.

   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.

2. Tap Quick connection with Infotainment system.
3. Activate WPS

   on the Wi-Fi device that is to be connected.

   The Wi-Fi

   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.
4. *Optional:* Repeat the procedure to connect furtherWi-Fi

   devices.

Only one WPS connection can be established at any time. If several connection attempts are started simultaneously, all connection attempts will fail.

WPS with Infotainment system as client

Prerequisites

✓ The Wi-Fi hotspot of the Infotainment system is deactivated.

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✓ The Wi-Fi
device supports WPS.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.
2. Tap WPS quick connection (WPS button).
3. Activate WPS
   on the external Wi-Fi device.
   The Wi-Fi
   connection is set up. Further inputs may be required on the Wi-Fi device to complete the connection.

WPS
is not supported by all Wi-Fi devices. Establish the connection manually in this case:

1. Set up the Infotainment system as aWi-
   Fi
   hotspot *(→ Wi-Fi hotspot – Mobile hotspot of Infotainment system)*.
   Or: connect the Infotainment system as a client to the hotspot of an externalWi-
   Fi
   device *(→ Wi-Fi hotspot – external device)*.

Wi-Fi pairing via QR code

The Wi-Fi
connection can also be established by scanning the corresponding QR Code.

Prerequisites

✓ The Wi-Fi
hotspot of the Infotainment system is activated.
✓ A suitable application for scanning aQR Code
is installed on the Wi-Fi device.

1. Tap HOME ▸ ⚙ ▸ Wi-Fi.
   Or: tap MENU ▸ ⚙ ▸ Wi-Fi.
2. Tap Quick connection with Infotainment system.
3. Scan the QR Code
   on the Infotainment system screen with the Wi-Fi device.
   The Wi-Fi
   device is connected as a client to the Wi-Fi hotspot of the Infotainment system.

While the Infotainment system is in theWi-
Fi
settings menu, the wireless charging function is deactivated. Wireless charging is activated again once you leave the Settings menu.

For older Wi-Fi
devices, it may be the case that the function is restricted or it does not work. Make sure you are using the latest software version for your Wi-Fi device.

Introduction

App-Connect enables the user to display and operate content and functions from the mobile telephone on the Infotainment system screen.

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For this, the mobile telephone must be connected to the Infotainment system using a USB interface with data transfer function.

Some technologies can also be accessed wirelessly using Wireless App-Connect via the Bluetooth interface and a Wi-Fi connection.

The following technologies may be available:

— Apple CarPlay.

Depending on the equipment, it can also be used wirelessly via App-Connect Wireless.

— Android Auto.

Depending on the equipment, it can also be used wirelessly via App-Connect Wireless.

— MirrorLink.

The availability of the App-Connect technologies is country-specific and may vary depending on the mobile telephone used.

MirrorLink, Apple CarPlay and Android Auto are technologies operated by third parties and made available to Volkswagen AG. Volkswagen AG is not responsible if these technologies are terminated, discontinued or deactivated during the service life of the vehicle.

For further information, please visit the Volkswagen Commercial Vehicles website.

WARNING

Using apps while the vehicle is in motion can distract you from the road. Accidents and injuries can occur if the driver is distracted.

- Always drive with your full attention and responsibly.
- Only use apps and functions when the vehicle is stationary.

WARNING

Using apps that are inappropriate or used incorrectly can cause damage to the vehicle, accidents or serious injury.

- Protect the mobile telephone and its apps from misuse.

NOTICE

Volkswagen Commercial Vehicles is not responsible for damage to the vehicle caused by poor quality or faulty apps, insufficient programming of apps, insufficient network strength or loss of data during transmission or by misuse of the mobile telephones.

App-Connect Wireless when crossing the border

When you cross the border into countries that have different permitted radio frequencies than in your own country for operation of the wireless function of App-Connect (App-Connect Wireless)/Wi-Fi, please note the following:

— App-Connect Wireless is restricted or not possible at all due to legal regulations. This may be indicated by a message displayed on the Infotainment system.

— App-Connect Wireless must be disabled due to legal requirements. The Wi-Fi hotspot must be deactivated *(→ Wi-Fi hotspot – Mobile hotspot of Infotainment system)* *(→ Wi-Fi hotspot – external device)*.

Operation of App-Connect functions with a cable connection is not affected by this restriction, and these functions can still be used.

Applications (apps)

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Opening the App-Connect main menu

Navigation to the App-Connect main menu depends on the Infotainment system used.

1. Tap HOME ▸ .
   Or: Tap MENU ▸ .

Setting up App-Connect Wireless

The mobile telephone needs to be paired with the Infotainment system before you can useApp-Connect Wireless.

Connecting a mobile telephone for the first time

1. Unlock the mobile telephone.
2. Switch on Wi-Fi
   reception and Bluetooth on the mobile telephone.
3. Connect the mobile telephone to the Infotainment system using aUSB
   cable or Bluetooth.
4. Open the App-Connect main menu if it does not appear automatically.
5. Select the mobile telephone and the desired technology.
6. Confirm any authorisation prompts on the mobile telephone to give the Infotainment system the necessary permissions.
7. Disconnect the USB
   connection and connect to the Infotainment system again using Wi-Fi or Bluetooth.
   App-Connect Wireless is set up. The pairing is completed In future, the connected mobile telephone will also be able to use App-Connect Wireless without a USB
   connection.

If pop-up menus are rejected during the connection process,App-Connect Wireless will not be available. In this case, Volkswagen Commercial Vehicles recommends deleting the mobile telephones in both the device settings and on the Infotainment system and restarting the connection process.

Wireless App-Connect may not be supported by all technologies.

Volkswagen App-Connect allows content from Volkswagen apps and third party apps on mobile telephones to be shown on the Infotainment system screen.

There may be problems with compatibility with third party apps.

Apps, their use and the necessary mobile network connection may be subject to charges.

A wide range of apps may be available and they may depend on the vehicle and country. The content, scope and providers of apps can vary. Some apps also depend on availability of services offered by third parties.

We are unable to guarantee that the available apps can be run on all mobile telephones and all operating systems. Apps offered by Volkswagen can be changed, discontinued, deactivated, reactivated and expanded without prior notice. Only certified apps can be used when driving so that the driver is not distracted.

App-Connect symbols and settings

The symbols may have a different appearance in some Infotainment systems.

Show more information.

Open the App-Connect settings menu.

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Select Apple CarPlay technology.

Select Android Auto technology.

MirrorLink Select MirrorLink technology.

Setting options in the settings menu

The setting options depend on the unit.

Mobile devices:
Open device manager.

☑ Activate data transfer for VW apps:
Data transfer for Volkswagen apps is activated.

☑ Allow MirrorLink information to be shown
Information in MirrorLink mode are displayed.

Apple CarPlay

Prerequisites for use of Apple CarPlay

- ✓ The iPhone must supportApple CarPlay™.
- ✓ Voice control (Siri) must be activated on the iPhone.
- ✓ Apple CarPlay™ must be activated in the iPhone settings, with no restrictions.
- ✓ If Apple CarPlay™ Wireless is not possible, the iPhone must be connected to the Infotainment system via aUSB port. Only USB ports with data transfer capability are suitable for usingApple CarPlay.
- ✓ The USB cable used must be an original cable from Apple.
- ✓ Apple CarPlay Wireless (wireless use): Bluetooth and Wi-Fi must also be activated on the iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen and Apple CarPlay™ websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Making a connection

Follow the instructions on the Infotainment system screen and the display on the iPhone when establishing a connection for the first time.

The prerequisites for usingApple CarPlay must be fulfilled.

The display of the function buttons on the screen may vary.

1. Tap HOME ▸ .
2. Tap Apple CarPlay to set up a connection with the iPhone.

Terminating the connection

The display of the function buttons on the screen may vary.

1. To open the App Connect main menu in Apple CarPlay mode, tap Ⓥ.

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2. Tap ⊗ to terminate the active connection.

Things to note

Please note the following points during an active Apple CarPlay connection:

— You cannot connect the iPhone to the Infotainment system via Bluetooth.

— An active Bluetooth connection between the iPhone and the Infotainment system will be ended automatically.

— Telephone functions are possible via Apple CarPlay only for the iPhone connected to Apple CarPlay. The Infotainment system functions described in this manual 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 Apple CarPlay™ navigation at the same time as the internal navigation system. The last route guidance to be started terminates the previously active one.

— Depending on the Infotainment system used, the instrument cluster display shows information about telephone mode.

— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Starting the voice control function

The voice control function depends on the vehicle equipment level.

1. Tap briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control (Siri) on the connected iPhone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible iPhones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Apple CarPlay™ websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Android Auto

Prerequisites for the use of Android Auto

✓ The mobile telephone – referred to below as 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 port with data transfer function. Android Auto Wireless is an exception to this.

✓ The USB cable used must be an original cable from the smartphone manufacturer.

✓ Android Auto Wireless: Bluetooth and Wi-Fi must also be activated on the smartphone.

Making a connection

Follow the instructions on the Infotainment system screen and the display on the smartphone when establishing a connection for the first time.

The prerequisites for using Android Auto must be met.

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1. Tap HOME ▸ App-Connect.
2. Tap Android Auto to set up a connection with the smartphone.

Terminating the connection

1. Tap Back to Volkswagen or Exitin Android Auto mode to access the App-Connect main menu.
2. Tap ⊗ to terminate the active connection.

Things to note

The following points apply when an Android Auto connection is active:

— An active Android Auto device can also be connected simultaneously to the Infotainment system via Bluetooth (HFP profile).
— Telephone functions are possible via Android Auto. If the Android Auto device is connected to the Infotainment system via Bluetooth at the same time, the telephone function on the Infotainment system can also be used.
— An active Android Auto device cannot be used as a media device in the Media main menu.
— It is not possible to use the Android Auto navigation at the same time as the internal navigation system. The last route guidance to be started terminates the previously active one.
— You can view information about telephone mode in the instrument cluster display.
— Depending on the Infotainment system and navigation app you are using, turning instructions may be shown on the instrument cluster display.
— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Starting the voice control function

1. Tap briefly to start voice control on the Infotainment system.

   Or: Tap and hold to start voice control on the connected smartphone.

The availability of the technologies is country-specific and may vary.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and Android Auto websites, and is also available from your Volkswagen Commercial Vehicles dealership.

MirrorLink

Requirements for using MirrorLink®

The following conditions need to be fulfilled in order to use MirrorLink:

✓ The mobile telephone must support MirrorLink.
✓ The mobile telephone must be connected to the Infotainment system via a USB connection with data transfer.
✓ The USB cable used must be an original cable from the mobile telephone manufacturer.
✓ Depending on the mobile telephone, a suitable Car Mode app must be installed on the device to use MirrorLink.

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Making a connection

Follow the instructions on the Infotainment system screen and the display on the mobile telephone when establishing a connection for the first time.

The prerequisites for using MirrorLink must be met.

Starting MirrorLink®

1. Tap HOME ▸ App-Connect to open the App-Connect main menu.
2. Tap MirrorLink to set up a connection with the mobile telephone.

Terminating the connection

1. Tap APP in MirrorLink® mode to open the App-Connect main menu.

   Or: Tap to open the MirrorLink® main menu.
2. Tap ⊗ to terminate the active connection.

Things to note

The following points need to be noted during an active MirrorLink connection:

— An active MirrorLink device can also be connected simultaneously to the Infotainment system via Bluetooth.

— If the MirrorLink device is connected to the Infotainment system via Bluetooth, the telephone function on the Infotainment system can also be used.

— An active MirrorLink® device cannot be used as a media device in the Media main menu.

— You can view information about telephone mode in the instrument cluster display.

— No turning instructions or media mode displays are shown on the instrument cluster display.

— You can accept or reject incoming calls or end a telephone call via the multifunction steering wheel.

Function buttons in MirrorLink mode

Goes back to the App-Connect main menu. Here you can stop the MirrorLink connection, connect a different mobile telephone or select a different technology.

Close open apps. Tap Close all to close all open apps.

Display the mobile telephone screen on the Infotainment system screen.

Open the MirrorLink settings.

Return to the MirrorLink main menu.

Information on technical requirements, compatible mobile telephones, certified apps and availability can be found on the Volkswagen Commercial Vehicles and MirrorLink® websites, and is also available from your Volkswagen Commercial Vehicles dealership.

Vehicle interior

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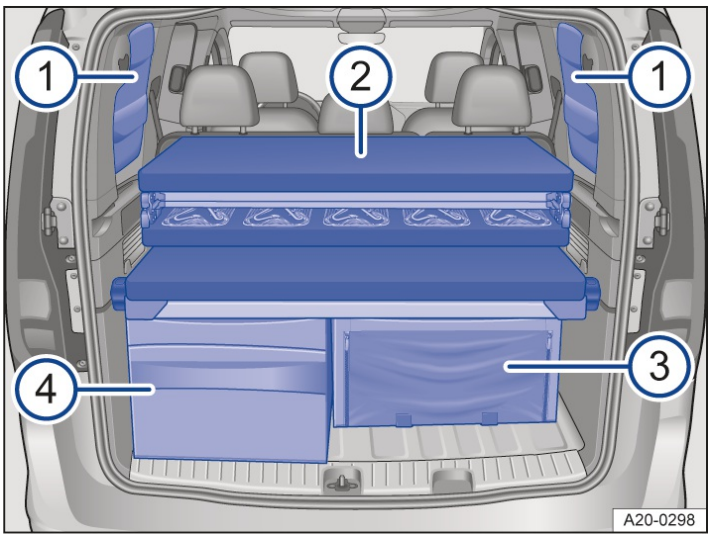


Fig. 1 Overview of Caddy California.

The equipment shown here is optional equipment.

1. Side stowage pockets.
2. Bed.
3. Stowage pocket with:
   - — Camping chairs.
   - — Camping table.
4. Mini-kitchen.

The opaque shades and the ventilation grille are kept in the luggage compartment.

Interior lights in the boot lid

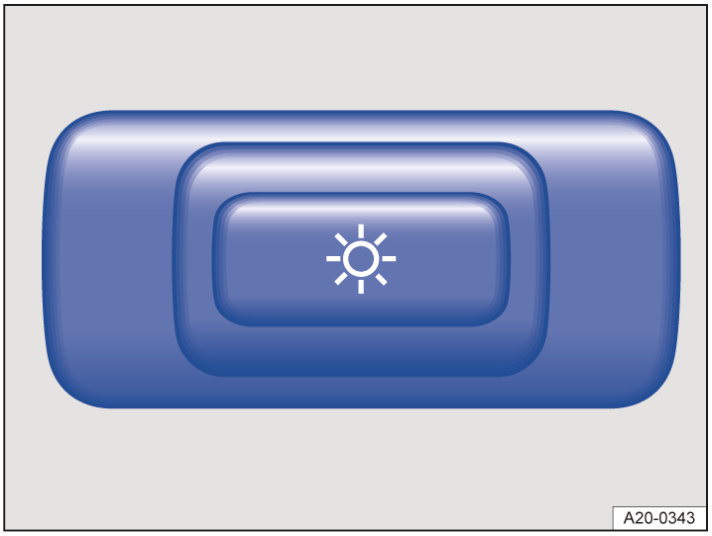


Fig. 1 On the left of the luggage compartment: Button for lights in the boot lid.

There are two interior lights in the boot lid. The button for switching the interior lights on and off is located in the left of the luggage compartment.

Switching the interior lights in the boot lid on and off

— Press the button → *Fig. 1*. The interior lights are switched on or off.

— Press and hold the button. The interior lights dim from bright to dark.

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Once switched on, the interior lights in the rear lid and in the luggage compartment are switched off automatically after a maximum of four hours to prevent the 12-volt vehicle battery from discharging.

Using the interior lights in the boot lid with the ignition switched off will discharge the 12-volt vehicle battery. If the battery voltage is too low, the interior lights are switched off automatically to prevent the 12-volt vehicle battery from discharging completely. The interior lights can only be switched on again after the vehicle battery has been recharged.

Interior lights

Interior lights are fitted on the right and left sides of the roof.

If two interior lights are installed on one side of the vehicle, they are linked and so can only be adjusted as a pair.

Switching the interior light on and off

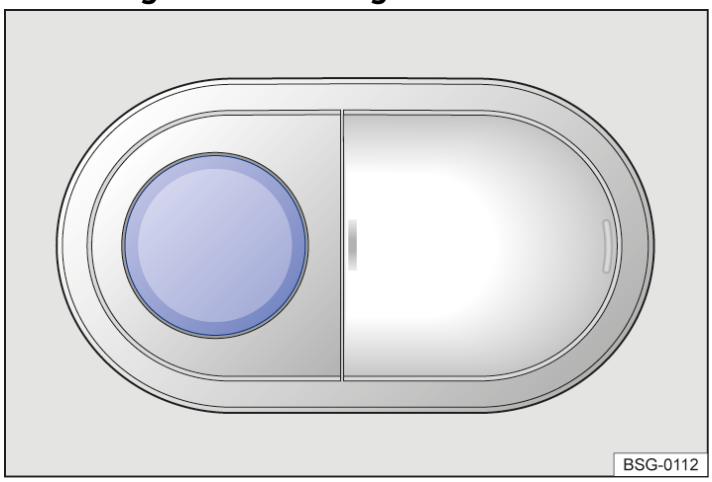


Fig. 1 In the headliner: Switching the interior light on and off with the button.

— Press the → *Fig. 1* button in the interior light. The interior light is switched on or off.

— Press and hold the button in the interior light. The interior light dims.

Once switched on, the interior lights in the roof are switched off automatically after a maximum of four hours to prevent the 12-volt vehicle battery from discharging completely. The interior lights are switched off automatically on both sides of the vehicle at the same time, irrespective of when they were switched on.

Leaving the interior lights in the roof switched on when the ignition is switched off will discharge the 12-volt vehicle battery. If the battery voltage is too low, the interior lights are switched off automatically to prevent the 12-volt vehicle battery from discharging completely. The interior lights can only be switched on again after the vehicle battery has been recharged.

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Introduction

Use only butane gas cylinders together with a cylinder safety valve and a pressure regulating valve which comply with the European Standard EN 15202:

Butane gas cylinders type 904.

The above gas cylinders bear the following instruction from the manufacturer: “Not suitable for use in caravans and motorhomes.” This warning means that gas cylinders of this type must not be used freely within the vehiclebut must be housed in a special gas cylinder compartment.

There is a ventilation opening underneath the gas cylinder. Do not cover or close it. Check the floor vents regularly to make sure they are free from obstruction →⚠.

Differences in some countries

In some countries, the connection on the pressure regulating valve and the gas cylinder may differ from the description given here. In this case, the components are retrofitted by the importer or the Volkswagen Commercial Vehicles dealership.

National standards may additionally apply in some countries →⚠.

A qualified workshop can provide further information about the differences in some countries.

⚠ DANGER

Risk of explosion when using non-compliant cylinder safety valves or pressure regulating valves.

- Use only cylinder safety valves and gas pressure regulators that are compliant with European standard (EN 15202).

⚠ DANGER

Leaking gas can cause an explosion.

- Take the following actions if you smell gas when the cooker is switched off or when connecting a new gas cylinder:
  - Ensure there is no source of fire, spark or open flame in the vicinity.
  - Close the safety cylinder valve to the gas cylinder.
  - Ensure that there is fresh air in the vehicle.
  - Do not connect the gas cylinder if you are unable to eliminate the source of the gas smell. Have the gas system checked by a qualified workshop.

⚠ DANGER

Gas burners use up oxygen in the surrounding area. If the vehicle is not ventilated properly, a life threatening lack of oxygen will develop.

- When the gas flame is burning, always ensure that there is sufficient fresh air in the vehicle.
- Never use the gas burners to heat the vehicle interior.

⚠ WARNING

Work carried out incorrectly on the gas system can lead to serious injury.

- All work on the gas system should only be carried out by a suitably qualified workshop.
- Never make any changes to the gas system.
- If there is a leak or you suspect there is a leak in the gas system, have it checked by a qualified workshop.

⚠ WARNING

Improper or insufficient maintenance of the gas system can compromise its safety and cause serious injury.

- Check the gas hose between the pressure regulator and the gas system regularly. If there is a leak or you suspect there is a leak in the gas system, have it checked by a qualified workshop.

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- Have a qualified workshop check the gas system for leaks and proper function every two years.
- In addition, a leak/function test must be carried out on the gas system by a qualified workshop every time the system is repaired or the gas system connections are opened.

WARNING

Improper use of the gas system can cause serious injury.

- If there is a gas fuel tank in the gas tank compartment, always keep the gas tank compartment cover closed.
- Never connect the gas system to the town gas/gas mains.
- Close all gas shut-off valves before driving and when not using the cooker for long periods.
- Never allow the vents in the floor of the gas cylinder compartment to become blocked by slush, cleaning rags, etc. Check the floor vent regularly for free passage.

WARNING

There is a danger of fire any time a gas burner is lit.

- Never leave the gas flames unattended, especially near children.
- Make sure the gas flame never extends beyond the edge of the pot or pan.
- Never use the opaque shades as long as the gas flame is burning.
- Make sure that no inflammable items are left close to the burners, e.g. cooking fat or oil.
- Keep towels, clothing, paper, plastic and other inflammable materials well away from the gas cooker.
- Never overheat oil or cooking fat.

WARNING

Damp or wet oven mitts or potholders can become very hot and cause scalding.

- Only use dry potholders.

NOTICE

Hot objects can damage surfaces.

- Never place hot objects such as pots or pans on the surface of the kitchenette or on table tops.

Gas shut-off valve

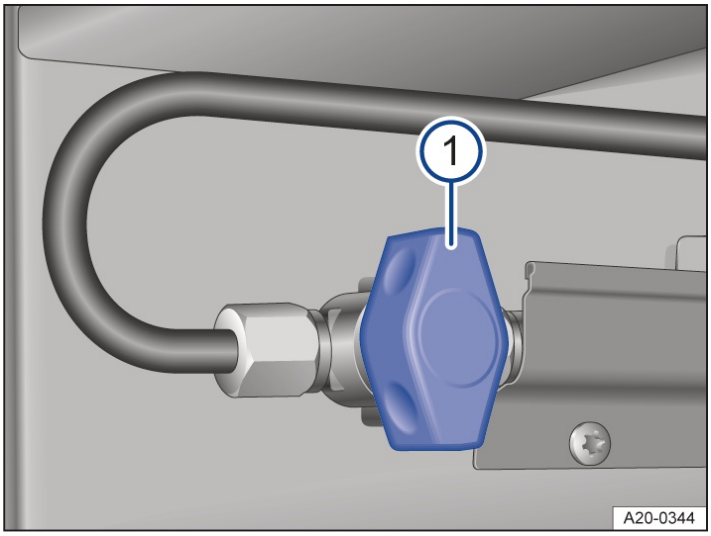


Fig. 1 In the mini-kitchen: gas shut-off valve closed.

(1) Lever on the gas shut-off valve.

The gas shut-off valve → *Fig. 1* is located on the left-hand side panel of the mini-kitchen.

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Operating the gas shut-off valve

1. Pull out the stowage area from the mini-kitchen *(→ Mini-kitchen stowage area)*.
2. Turn the lever → *Fig. 1* (1) on the gas shut-off valve by 90°.

   The gas shut-off valve isclosed when the lever → *Fig. 1* (1) is at a right-angle to the gas pipe.

Connecting and changing the gas cylinder

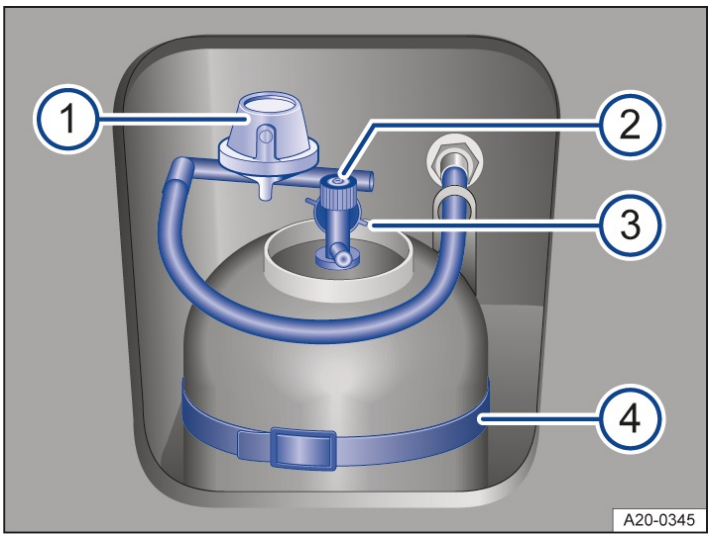


Fig. 1 In the mini-kitchen: connected gas cylinder.

(1) Pressure regulator (30 mbar)
(2) Bottle safety valve
(3) Union nut on the pressure regulator with left-hand thread
(4) Securing strap for the holder.

Preparing to connect the gas cylinder

1. On the second row of seats, fold the seat located in front of the mini-kitchen forwards.
2. Open the central fastener on the gas cylinder compartment cover.
3. Remove the cover and stow it safely in the vehicle.
4. Close the gas shut-off valve *(→ Gas system)*.
5. Close the cylinder safety valve → *Fig. 1* (2) to prevent accidental gas leakage → ⚠.

Connecting a gas cylinder

1. Read the section on “Preparing to connect the gas cylinder” and follow the instructions carefully.
2. Position the gas cylinder in the gas cylinder compartment.
3. Make sure that the gas cylinder is standing firmly on the floor of the gas cylinder compartment.
4. Pull the securing strap → *Fig. 1* (4) around the gas cylinder.
5. Close the securing strap.
6. Tighten the securing strap until the gas cylinder is held firmly in place.

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7. Connect the cylinder safety valve → *Fig. 1* (2) to the gas cylinder.
8. Check that the cylinder safety valve is screwed on properly and that the connection is airtight.
9. Check that the gas hose is screwed securely onto the pressure regulator and onto the transition piece to the gas pipe. Make sure that the connections are airtight.
10. Connect the pressure regulator → *Fig. 1* (1) with the union nut → *Fig. 1* (3) to the cylinder safety valve by turning it anti-clockwise.
11. Check that the pressure regulator is properly screwed on to the cylinder safety valve and that the connection is airtight.
12. Make sure that the gas hose is positioned without impediment and that it is not pinched or damaged at any point.

Changing the gas cylinder

1. Read the section on “Preparing to connect the gas cylinder” and follow the instructions carefully.
2. Make sure that the cylinder safety valve → *Fig. 1* (2) is completely closed. This prevents gas from escaping accidentally when the union nut → *Fig. 1* (3) is loosened.
3. Completely unscrew the union nut of the pressure regulator from the cylinder safety valve by turning it clockwise.
4. Loosen the securing strap.
5. Remove the gas cylinder.
6. Connect a new gas bottle → *Connecting a gas cylinder*

⚠ DANGER

Leaking gas can cause an explosion.

- If you smell gas while connecting the gas cylinder, take the following actions immediately:
  - Ensure there is no source of fire, spark or open flame in the vicinity.
  - Close the safety cylinder valve to the gas cylinder.
  - Ensure that there is fresh air in the vehicle.
  - If the cause of the gas smell cannot be eliminated, do not connect the gas fuel tank. Always have the gas system checked by a qualified workshop.

The gas system does not need to be checked when a gas cylinder is changed.

Assembling and dismantling the hob

Pulling out the hob

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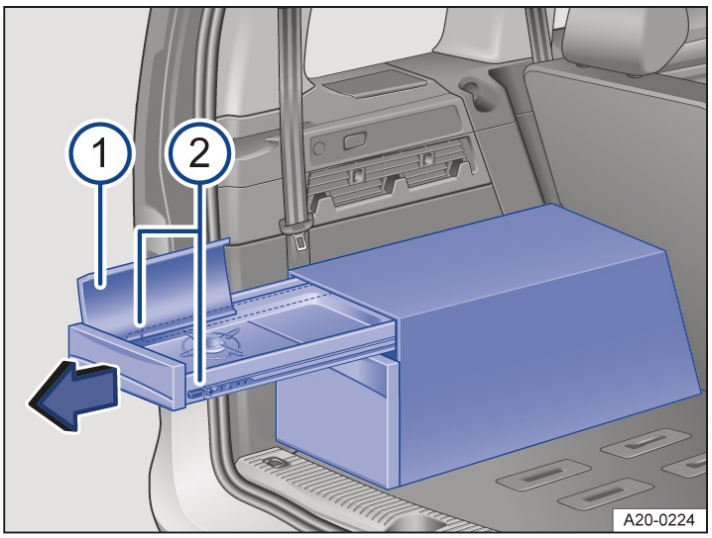


Fig. 1 Mini-kitchen: pulling out the hob(illustration).

(1) Cover.

(2) Unlocking device.

1. To open, press the release button on the handle of the top drawer and pull the hob out to its end position → *Fig. 1*. You must hear and feel the hob click into place.
2. Fold up the cover → *Fig. 1* (1).

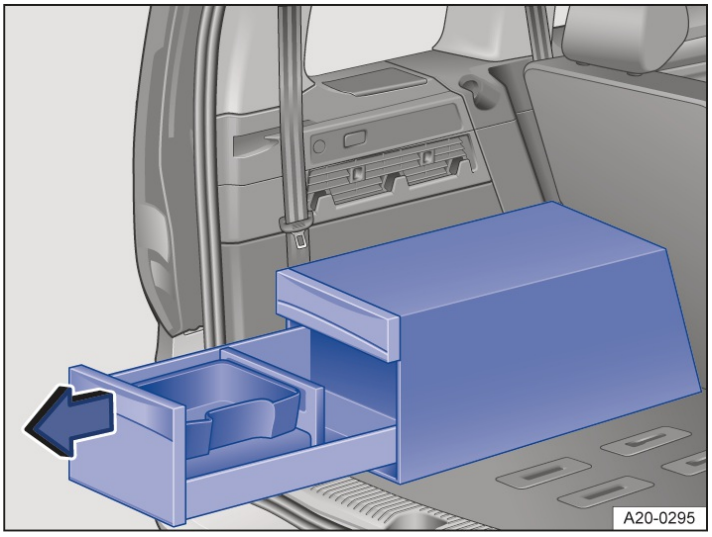
Closing the hob

1. Fold down the cover → *Fig. 1* (1).
2. Press the release mechanism on the right and left of the hob → *Fig. 1* (2).
3. Slide the hob into the mini-kitchen until you hear and feel it click into place.

Stowage area in the mini-kitchen

There is space to store items such as cooking utensils in the large stowage area under the hob. There is also a cutlery drawer.

Opening and closing the stowage compartment



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Fig. 1 Mini-kitchen: pulling out the stowage area (illustration).

1. To open the stowage area, press the release button on the handle and pull it out to the rear→ *Fig. 1*.
2. To close the stowage area, slide it in until you hear and feel the catch click into place.

Opening and closing the cutlery drawer

1. Opening the stowage area.
2. Pull the cutlery drawer out to the side.
3. To close the cutlery drawer, slide it in until you hear and feel it click into place.
4. Close the stowage area.

WARNING

Drawers that are not securely closed can open unexpectedly. This can cause serious injuries.

- Always close the stowage box completely after use and lock it securely.

NOTICE

Drawers that are not closed properly may open during sudden driving or braking manoeuvres. This can cause damage to the vehicle.

- Always close the stowage box completely after use and lock it securely.

Gas cooker

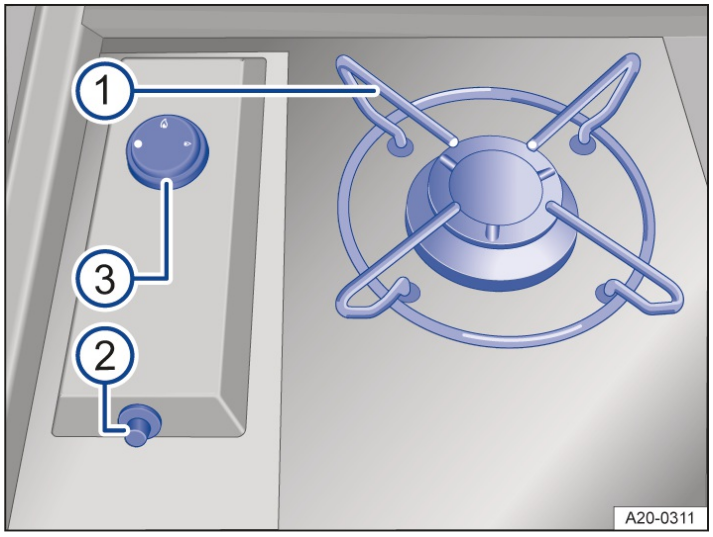


Fig. 1 Gas cooker: controls on the mini-kitchen.

(1) Burner.
(2) Piezo igniter.
(3) Control knob of the burner.

Read the following information before using the gas cooker for the first time *(→ Gas system)*.

Using the gas cooker

— When using the gas cooker for the first time, you may smell gas briefly.

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— Open all gas shut-off valves before cooking.

— The pan supports on the gas cooker → *Fig. 1* (1) are simply wedged into place and can easily be removed for cleaning.

— Use only dry oven gloves and cloths when handling hot pots and pans → ⚠.

Turning on the gas flame

Moisture and dirt can hamper the spark discharge → *Ignition spark*.

1. Assemble the hob *(→ Folding mini fridge)*.
2. Open the safety valve on the gas cylinder *(→ Gas system)*.
3. Open the gas shut-off valve *(→ Gas system)*.
4. Fold up the cover.
5. Push in the control knob → *Fig. 1* (3) for the hob and turn it to the small flame symbol.
6. Push in and hold the control knob and keep pressing the piezo igniter → *Fig. 1* (2) until the gas has been lit.
7. Continue to press and hold the control knob for about 15 seconds to prevent the gas flame from going out again.
8. Release the control knob.
9. Use the control knob to set the gas flame to the desired strength.

If you let go of the knob too quickly, the gas flame goes out. Then re-light the burner.

Energy-efficient usage

For maximum energy efficiency when using the cooker, please follow these suggestions:

— Use pots and pans with a diameter of 16 – 20 cm.

— Use pots and pans with flat(not convex) bottoms.

— Centre pots and pans over the flame.

— The gas flame should not extend around the edge of the pot or pan.

Turning off the gas flame

1. Turn the control knob for the gas flame to the symbol showing the filled circle.
2. Close the gas shut-off valve.
3. Close the safety valve on the gas cylinder.
4. Remove all objects from the gas cooker and allow the cooker to cool fully.
5. Close the hob *(→ Folding mini fridge)*.

Ignition spark

— Never use combustible cleaning agents.

— Mop up moisture, e.g. with a cloth.

— Remove dirt, e.g. grease or limescale.

— Remove stubborn deposits with compressed air spray.

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DANGER

Gas burners use up oxygen in the surrounding area. If the vehicle is not ventilated properly, a life threatening lack of oxygen will develop.

- When the gas flame is burning, always ensure that there is sufficient fresh air in the vehicle.
- Never use the gas burners to heat the vehicle interior.

DANGER

Leaking gas can cause an explosion.

- If you smell gas when the cooker is off, take the following actions:
  - Ensure there is no source of fire, spark or open flame in the vicinity.
  - Close the gas shut-off valve.
  - Close the safety cylinder valve to the gas cylinder.
  - Do not connect the gas cylinder if you are unable to eliminate the source of the gas smell. Have the gas system checked by a qualified workshop.
  - ●

WARNING

There is a danger of fire any time a gas burner is lit.

- Never leave the gas flames unattended, especially near children.
- Make sure the gas flame never extends beyond the edge of the pot or pan.
- Never use the opaque shades as long as the gas flame is burning.
- Make sure that no inflammable items are left close to the burners, e.g. cooking fat or oil.
- Keep towels, clothing, paper, plastic and other inflammable materials well away from the gas cooker.
- Never overheat oil or cooking fat.

WARNING

Improper use of the gas cooker can cause serious injury.

- Never allow the handles of pots and pans to protrude over the edge of the gas cooker. Otherwise, they could be knocked off the gas cooker.
- Never use the gas cooker while the vehicle is in motion.
- Close all gas shut-off valves before driving and when not using the cooker for long periods.

WARNING

Damp or wet oven mitts or potholders can become very hot and cause scalding.

- Only use dry potholders.

NOTICE

Hot objects can damage surfaces.

- Never place hot objects such as pots or pans on the surface of the kitchenette or on table tops.

Notes on opaque shades

Some opaque shades can be attached to the window frame using magnets. There is a specially shaped shade for every window. The complete vehicle interior is effectively and fully screened when these are used in conjunction with the stowage pockets attached to the rear side windows.

WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Stow the removable shades safely in the storage bag in the vehicle.

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WARNING

Obscured windows can impair visibility and driving safety.

- Only drive when you have sufficient visibility through all windows.
- Remove all shades before driving off.

NOTICE

Do not place any objects that are sensitive to magnetism, such as payment cards, in the storage bag with the magnetic curtains. They could be permanently damaged.

Fitting shades on the windscreen

Fitting shades

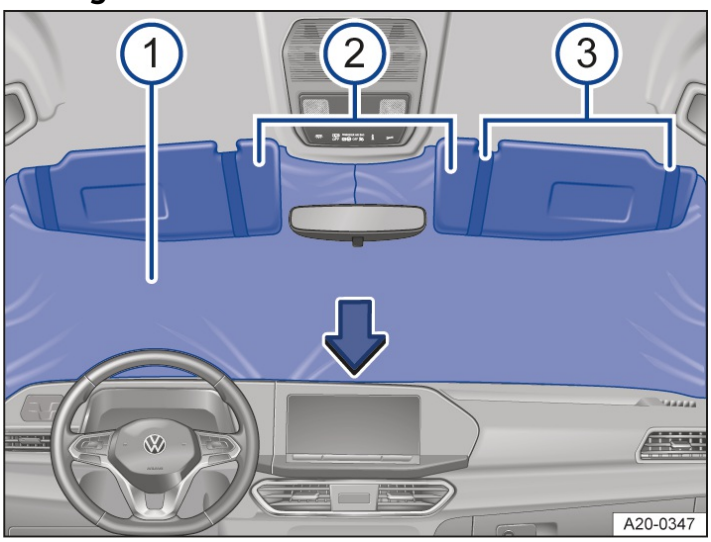


Fig. 1 Windscreen shade.

(1) Shades.
(2) Sun visor
(3) Rubber bands.

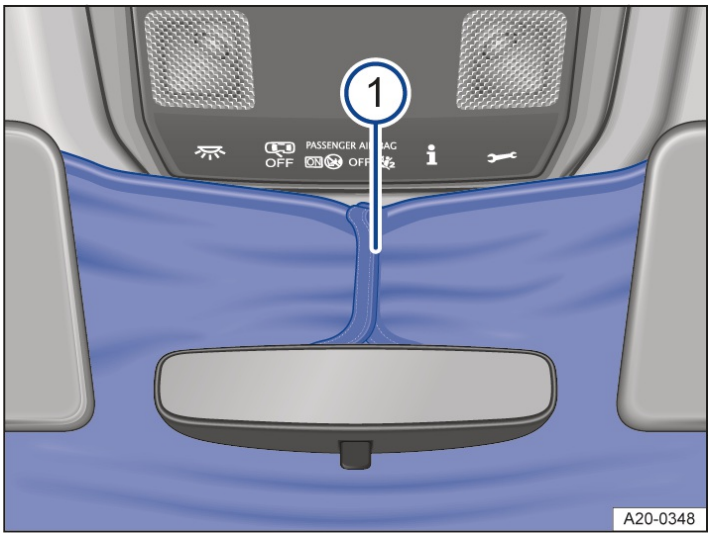


Fig. 2 On the interior mirror: velcro fastener on the shade.

(1) Velcro fastener.

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1. Take the shade → *Fig. 1* (1) out of the storage bag and unfold it.
2. Swivel the sun visors down → *Fig. 1* (2).
3. Pull the rubber bands → *Fig. 1* (3) over the sun visor.
4. Fold the sun visors forwards until they are flat against the windscreen.
5. Use the velcro fasteners to close the shade around the interior mirror → *Fig. 2* (1).
6. Wedge the lower end of the shade into the gap between the dash panel and the windscreen → *Fig. 1*.
7. Use the magnets to attach the shades to the side windows.

Remove shades

1. Pull off the shades in the area of the side windows.
2. Remove the lower end of the shade from the gap between the dash panel and the windscreen opposite to the direction of the arrow.
3. Release velcro fasteners → *Fig. 2* (1) in the area of the interior mirror.
4. Remove rubber bands → *Fig. 1* (3) from the sun visors.
5. Swivel the sun visors up → *Fig. 1* (2).
6. Close the velcro fasteners.
7. Fold up the shade and stow it securely in the storage bag *(→ Opaque shades)*.

Shades for the side windows and rear windows

Shades for the side windows

The interior shades of the side windows are fitted via the side stowage pockets *(→ Side storage pockets)*.

Door window shades

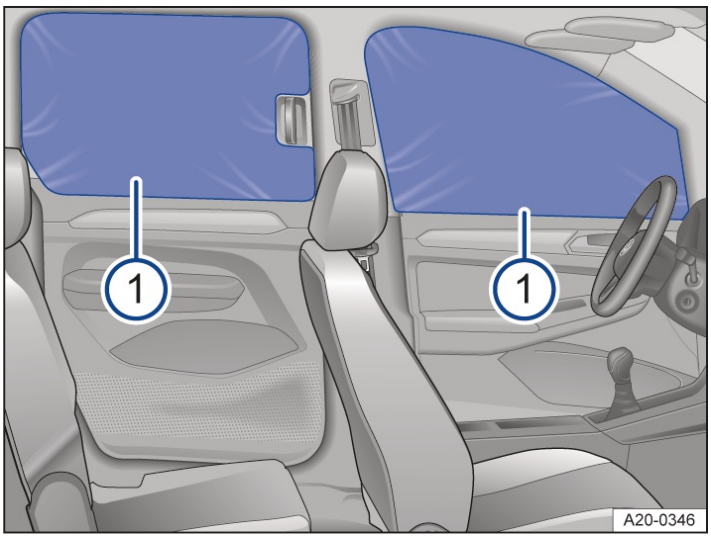


Fig. 1 On the doors: door window shades.

(1) Magnetic curtain.

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Magnetic curtains are used as opaque shades for the door windows. Installation is the same on both the left-hand and right-hand sides.

1. Take the magnetic curtains → *Fig. 1* (1) out of the storage bag and unfold them.
2. Fit the magnetic curtains on the corresponding window. The curtains are attached to the window frames using magnets.
3. To remove the magnetic curtains, grip the outer edge and pull them carefully off the window frame.
4. Fold up the magnetic curtains and stow them securely in the storage bag *(→ Opaque shades)*.

Shading the rear window

Magnetic curtains are used as opaque shades for the rear window.

1. Take the magnetic curtain out of the storage bag and unfold it.
2. Position the magnetic curtain on the rear window. The curtains are attached to the window frames using magnets.
3. Take hold of the magnetic curtain at the outer edge and pull it carefully off the window frame.
4. Fold up the magnetic curtain and stow it securely in the storage bag *(→ Opaque shades)*.

Shade for the tilting panoramic sunroof

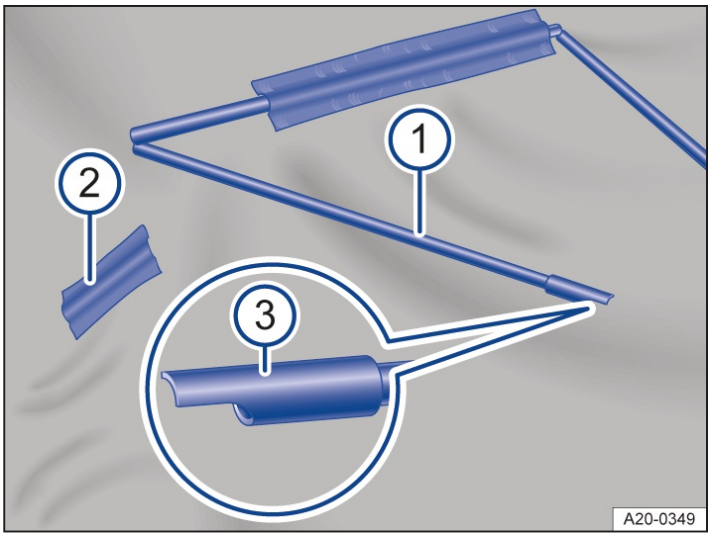


Fig. 1 Shade for the tilting panoramic sunroof: preparing for installation.

(1) Folding spring-loaded rod.
(2) Side tunnel.
(3) End cap.

Fitting shades

1. Take the shade for the panoramic tilting sunroof out of the storage bag and unfold it.
2. Assemble the spring-loaded rods → *Fig. 1* (1).
3. Insert the spring-loaded rods into the side tunnels → *Fig. 1* (2) on the right and left of the shade.
4. Use the spring-loaded rods on one side of the roof to position the shade between the roof and the tilting

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panoramic sunroof. The curved contour of the end cap → *Fig. 1* (3) must be flat against the roof.

5. Compress the spring-loaded rod and slide it under the roof on the opposite side of the roof.
6. Use the magnets to attach the shade to the roof frame.

Remove shades

1. Release the magnets.
2. Press the spring-loaded rods together and remove them from the roof.
3. Pull the spring-loaded rods out of the side tunnels.
4. Pull the spring-loaded rods apart. The folding spring-loaded rods stay in the central tunnel on the shade.
5. Fold up the shade and stow it securely in the storage bag *(→ Opaque shades)*.

Ventilation grille

The ventilation grille ensures for an optimum air circulation and should therefore always be used when you sleep overnight in the vehicle.

The ventilation grille may only be used when the vehicle is stationary . Always make sure that you remove the ventilation grille before driving away.

Installation is the same on both the left-hand and right-hand sides.

Fitting the ventilation grille

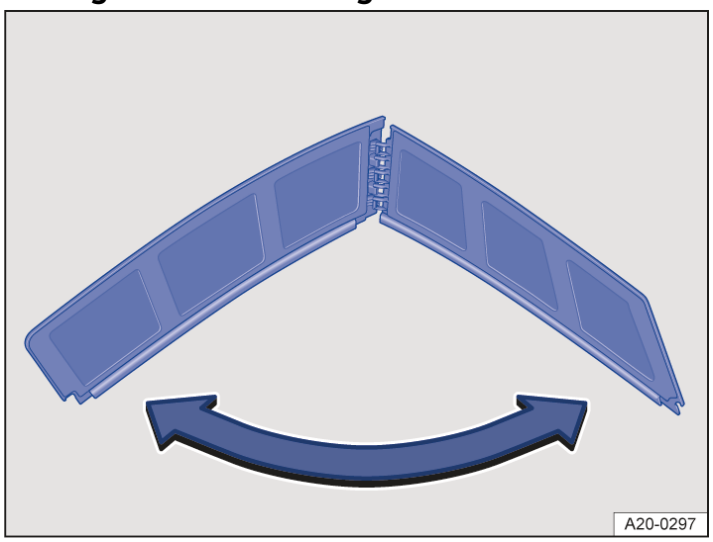


Fig. 1 Unfold the ventilation grille.

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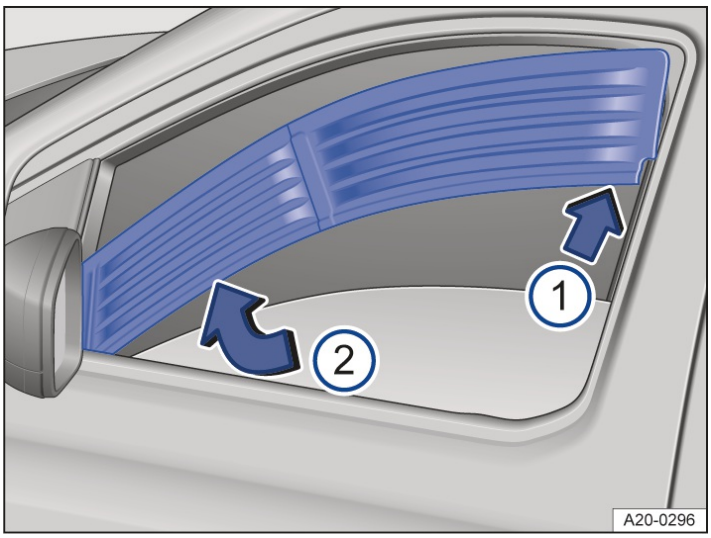


Fig. 2 In the left door: attaching the ventilation grille.

1. Take the ventilation grille out of the luggage compartment.
2. Unfold the ventilation grille → *Fig. 1*.
3. Open the window .
4. Insert the ventilation grille into the window seal starting at the front → *Fig. 2* (2) and then moving to the rear → *Fig. 2* (1).
5. Carefully close the window until the glass just drops into the lower groove of the ventilation grille → ⚠.

If the window is not able to close because it is stiff or because of an obstruction, the window will immediately open again *(→ Electric window roll-back function)*.

Removing the ventilation grille

1. Open the window.
2. Detach the ventilation grille from the window.
3. Close the window.
4. Fold up the ventilation grille.
5. Stow the ventilation grille safely in the luggage compartment.

⚠ WARNING

Covered windows can impair visibility and driving safety. This can cause accidents and serious injuries.

- Only drive when you have sufficient visibility through all windows.
- Remove all ventilation grilles before driving off.

⚠ WARNING

Careless or unsupervised use of the electric windows can cause serious injuries.

- Open or close electric windows only when there is no-one in the operating path of the windows.

Setting up and folding away the bed

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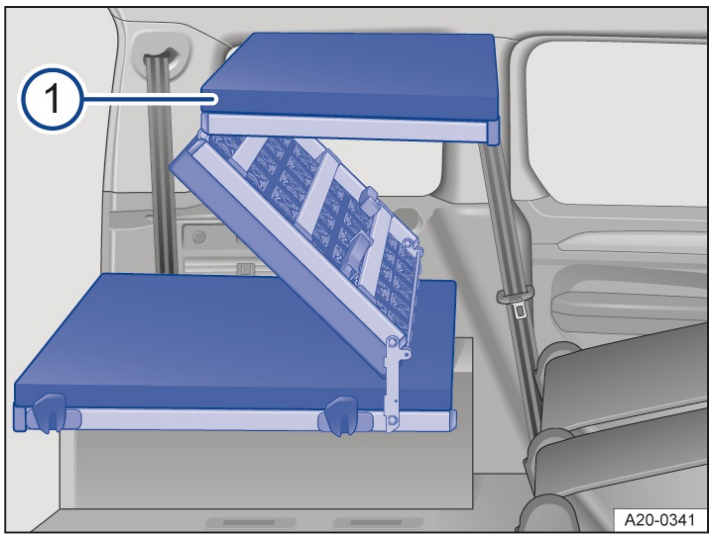


Fig. 1 Unfold the bed.

(1) Bed.

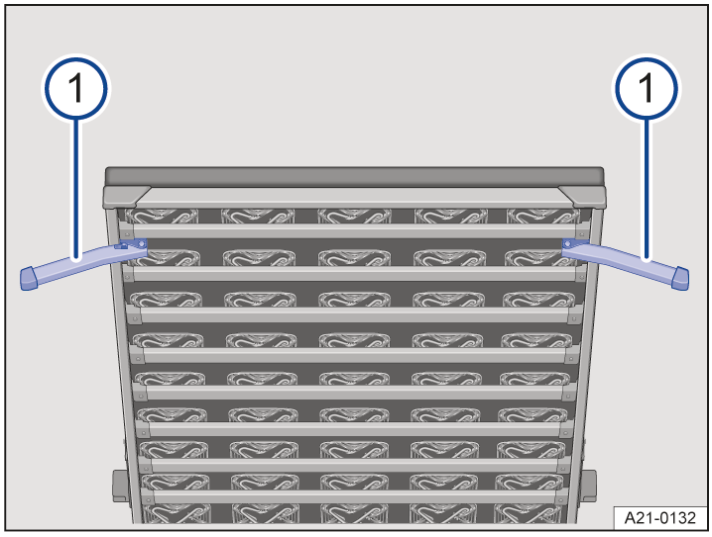


Fig. 2 Fold out the supports.

(1) Side supports.

Before setting up the bed when the vehicle is stationary, the seats and backrests must be adjusted – *(→ Folding backrests forwards in first seat row)* and *(→ Second row of seats)*.

Setting up the lying surface

1. Slide the seats in the first row all the way forward and set the backrest sufficiently far forward. Adjust the height of the seat too, if necessary.
2. Fold down the backrests of the second row of seats.
3. Open the catch on the fixing strap.
4. Fold the bed → *Fig. 1* (1) forwards →⚠.
5. Fold down the side supports → *Fig. 2* (1) on both the right and left. Make sure that there is sufficient clearance between the bed and the side trim →⚠.
6. Position the side supports → *Fig. 2* (1) securely into the mounts on the B-pillars.

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Folding the bed away

1. Prise the bed out of the support position→ ⚠.
2. Only fold away the side support→ *Fig. 2* (1) on one side. Place the bed frame on the pre-folded rear seat backrests.
3. Fold away the side support on the other side.
4. Lift the bed slightly on the rear hinges.
5. Fold the bed up→ *Fig. 1* (1) until the bed is fully folded together→ ⚠.
6. Secure the bed with the fixing strap. Close the catch→ ⚠.
7. Fold back the backrests and adjust the seats.

⚠ WARNING

Serious injuries may result if you do not fold the bed up and down carefully and in a controlled manner.

- Always keep hands, fingers, feet and any other body parts away from the area when folding the bed out and away.

⚠ WARNING

Objects that are not secured, or are secured incorrectly, can cause serious injuries in the event of a sudden driving or braking manoeuvre or accident.

- Never place objects on the bed while the vehicle is in motion.
- Always fold away the bed before driving and secure the bed using the safety belt.
- Always put the backrests of the second row of seats up before driving.

NOTICE

Always use the bed with the front supports swung out into the support positions provided. Otherwise the bed could be damaged under strain.

The bed is designed for a maximum load of 200 kg.

Removing and fitting the bed frame

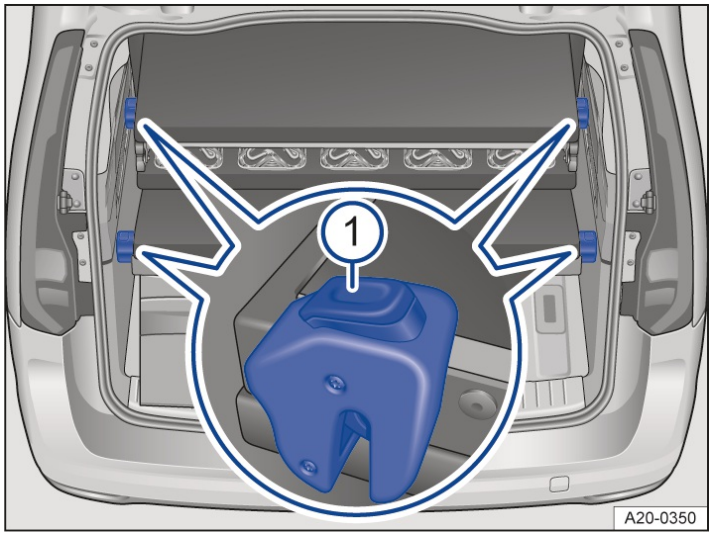


Fig. 1 Removing the bed frame.

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(1) Unlocking device.

If the bed frame with the bed is not needed, it can be removed.

Volkswagen Commercial Vehicles recommends that you install and remove the bed frame with the help of a second person.

Removing the bed frame

1. Open the boot lid *(→ Boot lid)*.
2. If necessary, remove the stowage pocket for the camping chairs and the camping table *(→ Storage pocket for table and chairs)*.
3. If necessary, fold up the bed *(→ Bed)*. The bed must be folded up and secured.
4. Unlock the four release mechanisms on the left and right of the bed frame→ *Fig. 1*.
5. Lift the bed frame upwards out of the side mounts.
6. Lift the bed frame rearwards out of the luggage compartment→ ⚠.

Installing the bed frame

1. Lift the bed frame into the luggage compartment.
2. Set the bed frame on the side mounts and engage securely.
3. Check that the bed frame is engaged securely→ ⚠.
4. If necessary, attach the stowage pocket for the camping chairs and the camping table to the frame.
5. Close the boot lid.

⚠ WARNING

The bed frame is heavy and can cause serious injuries due to its weight.

- Before removing the bed frame, please consider whether you are physically able to lift it.
- If necessary, remove and install the bed frame with the help of a second person.

⚠ WARNING

The bed frame could become detached in the event of a sudden driving or braking manoeuvre or in an accident if is not securely engaged.

- Make sure that the catches are engaged securely after installation.

NOTICE

Never use the installed bed frame together with the luggage compartment cover .

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Camping table

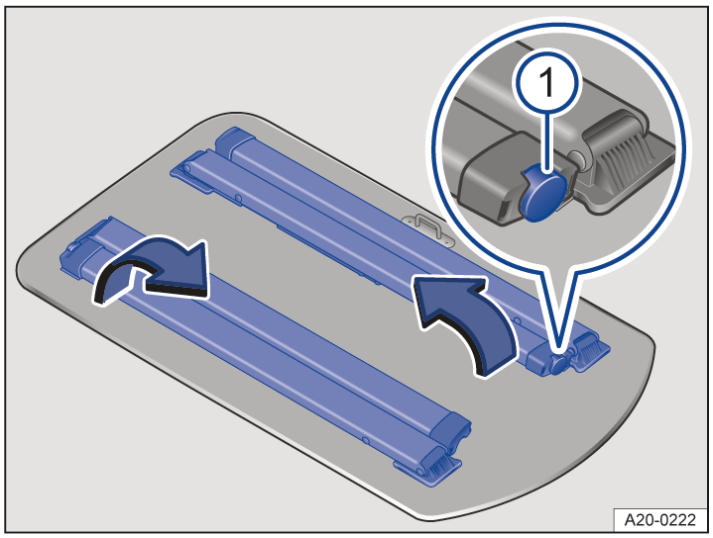


Fig. 1 Set up the camping table.

(1) Knurled wheel.

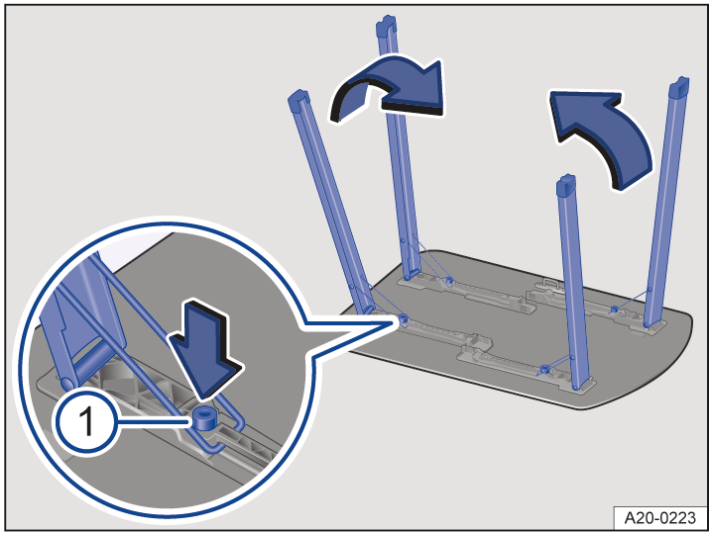


Fig. 2 Fold up the camping table.

(1) Button for releasing the table leg.

The camping table is kept in a stowage pocket under the bed in the luggage compartment *(→ Storage pocket for table and chairs)*.

Setting up the camping table

1. Remove the camping table from the stowage pocket.
2. Unfold the four table legs until they engage securely→⚠.
3. Set up the camping table.
4. On uneven ground, correct the length of the table leg using the thumb wheel→ *Fig. 1* (1).

Dismantling the camping table

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1. Turn the camping table over.
2. Press the button → *Fig. 2* (1) and fold in the respective table leg→ ⚠.
3. Store the camping table in the stowage pocket.

⚠ WARNING

Improper use of the camping table can cause serious injury.

- Securely store the camping table while the vehicle is in motion.
- Never sit or stand on the camping table.
- Always position the camping table on firm and even ground.

⚠ WARNING

Serious injuries could result if the table legs are not folded in and out carefully and in a controlled manner.

- Always keep hands, fingers, feet and other body parts away from the camping chairs when folding them.

NOTICE

Hot objects can damage surfaces.

- Never place hot objects such as pots or pans on the surface of the kitchenette or on table tops.

Camping chairs

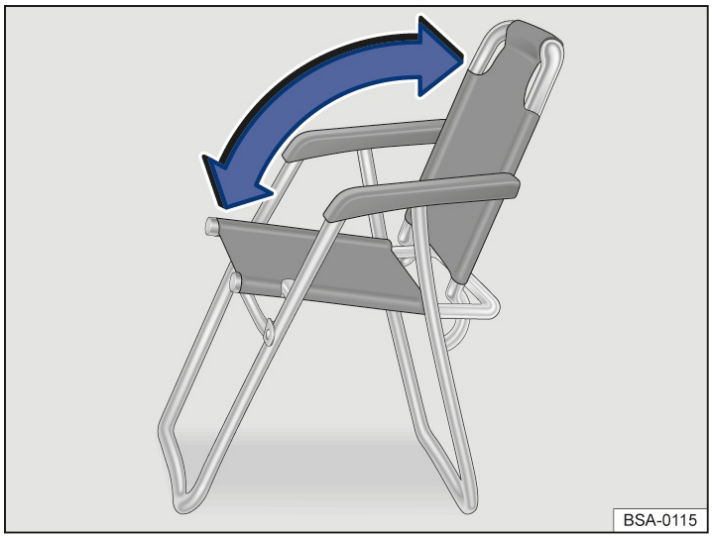


Fig. 1 Setting up and folding up a camping chair.

The two camping chairs are kept in a stowage pocket under the bed in the luggage compartment *(→ Storage pocket for table and chairs)*.

Setting up the camping chair

1. Remove the camping chair from the stowage pocket.
2. Take hold of the camping chair by the seat back and seat and push them apart as far as possible.

Folding up the camping chair

1. Take hold of the camping chair by the seat back and seat and press them together.
2. Store the camping chair in the stowage pocket.

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WARNING

Improper use of the camping chairs can cause serious injury.

- Securely store the camping chairs while the vehicle is in motion.
- Never use the camping chairs as a stand.
- Always position the camping chairs on firm and even ground.

WARNING

Serious injuries could result if the camping chairs are not folded open and closed carefully and in a controlled manner.

- Always keep hands, fingers, feet and other body parts away from the camping chairs when folding them.

Side stowage pockets

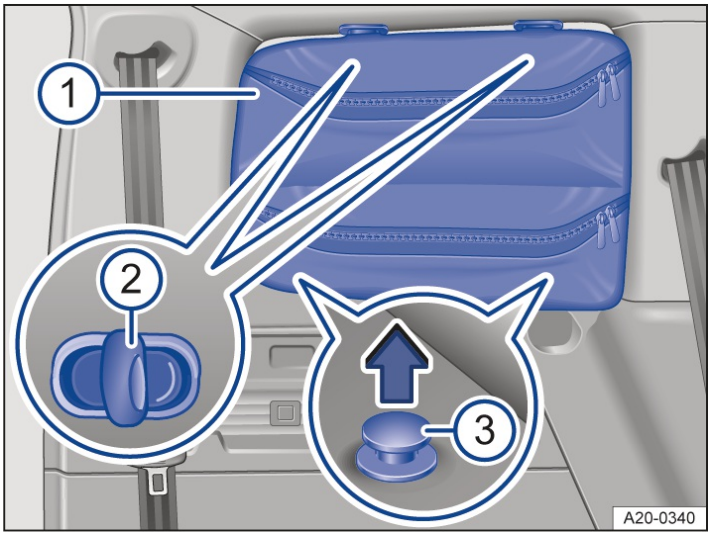


Fig. 1 In the left section of the luggage compartment: stowage pocket.

(1) stowage pocket.
(2) Retainer in the top of the stowage pocket.
(3) Lock button in the stowage pocket.

Stowage pockets can be attached to the side panels in the luggage compartment. You can use the stowage pockets to transport soft, lightweight objects.

Removing a stowage pocket

1. Open stowage pockets.
2. Remove all items from the stowage pockets.
3. Fold up the bottom cover in the lower stowage pocket to access the lock button.
4. Pull the lock button → *Fig. 1* (3) on the right and left of the lower stowage pocket in the direction of the arrow and remove the stowage pocket → *Fig. 1* (1) from the ball studs.
5. Fold down the bottom cover in the lower stowage pocket.
6. Turn the catches → *Fig. 1* (2) on the right and left of the upper stowage pocket by 90° and remove the stowage pocket.

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Attaching the stowage pocket

1. Place the stowage pocket → *Fig. 1* (1) onto the upper retainers.
2. Turn the catches → *Fig. 1* (2) by 90°.
3. Fold up the bottom cover in the lower stowage pocket to access the lock button.
4. Press the lock button → *Fig. 1* (3) onto the ball stud in the opposite direction to the arrow until it clicks into place.
5. Fold down the bottom cover in the lower stowage pocket.
6. Close the stowage pockets.

⚠ WARNING

Loose or incorrectly secured objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Always keep the stowage pockets securely attached and closed while the vehicle is in motion.

⚠ WARNING

Improper use of the stowage pockets can cause serious injury.

- Place only soft, lightweight objects in the stowage pockets.

Stowage pockets for table and chairs

The camping table and camping chairs are kept in the stowage pocket under the bed. You can remove the stowage pocket to increase the space in the luggage compartment.

Removing the camping table and camping chairs

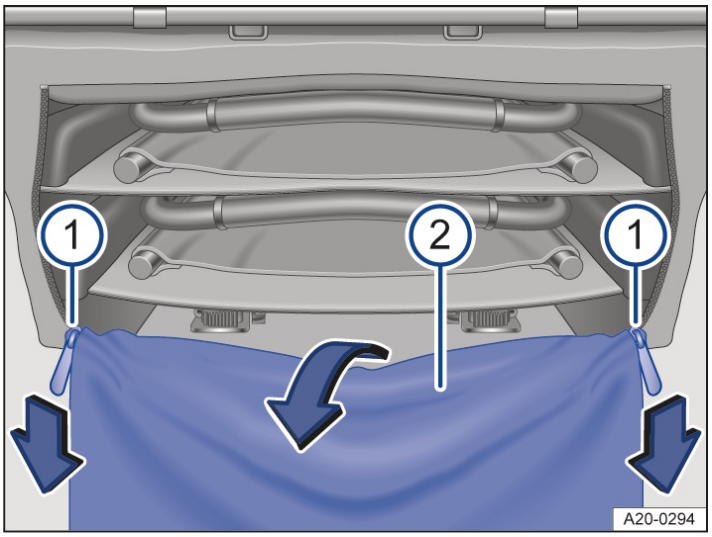


Fig. 1 Under the bed: opening and closing the stowage pocket.

(1) Zip.
(2) Flap.

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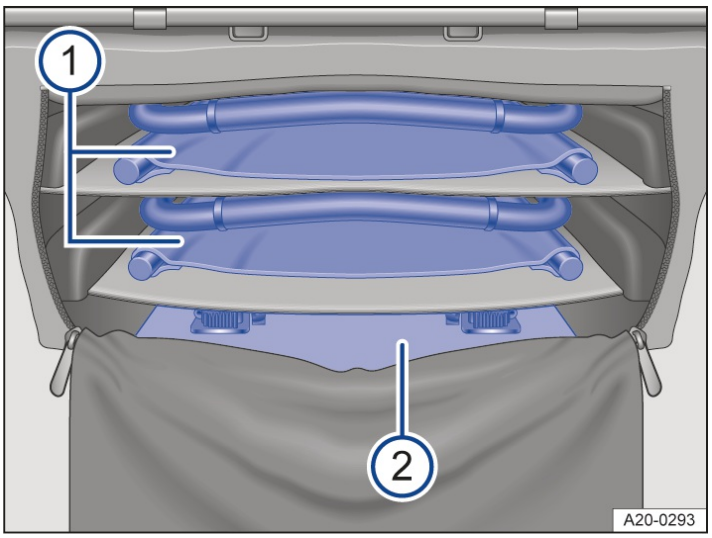


Fig. 2 In the stowage pocket: Camping chairs and camping table.

(1) Camping chair.
(2) Camping table.

1. Pull down the zips → *Fig. 1* (1) on the left and right of the stowage pocket.
2. If necessary, release the top velcro fastener and fold down the flap→ *Fig. 1* (2).
3. Pull the camping table → *Fig. 2* (2) and camping chairs → *Fig. 2* (1) rearwards out of the stowage pocket → *Fig. 2*.

Stowing the camping table and camping chairs

1. Slide the camping table and camping chairs into the stowage pocket.
2. Fold up the flap and secure it with the velcro fastener.
3. Close the zips on the left and right of the stowage pocket by pulling them up.

Removing a stowage pocket

1. Remove the camping table and camping chairs from the stowage pocket and stow them outside of the vehicle.
2. Loosen the mattress velcro straps and lift off the mattress.
3. Detach the belts and velcro straps from the bed frame.
4. Remove the stowage pocket.
5. Fold down the mattress and attach the mattress velcro straps.

Attaching the stowage pocket

1. Loosen the mattress velcro straps and lift off the mattress.
2. Position the stowage pocket under the bed frame.
3. Secure the belts and velcro straps to the bed frame.

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4. Fold down the mattress and attach the mattress velcro straps.
5. Store the camping table and camping chairs in the stowage pocket.

⚠ WARNING

Loose or incorrectly secured objects may be flung through the vehicle interior in the event of a sudden driving or braking manoeuvre. This can cause serious injury and can also lead to loss of control of the vehicle.

- Always keep the stowage pockets securely attached and closed while the vehicle is in motion.
- Always stow the camping table and camping chairs securely in the stowage pocket while the vehicle is in motion.

⚠ WARNING

Improper use of the stowage pockets can cause serious injury.

- To avoid exceeding the maximum load, do not stow any other heavy objects in the stowage pocket apart from the camping table and camping chairs.

Stowing loads

Always observe the legal requirements.

Loads can be transported in the luggage compartment or on the loadspace floor, on a trailer and on a roof carrier .

Stowing loads safely

— Always distribute any loads in the vehicle as evenly as possible.

— Always stow loads and heavy objects in the luggage compartment and place them as far forwards as possible→⚠.

— If necessary, increase the size of the luggage compartment by removing the seats.

— Observe gross axle weight ratings and the gross vehicle weight rating .

— Secure items to the fastening rings in the luggage compartment using suitable lashing, retaining and securing straps .

— Also stow small objects safely.

— If necessary, fold back the rear seat backrest and engage it securely.

— If necessary, adjust the headlight range .

— Adjust the tyre pressure corresponding to the load. Observe the tyre pressure sticker *(→ Tyre pressure)*.

— If necessary, adapt the tyre monitoring system to the new load level .

⚠ WARNING

Objects that are not secured or are secured incorrectly can cause serious injuries in the event of sudden driving and braking manoeuvres or in an accident. This applies particularly if objects are struck when the airbag is triggered and then flung through the vehicle interior. To reduce the risk of accidents, observe the following:

- Stow all objects securely in the vehicle.
- Stow items in the vehicle interior in such a way that they can never enter the airbag deployment zones while the vehicle is in motion.
- Always keep stowage compartments closed while the vehicle is in motion.
- Stowed objects must never cause passengers to assume an incorrect sitting position.
- If an item is being stowed on a seat, this seat must not be used by any passengers.
- Do not stow any hard, heavy or sharp objects loose in any of the vehicle's open stowage areas, on the surface of the folded-down rear seat backrest, on the luggage compartment cover or on the dash panel.
- Always stow heavy objects directly on the luggage compartment floor.
- Remove any hard, heavy or sharp objects from items of clothing and bags inside the vehicle and stow them securely in the luggage compartment.

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WARNING

Transporting heavy objects changes the vehicle's handling due to the change in the centre of gravity and increases the braking distance. Heavy loads that are not properly stowed or secured in the vehicle can lead to a loss of vehicle control and can cause serious injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle will have an effect on the driving response and braking distance of the vehicle.
- Transporting heavy objects changes the vehicle's handling and the centre of gravity.
- Always distribute the load evenly and as low down as possible in the vehicle.
- Always stow heavy items in the luggage compartment as far as possible in front of the rear axle.
- Loose objects in the luggage compartment can suddenly slide and change the way the vehicle handles.
- Always adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate particularly carefully and gently.
- Avoid sudden braking and driving manoeuvres.
- Brake earlier than usual.

WARNING

Incorrectly secured, unsuitable or damaged lashing, retaining or securing straps could become detached in the event of a braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never secure lashing, retaining or securing straps between the fastening rings in the side wall and the fastening rings in the vehicle floor.
- Never secure lashing, retaining or securing straps between opposite side walls.
- Never load lashing, retaining or securing straps above the maximum lashing capacity.
- Observe the sign on the side trims if applicable.
- Never use elastic straps or nets.
- Make sure that the secured load keeps its form and position. Use sturdy packaging and anti-slip mats.

WARNING

Always lock the doors when the vehicle is not in use or is unsupervised in order to reduce the risk of serious or fatal injuries.

- Never leave children unsupervised, particularly when the boot lid is open. Children could enter the luggage compartment and close the boot lid and would not be able to get out again on their own. This can cause severe or fatal injuries.
- Never allow children to play in or on the vehicle.
- Never transport people in the luggage compartment.

NOTICE

Objects rubbing on the rear windows could damage or destroy the heating wires.

Suitable lashing, retaining or securing straps and load securing systems are available from qualified workshops.

Luggage compartment cover

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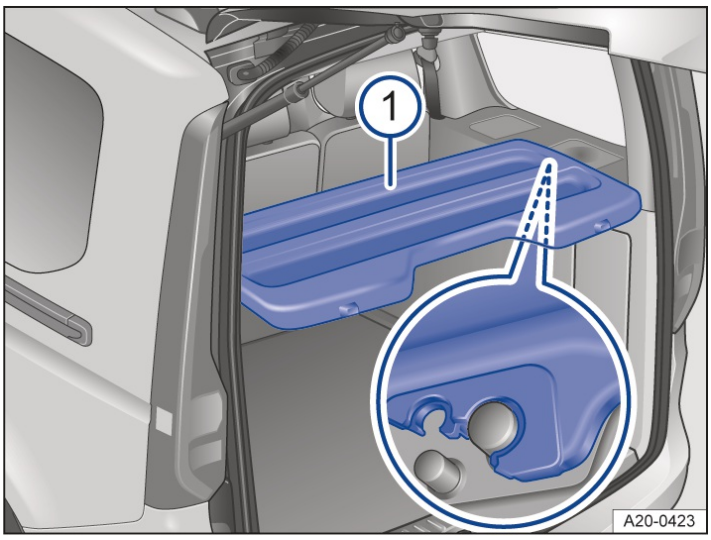


Fig. 1 In the luggage compartment: luggage compartment cover.

The luggage compartment cover is not a suitable place to store items→ ⚠.

Removing the luggage compartment cover

1. Using both hands, press the front of the luggage compartment cover carefully out of the retainers from below until the cover is unclipped from the retainers.
2. Once the luggage compartment cover is unclipped, use one hand to swivel the right-hand side of the luggage compartment up until it reaches the upper edge of the side window.
3. Lift the left-hand side of the luggage compartment cover and remove it from the luggage compartment.

Fitting the luggage compartment cover

1. Fit the luggage compartment cover diagonally into the luggage compartment.
2. Swivel the left-hand side of the luggage compartment cover up and set it down on the retainer.
3. Swivel the right-hand side of the luggage compartment cover down and set it down on the retainer.
4. Push the luggage compartment cover until it has clicked into place in the large retainers→ *Fig. 1*.

Always ensure that the belt is routed correctly when fitting the luggage compartment cover. The belt must not be trapped by the luggage compartment cover.

Setting up the luggage compartment cover

The luggage compartment cover can be raised to ease the loading or unloading, if necessary.

1. Move the luggage compartment cover up.
2. Engage the luggage compartment cover in the two smaller retainers→ *Fig. 1*.

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals positioned on the luggage compartment cover, can damage it and may also cause serious injuries in the event of a sudden driving or braking manoeuvre and in an accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

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WARNING

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

- Do not pinch the belt, damage the belt or allow the belt to rub against sharp edges.

NOTICE

To prevent damage to the luggage compartment cover, do not load the luggage compartment to such a height that the load presses against the luggage compartment cover when the boot lid is closed.

The luggage compartment should be empty to ease removal and installation of the luggage compartment cover.

Roll-up luggage compartment cover

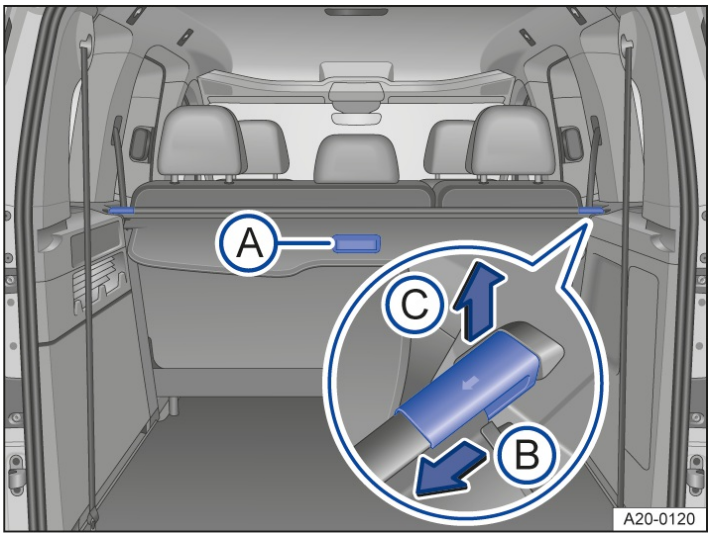


Fig. 1 In the luggage compartment: luggage compartment cover.

The luggage compartment cover can be fitted behind the second row of seats→⚠.

Opening the luggage compartment cover

1. Use the handle → *Fig. 1* (A) to pull the luggage compartment cover back slightly.
2. Lift the luggage compartment cover out of the side retainers and guide the luggage compartment cover forward by hand.

Closing the luggage compartment cover

1. Use the handle → *Fig. 1* (A) to pull the rolled-up luggage cover evenly to the rear.
2. Hook the luggage compartment cover into the side retainers on the left and right.

Removing the luggage compartment cover

1. Release the luggage compartment cover in the direction of the arrow→ *Fig. 1* (B) and lift it up in the direction of the arrow → *Fig. 1* (C).

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2. Remove the luggage compartment cover from the retainers on the right.

Fitting the luggage compartment cover

1. Position the luggage compartment cover in the left mounting in the side trim.
2. Pull and hold the catch of the luggage compartment cover in the direction of the arrow→ *Fig. 1* (B).
3. Press the luggage compartment cover down in the right-hand mounting.
4. Release the luggage compartment cover catch.
5. Check that the luggage compartment cover is engaged securely.

⚠ WARNING

If the luggage compartment cover is installed in front of a rear seat it can cause serious injuries in the event of sudden braking manoeuvres or an accident.

- Do not install the luggage compartment cover if there are people in the third-row rear seats.

⚠ WARNING

Objects that are not secured or are secured incorrectly, or animals on the luggage compartment cover, could cause serious injuries in any sudden driving or braking manoeuvre or in an accident.

- Never transport any objects on the luggage compartment cover.
- Never transport any animals on the luggage compartment cover.

Installing and removing the net partition

Using the net partition behind the front seats

The net partition can only be installed behind the front seats when the second row of seats is folded down.

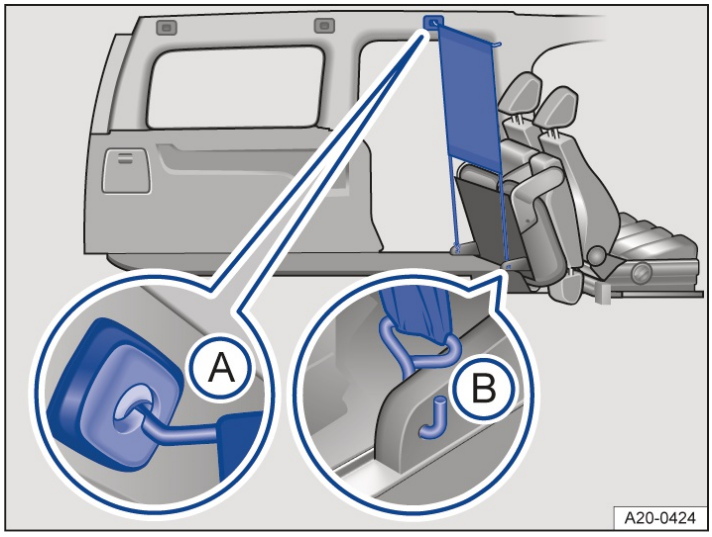


Fig. 1 Behind the folded-down second row of seats: installed net partition.

Installing

1. Fold down the second seat row *(→ Second row of seats)*.
2. Hook the net partition into the *front left* → *Fig. 1* (A) holder in the roof. Ensure that the transverse rod is pulled up over the upper position so that it latches securely in the slots.
3. Hook the net partition into the *front right* holder in the roof.

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4. Hook the net partition into the seat anchor points→ *Fig. 1* (B).

Removing

1. Loosen the net partition straps.
2. Unhook the retaining hooks of the net partition from the fastening rings or the seat anchor points.
3. Unhook the net partition from the left holder in the roof.
4. Unhook the net partition from the right holder in the roof.

Using the net partition behind the second row of seats

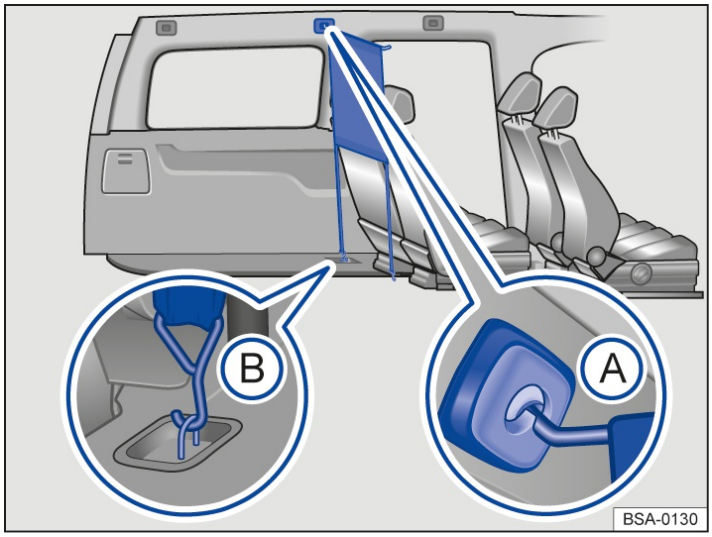


Fig. 2 Behind the second row of seats: installed net partition.

Installing

1. Hook the net partition into the *front left (5-seater)* or *centre left (7-seater)* mounting in the roof→ *Fig. 2* (A). Ensure that the transverse rod is pulled up over the upper position so that it latches securely in the slots.
2. Hook the net partition into the *front right (5-seater)* or *centre right (7-seater)* mounting in the roof.
3. Hook the net partition into the lower fastening rings→ *Fig. 2* (B).

NOTICE

The belts of the net partition could become caught or damaged if you move the front seat far to the rear.

- Make sure the belts on the net partition are routed to the sides of the seat when you move the front seats forwards or back.

Removing

1. Loosen the net partition straps.
2. Unhook the retaining hooks of the net partition from the fastening rings or the seat anchor points.
3. Unhook the net partition from the right holder in the roof.
4. Unhook the net partition from the left holder in the roof.

Using the net partition behind the third row of seats

Installation of the net partition behind the third row of seats is only possible in the 7-seater model.

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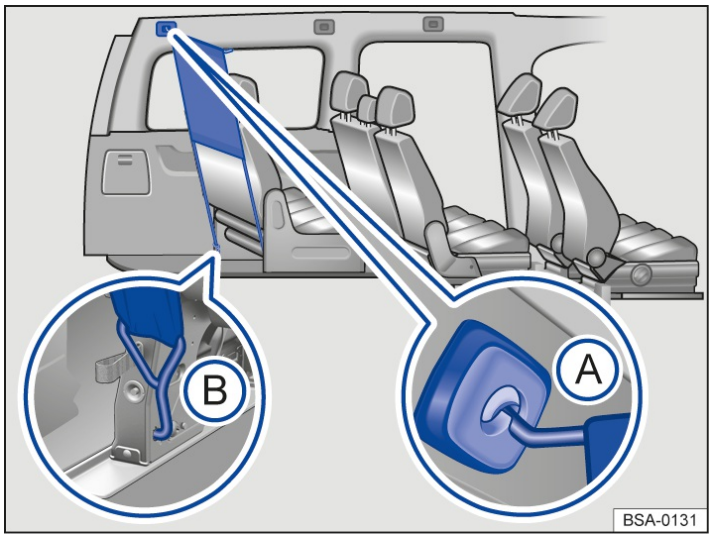


Fig. 3 Net partition installed behind the third row of seats.

Installing

1. Hook the net partition into the *rear left* holder in the roof → *Fig. 3* (A). Ensure that the transverse rod is pulled up over the upper position so that it latches securely in the slots.
2. Hook the net partition into the *rear right* holder in the roof.
3. Hook the net partition into the seat anchor points → *Fig. 3* (B).

Removing

1. Loosen the net partition straps.
2. Unhook the retaining hooks of the net partition from the seat anchor points.
3. Unhook the net partition from the right holder in the roof.
4. Unhook the net partition from the left holder in the roof.

⚠ WARNING

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

- Ensure that the rods are securely engaged.
- Secure objects even if the net partition is fitted correctly.
- While the vehicle is moving, no passengers may travel behind the fitted net partition.

Adjustable partition

The partition can prevent objects in the luggage compartment entering the passenger compartment.

The partition can be fitted behind the front seats or behind the second row of seats.

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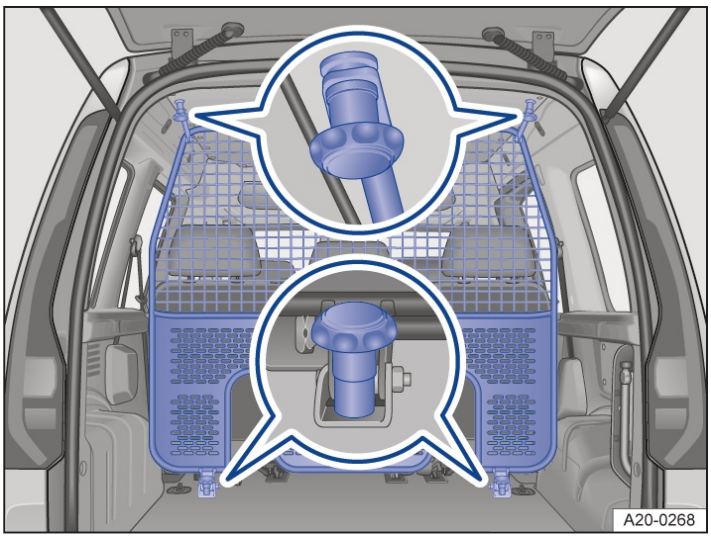


Fig. 1 In the luggage compartment: fitting the adjustable partition behind the second row of seats.

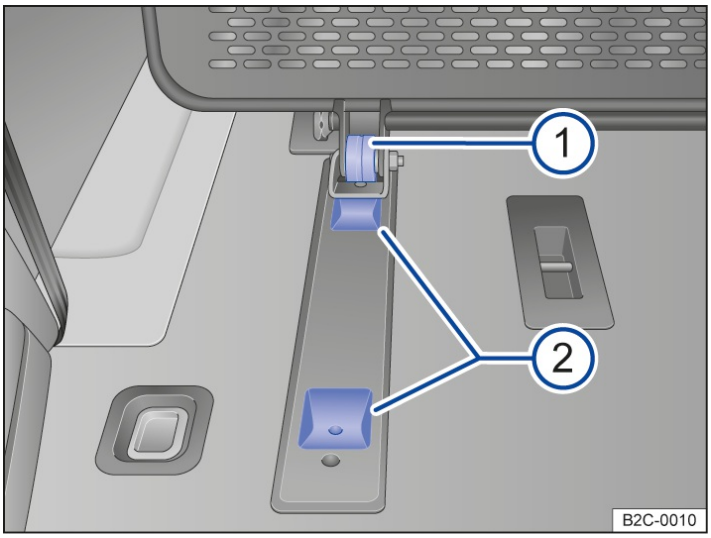


Fig. 2 In the luggage compartment: lower anchor point.

(1) Partition roller.

(2) Recess in the anchor point.

Fitting the partition behind the second row of seats

When using the partition behind the second row of seats, the seats in the second row must not be removed or folded down →⚠.

1. Fold seats in the second row forward.
2. Push the bottom of the adjustable partition on the roller →*Fig. 2* (1) into the rear depression in the anchor point (2).
3. Bolt the adjustable partition to the rear fastening points in the roof →*Fig. 1*.
4. Bolt the adjustable partition to the lower anchor points →*Fig. 1*.
5. Fold back the seats in the second row of seats.

Fitting the adjustable partition behind the front seats

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1. Remove the seats in the second row of seats *(→ Second row of seats)* or fold the seats forwards.
2. Push the bottom of the adjustable partition on the roller → *Fig. 2* (1) into the front depression of the anchor point → *Fig. 2* (2).
3. Bolt the adjustable partition to the front fastening points in the roof → *Fig. 1*.
4. Bolt the adjustable partition to the lower anchor points → *Fig. 1*.

Removing the adjustable partition

1. Unscrew the adjustable partition from the lower anchor points → *Fig. 1*.
2. Unscrew the adjustable partition from the mountings in the roof → *Fig. 1*.
3. Fold the upper fastenings on the left and right onto the adjustable partition.
4. Remove the adjustable partition from the lower anchor points .
5. If necessary, fold back the seats in the second row of seats.

WARNING

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

- Check that the adjustable partition has been fitted correctly.
- Secure objects even if the adjustable partition is fitted correctly.
- Do not allow passengers to travel behind the fitted adjustable partition when the vehicle is moving.
- When using the partition behind the second row of seats, the seats in the second row must not be removed or folded down.

Stowage areas in the luggage compartment

Storage compartments in the luggage compartment

There may be stowage compartments in the side of the luggage compartment.

In some vehicle versions, the side walls can be removed by pulling them up and out. This enables you to stow larger items in the luggage compartment.

NOTICE

Overloading the stowage compartment in the sliding door can cause damage to the paintwork when the door is opened.

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Bag hook

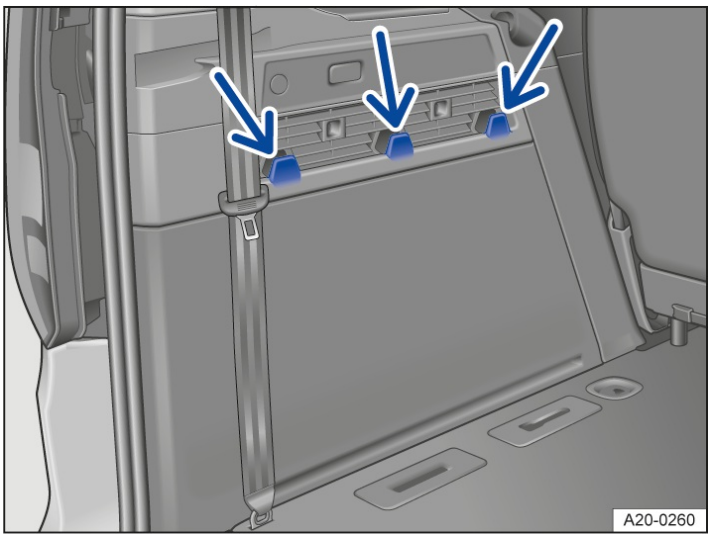


Fig. 1 On the left of the luggage compartment: Bag hook.

The luggage compartment may be fitted with bag hooks which can be used to hang up light shopping bags.

WARNING

Never use the bag hook for lashing down items of luggage or other objects. The bag hook could break off during a sudden braking manoeuvre or in the event of an accident.

NOTICE

Do not load each bag hook with more than 1 kg(2 lbs). The main load should be on the floor.

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Fastening rings

Observe the maximum load rating of the fastening rings *(→ Fastening rings)*.

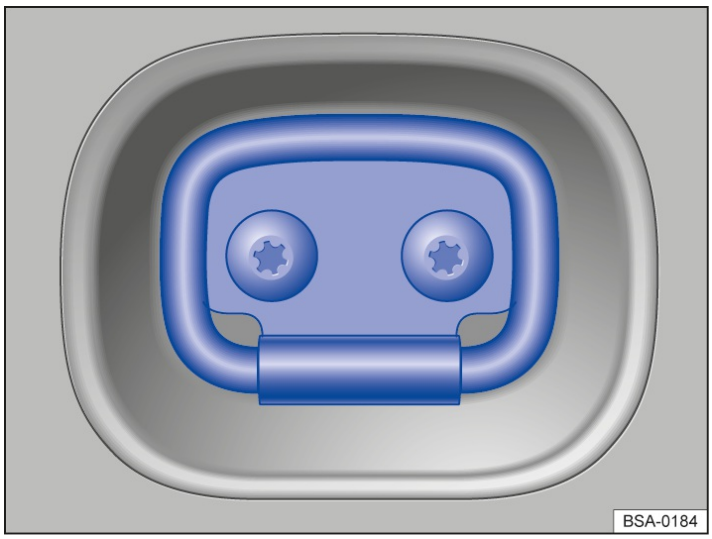


Fig. 1 In the load compartment: fastening rings.

There are fastening rings → *Fig. 1* in the luggage compartment which can be used to secure loose items and luggage with the help of lashing, retaining or securing straps →⚠.

Securing the load on the fastening rails

1. Fold up the fastening rings → *Fig. 1*.
2. Position the lashing, retaining or securing straps over the load *across both diagonals* and hook them into the fastening rings.
3. Pull the lashing, retaining or securing straps tightly over the load. Make sure that the cross-over of the lashing, retaining or securing straps is positioned in the centre of the load.
4. Check whether the load can still be moved. If necessary, tighten the securing straps even more tautly.

⚠ WARNING

Unsuitable or damaged lashing, retaining or securing straps could tear in the event of a braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Load the fastening rings evenly.
- Never fix lashing, retaining or securing straps between the fastening rings in the side panel and the fastening rings in the vehicle floor.
- Never fix lashing, retaining or securing straps between opposite side walls.
- Never load the lashing, retaining or securing straps beyond their load rating.
- Attach lashing, retaining or securing straps securely to the fastening rings.
- Loose objects in the load compartment can suddenly slide and change the way the vehicle handles.
- Small and light objects should also be secured.
- Never secure a child seat using the fastening rings.
- Ensure that the load retains its form and position once it has been secured. Use sturdy packaging and anti-slip underlay for your load.
- Pull lashing, retaining and securing straps taut crosswise over the load on the luggage compartment floor and attach them securely to the fastening rings.
- Make sure that the upper edge of the load is higher than the fastening rings, particularly when stowing flat

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objects.

Maximum load capacity of the fastening rings

Fastening rings	Permissible nominal tensile load
Kombi	300 daN
Cargo	400 daN

1 daN (decanewton) corresponds to 10 newtons.

Varying country-specific requirements are met.

NOTICE

Observe the details on the maximum load capacity of the individual fastening points. In the event of full braking, forces act that can be many times higher than the weight of the load being transported. Always use multiple fastening points in order to distribute absorption of these forces and to ensure equal stress on each fastening point.

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Buckle straps

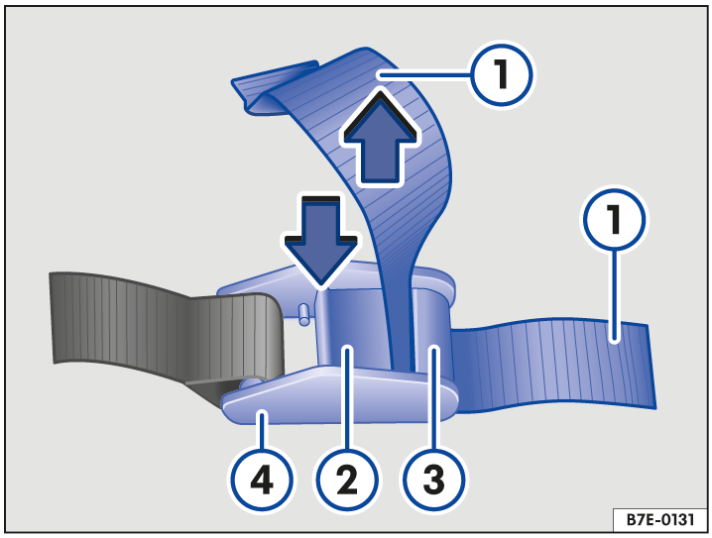


Fig. 1 Fastening the buckle strap.

Fastening the buckle strap

1. Check before tightening: The lever → *Fig. 1* (2) must not be in contact with the load, any edges or protruding objects.
2. Press and hold the lever → *Fig. 1* (2) on the buckle (4).
3. Feed the buckle strap → *Fig. 1* (1) from the back to the front between lever (2) and rib (3).
4. Tighten the buckle strap → *Fig. 1* (1) and release the lever (2).

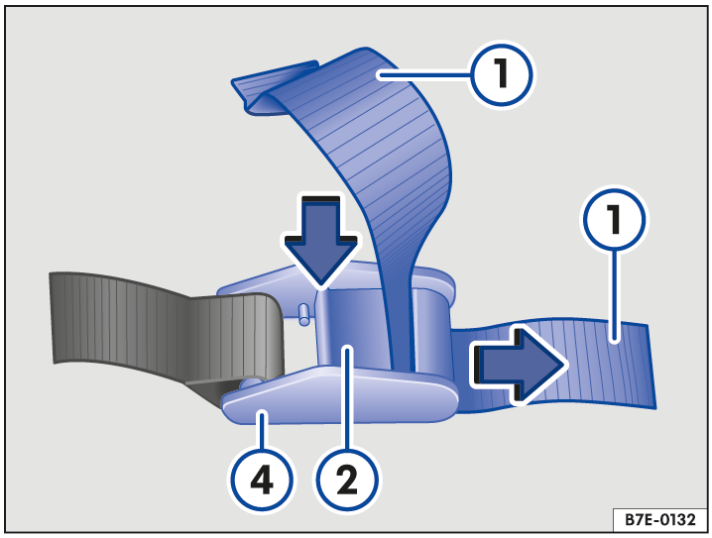


Fig. 2 Releasing the buckle strap.

Releasing the buckle strap

1. Before releasing the buckle strap, make sure the load cannot fall over.
2. Press the lever → *Fig. 2* (2) and pull the buckle strap (1) out of the buckle (4).
3. Feed the buckle strap → *Fig. 2* (1) from the back to the front between lever (2) and rib (3).

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4. Tighten the buckle strap → *Fig. 2* (1) and release the lever (2).

Ratchet straps

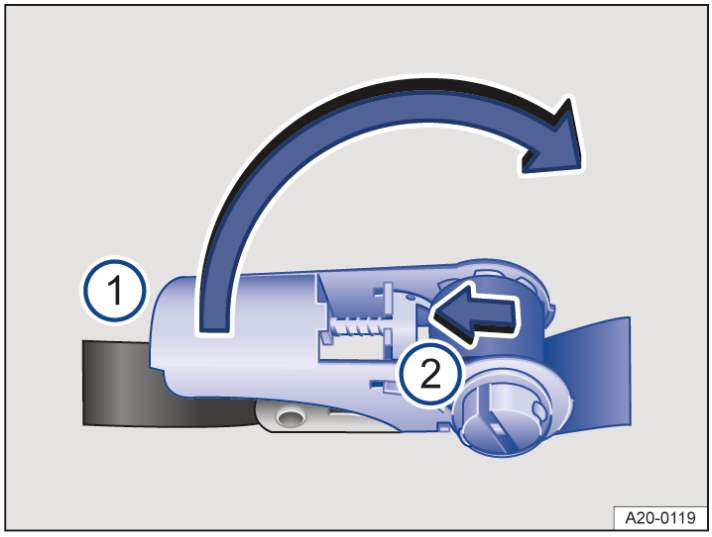


Fig. 1 Releasing and tightening the lever on the ratchet strap.

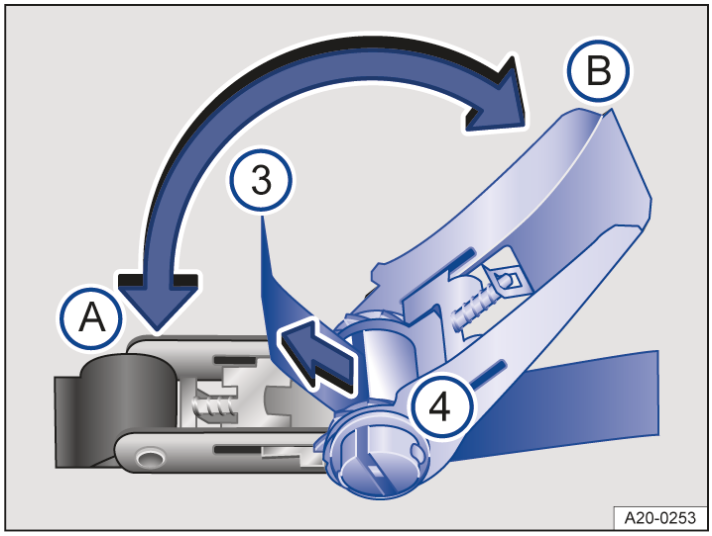


Fig. 2 Releasing and tightening the lever on the ratchet strap.

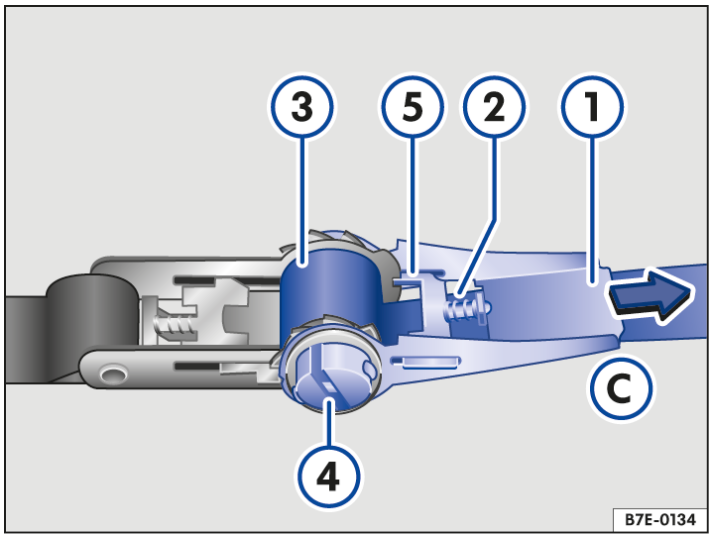


Fig. 3 Tightening the ratchet strap.

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Tightening the ratchet strap

1. Press the slider → *Fig. 1* (2) outwards in the direction of the arrow.
2. Pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (B).
3. Pull the belt → *Fig. 2* (3) from the rear through the slot in the spool (4) and tighten the belt.
4. Pivot the lever → *Fig. 1* (1) back and forth alternately between positions → *Fig. 2* (A) and (B) until the belt has wound itself around the spool two to three times →.
5. Press the slider → *Fig. 1* (2) outwards and pivot the lever → *Fig. 1* (1) to position → *Fig. 2* (A). The ratchet is now closed and locked in position.

Releasing the ratchet strap

1. Before releasing the ratchet strap, make sure the load cannot fall over.
2. Press the slider → *Fig. 3* (2) outwards.
3. Pivot the lever → *Fig. 3* (1) to position (C) until the slider (2) engages in the end position (5). The spool (4) now rotates freely.
4. Pull the ratchet strap → *Fig. 2* (3) out of the ratchet.

WARNING

Incorrectly fastened ratchet straps may get detached in the event of a sudden braking manoeuvre or accident. This could cause objects to be flung through the interior and lead to severe or fatal injuries.

- Wind the strap around the spool 2 - 3 times.
- Never use ratchet straps to secure loads to the side panels.

Fitting the removable towing coupling

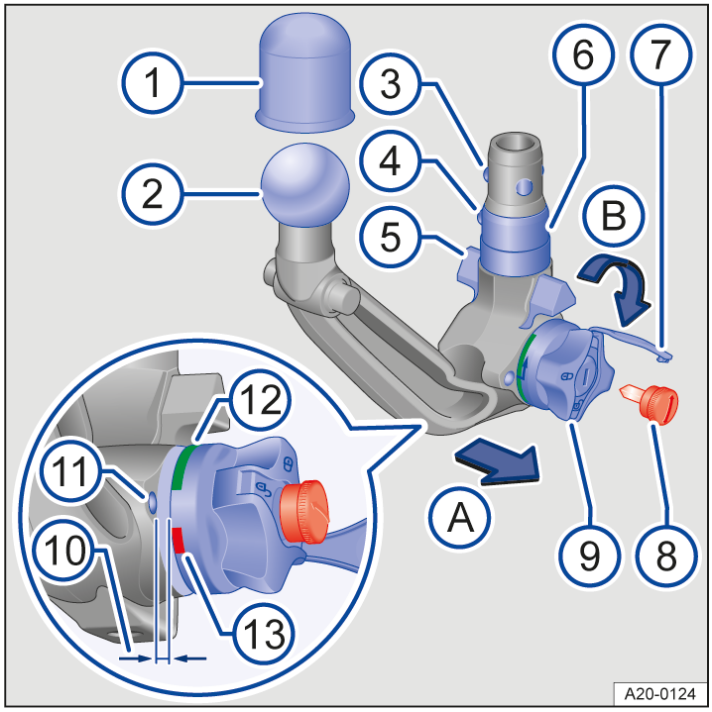


Fig. 1 Overview: Detachable ball coupling.

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(1) Protective cap.
(2) Ball head.
(3) Retaining balls.
(4) Catch (ball) for locking element.
(5) Centring device.
(6) Shank.
(7) Lock cover.
(8) Key.
(9) Handwheel.
(10) Gap (pre-tensioned ball coupling).
(11) White marking on ball coupling.
(12) Green marking on handwheel.
(13) Red marking on handwheel.

The removable ball coupling is located in a stowage box under the right-hand front seat.

Step 1: Preparations

1. Move the right-hand front seat as far back as possible *(→ Front seats)*, then open the lock and remove the stowage box.
2. Note down the number stamped on the key before using the removable ball coupling for the first time. You will need this number if you have to acquire a replacement key.
3. Remove the sealing plug from the mount for the ball coupling under the bumper. Stow the sealing plug securely in the vehicle.
4. Check to ensure that the mounting, handwheel → *Fig. 1* (9), shank (6) and the retaining balls (3) of the ball coupling are all clean and not damaged →. Clean if necessary.

Step 2: Pre-tensioning the ball coupling

The ball coupling cannot be fitted properly unless it is pre-tensioned.

1. Grasp the ball coupling underneath the ball coupling → *Fig. 1* (2) with one hand.
2. Remove the lock cap → *Fig. 1* (7) from the lock and insert the key (8) into the lock.
3. Turn the key → *Fig. 1* (8) anticlockwise.
4. Use your other hand to pull out the handwheel → *Fig. 1* (9) in the direction of arrow (A) and hold it in this position →.
5. Turn the handwheel → *Fig. 1* (9) in the direction of arrow (B) until it engages. The ball coupling is now pre-tensioned. The red marking (13) on the handwheel must point towards the white marking (11) on the ball coupling. The handwheel protrudes clearly from the ball coupling. The gap between them is approximately 4 mm (10).
6. Check to see whether all retaining balls → *Fig. 1* (3) can be pressed fully into the ball coupling shank (6).

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Step 3: Attaching the pre-tensioned ball coupling to the vehicle.

Do not touch the handwheel once the ball coupling has been pre-tensioned. When engaged, the handwheel will spring back to its original position and could cause injury →⚠.

1. Guide the pre-tensioned removable ball coupling into the mounting tube from below.
2. Push the ball coupling firmly upwards until it engages. Both centring devices→ *Fig. 1* (5) must engage in the mounting points on the vehicle.
3. The handwheel → *Fig. 1* (9) has now returned to its original position. There is no longer a gap between the handwheel and the ball coupling.
4. Turn the key → *Fig. 1* (8) in the handwheel clockwise and remove it.
5. The handwheel → *Fig. 1* (9) may now no longer be pulled out.
6. Fit the lock cap → *Fig. 1* (7) on the lock and place the key in the stowage box.
7. Secure the stowage box under the right-hand front seat.

Step 4: Safety check.

Before hitching a trailer, check that the ball coupling is secured correctly.

1. The green marking → *Fig. 1* (12) on the handwheel must point towards the white marking on the ball coupling (11).
2. The handwheel → *Fig. 1* (9) must rest on the ball coupling and there must be no gap between them.
3. Shake or pull down on the ball coupling → *Fig. 1* with some force. It must sit firmly in the mounting→⚠.
4. The lock must be locked and the key→ *Fig. 1* (8) removed.
5. The lock cover → *Fig. 1* (7) must cover the lock in the handwheel.

⚠ WARNING

Improper use of the towing bracket can cause injury and accidents.

- Only use the ball coupling when it is secured correctly.
- Never use the towing bracket if the smallest diameter of the ball→ *Fig. 1* (2) is less than 49 mm.
- The ball coupling is heavy. When performing the safety check, the ball coupling could fall off and cause crush injuries.
- Do not touch the handwheel when the ball coupling is pre-tensioned. When the ball coupling is pressed into the mounting, the handwheel will jump back to its original position.
- If the ball coupling cannot be attached, have the towing bracket checked by a qualified workshop.
- Never use the towing bracket if the ball coupling does not engage properly or cannot be pre-tensioned.
- Never use the ball coupling if the key in the handwheel cannot be removed when the ball coupling is fitted. This means that the ball coupling is not locked properly.
- Always stow and secure the removed ball coupling in the storage box under the front right seat.

NOTICE

- The mounting on the vehicle, handwheel, shank and retaining balls of the ball coupling must all be clean and undamaged. Otherwise you may not be able to lock the ball coupling securely.
- Do not aim a high-pressure cleaner or steam cleaner directly at the ball coupling mounting. This could wash the

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grease required for lubrication out of the mounting.

NOTICE

The removable ball coupling is required for towing. Make sure you always carry the ball coupling in the vehicle .

Removing and slackening the ball coupling

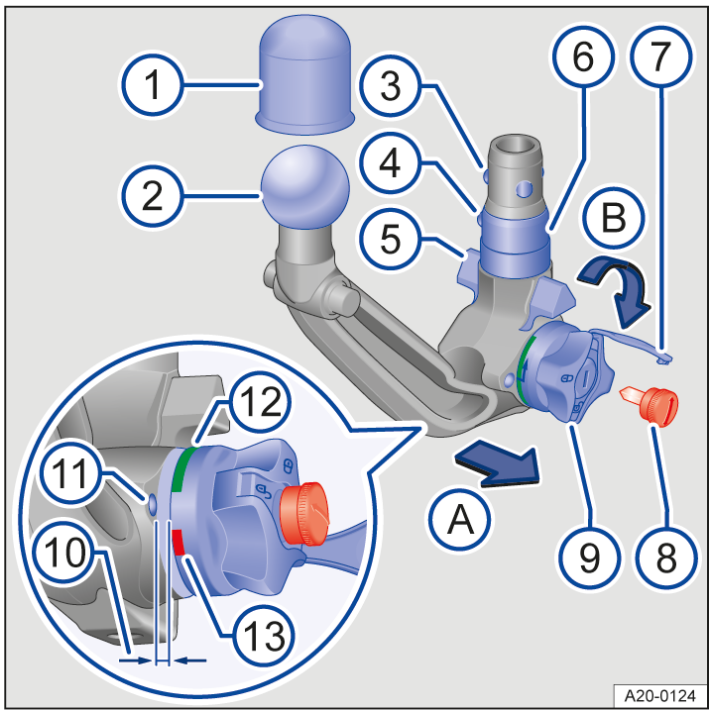


Fig. 1 Overview: removable ball coupling.

1. Protective cap.
2. Ball head.
3. Retaining balls.
4. Catch (ball) for locking element.
5. Centring device.
6. Shank.
7. Lock cover.
8. Key.
9. Handwheel.
10. Gap (pre-tensioned ball coupling).
11. White marking on ball coupling.
12. Green marking on handwheel.
13. Red marking on handwheel.

Removing the ball coupling

1. Stop the vehicle and secure against rolling away .
2. Switch off the engine *(→ Switching off the engine)*.
3. Unhitch the trailer and disconnect the electrical connection between the vehicle and the trailer. If fitted, remove the adapter from the trailer socket.

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4. Remove the lock cap → *Fig. 1* (7) from the lock on the handwheel.
5. Insert the key → *Fig. 1* (8) into the lock and turn it anti-clockwise.
6. Hold the ball coupling → *Fig. 1* (2) tightly in one hand →⚠.
7. Use your other hand to pull out the handwheel→ *Fig. 1* (9) in the direction of arrow (A) and hold it in this position.
8. Turn the handwheel → *Fig. 1* (9) as far as it will go in the direction of the arrow (B).
9. Hold the handwheel → *Fig. 1* (9) in this position and guide the ball coupling (2) downwards out of the mount. The ball coupling engages and is pre-tensioned.
10. Insert the sealing plug into the mount for the ball coupling.

Slackening the ball coupling

The ball coupling must be slackened before being returned to the storage box.

1. Hold the ball coupling in one hand.
2. Use your other hand to turn the handwheel→ *Fig. 1* (9) as far as it will go in the direction of the arrow (B).
3. Press in the ball → *Fig. 1* (4).
4. Turn the handwheel back → *Fig. 1* (9) anti-clockwise.
5. Release the ball → *Fig. 1* (4). The handwheel no longer protrudes from the ball coupling. The ball coupling is now slackened.
6. Turn the key → *Fig. 1* (8) clockwise and remove. Store the key in the stowage box.
7. Close the lock cap → *Fig. 1* (7).
8. Place the slackened ball coupling in the stowage box. Secure the stowage box under the right-hand front seat.

⚠ WARNING

The removable ball coupling is heavy. The ball coupling could fall off while it is being removed and cause crush injuries.

- Never unlock the ball coupling when a trailer is hitched.

⚠ WARNING

If the ball coupling is not secured, it may be flung around the vehicle interior and cause injuries during sudden braking or driving manoeuvres or in the event of an accident.

- Always stow the ball coupling in the stowage box.

NOTICE

The removable ball coupling is required for towing. Make sure you always carry the ball coupling in the vehicle.

Dimensions and mounting points for retrofitting a towing bracket

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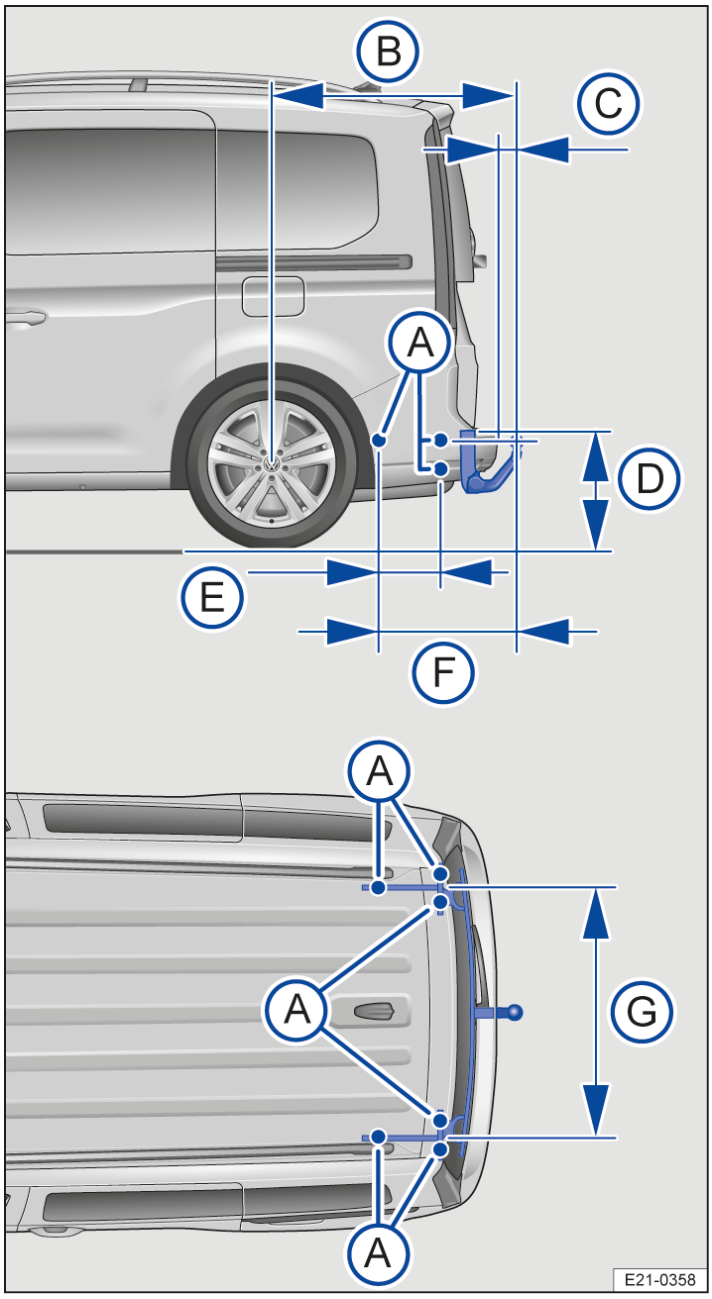


Fig. 1 Dimensions and attachment points for retrofitting a towing bracket.

(A) Attachment points.

(B) 5-seater: 934 mm.

7-seater: 1,072 mm.

(C) At least 65 mm.

(D) 350 mm to 420 mm.

(E) 235 mm.

(F) 531 mm.

(G) 1,022 mm.

Dimensions

The dimensions must be observed in all cases when retrofitting a towing bracket→ *Fig. 1*. Always observe the minimum distance given from the middle of the ball coupling (D) to the surface of the road. The values refer to the

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vehicle with maximum load, including the maximum drawbar load.

Have the towing bracket retrofitted by a suitably qualified workshop. Conversion measures may be necessary on the cooling system, for example, or it may be necessary to fit heat shields.

Install the towing bracket in accordance with the installation instructions provided.

A retrofitted, non-removable towing bracket must not cover either the license plate or the lighting system at the rear of the vehicle. Observe the country-specific regulations on use of a towing bracket →⚠.

⚠ WARNING

Electrical accessories that are not connected properly can cause faults in the entire vehicle electronics system and also cause accidents and serious injuries.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other unsuitable sources of electricity. Only a suitable connector may be used to connect the trailer.
- When retrofitting a towing bracket to the vehicle, have the work carried out by a suitably qualified workshop.

⚠ WARNING

The trailer can become detached from the towing vehicle if the towing bracket is unsuitable or incorrectly fitted. This can cause serious accidents and fatal injuries.

ⓘ Use only towing brackets that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Introduction

The vehicle can be used to tow a trailer if it has the required technical equipment for this.

The additional trailer load will affect the amount of wear, energy consumption and performance of the vehicle and, in certain circumstances, could shorten the service intervals.

Driving with a trailer not only places an extra load on the vehicle, but also requires increased concentration on the part of the driver.

Vehicles with a start/stop system

If towing brackets that were not retrofitted by Volkswagen Commercial Vehicles are used, or if a towing bracket retrofitted by Volkswagen Commercial Vehicles is not detected for system-related reasons, the start/stop system must be deactivated manually using the button in the centre console (A OFF) before starting to tow a trailer and must remain deactivated for as long as a trailer is being towed →⚠.

Trailer with lighting function check

You must not use any trailer equipped with a tail light or brake light that requires a function check of these lights for its approval. Please contact the trailer manufacturer for information on the type of approval that applies to your trailer.

Tachograph

Use of a tachograph is required by law for vehicles with a gross vehicle weight rating in excess of 3,500 kg, including trailer, and used commercially to transport goods. This is irrespective of whether the vehicle or the trailer or both are used for commercial transportation of goods.

Unused ball coupling

Swivel in or remove the ball coupling if there is no trailer, bicycle carrier or similar equipment mounted on it. This applies in particular if the number plate or the lighting on the rear of the vehicle are obscured by the unused ball

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coupling. Observe the country-specific regulations on the use of a ball coupling.

DANGER

It is dangerous to transport people in a trailer and it may also be illegal.

- Never transport people in a trailer.

WARNING

Improper use of the towing bracket can lead to a loss of vehicle control, accidents and serious injuries.

- Fit and use the trailer according to the instructions provided by the respective manufacturer.
- Use the towing bracket only if it is undamaged and fitted correctly.
- Do not carry out any alterations or repairs to the towing bracket.
- Swivel the ball coupling in or remove the ball coupling if possible to reduce the risk of injury in rear-end collisions and for pedestrians as well as cyclists in the event of parked vehicles.
- Never install a “weight-distributing” or “load-balancing” towing bracket to the vehicle. The vehicle was not constructed for these kinds of towing brackets. The towing bracket can fail, causing the trailer to tear loose from the vehicle.

WARNING

Towing a trailer and transporting heavy or bulky items can change the vehicle handling, increase the braking distance and lead to accidents.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions. Reduce your speed, particularly when driving downhill.
- Trailers with a high centre of gravity are more likely to tip over than trailers with a low centre of gravity.
- Always drive carefully and ensure that you think ahead. Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take special care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Do not drive faster than 80 km/h(50 mph) when towing a trailer, or 100 km/h (60 mph)in exceptional cases. This also applies to countries where higher speeds are permitted. Always obey national speed limits. Speed limits for vehicles towing trailers can be lower than for vehicles without trailers.
- Never try to stop a trailer from snaking by increasing your speed.

WARNING

The start/stop system must always be deactivated manually when towing a trailer using towing brackets that have not been retrofitted by Volkswagen Commercial Vehicles. Otherwise faults can occur in the brake system, possibly resulting in accidents and serious injuries.

Always switch off the anti-theft alarm before hitching or unhitching a trailer *(→ Anti-theft alarm)*. The tilt sensor could otherwise trigger an alarm unnecessarily.

In vehicles with a new engine, do not tow a trailer during the first 1,000 km.

Depending on the equipment, the removable ball coupling is required for towing .

Technical prerequisites

Engine cooling system

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There is an increased load on the engine and the cooling system when towing a trailer. The cooling system must contain sufficient coolant and be able to cope with the extra load added by the trailer.

Overrun brake

If the trailer is equipped with its own brake system, comply with the legal regulations.

Exterior mirrors

If you are unable to see the traffic behind the trailer in the vehicle's standard exterior mirrors, additional exterior mirrors should be fitted in accordance with any country-specific regulations. Before setting off, adjust the exterior mirrors so that you have a sufficient view of the rear.

Towing brackets fitted to the rear bumper

Do not carry out any alterations to the exhaust or brake systems. Check that the towing bracket is properly secured at regular intervals.

Trailer tail light clusters

The trailer tail light clusters must work correctly and meet legal requirements. Do not exceed the maximum power consumption for the trailer tail light clusters.

WARNING

If the towing bracket is unsuitable or incorrectly fitted, the trailer could become detached from the towing vehicle. This can cause serious accidents and fatal injuries.

- Do not carry out any alterations to the exhaust or brake systems.

NOTICE

The vehicle electronics may be damaged if the trailer's power consumption is too high.

- Never connect the trailer's electrical system directly to the electrical connections of the tail light clusters or to other power sources. Use only suitable connections to supply power to the trailer.

We recommend additional services between the normal inspection intervals if the vehicle is used frequently for towing a trailer.

Hitching the trailer

Trailer socket

A 13-pin trailer socket makes the electrical connection between the towing vehicle and the trailer. The pin assignment corresponds to DIN ISO 11446.

If the trailer has a 7-pin plug you will need to use a suitable adapter.

1. Lift the closure cap of the socket and insert the connector.
2. Turn the connector clockwise a quarter of a turn until it fully engages in the socket.
3. Release the closure cap to lock the connector.
4. Check the function of the entire lighting system before driving off.

If you are uncertain whether the electrical connection of the trailer with the vehicle is correct, please contact a suitably qualified workshop.

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Emergency breakaway cable

Always fasten the trailer's emergency breakaway cable properly to the towing vehicle. Leave enough slack in the emergency breakaway cable so that the vehicle can still drive around corners. However the emergency breakaway cable should not drag along the ground while you are driving.

Connection to the anti-theft alarm

The trailer is integrated in the anti-theft system if the following conditions are fulfilled:

— When the vehicle has a factory-fitted anti-theft alarm and a factory-fitted towing bracket.

— When the trailer is electrically connected to the towing vehicle via the trailer socket.

— When the vehicle and trailer electric systems are functional, fault-free and undamaged.

— When the vehicle is locked with the vehicle key and the anti-theft alarm is active.

When the vehicle is locked, the alarm will be triggered as soon as the electrical connection to the trailer is interrupted.

Connection to the anti-theft alarm (trailer with LED tail light clusters)

For technical reasons, trailers with LED tail lights cannot be integrated into the anti-theft alarm system.

When the vehicle is locked, the alarm is not triggered as soon as the electrical connection to the trailer with LED rear lights is interrupted.

WARNING

Any electrical cables which are not connected properly or are connected incorrectly could cause a power surge to the trailer. This could lead to faults in the entire vehicle electronics system and could also cause accidents and serious injuries.

- All work on the electrical system should be carried out by a correspondingly qualified workshop.
- Never connect the trailer's electrical system directly to the electrical connections of the towing vehicle's tail light clusters or to other power sources.

WARNING

Contact between the pins in the trailer socket can lead to short circuits, overloading of the electrical system and failure of the lighting system, thereby causing accidents and serious injuries.

- Never connect the pins in the trailer socket to one another.
- Have any bent pins repaired by a correspondingly qualified workshop.

NOTICE

If you park the trailer using the support wheel or other trailer supports, disconnect the trailer from the vehicle. The vehicle could move up and down if the load changes or if there is damage to the tyres, for example. If this happens, a great deal of force will be exerted on the towing bracket and trailer, which could lead to damage to the vehicle and trailer.

If there is a fault in the vehicle or trailer electrical systems, or if there is a fault in the anti-theft alarm, have the vehicle checked by a correspondingly qualified workshop.

If the engine is not running and electrical equipment is switched on in the trailer via the trailer socket, the 12-volt vehicle battery will discharge.

If the 12-volt vehicle battery charge level is low, the electrical connection to the trailer will be interrupted automatically.

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Loading the trailer

Basic information

Always make sure that the vehicle and trailer are well balanced. Do not overload the front or rear of the trailer. Always stow heavy objects directly over the axle, or as close as possible to it. Always secure loads to the trailer properly →⚠.

Trailer weight and drawbar load

The maximum trailer weight is the weight that the vehicle can pull→⚠.

The drawbar load is the weight that the towing bracket exerts on the ball coupling neck vertically from above .

The figures for trailer weights and draw bar weights that are given on the data plate of the towing bracket are for certification purposes only. The correct values for your specific model, which may be *lower* than these figures, are given in the vehicle registration documents. All data in the official vehicle documents take precedence over these data.

The maximum permissible drawbar load should always be utilised. The response of the trailer on the road will be poor if the drawbar load is too small.

The drawbar load increases the weight on the rear axle and reduces the maximum load level as a result.

Gross combination weight rating

The combination weight is made up of the actual weight of the loaded towing vehicle and of the loaded trailer .

In some countries, trailers are divided into different classes. We recommend that you contact a qualified workshop to find out about suitable trailers.

Tyre pressure

Follow the trailer manufacturer's recommendations concerning the tyre pressure for the trailer tyres.

1. When towing a trailer, inflate the tyres on the towing vehicle with the maximum permitted tyre pressure *(→ Tyre pressure)*.

⚠ WARNING

Loads that may slide can severely impair stability and driving safety, which can cause accidents and severe injuries.

- Always load trailers properly.
- Always secure loads using suitable and undamaged lashing and securing straps.

⚠ WARNING

Accidents and serious injuries can occur if you exceed the vehicle's maximum permitted gross axle weight rating, drawbar load, gross vehicle weight rating or gross combination weight rating.

- Never exceed the stated values.
- Never exceed the maximum gross axle weight rating with the current weight on the front and rear axles.
- Never exceed the gross vehicle weight rating with the front and rear weights of the vehicle.

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Driving with a trailer

Headlight adjustment

Towing a trailer can raise the front end of the vehicle enough for the dipped beam to blind other road users. Use the headlight range control to lower the light cone as required. If you do not have headlight range control, have the headlights adjusted by a suitably qualified workshop.

Things to note when driving with a trailer

— If the trailer has an overrun brake, apply the brakes *gently at first* and then firmly. This will prevent the jerking that can be caused by the trailer wheels locking.

— The combination weight causes the braking distance to increase.

— Select a low gear before driving down a slope. This enables you to use the engine braking effect to slow down the vehicle. The brake system could otherwise overheat and fail.

— The vehicle's centre of gravity and in turn the vehicle's handling will change because of the trailer load and the increased gross weight of the vehicle and trailer.

— The weight distribution of a loaded trailer with an unladen towing vehicle is very unfavourable. When driving in this situation, drive particularly carefully and slowly.

Pulling off on slopes when towing a trailer

Depending on the steepness of the slope and the total weight of the trailer and vehicle, a vehicle towing a trailer could roll back a short distance when moving off on a hill.

When towing a trailer, pull off on slopes as follows:

1. Depress and hold the brake pedal.
2. Press the Ⓟ button once to switch off the electronic parking brake .
3. In vehicles with a manual gearbox: Fully depress the clutch pedal.
4. 1st Select gear or selector lever position D.
5. Pull on the Ⓟ button and hold it in this position to hold the vehicle and trailer with the electronic parking brake.
6. Gently depress the accelerator and, in a manual vehicle, release the clutch pedal until you feel the vehicle moving forwards. If necessary, observe the information on Hill Start Assist *(→ Hill Start Assist)*.
7. Only let go of the Ⓟ button when the engine has sufficient power to move off.
8. Pull away slowly.

⚠ WARNING

Incorrect trailer towing can cause loss of vehicle control and serious personal injury.

- Towing a trailer and transporting heavy or bulky items can change the way the vehicle handles and increase the braking distance.
- Always drive carefully and ensure that you think ahead. Brake earlier than usual.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions. Reduce your speed, particularly when driving downhill.
- Accelerate particularly carefully and gently. Avoid abrupt and sudden driving and braking manoeuvres.
- Take extra care when overtaking. Reduce your speed immediately if the trailer shows even the slightest sign of snaking.
- Never try to stop a trailer from snaking by increasing your speed.
- Always obey maximum speed limits. In some areas, speed limits for vehicles towing trailers are lower than for

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vehicles without trailers.

Trailer stabilisation

The trailer stabilisation function can detect if an attached trailer is starting to snake from side to side and can provide counter steering assistance.

Trailer stabilisation is an extension of the Electronic Stability Control (ESC

).

If a lurching motion is detected, the trailer stabilisation function automatically helps to reduce the trailer's rocking motion using counter steering assistance. The trailer stabilisation function may be deactivated in some countries.

Requirements for trailer stabilisation

✓ The vehicle is a factory-fitted towing bracket or a compatible towing bracket is fitted.

✓ Electronic Stability Control and traction control system (TCS

) are active. The indicator lamp or in the instrument cluster is not lit up.

✓ The trailer is electrically connected to the towing vehicle via the trailer socket.

✓ The vehicle speed is higher than approximately 60 km/h (37 mph).

✓ The maximum drawbar load is being used.

✓ The trailer must have a rigid drawbar.

✓ Trailers with brakes must have a mechanical overrun system.

WARNING

Do not let the extra safety afforded by the trailer stabilisation function tempt you into taking any risks when driving.

- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.
- Accelerate carefully on slippery surfaces.
- Take your foot off the accelerator when a system is regulating.

WARNING

The trailer stabilisation function may not be able to detect all driving situations correctly.

- Trailer stabilisation is switched off when ESC is deactivated.
- Light trailers that are snaking will not be recognised by the trailer stabilisation function and stabilised accordingly in all cases.
- A trailer can still *jack-knife* on slippery roads with little grip, even if the towing vehicle is equipped with the trailer stabilisation system.
- Trailers with a high centre of gravity might tip over before snaking starts.
- Sudden braking procedures could occur automatically in extreme driving situations if the trailer socket is being used without a trailer.

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Introduction

Rear carrier systems include equipment such as bicycle carriers or hunters' boxes, for example. There are rear carrier systems for installation on the ball coupling or on the boot lid.

Use only rear carrier systems that are intended by the manufacturer for the corresponding vehicle model, model year and vehicle version.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.

Mount the rear carrier system in accordance with the manufacturer's assembly instructions.

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Fitting a rear carrier system (e.g. bicycle carrier) on the ball coupling

Maximum load of the rear carrier system

The load capacity is made up of the rear carrier system and the load transported on it.

The maximum recommended load of the rear carrier system fitted on the ball coupling may differ from the vehicle-specific drawbar load of the vehicle.

However, the model-specific maximum drawbar load of the towing bracket must not be exceeded.

The load capacity decreases due to the leverage effect the further away the centre of gravity of the rear carrier system is from the ball head.

Position heavy objects as close to the ball coupling as possible.

Vehicle-specific maximum load capacity

To find out the recommended load capacity for your vehicle, check what the drawbar load of your vehicle is . The following table shows the load capacity. Volkswagen Commercial Vehicles recommends that the specified number of bicycles on the rear carrier system is adhered to in accordance with guideline UN-R 55.

Vehicle-specific drawbar load	Maximum load	Number of bicycles
50 kg	50 kg	2
55 kg	55 kg	2
From 75 kg	75 kg	3

Maximum overhang of the rear carrier system

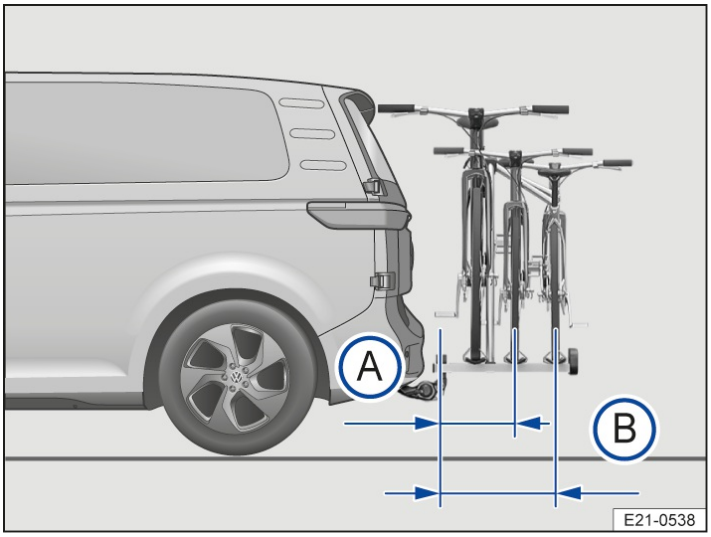


Fig. 1 Illustration of the maximum overhang on a bicycle carrier for two or three bicycles.

(A) With up to 55 kg load capacity: 500 mm.

(B) With 75 kg load capacity: 700 mm.

The maximum overhang for bicycle carrier systems with two bicycles from the centre of the ball head to the centre of the rail of the last bicycle carrier must not exceed 500 mm → *Fig. 1* (A). For bicycle carrier systems with three bicycles, 700 mm → *Fig. 1* (B) must not be exceeded.

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WARNING

Incorrect use of a rear carrier system mounted on the ball coupling of the towing bracket can cause accidents and injuries.

- Make sure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the installation instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system to the ball neck under the coupling ball. The rear carrier system could slip out of position due to the shape of the ball neck.

NOTICE

Considerable vehicle damage could occur if the maximum permitted payload specified in the manufacturer's assembly instructions or the overhang is exceeded.

- Never exceed the values stated in the installation instructions.

Remove as many add-on parts as possible from the rear carrier system before setting off. This includes, for example, bicycle bags and baskets, child seats or batteries. This helps improve the rear carrier system's wind load and centre of gravity.

Introduction

Depending on the model, the vehicle may be designed for fitting a roof load carrier.

Roof load carriers can be used to transport bulky items on the roof of the vehicle.

Please contact a suitably qualified workshop if you are unsure whether a roof load carrier can be fitted to your vehicle.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts or Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership

Do not use or retrofit a roof load carrier if the vehicle is*not* approved for use with a roof load carrier.

Roof carriers *cannot* be fitted on vehicles that also have additional lighting factory-fitted on the vehicle roof.

WARNING

When transporting heavy or bulky objects on the roof load carrier, the way the vehicle handles will change due to a shift in the centre of gravity and increased susceptibility to crosswinds.

- Always secure loads properly using suitable and undamaged lashing, retaining or securing straps.
- Cargo that is large, heavy, bulky, long or flat will have a negative effect on the vehicle aerodynamics, centre of gravity and overall handling.
- Avoid abrupt and sudden driving and braking manoeuvres.
- Ensure that your speed and driving style are always appropriate for the current visibility, weather and road/traffic conditions.

WARNING

Fitting a roof load carrier that has not been approved for the vehicle or fitting a roof load carrier to a vehicle that is *not* approved for use with a roof load carrier can cause accidents and injuries.

- Use only roof load carriers that have been approved for the vehicle.
- Never fit a roof load carrier on a vehicle that has not been approved for use with a roof load carrier. If you fit a roof load carrier to such vehicles, it may work loose whilst the vehicle is in motion and fall off the vehicle roof.

NOTICE

Securing a roof load carrier of any kind to a vehicle that is not approved for use with a roof load carrier can seriously damage the vehicle.

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Secure roof load carrier

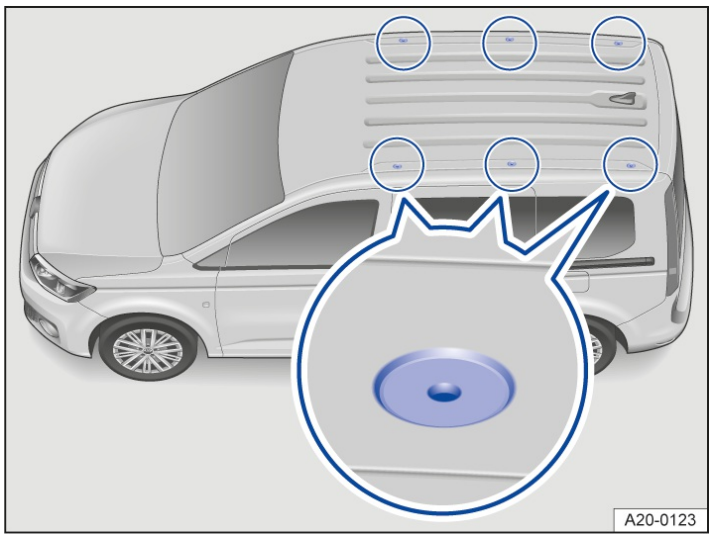


Fig. 1 Attachment points for base carrier(vehicles without roof rails).

Special roof load carriers must be used to transport loads, bicycles, surfboards, skis and boats safely.

Securing the base carrier and roof load carrier (vehicles without roof railing)

Install the base carrier bars in accordance with the supplied installation instructions.

There are three screws (Caddy) or four screws (Caddy Maxi) with seals on each side of the roof → *Fig. 1*. These screws must be removed before the mounts are fitted. The tool required to do this is supplied with the mounts.

Secure the mounts only at these specified points.

Once you have fitted the base carrier bars, you can then secure the respective roof load carrier on them.

The screws and seals must be replaced when the roof load carrier is removed.

Attaching roof bars and roof load carrier (vehicles with roof railing)

Mount roof bars to the roof railing according to the installation instructions provided.

There are markings (triangles) on the roof railing. The markings (triangles)indicate the area in which supporting rods may be attached.

Once you have fitted the base carrier bars, you can then secure the respective roof load carrier to them.

⚠ WARNING

Incorrectly attaching and using the mounts or roof bars and roof load carrier can cause the whole roof load carrier to fall off the roof. This can cause accidents and injuries.

- Use base carrier bars or roof bars and roof load carriers only when they are undamaged and fitted correctly.
- Always fit base carrier bars or roof bars and roof load carriers properly. Always observe the installation instructions provided by the manufacturer.
- Attach the base carrier bars or roof bars only at the specified mounting points.
- Special roof load carriers for items such as bicycles, skis, surfboards, etc. must always be installed properly. Always observe the installation instructions provided by the manufacturer.
- Check that the roof load carrier is secured before starting your journey and tighten as necessary after driving a short distance. During a long trip, check all bolts and fasteners at each stop.
- Do not carry out any modifications or repairs to base carrier bars, roof bars or the roof load carrier.

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Loading the roof load carrier

Maximum permissible roof load

The maximum permitted roof load is 100 kg (220 lbs).

The roof load limit refers to the combined weight of the roof load carrier and the load carried on the roof → ⚠.

Make sure you are aware of the weight of the roof load carrier and the load to be transported. Weigh the load if necessary.

However, you will not be able to carry the maximum permitted roof load if you are using a roof load carrier with a lower load rating. In this case, do not exceed the maximum weight limit for the load carrier system which is specified in the manufacturer's installation instructions.

Distributing the load

Distribute the load evenly and secure it correctly → ⚠.

⚠ WARNING

Accidents and vehicle damage can occur if the maximum permitted roof load is exceeded.

- Never exceed the specified roof load, the maximum permissible axle loads, and the permissible gross vehicle weight for the vehicle.
- Do not exceed the load capacity of the roof load carrier, even if the maximum roof load has not been reached.

⚠ WARNING

Loose and incorrectly secured loads can fall off the roof load carrier and cause accidents and injuries.

- Always use suitable and undamaged lashing, retaining or securing straps.

NOTICE

When opening the boot lid, make sure that it does not collide with the roof load.

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Remove the roof load carrier in the following situations

— The roof load carrier is no longer needed.

— Before entering an automatic car wash.

— When the vehicle height exceeds the required clearance height, e.g. in a garage.

NOTICE

- Always remove the roof load carrier before driving through an automatic car wash.
- Installing a roof load carrier and securing a load to it changes the height of the vehicle. Check and compare the height of the vehicle with clearance heights, e.g. for underpasses and garage doors.
- The function of other components such as the boot lid must not be impeded by the roof load carrier.

When the roof load carrier is fitted, consumption increases due to the increased air resistance.

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Safety instructions when handling fuel

WARNING

Incorrect handling of fuel can cause explosions, fire, serious burns and other injuries.

- Before refuelling, switch off the engine, ignition, auxiliary heater, mobile telephone and other radio equipment.
- Do not get into the vehicle while refuelling in order to avoid electrostatic discharge.
- Make sure that the tank cap is properly closed and that no fuel is escaping.
- Observe the applicable safety instructions and local regulations on handling fuel.

WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Refuel only with fuels that are approved for the vehicle.
- Do not refuel with fuels that contain metal and use only additives that have been approved by the manufacturer in the approved quantity.
- Immediately remove any spilled fuel from all vehicle parts.

CAUTION

Fuel can leak out of the spare fuel canister. This can lead to fire and injuries.

- Never transport a spare fuel canister in the vehicle.

Fuels can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly.

Manual release of the tank flap is not possible. In an emergency, seek expert assistance.

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Introduction

The fuel cap is located on the left-hand side of the vehicle.

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Identification of fuels and fuel standards

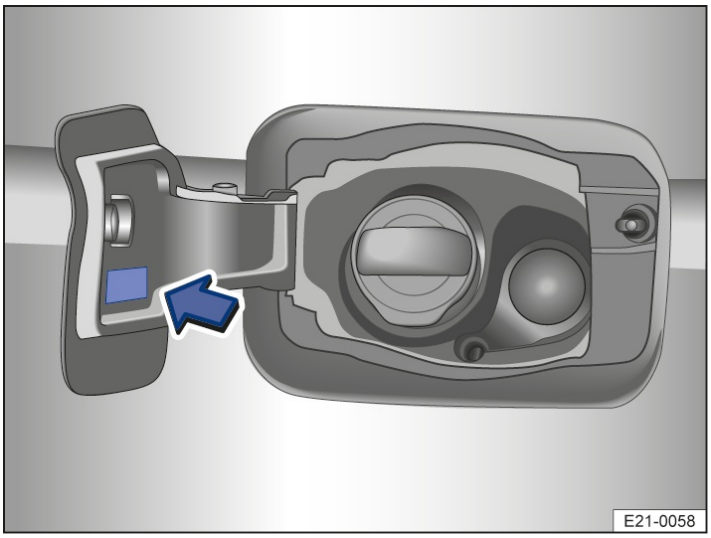


Fig. 1 In the tank flap: fuel information label.

Fuel information label

The type of fuel to be used depends on the vehicle engine. The factory fuel information label with specification of the minimum required fuel grade for the vehicle is located in the tank flap → *Fig. 1*.

The designation and frame indicate which fuels are suitable for the vehicle. These are the minimum requirement. The vehicle must not be refuelled with other fuels →.

Fuel standards

The fuel to be used must comply with one of the following standards→.

If fuel in accordance with the specified standards is not available, you can obtain information about which fuels are suitable for the vehicle from a qualified workshop.

Petrol

E5

E5 stands for petrol with a maximum ethanol content of 5%.

Fuel standard

— EN 228 in the current version.

— DIN EN 228 in the current version.

Diesel

B7

B7 stands for diesel fuel with a maximum RME content of 7%.

Fuel standard

— EN 590 in the current version.

— DIN EN 590 in the current version.

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Synthetic diesel fuels

XTL

Synthetic diesel fuels.

XTL stands for X - To - Liquid and is the designation for synthetic diesel fuels.

Diesel fuels that are manufactured synthetically are referred to as XTL fuels. These synthetic diesel fuels include, for example, GTL

(Gas To Liquid), BTL (Biomass To Liquid) and HVO (Hydrotreated Vegetable Oils), where natural gas or biomass is used as the primary energy carrier.

Fuel standard

— EN 15940 in the current version.

— DIN EN 15940 in the current version.

NOTICE

Refuelling with fuels that do not comply with the standards and that are not approved can result in a reduction in performance and considerable damage to the engine and fuel system.

- Before refuelling, check whether the fuel identification specified on the fuel pump meets the vehicle's requirements.
- To avoid damage to the fuel system and engine failure, always refuel only with fuels in accordance with the specified standard and identification.

Petrol

The petrol types differ in their research octane number(RON). The vehicle may be filled with petrol that has a higher RON than the engine requires. However, this does not provide any advantage in terms of fuel consumption or engine output.

The fuel information label on the inside of the tank flap may show several types of petrol, e.g95/92/97/93 RON. The highlighted petrol grades, 95/92 in the example, are the preferred petrol grades for the vehicle. One of the other listed petrol grades can be used for refuelling only if these are not available. In this case, choose the petrol grade with the higher RON, e.g. 97 instead of 93 RON.

Fill vehicles with a petrol engine only with unleaded petrol or petrol with a maximum ethanol content of 10 %(E10) →.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable additives →.

NOTICE

Errors during refuelling or unsuitable fuel additives may cause damage to the vehicle.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Use only service additives that have been approved by Volkswagen Commercial Vehicles in the approved quantity.
- Refuel only with petrol that has the specified or a higher Research Octane Number(RON). If, in an emergency, you have to use petrol with an octane number lower than the recommended number, drive at medium engine speeds and avoid high engine loading. Avoid high engine speeds and heavy engine loads. Refuel with petrol with the correct octane number as soon as possible.

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Diesel

Always refuel diesel with a low sulphur content or with sulphur-free diesel in order to avoid damage to the engine and particulate filter.

Refuel vehicles with a diesel engine only with diesel or diesel with a maximum biodiesel content of 7% or synthetic diesel in accordance with fuel standard EN 15940 / DIN EN 15940 →⚠.

If you use diesel with a high sulphur content, the service intervals are shorter. Suitably qualified workshops can provide information on countries that use diesel with a high sulphur content.

The fuel quality affects the running properties, performance and service life of the engine. Refuel with fuel that already contains suitable additives →⚠.

Winter-grade diesel fuel and filter preheater system

During the winter season, you have to use diesel with improved flow characteristics under cold conditions(winter diesel). You can avoid operational faults by refuelling winter diesel. Winter diesel is offered at filling stations during the winter season.

There may be different classes of cold depending on the climate and time in the national fuel standards.

Diesel vehicles are equipped with a filter preheater system. The cold flow characteristic of the diesel is ensured while driving by the filter pre-heating function. Information on the cold properties of diesel is provided by the filling stations in the respective country and suitably qualified workshops.

In order to ensure that the vehicle can also be started at low outside temperatures, it is recommended to park the vehicle in a location that is sheltered from the weather, e.g. in a garage.

Misfuelling prevention device

The tank filler neck in diesel vehicles may be fitted with a misfuelling prevention device. This is intended to help ensure that the vehicle is refuelled only using diesel filler nozzles.

If you are unable to insert the fuel nozzle into the tank filler neck properly, first check whether you are using a diesel pump nozzle. Once you have ascertained that you are using the correct filler nozzle, turn the diesel filler nozzle back and forth while applying light pressure. This can open the misfuelling prevention device and make it possible to refuel the vehicle. If the misfuelling prevention device is still closed, contact an authorised workshop and have the system checked.

The misfuelling prevention device may not open if you have to refuel the vehicle using a spare fuel canister in an emergency.

In order to still fill the tank with fuel, pour thediesel into the tank extremely slowly in very small quantities. Use a suitable adapter for the spare fuel canister to make refuelling easier. The relevant adapters are available from a suitably qualified workshop.

⚠ WARNING

Incorrect refuelling can lead to fire, serious injuries and vehicle damage.

- Before refuelling, check whether the fuel standard specified on the pump meets the vehicle's requirements.
- Do not refuel with pure RME fuel, petrol, fuel oil or other unsuitable fuels.
- Use only additives that have been approved by the manufacturer in the approved quantity.

At cold temperatures, louder noises may occur in the diesel engine and the exhaust gas may be tinged blue.

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Refuelling

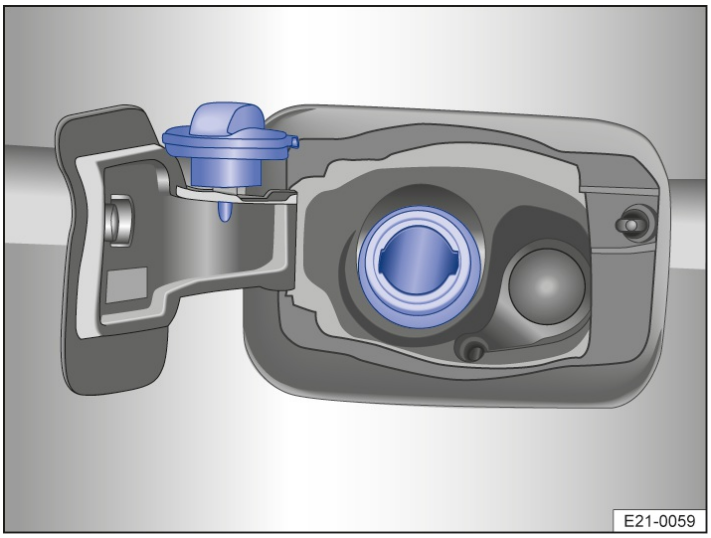


Fig. 1 On the left-hand side of the vehicle: tank flap with open tank cap.

Refuelling process

The vehicle must be refuelled only with the fuel grades specified on the fuel information label in the tank flap *(→ Identification of fuels)*.

1. To unlock the tank flap, unlock the vehicle with the button on the vehicle key *(→ Vehicle key)*.

   Or: to unlock the tank flap, unlock the vehicle with the button in the driver door *(→ Central locking button)*.

   On vehicles with Keyless Access, the tank flap is automatically unlocked when the vehicle is unlocked.
2. Close the left sliding door.
3. Open the tank flap.

   Vehicles with tank flap collision protection: a clicking noise can be heard when the tank flap is opened. This is normal and is not an indication of a technical problem. The left sliding door is blocked and cannot be opened when the tank flap is open. The sliding door can be opened again only when the tank flap has been closed.

   Vehicle without tank flap collision protection: keep the left sliding door closed during refilling → ⚠.
4. Unscrew the tank cap and place it in the opening provided in the tank flap → *Fig. 1*.
5. Hold the nozzle so that the handle is facing down in order to ensure optimum filling.

   The fuel tank is full as soon as the properly operated automatic fuel pump switches off for the first time → ⚠.
6. Screw the tank cap onto the tank filler neck until it engages.
7. Close the tank flap.

Do not continue filling the tank after the nozzle switches off. The expansion space in the fuel tank can fill with fuel, for example if it heats up. This could cause fuel to overflow or automatic venting may not function.

⚠ WARNING

Overfilling the fuel tank may cause the fuel to splash out and overflow. This can cause fires, explosions and serious injuries.

- Do not continue refuelling when the filler nozzle switches off for the first time.

⚠ CAUTION

Opening the left sliding door can cause injuries and damage the vehicle.

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- Make sure that the tank flap is closed before opening the sliding door.

If possible, every six months, drive the fuel tank empty until the indicator lamp lights up and then refuel. This is necessary to maintain the required system function for petrol mode and fuel quality.

Diesel ageing

Compared to other fuel types, fuels with a high biodiesel content(> 7 vol.%) may have a higher water absorption capacity and tend to age (decompose) more rapidly due to lower oxidation resistance. Water and dirt promote microbial activity and accelerate fuel ageing, which can lead to the vehicle's fuel system being damaged.

Perform the following actions to avoid damaging the vehicle’s fuel system.

If the vehicle is stationaryas from two weeks:

1. Fill fuel tank to maximum level.
2. Start the vehicle at least once a week for around five minutes.

If the vehicle is stationaryas from 45 days:

1. Diesel fuel in the fuel tank may have aged→ⓘ.
2. You must replace the diesel in the fuel tank and fuel filter before starting the engine again. The diesel and the fuel filter should be changed by a suitably qualified workshop.

NOTICE

If the diesel fuel contains water or is decomposed and the engine is started, this can cause serious damage to the fuel system.

- If water has settled in the fuel filter, it must always be drained.
- Always fill up with high-quality diesel fuel that meets the required specifications.

Water and diesel fuel must never be disposed of in gardens, forests, sewage systems, roads or paths, rivers or running waters. In order to avoid environmental pollution, disposal must be carried out by a suitably qualified workshop.

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Irregular engine running and malfunctions

Irregular engine running or faults when driving may be a sign of poor fuel quality:

— Reduce speed immediately.

— Drive to the nearest qualified workshop at medium engine speeds and low loads on the engine.

— If the symptoms occur immediately after refuelling, switch off the engine straightaway to avoid any subsequent damage.

— Seek expert assistance.

Water in the diesel

The indicator lamp lights up yellow.

— Reduce the vehicle speed immediately and drive to a qualified workshop at a medium engine speed and avoiding high engine loading.

— If the indicator lamp lights up immediately after filling the tank, switch off the engine and seek expert assistance.

You can expect engine faults and increased fuel consumption if the indicator lamp is lit up.

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Natural gas

Natural gas and types of natural gas

Vehicles fitted with a natural gas engine may only be refuelled and driven with compressed natural gas(CNG). Refuelling with other types of natural gas or other gases is not permissible.

The vehicle can run on bio-natural gas. A suitably qualified workshop can provide further information on this.

Do not make any design modifications to the gas filler neck and use only approved adapters→ ⚠.

Natural gas grades and consumption

Natural gas is available in two grades: H-gas and L-gas. H-gas has a higher calorific value and a lower nitrogen and carbon dioxide content. The higher the calorific value of the natural gas, the lower the levels of consumption.

The calorific value and the nitrogen or carbon dioxide values may vary within one grade group. For this reason, the vehicle consumption may vary when using natural gas of the same grade.

The vehicle engine management will automatically adapt to the different natural gas grades. Both natural gas grades can therefore be mixed in the natural gas tank. You do not need to drive the natural gas tank empty before refilling with a different grade.

The natural gas grade is displayed on the instrument cluster.

⚠ WARNING

Incorrect handling of natural gas can cause explosions, fire and serious burns and injuries. It can also result in damage to the vehicle.

- Always refill the natural gas fuel tank with compressed natural gas(CNG).
- Never fill the natural gas tank with other natural gas types, e.g. LNG or hythane.
- Never make modifications to the gas filling nozzles and use only approved adapters.

⚠ WARNING

Ignoring the smell of gas in the vehicle or when refuelling may cause serious injuries. If you can smell gas or think there may be a leak in the natural gas system:

- Stop immediately and switch off the ignition.
- Open all the doors to ventilate the vehicle adequately.
- Extinguish all cigarettes and remove any objects causing sparks or fire from the vehicle.
- With the odour of gas persisting, do not continue driving!
- Exit the danger zone and notify ambulance services if necessary.
- Seek suitably qualified expert assistance and have faults rectified.

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Safety notes on the natural gas system

Regular natural gas system checks

External influences can damage or corrode natural gas tanks →⚠. The vehicle owner must therefore ensure that the gas system is checked (visual inspection) every four years at the latest by a qualified workshop.

The date for the next legally required inspection of the natural gas system may be shown in the instrument cluster display. Observe any text messages, warning and indicator lamps that light up *(→ Natural gas)*.

The vehicle owner must have the natural gas fuel tank exchanged by a suitably qualified workshop before it reaches the end of its service life. Please contact a suitably qualified workshop for information on the service life of your natural gas fuel tanks →⚠.

⚠ WARNING

Damaged or corroded natural gas fuel tanks could burst and cause serious or fatal injuries.

- Have the natural gas fuel tanks checked(visual inspection) every 4 years at the latest.
- Natural gas fuel tanks have a limited service life. Have the natural gas fuel tanks replaced in good time. Further information can be obtained from a suitably qualified workshop.

⚠ WARNING

The natural gas fuel tanks may be damaged if the vehicle floor bottoms on the ground or in the event of a (rear-end) collision. If damaged natural gas fuel tanks are refilled, these can burst and cause serious or fatal injuries!

- Drive immediately to a suitably qualified workshop and have the gas system checked.
- Do not refuel until the gas system has been checked.

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Refuelling natural gas

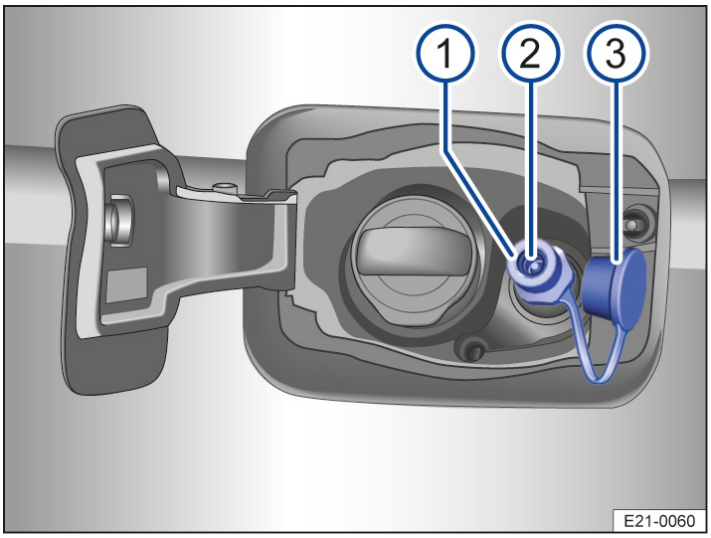


Fig. 1 Behind the tank flap: Gas filler neck.

1. Gas filler neck.
2. Seal on the gas filler neck.
3. Sealing cap on the gas filler neck.

The filling couplings for the natural gas systems can be of various different designs. Consult trained filling station staff for further information →⚠.

Refuelling process

Please refer to the relevant information in the operating manual for the natural gas system.

1. Open the tank flap.

   *Vehicle with tank flap collision protection:*An acoustic warning sounds. You can no longer open the left sliding door.

   *Vehicle without tank flap collision protection:*Keep the left sliding door closed during refuelling→⚠.
2. Remove the closure cap from the gas filler neck.
3. Insert the filling coupling to the gas filler neck.
4. Start the refuelling process. The natural gas fuel tank is full when the compressor switches off automatically.
5. Press the stop button of the natural gas system to stop refuelling ahead of time.
6. After removing the filling coupling, check whether the sealing ring of the gas filler neck is present. Place the seal back in the gas filler neck.
7. Press the closure cap onto the gas filler neck and close the tank flap.

⚠ WARNING

Incorrect handling of natural gas can cause explosions, serious injuries and damage to the vehicle.

- Always refill compressed natural gas(CNG).
- Never make modifications to the gas filler neck.
- Use only approved adapters.

⚠ CAUTION

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Opening the sliding door on the left-hand side can cause injuries and damage the vehicle.
- Make sure that the tank flap is closed before opening the sliding door.

The natural gas system of the vehicle is suitable for refuelling at both small and large compressors.

Troubleshooting

Urgent gas system check due

The warning lamp lights up red.

It is urgent that the natural gas system be checked!

Operation of the natural gas system may be restricted.

A text message is displayed:

1. Drive immediately to a suitably qualified workshop.
2. Have the natural gas system checked.

Or: Another text message is displayed:

1. Drive to a suitably qualified workshop within the specified period.
2. Have the natural gas system checked.

Gas system check

The indicator lamp lights up yellow or white.

It is urgent that the natural gas system be checked!

A text message is displayed:

1. Drive to a suitably qualified workshop within the specified period.
2. Have the natural gas system checked.

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Checklist

The emission-relevant components reduce exhaust emissions. Observe the following points so that the emission-relevant components function for a long time:

✓ Never run the fuel tank completely empty.

✓ Refuel the vehicle only with fuels that are suitable for the vehicle *(→ Identification of fuels)*.

✓ Use only engine oil that is suitable for the vehicle *(→ Engine oil)*.

✓ Never overfill with engine oil *(→ Engine oil)*.

✓ Do not tow-start the vehicle but perform jump starting instead *(→ Jump starting)*.

If misfires, loss of power or rough engine running occur while driving, reduce speed immediately and have the vehicle checked by a suitably qualified workshop. Otherwise uncombusted fuel could enter the exhaust system and thus be discharged into the atmosphere. In addition, emission-relevant components can also be damaged by overheating.

⚠ WARNING

Engine exhaust gases contain carbon monoxide, which can cause people to lose consciousness and also lead to death.

- Do not allow the engine to run in enclosed spaces.
- Never start the engine in enclosed spaces.
- Do not leave the vehicle unsupervised with the engine running.

⚠ WARNING

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

- Park the vehicle so that no part of the exhaust system can come into contact with any easily flammable material underneath the vehicle, e.g. dry grass.
- Never apply additional underseal or anti-corrosion coatings to the exhaust pipes, catalytic converters, particulate filters or heat shields.

A sulphur-like exhaust gas smell can also occur even if the exhaust purification system is functioning properly.

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AdBlue®

The SCR catalytic converter uses AdBlue® urea solution to convert nitrogen oxides into nitrogen and water. AdBlue® is a registered trademark and is also known as AUS32 or DEF (Diesel Exhaust Fluid).

Legal information

No technical modifications which affect emission control by AdBlue® may be made to the emission control system.

Only operation with AdBlue® that complies with ISO-22241-1 is approved by the manufacturer and corresponds to the Certificate of Conformity issued for this vehicle type.

Operating the vehicle without AdBlue® that complies with ISO-22241-1 may be a criminal offence.

If the emission control system is not operated as intended, the exhaust emissions may become worse.

Information on AdBlue®

The AdBlue® consumption figures depend on the driving style, the operating temperature and the ambient temperature.

You can check the remaining range and refill quantity on the instrument cluster display.

Because AdBlue® freezes at temperatures below -11 °C(+13 °F), there may be limitations when filling at very low temperatures. While the vehicle is in motion, the system is heated to ensure effective emission control even at very low temperatures. During prolonged spells of cold weather with temperatures below -11°C (+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Stop the vehicle in a warm place.
2. Wait until the AdBlue® becomes liquid again.
3. If necessary, have refilling performed by a suitably qualified workshop.

AdBlue® must be refilled independently of the service events. This may be necessary more frequently and between the service intervals.

The AdBlue® tank must never run empty→.

Warning and prompting system with low fill level

Always add AdBlue® when a prompt to add it appears in the instrument cluster display.

AdBlue® in normal operating range. Remaining range of 2,000 km(1,200 miles) or 2,400 km (1,500 miles) (depending on equipment). AdBlue® can be added, but it is not necessary.

As of a remaining range of 2,000 km (1,200 miles) or 2,400 km (1,500 miles) (depending on equipment), a prompt will be shown on the instrument cluster display to indicate that AdBlue® must be refilled. The respective remaining range at that time is indicated in this prompt.

If this prompt is ignored, the yellow indicator lamp lights up from aremaining range of 1,000 km (600 miles). A message is displayed on the instrument cluster with the warning that it will no longer be possible to restart the engine in XXX km.

It will no longer be possible to restart the engine if the yellow indicator lamp is still ignored and the displayed remaining range is 0 km (0 miles). The red warning lamp lights up.

Warning and prompting system in the event of faults

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If there is a fault in the exhaust gas purification system or if the tank has not been filled with standard-compliant AdBlue® in accordance with ISO-22241-1, the white or yellow indicator lamps light up. The remaining range is 1,000 km (600 miles) when the white or yellow indicator lamps light up *(→ Emission-relevant components)*.

If the yellow indicator lamps are ignored, the red warning lamps light up. There is a remaining range of 0 km (0 miles) and it is no longer possible to restart the engine *(→ Emission-relevant components)*.

CAUTION

AdBlue® is an irritant and corrosive fluid that can damage the skin, eyes and breathing passages upon contact.

- Always observe the instructions for use when using AdBlue®. Compliance with the instructions usually prevents users from coming into contact with AdBlue®.
- AdBlue® must be kept only in the closed original container. Never use empty food tins, bottles or other containers.
- Always store AdBlue® in a safe place out of reach of children.
- If AdBlue® gets into the eyes, immediately rinse your eyes with plenty of water for at least 15 minutes and consult a doctor.
- If AdBlue® comes into contact with the skin, immediately rinse your skin with plenty of water for at least 15 minutes and consult a doctor in the case of skin irritations.
- If you swallow AdBlue®, immediately rinse your mouth out with plenty of water for at least 15 minutes. Do not induce vomiting unless instructed to do so by a doctor. Seek medical assistance immediately.

NOTICE

If the AdBlue® level is too low, the vehicle cannot be restarted after the ignition has been switched off. Starting with jump leads is also not possible.

- Refill a sufficient quantity of AdBlue® at the latest when the remaining range reaches approximately 1000 km (600 miles).
- Never allow the AdBlue® tank to run empty.
- Observe the remaining range displayed in the instrument cluster display.

NOTICE

Improper use of AdBlue® may cause damage to the vehicle that is not covered by the warranty.

- Only use and add AdBlue® that complies with the standard ISO-22241-1.
- Never add water, fuel or additives to the AdBlue®.
- Never fill AdBlue® into the diesel fuel tank.
- Do not permanently carry the refill bottle in the vehicle. The bottle may develop a leak following changes in temperature and damage and the AdBlue® may damage the vehicle interior.

Refilling AdBlue®

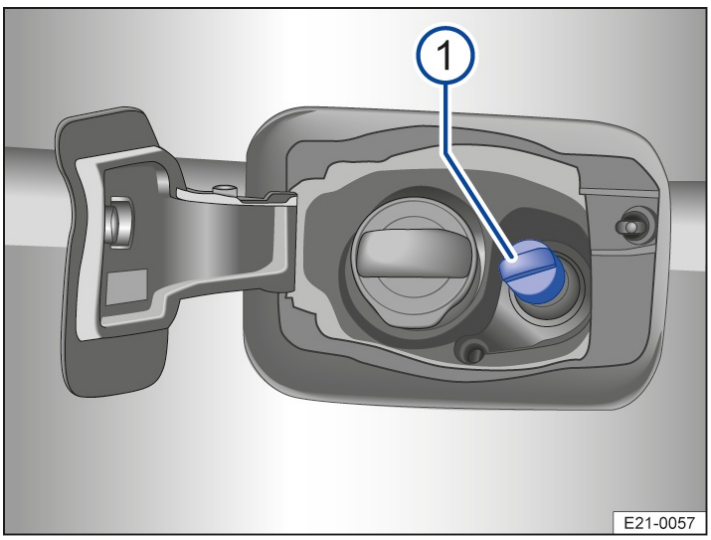


Fig. 1 Behind the tank flap: AdBlue filler neck cap.

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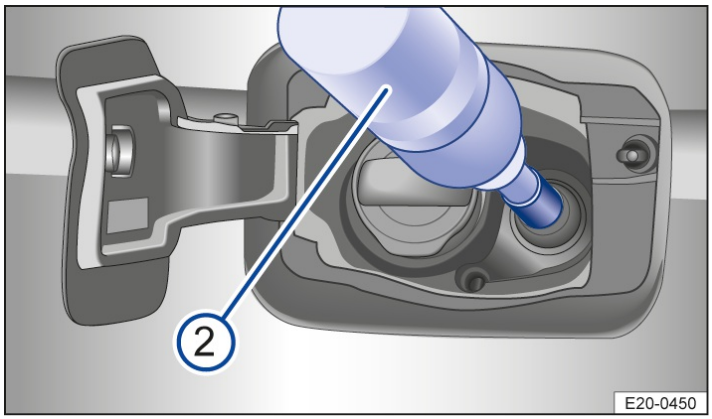


Fig. 2 Refilling AdBlue with a refill bottle.

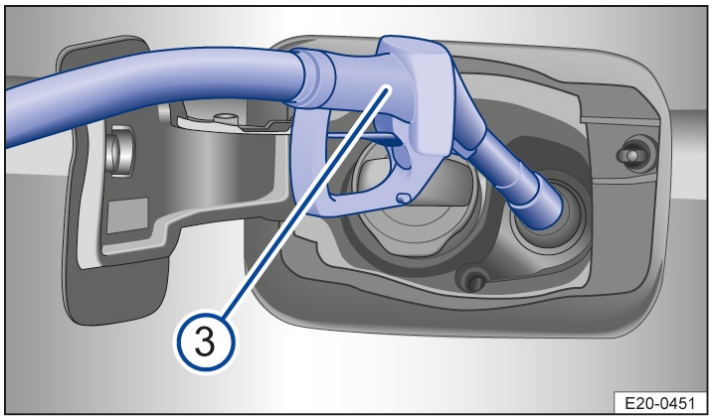


Fig. 3 Refilling AdBlue with a pump nozzle.

(1) AdBlue® filler neck cap.
(2) Refill bottle.
(3) AdBlue® pump nozzle.

Preparing for refilling

The AdBlue® filler neck is located behind the tank flap next to the tank filler neck for fuel → *Fig. 1* (1).

1. Park the vehicle on a flat surface and switch off the ignition.
2. Close the left sliding door.
3. Open the tank flap.

   Vehicles with tank flap collision protection: a clicking noise can be heard when the tank flap is opened. This is normal and is not an indication of a technical problem. The left sliding door is blocked and cannot be opened when the tank flap is open. The sliding door can be opened again only when the tank flap has been closed.

   Vehicle without tank flap collision protection: keep the left sliding door closed during refilling →⚠.
4. Unscrew the AdBlue® filler neck cap.
5. Place the cap in the opening provided on the tank flap.

When a message about the AdBlue® level is shown on the instrument cluster display, refill with at least the minimum refill quantity. A lower refill amount is not sufficient.

Use only AdBlue® that complies with standard ISO-22241-1.

Refilling with a refill bottle

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Observe the use-by date, instructions and information provided by the manufacturer on the refill bottle.

1. Unscrew the cap on the refill bottle.
2. Place the refill bottle on the AdBlue® filler neck and screw the refill bottle hand-tight → *Fig. 2*.
3. Do not squeeze the refill bottle to prevent it from being damaged.
4. Press the refill bottle in the direction of the tank filler neck and hold the refill bottle in this position → *Fig. 2* (2).
5. Add at least the minimum refill quantity shown on the instrument cluster.
6. The AdBlue® tank is full as soon as no more AdBlue® flows out of the refill bottle → (!).
7. Do not squeeze the refill bottle to avoid overfilling the tank.
8. Unscrew the refill bottle.

Refilling with a pump nozzle

The AdBlue® tank can be refilled at all AdBlue® pumps.

Do not fill the vehicle with fuel and AdBlue® at the same time.

The AdBlue® nozzle functions in the same way as a fuel nozzle.

1. Hold the AdBlue® nozzle so that the handle is facing down in order to ensure optimum filling → *Fig. 3* (3).
2. Add at least the minimum refill quantity shown on the instrument cluster.
3. The AdBlue® tank is full when the nozzle clicks off for the first time → (!).
4. Do not continue filling to avoid overfilling the AdBlue® tank.

Filling with a canister

1. Remove the cap on the canister.
2. Use the integrated spout to fill the AdBlue® tank.
3. Add at least the minimum refill quantity shown on the instrument cluster.
4. The AdBlue® tank is full when AdBlue® has been filled up to the level of the AdBlue® filler neck. Do not overfill the AdBlue® tank → (!).

Preparing for continuing the journey

1. Screw in the cap of the AdBlue® filler neck until it engages.
2. Close the tank flap.
3. Switch on only the ignition for at least 30 seconds so that the system is able to detect refilling.
4. If refilling is not detected, switch off the ignition and wait for around 2 minutes.
5. Again switch on only the ignition for at least 30 seconds so that the system is able to detect refilling.
6. Start the engine only after this.

⚠ CAUTION

Opening the left sliding door can cause injuries and damage the vehicle.

- Make sure that the tank flap is closed before opening the sliding door.

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NOTICE

Overfilling with AdBlue® can damage the tank system and vehicle.

- Do not refill with more than the maximum refilling quantity indicated on the instrument cluster display.
- Remove any spilled AdBlue® as quickly as possible with a damp cloth and plenty of water.
- Remove crystallised AdBlue® with water and a sponge.

Dispose of the refill bottle in an environmentally friendly way.

A smell may be produced when refilling with an AdBlue® pump nozzle.

Suitable AdBlue® refill bottles are available from a correspondingly qualified workshop.

Particulate filter

Diesel engines

Regeneration function

During regeneration of the particulate filter, the accumulated soot inside the filter is burnt to ash so that it does not become clogged. Regeneration takes place at periodic intervals at high temperatures. In order to achieve the high temperatures in the particulate filter, additional diesel is injected into the engine which is burnt in the diesel oxidation catalytic converter, thus allowing the regeneration.

Depending on the driver's driving profile and the load placed on the engine, the amount of diesel fuel injected is continuously adjusted to maintain a high temperature in the particulate filter during regeneration. During the post-injection of diesel, small amounts of diesel may enter the oil circuit in the engine. The diesel will evaporate from the engine oil again during regular driving. If the engine oil temperatures are not high enough due to the driving profile, or if you drive a lot of short distances, the diesel cannot evaporate from the engine oil and this can cause oil thinning.

An indicator lamp may light up on the instrument cluster display *(→ Engine oil)*.

Automatic regeneration

The soot in the particulate filter is burnt off at high temperatures on a periodic basis.

To assist the regeneration of the particulate filter, avoid making only short trips.

The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

Regeneration is interrupted automatically when the vehicle is driven in the reserve range and the yellow indicator lamp lights up.

NOTICE

If regeneration is not completed, this can thin the oil and cause engine damage.

- Do not switch off the engine unnecessarily while the indicator lamp is active.
- Avoid frequent short trips and driving cycles at continuously low engine speeds or while stationary.

Noises, smells and increased engine speeds may occur during regeneration.

Petrol engines

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Function

The particulate filter (depending on the vehicle equipment) filters out soot particles in the exhaust gas.

Regeneration

In normal vehicle operation, the filter cleans itself. If it is not possible for the filter to clean itself, for example if the vehicle is only ever used for short trips, the filter will become saturated with soot. The diesel particulate filter requires cleaning (regeneration).

Noises, slight smells and increased engine speeds may occur during regeneration. The radiator fan may run on while the vehicle is moving or when the engine has been switched off.

To assist the regeneration of the particulate filter, avoid making only short trips.

The soot in the particulate filter is burnt off at high temperatures on a periodic basis. During the periodic regeneration process, the yellow indicator lamp does not light up.

Troubleshooting

Fault in the selective catalytic reduction system

The red warning lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®. It is therefore no longer possible to restart the engine.

1. Drive immediately to a suitably qualified workshop without switching off the engine.
2. Have the system checked.

AdBlue® level too low

The red warning lamp lights up.

A text message may also be displayed.

It is not possible to start the engine because the AdBlue® level is too low.

1. Park the vehicle.
2. Refill the minimum quantity of AdBlue® *(→ AdBlue)*.

or Fault in the selective catalytic reduction system

The yellow or white indicator lamps light up.

A text message may also be displayed.

There is a fault in the selective catalytic reduction system or the system is not filled with standard-compliant AdBlue®.

1. Drive immediately to a suitably qualified workshop.
2. Have the system checked.

Or:

During prolonged spells of cold weather with temperatures below -11°C(+13°F), and in extremely adverse conditions, it is possible that the AdBlue® cannot be defrosted and is not available for the emission control system.

1. Drive the vehicle to a warmer environment with an ambient temperature higher than -11°C(+13°F) within the

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stated range, e.g. a garage.

The error message disappears if there is sufficient AdBlue® and it has defrosted.

or AdBlue® level low

The yellow or white indicator lamp lights up.

A text message may also be displayed.

1. Refill AdBlue® before the displayed remaining range drops to zero *(→ AdBlue)*.

Particulate filter clogged with soot

The yellow indicator lamp lights up.

The particulate filter is saturated with soot and must be regenerated.

1. Driving at speeds between 50 – 120 km/h (31 – 75 mph) will help with regeneration.
2. Observe the relevant speed limits and the vehicle's gear-change indicator.

The indicator lamp goes out automatically when the particulate filter has been regenerated.

1. If the indicator lamp is still lit up after driving for longer than 30 minutes, find a correspondingly qualified workshop as soon as possible.

The particulate filter may become completely clogged if you ignore the indicator lamp. If the particulate filter is clogged, a service regeneration must be carried out by a correspondingly qualified workshop.

Particulate filter clogged

The yellow indicator lamps light up together.

Self-regeneration of the particulate filter is no longer possible.

1. Contact a suitably qualified workshop immediately to have a service regeneration carried out.

The particulate filter will become damaged and will have to be replaced by a suitably qualified workshop if the indicator lamps are ignored.

Emissions-relevant fault

The yellow indicator lamp lights up.

Fault in an emissions-relevant component that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

Misfiring

The yellow indicator lamp flashes.

Misfiring that can damage the vehicle.

1. Drive to the nearest suitably qualified workshop.
2. Have the engine and exhaust system checked.

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There may be engine faults and fuel consumption may be higher if the indicator lamps are lit up or flashing.

Introduction

Observe any country-specific legislation when securing your vehicle in the event of a breakdown.

WARNING

In the event of a sudden driving or braking manoeuvre or accident, a loose vehicle tools container, breakdown set and spare wheel could be flung though the vehicle and cause severe injuries.

- Always ensure that the vehicle toolkit, breakdown set and spare wheel are always properly secured in the vehicle.

WARNING

Unsuitable or damaged tools in the vehicle toolkit can lead to accidents and injuries.

- Never work with unsuitable or damaged tools from the vehicle toolkit.

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Stowage

The vehicle toolkit and the removable ball coupling for the towing bracket may be located in different places depending on the vehicle model.

Kombi

The vehicle toolkit and the removable ball coupling of the towing bracket are located in the luggage compartment behind a cover behind the rear right wheel housing.

1. Loosen the securing strap if necessary.

Cargo

The vehicle toolkit and the removable ball coupling for the towing bracket are located in a foam rubber holder under the front passenger seat.

1. If necessary, slide the front passenger seat forward and fold the backrest down to access the vehicle toolkit *(→ Front seats)*.

NOTICE

The backrest on the right-hand seat must be folded down to access the vehicle toolkit in vehicles with single seats in the third row *(→ Rear seats)*.

After using the jack, crank it back to its original position so that it can be stowed safely.

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Contents of the vehicle toolkit

The scope of the on-board tool kit depends on the country and equipment. In some countries, there may also be a tyre pressure gauge in the vehicle. The following section describes the maximum scope:

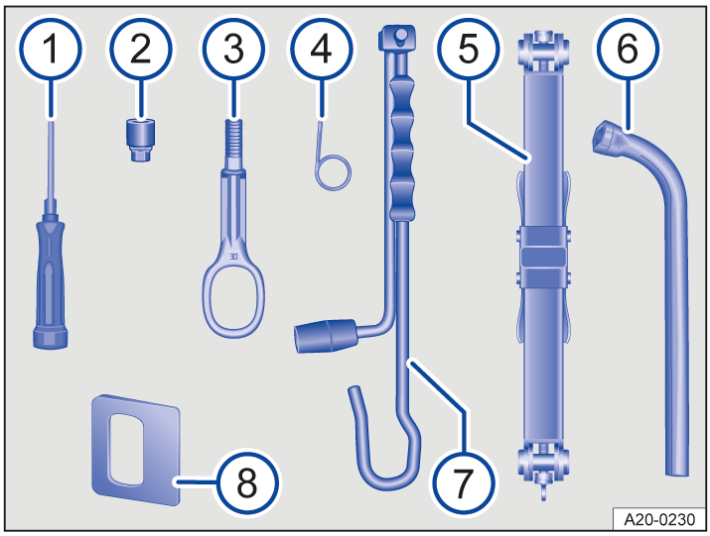


Fig. 1 Contents of the toolbox (illustration).

1. Screwdriver with hexagon socket in the handle for unscrewing or screwing tight slackened wheel bolts. The screwdriver has two reversible blades.
2. Adapter for the anti-theft wheel bolt. Carry the wheel bolt adapter in the vehicle toolkit at all times. The code number of the anti-theft wheel bolt is stamped on the front of the adapter. You will need this number to replace the adapter if lost. Make a note of the code number for the anti-theft wheel bolt and keep it in a safe place – but not inside the vehicle.
3. Removable towing eye.
4. Hook for pulling off the centre covers, wheel covers and the wheel bolt caps.
5. Jack. Before you return the vehicle jack to the toolbox, fully wind in the jack.
6. Box spanner for wheel bolts.
7. Crank.
8. Tool for removing tail light clusters.

Servicing the jack

There are no maintenance cycles for the jack. Grease the jack with a universal lubricant when necessary.

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Service position

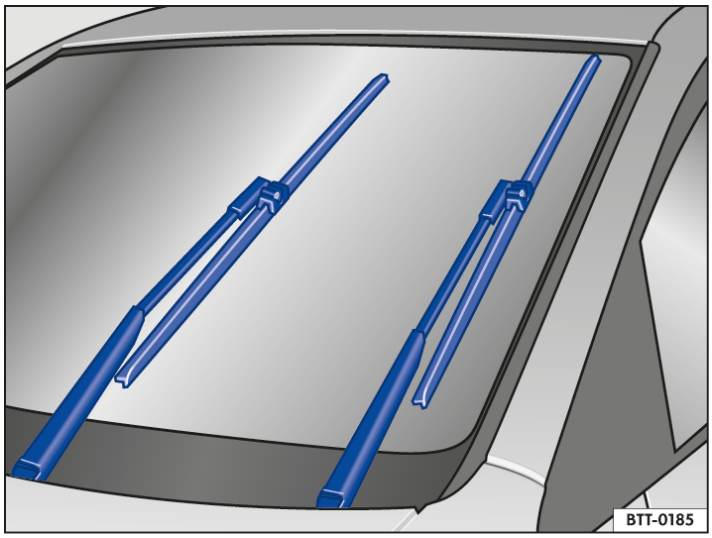


Fig. 1 On the windscreen: Wipers in service position (illustration).

The wiper arms can be lifted off the windscreen when in the service position→ *Fig. 1*. Carry out the following steps to move the wipers to the service position:

1. Park the vehicle.
2. Close the bonnet.
3. Switch the ignition on and then off again.
4. Push the wiper lever downwards briefly.

   Wipers move to service position.

Activating the service position via the Infotainment system

1. Park the vehicle.
2. Close the bonnet.
3. Switch on the ignition.
4. Tap the  function button.
5. Select and tap function button Mirrors and wipers.
6. Tap the Windscreen wipers in service position function button to activate or deactivate the service position.

If the checkbox in the function button is ticked☑, the function is switched on.

Lifting the wiper blades

1. Move the wiper arms to the service position before lifting→ⓘ.
2. When lifting a wiper arm, hold itonly in the area of the wiper blade mounting.

Place the wiper arms back onto the windscreen before driving away. With the ignition switched on, briefly press the wiper lever down to bring the wiper arms back to the original position.

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NOTICE

To avoid damage to the bonnet, windscreen and wiper arms:

- Lift the wiper arms only when in service position.
- Always place the wiper arms back on the windscreen before starting a journey.

Cleaning and replacing wiper blades

The factory-fitted wiper blades are coated with graphite. The graphite coating ensures that the wiper blade moves quietly over the windscreen. If the graphite coating is damaged, the windscreen wiper will become louder.

Check the condition of the wiper blades on a regular basis.Rubbing wiper blades should be changed if damaged or cleaned if dirty →⚠.

Damaged wiper blades should be replaced immediately. Wiper blades are available from a correspondingly qualified workshop.

Cleaning wiper blades

1. Move the wiper arms to the service position before lifting.
2. When lifting a wiper arm, hold itonly in the area of the wiper blade mounting.
3. Clean the wiper blades carefully using a damp sponge→ⓘ.
4. Carefully place the wiper arms back onto the windscreen.

Changing the windscreen wiper blades

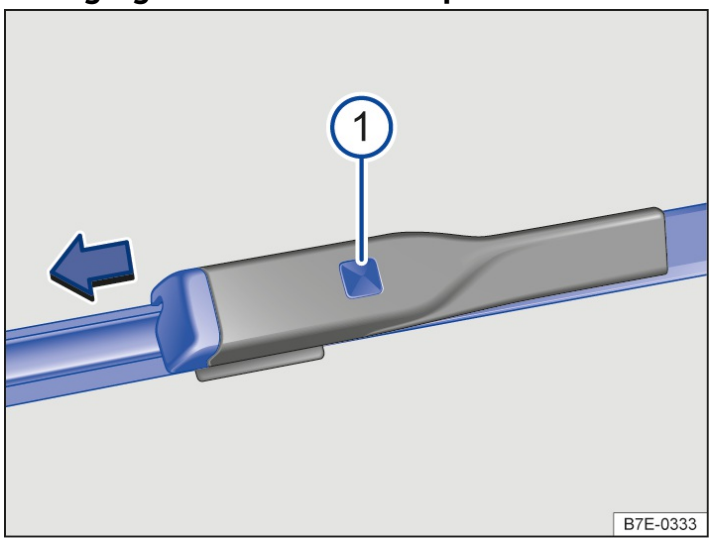


Fig. 1 On the windscreen: Changing the windscreen wiper blades.

(1) Release button.

1. Move the wiper arms to the service position before lifting.
2. When lifting a wiper arm, hold itonly in the area of the wiper blade mounting.
3. Press and hold the release button and simultaneously pull off the wiper blade in the direction of the arrow →*Fig. 1* (1).
4. Insert a new wiper blade with the same length and design onto the wiper arm. Push it on until it engages.
5. Place the wiper arms carefully back onto the windscreen.

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Changing the wiper blade for the rear window

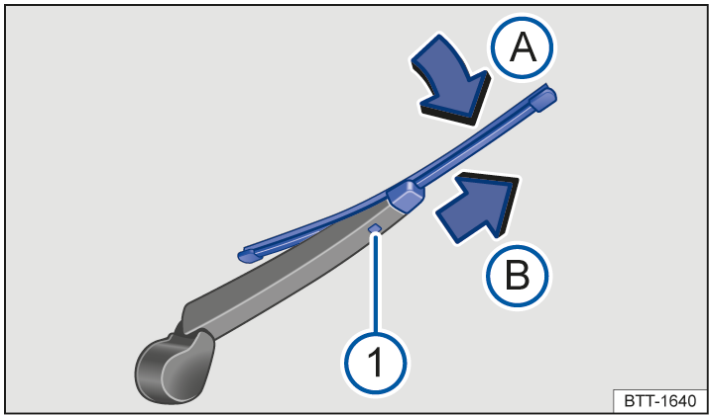


Fig. 2 At the rear of the vehicle: Changing the rear window wiper blade.

(1) Release button.

1. When lifting a wiper arm, hold it only in the area of the wiper blade mounting.
2. Lift and fold back the wiper arm.
3. Press and hold the release button → *Fig. 2* (1).
4. Tilt the wiper blade in the direction of the wiper arm → *Fig. 2* (A) and pull it off in the direction of the arrow (B) at the same time. You may need to use some force to do this.
5. Insert a new wiper blade with the same length and design onto the wiper arm in the opposite direction of the arrow → *Fig. 2* (B) and push it on until it engages. The wiper blade must be in folded-down position to do this (A).
6. Carefully place the wiper arm back onto the rear window.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and severe injuries.

- Always change windscreen wiper blades if they are damaged or worn and no longer clean the windscreen properly.

NOTICE

Damaged or dirty windscreen wipers can scratch the windscreen.

- Do not use any detergents containing solvents, hard sponges or other sharp objects, as they can damage the graphite coating of the wiper blades during cleaning.
- Do not use nail varnish remover, paint thinner or similar products to clean the windows.

Introduction

Before changing bulbs, check whether a bulb or anLED

light unit has failed. You can normally change bulbs yourself. If the exterior lighting is realised using LED technology (depending on model and vehicle equipment) it is not possible for you to change theLED light units or individual LEDs yourself. If some LEDs fail, this may be an indication that moreLEDs are on the point of failure. In this case, have the light units checked and renewed if necessary at a suitably qualified workshop.

You should keep a box with spare light bulbs for the lights that ensure the vehicle is roadworthy in the vehicle at all

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times. Replacement bulbs are available from a suitably qualified workshop. In some countries it is a legal requirement to have these spare bulbs in the vehicle.

It may be illegal to drive with a defective bulb in the exterior lighting.

Additional bulb specification

Some bulbs in headlights or in tail light clusters might have factory specifications that are different to standard bulbs. The designation is inscribed on the bulb, either on the glass part or on the base.

⚠ WARNING

Accidents can occur if roads are not sufficiently illuminated and other road users have difficulty seeing the vehicle, or cannot see it at all.

⚠ WARNING

Changing the bulb incorrectly can cause accidents and serious injuries.

- Always read and observe the warnings before carrying out work in the engine compartment *(→ In the engine compartment)*. The engine compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.
- Please note that halogen bulbs are pressurised and can burst when bulbs are changed.
- Change the defective bulb only once it has cooled down completely.
- Never change a bulb unless you know exactly how to carry this out. If you are uncertain of what to do, have the work carried out by a suitably qualified workshop.
- Do not touch the glass part of the bulb with unprotected fingers. When the light is switched on, heat will cause fingerprints to evaporate on the bulb, which in turn will cause the reflector to dim.
- There are sharp-edged parts on the headlight housing and on the tail light cluster housing. Protect your hands when changing bulbs.

! *NOTICE*

Damage to the electrical system can be caused by water entering the system if the rubber cover or plastic caps on the headlight housing are not properly mounted after a bulb has been changed.

Information on changing bulbs

Always carry out the following actions for changing a bulb in the given order→⚠:

1. Park the vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake.
3. Switch off the lights
4. Move the turn signal and main beam lever to its neutral position.
5. In vehicles with an automatic gearbox: Move the selector lever to positionP.
6. Switch off the ignition.
7. In vehicles with a manual gearbox: select a gear.
8. Allow the orientation lighting to go out *(→ Coming Home and Leaving Home function (orientation lighting))*.
9. Leave the defective bulbs to cool down.
10. Check to see if a fuse has blown.
11. Follow the instructions to change the affected bulb. Always use identical bulbs with the same designation. The designation is inscribed on the bulb, either on the glass part or on the base.
12. Do not touch the glass part of the bulb with unprotected fingers. The heat of the bulb would cause the fingerprint to evaporate and condense on the reflector. This will impair the brightness of the headlight.

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13. After changing the bulb, check to ensure that the bulb is working properly. If the bulb is not working properly, the bulb may not have been inserted properly, may have failed again, or the connector may have been fitted incorrectly.
14. Each time you change a bulb at the front of the vehicle, the headlamp settings should be checked by a suitably qualified workshop.

WARNING

Ignoring any of the operating guidelines listed for your personal safety can lead to accidents and severe injuries.

- Always follow the operating guidelines and observe the general safety precautions.

NOTICE

Observe the following to avoid damage to the vehicle paint or other components:

- Always take care when removing and fitting lights.

Changing the bulbs in the front headlights

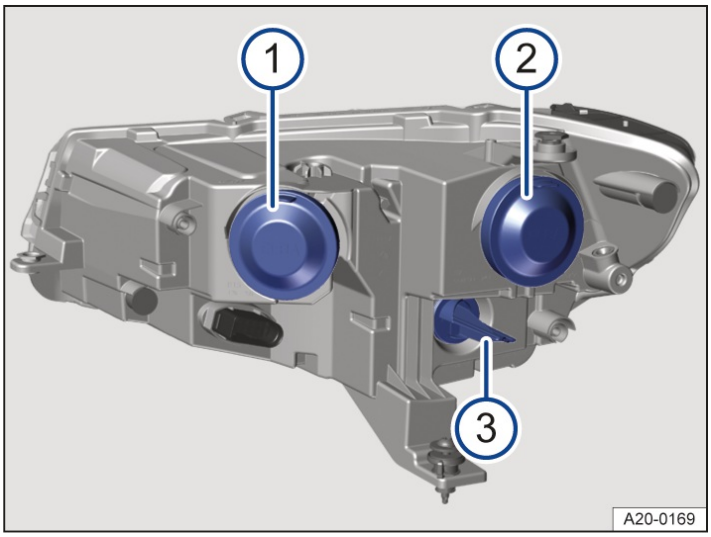
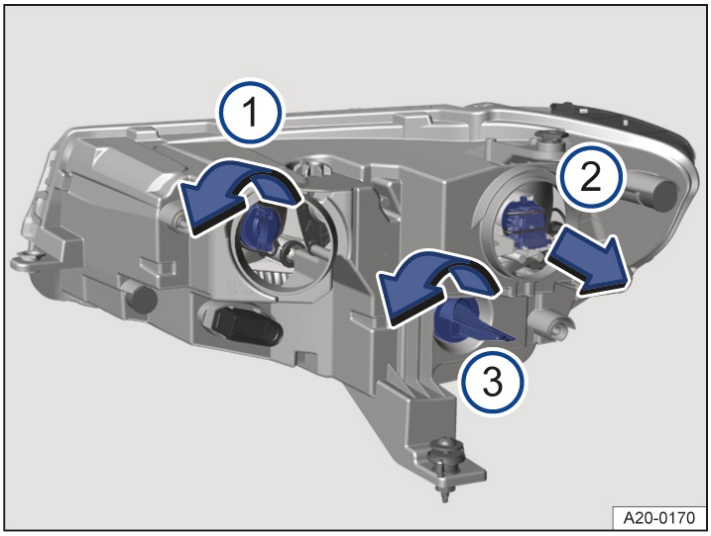


Fig. 1 In the engine compartment: Covers on the back of the right-hand headlight.

(1) Cap for main beam and daytime running lights.
(2) Cap for dipped beam.
(3) Cap for turn signal.



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Fig. 2 In the engine compartment: Changing bulbs in the right-hand headlight.

1. Bulb for high beam and daytime running lights.
2. Bulb for low beam.
3. Bulb for direction indicator.

The headlight does not need to be removed when changing bulbs.

The illustrations show the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

There are various types of headlight, so the position and design of covers, bulbs and bulb holders may vary from those shown in the illustrations.

It is not possible to change the LEDs of a daytime running light with LED technology. Go to a suitably qualified workshop.

Changing main beam and daytime running light bulbs

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet.
3. Pull the rubber cover → *Fig. 1* (1) off the back of the headlight.
4. Turn the bulb holder → *Fig. 2* (1) in the direction of the arrow as far as it will go and pull it out to the rear.
5. Replace the defective bulb with a new bulb of the same type. If applicable, push the catch on the bulb holder and pull the bulb straight out of the bulb holder.
6. Insert the bulb holder → *Fig. 2* (1) into the headlight and turn it in the opposite direction to the arrow as far as it will go.
7. Fit the rubber cover → *Fig. 1* (1) to the back of the headlight.
8. Close the bonnet.

Changing a bulb for dipped beam

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet.
3. Pull the rubber cover → *Fig. 1* (2) off the back of the headlight.
4. Pull the bulb holder out → *Fig. 2* (2) in the direction of the arrow.
5. Replace the defective bulb with a new bulb of the same type. If applicable, push the catch on the bulb holder and pull the bulb straight out of the bulb holder.
6. Insert the bulb holder → *Fig. 2* (2) into the headlight and press in the opposite direction to the arrow.

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7. Fit the rubber cover → *Fig. 1* (2) to the back of the headlight.
8. Close the bonnet.

Changing a bulb for turn signal

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the bonnet.
3. Turn the bulb holder → *Fig. 2* (3) in the direction of the arrow as far as it will go and pull it out to the rear.
4. Replace the defective bulb with a new bulb of the same type. If applicable, push the catch on the bulb holder and pull the bulb straight out of the bulb holder.
5. Insert the bulb holder → *Fig. 2* (3) into the headlight and turn it in the opposite direction to the arrow as far as it will go.
6. Close the bonnet.

Changing bulbs in the front bumper

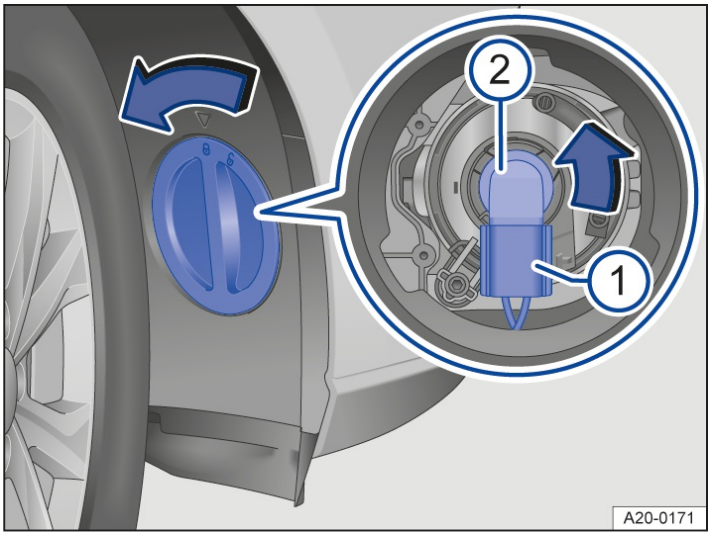


Fig. 1 In the front right wheel housing liner: Bulb in the headlight.

(1) connector.
(2) Bulb holder

Turn the steering wheel all the way to the right before changing the bulb in the left-hand headlight. Turn the steering wheel all the way to the left before changing the bulb in the right-hand headlight.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Turn the steering so that the wheel on the affected side of the vehicle is centred. If necessary, start the engine to do this. Then stop the engine again and remove the vehicle key from the ignition lock.
3. Turn the cover in the wheel housing liner in the direction of the arrow and remove it.
4. Release the connector → *Fig. 1* (1) and pull it off.

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5. Turn the bulb holder → *Fig. 1* (2) in the direction of the arrow as far as it will go and pull it out to the rear along with the bulb.
6. Replace the defective bulb with a new bulb of the same type. The bulb and bulb holder are a single unit.
7. Insert the bulb holder into the headlight and turn it in the opposite direction to the arrow as far as it will go.
8. Plug the connector → *Fig. 1* (1) into the bulb holder → *Fig. 1* (2). The connector must click into place.
9. Insert the cover into the wheel housing liner and turn it in the opposite direction to the arrow.

NOTICE

Make sure that the electrical connection on the headlight housing is positioned properly in order to prevent damage to the electrical system caused by water entering the system.

The illustration shows the right-hand headlight. The left-hand headlight is a mirror image of the one shown.

Changing the bulbs in the tail light cluster

Removing the tail light cluster

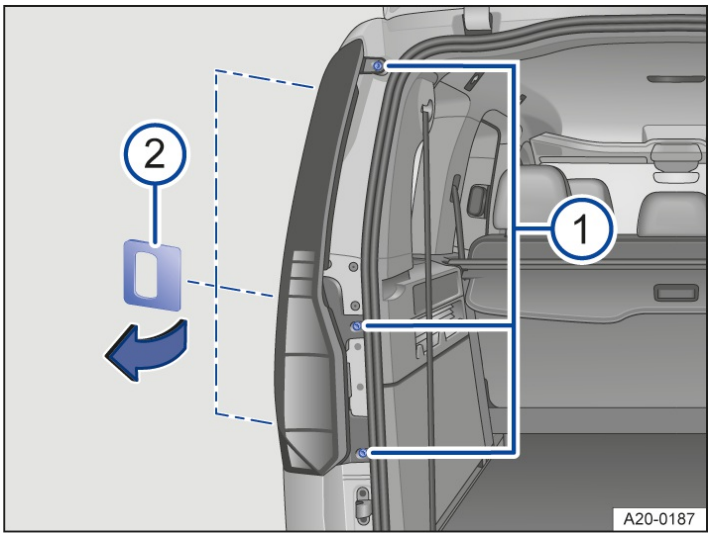


Fig. 1 On the left side of the vehicle at the rear: removing lamp units.

(1) Screw.
(2) Tool.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Open the boot lid or wing doors.
3. Remove the vehicle toolkit from the stowage area.
4. Loosen three bolts with a screwdriver → *Fig. 1* (1). If necessary, use a suitable interchangeable blade.
5. Use the tool → *Fig. 1* (2) to lever the lamp unit out of the bracket from top to bottom.

Changing the bulb

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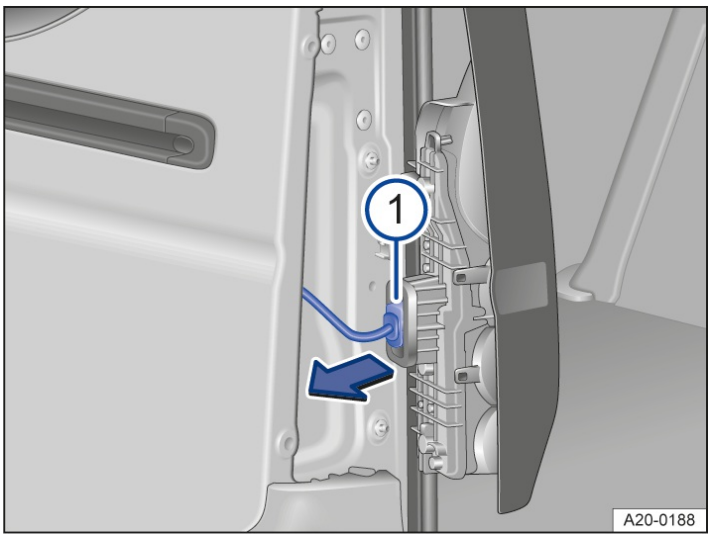


Fig. 2 On the tail light cluster: Remove the connector.

(1) connector.

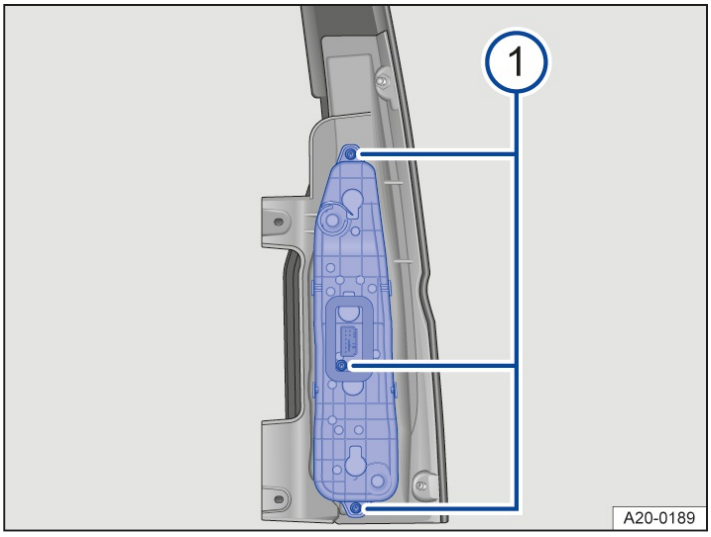


Fig. 3 On the tail light cluster: Remove the bulb holder.

(1) Screw.

The actions should only be carried out in the specified order:

1. Pull off the connector in the direction of the arrow→ *Fig. 2* (1).
2. Loosen three bolts with the screwdriver → *Fig. 3* (1). If necessary, use a suitable interchangeable blade.
3. Remove the bulb holder → *Fig. 3*.
4. Replace defective bulbs with a new bulb of the same type.

Fitting the tail light cluster

The actions should only be carried out in the specified order:

1. Insert the bulb holder into the tail light cluster carefully→ *Fig. 3*.
2. Secure the bulb holder on the tail light cluster using the three screws→ *Fig. 3* (1).

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3. Check that the bulb holder is correctly installed and seated securely.
4. Fit the connector on the bulb holder → *Fig. 2* (1).
5. Insert the tail light cluster into the opening in the vehicle body and carefully push it into the holder → *Fig. 1*.
6. Tighten the securing bolts fully → *Fig. 1* (1).
7. Check that the tail light cluster is correctly installed and seated securely.
8. Close the boot lid or wing doors.

Changing the turn signal repeater bulb

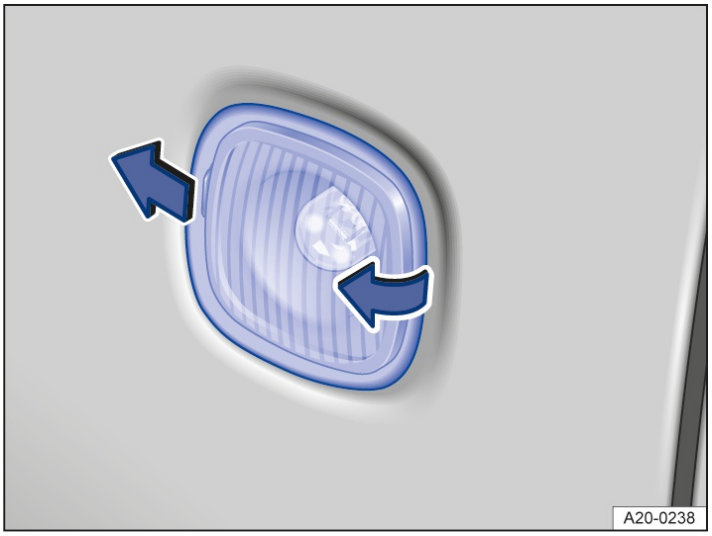


Fig. 1 On the side of the vehicle: removing the turn signal repeater.

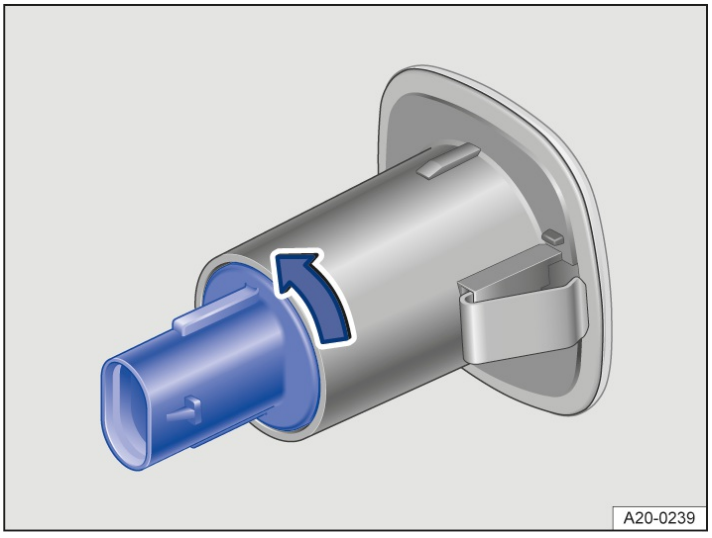


Fig. 2 Changing the bulb in the turn signal repeater.

The actions should only be carried out in the specified order:

1. Observe and follow the instructions in the checklist *(→ Exterior lighting)*.
2. Push the turn signal repeater in direction of travel and swing it out at the rear → *Fig. 1*.
3. Lever the side turn signal out of the body.
4. Turn the bulb holder in the direction of the arrow and pull the bulb rearwards out of the housing → *Fig. 2*.
5. Pull the bulb straight out of the bulb holder.
6. Replace the defective bulb with a new bulb of the same type.

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7. Insert the bulb holder into the housing and turn it as far as it will go in the opposite direction to the arrow → *Fig. 2*.
8. Fit the spring clip of the turn signal repeater at front into the body, push it against the spring force in direction of travel, and engage it at the rear into the body.

Introduction

At the time of publication we are unable to provide an complete overview of the locations of the fuses for the electrical consumers. This is because the vehicle is under constant development, because fuses are assigned differently depending on the vehicle equipment level and because several electrical consumers may use a single fuse. You can get more information about the fuse layout from a Volkswagen Commercial Vehicles dealership.

Several pieces of electrical equipment can share a single fuse. Conversely, a single consumer could have more than one fuse.

Therefore fuses should only be replaced when the cause of the fault has been rectified. If a new fuse blows again shortly after fitting, have the electrical system checked by a suitably qualified workshop as soon as possible.

WARNING

High voltages in the electrical system can cause electric shocks, serious burns and death.
- Never touch the electrical wiring of the ignition system.
- Avoid causing short circuits in the electrical system.

WARNING

Using unsuitable or repaired fuses and bridging an electrical circuit without fuses can cause a fire and serious injuries.
- Never fit fuses that have a higher fuse protection limit.
- Replace fuses only with fuses with the same rating and size. Make sure that the colour and markings are identical to the defective fuse.
- Never repair fuses.
- Never use a metal strip, paper clip or similar objects to replace a fuse.

NOTICE

To avoid damage to the electrical system in the vehicle, switch off the ignition, the lights and all electrical consumers before changing a fuse.
- Make sure that it is not possible to switch on the ignition when changing a fuse.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.
- Protect open fuse boxes against the ingress of dirt and moisture.

NOTICE

To avoid damage to the vehicle:
- Carefully remove the fuse box covers and fit them correctly again after completing work.

This chapter does not refer to all the fuses located in the vehicle. These should be changed only by a correspondingly qualified workshop.

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Left-hand drive vehicles: Opening the fuse box in the dash panel

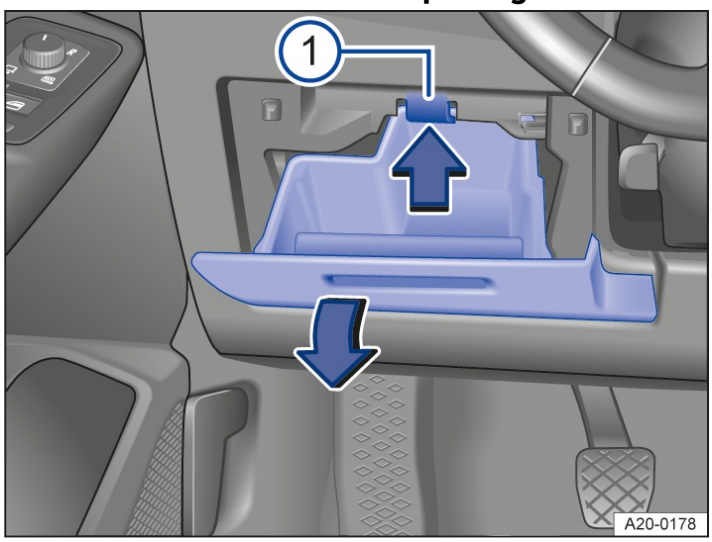


Fig. 1 Fuse box cover in the dash panel: left-hand drive vehicles – on the left next to the steering wheel.

(1) Lug.

1. Open the storage compartment and empty it if necessary→ *Fig. 1*.
2. Push the retaining lug upwards in the direction of the arrow and at the same time open the stowage compartment further and remove in the direction of the arrow until you can access the fuse carrier → *Fig. 1* (1) .
3. To install, press the stowage compartment into the mounts on the dash panel until it audibly clicks into place on both sides.
4. Close the stowage compartment.

Right-hand drive vehicles: Opening the fuse box in the dash panel

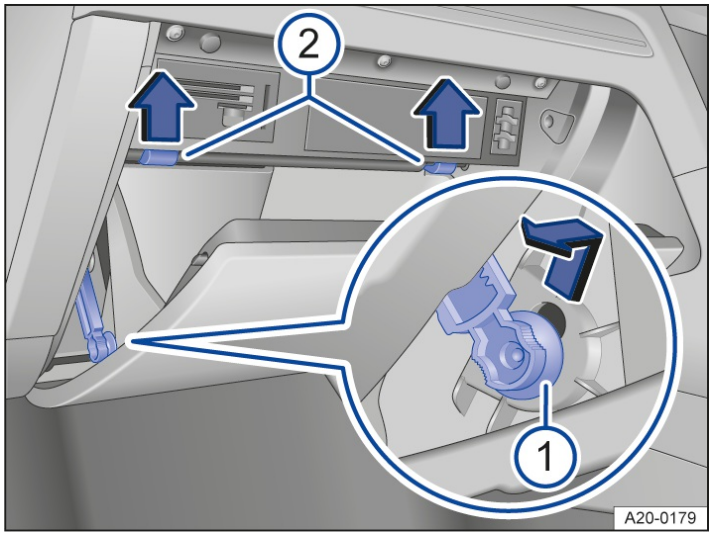


Fig. 2 Fuse box cover in the dash panel: right-hand drive vehicles – on the front-passenger side (illustration).

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(1) Restrictor.

(2) Catch.

1. Open the glove box and empty if necessary → *Fig. 2*.
2. Push restrictor upwards into the opening of the holder and pull out to the side → *Fig. 2* (1).
3. Push catches upwards in the direction of the arrow at the same time open the stowage compartment further → *Fig. 2* (2).
4. To install, move the stowage compartment into position. Insert the restrictor into the opening of the holder and push down until you hear it engage. Carefully push the stowage compartment forwards beyond the resistance of the catches → *Fig. 2* (2).

Fuse table for fuses in the dash panel

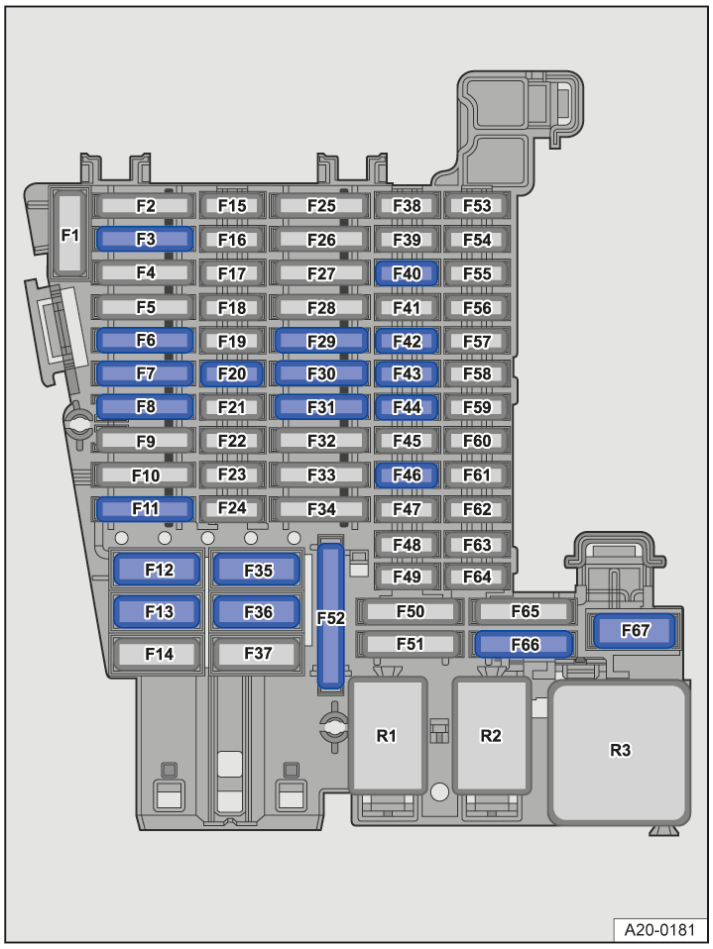


Fig. 1 In the dash panel: Fuse assignment.

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the location. The other columns contain the fuse designs, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask your Volkswagen Commercial Vehicles dealership for the exact fuse assignment.

Fuse location → *Fig. 1*:

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F6

30 amps, ATO®, interior lighting.

F7

30 amps, ATO®, seat heating.

F8

25 amps, ATO®, control unit for special vehicles(depending on the equipment).

F12

40 amps, MAXI+®, right exterior lighting.

F13

40 amps, MAXI+®, central locking.

F20

7.5 amps, MINI®, telephone.

F30

20 amps, ATO®, Infotainment components.

F35

40 amps, MAXI+®, left exterior lighting.

F36

40 amps, MAXI+®, blower regulator.

F40

7.5 amps, MINI®, anti-theft alarm.

F42

7.5 amps, MINI®, selector mechanism for automatic gearbox.

F43

10 amps, MINI®, control unit for air conditioning system or heating and fresh air system, rear window heating relay.

F44

7.5 amps, MINI®, light switch(dipped beam), rain/light sensor, electronic parking brake.

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F46

7.5 amps, MINI®, display, Infotainment system control panel.

F52

20 amps, ATO®, cigarette lighter, sockets (observe installation position – the fuse is factory-fitted aspermanent live).

F66

15 amps, ATO®, rear window wiper.

F67

30 amps, MAXI+®, rear window heating.

Fuse locations for vehicles with factory-fitted towing bracket→ *Fig. 1*:

F3

25 amps, ATO®, trailer control unit, left.

F11

15 amps, ATO®, trailer control unit.

F29

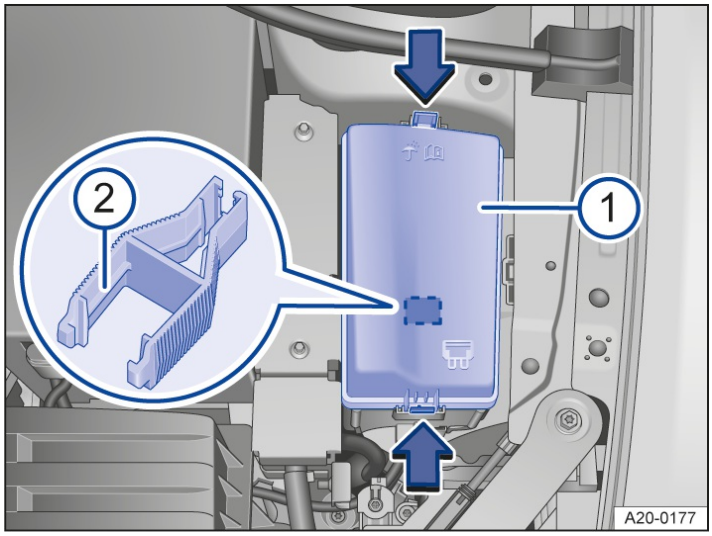
15 amps, ATO®, trailer charging cable.

F31

25 amps, ATO®, trailer control unit, right.

Electric windows and electrically adjustable seats may be protected bycircuit breakers which switch on again automatically a few seconds after the overload, e.g. frozen windows, has been rectified.

Fuses in the engine compartment



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Fig. 1 In the engine compartment: Fuse box with plastic pliers.

(1) Fuse box.

(2) Plastic pliers.

Opening and closing the fuse box in the engine compartment

1. Open the bonnet.
2. Press the locking button in the direction of the arrow→ *Fig. 1* (arrows) in order to unlock the cover of the fuse box→ *Fig. 1* (1).
3. Lift off the cover.
4. To install, position the cover on the fuse box and press it downwards until the cover audibly clicks into place on both sides.

There may be a pair of plastic grippers for removing fuses in the fuse box→ *Fig. 1* (2).

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Fuse table for fuses in the engine compartment

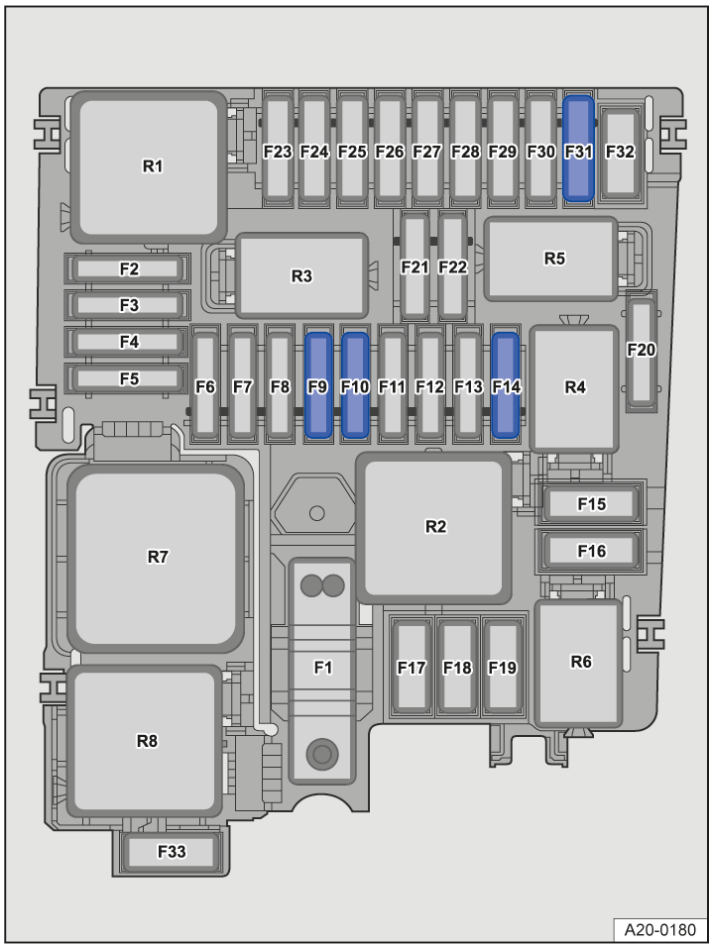


Fig. 1 In the engine compartment: Fuse locations.

The table shows the fuse locations of the electrical equipment relevant for the driver. The first column in the table contains the location. The other columns contain the fuse designs, the amp rating and the consumer protected by the fuse.

Depending on the market and specification of your vehicle, the fuse numbers and locations may differ to those given in the table. If necessary, ask a correspondingly qualified workshop for the exact fuse layout.

Fuse location → *Fig. 1*:

F9

15 amps, ATO®, horn.

F10

30 amps, ATO®, front wipers.

F31

7.5 amps, ATO®, brake light sensor.

Fuse locations for vehicles with factory-fitted auxiliary heater and ventilation→ *Fig. 1*:

F14

20 amps, ATO®, auxiliary heater.

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Replacing blown fuses

Preparations

1. Switch off the ignition, lights and all electrical consumers.

Detecting a blown fuse

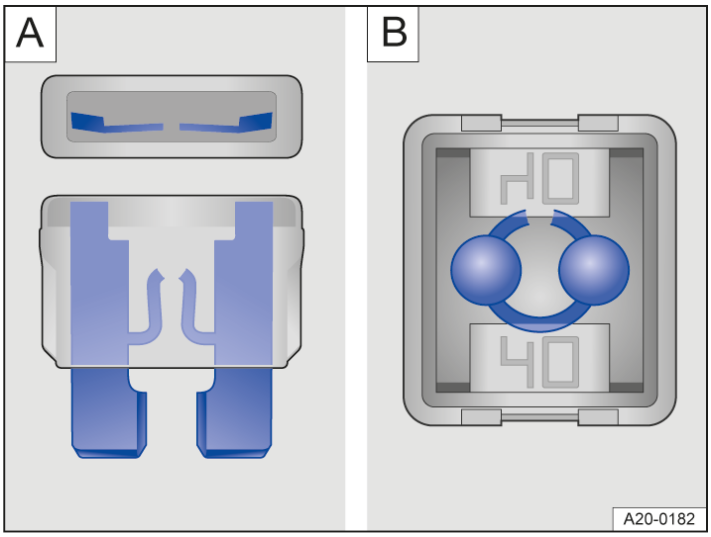


Fig. 1 Blown fuse: A flat blade fuse, B cartridge fuse.

1. Shine a torch onto the fuse.

You can see if a fuse is blown from the top and side through the transparent housing due to the melted metal strip *→ Fig. 1*.

Fuse types

— Standard flat blade fuse (ATO®).

— Small flat blade fuse (MINI®).

— Large flat blade fuse (MAXI® or MAXI+®).

Colour coding of fuses

Fuses (ATO® - MINI® - MAXI® and MAXI+®).

Colour	*Amp rating*
Black	1 amps
Purple	3 amps

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Orange

5 amps

Brown

7.5 amps

Red

10 amps

Blue

15 amps

Yellow

20 amps

White or clear

25 amps

Green

30 amps

Light green

40 amps

Changing a fuse

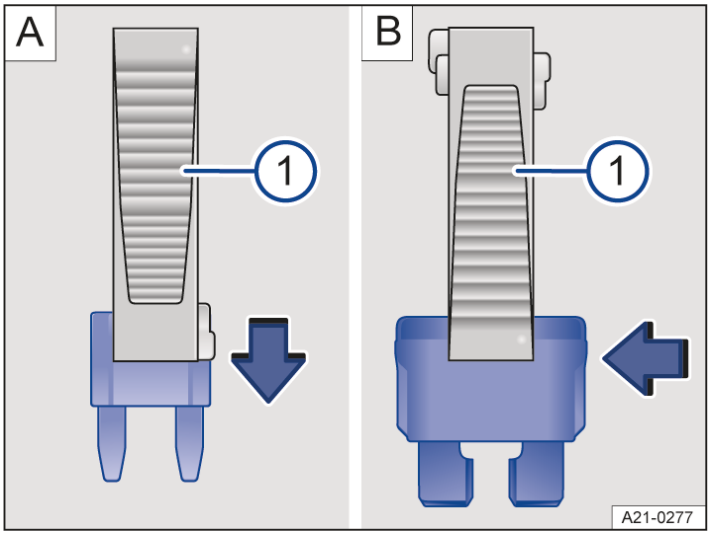


Fig. 2 Removing or inserting fuse (illustration).

(1) Plastic pliers.

1. If necessary, take the plastic pliers → *Fig. 2* (1) out of the cover of the respective fuse box

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1. If necessary, take the plastic pliers → *Fig. 2* out of the cover of the respective fuse box.
2. Fit the plastic pliers from above → *Fig. 2* A (1) for *small fuses* or push the plastic pliers onto the fuse from the side → *Fig. 2* B (1) in the case of *larger fuses*.
3. Remove the fuse.
4. If the fuse has blown, replace it with a new fuse of the *same* amp rating (same colour and same markings) and *same* size →.
5. Replace the cover.

NOTICE

You can damage another position in the electrical system by using a fuse with a higher amp rating.

Introduction

For technical reasons, your vehicle may not be push-started →.

If the engine fails to start because the 12-volt vehicle battery is flat, the discharged battery can be connected to the 12-volt battery of another vehicle to start the engine.

Suitable jump leads are required to provide and receive jump starts. The following cable cross-sections must not be undercut by the current-emitting vehicle.

— Vehicles with a petrol engine: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 25 mm² (0.038 in²).

— Vehicles with an electric drive or hybrid drive: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 25 mm² (0.038 in²).

— Vehicles with diesel engine: For jump starting the vehicle with a discharged 12-volt vehicle battery, the wire cross-section of the jump lead must be at least 35 mm² (0.054 in²).

WARNING

Using the jump leads incorrectly or completing the jump start procedure incorrectly can cause the battery to explode, which can lead to severe injuries. Please note the following in order to reduce the risk of the battery exploding:

- Always read and observe the warnings and safety information before carrying out any kind of work on the 12-volt vehicle battery *(→ 12-volt vehicle battery)*.
- Please note that the vehicle battery providing assistance must also have the same voltage of 12 volts and approximately the same capacity as the flat 12-volt vehicle battery. Refer to the label on the vehicle battery for information on the capacity.
- Please note that the vehicles must not touch each other, as any contact could mean that electricity could flow as soon as the positive battery terminals are connected.
- Never confuse the positive battery terminal with the negative battery terminal or connect the jump leads incorrectly.
- Use only jump leads with fully insulated terminal clamps.
- Position the jump leads so that they never come into contact with any moving parts in the engine compartment.
- Observe the operating instructions provided by the jump lead manufacturer.
- Observe the owner's manual of the vehicle providing jump starting assistance.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is jump started.

- Always keep fire, sparks, naked flames and lit cigarettes away from the 12-volt vehicle battery.
- Never use a mobile telephone when the jump leads are being connected or disconnected.

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NOTICE

Discharged 12-volt vehicle batteries can already freeze at temperatures of around 0°C(+32°F).

- Never charge a 12-volt vehicle battery which is frozen or has been frozen.
- Always replace a 12-volt vehicle battery which is frozen or has been frozen.

NOTICE

Tow-starting the vehicle can damage the vehicle.

- Carry out jump starting to start the vehicle.

Jump-start connection point (earth connection)

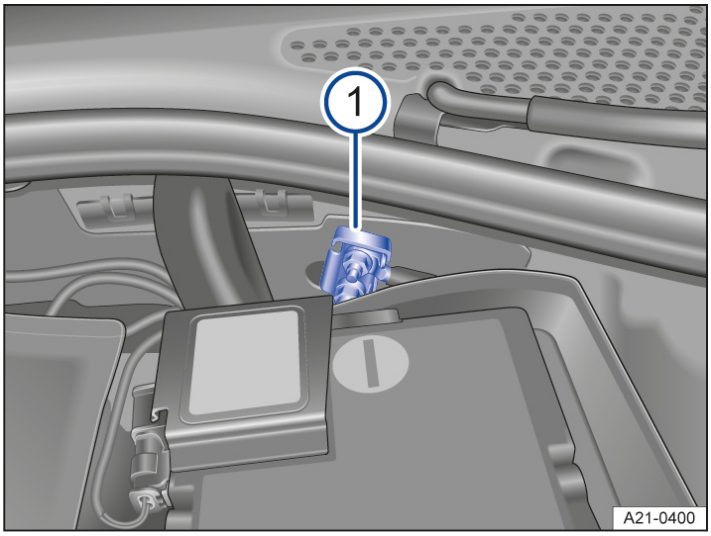


Fig. 1 In the engine compartment: Jump start connection point (earth connection).

(1) Jump-start connection point (earth connection) for connecting the *black* jump lead.

You can only give and receive a jump start using this earth connection jump-start connection point→ *Fig. 1*.

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Jump starting the vehicle

The discharged 12-volt vehicle battery must be properly connected to the vehicle's electrical system.

The vehicles must not touch. Otherwise electricity could flow as soon as the positive terminals are connected.

Ensure that the battery clamps have good metal-to-metal contact with the battery terminals.

Comply with the information on jump starting contained in the Owner's Manual for the other vehicle.

⚠ WARNING

Jump starting the vehicle incorrectly can cause the 12-volt vehicle battery to explode, which can lead to serious injuries. Please note the following in order to reduce the risk of the 12-volt vehicle battery exploding:

- Always wear suitable eye protection and gloves and never lean over the 12-volt vehicle battery.
- Attach the connecting cables in the correct order – the positive cable first, followed by the negative cable.
- Never connect the negative lead to parts of the fuel system or to the brake lines.
- Do not allow the uninsulated parts of the terminal clamps to touch each other.
- Do not allow leads attached to the positive battery terminal on the 12-volt vehicle battery to touch electrically conductive parts of the vehicle.
- Avoid electrostatic discharge in the vicinity of the 12-volt vehicle battery. The gas emitted from the 12-volt vehicle battery could be ignited by sparks.
- Do not perform jump starting if the 12-volt vehicle battery is damaged or if it is frozen or has been frozen.

Attaching the jump leads

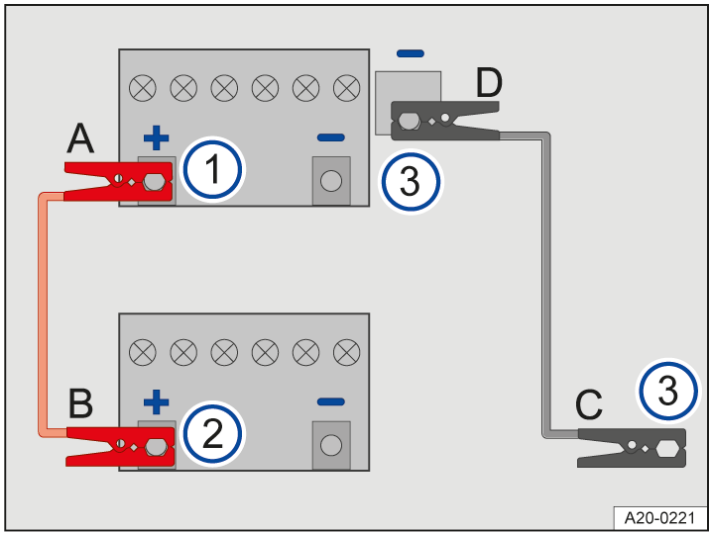


Fig. 1 How to connect the jump leads.

(1) Vehicle with discharged 12-volt vehicle battery that is being jump started.

(2) Vehicle with 12-volt vehicle battery that is supplying power and jump-starting the other vehicle.

(3) Suitable earth connection: preferably the jump lead connection point(earth connection), a solid metal part which is securely bolted onto the cylinder block, or the cylinder block itself.

The jump leads should be connected only in the orderA – B – C – D → *Fig. 1*.

The *black* jump lead should never be connected to the negative terminal (-) on the 12-volt vehicle battery. Connecting the lead to the negative terminal can cause incorrect condition evaluation of the 12-volt vehicle battery in the vehicle electronics.

1. Switch off the ignition in both vehicles .
2. Remove the cover from the positive terminal on the 12-volt vehicle battery→ *Fig. 1* (1) →⚠.

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3. Connect one end of the *red* jump lead A to the positive terminal + of the battery on the vehicle with the discharged 12-volt vehicle battery.
4. Connect the other end of the *red* jump lead B to the positive terminal + of the vehicle battery providing assistance → *Fig. 1* (2).
5. Connect one end of the *black* jump lead C preferably to a suitable jump start connection point (earth connection) or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself of the vehicle providing assistance → *Fig. 1* (3).
6. On the vehicle with the flat 12-volt battery, connect the other end of the *black* jump lead D preferably to the jump lead connection point (earth connection), or otherwise to a solid metal part that is securely bolted onto the cylinder block, or to the cylinder block itself → *Fig. 1* (3) → ⚠.
7. Position the leads in such a way that they cannot come into contact with any moving parts in the engine compartment.

Starting the engine

1. Start the engine of the vehicle providing assistance and let it run at idle.
2. Start the engine of the vehicle with the discharged 12-volt vehicle battery and wait two or three minutes until the engine is running "smoothly".

If the engine does not start immediately, switch off the starter after about 10 seconds and try again after about 1 minute. If the engine still does not start, seek expert assistance.

Removing the jump leads

1. Before disconnecting the jump leads, switch off the low beam headlights.
2. Turn on the Climate Control system or the heating and fresh air system blower and the rear window heating in the vehicle with the discharged 12-volt vehicle battery. This helps to minimise voltage peaks which are generated when the leads are disconnected.
3. When the engines are running, the jump leads should be removed only in the order D – C – B – A → *Fig. 1*.
4. Fit the cover to the positive terminal on the 12-volt vehicle battery.
5. Go to a correspondingly qualified workshop and have the 12-volt vehicle battery checked.

Introduction

Towing requires some experience, especially when using a tow rope. Both drivers should be familiar with the technique required for towing. Inexperienced drivers should not attempt to tow.

Make sure that no excessive pulling forces occur and take care to avoid jerking movements. When towing offroad, there is always a risk of overloading the anchorage points.

Observe any legal requirements when towing.

Towing

Towing is where a vehicle that cannot be driven is pulled with the aid of another vehicle.

The vehicle can be towed with a tow-bar or a tow-rope. The gearbox is not lubricated sufficiently at higher speeds and over long distances:

— The maximum permitted towing speed is 50 km/h(30 mph).

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— The maximum permitted towing distance is 50 km.

It is easier and safer to tow a vehicle with a tow bar. Only use a tow rope if you do not have a tow bar.

The tow rope should be slightly elastic to reduce the strain on both vehicles. It is advisable to use a tow rope made of synthetic fibre or similarly elastic material.

Towing with a breakdown truck

If you need to raise your vehicle on one axle for towing, you must do so only on the following axles, depending on the gearbox/drive combination:

Front-wheel drive

Manual gearbox

Front axle

Automatic gearbox

Front axle

All-wheel drive (4Motion)

Manual gearbox

Front axle

Automatic gearbox

Front axle

WARNING

If a vehicle is being towed, the vehicle handling and braking effect will change significantly.

WARNING

Never tow a vehicle that has no power supply.

- Never switch off the ignition when the vehicle is being towed. Otherwise the steering column lock could engage suddenly. You will no longer be able to steer the vehicle. This can lead to a loss of control of the vehicle, accidents and serious injuries.
- If the power supply of the towed vehicle fails, stop towing immediately and seek assistance from a suitably qualified workshop.

NOTICE

Towing with a tow-rope or tow-bar can damage the vehicle.

- Tow the vehicle carefully with a tow-rope or tow-bar.
- If possible, have the broken-down vehicle transported by a breakdown truck.

NOTICE

When pushing the vehicle by hand, the tail light clusters, side spoilers on the rear window and large panels can be damaged and the rear spoiler may become detached.

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

NOTICE

The vehicle can be damaged, e.g. paintwork, when removing and fitting the cover and towing eye.

- Remove and install the cover and the towing eye carefully so as to avoid damage to the vehicle.

NOTICE

Use of a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye supplied in the vehicle toolkit of your vehicle or a towing eye that is suitable for the vehicle for towing.

Notes on towing

It is still possible to activate the turn signals in a vehicle that is being towed, even if the hazard warning lights are switched on. To do this, operate the turn signal lever in the required direction while the ignition is switched on. The hazard warning lights will not flash while the turn signal is being used. The hazard warning lights will start flashing automatically as soon as the turn signal lever is moved back to the neutral position.

In which situations may the vehicle not be towed?

Do not have the vehicle towed in the following situations:

— The 12-volt vehicle battery is discharged.

— The instrument cluster display does not work properly.

— The distance to be towed is further than 50 km (around 31 miles).

— In vehicles with a manual gearbox: In vehicles with a manual gearbox, the clutch cannot be depressed *fully* and neutral selected.

— In vehicles with an automatic gearbox: The selector lever of the automatic gearbox cannot be moved to neutral (N position).

— The electronic parking brake cannot be released.

— The steering column lock cannot be released.

— The vehicle's gearbox is damaged or does not contain any lubricant.

— If the steering function or the operating clearance of the wheels cannot be ensured after an accident.

If the vehicle cannot be towed on its own wheels due to one of the above conditions, seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

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Towing

Attach the tow-rope or the tow-bar only to the points provided:

— Towing eye.

— Ball coupling.

WARNING

Never attach the tow-rope or tow-bar to axle or running gear components. These can be damaged as a result and this can cause accidents and serious injuries.

- Seek expert assistance and have the vehicle transported on a breakdown truck if necessary.

Preparations

— Ensure that the tow-rope is not twisted. Otherwise a towing eye may become unscrewed during towing.

— Switch on the ignition and hazard warning lights on both vehicles. However, observe any regulations to the contrary.

— Comply with the information on towing contained in the owner's manual for the other vehicle.

As a towing vehicle (front)

1. The tow-rope must be taut before you drive off properly.
2. Press the accelerator carefully.
3. Avoid sudden braking and driving manoeuvres.
4. In vehicles with a manual gearbox: Engage the clutch very smoothly when driving off.
5. Do not exceed the maximum permitted trailer weight.

As a towed vehicle (rear)

1. Make sure that the ignition is always switched on so that the steering wheel is not locked and the turn signals and the wipers can be operated if necessary.
2. Ensure that the vehicle key is always in the vehicle during towing.
3. Select the N position.
4. Make sure that the electronic parking brake is always switched off during the entire towing operation→ⓘ.
5. Ensure that the tow-rope is always taut.

The brake servo and power steering function only when the engine is running. Otherwise you must press the brake pedal with significantly more force and also use more effort for steering.

NOTICE

The vehicle can be towed only if the 12-volt vehicle battery is adequately charged, so that the electronic parking brake and the steering column lock can be released. If the power supply fails or if there are faults in the electrical system, you may need to use jump leads to start the engine in order to release the electronic parking brake and the steering column lock.

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Fitting the rear towing eye

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether a mounting with screw thread is available for the towing eye.
2. If this is not the case, seek technical assistance for towing and have the vehicle transported on a breakdown truck if necessary.

The towing eye is screwed into a threaded hole behind a cover on the right of the rear bumper→ *Fig. 1*.

In *vehicles with a factory-fitted towing bracket* there is no mount for a screw-in towing eye behind the cover. For towing, attach the ball coupling or use a fixed ball coupling *(→ Trailer towing)* →ⓘ.

NOTICE

Vehicles with a factory-fitted towing bracket must useonly tow-bars that are specially designed for fitting to a ball coupling. If you use an unsuitable tow-bar the ball coupling and the vehicle could be damaged.

- Use a tow-rope instead for towing.

The towing eye must always be kept in the vehicle.

Observe the notes on driving while towing *(→ Tow-starting and towing)*.

Fitting the rear towing eye

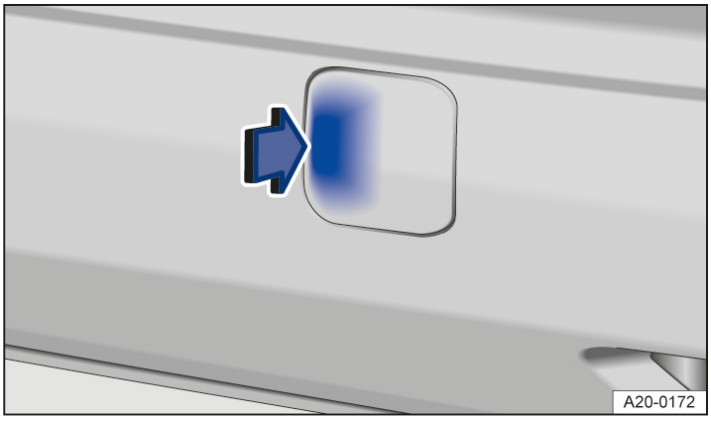


Fig. 1 In the rear right bumper: Remove the cover.

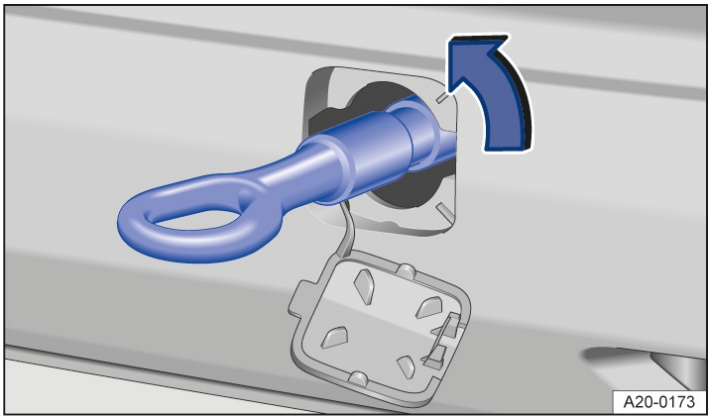


Fig. 2 In the rear right bumper: screwing in the towing eye.

1. Take the towing eye out of the vehicle toolkit.
2. To release the catch on the cover, press the marked area of the cover in the direction of the arrow→ *Fig. 1*.
3. Remove the cover and leave it hanging from the vehicle.
4. Turn the towing eye as shown by thearrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →ⓘ.

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Use a suitable object to screw the towing eye fully and securely into the mounting.

5. Once you have finished towing, remove the towing eye by unscrewing it in the opposite direction to the arrow.
6. Insert the cap in the respective recess and press in until it engages.
7. If necessary, clean the towing eye and place it back in the vehicle toolkit.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. The towing eye could otherwise be ripped out of the mounting when the vehicle is being towed.

Fitting the towing eye at front

Depending on the country and vehicle equipment, the mounting for the towing eye is located behind the cover in the bumper.

1. Before towing, check whether a mounting with screw thread is available for the towing eye.
2. If this is not the case, seek technical assistance for towing and have the vehicle transported on a breakdown truck if necessary.

The towing eye must always be kept in the vehicle.

Observe the notes on driving while towing *(→ Tow-starting and towing)*.

Fitting the towing eye at front

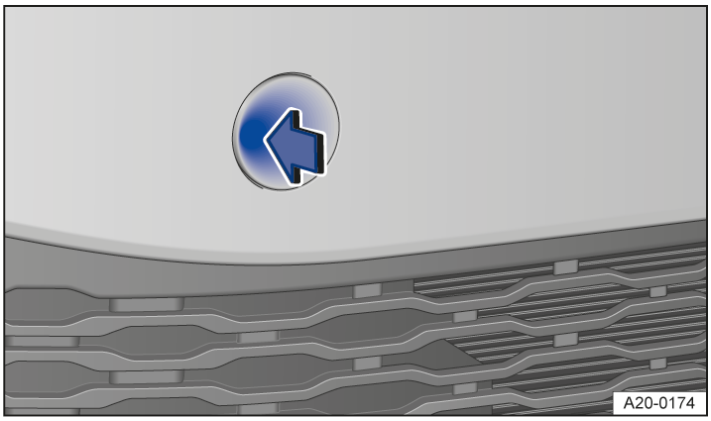


Fig. 1 In the front right bumper: Remove the cover.

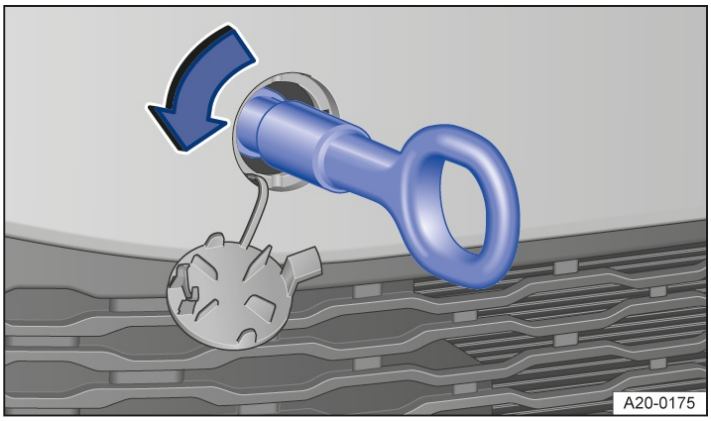


Fig. 2 In the front right bumper: screwing in the towing eye.

1. Take the towing eye from the toolbox.
2. To release the catch on the cover, press the marked area of the cover in the direction of the arrow→ *Fig. 1*.

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3. Remove the cover, allow it to hang on the vehicle or place it in the vehicle if necessary.
4. Turn the towing eye as shown by thearrow into the threaded hole and tighten as far as possible→ *Fig. 2* , →ⓘ. Use a suitable object to screw the towing eye fully and securely into the mounting.
5. After you have finished towing, remove the towing eye by unscrewing itin the opposite direction to the arrow using a suitable object.
6. Insert the cap in the respective recess and press in until it engages.
7. Clean the towing eye if necessary and place back in the toolbox in the luggage compartment.

NOTICE

The towing eye must always be screwed fully and securely into the mounting. Otherwise, the towing eye can be torn out of the mounting when the vehicle is being tow-started or towed.

Safety notes on working in the engine compartment

The engine compartment of a motor vehicle is a hazardous area. You should only carry out work on the engine and in the engine compartment if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Carrying out work incorrectly can cause serious injuries. Have all work carried out by a suitably qualified workshop if necessary.

Always park the vehicle on a level and stable surface before carrying out any work in the engine compartment.

DANGER

If work is carried out in the engine compartment during starting or when the engine is running, rotating parts(e.g. poly V-belt, alternator, radiator fan) and the high-voltage ignition system can cause life-threatening injuries.

- Always take extreme care if you carry out work during starting or when the engine is running.
  - Always ensure that no body parts, jewellery, ties, loose items of clothing or long hair get caught up in rotating engine components. Always remove jewellery and ties before starting work. Tie up long hair and pull clothes in tightly to avoid them getting caught in engine parts.
  - Always exercise due care and attention when depressing the accelerator. The vehicle could move, even if the electronic parking brake is applied.

WARNING

There are rotating components in the engine compartment that can cause serious injury.

- Never reach into the radiator fan or into the area of the radiator fan. Touching the rotary blades can result in serious injuries. The fan is temperature-controlled and could start automatically - even when the ignition is switched off.
- Always ensure you have not left any objects, such as cleaning cloths and tools, in the engine compartment. Any forgotten items can cause malfunctions, engine damage and fires.

WARNING

Unintentional vehicle movements during service work can cause serious injury.

- Never work underneath a vehicle if it is not secured against rolling away. If you are working underneath the vehicle while the wheels are on the ground, the vehicle must be on a horizontal surface, the wheels must be blocked and the ignition switched off.
- If you intend to work underneath the vehicle, use suitable stands to provide support for the vehicle. The vehicle jack is not sufficient for this task and can fail, which can lead to serious injuries.
- Switch off the start/stop system.

WARNING

The engine/motor compartment of any motor vehicle is a dangerous area. Serious injuries can be sustained here.

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- Always work with extreme care and caution and observe the generally valid safety precautions. Never take any personal risk.
- Never perform any work on the engine and in the engine compartment unless you know exactly how to do so. If you are uncertain of what to do, have the work carried out by a suitably qualified workshop. Serious injuries can result from work that has not been carried out properly.
- Never open or close the bonnet as long as steam or coolant is escaping. Hot steam or hot coolant can cause serious burns. Always wait until you can no longer see or hear steam or coolant coming from the engine compartment.
- Always allow the engine to cool down before opening the bonnet.
- Hot parts of the engine or exhaust system can cause burns.
- Observe the following points before opening the bonnet when the engine has cooled down:
  - Activate the electronic parking brake and move the selector lever to positionP or move the gear lever to the neutral position N.
  - Switch off the ignition.
  - Always keep children away from the engine compartment and never leave children unsupervised.
- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap of the coolant expansion tank slowly and very carefully anticlockwise while exerting slight downwards pressure on the cap.
  - Always protect the face, hands and arms from hot coolant or steam with a large, thick cloth.
- When refilling, do not spill any service fluids onto engine components or onto the exhaust system. The spilt service fluids can start a fire.

WARNING

Additional insulating materials such as blankets in the engine compartment could disrupt the operation of the engine, start fires and lead to severe injuries.

- Never cover the engine with blankets or other insulating materials.

WARNING

Service fluids and some materials in the engine compartment are highly flammable and can cause fires and serious injuries!

- Never smoke in the vicinity of the engine compartment.
- Never work near naked flames or sparks.
- Never spill service fluids onto the engine. They could ignite on hot engine components and hence cause injuries.
- Please note the following when carrying out any work on the fuel system or the electrical system:
  - Always disconnect the 12-volt vehicle battery. Ensure that the vehicle is unlocked when the 12-volt vehicle battery is disconnected as otherwise the anti-theft alarm will be activated.
  - Never work in the direct proximity of heating systems, water heaters or any other naked flames.
- Always have a fully functional and tested fire extinguisher to hand.

NOTICE

The use of incorrect service fluids could result in serious malfunctions and engine damage.

- When refilling or replacing service fluids, ensure that you pour the correct service fluids into the correct openings.

Service fluids leaks are harmful to the environment. For this reason, regularly check the ground underneath your vehicle. If patches caused by service fluids are visible on the ground, have the vehicle inspected by a suitably qualified workshop. Any spilt service fluids must be disposed of properly.

Preparing the vehicle for working in the engine compartment

The following steps should always be carried out in the specified order before working in the engine compartment→

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⚠:

1. Park the vehicle on a level and stable surface.
2. Depress and hold the brake pedal until the engine has stopped.
3. Automatic gearbox: Move the selector lever to positionP .
4. Manual gearbox: Move the gear lever to neutral positionN *(→ Manual gearbox)*.
5. Switch on the electronic parking brake .
6. Switch off the ignition *(→ Switching off the engine)*.
7. If necessary, remove the vehicle key from the vehicle and keep it in a separate location so that the vehicle cannot be started accidentally.
8. Allow the engine to cool sufficiently.
9. Children and other people should be kept well away from the engine compartment.
10. Ensure that the vehicle cannot roll away unexpectedly.

⚠ WARNING

Ignoring any of the important instructions listed for your personal safety can lead to serious injuries.
- Always comply with the instructions and observe generally valid safety precautions.

Opening and closing the bonnet

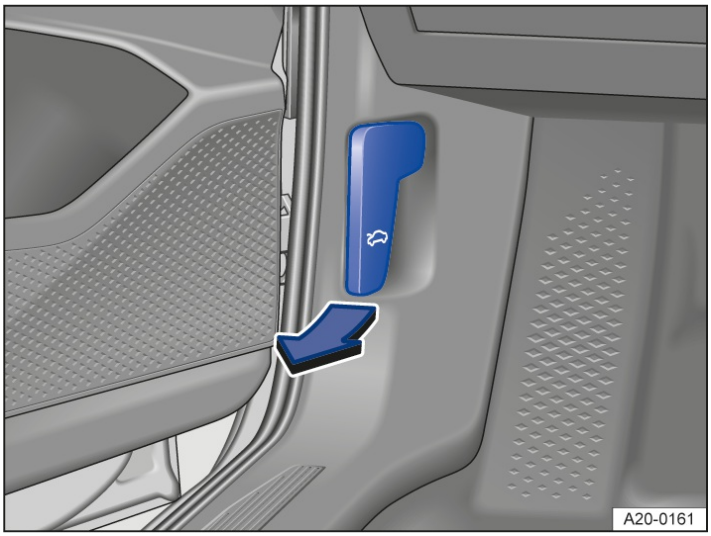


Fig. 1 In the footwell on the left side: bonnet release lever (illustration).

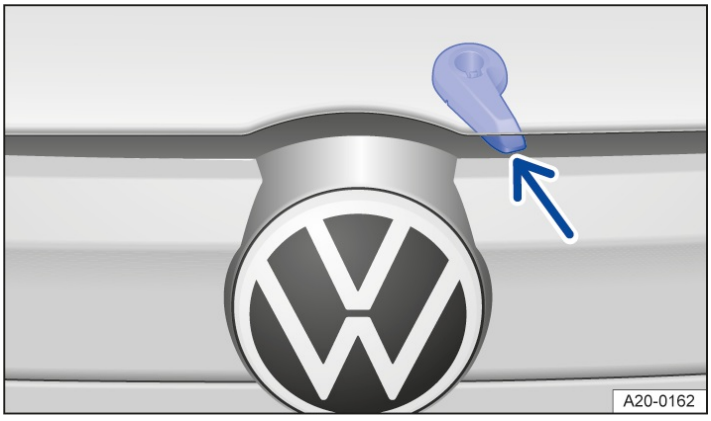


Fig. 2 Above the radiator grille: bonnet opening lever.

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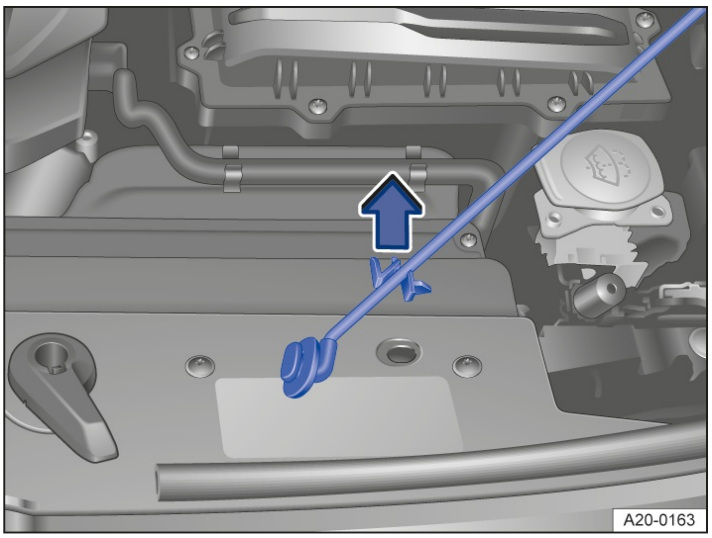


Fig. 3 In the engine compartment: bonnet stay in the holder.

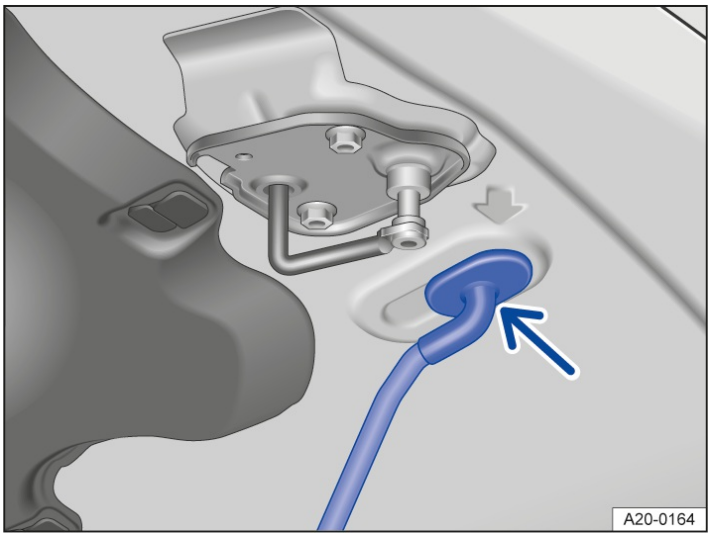


Fig. 4 On the bonnet: holder for bonnet stay.

Opening the bonnet

1. Please ensure that the wiper arms are positioned on the windscreen before opening the bonnet→ⓘ.
2. Open the front left door and pull the release lever in the direction of the arrow→ *Fig. 1*.

   The bonnet is released from the lock carrier catch by spring force→ⓘ.
3. Lift the bonnet slightly and at the same time press the opening lever in the direction of the arrow→ *Fig. 2* to open the bonnet fully.
4. Take the bonnet stay out of the holder → *Fig. 3* in the direction of the arrow and insert it into the opening → *Fig. 4*.

Closing the bonnet

1. Lift the bonnet slightly and hold it.
2. Unhook the bonnet stay from the opening → *Fig. 4* and clip it into the holder → *Fig. 3*.
3. Let the bonnet drop into the catch from a height of about 20 cm – *do not* press it down!
4. If the bonnet has not closed properly, open it and then close it again.

   The bonnet is flush with the surrounding bodywork when it is closed properly→⚠.

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WARNING

If the bonnet is not closed properly, it can open suddenly while you are driving and completely obscure your view of the road. This can lead to accidents and serious injuries.

- After closing the bonnet, always check whether the catch is properly engaged in the lock carrier. The bonnet must be flush with the surrounding body panels.
- If you establish while driving that the bonnet is not closed properly, stop immediately and close the bonnet.
- Open or close the bonnet only when there is no-one in its movement path.

NOTICE

Opening and closing the bonnet incorrectly can damage the bonnet or the wiper arms.

- Open the bonnet only when the wiper arms are flush to the windscreen and when they are switched off.
- Always fold the wiper arms back onto the windscreen before driving away.

Display

A symbol on the instrument cluster display indicates if the bonnet is open or is not closed properly → *Fig. 1*.

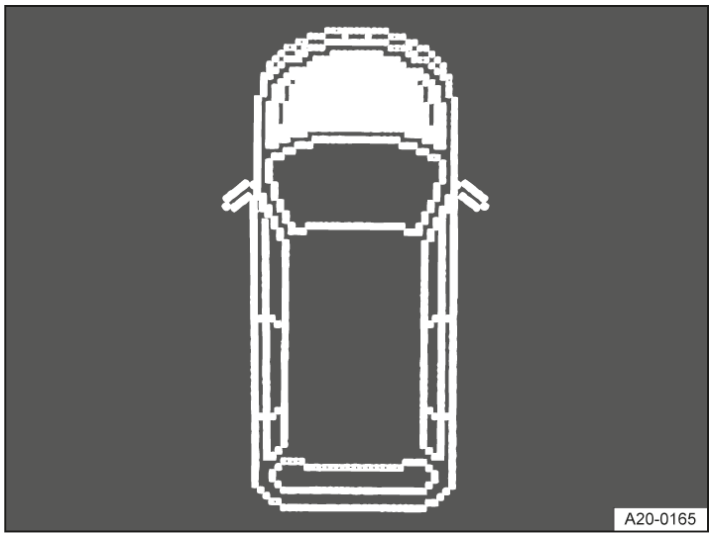


Fig. 1 On the instrument cluster display: the bonnet is open or not closed properly (illustration).

1. Do not drive on!
2. If necessary, lift the bonnet and then close it again.

This symbol is also visible when the ignition is switched off and will go out a few seconds after the vehicle has been locked when all doors are closed.

WARNING

Failure to observe warnings can cause your vehicle to break down in traffic, which can lead to accidents and serious injuries.

- Never ignore warnings.
- Stop the vehicle as soon as it is possible and safe to do so.

The symbol can differ depending on the version of the instrument cluster.

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Service fluids and equipment

All service fluids and consumables, e.g. coolant, vehicle batteries and engine oils, are being constantly developed. For this reason, service fluids and consumables should be replaced by a correspondingly qualified workshop.

WARNING

Unsuitable service fluids and consumables, and the incorrect use of these fluids and consumables, can cause accidents, serious injuries, burns or poisoning.

- Store service fluids only in the closed original container.
- Never store service fluids in empty food containers, bottles or any other non-original containers as people finding these containers could drink them.
- Keep children away from all service fluids and consumables.
- Always observe and follow the information and warnings on the service fluid packaging.
- When using products that give off harmful fumes, always work outdoors or in a well-ventilated area.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. They are toxic and highly flammable. They could cause fires and explosions.

NOTICE

- Refill only appropriate service fluids. Do not mix up the service fluids under any circumstances. Failure to observe this warning can result in serious malfunctions and engine damage.

Leaking service fluids can pollute the environment. Collect any service fluids that escape or are spilled in suitable containers and dispose of them correctly and with respect for the environment.

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Windscreen washer fluid

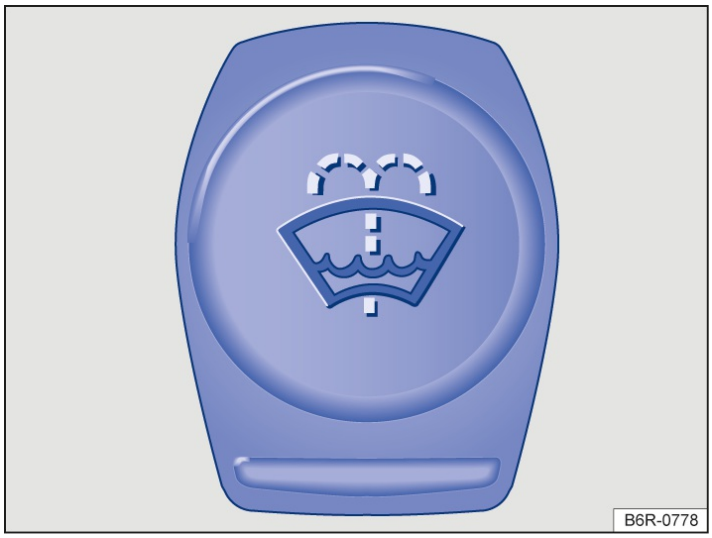


Fig. 1 In the engine compartment: cap of washer fluid reservoir

The windscreen washer fluid level should be checked regularly and topped up as necessary.

A filter can be found in the feed throat of the washer fluid reservoir. The strainer keeps larger dirt particles away from the washer jets when refilling. The filter should only be removed for cleaning. If the filter is damaged or cannot be found when refilling, dirt particles will reach the system and will block the washer jets.

1. Open the bonnet ⚠ *(→ In the engine compartment)*.

   The washer fluid reservoir is identified by the symbol on the cap → *Fig. 1*.
2. Check whether there is enough washer fluid in the reservoir.
3. To add fluid, mix clear water, but not distilled water, with suitable windscreen washer fluid → ⚠. Observe the dilution instructions on the packaging.
4. At low outside temperatures, add a special anti-freeze agent so that the fluid cannot freeze → ⚠.

⚠ WARNING

If coolant additive or similar unsuitable additives are mixed with the washer fluid, this can result in an oily film on the window that considerably impairs visibility.

- Use clean, clear water, but not distilled water, with a suitable windscreen washer fluid.
- Add a suitable antifreeze agent to the washer fluid if necessary.

NOTICE

Mixing cleaning agents incorrectly can cause the ingredients to separate and block the washer jets.

- Never use unsuitable cleaning agents.

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Introduction

Engine oils are matched to the requirements of the engines, the emission purification systems, and the fuel quality. Due to the operating principle of combustion engines, engine oil always comes into contact with combustion residues and fuel, which has corresponding effects on the ageing process of the engine oil. The correct engine oil is important for the function and service life of the engine. A special multigrade high-lubricity oil has been filled at the factory and this can normally be used as an all-season oil.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ Engine oil)*.

WARNING

Incorrect handling of engine oil can cause serious burns and other injuries.

- Always wear eye protection when handling engine oil.
- Engine oil is toxic. Always keep engine oil out of the reach of children.
- Store engine oil only in the closed original container. This also applies to used oil until it is disposed of.
- Regular contact with engine oil can damage the skin. Always wash skin that has been in contact with engine oil thoroughly with water and soap.
- Engine oil becomes extremely hot when the engine is running and can scald skin severely. Always allow the engine to cool down.

Leaking or spilt engine oil can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

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Engine oil standards

Vehicles with an engine oil sticker

If you need to top up the engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity *→ Fig. 1*.

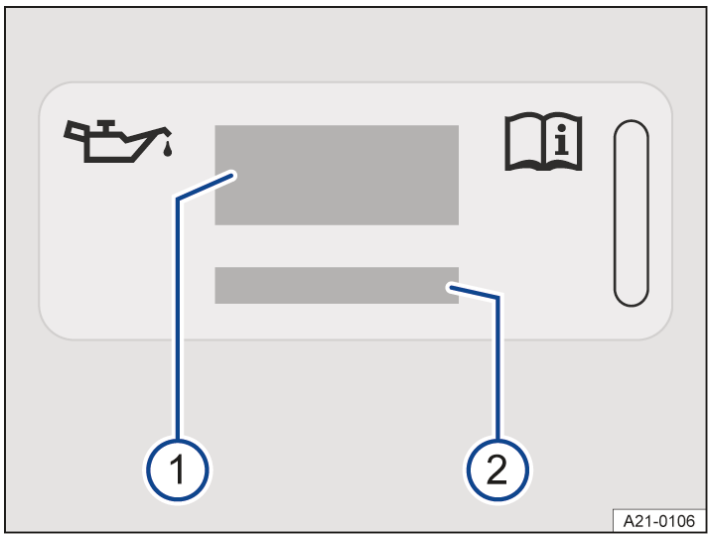


Fig. 1 Sticker showing engine oil standard and engine oil viscosity (illustration).

1 Information about the engine oil standard.

2 Information about the engine oil viscosity.

The sticker showing the prescribed standard is located at the front of the engine compartment, on the side next to the bonnet release *→ Fig. 2* (1).

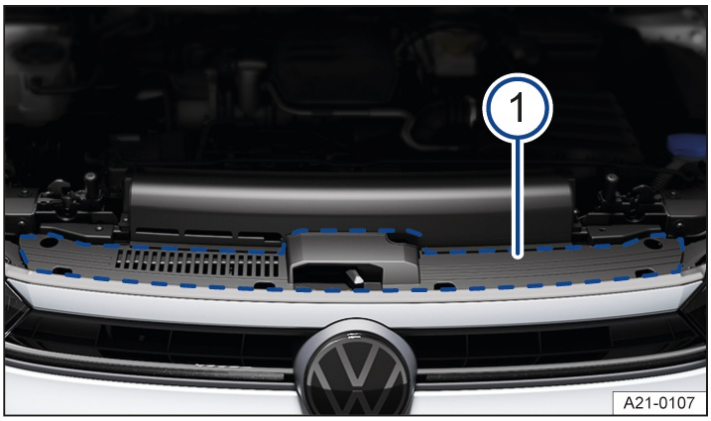


Fig. 2 In the engine compartment: sticker showing engine oil standard and engine oil viscosity (illustration).

1 Sticker.

If the prescribed engine oil *→ Fig. 1* is used, the engine oil level can be corrected as often as necessary *(→ Engine oil)*.

Vehicles without an engine oil sticker

Information on the prescribed engine oil standard and engine oil viscosity can be obtained from a correspondingly qualified workshop. If the engine oil needs to be topped up, use an engine oil with the prescribed engine oil standard and engine oil viscosity. If the prescribed engine oil is used, the engine oil level can be corrected as often as

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necessary, as follows *(→ Engine oil)*.

If no engine oil is available according to the prescribed standard, in an emergency you may refill once with a maximum of 0.5 l (0.5 qt) of the following, deviating standards until the next regular oil change:

— Petrol engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.

— Diesel engines: standards VW 507 00 and ACEA C3, viscosity 0 W-30.

— Natural gas engines: standards VW 504 00 and ACEA C3 or API SP, viscosity 0 W-30.

We recommend having the work carried out by a correspondingly qualified workshop.

NOTICE

The use of approved engine oils in accordance with the relevant VW standard is recommended. The use of engine oils that do not meet these quality requirements can cause engine damage.

Changing engine oil

The engine oil must be changed on a regular basis. Always observe the service intervals applicable to your vehicle .

The engine oil and filter change should be carried out by a correspondingly qualified workshop due to the special tools and knowledge required. This also applies to the disposal of used oil.

Additives in the engine oil can cause new engine oil to discolour quickly. This is normal and does not mean that the engine oil should be changed more frequently.

WARNING

If, in exceptional cases, you have to carry out an oil change yourself, please note the following:

- Always wear eye protection.
- Always allow the engine to cool down completely to avoid burns.
- Keep your arms horizontal when unscrewing the oil drain plug with your fingers to prevent the emerging oil from running down your arm.
- Use a suitable container when draining the used oil. It must be at least large enough to hold the entire filling quantity of engine oil.
- Never store engine oil in empty food containers, bottles or any other non-original containers as people finding these containers may not know that they contain engine oil.
- Engine oil is toxic and must be stored out of the reach of children.

Before changing the engine oil, first find out where old oil can be disposed of properly near you.

Dispose of old oil in accordance with regulations governing the protection of the environment. Never dispose of old oil in locations such as gardens, woods, sewerage systems, on streets and roads, or in rivers and waterways.

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Engine oil consumption

Engine oil consumption can vary from engine to engine and can change during the working life of an engine.

The vehicle may consume up to 1 l of engine oil per 2,000 km, depending on how you drive and the conditions in which the vehicle is used. In new vehicles, consumption is likely to be higher for the first 5,000 km. The engine oil level must therefore be checked at regular intervals, preferably when refuelling and before long trips.

When the engine is working hard, the engine oil level must be in the upper permissible area *(→ Engine oil)*, for instance during extended motorway trips in summer or when climbing mountain passes

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Checking the engine oil level and refilling engine oil

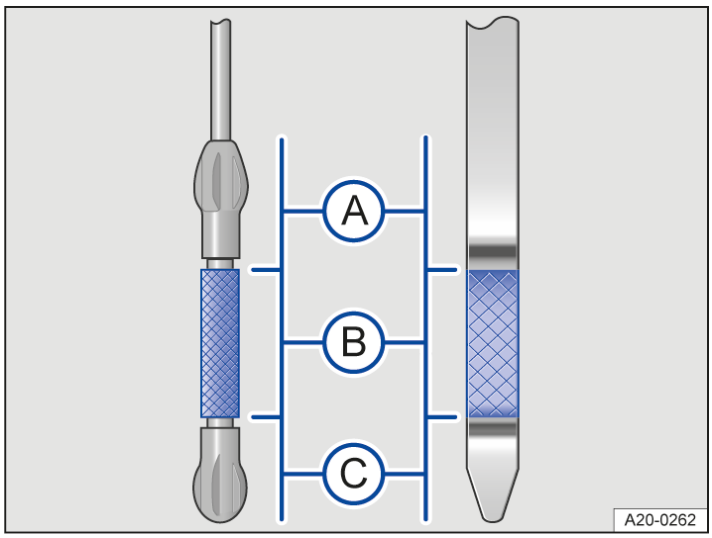


Fig. 1 Oil dipsticks with engine oil level markings(variants).

(A) Engine oil level too high – observe the messages on the instrument cluster display or seek expert assistance.

(B) Engine oil level within normal range.

(C) Engine oil level too low – follow the messages in the instrument cluster display or add engine oil, if necessary.

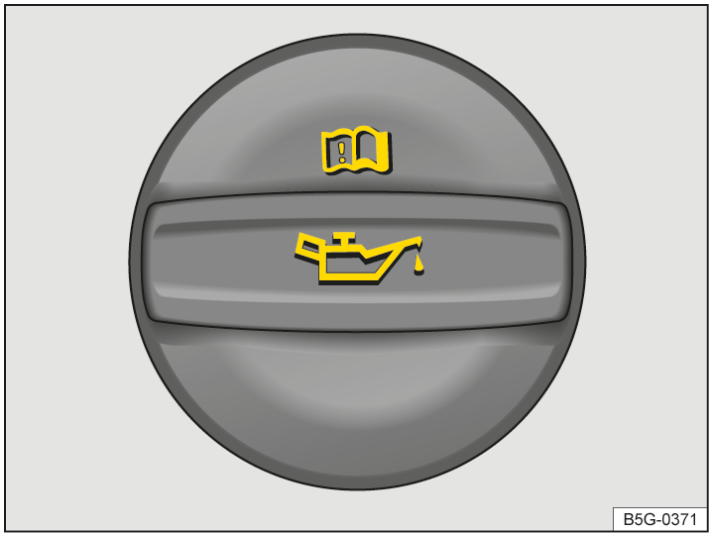


Fig. 2 In the engine compartment: engine oil filler opening cap (illustration).

Carry out the steps in the specified order → ⚠ , → ⓘ:

1. With the engine at operating temperature, park the vehicle on a level surface to ensure that the engine oil reading is correct.
2. Switch off the engine and wait at least 5 minutes for the engine oil to flow back into the sump.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.
4. Identify the engine oil filler cap and oil dipstick. The oil filler neck is indicated by the → *Fig. 2* symbol on the cap, and the dipstick by its coloured handle. If you cannot find the cap and oil dipstick, please contact a correspondingly qualified workshop.
5. Pull the dipstick out of the guide tube and wipe it off with a clean cloth.
6. Re-insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.

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7. Pull out the oil dipstick again and read the engine oil level on the dipstick as follows→ *Fig. 1*:

   (A) Engine oil level too high. Observe the messages on the instrument cluster display or seek expert assistance as necessary →(!).

   (B) Engine oil level within normal range. Engine oil can be topped up to the upper limit of this range, e.g. when the engine is working hard . Continue to step 8 or 16.

   (C) Engine oil level is too low. Where applicable, follow any messages that are shown on the instrument cluster display and make sure you add engine oil. Continue to step 8.

8. After reading off the engine oil level, push the oil dipstick back into the guide tube as far as it will go.
9. Unscrew the engine oil filler opening cap → *Fig. 2*.
10. Gradually add engine oil in small quantities, no more than 0.5 l (0.5 qt) in total, or follow the recommendation in the instrument cluster. The use of approved engine oils in accordance with the relevant VW standard is recommended.
11. In order to avoid overfilling, wait for at least 1 minute after each refill step to allow the engine oil to flow into the oil sump up to the marking on the engine oil dipstick.
12. Read the engine oil level from the dipstick again before refilling with a further small quantity of engine oil. Never overfill with engine oil →(!).
13. After filling, the engine oil level should be in the middle of the area→ *Fig. 1* (B). The engine oil level must not be in area → *Fig. 1* (A) →(!).
14. If too much engine oil has been added unintentionally and the engine oil level is in area→ *Fig. 1* (A), do not start the engine. Seek expert assistance.
15. After refilling, screw the engine oil filler cap back on.
16. Insert the oil dipstick into the guide tube as far as it will go. If there is a marking on the upper end of the oil dipstick, this marking must fit in the corresponding groove at the top end of the guide tube when inserting.
17. Close the bonnet ⚠ *(→ In the engine compartment)*.

⚠ WARNING

Engine oil can ignite if it comes into contact with hot engine components. It can cause fires, burns and other serious injuries.

- Always ensure that the engine oil filler cap is securely tightened after refilling, and that the dipstick is properly inserted back into the guide tube. This will prevent the engine oil from draining out on to hot engine components when the engine is running.
- If engine oil is spilt on cold engine parts it can heat up and ignite when the engine is running.

NOTICE

- If the engine oil level is in area → *Fig. 1* (A), do not start the engine. Seek expert assistance.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Troubleshooting

Engine oil pressure too low

The warning lamp flashes red. A message is shown on the instrument cluster display.

STOP Do not drive on! The engine could otherwise be damaged.

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1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. Do not drive on or leave the engine running if the warning lamp is flashing even when the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level very low

The warning lamp flashes red. A message is shown on the instrument cluster display.

Do not drive on! The engine could otherwise be damaged.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, add engine oil gradually in small quantities until the engine oil level is back within the normal range or follow the refill recommendation in the instrument cluster *(→ Engine oil)*.
5. Do not drive on or leave the engine running if the warning lamp is lit even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too low

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, gradually add engine oil in small quantities, no more than 0.5 ℓ (0.5 qt) in total, or observe the recommended refill amount in the instrument cluster.
5. Do not drive on or leave the engine running if the indicator lamp is lit even though the engine oil level is correct. The engine could otherwise be damaged. Seek expert assistance.

Engine oil level too high

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive on or allow the engine to run. The engine could otherwise be damaged. Seek expert assistance.

or Fault in the engine oil system

The indicator lamp flashes yellow. A message is shown on the instrument cluster display.

1. Go to a suitably qualified workshop.

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Introduction

You should carry out work on the cooling system only if you know exactly how to perform the required tasks, are aware of the general safety procedures and have access to the correct equipment, service fluids and suitable tools. Failing to carry out work correctly can cause serious injuries →⚠. Have all work carried out by a correspondingly qualified workshop if necessary.

⚠ WARNING

Coolant is toxic.

- Keep coolant only in the sealed original container and in a safe place.
- Never store coolant in empty food containers, bottles or any other non-original containers as people finding these containers may then drink the coolant.
- Keep the coolant out of the reach of children.
- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

Coolant and coolant additives can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

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Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must *always* be at least 40% to protect the cooling system. If greater frost protection is required in very cold climates, the proportion of anti-freeze additive can be increased. However, the percentage of coolant additive should not exceed 55 %, as this would reduce the frost protection and the cooling effect.

The coolant additive is dyed purple. The mixture of water and coolant additive provides anti-freeze protection down to -25°C (-13°F), protects the alloy parts in the engine cooling system against corrosion, prevents limescale deposits and significantly increases the boiling point of the coolant.

When refilling the coolant, a mixture of distilled water and at least 40% G12evo coolant additive must be used in order to obtain the optimum corrosion protection →⚠.

⚠ WARNING

Insufficient anti-freeze in the coolant system can cause the engine to break down and cause serious injuries.

- The amount of correct coolant additive used must be sufficient for the lowest ambient temperature that you expect the vehicle to be exposed to.
- Coolant can freeze at extremely cold outside temperatures, causing the vehicle to break down. Vehicle occupants with inadequate winter clothing could then freeze to death as the heating will also no longer function.

! *NOTICE*

If the liquid in the coolant expansion tank is not purple, the correct coolant has been mixed with another, unsuitable coolant additive. Failure to observe this warning can result in serious malfunctions or damage to the engine and cooling system.

- In this case, have the coolant changed immediately.
- Never mix genuine coolant additives with other coolants that have not been approved.

Coolant and coolant additives can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

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Checking the coolant level and refilling coolant

Preparations



Fig. 1 In the engine compartment: coolant expansion tank cap

1. Park the vehicle on a firm and level surface.
2. Allow the engine to cool down →⚠.
3. Open the bonnet ⚠ *(→ In the engine compartment)*.

   You can identify the coolant expansion tank by the symbol on the cap → *Fig. 1*.

⚠ WARNING

Hot steam and hot coolant can cause serious burns.

Never open the bonnet if you can see or hear steam or coolant coming out of the engine compartment. Always wait until no escaping steam or coolant can be seen or heard. Hot components can burn the skin.

- The cooling system is under pressure when the engine is hot. Never open the cap of the coolant expansion tank when the engine is hot. Coolant may spray out and cause serious burns and other injuries.
  - Turn the cap slowly and very carefully anticlockwise while exerting some downward pressure on the cap.
  - Always protect your face, hands and arms from hot coolant or steam by placing a large, thick cloth on the cap of the coolant expansion tank.

Warning lamp

The warning lamp for the engine coolant will light up if the engine coolant level is too low.

1. Do not drive on! Stop the vehicle as soon as possible and when safe to do so.
2. Seek expert assistance immediately.
3. If the coolant level is too low and it is not possible to obtain expert assistance, check the coolant level and add coolant →ⓘ.

Checking the coolant level

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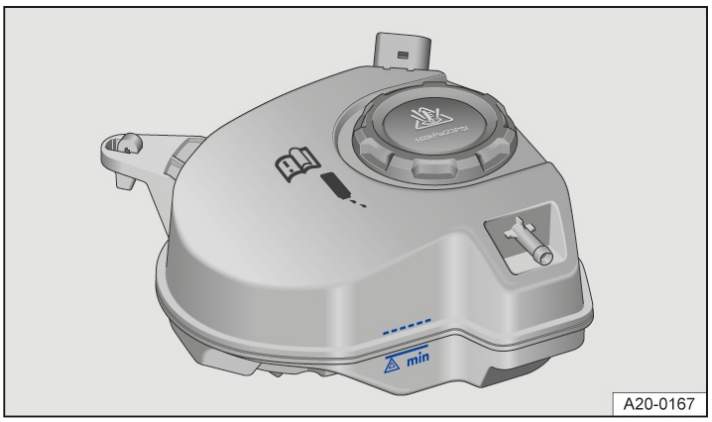


Fig. 2 In the engine compartment: mark on the coolant expansion tank (illustration).

The engine coolant may be above the marked area when a new vehicle is delivered. This is normal. The coolant does not have to be sucked off.

1. When the engine is cold, check the coolant level at the side markings of the coolant expansion tank→ *Fig. 2*.

   The coolant level must be between the markings.
2. Refill coolant if the liquid level in the coolant expansion tank is below the minimum marking (“min”).

   When the engine is warm, the engine coolant level may be slightly above the upper mark.
3. Do not add coolant if there is no longer any coolant visible in the coolant expansion tank→ ⚠.

Refilling coolant

1. Unscrew the lid carefully →⚠.
2. Only refill with new coolant that is compliant with the specifications *(→ Coolant)*.
3. Add coolant up to the upper level marking.
4. The coolant level must be between the markings on the coolant expansion tank→ *Fig. 2*.
5. Close the cap tightly.
6. Check the coolant level after one day.
7. If the level drops below the minimum marking “min” again, visit a correspondingly qualified workshop and have the cooling system checked.
8. If in an emergency you do not have access to coolant with the required specification, do not use any other coolant additive →ⓘ.

NOTICE

- Do not fill coolant above the top edge of the marked area. Otherwise the excess coolant will be pressed out of the cooling system when the engine is hot and could cause damage.
- If in an emergency you do not have access to coolant in the required specification, add only distilled water initially. Then have the correct mixture ratio with the coolant additive restored by a correspondingly qualified workshop as soon as possible.
- Do not top up with coolant if there is no more coolant in the coolant expansion tank! Air could have entered the cooling system. Do not drive on. Seek qualified professional assistance. Failure to do so can result in engine damage.
- When refilling service fluids, ensure that you pour the correct service fluids into the correct openings. The use of incorrect service fluids could result in serious malfunctions and engine damage.

Brake fluid

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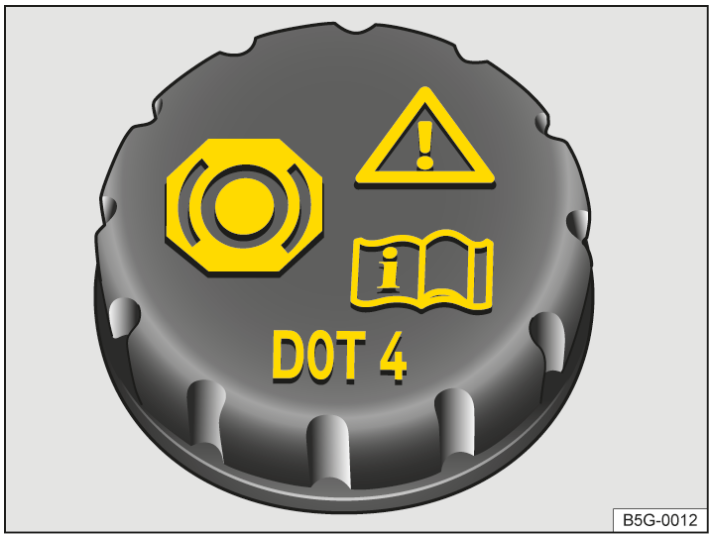


Fig. 1 In the engine compartment: brake fluid reservoir cap.

Brake fluid will gradually absorb water from the surrounding air. The brake system will be damaged if there is too much water in the brake fluid. The boiling point of the brake fluid is also considerably reduced by the water content. Heavy use of the brakes may cause a vapour lock in the brake system if the water content is too high. Vapour locks reduce levels of braking power, considerably increase braking distance and can even cause the brake system to fail completely. Your own safety and that of other road users depends on having a brake system that functions properly at all times →⚠.

Brake fluid specification

Volkswagen Commercial Vehicles has developed a brake fluid that has been optimised for the brake system in the vehicle. To ensure the best possible operation of the brake system, Volkswagen Commercial Vehicles expressly recommends the use of brake fluid compliant with VW standard 501 14.

Before using a particular brake fluid, check that the specifications printed on the container correspond to the vehicle requirements.

Brake fluid that is compliant with VW standard 501 14 is available from Volkswagen Commercial Vehicles dealerships.

If this brake fluid is not available and it is necessary to use another high-quality brake fluid instead, brake fluid that is compliant with DIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 can be used.

Not all brake fluids that are compliant withDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4 have the same chemical composition. Some of these brake fluids may contain chemicals that can damage or destroy brake system components over time.

Brake fluid that is compliant with VW standard 501 14 fulfils the requirements ofDIN ISO 4925 CLASS 6 or US standard FMVSS 116 DOT 4.

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 accurately in all models as the brake fluid reservoir may be partially concealed. If the brake fluid level cannot be read exactly, please seek assistance from a suitably qualified workshop.

The brake fluid level drops slightly when the vehicle is being used as the brake pads wear and the brakes are automatically adjusted.

Brake fluid level

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The indicator lamp lights up red.

Brake fluid level is too low.

1. Do not drive on!
2. Check the brake fluid level.
3. Seek expert assistance if the brake fluid level is too low.

Brake fluid change

Have the brake fluid changed regularly. Information on the change interval for the brake fluid can be obtained from a correspondingly qualified workshop. Only brake fluid that conforms with the required specification should be used.

WARNING

Brake failure or reduced braking efficiency can be caused by the brake fluid level being too low or by brake fluid that is too old or unsuitable.

- Have the brake system and brake fluid level checked or the brake fluid changed on a regular basis.
- The refilled brake fluid must be new.
- Make sure that the correct brake fluid is used. Only use brake fluid that is explicitly compliant with VW standard 501 14. Any other brake fluid or a low-quality one can affect the functioning of the brakes and reduce their effectiveness.
- If you do not have any brake fluid that is compliant with VW standard 501 14, use a high-quality brake fluid compliant with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4, but only in exceptional circumstances.

WARNING

Brake fluid is toxic.

- In order to reduce the risk of poisoning, never use bottles or other containers to store brake fluid. These containers could encourage other people to drink out of them, even if they are labelled otherwise.
- Always store brake fluid in its original sealed container and out of the reach of children.

NOTICE

Brake fluid that has leaked or been spilt can damage the vehicle paintwork, plastic parts and tyres.

- Wipe off brake fluid that has leaked or been spilled immediately from all parts of the vehicle.

Brake fluid can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

Introduction

The 12-volt vehicle battery is a component of the electrical system in the vehicle.

Never carry out any work on the electrical system if you are not familiar with the necessary procedures and the general safety requirements and only unsuitable tools are available →⚠. Otherwise, have all work carried out by a correspondingly qualified workshop if necessary. Serious injuries can be caused if work is carried out incorrectly.

Information on warning and indicator lamps that light up can be found in the troubleshooting sections at the end of the chapter *(→ 12-volt vehicle battery)*.

Number and location of the 12-volt vehicle battery

The 12-volt vehicle battery is located in the engine compartment.

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Explanation of the warnings on the 12-volt vehicle battery

Always wear eye protection!

Electrolyte is very corrosive and caustic. Always wear protective gloves and eye protection!

No fires, sparks, naked lights or smoking!

A highly explosive mixture of gases is given off when the vehicle battery is charging!

Always keep children away from electrolyte and the vehicle battery.

Always observe the Owner's Manual!

WARNING

Any work on the 12-volt vehicle battery and the electrical system can cause serious chemical burns, fire or electric shocks. Always read the following warnings and safety information before carrying out any kind of work:

- Switch off the ignition and all electrical consumers before carrying out any work on the 12-volt vehicle battery and also disconnect the negative cable from the 12-volt vehicle battery.
- Children should always be kept away from electrolyte and the 12-volt vehicle battery.
- Always wear eye protection and protective gloves.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never smoke and work near naked flames or sparks.
- When handling cables and electrical equipment, avoid generating sparks and electrostatic discharge.
- Never short circuit battery terminals.
- Never use a damaged 12-volt vehicle battery. The 12-volt vehicle battery can explode. Replace a damaged 12-volt vehicle battery immediately.
- Never use a frozen 12-volt vehicle battery. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F). Replace the 12-volt vehicle battery immediately.

NOTICE

The 12-volt vehicle battery housing can be damaged by ultraviolet radiation.

- Do not expose the 12-volt vehicle battery to direct sunlight for an extended time.

NOTICE

The 12-volt vehicle battery can "freeze" and be destroyed if the outside temperature is very low and the vehicle is stationary for a long time.

- Protect the 12-volt vehicle battery against frost if the vehicle is left standing for extended periods.

When you start the engine after the 12-volt vehicle battery has been totally discharged or changed, you may find that system settings e.g. time, date, personal convenience settings and programming have been changed or deleted. Check and correct the settings as necessary once the 12-volt vehicle battery has been sufficiently charged.

Checking the electrolyte level of the 12-volt vehicle battery

The electrolyte level of the 12-volt vehicle battery should be checked regularly in high-mileage vehicles, in hot countries and in older 12-volt vehicle batteries. The 12-volt vehicle battery is otherwise maintenance-free.

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Preparations

1. Preparing the vehicle for working in the engine compartment *(→ In the engine compartment)*.
2. Open the bonnet ⚠ *(→ In the engine compartment)*.

Checking the electrolyte level (12-volt vehicle batteries with battery window)

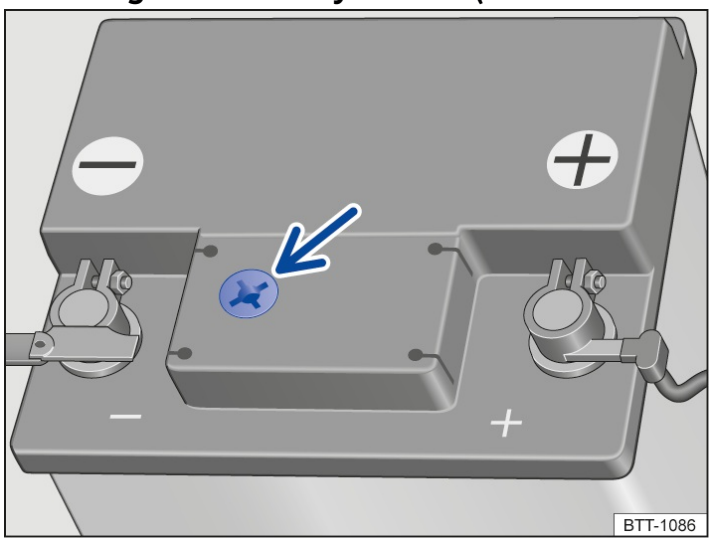


Fig. 1 Battery window on the top of the 12-volt vehicle battery (general guide).

Depending on equipment, it may be necessary to remove an additional bracket in order to view the battery window. An additional tool that is not included in the vehicle toolkit is required for this purpose.

Ensure that enough light is available for you to clearly see the colour indicator in the round window on the top of the 12-volt vehicle battery *→ Fig. 1*.

The colour indicator in the round window changes according to the electrolyte level in the 12-volt vehicle battery.

Light yellow or *without colour*

The electrolyte level of the 12-volt vehicle battery is too low. The 12-volt vehicle battery should be checked and replaced by a qualified workshop if necessary.

Black

The electrolyte level of the 12-volt vehicle battery is correct.

For technical reasons, you cannot check the electrolyte level of 12-volt vehicle batteries marked with AGM. Go to a correspondingly qualified workshop to have the 12-volt vehicle battery checked.

⚠ WARNING

Any work on the 12-volt vehicle battery can cause serious chemical burns, explosions and electric shocks.

- Always wear eye protection and protective gloves.
- Never use naked flames or glowing objects as a light source.
- Electrolyte is very aggressive. It can burn the skin and can cause blindness. When working with the 12-volt vehicle battery, ensure that your hands, arms and face in particular are protected from acid spillage.
- Never tilt the 12-volt vehicle battery. Electrolyte may spill out of the battery vents and cause chemical burns.
- Never open a 12-volt vehicle battery.
- If acid is sprayed into your eye or onto your skin, rinse the affected area immediately for several minutes with

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cold water. Then consult a doctor immediately.
- If electrolyte is swallowed, consult a doctor immediately.

Charging, replacing, disconnecting and connecting the 12-volt vehicle battery

If you suspect that the 12-volt vehicle battery is damaged or faulty, go to a suitably qualified workshop and have the 12-volt vehicle battery checked.

Charging the 12-volt vehicle battery

The 12-volt vehicle battery should always be charged by a correspondingly qualified workshop, as the technology used in factory-fitted 12-volt vehicle batteries requires voltage-limited charging →⚠.

Replacing the 12-volt vehicle battery

The 12-volt vehicle battery has been developed to suit the conditions of its location and has special safety features. If a 12-volt vehicle battery has to be replaced, the replacement part must be installed by a workshop qualified to do this. For component information on size and the required maintenance, capacity and safety features, please contact a correspondingly qualified workshop, which must have the necessary technical documentation and equipment. The ventilation opening of the 12-volt vehicle battery must always be on the negative terminal side. The ventilation opening on the positive terminal side must always be sealed.

Only maintenance-free 12-volt vehicle batteries compliant with the standards TL 825 06 and VW 7 50 73 should be used. These standards must be dated October 2014 or later.

The 12-volt vehicle battery must always be replaced by a workshop qualified to do this, as the vehicle electronics must be adapted as part of the replacement process. In addition, the battery parameters for functional safety were determined only with the original equipment battery. Only correspondingly qualified workshops have the technology required to carry out this adjustment and also the correct replacement batteries. The use of unsuitable batteries can render the type approval invalid.

Disconnecting the 12-volt vehicle battery

Please note the following if the vehicle battery has to be disconnected from the electrical system in the vehicle:

1. Switch off all electrical consumers and the ignition.
2. Unlock the vehicle before disconnecting the battery in order to avoid triggering the anti-theft alarm (if fitted).
3. First disconnect the negative cable and then the positive cable →⚠.

Connecting the 12-volt vehicle battery

1. Switch off all electrical consumers and the ignition before reconnecting the vehicle battery.
2. First connect the positive cable and then the negative cable →⚠.

Various indicator lamps may light up after the 12-volt vehicle battery has been connected and the ignition is switched on. They will go out if you drive a short distance at a speed of 15 km/h to 20 km/h (10 – 12 mph). If the indicator lamps continue to light up, have the vehicle checked by a suitably qualified workshop.

If the 12-volt vehicle battery was disconnected for an extended period, the system may not able to calculate or correctly display the time when the next service is due . Observe the maximum permissible service intervals .

Automatic switch-off for electrical consumers

The vehicle electrical system cannot always prevent the 12-volt vehicle battery from discharging.

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— For example, when the ignition is switched on for an extended period with the engine off, or when the side or parking lights are on when the vehicle is parked for an extended period.

To prevent the 12-volt vehicle battery from discharging, the intelligent onboard supply management system automatically implements certain measures when the 12-volt vehicle battery is subjected to heavy loads:

— The idling speed is increased so that the alternator provides more electricity.

— The performance of large electrical consumers may be reduced or they may be switched off completely.

— The power supply to the 12-volt socket and the cigarette lighter may be interrupted temporarily while the engine is being started.

12-volt vehicle battery is discharged

The 12-volt vehicle battery will discharge if you use electrical consumers when the engine is switched off.

WARNING

Incorrectly securing the battery and using incorrect 12-volt vehicle batteries can cause short circuits, fire and serious injuries.

- Always use maintenance-free and leak-proof 12-volt vehicle batteries that have the same properties, specifications and dimensions as the factory-fitted 12-volt vehicle battery.

WARNING

A highly explosive mixture of gases is given off when the 12-volt vehicle battery is being charged.

- Charge 12-volt vehicle batteries only in well-ventilated spaces.
- Never charge a 12-volt vehicle battery which is frozen or has been frozen. Discharged 12-volt vehicle batteries can even freeze at temperatures of approx. 0°C (+32°F).
- The 12-volt vehicle battery must be replaced if it has ever frozen.

WARNING

Incorrectly connected cables can cause a short circuit.

- First connect the positive cable and then the negative cable.

NOTICE

- Never connect or disconnect 12-volt vehicle batteries if the ignition is switched on or the engine is running. Never use a 12-volt vehicle battery that does not correspond with the vehicle's specifications. This can damage the electrical system or electronic components, which can cause electrical faults.
- Never connect equipment that supplies electric power, such as a solar panel or a battery charger, to the 12-volt sockets or to the cigarette lighter to charge the 12-volt vehicle battery. This can damage the vehicle electrical system.

Dispose of the 12-volt vehicle battery in accordance with the applicable regulations. 12-volt vehicle batteries may contain toxic substances such as sulphuric acid and lead.

Electrolyte can pollute the environment. Collect any service fluids that escape or are spilled and dispose of them correctly and with respect for the environment.

Troubleshooting

12-volt vehicle battery

The warning lamp lights up red. A message is shown on the instrument cluster display.

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Do not drive on! This can result in damage to the electrical system.

1. Stop the vehicle as soon as possible and when safe to do so.
2. Switch off any electrical consumers that are not required.
3. Seek expert assistance.

Auto StartStop cannot start the engine .

12-volt vehicle battery

The indicator lamp lights up yellow. A message is shown on the instrument cluster display.

1. Go to a correspondingly qualified workshop.

   Or: drive a short distance to recharge the 12-volt vehicle battery.

Introduction

The tyre monitoring system warns the driver when the tyre pressures get too low.

The following tyre monitoring systems are available for this vehicle:

Tyre Pressure Loss Indicator

— Various parameters (for example, rolling circumference) of all four wheels are monitored when driving using ABS sensors (indirect measurement).

Tyre Pressure Monitoring System

— Monitors the tyre pressure by means of pressure sensors on each tyre valve (direct measurement). Tyre valves made of metal.

Reference pressure

The reference pressure for the tyre monitoring system is the tyre pressure of cold tyres with maximum load for the factory-fitted tyres. The reference pressure corresponds to the information on the tyre pressure sticker *(→ Tyre pressure)*.

If the tyre pressure of all four tyres has been adjusted correctly, the Tyre Pressure Loss Indicator must be re-synchronised *(→ Tyre Pressure Loss Indicator)*. The reference pressure is then adapted to the current tyre pressure.

WARNING

The intelligent tyre monitoring system technology cannot overcome the laws of physics, and functions only within the limits of the system. Incorrect handling of the wheels and tyres can lead to a sudden loss of pressure in the tyres, tread separation and even tyre blow-out.

- Check the tyre pressure regularly and always maintain the specified pressure *(→ Tyre pressure)*. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent that the tread peels off and the tyre bursts.
- Always maintain the correct cold tyre pressure as specified on the tyre pressure sticker *(→ Tyre pressure)*.
- Check the tyre pressure regularly when the tyres are cold. If necessary, adjust the tyre pressure in the cold tyre to the recommended tyre pressure for the tyres installed on your vehicle *(→ Tyre pressure)*.
- Check your tyres regularly for signs of wear or damage.
- Never exceed the top speed and load permitted for the fitted tyres.

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If the tyre pressure is too low, this will increase fuel consumption and tyre wear.

When new tyres are driven at high speeds for the first time, they can expand slightly and trigger a one-off pressure warning.

Old tyres should be replaced only by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

Do not rely only on the tyre monitoring system alone. Check your tyres regularly to ensure that they are properly inflated and have no signs of damage, such as punctures, cuts, cracks, and blisters. Remove any objects that become embedded in the tyre tread but have not penetrated into the body of the tyre itself.

Tyre Pressure Loss Indicator

Functional description

The Tyre Pressure Loss Indicator uses data from the ABS sensors and other functions to check the speed of rotation and the rolling circumference of the individual wheels.

The Tyre Pressure Loss Indicator does not work if there is a fault in the ESC
or ABS *(→ Brake support systems)*.

The rolling circumference can change in the following cases:

— If the tyre pressure has been changed.

— If the tyre pressure is too low.

— If the tyre has structural damage.

— If the vehicle is loaded more heavily on one side.

— If snow chains have been fitted.

— If a temporary spare wheel has been fitted.

— If one wheel per axle has been changed.

The Tyre Pressure Loss Indicator (!) may react with a delay or not display anything at all in the event of a sporty driving style, when driving on snow-covered or icy roads or unpaved roads or when driving with snow chains.

The Tyre Pressure Loss Indicator shows a change in rolling circumference of the tyres with the (!) warning lamp in the instrument cluster.

The recommended tyre pressure for the factory-fitted tyres is indicated on the tyre pressure sticker on the driver's door pillar *(→ Tyre pressure)*.

The tyre pressure of all tyres, including the spare wheel or temporary spare wheel, must checked once every month with cold tyres and must correspond to the specifications of the vehicle manufacturer on the tyre pressure sticker. If the tyre size of the fitted tyres differs from the specified value on the type plate or tyre pressure sticker, the correct tyre pressure must be determined.

The Tyre Pressure Loss Indicator does not replace regular maintenance and inspection of the tyres. The driver is responsible for ensuring that the correct tyre pressure is maintained at all times, even if the Tyre Pressure Loss Indicator does not yet display a warning about low tyre pressure.

The Tyre Pressure Loss Indicator also has a fault display which is linked to the (!) warning lamp. If the Tyre Pressure Loss Indicator is malfunctioning, the (!) warning lamp lights up for about a minute after the ignition was switched on and then stays continuously lit.

If the Tyre Pressure Loss Indicator indicates a fault, the tyre pressure cannot be monitored correctly. A fault in the Tyre Pressure Loss Indicator can have different causes, e.g. replacement of wheel or tyre. When a wheel or tyre has

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been replaced, check whether the (!) warning lamp is indicating a system malfunction to ensure that the Tyre Pressure Loss Indicator is functioning properly *(→ Tyre Pressure Loss Indicator)*.

Synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be re-synchronised under the following conditions:

— If the tyre pressures have been adapted.

— If one or more wheels have been replaced.

— If the wheels have been swapped round, e.g. from front to rear.

The Tyre Pressure Loss Indicator may be re-synchronised only if all tyres have the correct tyre pressure when measured with cold tyres. To measure the cold tyre pressure, the vehicle must have been stationary for 3 hours or driven only a few kilometres at a slow speed during this time.

Switch the ignition off and back on again if you receive a low tyre pressure warning. The Tyre Pressure Loss Indicator can only then be re-synchronised.

1. Switch on the ignition.
2. Switch on Infotainment system if necessary.
3. Touch Vehicle in the Infotainment system.
4. Touch Status.
5. Touch Tyre pressure.
6. Tap (!) SET.
7. Tap OK when all four tyre pressures correspond to the required values.

   The system automatically synchronises and monitors the new values after at least 20 minutes of driving time at different speeds.

   Or: Touch Cancel to terminate the process.

   The current tyre pressure is then not stored and the system is not re-calibrated.

WARNING

Incorrect calibration can cause the Tyre Pressure Loss Indicator to issue false warnings or to issue no warning despite a dangerously low tyre pressure.

- Check that the tyre pressure of all tyres is correct before calibrating the Tyre Pressure Loss Indicator.

Tyre Pressure Monitoring System

Functional description

The Tyre Pressure Monitoring System (TPM

) monitors the tyre pressure of the four wheels while the vehicle is in motion using tyre pressure sensors on the tyres. The system warns the driver in the event of a pressure loss.

Tyre pressure display in the Infotainment system

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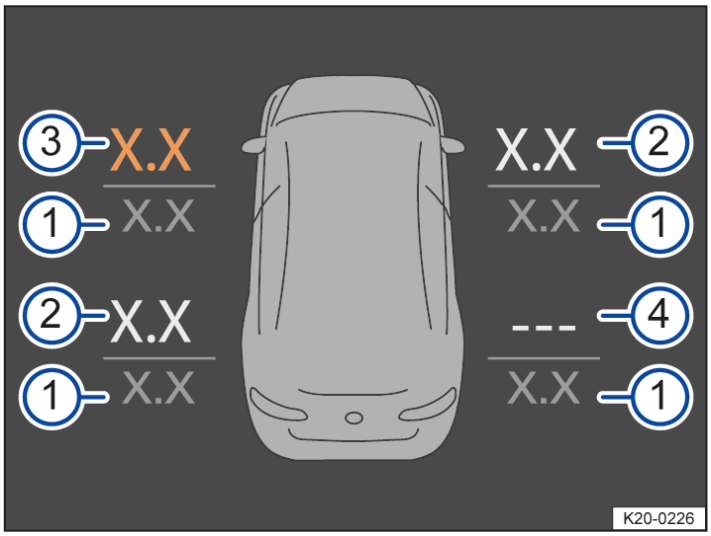


Fig. 1 Illustration of display in the Infotainment system: current tyre pressures.

1. Target tyre pressure in bar.
2. Actual tyre pressure in bar.
3. Loss in pressure at front left.
4. System malfunction for rear right tyre.

1. Switch on the ignition.
2. Tap Vehicle in the Infotainment system.
3. Tap Status.
4. Tap Tyre pressure.

   The vehicle is displayed with the target and actual tyre pressures of all the wheels→ *Fig. 1*.

When the ignition is switched on, the last measured tyre pressures will be displayed first; these values will be updated when the journey is started. If the tyre pressure is too low, the respective actual values and the affected tyres will be marked → *Fig. 1*.

If the tyres are in rest state, the tyre pressure sensors will not transmit any tyre pressures. This stops the tyre pressure sensor batteries discharging.

The last received tyre pressures are shown in grey if no tyre pressures are transmitted.

Switching the Tyre Pressure Monitoring System on and off (vehicle-dependent)

Observe any country-specific legal requirements for the Tyre Pressure Monitoring System.

If a set of tyres is fitted to the vehicle where the tyres either do not have wheel sensors or have wheel sensors that are not compatible with the vehicle, the indicator lamp (!) will flash for approximately 1 minute and then light up steadily. The tyre pressures will not be monitored. The system cannot be switched off.

Adjusting the tyre pressure

Following any change in the vehicle load, the tyre pressure must be checked and adjusted as necessary. The tyre pressures recommended for the vehicle are on a sticker on the driver door pillar or on the inside of the tank flap *(→ Tyre pressure)*.

There may be differences between readings on the pressure gauge when filling the tyres and the values determined

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by the Tyre Pressure Monitoring System. The TPM is more precise.

Selecting target tyre pressures for partial and full loads

The driver must select the appropriate target tyre pressure depending on the vehicle load level:

1. Switch on the ignition.
2. Tap Vehicle in the Infotainment system.
3. Tap Status.
4. Tap Tyre pressure.
5. Select the load level.

Selecting tyre type

If the tyre size is changed, it may be necessary to adjust the target tyre pressure for the new tyres. If no adjustment is necessary, the selection menu will not be available.

1. Switch on the ignition.
2. Tap Vehicle in the Infotainment system.
3. Tap Vehicle.
4. Tap Tyres.
5. Tap Tyre designation.
6. Select the appropriate tyre size.

If the size of the fitted tyres does not correspond to the factory-specified tyres, the corresponding target tyre pressure can be entered by a suitably qualified workshop.

Spare wheel, temporary spare wheel or collapsible spare wheel

The system does not monitor the tyre pressure of the spare wheel, temporary spare wheel or collapsible spare wheel.

NOTICE

- The pressure sensors are secured to special aluminium valves that are screwed rigidly in place. When inflating the tyres and checking the pressure, do not bend the valves “into position”.
- Missing valve caps could lead to damage to the valve and the sensors. You should therefore always make sure that all valve caps are fully screwed on while driving. Do not use metallic valve caps.
- Do not use “convenience valve caps” as they do not form a proper seal. This can cause damage to the sensors.

Troubleshooting for Tyre Pressure Loss Indicator

Low tyre pressure

The indicator lamp lights up yellow.

There is a loss of pressure in one or more tyres or the tyre is structurally damaged.

1. Do not drive on!

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2. Check and adjust all tyre pressures *(→ Tyre pressure)*.
3. The damaged tyre should be replaced.
4. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
5. If the fault persists, go to a correspondingly qualified workshop.

Fault in the Tyre Pressure Loss Indicator

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

There is a system fault.

1. Do not drive on!
2. Switch the ignition off and then back on again.
3. Re-synchronise the Tyre Pressure Loss Indicator *(→ Tyre Pressure Loss Indicator)*.
4. If the fault persists, go to a correspondingly qualified workshop.

WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the (!) indicator lamp lights up, stop immediately and check all tyres *(→ Tyre pressure)*.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts, leading you to lose control of the vehicle.
- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*.
- The Tyre Pressure Loss Indicator must always be calibrated correctly.

Driving on unpaved roads for long periods, or a sporty driving style, can temporarily deactivate the Tyre Pressure Loss Indicator. In the event of a malfunction, the indicator lamp will flash for around 1 minute and then light up continuously. However, the indicator lamp will go out when the road conditions or driving style change.

Troubleshooting for Tyre Pressure Monitoring System

Low tyre pressure

The indicator lamp lights up yellow.

Text message: Flat tyre! The tyre pressure of one or more tyres is below 1.4 bar(20 psi/140 kPa) or there is a critical loss of tyre pressure →⚠.

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1. Do not drive on!
2. Check all wheels for exterior damage or foreign bodies that have entered the tyres.
3. Check the tyre pressure for all tyres *(→ Tyre pressure)*.
4. Change the wheel or drive at a low speed to the nearest correspondingly qualified workshop.

Text message: Tyre pressures too low! The warning indicates at least one tyre with a critical tyre pressure→ ⚠.

1. Check and adjust the tyre pressure for all tyres *(→ Tyre pressure)*.
2. Change the wheel or drive at a low speed to the nearest correspondingly qualified workshop.

Text message: Please check tyre pressures. The warning indicates at least one tyre with a reduced tyre pressure→ ⚠.

1. Avoid long journeys and high speeds as long as the warning is displayed.
2. Check *(→ Tyre pressure)* and adjust the tyre pressure for all tyres.

(!) Fault in the Tyre Pressure Monitoring System

The indicator lamp flashes for around 1 minute and then remains lit up yellow continuously.

One or more wheels with a tyre pressure sensor have been fitted but have not yet been detected by the system.

1. Drive for a few minutes until the indicator lamp goes out.

One or more wheels without a tyre pressure sensor have been fitted or a tyre pressure sensor is defective.

1. Fit wheels with functional tyre pressure sensors.

There is a system fault.

1. Switch the ignition off and then back on again. If the fault persists, go to a correspondingly qualified workshop.

There is a transmission fault between the sensor and the system. The function of the system may be temporarily impaired if there is interference from signals in the same frequency range as these transmitters.

1. Switch off or avoid any disruptive sources, e.g. wireless devices, remote controls or children's toys.

⚠ WARNING

Differing tyre pressures or tyre pressures that are too low can cause tyre damage, tyre failure, loss of vehicle control, accidents, serious injury and death.

- If the (!) indicator lamp lights up, stop immediately and check all tyres *(→ Tyre pressure)*.
- Different tyre pressures or tyre pressures that are too low can increase wear on the tyres, reduce vehicle stability and increase the braking distance.
- Differing tyre pressures or tyre pressures that are too low can cause sudden tyre failure and lead to a tyre bursting and the loss of control over the vehicle.
- The driver is responsible for the correct tyre pressure of all tyres on the vehicle. The recommended tyre pressure can be found on a sticker *(→ Tyre pressure)*.
- The tyre monitoring system cannot function correctly until all cold tyres have the correct tyre pressure.
- The pressure in all tyres must always be appropriate to the vehicle load *(→ Tyre pressure)*.
- Always inflate all tyres to the correct tyre pressure before every journey *(→ Tyre pressure)*.
- If the vehicle is driven with insufficient tyre pressure, this results in greater tyre flexing. This could warm up the tyre to such an extent that the tread may separate and the tyre could burst. This could cause the driver to lose control of the vehicle.
- High speeds and overloading of the vehicle may cause the tyres to heat up to such an extent that the tyre bursts,

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leading you to lose control of the vehicle.

- If the tyre pressure is too low or too high, the tyres will wear prematurely and the vehicle will not handle well.
- If the tyre is not flat and it is not necessary to change the wheel immediately, drive at low speed to the nearest correspondingly qualified workshop and have the tyre pressure checked and corrected *(→ Tyre pressure)*.

Introduction

The tyres are the most used and most underestimated parts of a vehicle. Tyres are very important as the narrow tyre surfaces are the only contact between the vehicle and the road.

The service life of tyres is dependent on tyre pressure, driving style, handling and correct fitting.

Volkswagen Commercial Vehicles recommends that all work on tyres and wheels is carried out by a suitably qualified workshop. They are familiar with the procedure and have the necessary special tools and spare parts and the proper facilities for disposing of the old tyres.

⚠ WARNING

New tyres or tyres which are old, worn down or damaged cannot provide full levels of vehicle control and braking power.

Incorrect handling of wheels and tyres can reduce vehicle safety and cause accidents and serious injuries.

- All four wheels must be fitted with radial tyres of the same type, size(rolling circumference) and the same tread pattern.
- New tyres will have to be run in as they will initially have reduced grip and braking effect. Drive particularly carefully for the first 600 km (370 miles) in order to prevent accidents and serious injury.
- Check the tyre pressure regularly when the tyres are cold and always observe the specified value. If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Check the tyres regularly for damage and wear.
- Never drive with worn tyres or tyres that shows signs of damage such as holes, cuts, cracks or blisters. Driving with tyres in this condition can result in blown tyres, accidents and serious injuries. Replace worn or damaged tyres immediately.
- Never exceed the top speed and load permitted for the fitted tyres.
- The effectiveness of the driver assist systems and brake support systems depends on the tyre grip.
- If you notice unusual vibration, or if the vehicle pulls to one side when driving, stop immediately and check the wheels and tyres for damage.
- In order to reduce the risk of losing control of the vehicle, and the risk of accident and serious injury, never loosen the bolts on rims with bolted-on rim rings.
- Do not use wheels or tyres if you do not know their history. Used wheels and tyres may be damaged, even if the damage is not visible. This can cause tyre damage, tyre failure and loss of control of the vehicle.
- Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries. Use tyres that are more than 6 years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

⚠ WARNING

If the wheels are incorrectly fastened or if wheel bolts are missing, the wheels could come loose, leading to a loss of control of the vehicle, causing accidents and serious injuries.

- Never drive if wheel bolts are missing or loose.
- Always use wheel bolts that match the wheel rims and the vehicle type.
- Always tighten the wheel bolts with the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the wheel bolt wrench and have the torque checked immediately by the nearest suitably qualified workshop.

For technical reasons, it is not generally possible to use the wheels from other vehicles. This can also apply to wheels of the same vehicle type. Refer to the official vehicle documents or ask a suitably qualified workshop.

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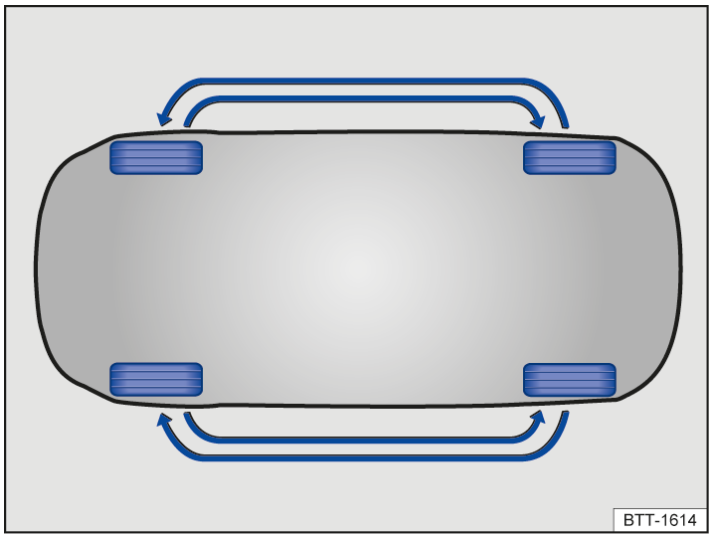


Fig. 1 Diagram showing how to swap wheels

The tyres and rims approved by Volkswagen Commercial Vehicles have been carefully selected.

Rotating wheels

Regularly rotating the wheels as shown in the illustration→ *Fig. 1* is recommended to help ensure that tyres wear evenly. All the tyres will then last for about the same time.

Volkswagen Commercial Vehicles recommends having the wheels changed by a suitably qualified workshop.

Avoiding damage to wheels and tyres

- Drive over kerbs and other low obstacles slowly and at right angles so that the two front wheels come into contact with the obstacle at the same time.
- Check the tyre pressure on a regular basis.
- Regularly check tyres for damage, e.g. holes, slits, punctures and blisters.
- Never exceed the maximum speed and load permitted for the tyres that are fitted *(→ Tyre lettering and tyre type)*.
- Damaged or worn tyres must be replaced immediately .
- Protect the tyres from contact with aggressive substances, including grease, oil, fuel and brake fluid→ ⚠.
- Replace missing valve dust caps immediately.
- Remove foreign bodies that have not yet penetrated to the inside of the tyre .
- Observe all warnings of the tyre monitoring system *(→ Tyre Pressure Loss Indicator)* *(→ Tyre Pressure Monitoring System)*.

Tyres that are older than 6 years

Tyres age through physical and chemical processes that can impair their function. Tyres that have been stored unused for an extended period of time age quicker than tyres that are used all the time.

Volkswagen Commercial Vehicles recommends replacing tyres that are more than 6 years old with new tyres. This also applies for tyres which appear to still be in good condition and whose tread depth has not yet reached the minimum value stipulated by legislation →⚠.

Winter and all-year tyres also largely lose their effectiveness throughageing – regardless of the remaining tread depth.

The age of each tyre can be determined on the basis of the manufacturing date *(→ Tyre pressure)*.

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Storing tyres

— Always store tyres in a cool, dry and dark place if possible. Do not store tyres mounted on the rim vertically.

— Any tyres not fitted on wheel rims should be kept in suitable sleeves to protect against dirt and should be stored vertically (standing on the tread).

All-terrain tyres

Some vehicles can be fitted at the factory with “all-terrain tyres”. These tyres have a deep-tread profile that alters the vehicle's driving properties such as comfort, consumption, braking distance, cornering behaviour, rolling noise → ⚠.

New tyres

— Drive particularly carefully for the first 600 km(370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip → ⚠ and braking effect → ⚠.

— All four wheels must be fitted with radial tyres of the same type, size, and the same tread pattern.

Replacing tyres

— Always replace tyres at least on an axle-by-axle basis.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

— Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles.

In vehicles with a Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be resynchronised after changing one or more wheels. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

Vehicles fitted with a Tyre Pressure Monitoring System

If you wish to replace factory-fitted wheels, make sure that the new wheels are equipped with sensors that are compatible with the Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

1. Drive the vehicle at a speed of over approx. 25 km/h (15 mph) for an extended period so that the new wheels can be detected.

Volkswagen Commercial Vehicles recommends that a new valve set and set of seals be used every time the sensors are replaced or modified.

Further information on the Tyre Pressure Monitoring System *(→ Tyre Pressure Monitoring System)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

Even if they have not been used, old tyres can suddenly lose pressure or burst, especially at high speeds, and thus cause accidents and serious injuries.

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- Use tyres that are more than six years old only if you have no alternative. In this case, drive slowly and with extra care at all times.

WARNING

New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km(370 miles) in order to prevent accidents and serious injury.

WARNING

The deep-tread profile of all-terrain tyres can considerably increase the braking distance or cornering behaviour and thus cause accidents and serious injuries.

- Always remember that the vehicle handling may have been altered, and drive with appropriate caution.

WARNING

Wheels must have the necessary freedom of operation. If the wheels do not have the necessary freedom of operation, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen Commercial Vehicles and must not rub on any vehicle body parts.

NOTICE

Avoid heavy impacts and drive around obstacles if possible. Tyres can be deformed by potholes and curb edges especially. This can cause damage to the tyres and wheels.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

Old tyres should be disposed of as required by legislation.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Tyres that have been approved by Volkswagen Commercial Vehicles are guaranteed to have the dimensions that are suitable for the vehicle. In the case of other tyres, the tyre seller must provide a certificate from the tyre manufacturer stating that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

Wheel rims and wheel bolts

Wheel rims, tyres and wheel bolts are matched to the vehicle type. If the wheel rims are changed, wheel bolts with the correct length and cap form must therefore be used. This ensures that the brakes can function correctly and that the vehicle drives smoothly and safely.

For technical reasons, it is not generally possible to use the wheel rims from other vehicles. This can also even apply to wheel rims of the same vehicle type. If you wish to switch to a different tyre and wheel rim combination, always consult a suitably qualified workshop.

The tightening torque of the wheel bolts must be checked regularly with a correctly functioning torque wrench *(→ Wheel bolts)*.

Wheel bolts

The correct wheel bolts must always be used for each vehicle type and these must always be tightened with the correct tightening torque *(→ Wheel bolts)*.

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Wheel rims with bolted-on rim ring or trim elements

Wheel rims with bolted-on rim ring or trim elements consist of several parts. These parts are connected to each other by means of special bolts. Damaged wheel rims and trim elements must be replaced and must be repaired only by a suitably qualified workshop.

Wheel rim identification

In some countries, new wheel rims must be provided with information on certain properties. The following information may be provided on the wheel rim:

— Conformity mark.

— Rim size.

— Name of manufacturer or brand.

— Date of manufacture (month/year).

— Country of origin.

— Production number.

— Raw material batch number.

— Commodity code.

WARNING

Use of unsuitable or damaged wheel rims can impair driving safety and cause accidents and serious injuries.

- Use only wheel rims that are approved for the vehicle.
- Check the wheel rims regularly for damage and replace them if necessary.

WARNING

Incorrect loosening and tightening of the bolt on wheel rims with bolted-on rim rings can cause accidents and serious injuries.

- Never loosen the bolts on wheel rims with bolted-on rings.
- Have all work on wheel rims with bolted-on rim rings carried out only by a suitably qualified workshop.

Tyre pressure

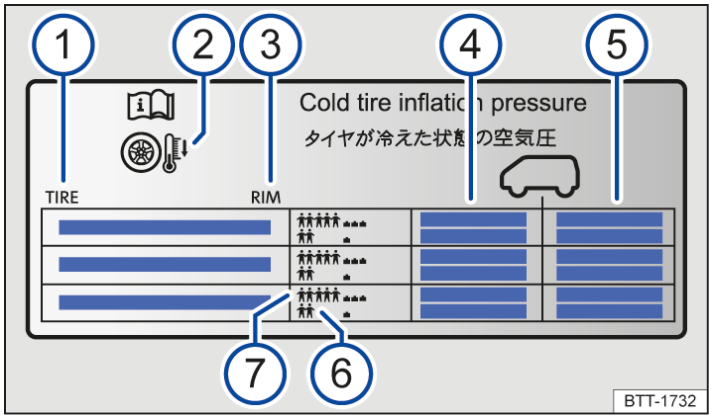


Fig. 1 Information on the tyre pressure sticker.

(1) Tyre size.

(2) Note: Check the tyre pressure when the tyres are cold.

(3) Rim size.

(4) Tyre pressure for the tyres on the front axle.

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(5) Tyre pressure for the tyres on the rear axle.

(6) Tyre pressure for partial load.

(7) Tyre pressure for full load.

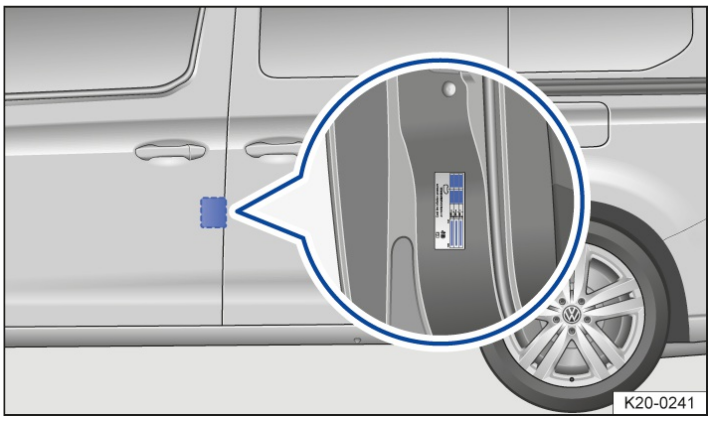


Fig. 2 On the driver door: tyre pressure sticker (alternatively on the inside of the tank flap)

The sticker shows the correct tyre pressure for approved tyres.

The appearance of the sticker may differ between vehicles. It may include additional tyre sizes.

The wrong tyre pressure will have a negative effect on the vehicle's response and leads to high levels of wear or even a burst tyre →⚠. The correct tyre pressure is particularly important at high speeds.

Checking the tyre pressure

The tyre pressure should be checked regularly, at least once a month and before every long trip. Always check all the tyres, including the spare if fitted. The tyre pressure should be checked more frequently in colder regions, but only if the vehicle has not been moved beforehand. The tyre pressure tester must function correctly.

— Always check the tyre pressure when the tyres are cold. The specified tyre pressure applies to cold tyres. Tyre pressure is always higher in warm tyres than it is in cold tyres. For this reason, never reduce the pressure in warm tyres to adjust the tyre pressure.

— Always adjust the tyre pressure to the load level.

— After adjusting the tyre pressures, always screw the caps onto the valves and observe the information on the tyre monitoring system.

— Always use the tyre pressure specified on the sticker. Never exceed the maximum tyre pressure which is given on the sidewall of the tyre

⚠ WARNING

Incorrect tyre pressure may cause the tyre to suddenly lose pressure or burst while the vehicle is in motion. This can cause serious accidents and fatal injuries.

- If the tyre pressure is too low, it is possible that the tyre temperature will increase to such an extent when driving that the tread peels off and the tyre bursts.
- Driving too fast and overloading the vehicle can cause overheating, sudden tyre damage including tyre bursts and detachment of the tread surface, which may result in you losing control of the vehicle.
- If the tyre pressure is too low, the tyres will wear prematurely and the car will not handle well.
- Check tyre pressures regularly, at least once a month and before every long trip.
- The pressure in all tyres must always be appropriate to the vehicle load.
- Never reduce the increased tyre pressure of warm tyres.

NOTICE

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- When attaching the tyre pressure gauge, ensure that you do not position it at an angle to the valve stem. This can damage the tyre valve.
- Always make sure that all valve caps are fully screwed on while driving.

Underinflated tyres will result in increased fuel consumption.

Tread depth and tread wear indicators

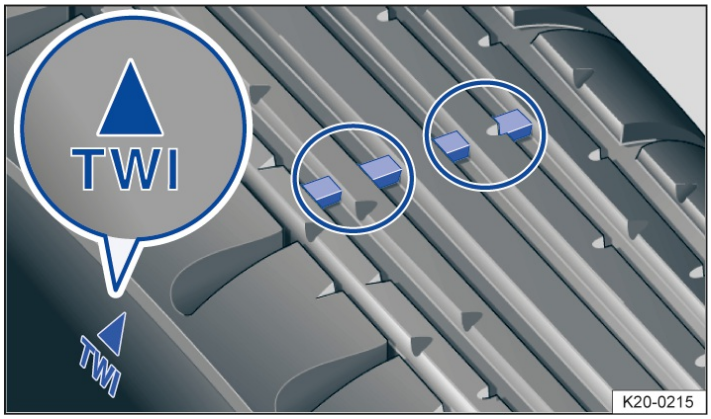


Fig. 1 Tyre tread: tread wear indicators.

Tread depth

Most driving situations require the highest possible tread depth. All tyres should have an even tread depth on at least one axle. This is especially true in wet or wintry road conditions.

In most countries, the legally permissible minimum tread depth is reached at 1.6 mm(1/16 in) residual tread - measured in the tread grooves next to the tread wear indicators (observe deviating country-specific legal regulations).

Observe any country-specific legal requirements relating to the permissible minimum tread depths for winter and all-season tyres.

Tread wear indicators in tyres

The tread wear indicators show if a tyre is worn down. The tyre must be replaced at the latest when the tyre tread is worn down to the tread wear indicator.

There are 1.6 mm (1/16 in) high tread wear indicators → *Fig. 1* in the tread base of the tyres. Markings on the tyre sidewall indicate the position of the tread wear indicators → *Fig. 1*.

WARNING

Worn tyres are a safety risk and can lead to a loss of control of the vehicle and cause serious injury.
- Tyres must be replaced at the latest when the tread is worn down to the tread wear indicators.
- Worn tyres have considerably less grip, particularly on wet roads, which can cause the vehicle to glide along the road surface (aquaplaning).
- Worn tyres reduce the possibility of controlling the vehicle well in normal and difficult driving situations and increase braking distance and the risk of skidding.

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Tyre damage

Damage to tyres and wheel rims is often hidden→⚠.

1. If you suspect that a wheel is damaged, slow down immediately and stop the vehicle as soon as it is safe to do so.
2. Check the tyres and rims for damage.
3. Do not drive on if a tyre is damaged.
4. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, contact a suitably qualified workshop.

   Or: Use the breakdown set to seal the damaged tyre and then inflate it *(→ Breakdown set)*.
5. If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to have the vehicle checked.

Embedded foreign bodies in the tyres

1. Leave the foreign body in the tyre if it has entered the inner tyre. Foreign bodies that are stuck between the tyre tread blocks can be removed.
2. Changing a damaged wheel *(→ Changing a wheel)*. If necessary, contact a suitably qualified workshop.

   Or: Use the breakdown set to seal the damaged tyre and then inflate it *(→ Breakdown set)*.
3. Check and adjust the tyre pressure.
4. Go to a correspondingly qualified workshop.

Vehicles with AirStop® tyres:

1. Leave the foreign body in the tyre and go to a suitably qualified workshop. A sealant applied to the inside of the tyre tread encloses the foreign body and seals the tyre temporarily.

Tyre wear

The tyre wear is affected by several factors:

— Style of driving.

— How well the tyres are balanced.

— Adjustments made to the running gear.

Fast cornering, heavy acceleration and hard braking all increase tyre wear.

Wheel imbalance may develop when the vehicle is driven; you will notice this by the nervous steering response. Imbalanced tyres will affect the level of tyre wear. In this case the wheels should be balanced again.

Incorrect wheel alignment causes excessive tyre wear, impairing the safety of the vehicle. The wheel alignment should be checked by a suitably qualified workshop if tyres show excessive wear.

⚠ WARNING

If you notice unusual vibration or the vehicle pulling to one side while the vehicle is in motion, this may indicate that one of the tyres is damaged.

- Slow down immediately and stop as soon as the traffic situation permits and it is safe to do so.
- Check the tyres and wheel rims for damage.
- Never drive on if tyres or wheel rims are damaged. Instead, seek assistance from a correspondingly qualified workshop.
- If there is no visible damage, drive slowly and cautiously to the nearest suitably qualified workshop in order to

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have the vehicle checked.

New wheels and tyres

New tyres

— Drive particularly carefully for the first 600 km(370 miles) with new tyres as the tyres have to be run in. Tyres that have not been run in have reduced grip and braking efficiency *(→ Handling wheels and tyres)*.

— Both wheels on an axle must be fitted with tyres of the same type, size, and the same tread pattern.

— The tread depth of new tyres may vary between tyre models and manufacturers due to different design features and tread designs.

Replacing tyres

— Always replace tyres at least on an axle-by-axle basis *(→ Handling wheels and tyres)*.

— Old tyres should only be replaced by tyres that have been approved by Volkswagen Commercial Vehicles for the vehicle type.

— Replace old tyres only with tyres that have the same specifications – including width, diameter, load capacity and maximum speed – as those approved by Volkswagen Commercial Vehicles for your vehicle and model.

— Never use tyres with an effective size that is larger than tyres approved by Volkswagen Commercial Vehicles.

Re-synchronising the Tyre Pressure Loss Indicator

The Tyre Pressure Loss Indicator must be resynchronised after changing one or more wheels. This also applies if the wheels have been swapped, e.g. from the front to the rear *(→ Tyre Pressure Loss Indicator)*.

Additional information for vehicles fitted with a Tyre Pressure Monitoring System

If you wish to replace factory-fitted wheels, please ensure that the new wheels are equipped with sensors that are compatible with the factory-fitted Tyre Pressure Monitoring System. New wheels with sensors are detected and integrated into the system. The vehicle must be left stationary for at least 20 minutes after a tyre is fitted and then driven at a speed of over approx. 25 km/h (15 mph) for an extended period so that the new tyre can be detected.

The Tyre Pressure Monitoring System can also be reactivated manually *(→ Tyre monitoring systems)*.

Volkswagen Commercial Vehicles recommends that a new valve set and set of seals be used every time the sensors are replaced or modified. For further information, please contact a suitably qualified workshop.

If tyres with dimensions other than those defined by Volkswagen Commercial Vehicles for the vehicle and model are used, the Tyre Pressure Monitoring System must be reprogrammed with the new tyre pressure values. For further information, please contact a suitably qualified workshop.

If you use wheels that do not have a sensor, or have non-compatible sensors, the Tyre Pressure Monitoring System will not detect them. The Tyre Pressure Monitoring System will then not be able to measure tyre pressures. A fault is displayed or the system is switched off.

Further information about the Tyre Pressure Monitoring System, how it works and what you need to know *(→ Tyre monitoring systems)*.

⚠ WARNING

Corrosive liquids and other substances can cause visible and invisible damage to the tyres, which can cause the tyre to burst.

- Always keep chemicals, oils, lubricants, fuel, brake fluid and other corrosive substances away from the tyres.

⚠ WARNING

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New tyres will have to be run in as they will initially have reduced grip and braking effect.

- Drive particularly carefully for the first 600 km(370 miles) in order to prevent accidents and serious injury.

WARNING

Wheels must have the necessary freedom of operation. If the wheels do not have the necessary freedom of operation, the tyre could rub on parts of the running gear, the vehicle body and the brake lines. This can lead to a fault in the brake system and to tread separation and thus to a tyre bursting.

- The actual tyre size must not exceed the tyre dimensions of manufacturers approved by Volkswagen Commercial Vehicles and must not rub on any vehicle body parts.

NOTICE

Do not damage the valves when fitting different tyres. Never drive without valve caps. This could cause damage to the valves.

NOTICE

Always use a new valve set and set of seals when replacing or modifying the sensors for the Tyre Pressure Monitoring System.

Old tyres should be disposed of properly and as required by legislation.

Despite identical size details, the actual size of the various tyre makes may vary from these specified dimensions, or the tyre contours may vary considerably.

Volkswagen Commercial Vehicles-approved tyres are guaranteed to have the dimensions that are suitable for the vehicle. The salesperson will have to provide a certificate from the tyre manufacturer for other tyre makes to prove that the tyre is also suitable for the vehicle. Store the certificate in a safe place and keep it in the vehicle.

If the spare tyre is not the same as the tyres that are mounted on the car - for example in the case of winter tyres or a temporary spare wheel - only use the spare tyre in the event of a breakdown for a short period of time and drive with extra care. Replace the temporary spare wheel with a normal wheel as soon as possible.

Tyre lettering and tyre type

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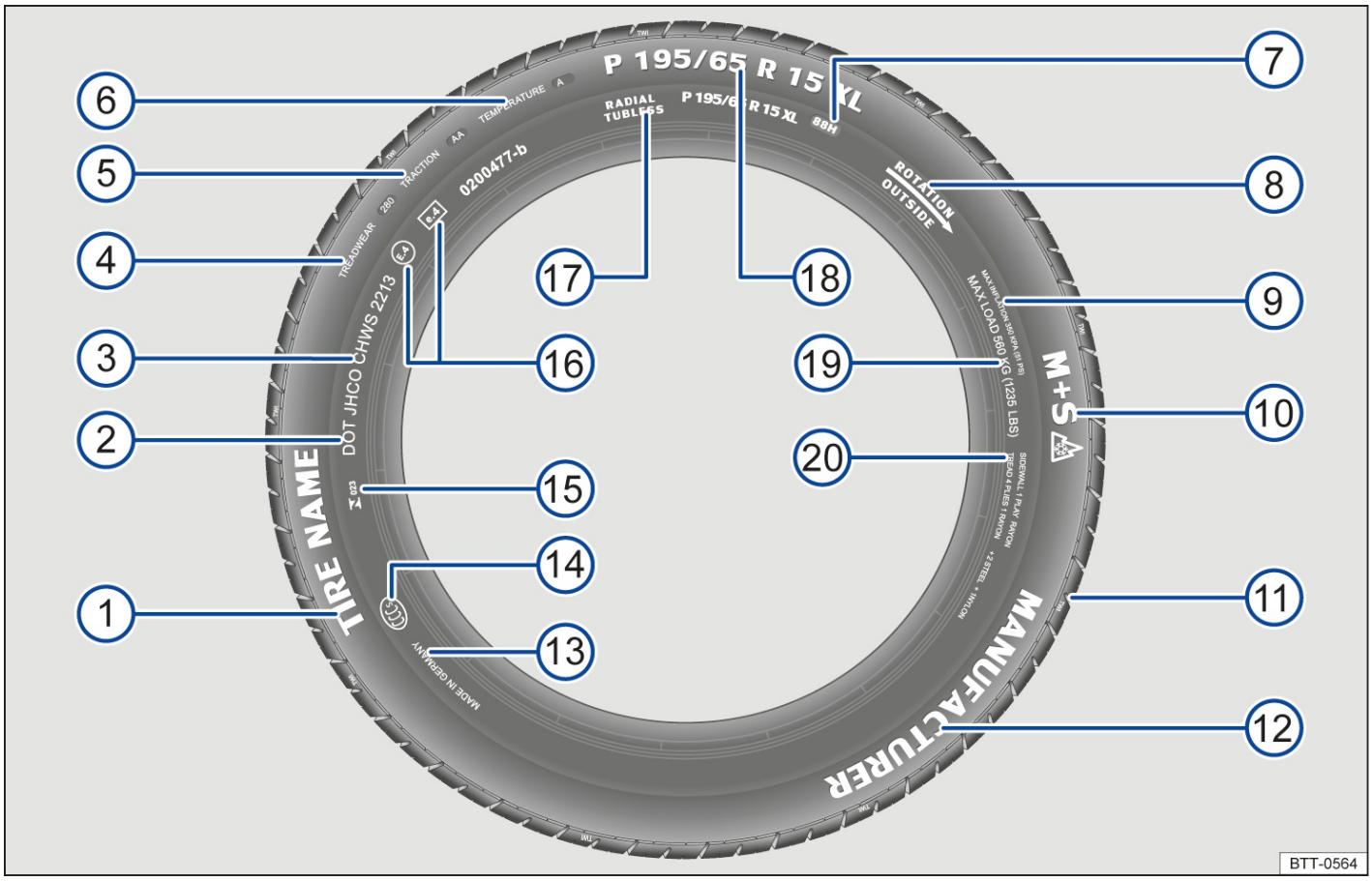


Fig. 1 International tyre lettering

Tyre lettering (example), meaning			
1	Product name	Individual tyre lettering from manufacturer.	
2	DOT	The tyre complies with the legal requirements of the USA Department of Transportation, responsible for tyre safety standards.	
3	JHCO CHWS 2213	Tyre ID number (TIN – sometimes only on inside of wheel) and date of manufacture:	
		JHCO CHWS	Identifier of producing plant and specifications of the tyre manufacturer on size and characteristics.
		2213	Date of manufacture: week 22 of 2013.
Information for the end user concerning comparative values for specified basic tyres (standardised test procedure):			
4	TREADWEAR 280	Relative life expectancy for the tyre, with reference to a US-specific standard test. A tyre with the specification 280 is used up at a rate of 2.8 times more slowly than standard tyres which have a treadwear value of 100. The performance of tyres is determined by how they are used and can notably deviate from norm values due to driving style, maintenance, road surface and climatic conditions.	
5	TRACTION AA	Wet braking performance of the tyre (AA, A, B or B). The wet braking performance is tested under controlled conditions on certified test tracks. Tyres marked C have a low traction performance. The traction value assigned to the tyres is based on linear traction tests and does not include acceleration, lateral stability, or aquaplaning and traction under maximum load.	
6	TEMPERATURE A	Temperature stability of the tyre at higher test speeds (A, B or C). A and B tyres exceed legal requirements. The temperature evaluation is based on tyres with correct tyre pressure and does not allow for excess pressure. Excessive speed, incorrect tyre pressure or excess pressure can cause heat build-up or tyre damage. This applies to	

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Tyre lettering (example), meaning		
		one or a combination of these factors.
7	88 H	Load index → *Tyre load* and speed index → *Speed index*.
8	Rotation and arrow	Denotes direction of rotation → *Tyres with directional tread pattern*.
	Or: Outside	Denotes outside of tyres → *Asymmetrical tyres*.
9	MAX INFLATION 350 KPA (51 psi / 3.51 bar)	US limitation for the maximum tyre pressure.
10	M+S or M/S or ⛄	Denotes winter tyres (mud and snow tyres) *(→ Winter tyres)*. Studded snow tyres are labelled with an E after the S.
11	TWI	Indicates the position of the tread wear indicator *(→ Tread depth and tread wear indicators)*.
12	*Brand name*, *logo*	Manufacturer.
13	Made in Germany	Country of manufacture.
14	㊾	Country-specific denotation for China (China Compulsory Certification).
15	⌶ 023	Country-specific denotation for Brazil.
16	E4 e4 0200477-b	Certification of conformity with international regulations. The next number is the code number of the country that granted approval. Approved tyres which comply with ECE regulations are denoted with E, tyres which comply with EC regulations are denoted with e. This is followed by the number of the type approval certificate.
17	RADIAL TUBELESS	Tubeless radial tyres.
18	P 195 / 65 R 15 XL	Size designation:
		P — Identification for passenger vehicle.
		195 — Tyre width from wall to wall in mm.
		65 — Height/width ratio in %.
		R — Tyre construction: radial.
		15 — Rim diameter in inches.
		XL — Heavy-duty tyres (extra load tyres).
19	MAX LOAD 615 KG (1235 LBS)	US load data for the maximum load per wheel.
20	SIDEWALL 1 PLY RAYON	Data on the tyre carcass components: 1 layer of rayon (artificial silk).
	TREAD 4 PLIES 1 RAYON + 2 STEEL + 1 NYLON	Data on the tread surface components: In this example there are 4 layers under the tread surface: 1 layer of rayon(artificial silk), 2 layers of steel belt and 1 layer of nylon.

The tyre label is located on both sides. Certain labels may only be found on one side of the tyre, e.g. tyre identification number and manufacturing date.

Any further numbers and letters are internal codes used by the tyre manufacturer or country-specific denotations.

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Low-profile tyres

Low-profile tyres have a wider tread surface, larger rim diameter and lower sidewalls than conventional wheel/tyre combinations . Low-profile tyres can improve the vehicle's handling and precision. They may however result in a less comfortable ride on uneven road surfaces and tracks.

Tyres with directional tread pattern

An arrow on the tyre sidewall indicates the direction of rotation on tyres with directional tread. The direction of rotation must be observed in all cases. This makes sure they run as smoothly as possible.

If, however, the tyre is fitted in the opposite direction to the tread pattern, you must take more care when driving as the tyre is now no longer being used according to its designation. The tyres must be replaced as quickly as possible or be fitted with the tread in the correct direction.

Asymmetrical tyres

Asymmetrical tyres take into account the differing behaviour of the inner and outer areas of the tread pattern. The sidewalls of asymmetrical tyres are marked to indicate "inside" or "outside". Maintain the correct tyre positioning on the wheel rim.

Mobility tyres

The word “Seal” is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

A sealant applied to the inner side of the tread encloses foreign bodies penetrating the mobility tyre and seals the tyre temporarily.

Tyre load

The load capacity index indicates how many kilograms can be loaded onto an individual tyre(tyre load).

Examples:

78

425 kg

81

462 kg

83

487 kg

85

515 kg

87

545 kg

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88

560 kg

91

615 kg

92

630 kg

93

650 kg

95

690 kg

97

730 kg

99

775 kg

100

800 kg

101

825 kg

102

850 kg

103

875 kg

104

900 kg

105

925 kg

106

950 kg

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107

975 kg

108

1000 kg

109

1030 kg

110

1060 kg

112

1120 kg

114

1180 kg

116

1250 kg

118

1320 kg

120

1400 kg

Speed index

The speed index indicates the maximum permitted speed that may be driven when particular wheels are fitted.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

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R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

over 240 km/h (149 mph)

Some tyre manufacturers use the code “ZR” for tyres with a highest permitted speed of over 240 km/h(149 mph).

Maximum load and speed range for tyres

Vehicles registered within the EU and EU user states are issued with an EC certificate of conformity. This details the size, diameter and speed range of all tyres approved by Volkswagen Commercial Vehicles for the relevant vehicle type.

The type plate shows whether there is an EC Certificate of Conformity for this particular vehicle .

— If the type plate has a row marked “Permit” then the vehicle has an EC certificate of conformity.

— If there is no type plate, or no row marked “Permit”, the vehicle does not have an EC certificate of conformity.

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Spare wheel or temporary spare wheel

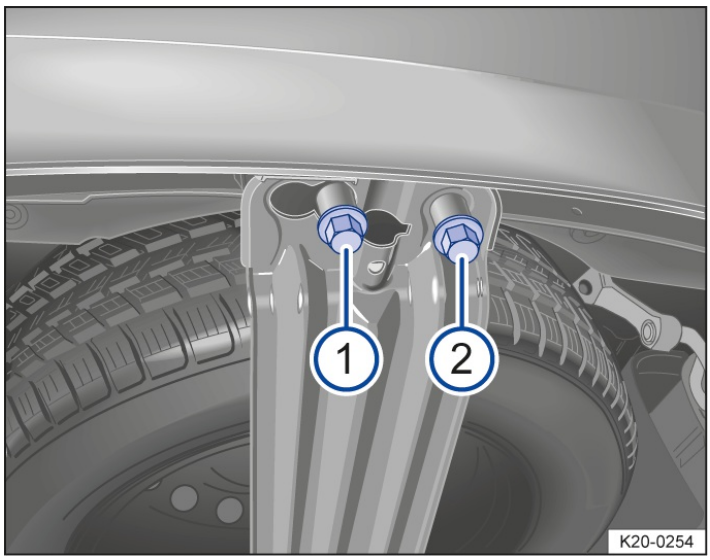


Fig. 1 Underneath the vehicle: retaining bolt (1) and securing bolt (2) on the spare wheel bracket

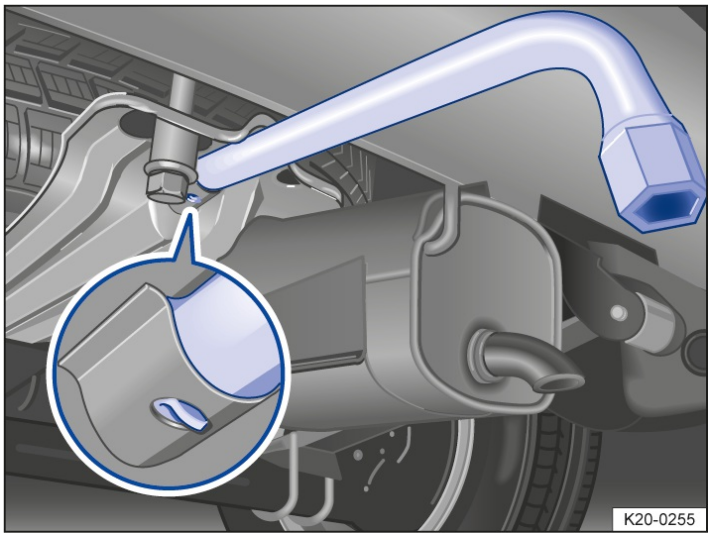


Fig. 2 Underneath the vehicle: spare wheel bracket with box spanner inserted

Remove the spare wheel

These steps should be followed in the given order only → ⚠.

1. Use the box spanner from the vehicle toolkit to loosen the retaining bolt → *Fig. 1* (1) until it is free.
2. Unscrew the securing bolt → *Fig. 1* (2) completely.

   The spare wheel bracket is now supported by the retaining bolt.
3. Fit the box spanner in the bracket → *Fig. 2*.

   Make sure that the box spanner hook is located in the hole in the bracket → *Fig. 2* (close-up). If the box spanner is hooked in correctly, you should not be able to pull it out towards the back of the vehicle.
4. Hold the box spanner with both hands.
5. Lift the box spanner upwards together with the spare wheel bracket and guide the box spanner to the right. The head of the retaining bolt and the recess on the spare wheel bracket should be flush.
6. Guide the box spanner downwards with the spare wheel bracket.

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7. Remove the spare wheel.

Storing the removed wheel

1. Place the replaced wheel in the spare wheel bracket.
2. Fit the box spanner in the bracket → *Fig. 2*.

   Make sure that the box spanner hook is located in the hole in the bracket → *Fig. 2* (close-up). If the box spanner is hooked in correctly, you should not be able to pull it out towards the back of the vehicle.
3. Hold the box spanner with both hands.
4. Lift the box spanner upwards together with the spare wheel bracket and guide the box spanner to the left. The spare wheel bracket must be positioned on the retaining bolt.
5. Pull the box spanner out of the retainer.
6. Screw in the securing bolt → *Fig. 1* (2) fully with the box spanner.
7. Screw in the retaining bolt → *Fig. 1* (1) fully with the box spanner.
8. Tighten the securing bolt and the retaining bolt with the box spanner. The tightening torque is 60 Nm.

   Check the tightening torque with a working torque spanner immediately after stowing the spare wheel.

When the spare wheel is not the same as the other tyres mounted on the vehicle

If the spare wheel does not have the same type of tyre as are mounted on the car – for example, in the case of winter tyres or a temporary spare wheel – only use the spare tyre for a short period of time in the event of a breakdown, and drive with extra care →⚠.

You must replace the spare wheel with a normal, functional road wheel as soon as possible.

Observe these driving guidelines:

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

— Avoid full acceleration, sudden braking and fast driving through bends in the road.

— Do not use snow chains on the temporary spare wheel *(→ Snow chains)*.

— The tyre pressure must be checked as soon as possible after fitting the spare wheel or temporary spare wheel *(→ Tyre pressure)*.

Check the tyre pressure of the spare wheel or temporary spare wheel when you check the normal tyres, at least once a month. The spare tyre should be inflated to the maximum permissible pressure for the vehicle *(→ Tyre pressure)*.

⚠ WARNING

Incorrect use of the spare wheel or temporary spare wheel can lead to a loss of control of the vehicle, to collisions or other accidents and cause serious injuries.

- Do not use the spare wheel or temporary spare wheel under any circumstances if it is damaged or worn down to the tread wear indicators.
- Some vehicles may be equipped with a temporary spare wheel instead of a spare wheel. The temporary spare wheel can be recognised by a sticker and the text “80 km/h” or “50 mph”. This is the maximum speed at which you are permitted to drive with this tyre. Cover the sticker during use of the wheel.
- Never drive faster than 80 km/h(50 mph).
- Never drive further than 200 km(125 miles) with a temporary spare wheel if it is fitted to the drive axle.
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Replace the temporary spare wheel with a normal wheel as soon as possible. The temporary spare wheel is designed for a short period of use only.

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- Always secure the temporary spare wheel with the wheel bolts supplied from the factory.
- Never drive using more than one spare wheel that differs from the normal tyres.
- After fitting the temporary spare wheel, check the tyre pressure as quickly as possible *(→ Tyre pressure)*.
- Do not use snow chains on the temporary spare wheel.
- Country-dependent: do not fit a temporary spare wheel to the rear axle when towing a trailer .

If possible, fit the spare wheel, temporary spare wheel or removed wheel securely in the spare wheel bracket underneath the vehicle.

With some equipment levels, some vehicles may be factory-fitted with a spare wheel bracket in the luggage compartment.

Winter tyres

Summer tyres provide less grip on icy and snowy roads. Winter or all-weather tyres improve the vehicle and brake response during winter conditions. Volkswagen Commercial Vehicles recommends that winter tyres be fitted to the vehicle at temperatures below +7°C (+45°F) or in winter road conditions.

Winter and all-season tyres lose their effectiveness when the tread is worn down to a depth of 4 mm (5/32 in).

The following applies when using winter tyres:

— Observe any country-specific legal requirements.

— Use winter tyres on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the sizes of tyre that have been approved for the vehicle.

— Winter tyres must have the same belt type, size and the same tread pattern.

— Observe the maximum speed permitted by the speed index → ⚠.

Speed limitation

Winter tyres have a speed limit depending on the speed index *(→ Tyre lettering and tyre type)*.

You can set a speed warning in the Tyres menu in the Vehicle settings menu in the Infotainment system.

If you use V-rated winter tyres, the speed limits and required tyre pressure are determined by the engine size. You must ask a suitably qualified workshop about the maximum permitted speed and required tyre pressure.

All-wheel drive

Thanks to its all-wheel drive, the vehicle will have plenty of traction in winter conditions, even with the standard tyres. Despite this, Volkswagen Commercial Vehicles still recommends fitting winter tyres or all-year tyres to all four wheels in winter, primarily due to the improved braking efficiency.

Observe information on snow chains *(→ Snow chains)*.

⚠ WARNING

The improved winter driving characteristics afforded by the winter tyres should not encourage you to take any risks. Exceeding the speed limitation of winter tyres can cause the tyres to fail suddenly and the vehicle to lose control.

- Never disregard the speed limitation of the winter tyres fitted, even if the permissible top speed of the vehicle is higher.
- Never exceed the maximum load capacity of the winter tyres that are fitted.
- Adapt your speed and driving style to the current visibility, weather and road or traffic conditions.

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The vehicle handling is better if summer tyres are fitted at temperatures above +7°C(+45°F). The rolling noise is quieter, the tyre wear lower and the energy efficiency higher.

In vehicles with Tyre Pressure Loss Indicator, the system must be re-synchronised after changing from summer tyres to winter tyres or vice versa *(→ Tyre Pressure Loss Indicator)*.

On vehicles with Tyre Pressure Monitoring System, winter tyres must be fitted with compatible sensors for the Tyre Pressure Monitoring System to ensure the system works properly *(→ Tyre Pressure Monitoring System)*. If the dimensions of the winter tyres are different from those of the summer tyres and require a different tyre pressure, the tyre pressure values for the Tyre Pressure Monitoring System must be adjusted *(→ Tyre Pressure Monitoring System)*.

You can find out about permitted winter tyre sizes from a correspondingly qualified workshop.

Snow chains

Please heed legislation and also the permitted speed when driving your vehicle with snow chains.

On icy or snow-covered roads, snow chains will not only improve traction, but also braking response.

Snow chains may be fittedonly to the front wheels. They may be fittedonly to the following tyre and wheel combinations:

Caddy		
Tyre size	Wheel	Type of snow chains to use
205/65 R15 99H XL	6.0Jx15 ET47	Only fine-linked snow chains that add no more than about 13.5 mm (17/32 in).
205/60 R16 96H XL	6.5Jx16 ET48	
215/55 R17 98H XL	6.5Jx17 ET49	

Volkswagen Commercial Vehicles recommends that you ask a correspondingly qualified workshop for information about appropriate wheel, tyre and snow chain sizes.

Remove hubcaps and trim rings before fitting snow chains→⚠. For safety reasons cover caps must then be fitted over the wheel bolts. Caps are available from a correspondingly qualified workshop.

Using snow chains with fitted temporary spare wheel or collapsible spare wheel

For technical reasons, snow chains must not be used on the temporary spare wheel or collapsible spare wheel *(→ Spare wheel or temporary spare wheel)*.

1. In event of a flat tyre on one of the front wheels, fit the temporary spare wheel or collapsible spare wheel on the rear axle.
2. Replace the damaged front wheel with the removed rear wheel. Note the direction of rotation.

Volkswagen Commercial Vehicles recommends fitting the snow chains before mounting the wheel on the vehicle.

⚠ WARNING

The use of snow chains that are unsuitable for your vehicle or the incorrect installation of snow chains can cause accidents and serious injuries.

- Always use the correct snow chains.
- Observe the installation instructions provided by the snow chain manufacturer.
- Never exceed the maximum permitted speed when snow chains are fitted.

NOTICE

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- Remove the snow chains when driving on roads that are clear of snow. The snow chains will otherwise impair handling, damage the tyres and wear out very quickly.
- Snow chains that are in direct contact with the wheel can scratch or damage it. Volkswagen Commercial Vehicles recommends using snow chains with integrated rim protection.

In vehicles with a Tyre Pressure Loss Indicator, the system must be re-synchronised when snow chains are fitted *(→ Tyre Pressure Loss Indicator)*.

Centre wheel trim



Fig. 1 Pulling off the centre wheel trims.

The centre wheel trim protects the wheel bolts and must be replaced after changing the tyre.

Removing:

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)* and insert it into a hole(alloy wheel) or fit it on the edge (steel wheel) of the trim *→ Fig. 1*.
2. Remove the trim in the direction of the arrow.

Fitting:

1. Press the centre wheel trim against the rim until you feel it engage.



Fig. 2 Removing the centre wheel trims by turning

Removing:

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1. Turn the centre wheel trim clockwise or anticlockwise until it is released from the rim.
2. Reach behind one of the spokes and remove the centre wheel trim.

Fitting:

1. Place the centre wheel trim centrally on the rim.
2. Press the centre wheel trim against the rim until you feel it engage.

WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

NOTICE

If hubcaps are not fitted for long periods, the wheel hubs and bearings can be damaged.

- To avoid damage to the vehicle, carefully remove hubcaps and refit them correctly.
- Volkswagen Commercial Vehicles recommends driving only with fitted hubcaps.

Wheel cover

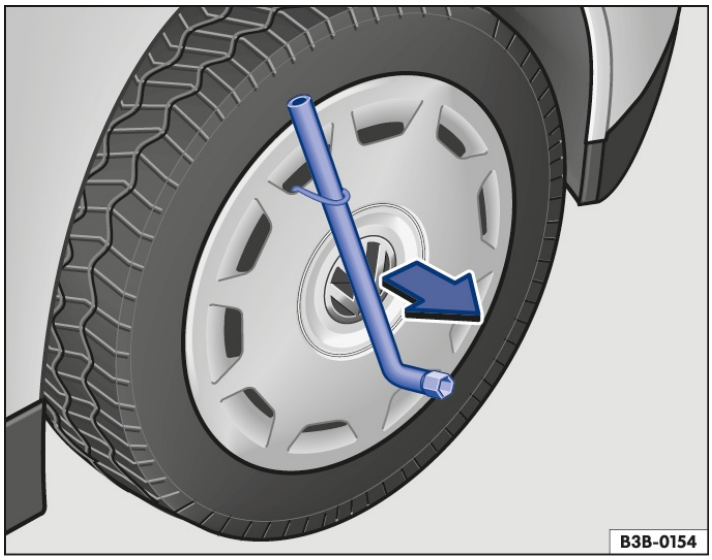


Fig. 1 Removing the wheel cover.

The wheel cover protects the wheel bolts and must be replaced after changing the tyre.

Removing the wheel covers

1. Take the box spanner and the hook out of the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook into one of the holes in the wheel cover.
3. Push the box spanner through the wire hook → *Fig. 1* and remove the wheel cover in the direction of the arrow.

Fitting the wheel covers

1. Check the correct position of the anti-theft wheel bolt *(→ Wheel bolts)*.

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2. Press the wheel cover onto the wheel rim so that the valve hole is located over the tyre valve. Please ensure the cover engages securely all the way round.

WARNING

Using unsuitable hubcaps, or fitting them incorrectly, can cause accidents and serious injuries.
Incorrectly fitted hubcaps can become loose while the vehicle is in motion and endanger other road users.

- Do not use damaged hubcaps.
- Always make sure that the air flow to cool the brakes is not restricted or reduced. This also applies if hubcaps are retrofitted. If the airflow is not sufficient, the braking distance could increase significantly.

NOTICE

If hubcaps are not fitted for long periods, the wheel hubs and bearings can be damaged.

- To avoid damaging the vehicle, remove hubcaps carefully and refit them correctly.
- Volkswagen Commercial Vehicles recommends only driving with wheel covers(depending on vehicle equipment level). If wheel covers are not fitted for long periods the wheel hubs and bearings can be damaged.

NOTICE

The wheel cover can be firmly fixed and should not be removed using force.

Wheel bolt caps



Fig. 1 Removing the wheel bolt caps

The caps protect the wheel bolts and should be placed fully back in position after changing the tyre.

Removing and fitting caps

Removing:

1. Take the hook from the vehicle toolkit *(→ Vehicle toolkit)*.
2. Insert the hook through the opening in the cap → *Fig. 1* and pull off in the direction of the arrow.

Fitting:

1. press the wheel bolt caps onto the bolts until they click into place.

The anti-theft wheel bolt has a separate cap. It only fits onto the anti-theft wheel bolts and not onto conventional wheel bolts.

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Introduction

You should carry out a wheel change yourself only when the vehicle is parked safely, you are familiar with the safety procedures and have access to the correct equipment. Some models are delivered from the factory without a jack or box spanner. If this is the case, have the wheel change carried out by a correspondingly qualified workshop.

The vehicle jack supplied with the vehicle is only designed for changing a wheel when one vehicle tyre is damaged and has to be replaced. If both tyres on one side of the vehicle, both tyres on one axle, or all tyres are damaged, contact a correspondingly qualified workshop.

⚠ WARNING

Changing a wheel can be dangerous, especially when carried out at the side of a road. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as it is possible and safe to do so. To change the wheel, park the vehicle at a safe distance from moving traffic.
- All passengers and children in particular must be at a safe distance and away from your area of work during the wheel change.
- Switch on the hazard warning lights to warn other road users.
- Make sure that the surface the vehicle is parked on is level and firm. If necessary, use a large, strong board or similar support for the jack.
- Change the wheel yourself only if you are familiar with the necessary actions. Otherwise, seek assistance from a correspondingly qualified workshop.
- Always use suitable and undamaged tools to change the wheel.
- To reduce the risk of unintended vehicle movement, always switch off the engine and move the selector lever to P position.
  - Select a gear on vehicles with a manual gearbox in order to reduce the risk of unintended vehicle movement.
- Apply the electronic parking brake.
- The wheel bolt tightening torque should be checked with a correctly functioning torque wrench immediately after changing a wheel.
- If your vehicle is equipped with a Tyre Pressure Loss Indicator, you must immediately adapt the system again after a wheel change *(→ Tyre Pressure Loss Indicator)*.

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Preparations for changing a wheel

Checklist

The following actions must always be carried out in the given order in preparation for changing the wheel→⚠:

1. If your vehicle has a flat tyre, park the vehicle on a firm and level surface at a safe distance from moving traffic.
2. Switch on the electronic parking brake.
3. DSG®: Move the selector lever to position P.
4. Switch off the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
7. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
8. Chock the wheel diagonally opposite the wheel being worked on with a stone, collapsible chocks or a similar object.
9. When towing a trailer: unhitch the trailer from the towing vehicle and park it *(→ Trailer towing)*.
10. If the luggage compartment is loaded: remove the load.
11. Remove the spare or temporary spare wheel from the spare wheel bracket and take out the vehicle toolkit.
12. Remove the hubcaps .

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always follow the actions in the checklist and observe the generally valid safety precautions.

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Wheel bolts

Loosening the wheel bolts

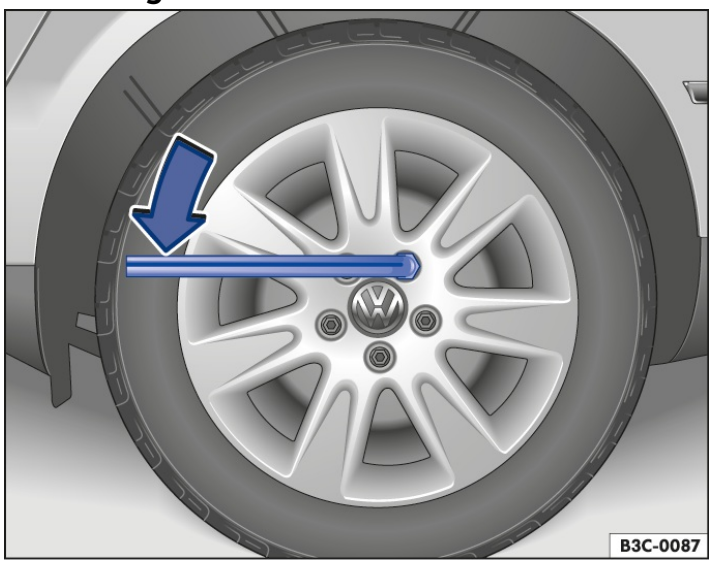


Fig. 1 Changing a wheel: loosening the wheel bolts

Use a suitable wheel wrench to loosen the wheel bolts.

Only loosen the wheel bolts by approximately one turn before raising the vehicle with the vehicle jack.

If the wheel bolt is very tight, you may be able to loosen it by pushing down the end of the spanner carefully with your foot. Hold on to the vehicle for support and take care not to slip.

1. Fit the box spanner over the wheel bolt as far as it will go→ *Fig. 1*.
2. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ ⚠.

Loosening the anti-theft wheel bolt

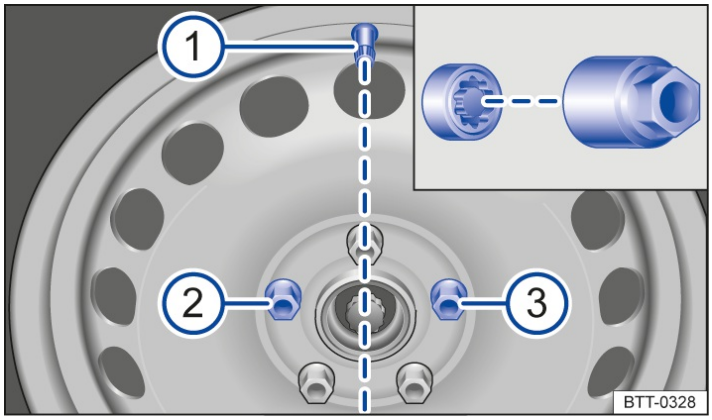


Fig. 2 Changing a wheel: tyre valve (1) and locations of the anti-theft wheel bolt (2) or (3).

1. Take the adapter for the anti-theft wheel bolt out of the vehicle toolkit.
2. Insert the adapter into the anti-theft wheel bolt as far as it will go→ *Fig. 2*.
3. Insert the box spanner into the adapter as far as it will go→ *Fig. 2*.
4. Hold the end of the box spanner and turn the wheel bolt one turn anticlockwise→ *Fig. 1*.

Screwing in the anti-theft wheel bolts (wheel cover)

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On wheels with a wheel cover, the anti-theft wheel bolt must be screwed in at position → *Fig. 2* (2) or (3) according to the position of the tyre valve (1). Otherwise, it will not be possible to fit the wheel cover.

Tightening torque for wheel bolts

Specified tightening torque for wheel bolts for steel or alloy wheels:

— 140 Nm (103 ft-lb).

If the wheel bolts are corroded and stiff, they must be renewed and the wheel hub threads cleaned before the tightening torque is checked.

Never grease or lubricate the wheel bolts or the threads of the wheel hub.

The tightening torque should be checked with a properly functioning torque wrench immediately after changing a wheel.

⚠ WARNING

Incorrectly tightened wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- The wheel bolts and threads of the wheel hubs must be clean, free from oil and grease, and turn easily.
- Always use the box spanner placed in the vehicle at the factory to loosen and tighten the wheel bolts.
- Only loosen the wheel bolts by approximately one turn before raising the vehicle with the jack.
- Never grease or oil the wheel bolt and the threads in the wheel hubs. This could cause them to loosen while the vehicle is in motion, even if the required torque setting is used.
- Never loosen the bolts on wheel rims with bolted-on rings.
- Regularly check the tightening torque with a torque wrench. If the tightening torque of the wheel bolts is too low, the wheel bolts and rims can loosen while the vehicle is in motion. The wheel bolts and the threads could be damaged if the tightening torque is too high.

⚠ WARNING

The wrong wheel bolts can loosen while the vehicle is in motion and cause accidents, serious injury, and loss of control of the vehicle.

- Use only wheel bolts that belong to the respective wheel rim.
- Never use different wheel bolts.

Lifting the vehicle with the jack

Jacking points

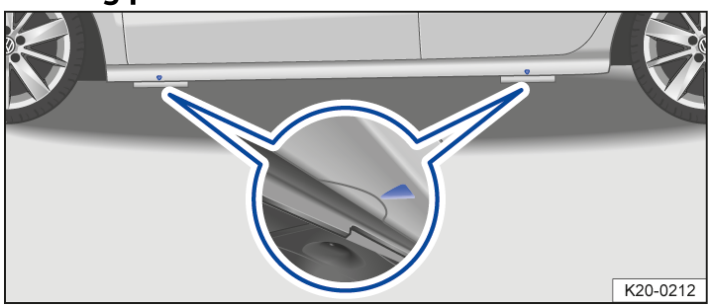


Fig. 1 Jacking points.

The jack may be positioned only at the reinforcements on the underbody, which are located behind the markings on the body → *Fig. 1*. Always use the jacking point closest to the wheel you are working on → ⚠.

Positioning the jack

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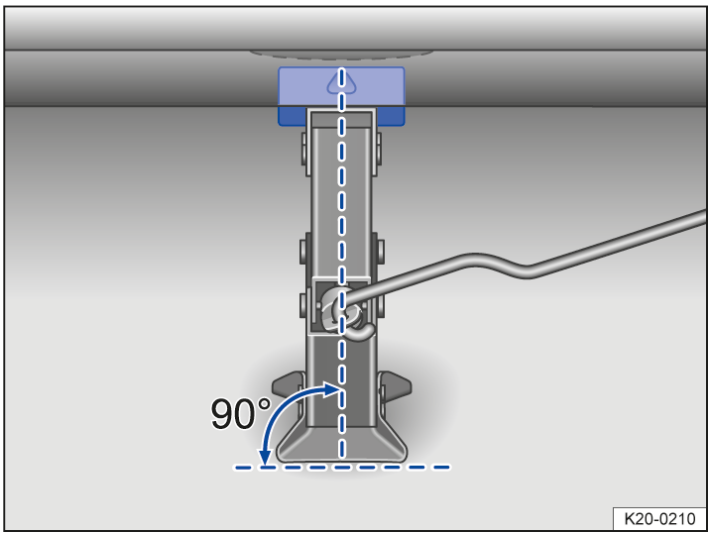


Fig. 2 Jack at the rear on the left-side of the vehicle

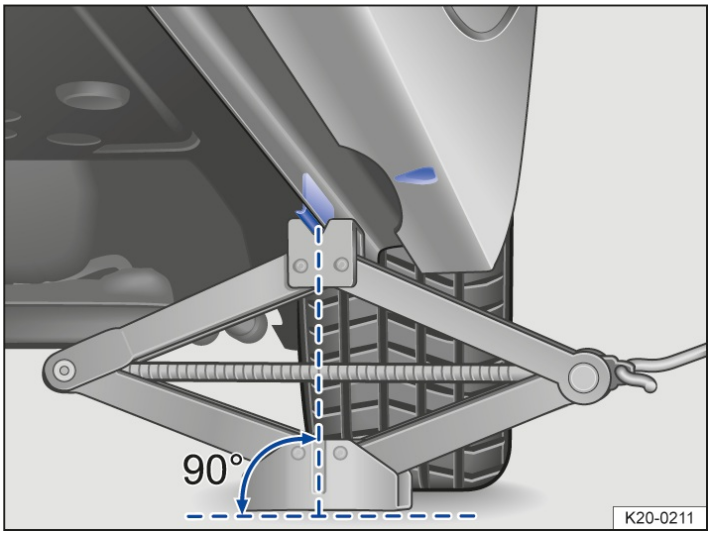


Fig. 3 Jack at the rear on the left-side of the vehicle

Checklist

For your own safety, carry out the following tasks in the specified order→ ⚠:

1. Find a firm and level surface suitable for lifting the vehicle.
2. Switch off the engine.
3. Select a gear on vehicles with a manual gearbox or move the selector lever to position P on vehicles with an automatic gearbox.
4. Switch on the electronic parking brake.
5. Chock the wheel diagonally opposite using the collapsible chocks or other suitable objects.
6. When towing a trailer *(→ Trailer towing)*: unhitch the trailer from the vehicle and park it.
7. Loosen the wheel bolts *(→ Wheel bolts)*.
8. Find the jacking point under the vehicle→ *Fig. 1* which is closest to the wheel that is being changed.
9. Insert the crank into the opening on the jack (depends on the vehicle equipment).
10. Raise the jack until it just fits under the jacking point of the vehicle.
11. Make sure that the entire surface of the foot of the jack is resting securely on the ground and that it is positioned vertically directly beneath the jacking point → *Fig. 2* and → *Fig. 3*.
12. Position the jack and simultaneously continue to crank the claw up until it is in position around the vertical rib underneath the vehicle → *Fig. 3*.

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13. Crank the jack further until the wheel is just clear of the ground.

WARNING

Incorrect use of the vehicle jack can cause the vehicle to slip off the jack, which can lead to severe injuries. Please note the following to help reduce the risk of injuries:

- Never jack up the vehicle if more than one tyre is damaged.
- Always read and observe the instructions of the jack manufacturer and any legal regulations before lifting the vehicle.
- Never jack up the vehicle when the engine is running, or if the vehicle is tilted to the side or on a gradient.
- Never start the engine when the vehicle is jacked up. Engine vibrations can cause the vehicle to fall off the vehicle jack.
- Only fit the jack at the jacking points described. The jack claw must grip the vertical rib under the door sill securely.
- Only use vehicle jacks that have been approved by Volkswagen Commercial Vehicles for your vehicle. Other jacks could slip out of place – this includes jacks supplied with other Volkswagen Commercial Vehicles models.
- The ground must be firm and level. Soft ground or surfaces at an incline under the vehicle jack may cause the vehicle to slip off the jack. If necessary, use a large, strong board or similar support for the jack.
- To prevent the jack from slipping, place the jack on an anti-slip surface such as a rubber mat when it is used on a slippery surface such as tiles.
- Never place any part of your body, such as an arm or leg, underneath a vehicle that is supported only by the jack.
- If you have to work underneath the vehicle, use suitable stands to provide extra support for the vehicle.

WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always follow the actions in the checklist and observe the generally valid safety precautions.

Changing a wheel



Fig. 1 Wheel change: Unscrew the wheel bolts with the wheel wrench.

Removing the wheel

1. Observe the checklist *(→ Changing a wheel)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Jack up the vehicle *(→ Jack)*.
4. Using the wheel wrench → *Fig. 1*, completely unscrew loosened wheel bolts and place them on a clean surface.

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5. Remove the wheel.

Fitting the spare wheel or temporary spare wheel

1. Note the tyre direction of rotation *(→ Tyre lettering and tyre type)*.
2. Put the wheel in place.
3. Screw the anti-theft wheel bolt with the adapter clockwise to the correct position *(→ Wheel bolts)* and tighten slightly.
4. Screw in all the other wheel bolts in a clockwise direction and tighten them gently.
5. Lower the vehicle with the jack.
6. Use the box spanner to tighten all the wheel bolts securely in a clockwise direction→ ⚠. Do not tighten the bolts in clockwise or anticlockwise sequence. Tighten them in diagonal sequence.
7. Fit the caps, wheel centre trim or wheel cover .

After changing a wheel

1. Clean the vehicle tools and stow them safely in the vehicle.
2. Stow the changed wheel securely in the spare wheel bracket *(→ Spare wheel or temporary spare wheel)*.
3. Have the tightening torque of the wheel bolts checked immediately *(→ Wheel bolts)*.
4. The damaged wheel should be replaced as soon as possible.

⚠ WARNING

Incorrect torque or incorrect use of wheel bolts can lead to a loss of control of the vehicle, cause accidents and serious injuries.

- Always keep all wheel bolts and threads in the wheel hubs clean and free from oil and grease. The wheel bolts must be easy to turn and be tightened to the specified torque.

After changing a wheel, the indicator lamp for the Tyre Pressure Monitoring System may indicate a fault in the system *(→ Tyre Pressure Loss Indicator)*.

Introduction

In some countries, the vehicle may be supplied with a breakdown set.

You can use the breakdown set(tyre mobility set) to safely seal any tyre damage caused by foreign bodies or punctures up to around 4 mm (around 5/32 inches) in diameter. Do not remove foreign objects (e.g. screws or nails) from the tyre!

Once the sealant has been added to the tyre, the tyre pressure must be checked and adjusted again after approximately 10 minutes of driving.

The breakdown set is only designed to fill one tyre. Seek assistance from a suitably qualified workshop if more than one vehicle tyre is damaged.

Only use the breakdown set when the vehicle has been safely parked and you are familiar with the work and safety precautions needed! Otherwise, seek assistance from a suitably qualified workshop.

The sealant must not be used in the following situations:

— If the rim is damaged.

— If the outside temperature is below -20°C(-4°F).

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— If there are cuts or punctures in the tyre that are larger than 4 mm(5/32 in).

— If the vehicle was driven with very low tyre pressure or a flat tyre.

— If the use-by date on the tyre filler bottle has expired.

— If a foreign object has been removed from the tyre.

— In connection with mobility tyres. The word “Seal” is on the outer wall of the tyre if your vehicle is fitted with mobility tyres.

WARNING

Using the breakdown set can be dangerous, especially if the tyre is inflated at the roadside. Please note the following steps in order to reduce the risk of serious injuries:

- Stop the vehicle as soon as it is possible and safe to do so. To inflate the tyre, park the vehicle at a safe distance from moving traffic *(→ In an emergency)*.
- Make sure that the surface the vehicle is parked on is level and firm.
- All passengers, and children in particular, must be at a safe distance and away from your area of work.
- Switch on the hazard warning lights to warn other road users.
- Only use the breakdown set when the vehicle has been safely parked and you are familiar with the work and safety precautions needed! Otherwise, seek assistance from a suitably qualified workshop.
- Tyres repaired with the breakdown set are intended for temporary, emergency use only. They should be used only until you can reach the nearest qualified workshop.
- Tyres that have been repaired using the breakdown set should be replaced as soon as possible.
- If your skin comes into contact with the sealant, wipe it off immediately. The sealant poses a health hazard.
- Keep the breakdown set out of the reach of children.
- When using the breakdown set, never lift the vehicle with a jack, even if the jack is approved for the vehicle.

WARNING

Tyres that have been filled with sealant will not handle in the same way as a standard tyre.

- Never drive faster than 80 km/h(50 mph).
- Do not accelerate quickly, brake suddenly or drive at high speed through bends.
- Drive at a maximum of 80 km/h(50 mph) for 10 minutes only and then check the tyre.

Dispose of used or out-of-date sealant in accordance with legal requirements.

You can purchase a new tyre filler bottle from a suitably qualified workshop.

Observe the separate operating instructions provided by the manufacturer of the breakdown set.

Contents of the breakdown set

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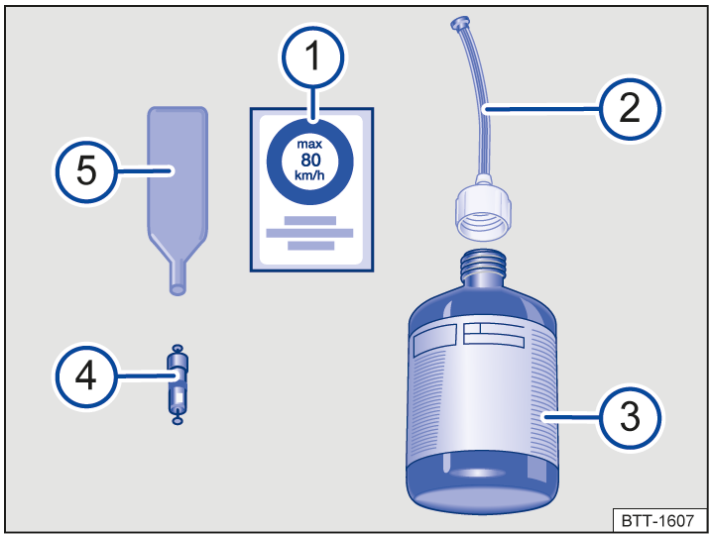


Fig. 1 Illustration: Components in the breakdown set.

The breakdown set consists of the following components:

1. Sticker with the maximum permitted speed “max. 80 km/h” or “max. 50 mph”.
2. Filler hose with plug.
3. Tyre filler bottle.
4. Spare valve core.
5. Valve core extractor.

There is a slot on the lower end of the valve core extractor→ *Fig. 1* (5) for the valve core. This is required for extracting and fitting the tyre valve core. This also applies to the spare valve core (4).

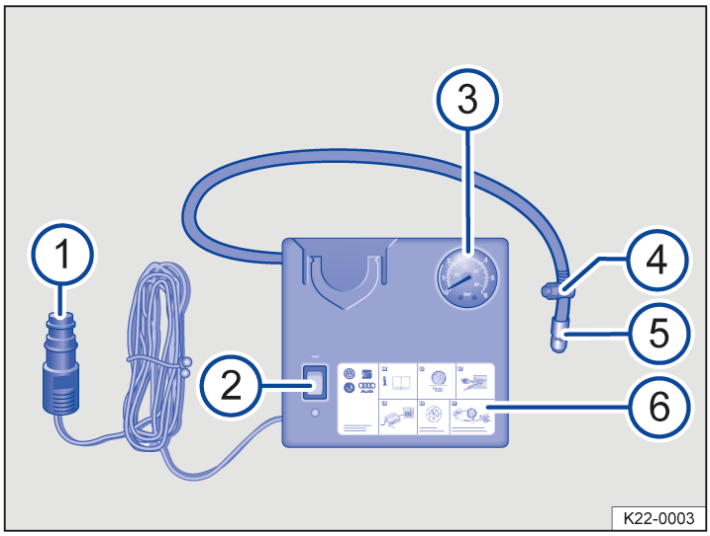


Fig. 2 Illustration: air compressor from the breakdown set.

The compressor in the breakdown set consists of the following components:

1. 12-volt plug.
2. ON/OFF switch.
3. Tyre pressure display.
4. Air bleed screw.
5. Tyre filler hose.

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(6) Air compressor.

The air compressor from the breakdown set may be operated from the 12-volt socket, even if the power stated on the type plate of the air compressor exceeds the maximum power of the socket.

There may also be a button on the air compressor instead of the air bleed screw.

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Preparations

Checklist

Always carry out the following actions in the given order→⚠:

1. If you get a flat tyre, park your vehicle on a firm and level surface at a safe distance from the flow of traffic.
2. Switch on the electronic parking brake.
3. Dual clutch gearbox (DSG): Move the selector lever to position P.
4. Stop the engine and remove the key from the ignition.
5. Manual gearbox: select a gear.
6. Switch on the hazard warning lights and set up the warning triangle *(→ In an emergency)*. Observe any legal requirements.
7. Ask all vehicle occupants to leave the vehicle and stand at a safe distance away from moving traffic.
8. Check whether the puncture can be repaired with the breakdown set *(→ Breakdown set)*.
9. When towing a trailer: unhitch the trailer from the towing vehicle and park it properly .
10. If the luggage compartment is loaded: remove the load.
11. Take the breakdown set out of the luggage compartment.
12. Take the sticker from the breakdown set and stick it on the dash panel within the driver's field of vision *(→ Breakdown set)*.
13. Do not remove foreign objects, e.g. screws or nails, from the tyre.

⚠ WARNING

Ignoring any of the items on this important safety checklist can lead to accidents and severe injuries.

- Always follow the actions in the checklist and observe the generally valid safety precautions.

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Sealing and inflating tyres

Sealing a tyre

1. Unscrew the cap from the tyre valve.
2. Use the valve core extractor → *Fig. 1* (5) to unscrew the valve core from the tyre valve. Place the core on a clean surface.
3. Shake the tyre filler bottle → *Fig. 1* (3) vigorously several times.
4. Screw the tyre filler hose → *Fig. 1* (2) tightly onto the tyre filler bottle in a clockwise direction.

   The plastic foil on the plug is pierced automatically.
5. Remove the plug from the tyre filler hose → *Fig. 1* (2) and place the open end fully on the tyre valve.
6. Hold the bottle upside down and fill the entire contents of the tyre filler bottle into the tyre.
7. Remove the empty tyre filler bottle from the valve.
8. Use the valve core extractor → *Fig. 1* (5) to screw the valve core back into the tyre valve.

Inflating the tyre

1. Screw the tyre filler hose → *Fig. 2* (5) of the air compressor tightly onto the tyre valve.
2. Check that the bleed screw → *Fig. 2* (4) is closed.
3. Start the engine and let it run.
4. Insert the 12-volt plug → *Fig. 2* (1) into one of the vehicle's 12-volt sockets *(→ Sockets)*.
5. Switch on the air compressor with the ON/OFF switch → *Fig. 2* (2).
6. Run the air compressor until the tyre pressure has reached 2.0 bar – 2.5 bar(29 psi – 36 psi/200 kPa – 250 kPa) → ⚠. Maximum run time: 8 minutes → ⓘ.
7. Switch off the air compressor.
8. If a pressure level of 2.0 bar – 2.5 bar (29 psi – 36 psi/200 – 250 kPa) cannot be achieved, unscrew the tyre filler hose from the tyre valve.
9. Drive or reverse the vehicle approximately 10 m (around 33 ft) so that the sealing compound is evenly distributed in the tyre.
10. Screw the tyre filler hose for the air compressor firmly back onto the tyre valve and inflate the tyre again.
11. If the required pressure still cannot be reached, the tyre is too badly damaged. The tyre cannot be sealed with the breakdown set. Do not drive on. Instead, seek assistance from a suitably qualified workshop → *Sealing and inflating tyres*.
12. Disconnect the air compressor and unscrew the tyre filler hose from the tyre valve.
13. Immediately drive on with a speed of no faster than 80 km/h(50 mph) once a tyre pressure of 2.0 bar – 2.5 bar (29 psi – 36 psi/200 kPa – 250 kPa) has been reached.

Check after driving for 10 minutes

1. Park the vehicle on a firm and level surface at the next safe opportunity, e.g. a car park.

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2. Reconnect the tyre filler hose → *Fig. 2* (5) and read the tyre pressure on the tyre pressure display → *Fig. 2* (3).
3. 1.3 bar (19 psi / 130 kPa) and lower:
   — Do not drive on! The tyre cannot be sealed adequately with the breakdown set.
   — Seek assistance from a suitably qualified workshop →.
4. 1.4 bar (20 psi / 140 kPa) and higher:
   — Adjust the tyre pressure back to the correct value.
   — Drive carefully to the nearest suitably qualified workshop. Do not exceed a maximum speed of 80 km/h (50 mph).
   — Have the damaged tyres replaced by a suitably qualified workshop.

WARNING

The tyre filler hose and the air compressor can get hot during inflation.
- Protect your hands and skin from hot components.
- Do not place the hot tyre filler hose and the hot air compressor on any flammable materials.
- Allow the device to cool down completely before stowing it.

WARNING

If the defective tyre cannot be sealed adequately with the breakdown set, the tyre will lose air when driving. This can lead to tyre failure, loss of control of the vehicle, accidents, serious injuries and death.
- If the tyre will not inflate to at least 2.0 bar(29 psi/200 kPa), the tyre is too damaged. The sealant is unable to seal the tyre. Do not drive on.
- Do not carry on driving if the tyre pressure is 1.3 bar(19 psi/130 kPa) or lower after driving for 10 minutes.
- Ask a suitably qualified workshop.

NOTICE

Switch the air compressor off after a maximum of 8 minutes to avoid overheating. Let the air compressor cool down for a few minutes before switching it back on.

Service work and digital service schedule

The vehicle data sticker attached to the inside cover of this owner's manual ensures that the correct Volkswagen Genuine Parts are always installed in your vehicle. This data also determines which type of service applies to the vehicle.

The vehicle data sticker confirms when the vehicle was first registered or delivered, when the delivery inspection was carried out, and thus the date from which the vehicle is covered by our warranty.

The digital service schedule is not available in some markets. In this case, the Volkswagen Commercial Vehicles dealership provides information about the service work and documentation of this work.

Storing the service operations performed ("digital service schedule")

The service records are stored in a central system by a suitably qualified workshop or your Volkswagen Commercial Vehicles dealership. This transparent documentation of the service history allows the service operations performed to be reproduced at any time. Each time you have your vehicle serviced, Volkswagen Commercial Vehicles recommends asking for a printed service record, which contains all service work stored in the system.

With every service, the printout of the previous service record is replaced by a current printout.

The digital service schedule is not available in some markets. In this case, your Volkswagen Commercial Vehicles dealership will inform you about the service work and documentation of this work.

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Service work

The following information is documented in the digital service schedule by a suitably qualified workshop or your Volkswagen Commercial Vehicles dealership:

— Which service was carried out and when.

— Whether any repairs are recommended, such as replacement of the brake pads in the near future.

— Whether you had any special requests before or during the maintenance work. Your service advisor will note these on the order.

— Which components and service fluids were changed.

— When your next service is scheduled for.

The LongLife mobility guarantee is valid until the next inspection is due. Documentation takes place at every scheduled inspection.

The type and scope of service work may differ from vehicle to vehicle. Information on specific work for your vehicle can be requested from a suitably qualified workshop.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals can result in breakdowns, accidents and serious injury.

- All service work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

Regular servicing of your vehicle not only maintains its value, it also ensures that your vehicle remains roadworthy and in working order. You should therefore have your vehicle serviced according to the Volkswagen Commercial Vehicles guidelines.

Fixed service or flexible service

There are two types of service event: oil change service and inspection. The service interval display in the display of the instrument cluster serves as a reminder of when the next service event is due.

Your vehicle will receive eitherfixed service or flexible service during the oil change service, depending on the level of equipment, the engine type and the operating conditions.

The engine codes are displayed on the type plate. They can also be queried in the service menu *(→ Service interval display)*.

How do I know which type of service my vehicle needs?

Information on the service type that applies to the vehicle can be obtained from a correspondingly qualified workshop.

Features of the flexible service

With the flexible service, you only need to have an oil change service carried out if your vehicle requires one. Individual operating conditions and personal driving style are taken into account in order to determine this point in time. An important feature of the flexible service is the use of LongLife engine oil instead of conventional oil.

Observe and follow the information on the motor oil specification according to the VW standard *(→ Engine oil)*.

If you do not wish to have the flexible service, you can opt for the fixed service instead. However, a fixed service can affect your service costs. Your service advisor will be pleased to advise you.

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Service interval display

Service dates are shown in the service interval display in the instrument cluster *(→ Service interval display)*. This service interval display provides information on services that include an oil change or inspection. When an individual service is due, additional work that is due can also be carried out, e.g. changing brake fluid and spark plugs.

Information on operating conditions

The specified service intervals and scope of service apply to vehicles used undemormal operating conditions.

If the vehicle is operated undersevere conditions, some work will have to be performed before the next service is due or at shorter intervals than those specified.

Difficult operating conditions:

— Fuels containing sulphur.

— Regular short trips.

— Long periods of engine idling, e.g. taxis.

— Use of the vehicle on rough terrain.

— Use in areas with high levels of dust

— Frequent trailer towing (with some equipment levels).

— Primarily stop-and-go mode, e.g. in the city.

— Driving mainly in winter conditions

This applies particularly to the following components(depending on the vehicle equipment):

— Active combi filter.

— Air Care active combi filter.

— Air filter.

— Toothed belt.

— Particulate filter.

— Engine oil.

— Additional equipment.

The service advisor at a suitably qualified workshop will be pleased to advise you on whether your vehicle requires more frequent work due to the conditions under which it is used.

WARNING

Inadequate servicing, no servicing at all, or failure to adhere to service intervals may result in breakdowns, accidents or serious injury.

- All work should be carried out by a suitably qualified workshop.

NOTICE

Volkswagen Commercial Vehicles is not responsible for any vehicle damage caused by inadequate servicing work or delays in the supply of parts.

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Scope of service

The scope of service includes all inspection work and maintenance work that is necessary in order to keep your vehicle roadworthy (depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids). You can find out the details of the work required for your vehicle from any correspondingly qualified workshop. Or you can enquire in the electronic repair and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection work

The systems listed below may be checked, for example.

Electrics

— 12-volt vehicle battery: replace if necessary.
— Lighting.
— Horn.
— Headlight setting.
— Reset service interval display.

Engine and gearbox

— Exhaust system.
— Gearbox and final drive.
— Natural gas system.
— Poly V-belt.
— Cooling system.
— Engine and components in the engine compartment.
— Engine oil level: check.

Running gear

— Swivel joints and track rods.
— Tyres.
— Brake system.
— Brake pads and brake discs.
— Brake fluid level.
— Drive shaft boots.
— Coupling rod and stabiliser mountings.
— Breakdown set.
— Tyre pressure on all wheels.
— Power steering.
— Shock absorbers and coil springs.

Body

— Windscreen.
— Corrosion on the body.
— Wiper blades and window washer system.
— Lubricate door arresters.
— Underbody.

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1. Carry out road test.

Servicing work

In addition to the inspection work, further servicing work may need to be performed on your vehicle,depending on the operating conditions and vehicle equipment, e.g. engine, gearbox or service fluids,. This work is dependent either on *time* and *mileage* or only *time* or *mileage*.

The service fluids or components listed below may be changed, for example.

— Final drive and differential: change oil.

— Additives: change or top up.

— Air Care enhanced air filter with activated carbon.

— Enhanced air filter with activated carbon.

— Brake fluid.

— Diesel fuel filter: change or drain.

— Natural gas fuel tank and natural gas pipes.

— Natural gas system filter.

— Gearbox: change oil and filter as required.

— Gearbox mounting.

— Battery of the seatbelt status indicator for the rear seats.

— Air filter.

— Engine: change oil and filter as required.

— Particulate filter: check.

— Toothed belt and tensioning roller: check or change.

— Spark plugs.

It is also possible to have servicing work carried out in between the scheduled service events.

The scope of service is subject to change for technical reasons, e.g. continuous further development of components. Your correspondingly qualified workshop always has the latest information about any changes.

Notes on vehicle care

Regular and expert care helps to preserve your vehicle→⚠.

The longer that soiling is left on the surface of vehicle components and upholstery fabrics, the more difficult it can become to clean and treat them. Extended exposure may mean that it is no longer possible to remove soiling.

⚠ WARNING

Incorrect care and cleaning of vehicle parts can impair the safety features of the vehicle and cause serious injury.

- Vehicle parts must be cleaned according to the manufacturer's instructions.
- Always use approved or recommended cleaning products.
- Do not use cleaning agents that contain solvents. Solvents can cause irreparable damage to the airbag modules.
- Protect your hands and arms against parts with sharp edges, e.g. when cleaning the insides of the wheel housings.

⚠ WARNING

Dirty, misted and iced-up windows reduce visibility. This can also impair the vehicles' safety equipment. This leads to a risk of accidents and serious injuries.

- You should only drive the vehicle if you have a clear view through all windows.
- Do not treat the windscreen with water-repellent window coating agents. In unfavourable conditions, they can cause increased dazzle.

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Care products

Consult a correspondingly qualified workshop if you have any questions about care products or if components are not listed. Appropriate accessories are available from a correspondingly qualified workshop. Follow the instructions for use on the packaging.

WARNING

Unsuitable care products and incorrect use of care products can cause accidents, serious injuries, burns or poisoning. Care products may be toxic and hazardous.

- Store care products only in the closed original container.
- Read the packaging leaflet.
- Keep all care products out of reach of children.
- Use care products only outside or in well-ventilated rooms so that you do not breathe in any toxic vapours.
- Never use fuel, turpentine, engine oil, nail varnish remover or other volatile fluids for vehicle care. These substances are toxic and highly flammable.

NOTICE

Soiling with aggressive and solvent-based ingredients can cause irreparable damage to the vehicle equipment, even if left for only a short time, e.g. on seat padding or trim parts.

- Do not let contamination or dirt dry.
- Have stubborn stains removed by a correspondingly qualified workshop.

Washing the vehicle

Washing the vehicle regularly prevents effects of soiling that can damage the paint work.

Please observe the following information to wash your vehicle correctly and properly.

WARNING

The braking efficiency may be delayed and the braking distance may be longer after the vehicle has been washed. The brake discs and brake pads may be damp, or iced up in winter. There is a risk of accidents.

- "Dry and de-ice the brakes" by performing careful braking manoeuvres.

NOTICE

Serious vehicle damage can be caused if the vehicle is not washed correctly.

- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.
- Never aim a water jet directly at locks, doors or the boot lid in cold weather. The locks and seals may freeze up.

Automatic car washes

— Do not select a washing programme with hot wax for vehicles with decorative and protective films.

— Car washes without brushes are to be preferred.

— Regularly have the bottom of the vehicle thoroughly cleaned to remove residue.

— Please observe any information provided by the car wash operator, especially where add-on parts are concerned.

✓ All windows must be closed and the exterior mirrors must be folded away.

✓ Vehicles with steering column lock: If the vehicle is mechanically pulled through the car wash (wash tunnel), the steering column must not unlock *(→ Steering)*.

✓ The wipers and the rain and light sensor *(→ Rain and light sensor)* are switched off.

NOTICE

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Car washes that scan the contours mechanically may damage the vehicle.

High-pressure cleaner

— Never use rotary nozzles. Observe the manufacturer's instructions.

— Use water only up to a maximum temperature of +60°C(+140°F).

— Move the jet of water uniformly so that the nozzle is at least 50 cm(20 inches) away from the vehicle components.

— Do not point the water jet at the same location for too long.

— Aim the water jet indirectly at sensitive vehicle components if possible, e.g. rubber seals, side windows, gloss strips, tyres, sensors, camera lenses, decorative and protective film.

— Never clean windows that are iced up or covered in snow with a high-pressure cleaner.

Washing by hand

Isolated soiling on the paint can be removed with cleaning clay.

1. Clean the vehicle with plenty of water to remove dust and coarse soiling.
2. Clean with a soft sponge, a wash mitt or a brush applying only light pressure. Start with the roof and work from the top to the bottom. Use a cleaning shampoo for very stubborn dirt only.
3. Clean wheels and side members with a clean sponge.
4. Rinse off with plenty of water.
5. Allow the vehicle to dry in the air. Remove water residue with a chamois leather.

Wash the vehicle only in specially designated washing bays. This prevents waste water that is possibly contaminated with oil from entering the sewerage system.

NOTICE

The drains in the plenum chamber could become blocked with leaves or dirt. Water that does not drain off could get into the vehicle interior. Water that has entered the plenum chamber via a manual process (e.g. from a high-pressure cleaner) can cause considerable damage to the vehicle.

- Remove leaves and other loose objects with a vacuum cleaner or by hand.
- Have the area under the perforated cover cleaned by a qualified workshop.

NOTICE

Unpainted plastic parts, headlamp lenses and tail light clusters can be damaged if the vehicle is not washed correctly.

- Do not use hard or abrasive brushes.

Cleaning and caring for the vehicle exterior

The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Always follow the manufacturer's instructions.
- Do not use excessively hard, abrasive cleaning tools.

Windows, glass surfaces

— Remove wax residue, e.g. from care products, using a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen Commercial Vehicles recommends a Volkswagen Genuine cleaning cloth for this purpose.

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— Remove snow with a brush.

— Remove ice with a plastic scraper. Move the scraper in one direction only.

— Remove any ice with a suitable de-icing agent.

— Clean the wiper blades or change if necessary *(→ Wiper blades)*.

Sensors and camera lenses

Observe the installation locations of the components on the vehicle .

Clean the area in front of the sensors or camera with a soft cloth and solvent-free cleaning agent.

Clean sensitive surfaces on the rain and light sensor and the camera window on the windscreen with a suitable glass cleaner.

— Remove snow with a brush.

— Never use warm or hot water.

— Remove any ice with a suitable de-icing agent.

Cleaning the reversing camera

— Switch on the electronic parking brake.

— Switch on the ignition.

— Select reverse gear.

The camera image of the reversing camera is displayed.

— Tap the Camera settings function button in the Infotainment system.

— Tap the Cleaning function button.

Reversing camera cleaning is switched on.

Paint

Always treat surfaces carefully in order to prevent damage to the paint coat.

— Use a clean, soft cloth and a mild soap solution (made with a maximum of two tablespoons of neutral soap to one litre of water) or cleaning clay to remove any light dirt immediately, e.g. deposits, insect residue, or cosmetics.

— Clean up spilled service fluids immediately.

— Moisten flash rust deposits with a soap solution. Then remove any deposits with cleaning clay.

— Have corrosion removed by a suitably qualified workshop.

— In the event of paint damage, go to a suitably qualified workshop and have the paint damage repaired.

Waxing protects the paintwork. At the latest when water no longer clearly forms small drops and runs off the paintwork when the vehicle is *clean*, the vehicle should be protected again using a preservative wax.

— Even if a preservative wax is applied regularly in the car wash, Volkswagen Commercial Vehicles recommends protecting the paint with a coat of suitable hard wax at least twice a year.

— Polishing is only necessary if the paint has lost its shine, and the gloss cannot be brought back by applying wax.

Decorative films, protective films

— Remove soiling as for paint. Use a suitable plastic cleaner for decorative films.

— Treat the vehicle with liquid hard wax every three months after washing and removing dust. Only use clean, soft microfibre cloths to apply it. Do not use hot wax, even in car washes.

— Remove stubborn impurities carefully using white spirits, and then rinse using warm water.

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The durability and colour of decorative and protective films are affected by environmental factors such as sunshine, moisture, air pollution, stone chips, etc. Decorative films can show signs of wear and ageing after approximately one to three years and protective films after approximately two to three years. In very hot climates, decorative films may start to fade within one year and protective films within two years.

Components made of chrome, aluminium or stainless steel

— Clean the surface with a suitable chrome and aluminium care product.

— Chrome trim can be protected with a suitable hard wax.

Headlights, tail light clusters

— Remove soiling using a soft sponge soaked with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not use any cleaning agents that contain alcohol or solvents.

— Remove stubborn dirt with a suitable chrome and aluminium care product.

Wheels

— Remove dirt and gritting salt deposits with plenty of water.

— Treat dirty alloy wheels with a suitable wheel rim cleaner. Volkswagen Commercial Vehicles recommends treating the wheel rims with a suitable hard wax every three months.

— Repair any damage to the protective paint coating immediately with a touch-up pen. If necessary, go to a suitably qualified workshop.

— Remove brake dust with a suitable wheel rim cleaner.

Door lock cylinders

Volkswagen Commercial Vehicles recommends thawing door lock cylinders with a suitable door lock de-icer. Do not use door lock de-icers containing grease solvents.

Area under the bonnet, plenum chamber

— Remove leaves and other loose objects with a vacuum cleaner or by hand→ⓘ.

— Always have cleaning of the area under the bonnet performed by a correspondingly qualified workshop→⚠.

⚠ WARNING

The area under the bonnet of the vehicle is a hazardous area. All work carries the risk of injury, scalding, accidents and fire.

- Before carrying out any work in the area of the bonnet, always observe the required procedures and safety precautions *(→ In the engine compartment)*.
- Have the work carried out by a correspondingly qualified workshop.

ⓘ *NOTICE*

The drains in the plenum chamber could become blocked with leaves or dirt. Water that has not drained away can enter the vehicle interior and cause significant damage.

- Do not clean the plenum chamber with a high-pressure cleaner.
- Have the area under the perforated cover of the plenum chamber cleaned regularly by a suitably qualified workshop.

Cleaning and caring for the interior

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The following overview contains recommendations for cleaning and care of individual vehicle components.

NOTICE

Incorrect cleaning and care can damage the vehicle.

- Do not use a steam cleaner, brushes or hard sponges etc. for cleaning under any circumstances.
- Have stubborn stains removed by a suitably qualified workshop.

Windows

1. Clean windows with a glass cleaner.
2. Wipe the windows dry with a clean chamois leather or a lint-free cloth.

Textiles, microfibre cloth and leatherette

— Remove dirt particles which adhere to the surface regularly with a vacuum cleaner so that the material is not permanently damaged by abrasion.

— Remove any dirt with a suitable interior cleaning agent.

— In the case of soiling caused by grease such as oil, use a suitable interior cleaner. Dab off dissolved grease and colour particles with an absorbent cloth. Then treat with water if necessary.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable interior cleaner. If necessary, treat subsequently with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.

— Never use leather care agents, solvents, wax polish, shoe cream, stain removers or similar.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

Natural leather

— Remove fresh dirt with a cotton cloth moistened with a mild soap solution made from a maximum of two tablespoons of neutral soap to one litre of water. Do not allow fluids to seep into the seams.

— In the case of soiling caused by ballpoint pens or nail vanish, for example, use a suitable leather cleaner.

— Treat dry stains with a suitable leather cleaner.

— In the case of grease-based soiling, e.g. oil, remove fresh stains with an absorbent cloth.

— Apply a leather treatment agent to seats regularly, and after each clean. If the vehicle is parked outdoors for long periods, you should cover the leather to protect it from direct sunlight.

— Never treat leather with solvents, wax polish, shoe cream, stain removers or similar.

Plastic parts

— Clean with a soft, moist cloth.

— If stubborn soiling cannot be removed with mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water, use a solvent-free plastic cleaning agent.

Trim parts, trim strips made of chrome, aluminium or stainless steel

— Clean with a clean, soft cloth and a mild soap solution made with a maximum of two tablespoons of neutral soap to one litre of water in a dust-free environment.

— Clean anodised surfaces with a suitable chrome and aluminium care product.

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Controls

1. Remove coarse dirt and other dirt that is difficult to reach using a soft brush.
2. Use a clean, soft cloth with some mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water. Do not allow liquids to enter the controls →ⓘ.

NOTICE

The vehicle controls can be damaged by contact with liquids.

Displays and screens

Do not clean the instrument cluster display or Infotainment system screen with a dry cloth.

1. Switch off the Infotainment system temporarily before cleaning.
2. Use a suitable cleaning cloth with a little water, a suitable glass cleaner or LCD cleaner.

Rubber seals

— Clean with a soft and lint-free cloth as well as plenty of water.

— Treat with a suitable rubber care product on a regular basis.

Seat belts

1. Carefully pull the seat belt right out and leave it out.
2. Remove coarse dirt with a soft brush.
3. If necessary, clean the seat belt with a mild soap solution consisting of a maximum of two tablespoons of neutral soap diluted in one litre of water.
4. Leave the belt fabric to dry completely and then allow it to roll up.

WARNING

Failure to clean the parts properly can cause damage to the seat belts, the fastenings and the belt retractor.

- Never try to modify or remove the seat belts for cleaning.
- Never clean the seat belts and their components with chemical agents.
- Do not use any caustic liquids, solvents or sharp objects.
- Protect the belt buckles against the ingress of liquids and foreign bodies.
- Let the cleaned seat belt to dry completely before allowing it to retract.

Cleaning seat covers

If clothing that is not sufficiently colour-fast, e.g. denim, leaves stains on the seat cushions, this does not mean that the upholstery is defective. The seat padding may contain components for the airbag system and electrical connections. Seat padding that is damaged, incorrectly cleaned or treated, or that becomes wet, may cause damage to the vehicle electrical system or trigger a fault in the airbag system →⚠.

Depending on the equipment, seat cushions with seat heating feature electrical components and connectors that may be damaged in the event of incorrect cleaning or treatment. This can also result in damage to other parts of the vehicle electrics.

— Clean the surfaces of the seats with a slightly moistened cloth→⚠.

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— Ask a suitably qualified workshop about special cleaning agents for treating coarse dirt.

— Never use high-pressure cleaners, steam cleaners and coolant spray.

— Never soak seat covers.

— Never switch on the seat heating to dry the seats.

— Do not use washing paste or fine detergent solutions.

— If in doubt, go to a suitably qualified workshop.

WARNING

Incorrect cleaning and treatment or saturation of the vehicle interior can damage the vehicle electrical system or trigger a fault in the airbag system which could result in severe or fatal injuries in the event of an accident.

- Avoid excessive use of water, e.g. water hose, high-pressure cleaner or steam cleaner.
- Vehicle parts must be cleaned according to the manufacturer's instructions.

Accessories and parts

Seek advice from a suitably qualified workshop before purchasing accessories, replacement parts or service fluids, for example if the vehicle is to be retrofitted with accessories or if parts have to be renewed. The suitably qualified workshop can provide information on legal requirements and also recommend accessories, parts and service fluids.

Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories and Volkswagen Genuine Parts®, which you can purchase from a Volkswagen Commercial Vehicles dealership. These parts and accessories have been specially tested by Volkswagen Commercial Vehicles for suitability, reliability and safety. A Volkswagen Commercial Vehicles dealership is also qualified for correct installation.

Although the market is constantly scrutinised, Volkswagen Commercial Vehicles cannot assume responsibility for the reliability, safety and suitability of products Volkswagen Commercial Vehicles has not approved. Volkswagen Commercial Vehicles can therefore assume no responsibility for these parts, even if they have been approved by an official testing agency or are covered by an official approval certificate.

Any retrofitted equipment which has a direct effect on the control of the vehicle must be approved by Volkswagen Commercial Vehicles for use in your vehicle and bear the e mark (approval symbol of the European Union). These devices include cruise control systems or electronically controlled suspension systems, for example.

Any additional electrical components connected that do not serve to control the vehicle itself must bear the CE mark (manufacturer conformity declaration in the European Union) Such devices include refrigerator boxes, computers and ventilator fans.

WARNING

Incorrectly performed repairs or modifications to your vehicle can impair the effectiveness of the airbags, cause faults, accidents and fatal injury.

- Never secure or position objects, e.g. telephone holders, in the deployment zones of the airbags. They may cause severe or fatal injuries when the airbags are deployed.

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Repairs and technical modifications

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Unauthorised modifications to the electronic components or software in the vehicle may cause faults. As the electronic components are linked together in networks, these faults may indirectly affect the working of other systems. This can seriously impair safety, lead to excessive wear of components, and also invalidate the type approval for the vehicle.

The Volkswagen Commercial Vehicles dealer cannot be held liable for any damage caused by technical modifications and/or work performed incorrectly.

The Volkswagen Commercial Vehicles dealership is not responsible for damage caused by technical modifications and/or work performed incorrectly. Such damage is not covered by the Volkswagen Commercial Vehicles guarantee.

Have all repairs and technical modifications carried out by a suitably qualified workshop. Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Accessories®, which you can purchase from a Volkswagen Commercial Vehicles dealership.

Volkswagen Commercial Vehicles repair information

Volkswagen Commercial Vehicles service information and official Volkswagen Commercial Vehicles repair information can be purchased for a fee.

Customers in Europe, Asia, Australia, Africa, Central and South America:Please ask a suitably qualified workshop. Or register on the internet portal erWin (electronic repair and workshop information):

https://erwin.volkswagen.de

erWin is available in numerous languages.

Vehicles with special auxiliary equipment or body parts

The manufacturer of these components must ensure that these parts(fittings) adhere to the stipulated environmental laws and regulations, particularly the EU directive 2000/53/EC concerning end-of-life vehicles and EU directive 2003/11/EC concerning the restriction on the marketing and use of certain dangerous substances and preparations.

The vehicle owner should keep all assembly documentation for these auxiliary fittings, and pass it on to any scrapping company later engaged. This is to facilitate environmentally responsible disposal for all vehicles, including refitted vehicles.

Windscreen repairs

To function properly, some items of equipment require an electrical or electronic module, which is located on the inside of the windscreen in the area of the interior mirror, for example. If the windscreen has been damaged in the viewing field of the electrical or electronic module, e.g. by stone impact, the windscreen must be replaced. Repairing the crack can lead to malfunction or functional faults in the equipment.

After changing the windscreen, the camera and sensors must be adjusted and calibrated by a suitably qualified workshop.

Impairment or damage to sensors and cameras

Incorrectly performed repairs, structural changes to the vehicle, e.g. “lowering the suspension”, retrofitted add-on parts or changes to the trim can lead to sensors and cameras being displaced or damaged. This can also be caused by collisions when parking, or also even by minor damage such as stone impacts on the windscreen.

The area in front of and around the sensors and cameras must not be covered by stickers, additional headlights, trim frames for number plates or similar. Observe the position of sensors and cameras on the vehicle .

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Failure to observe this may impair important functions of driver assist systems and damage the vehicle.

Have repairs and structural modifications carried out by a suitably qualified workshop.

Further information:

— Repainting and paint touch-ups in the area around the sensors may impair the function of the system in question.

— In some versions of the vehicle, the Volkswagen badge may affect the radar sensor's view of the front area. You should therefore only operate the vehicle with the original Volkswagen badge or another approved Volkswagen Commercial Vehicles badge.

⚠ WARNING

Incorrect repairs and modifications can cause functional problems and damage to the vehicle and impair the effectiveness of the driver assist systems. This can result in accidents and severe injuries.

- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop.

⚠ WARNING

Unsuitable spare parts and accessories, incorrectly carried out work, modifications and repairs can lead to damage to the vehicle and cause accidents and serious injuries.

- Volkswagen Commercial Vehicles recommends the use of Volkswagen Genuine Parts and Volkswagen Genuine Accessories, which you can purchase from your Volkswagen Commercial Vehicles dealership.
- Have repairs and modifications to your vehicle carried out only by a suitably qualified workshop. Qualified workshops have the necessary tools, diagnostic equipment, repair information and qualified personnel.
- Never fit parts to your vehicle that differ in their design or characteristics from the factory-fitted parts.
- Never secure or position objects, e.g. telephone holders, in the deployment zone of the airbags since these objects can cause serious or fatal injuries if the airbags are triggered.
- Use only wheel rim/tyre combinations that have been approved by Volkswagen Commercial Vehicles for your vehicle type.

Repairs and faults in the airbag system

Repairs and modifications must always be carried out according to Volkswagen Commercial Vehicles specifications →⚠!

Modifications and repairs to the front bumper, the doors, the front seats, the headliner or the bodywork should be carried out only by a suitably qualified workshop. System components and airbag system sensors can be located on these vehicle components.

If you work on the airbag system or remove and install parts of the system when performing other repair work, parts of the airbag system may be damaged. The consequence may be that, in the event of an accident, the airbag inflates incorrectly or does not inflate at all.

Regulations must be observed to ensure that the effectiveness of the airbags is not reduced and that removed parts do not cause any injuries or environmental pollution. Suitably qualified workshops are familiar with these requirements.

Any modifications to the vehicle's suspension could prevent the airbag system from working properly during a collision. For example, using tyre/rim combinations that have not been approved by Volkswagen Commercial Vehicles, lowering the vehicle and making modifications to the suspension rate, including work on the springs, struts and shock absorbers, could change the forces that are measured by the airbag sensors and sent to the electronic control unit. Some changes to the suspension could cause the forces measured by the sensors to increase, for example. This can lead to the airbag system being triggered in collision scenarios where it normally would not be triggered if modifications to the suspension had not been made. Other modifications can cause the forces measured by the sensors to decrease, therefore preventing the airbag system from being triggered when it should have been.

⚠ WARNING

Incorrect repairs and modifications can cause function problems and damage to the vehicle and impair the

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effectiveness of the airbag system. This can result in accidents and serious or even fatal injuries.

- Have repairs and modifications to your vehicle carried out only by a correspondingly qualified workshop.
- Airbag modules cannot be repaired. They must be replaced.
- Never install recycled airbag components or components that have been taken from end-of-life vehicles in your vehicle.

WARNING

Modifications to the vehicle's suspension, including the use of unsuitable tyre/rim combinations, can cause the airbag system to work differently and increase the risk of serious or fatal injuries in the event of an accident.

- Never install components in the suspension system which do not have the same characteristics as the original factory-fitted components.
- Never use wheel rim/tyre combinations that have not been approved by Volkswagen Commercial Vehicles.

Mobile communication in the vehicle

Electromagnetic radiation

If a mobile telephone or radio device is used without being connected to the external aerial, the electromagnetic radiation will not be optimally directed to the outside of the vehicle. Increased levels of radiation in the vehicle interior can occur in particular in the event of poor reception, e.g. in rural areas. This could constitute a health hazard →⚠.

Depending on the vehicle's equipment level, a suitable mobile phone interface can be used to connect the mobile telephone to the external aerial. The connection quality is improved and the range is increased.

Using a telephone

Many countries require a hands-free system to be used when using a telephone inside the vehicle, e.g. via a Bluetooth® connection. Before use, secure the mobile telephone to a suitable bracket→⚠ or stow it in a stowage compartment so that it cannot slip around, e.g. in the centre console.

Two-way radios

Observe legal regulations and the manufacturer's operating instructions for operation of two-way radios. Approval is required for retrofitting two-way radio systems.

Ask a correspondingly qualified workshop for further information on installing a two-way radio.

WARNING

Mobile telephones which are loosely placed in the vehicle or not properly secured could be flung through the vehicle interior and cause injuries during a sudden driving or braking manoeuvre, or in the event of an accident.

- Secure a mobile telephone and accessories outside the deployment zone of the airbags, or stow them safely.

WARNING

If mobile telephones or two-way radios that are not connected to an external aerial are used, electromagnetic radiation in the vehicle could exceed limit values and thus be a health hazard for drivers and other vehicle occupants. This also applies to external aerials which have not been correctly installed.

- Keep a distance of at least 20 cm between a device's aerial and an active medical implant, e.g. a pacemaker.
- Do not carry an operational device close to or directly above an active medical implant, e.g. in a breast pocket.
- Switch off the device immediately if you suspect it may be interfering with an active medical implant or any other medical device.

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The Volkswagen Commercial Vehicle dealership warranty

Volkswagen Commercial Vehicles dealerships guarantee that the vehicles they sell are free from defects. The dealerships are also responsible for handling warranty claims.

Please refer to your sales contract or contact your Volkswagen Commercial Vehicles dealership for details of the warranty and guarantee conditions.

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Warranty for the paintwork and body

Volkswagen Commercial Vehicles dealerships provide a warranty for the paintwork and bodies of all vehicles purchased from them.

In addition to the warranty conditions for Volkswagen Commercial Vehicles straight from the factory(as detailed in the purchase contract), Volkswagen Commercial Vehicle dealerships guarantee that the body of vehicles they sell will not be affected by paint defects or corrosion perforation for a specified period:

— a three-year warranty on paint defects and

— a twelve-year corrosion perforation warranty. Here, corrosion perforation refers to rust forming on the inside (cavity) of the body and causing holes in the sheet metal.

However, if damage of this kind should occur, every Volkswagen Commercial Vehicles dealership must rectify it through repair work without charging labour and material costs.

The warranty does not cover the following:

— Damage caused by external influence or insufficient care.

— Faults on the body or paintwork which are not remedied quickly enough according to manufacturer regulations.

— Corrosion perforation that is directly related to body repairs not being carried out according to manufacturer specifications.

If the body is repaired or painted, your Volkswagen Commercial Vehicles dealership will confirm your warranty against corrosion perforation for the repaired area.

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LongLife mobility guarantee (Volkswagen Commercial Vehicles)

In many European markets, Volkswagen Commercial Vehicles dealerships offer a comprehensive LongLife mobility guarantee for new vehicles. It applies from vehicle delivery until the first scheduled inspection.

If you purchase your new vehicle directly from Volkswagen Commercial Vehicles, they will issue the LongLife mobility guarantee from delivery until the first due inspection.

Your Volkswagen Commercial Vehicles service partner will extend the LongLife mobility guarantee until the next due inspection if the due inspection is carried out there. The cost of the service covers the entire guarantee package.

Please ask your Volkswagen Commercial Vehicles dealership for details of services, conditions and time limits relating to the LongLife mobility guarantee.

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Data storage and services

Applies in EU countries where the General Data Protection Regulation of the European Union is valid.

Data processing in the vehicle

Your vehicle is fitted with electronic control units. Control units process data that they receive, e.g. from vehicle sensors, generate themselves or exchange between each other. Some control units are required for the safe functioning of your vehicle, others support you when driving (driver assist systems), others enable convenience or additional functions of the Infotainment system.

Personal reference

Each vehicle is identified by a unique chassis number. This vehicle identification number can be traced back to the current and former holders of a vehicle, e.g. in Germany, through information at the Federal Motor Transport Authority. There are also other ways to trace the holder or driver using data acquired from the vehicle, e.g. via the registration number.

The data generated or processed by control units may therefore contain personal data or be supplemented with personal data under certain circumstances. Depending on the vehicle data that is available, it may be possible to draw conclusions about your driving behaviour, your location or route and on vehicle use, for example.

Your rights regarding data protection

In accordance with the valid data protection legislation, you have certain rights towards Volkswagen Commercial Vehicles when your personal data is processed.

You therefore have a free and comprehensive right to information from Volkswagen Commercial Vehicles and third parties, e.g. assigned breakdown services or workshops or providers of online services in the vehicle, if these parties have stored your personal data. If you wish, you may request information on which data about yourself has been stored for which purpose and from where the data originates. Your entitlement to information also covers the transfer of data to other authorities.

Further information on your legal rights, e.g. your right to deletion or correction of the data, can be found in the applicable data protection information on the website of Volkswagen Commercial Vehicles, including contact details and information about the Data Protection Officer.

You can have data that is only stored locally in the vehicle read out with specialist help, e.g. in a workshop, possibly for a fee.

Legal requirements for the disclosure of data

If there are applicable legal regulations, Volkswagen Commercial Vehicles is obliged to hand over data stored at Volkswagen Commercial Vehicles in the required scope in individual cases when requested by state authorities. Such cases include investigation of a criminal offence, for example.

Public authorities also have the power within the framework of applicable laws to read data from vehicles themselves in individual cases. They can read information, for instance, from the airbag control unit in the case of an accident, to help investigate the accident.

Operating data in the vehicle

Control units process data to operate the vehicle.

This includes, for example:

— Vehicle status information, such as speed, deceleration, lateral acceleration, wheel revolutions and indication of fastened seat belts.

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— Ambient conditions, e.g. temperature, rain/light sensor and sensors for Adaptive Cruise Control.

As a rule, this data is momentary and is not stored beyond the operating time and is only processed in the vehicle itself. Control units often contain data memories, among other things for customisation of settings via the vehicle key. They are used to allow information regarding the vehicle status, component load levels, servicing requirements, technical events and faults to be recorded on a temporary or permanent basis.

The following are stored according to the technical equipment:

— Operating states of system components, e.g. fill levels, tyre pressure, status of the 12-volt vehicle battery.
— Faults or malfunctions in important system components, e.g. lights, brakes.
— System reactions to specific driving situations, e.g. triggering of an airbag, intervention of the stability control systems.
— Information on events during which the vehicle sustained damage.

In special cases, e.g. when the vehicle has detected a malfunction, it may be necessary to store data that was actually only momentary.

If you make use of services (e.g. repair services or servicing work), the stored operating data can, if necessary, be read out together with the vehicle identification number and used. The data can be read from the vehicle by staff in the service network, e.g workshops, or third parties, e.g. breakdown services. The same applies to warranty cases and quality assurance measures.

The data is read out exclusively via the legally prescribed OBD connection(on-board diagnosis) in the vehicle →⚠. The read operating data provides a record of technical states of the vehicle or individual components, helps diagnose faults, meets warranty obligations and improves quality. This data, particularly information about component loading, technical events, incorrect operation and other faults, will be transferred to Volkswagen Commercial Vehicles together with the vehicle identification number for this purpose where applicable. Furthermore, the manufacturer is subject to product liability. Volkswagen Commercial Vehicles also uses operating data from vehicle for this, e.g. for recall campaigns. This data can also be used to check warranty and guarantee claims made by customers.

Event memories in the vehicle can be reset by a service workshop as part of repair or service work or if you request this.

The event memory should only be read and reset by a correspondingly qualified workshop. Additional information on the stored data is available from correspondingly qualified workshops.

After a fault has been rectified, the information in the memory pertaining to the fault is deleted. Other memory content is overwritten on an ongoing basis.

Reprogramming control units

All data for the control of components is stored in the control units. Some convenience functions, such as lane change flash, single door unlocking and displays, can be reprogrammed using special workshop equipment. If the convenience functions are reprogrammed, the specifications and descriptions in this owner's manual will no longer match the original functions. Volkswagen Commercial Vehicles recommends that you have the reprogramming entered into the digital service schedule by a suitably qualified workshop.

Correspondingly qualified workshops have all the relevant information about this type of reprogramming.

Convenience and Infotainment functions

You can store and modify or reset convenience settings(e.g. customisation) in the vehicle at any time.

Depending on the equipment in the vehicle, this includes, for example:

— Settings for seat and steering wheel positions
— Running gear and air conditioning system settings
— Customised settings such as mirror adjustment or background lighting.

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Depending on the equipment selected, you may be able to store your own data in the vehicle's Infotainment functions.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations you have entered.

— Data regarding the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephone, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Infotainment system

Depending on the equipment installed, you may be able to store your own data in the vehicle's Infotainment system.

Depending on the equipment in the vehicle, this includes, for example:

— Media files for playback of music, films or photos in an Infotainment system.

— Address book data for use with a hands-free system or navigation system.

— Navigation destinations you have entered.

— Data regarding the use of online services.

This data can be stored locally in the vehicle or located on a device that you have connected to the vehicle, e.g. mobile telephone, USB stick or MP3 player. If this data is stored in the vehicle, you can delete it at any time.

This data is transmitted to third parties only at your request, in particular in relation to the use of online services and in accordance with your personal settings.

Mobile telephone integration

If your vehicle contains the necessary equipment, you can connect your mobile telephone or any other mobile end device to your vehicle so that you can control this device via the controls integrated in the vehicle, provided the corresponding functions are available. For example, images and sounds from the mobile telephone can be output through the Infotainment system. At the same time, certain information is sent to your mobile telephone. This includes location data and additional general vehicle information, depending on the type of integration. For more details, refer to the information about display of apps in the Infotainment system.

This enables selected apps on the mobile telephone to be used in the vehicle, e.g. navigation or music player. The mobile telephone and vehicle do not interact in any other ways than those described here, in particular the device does not actively access vehicle data. The type of further data processing depends on the app provider. Whether or not you can adjust settings in this regard depends on the app in question and the operating system of your mobile telephone.

Online services

If your vehicle is equipped with a connection to a mobile network, your vehicle will be able to exchange data with other systems. The vehicle can be connected to a mobile network using a transmitter and receiver unit in the vehicle or using your own mobile telephone. This mobile network connection enables you to use online functions. This includes various online services and apps provided by Volkswagen Commercial Vehicles or other third party providers.

Manufacturer services

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In the case of Volkswagen Commercial Vehicles online services, Volkswagen Commercial Vehicles describes the respective functions in a suitable place, e.g. in a separate service description or on a website, and provides the associated information on data protection law. Personal data may be used to perform online services. To this end, data is exchanged over a secure connection, e.g. using the designated IT systems of the manufacturer. Any collection, processing and use of personal data that goes beyond the provision of the service takes place exclusively according to legal regulations, contractual agreements or the necessary permission.

You can activate and deactivate the services and functions, some of which charge a fee, and, in some cases, also disable the vehicle's entire data connection. This does not apply to any functions and services required by law, e.g. emergency call systems.

Third-party services

If you are able to use online services provided by a party other than the manufacturer, these services are the sole responsibility of the provider in question and are subject to this provider's privacy policy and terms and conditions of use. Volkswagen Commercial Vehicles has no influence over the content exchanged in these services.

Please refer to the provider in question for information about the type, scope and purpose of the collection and use of personal data related to third-party services.

⚠ WARNING

Incorrect use of the diagnostic interface can cause faults, which can result in accidents and serious injuries.

- Never read out the event memory using the diagnostic interface yourself.
- The event memory should be read only by a correspondingly qualified workshop using the diagnostic interface.

Event data recorder

The vehicle is not fitted with an event data recorder.

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Stickers and plates

Stickers and plates showing important information for vehicle operation are factory-fitted in the engine compartment and on certain vehicle parts.

— Never remove stickers or plates. They must also remain legible at all times.

— If vehicle parts bearing stickers or plates are removed from the vehicle, replacement stickers or plates with the same information must be applied properly to the same position on the new parts by a suitably qualified workshop.

Safety certificate

There is a safety certificate on the door pillar which states that all necessary safety standards and specifications from the transport safety authorities of the particular country were met at the time of production. The month and year of production and the chassis number may also be listed. Observe notes in the Owner's Manual.

WARNING

Handling the vehicle incorrectly will increase the risk of accident and injuries.

- Observe legal requirements.
- Observe the Owner's Manual.

NOTICE

Handling the vehicle incorrectly could lead to the vehicle becoming damaged.

- Observe legal requirements.
- Carry out service work in accordance with the specifications.

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Fluids in the air conditioning system

Refrigerant in the air conditioning system

The sticker in the engine compartment provides information about the type and quantity of the refrigerant used in the vehicle's air conditioning system. The sticker is located in the front part of the engine compartment close to the refrigerant filler neck.

Warning: The air conditioning system must be serviced only by qualified personnel.

Type of refrigerant.

Type of refrigerant oil.

See workshop information (available only for Volkswagen Commercial Vehicles dealerships).

The air conditioning system must be serviced only by qualified personnel.

Flammable refrigerant.

Ensure correct disposal of all components and never install components removed from end-of-life vehicles or recycled components in the vehicle.

Refrigerant oil in the air conditioning system

The air conditioning system is filled with refrigerant oil. The sign on the air conditioning compressor provides information about the type and quantity of the refrigerant oil used *(→ Repairs and technical modifications)*.

WARNING

For safety reasons, the air conditioning system must be serviced only by qualified personnel.

NOTICE

Never replace or repair the evaporator in the air conditioning system with replacement parts from end-of-life vehicles or from recycling sources.

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Infotainment system and antennas

The vehicle aerials are located in the exterior mirrors and on the roof. If any metallic chrome-plated trim, such as chrome-plated design caps, is retrofitted to the exterior mirrors, you may experience problems with the radio, mobile telephone and navigation services or they may lose the ability to transmit and receive signals completely.

NOTICE

A retrofitted Infotainment system must be compatible with the aerial amplifier fitted as standard in the vehicle. The aerial amplifier could otherwise be damaged.

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Component protection

Some electronic components and control units are fitted with component protection as standard, e.g. the Infotainment system.

The component protection permits a correspondingly qualified workshop to legitimately install or replace components and control units.

The component protection prevents the factory-supplied components from being operated without restrictions outside the vehicle in the following situations:

— Installation in other vehicles, e.g. after theft.

— Operation of components outside the vehicle.

If a text message about component protection appears in the display of the instrument cluster or the screen of the Infotainment system, go to a correspondingly qualified workshop.

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Information in accordance with the EU Chemicals Regulation REACH

In accordance with the European regulations on chemicals, known asREACH, Volkswagen Commercial Vehicles would like to inform you about the materials that may be found in your vehicle.

You can access this information online using your vehicle identification number:

https://reachinfo.volkswagen.com

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Disposing of used batteries and electronic equipment

Used batteries

Used batteries must be collected separately and recycled by the end user. This is indicated by the symbol with the crossed-through waste bin. As the end user, you are required by law to return used batteries.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to human and animal health and tend to accumulate in the environment. You must ensure the separate collection and proper return of used batteries to prevent this from happening.

Special care must be taken when handling batteries containing lithium, e.g. they must never be heated to high temperatures or become physically damaged. If gases or fluids escape, they can pose a significant risk to health and the environment. A short circuit of the terminals can also cause a fire or explosion.

— Used batteries can be returned to Volkswagen Commercial Vehicles dealerships in EU member states and other countries.
— Your Volkswagen Commercial Vehicles dealership can provide further information on returning and recycling end-of-life vehicles, or you can visit:

http://www.volkswagen.com

Old electrical/electronic devices

The vehicle contains electrical/electronic devices, such as the SD card in the navigation system, and remote controls. The electrical/electronic devices are marked with the crossed-out bin symbol.

Used electrical/electronic devices marked with this symbol must be collected and disposed of separately from your normal domestic waste. You can hand in these electrical/electronic devices at local collection points or to any approved national return systems. Batteries, rechargeable batteries or lamps that are not a fixed part of the device must be removed first and disposed of accordingly.

— You are responsible for deleting any personal data stored on the old devices.
— Your Volkswagen Commercial Vehicles dealership can provide further information on waste prevention and on returning and recycling end-of-life vehicles, or you can find information online:

http://www.volkswagen.com

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Product recycling

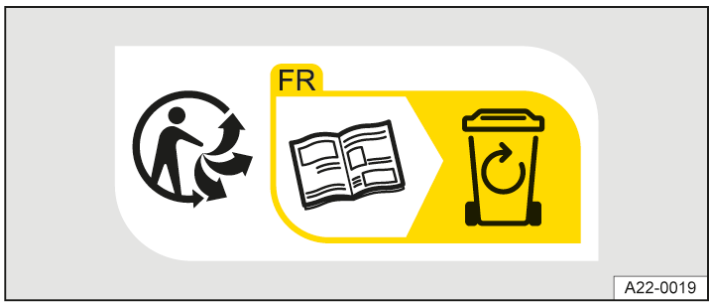


Fig. 1 Triman logo and Infotri symbol

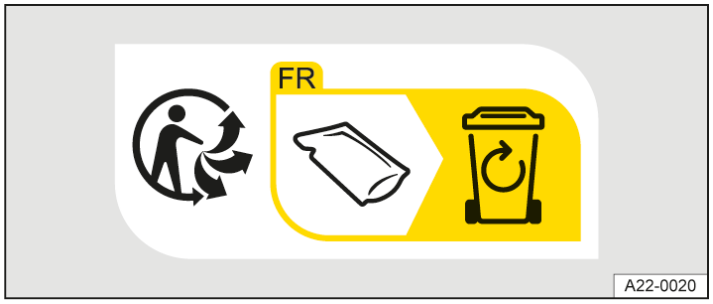


Fig. 2 Triman logo and Infotri symbol

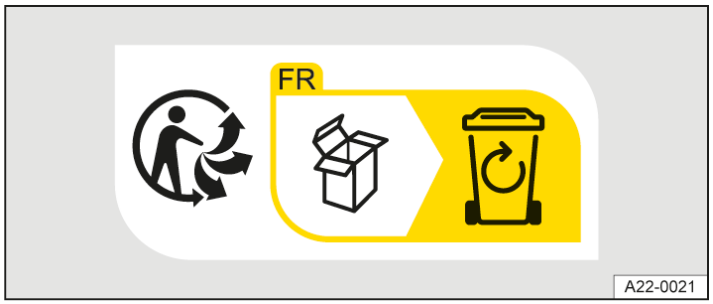


Fig. 3 Triman logo and Infotri symbol

The Triman logo and the Infotri symbol contain important sorting information for end consumers.

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Declaration of conformity

The corresponding manufacturer hereby declares that the components listed below were compliant with the basic requirements and any other relevant regulations and laws at the time the vehicle was produced.

UK CA Approval symbols for radio systems in England, Wales and Scotland.

Importer:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Parts

— 12-volt socket.

— Depending on the vehicle equipment and country, additional sockets with a voltage of 100 to 230 volts.

— Airbags.

— Vehicle toolkit.

— Entry light and torch.

— Fire extinguisher.

— Belt tensioner.

— Compressor.

— Headphones.

— Charger.

— Charge cable.

— Pyrotechnic fuse.

— SD Card.

— Actuators.

— First aid kit.

— High-visibility waistcoat.

— Jack.

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Third-party copyright information

Some of the products installed in the vehicle contain software components which are subject to open source licences.

A list of open source software components, including information on copyright, the relevant open source licence conditions, and the associated licence texts can be found on the following website:

http://www.volkswagen.com/softwareinfo

The source code for certain open source software components can be requested from the vehicle manufacturer. The manufacturer will make the source code available to you in accordance with the relevant licence conditions. You will only be charged the actual costs of provision, e.g. for the data media and postage costs. The above-mentioned website contains the necessary information.

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Returning and scrapping end-of-life vehicles

Recycling end-of-life vehicles

At the end of its service life, your vehicle should be handed in for environmentally responsible recycling or disposal. For this reason, the last keepers of vehicles in the EU and many other countries are required by law to take their vehicle to an approved collection point, vehicle return centre or authorised dismantling facility.

Volkswagen Commercial Vehicles has an existing arrangement for end-of-life vehicles: you can return your vehicle at a wide range of collection points in all EU member states and in many other countries. If you satisfy the national legal requirements, you can return your end-of-life vehicle free of charge within the EU.

The vehicle return centre issues a recycling certificate which serves as proof that the end-of-life vehicle has been recycled properly.

Further information about collection points is available from your Volkswagen Commercial Vehicles dealership.

Scrapping

The relevant safety requirements must be observed when the vehicle or its individual components, e.g. from the airbag system and belt tensioners, are scrapped. Suitably qualified workshops are familiar with these requirements.

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Simplified declaration of conformity

EU

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the EU declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

United Kingdom

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the relevant legal requirements.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

Importer

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK 14 5AN

United Kingdom

Turkey

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with Directive 2014/53/EU where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

ithalatçı

Doğuş Otomotiv Servis ve Ticaret A.Ş.

Şekerpınar Mahallesi, Anadolu Caddesi, No:22 ve 45

41420 Çayırova/Kocaeli

Ukraine

Your vehicle is equipped with a range of radio equipment. The manufacturers of these radio systems declare that this equipment complies with the Radio Equipment Directive where required by law.

The complete text of the declarations of conformity is available from the following website:

http://www.volkswagen.com/generalinfo

імпортер

ТОВ «Порше Україна»

просп. Павла Тичини, 1В

CarManuals2.com

офіс „B“, 4-й поверх

02152 Київ

Україна

Information on radio systems

The tables below show the radio equipment used, the frequency bands on which it operates, the maximum transmitting power of the equipment, and the associated manufacturers. Each table contains one component assembly. The manufacturer's details, the frequency bands and maximum transmitting powers are assigned a reference number and shown in separate tables .

Connection to the external aerial

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
LTE Compenser	LTE-MBC-EU2	LTE-MBC-EU2	AA	14
Transceiver module	CM01TN-VWW	CM01TN-VWW	BN	26
Transceiver module	CM01TN-VWW additional model names: CM01XN-VWE		CB	26

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Aerials

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Freq trans pow
Roof aerial base for taxi 2m/70cm, GPS, UMTS	AM/FM, DAB+ DVBT, GPS, FAKRAnBHC 3789.01		
Exterior mirror aerial system AM, FM	920639A	920639A	
Exterior mirror aerial system AM, FM, DAB	920639A	920639A	
Exterior mirror aerial system FM	920639A	920639A	
Exterior mirror aerial system FM, DAB	920639A	920639A	
Aerial module, exterior mirror GNSS	920336A	920336A	
Exterior mirror aerial, navigation [short bracket] GNSS	7E0.035.510	7E0.035.510	
Exterior mirror aerial, navigation [long bracket] GNSS	7E0.035.510.A	7E0.035.510.A	
Roof short-rod aerial base AM, FM	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501	
Roof short-rod aerial base AM, FM, LTE, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501.F	
Roof short-rod aerial base AM, FM, LTE, DAB, GNSS	Receiving antenna amplifier AM/FM, DAB, LTE,NAV 6C0.035.501.Q/6C0.035.501.A	7C0.035.501.G	
Aerial module, exterior mirror [standard] FM	920481A	920481A	
Aerial module, exterior mirror [bracket] FM	920481A	920481A	
Aerial module, exterior mirror [standard] GNSS	920336A	920336A	
Aerial module, exterior mirror [bracket] GNSS	920336A	920336A	
Aerial amplifier, exterior mirror AM, FM	920301A	920301A	
Aerial amplifier, exterior mirror FM	920301A	920301A	
Aerial amplifier, exterior mirror FM, DAB	920304A	920304A	
Exterior mirror aerial system [short bracket] AM, FM	920611A	920611A	
Exterior mirror aerial system [short bracket] FM	920611A	920611A	
Exterior mirror aerial system [short bracket] FM, DAB	920611A	920611A	
Exterior mirror aerial system [long bracket] AM, FM	920611A	920611A	
Exterior mirror aerial system [long bracket] FM	920611A	920611A	
Exterior mirror aerial system [long bracket] FM, DAB	920611A	920611A	
Exterior mirror aerial system FM1	920639A	920639A	
Exterior mirror aerial system FM1, DAB2	920639A	920639A	
Roof aerial LTE, GNSS	Product name:	5WA.035.507.A	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Freq trans pow
Roof aerial LTE, GNSS, Telestart	5WA.035.507.A Type: 5WA.035.507.A Product name: 5WA.035.507.B Type: 5WA.035.507.A	5WA.035.507.B	
DSRC module	DSRC CAN Module/EFAS-4 DU (200046-8) DSRC CAN Module/EFAS-4 DU (200046-9)		
Impedance converter FM	FAM012		
Impedance converter FM1	7T0.035.577.C (FAM012)		
Impedance converter FM2	7T0.035.577.A (FAM012)		
Impedance converter FM, DAB	FAM012		
Impedance converter FM2, DAB1	7T0.035.577.B (FAM012)		
Impedance converter FM1, DAB2	7T0.035.577.D (FAM012)		
Roof aerial LTE, GNSS, Telestart	7T0.035.507.B (FAM016)		
Roof aerial LTE, GNSS, Telestart, Wi-Fi p	7T0.035.507.F (FAM016)		
Roof aerial LTE, GNSS	7T0.035.507.A (FAM016)		
Roof aerial LTE, GNSS, Wi-Fi p	7T0.035.507.E (FAM016)		
Wi-Fi p auxiliary aerial	7T0.035.510 (FAM027)		
Aerial TEL+BLTE+Wi-Fi+GNSS	5WA.035.507.E		
Aerial, C2C auxiliary aerial	CSA-1		

Remote control (auxiliary heater)

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Hand transmitter, auxiliary heater	Sender STH VW D - 50001194		AJ	12
Hand transmitter, auxiliary heater	Sender STH MAN C - 50001209		AJ	12
Hand transmitter, auxiliary heater	Product Name: Sender STH Model name: Sender STH Cityvan - 50001233		AJ	12

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Vehicle key

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Vehicle key FKS09	FS94	FS94	BG	05
Vehicle key FKS12	FS125C	FS125C	BG	05
Vehicle key FKS12	FS125C	FS12P	BG	05
Vehicle key FKS12	FS12P	FS12P	BG	05
Vehicle key FS19	FS19	FS19	BH	05
Vehicle key FS19	FS19	FS19	BQ	05

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Infotainment systems

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufa
MIB3 EI	MIB3E_MQB37w_BT	Panasonic MIB3E_MQB37w_BT	AO	0
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI EU1 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI EU2 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW1 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW2 MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW2 DAB MQB	MIB3 OI	MIB3 OI	AP	0
MIB3 OI EU1 37W	MIB3 OI	MIB3 OI	AP	0
MIB3 OI EU2 37W	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW1 37W	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW2 37W	MIB3 OI	MIB3 OI	AP	0
MIB3 OI RdW2 DAB 37W	MIB3 OI	MIB3 OI	AP	0
MIB2 Entry GP2	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	A0	0
MIB2 Entry GP2 DAB	MIB2 GP, L64SK2, L60SK2, L62VW2, L73SK2, L72SK2, L77VW2, L73VW2, L81SE2, L81SK2, L82SE2	MIB2 GP	A0	0
MIB2 Std NAV	MIB2STD	MIB2STD	AJ	2
NRUL-Crafter	New Radio Ultra Low SBT	New Radio Ultra Low SBT	AN	1
NRUL-T6PA	New Radio Ultra Low SBB	New Radio Ultra Low SBB	AN	1
NRUL-DAB-T6PA	New Radio Ultra Low SBB DAB	New Radio Ultra Low SBB DAB	BK	1
RULT-Caddy5	Radio Ultra Low Touch	Radio Ultra Low Touch	AN	1

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufa
ROLT-DAB-Caddy5	Radio Ultra Low Touch DAB	Radio Ultra Low Touch DAB	BK	1(
Amplifier (Audio amplifier with Bluetooth)	OE-PP 87BT	Designation	BP	3(
ICAS3	MEB ICAS3	Ukraine	BY	3

Wireless seat belt warning system

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power
wSBR F-SG (wireless Seat Belt Reminder vehicle-side control unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	wSBR F-SG (wireless Seat Belt Reminder - car unit)	AQ
wSBR S-SG (wireless Seat Belt Reminder seat-side control unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	wSBR S-SG (wireless Seat Belt Reminder - seat unit)	AQ

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Wireless charging function

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Coupling aerial, 2nd generation	WCH-185	WCH-185	AR	14

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Keyless Access

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Keyless Access IO Box Basic	013854	013854	AS	05
Keyless Access IO Box High	013854	013854	AS	05
RSAD Box	RSB19	RSB19	AT	05

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Instrument cluster / electronic immobiliser

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Analogue medium instrument cluster	VW MQBAB2020 Instrument Cluster and Immobilizer System	Medium 5c	BS	
Lowline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101055	BV	
Highline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101057	BV	
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument	17101055	BV	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
	cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"			
Premiumline instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101056	BV	
FPK-Entry instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	17101002	BU	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	

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Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18100931	BT	
Colour Medium instrument cluster	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"	18020532	BT	
Analogue medium instrument cluster without chrome ring	"Immobilizer integrated in dashboard module instrument cluster / Wegfahrsperre im Schalttafeleinsatz Kombi-Instrument"		BT	
i.ID Cluster	LCW05-VWE5 LCW05-VWE1 LCW05-SEE5		CC	
Tachograph (DTCO) with associated DSRC module	EFAS 4.10		BI	

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Car-Net Security & Service

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	M
OCU3 communication box (Online Services – Security & Service)	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	Telematics TLVHM3IU-E, TLAHW3IU-E, TLVHM3IU-R, TLAHW3IU-R	AY	
OCU3 communication box (Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E	BR	
OCU3 communication box (Online Services – Security & Service)	Telematics TLVLM3IU-E, TLVLM3IU-R	Telematics TLVLM3IU-E	CD	
OCU4 communication box (Online Services – Security & Service)	Telematics TLVHW3IU-E, TLVHW3IU-R, TLVHE4IU-E		BR	

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Radar sensors for assist systems

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Lane change system Entry Gen.3	RS4	RS4	AZ	05
Lane change system Entry Gen.1	BSD3.0	BSD3.0	AZ	05
Front radar control unit (mid-range radar)	ARS4-B	ARS4-B	BA	11
Front radar control unit (mid-range radar)	FR5CPEC	FR5CPEC	BB	21
Front radar control unit (mid-range radar)	ARS5-B	ARS5-B	BX	11

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Tyre pressure sensors

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
TPMS control unit	Reifendruckkontrolle TSSSG4G5 - H05 Reifendruckkontrolle TSSSG4G5b - H06	Reifendruckkontrolle TSSSG4G5 - H05 Reifendruckkontrolle TSSSG4G5b - H06	BC	18
TPMS control unit	Reifendruckkontrolle TSSSG4G5 - H04	Reifendruckkontrolle TSSSG4G5 - H04	BC	18
Tyre pressure sensor assembly	AG2FW4	AG2FW4	BD	19
Tyre pressure sensor assembly	TSSRE4Dg	TSSRE4Dg	BD	18

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Auxiliary heater (transmitter/receiver unit)

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
Remote control receiver for auxiliary heater	Funkempfänger STH D208L VW		AJ	12

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Door control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
VW T6PA Rx and Tx unit	HUF71254	HUF71254	BW	20

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Wi-Fi hotspot

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
LTE router	"Volkswagen Wireless Internet Access LTE Model: CCU4"	"Volkswagen Wireless Internet Access LTE Model: CCU4"	BE	15

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Central control unit

Component	Designation/ Product Type Designation EU/UK	Designation/ Product Type Designation Ukraine	Frequency + transmitting power	Manufacturer
KFG Max	Kundenspezifisches Funktionssteuer Gerät KFG		BL	09
BCM37w (Body Control Module) Med	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Med+	BCM MQB37W	MQB37W	BO	31
BCM37w (Body Control Module) Max	BCM MQB37W	MQB37W	BO	31
BCM37H (Body Control Module)	BCM PQ37H	5WK50254	AK	13
BCM MQB27	BCM MQB27	5WK50254	AK	13
SAM	BCM MQB37W	MQB37W	AK	13

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Reference frequency bands and maximum transmitting power

Frequency	Frequency band	Maximum transmitting power
AA	GSM900: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) GSM1800: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDI: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) WCDMA FDDIII: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) WCDMA FDDVIII: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD1: (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz) LTE FDD3: (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz) LTE FDD7: (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz) LTE FDD8: (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz) LTE FDD20: (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	GSM 900: 33 dBm (2 W) GSM 1800: 30 dBm (1 W) UMTS: 21 dBm (0.125 W) LTE: 23 dBm (0.2 W)
AB	87 MHz – 108 MHz	reception only
AC	87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AD	520 kHz – 1710 kHz 87 MHz – 108 MHz	reception only
AE	520 kHz – 1710 kHz 87 MHz – 108 MHz 1570 MHz – 1614 MHz	reception only
AF	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz	reception only
AG	520 kHz – 1710 kHz 87 MHz – 108 MHz 174 MHz – 240 MHz 1570 MHz – 1614 MHz	reception only
AH	1570 MHz – 1614 MHz	reception only
AI	1575.42 MHz	reception only
AJ	868.70 MHz – 869.20 MHz (Band N)	14 dBm (25 mW)
AK	434 MHz	reception only
AN	Bluetooth: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz	4.3 dBm
AO	Bluetooth 2402 MHz – 2480 MHz	2.5 mW

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Frequency	Frequency band	Maximum transmitting power
AP	Bluetooth: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz Wi-Fi 5 GHz: 5150 MHz – 5250 MHz and 5725 MHz – 5850 MHz	Bluetooth: -2.43 dBm (0.57 mW) EIRP Wi-Fi 2.4 GHz: 5.26 dBm (3.36 mW) EIRP Wi-Fi 5 GHz: -3.25 dBm (0.47 mW) EIRP and -2.68 dBm (0.54 mW) EIRP
AQ	Bluetooth LE: 2400 MHz – 2483.5 MHz	- 9.8 dBm
AR	105 kHz – 115 kHz	105 kHz – 115 kHz: 6 W 111 kHz: 42 dBµA/m
AS	125 kHz	The magnetic field strength: IMMO mode is 19.48 dBµA/m LF Scan mode is 17.81 dBµA/m
AT	6.52 GHz 7.04 GHz 7.56 GHz	Highest Peak Emission Power at 6.52 GHz: -9.1 dBm at 7.04 GHz: -7.8 dBm at 7.56 GHz: -6.2 dBm
AU	125 kHz	82.05 dBµV/m @3 m ±5%
AV	125 kHz	-2.5 dBuV/m @ 3 m
AW	125 kHz	< 20 mW
AX	125 kHz	42 dBµA/m
AY	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.51 dBm WCDMA Band 3: 22.88 dBm WCDMA Band 8: 23.32 dBm LTE Band 1: 22.04 dBm LTE Band 3: 21.72 dBm LTE Band 7: 21.59 dBm LTE Band 8: 21.83 dBm LTE Band 20: 22.44 dBm LTE Band 28A: 21.99 dBm LTE Band 32: - GSM 900: 31.93 dBm DCS 1800: 29.95 dBm GNSS: -
AZ	24050 MHz – 24250 MHz	< +20 dbmW peak
BA	76.0 GHz – 77.0 GHz	3.16 W (35 dBm RMS EIRP)
BB	76.0 GHz – 77.0 GHz	31.7 dBm (peak), 23.4 dBm (RMS)
BC	433.92 MHz	reception only
BD	433.92 MHz	< 10 mW
BE	Wi-Fi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz GSM/GPRS/E GPRS 900: 880.2 MHz – 914.8 MHz GSM/GPRS/E GPRS 1800: 1710.2 MHz – 1784.8 MHz UMTS FDDI: 1922.4 MHz – 1977.6 MHz UMTS FDDVIII: 882.4 MHz – 912.6 MHz LTE FDD1: 1920 MHz – 1980 MHz LTE FDD3: 1710 MHz – 1784.9 MHz LTE FDD7: 2500 MHz – 2569.9 MHz LTE FDD8: 880 MHz – 914.9 MHz	Wi-Fi IEEE 802.11 b/g/n: 18.4 dBm GSM/GPRS/E GPRS 900: 37.64 dBm GSM/GPRS/E GPRS 1800: 37.64 dBm UMTS FDDI: 27.84 dBm UMTS FDDVIII: 27.84 dBm LTE FDD1: 27.84 dBm LTE FDD3: 27.84 dBm LTE FDD7: 27.84 dBm LTE FDD8: 27.84 dBm LTE FDD20: 27.84 dBm

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Frequency	Frequency band	Maximum transmitting power
	LTE FDD8: 880 MHz – 914.9 MHz LTE FDD20: 832 MHz – 861.9 MHz	LTE FDD20: 27.84 dBm
BF	5795 MHz – 5815 MHz (DSRC)	'-14 dBm e.i.r.p.
BG	433.05 MHz – 434.79 MHz	0.5 mW [ERP] / -3 dBm [ERP]
BH	125 kHz 433.05 MHz – 434.79 MHz	125 kHz: reception only 433.05 MHz – 434.79 Hz: 0.5 mW [ERP] / -3 dBm [ERP]
BI	1575.42 MHz +/- 1.023 MHz (GPS/Galileo) 1602.00 MHz +/- 5.00 MHz (Glonass)	reception only
BJ	Bluetooth: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2410 MHz – 2480 MHz	Bluetooth: 2.5 mW Wi-Fi: 100 mW
BK	Bluetooth: 2402 MHz – 2480 MHz FM: 87.5 MHz – 108 MHz AM: 526.5 kHz – 1606.5 kHz DAB: 174 MHz – 240 MHz	4.3 dBm
BL	Bluetooth: 2402 MHz – 2480 MHz Wi-Fi 2.4 GHz: 2412 MHz – 2472 MHz	Bluetooth: 5 dBm (max) Transceiver power: 3 dBm Wi-Fi: 20 dBm (max) Transceiver power: 18 dBm
BM	5.85 GHz – 5.925 GHz	24 dBm
BN	5.9 GHz	2 W
BO	Channel A: 433.46 MHz Channel B: 433.92 MHz Channel C: 434.36 MHz	10 dBm
BP	Bluetooth: 2402 MHz – 2480 MHz	4 dBm (2.5 mW)
BQ	125 kHz 433.05 MHz – 434.79 MHz 6.52 GHz 7.04 GHz 7.56 GHz	125 kHz: reception only 433.05 MHz – 434.79 MHz: 0.5 mW [ERP] / -3 dBm [ERP] 6.52 GHz, 7.04 GHz, 7.56 GHz: Peak Power: 1.0 mW [EIRP] / 0 dBm [EIRP], Mean Power Spectral Density: -41.3 dBm /MHz [EIRP]
BR	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz LTE Band 32: 1452 MHz – 1496 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.64 dBm WCDMA Band 3: 22.89 dBm WCDMA Band 8: 23.35 dBm LTE Band 1: 22.15 dBm LTE Band 3: 21.82 dBm LTE Band 7: 21.63 dBm LTE Band 8: 21.98 dBm LTE Band 20: 22.47 dBm LTE Band 28A: 22.03 dBm LTE Band 32: - GSM 900: 31.99 dBm DCS 1800: 29.98 dBm GNSS: -
BS	125 kHz	30.55 dBµA/m (@ 3 m)

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Frequency	Frequency band	Maximum transmitting power
BT	125.3 kHz	-10.46 dBµA/m (@10 m)
BU	124.9 kHz	-10.6 dBµA/m (@10 m)
BV	125 kHz	-12.25 dBµA/m (@ 10 m)
BW	125 kHz	-8.433 dBµA/m @ 10 m
BX	76.0 GHz – 77.0 GHz	2.0 W (33 dBm RMS EIRP)
BY	Bluetooth: 2402 – 2480 MHz Wi-Fi 2.4: 2412 – 2472 MHz Wi-Fi 5: 5150 – 5250 MHz, 5725 – 5850 MHz VHF II: 87.5 – 108 MHz VHF III: 174 – 240 MHz	Bluetooth: max. 1.20 dBm Wi-Fi 2.4: max. 16.40 dBm Wi-Fi 5.2: max. 13.46 dBm Wi-Fi 5.2: max. 13.77 dBm
BZ	GNSS: 1570 MHz – 1614 MHz Wi-Fi p standard: 5.85 GHz – 5.925 GHz	GNSS: reception only Wi-Fi p standard: 20 dBm
CA	5.85 GHz – 5.925 GHz	20 dBm
CB	5.9 GHz (802.11p)	Roof aerial: 20±3 dBm Front aerial: -16±3 dBm
CC	125 kHz ± 10 kHz	5.4 dBµA/m
CD	WCDMA Band 1: 1920 MHz – 1980 MHz WCDMA Band 3: 1710 MHz – 1785 MHz WCDMA Band 8: 880 MHz – 915 MHz LTE Band 1: 1920 MHz – 1980 MHz LTE Band 3: 1710 MHz – 1785 MHz LTE Band 7: 2500 MHz – 2570 MHz LTE Band 8: 880 MHz – 915 MHz LTE Band 20: 832 MHz – 862 MHz LTE Band 28A: 703 MHz – 718 MHz GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz – 1610 MHz	WCDMA Band 1: 22.47 dBm WCDMA Band 3: 22.81 dBm WCDMA Band 8: 23.31 dBm LTE Band 1: 22.02 dBm LTE Band 3: 21.68 dBm LTE Band 7: 21.54 dBm LTE Band 8: 21.8 dBm LTE Band 20: 22.37 dBm LTE Band 28A: 21.94 dBm GSM 900: 31.91 dBm DCS 1800: 29.93 dBm GNSS: -

Manufacturer reference numbers

Manufacturer	Manufacturer name	Manufacturer's address
01	Antennentechnik Bad Blankenburg GmbH	In der Buttergrube 37, 99428 Weimar-Legefeld Germany
02	Hirschmann Car Communication GmbH	Stuttgarter Str. 45-51, 72654 Neckartenzlingen Germany
03	FUBA Automotive Electronics GmbH	TecCenter, 31162 Bad Salzdetfurth Germany
04	Molex Hildesheim	Daimlerring 31, 31135 Hildesheim Germany
05	Hella GmbH & Co. KGaA	Rixbecker Str. 75, 59552 Lippstadt Germany
06	Panasonic Automotive Systems Europe GmbH	Robert Bosch Str. 27-29, 63225 Langen Germany
07	Joynext	Joynext Dresden, Gewerbepark Merbitz 5, 01156 Dresden

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Manufacturer	Manufacturer name	Manufacturer's address
08	LG	Manufacturer: LG Electronics Inc LG Twin Towers 128 Yeoui-daero, Yeongdeungpo-gu Seoul 150-721 Korea Korea importer: LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen The Netherlands
09	Flextronics International Kft. - Zrinyi Miklos utcai telephely	Zrinyi Miklos utca 38, 8900 Zalaegerszeg Hungary
10	DESAY SV Automotive	Manufacturer: Huizhou Desay SV Automotive Co., Ltd. NO. 103 Hechang 5th Road West, Zhongkai National Hi-tech Industrial Development Zone, Huizhou, Guangdong 516006 P.R. China Importer: Desay SV Automotive Europe GmbH In der Buttergrube 3-7 99428 Weimar-Legefeld Germany
11	ADC Automotive Distance Control Systems GmbH	Peter-Dornier-Strasse 10, 88131 Lindau Germany
12	Digades GmbH Zittau	Äußere Weberstr. 20, 02763 Zittau Germany
13	Continental Automotive GmbH	Siemensstrasse 12, 93055 Regensburg Germany
14	Molex Dabendorf	Märkische Straße 72, 15806 Zossen Germany
15	Lesswire GmbH	Rudower Chaussee 30, 12489 Berlin Germany
16	Visteon Electronics Slovakia	Odstepny zavod Namestovo, 02901 Namestovo Slovakia
17	Continental Automotive GmbH	VDO Straße 1, 64832 Babenhausen Germany
18	Huf Baolong Electronics Bretten GmbH	Gewerbestrasse 40, 75015 Bretten Germany
19	Sensata / Schrader Electronics Antrim UK	Schrader Electronics Antrim UK, 11 Technology Park, Belfast Road, Antrim Northern Ireland, BT41 1QS, UK
20	Huf Hülsbeck & Fürst GmbH & Co. KG	Steegerstr.17, 42551 Velbert Germany
21	Robert Bosch GmbH XC-DA/ECR	Postfach 1661, 71226 Leonberg Germany

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Manufacturer	Manufacturer name	Manufacturer's address
22	ASK Industries S.p.A	Via dell' Industria n.12/14/16, 60037 Monte San Vito Italy
23	Ficosa	P.I. Can Mitjans s/n, E08232 Viladecavalls(Barcelona) Spain
24	AEV spol. s r.o.	Jozky Silneho 2783, 76701 Kromeriz Czech Republic
25	Norbit	Norbit ITS AS, Stiklestadv. 1, 7041 Trondheim Norway
26	LG ELECTRONICS INC	Manufacturer: LG ELECTRONICS INC. 10, Magokjungang 10-ro, Gangseo-gu, Seoul, Republic of Korea Importer: LG Electronics European Shared Service Center B.V. Krijgsman1, 1186 DM Amstelveen, The Netherlands
27	Intellic	Fernitzer Straße 5, 8071 Hausmannstätten Austria
28	Aptiv	Aptiv Services Deutschland GmbH, Am Technologiepark 1, 42111 Wuppertal Germany
29	Robert Bosch GmbH	Robert Bosch GmbH, Robert Bosch Platz 1, 70839 Gerlingen Germany
30	Audiotec-Fischer	Hünegräben 26, 57392 Schmallenberg Germany
31	Robert Bosch GmbH	Daimlerstrasse 6, 71229 Leonberg Germany
32	LG ELECTRONICS INC	Ul. LG Electronics 7, 06-500 Mlawa Poland

Approval numbers

Egypt

TAC.07021815923.WIR, TAC.08051918491.WIR,
TAC.24061918671.WIR, TAC.24061918672.WIR,
TAC.29051918508.WIR.

Algeria

31.AF/528/DT/DG/ARPT/18.

CarManuals2.com

Agréé par l' ARPT:

1910/1-36.DA/617/DT/DG/ARPT/18

Agréé par l' ARPCE:

13/1-88.DA/1419/DT/DG/ARPCE/18, 18/1-88.DA/1424/DT/DG/ARPCE/18, 22/1-88.DA/1428/DT/DG/ARPCE/18, 1146/1-17.MS/603/DT/DG/ARPCE/19, 1372/1.24.BT/762/DT/DG/ARPCE/19, 1372/1-24.MS/762/DT/DG/ARPCE/19, 1692/1.28.BT/922/DT/DG/ARPCE/19, 2113/1-36.DA/.../DT/DG/ARPCE/19, 2764/1-58.DA/911/DT/DG/ARPCE/18, 2766/1-58.DA/913/DT/DG/ARPCE/18, 2767/1-58.DA/914/DT/DG/ARPCE/18, 2768/1-58.DA/915/DT/DG/ARPCE/18, 2904/1-59.DA/968/DT/DG/ARPCE/18

Homologué par l'ANF:

089/H/ANF/2021, 209/H/ANF/2020, 216/H/ANF/2020, 405/H/ANF/2021, 406/H/ANF/2021

Notes on technical data

Argentina



Fig. 1 Example of approval codes in Argentina.

CNC C-13277, CNC C-13393, CNC C-13823, CNC C-14387, CNC C-14520, CNC C-14733, CNC C-15807, CNC C-16345, CNC C-17908, CNC C-18053, CNC C-20288, CNC C-20323, CNC C-21797, CNC C-22036, CNC C-22292, CNC C-22394, CNC C-23301, CNC C-24233.

CNC H-12804, CNC H-15700, CNC H-16681, CNC H-17562, CNC H-17568, CNC H-20369, CNC H-20370, CNC H-20497, CNC H-20731, CNC H-20732, CNC H-20733, CNC H-21049, CNC H-21050, CNC H-21796, CNC H-21901, CNC H-21902, CNC H-21961, CNC H-21962, CNC H-22190, CNC H-22191, CNC H-22192, CNC H-22240, CNC H-22301, CNC H-22362, CNC H-22363, CNC H-22364, CNC H-22377, CNC H-22378, CNC H-22379, CNC H-22380, CNC H-22381, CNC H-22382, CNC H-22383, CNC H-22524, CNC H-22793, CNC H-22794, CNC H-22855, CNC H-22856, CNC H-22961, CNC H-23129, CNC H-23480, CNC H-23481, CNC H-24442, CNC H-24559, CNC H-24598, CNC H-24931, CNC H-26251.

Australia

ABN 12 625 564 909, ABN 81 145 810 206, ACN 006256524, ACN/ARBN 004 528 778 / 58004528778, ACN/ARBN 84156023504, N11042, RCMA020050903, 2150-01, 2152-01.

Bahrain

1329, 2699, 3002, 3003, DLM / 1405, DLM / 932, RefNR 2663000

Benin

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AGREE PAR L'ARCEP BENIN : Numéro d'agrément, Date d'agrément

016ARCEPSEDJPCDARGU2021_2021_02_04

018ARCEPSEDJPCDARGU2019_2019_02_27

069ARCEPSEDRDAJRCGU2019_2019_04_16

115ARCEPSEDRDAJRCGU2019_2019_07_03

123ARCEPSEDRDAJRCGU2018_2018_06_27

124ARCEPSEDRDAJRCGU2018_2018_06_27

124ARCEPSEDRDAJRCGU2019_2019_07_12

133ARCEPSEDRDAJRCGU2018_2018_09_18

165ARCEPSEDRDAJRCGU2018_2018_09_05

173ARCEPSEDRDAJRCGU2018_2018_09_12

177ARCEPSEDRDAJRCGU2018_2018_09_12

213ARCEPSEDRDAJRCGU2018_2018_11_28

216ARCEPSEDRDAJRCGU2018_2018_11_28

Botswana

BOCRA/TA/REGISTERED No:

3372, 2018/2026, 2018/3012, 2018/3941. 2018/3991, 2018/3992, 2018/4129, 2018/4130, 2018/4131, 2018/4132, 2018/4133, 2018/4134, 2018/4135, 2018/4136, 2018/4193, 2018/4194, 2018/4195, 2018/4196, 2019/2174, 2019/4311, 2019/4666, 2019/4701, 2019/4997, 2019/4998, 2019/5045, 2019/5046, 2020/3991, 2020/3992, 2020/5158, 2020/5159, 2020/5191, 2020/5470, 2021/5886, 2021/5957

BOCRA/TA/2019/4309, BOCRA/TA/2019/4982, BOCRA/TA/2019/5895, BOCRA/TA/2019/6030, BOCRA/TA/2020/5188, BOCRA/TA/2020/5846, BOCRA/TA/2021/4057, BOCRA/TA/2021/5886, BOCRA/TA/2021/5894, BOCRA/TA/2021/5895, BOCRA/TA/2021/5957, BOCRA/TA/2021/6030

Brazil

ANATEL 00128334, ANATEL 00130263.

ANATEL 02530-16-09946, ANATEL 03323-18-02930, ANATEL 05531-16-02149, ANATEL 05674-15-06830, ANATEL 05674-16-06830, ANATEL 07084-18-03745.

ANATEL 0263-16-9946, ANATEL 0456-15-9946, ANATEL 0716-15-3745, ANATEL 0850-13-3745, ANATEL 0918-14-5364, ANATEL 0939-14-2856, ANATEL 0940-14-2856, ANATEL 1140-12-2856, ANATEL 1140-14-2856, ANATEL 1497-14-9946, ANATEL 1498-14-9946, ANATEL 1690-15-5364, ANATEL 1711-12-5364, ANATEL 2220-14-3745, ANATEL 2230-14-3745, ANATEL 2294-15-3616, ANATEL 3002-09-3745, ANATEL 3080-14-6828, ANATEL 3557-15-5364, ANATEL 4057-14-6068.

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário.

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00148-15-07978, 00231-20-09215, 00720-19-05364, 00939-19-06673, 01812-19-05364, 01813-19-05364, 01814-19-05364, 01834-18-02856, 02018-18-04557, 02115-15-06815, 02294-15-03616, 02393-19-05364, 02450-17-02010, 02452-17-02010, 02992-14-06673, 03184-18-05364, 03323-18-02930, 03563-17-05364, 03595-17-06828, 03604-16-05364, 03764-17-05386, 03833-18-06353, 03834-18-06353, 04057-14-06068, 04282-19-01925, 04383-18-06673, 04708-15-05364, 04998-19-02405, 04999-19-02405, 05031-16-06324, 05273-18-02496, 05292-18-06353, 05293-18-06353, 05296-18-06353, 05297-18-06353, 05505-18-06353, 05506-18-06353, 05507-18-06353, 05508-18-06353, 05509-18-06353, 05511-18-06353, 05512-18-06353, 05531-16-02149, 05674-16-06830, 05676-19-01925, 06215-16-03430, 06763-18-06353, 06950-18-10457, 06962-18-06353, 0716-15-3745, 07084-18-03745, 07183-18-06353, 07184-18-06353, 07185-18-06353, 07186-18-06353, 07188-18-06353, 07189-18-06353, 07189-18-06353, 07188-18-06353, 07191-18-06353, 07830-17-08001, 08057-19-05179, 09275-19-06353, 10313-20-06353, 12001-20-10944, 13806-20-09215, UL-BR 17.0958.

0939-14-2856, 0940-14-2856, 01140-12-02856, 05803-21-03745, 06029-18-05364
00092837_16/03/2021, 00124917_25/07/2018, 00129984_22/06/2021, 00130938_09/04/2021, 00128334, 00130263

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.
Para maiores informações, consulte o site da ANATEL - www.anatel.gov.br.

Brunei

AITI TA No:

AA-000081,

DTA-001794, DTA-001795, DTA-001977, DTA-001978, DTA-001983, DTA-001985, DTA-001986, DTA-002302, DTA-002306, DTA-002307, DTA-002433, DTA-004928, DTA-004929, DTA-005273, DTA-005532

AITI TA No:

DRQ-D-MAJU-02-2011-111083:

DTA-001090, DTA-001120, DTA-001793, DTA-001794, DTA-001977, DTA-001981, DTA-001982, DTA-001986, DTA-002307, DTA-002433, DTA-003220, DTA-003488, DTA-003621, DTA-003639, DTA-003640, DTA-003852, DTA-005273, DTA-005400, DTA-005975, DTA-010519, LPD-37258, LPD-37259

DTL-D-TCY-09-2011-111328:

DTA-011811

LPD-37256

Chile

3458/DO Nº45141/f26, 12190/DO Nº 48994/F26, 5092/DO 55076/F60
1806, 58798, 58799

Dominican Republic

DE-0000320-Cc-17445, DE-0001203-19, DE-0001204-19, 183507

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England, Wales and Scotland

See EU Declarations of Conformities at www.volkswagen.com/generalinfo.

Further information on radio systems

Europe and countries that certify radio equipment based on European directives:

See EU declarations of conformity at *(→ Radio Equipment Directive (RED))*.

A. - Informations relatives à la sécurité des personnes utilisatrices ou non

Respect des restrictions d'usage spécifiques à certains lieux(hôpitaux, avions, stations-service, établissements scolaires...).

Pour les téléphones mobiles, rappel de l'interdiction de l'usage d'un téléphone tenu en main par le conducteur d'un véhicule en circulation.

Précautions à prendre par les porteurs d'implants électroniques(stimulateurs cardiaques, pompes à insuline, neurostimulateurs...) concernant notamment la distance entre l'équipement radioélectrique et l'implant (15 centimètres dans le cas des sources d'exposition les plus fortes comme les téléphones mobiles).

B. - Informations sur les comportements à adopter pour réduire l'exposition aux rayonnements émis par les équipements radioélectriques

Utiliser l'équipement radioélectrique dans de bonnes conditions de réception pour diminuer la quantité de rayonnements reçus.

Utiliser un kit mains-libres ou un haut-parleur, si adapté à l'équipement radioélectrique.

Faire un usage raisonné des équipements radioélectriques comme le téléphone mobile, par les enfants et les adolescents, par exemple en évitant les communications nocturnes et en limitant la fréquence et la durée des appels.

Eloigner les équipements radioélectriques du ventre des femmes enceintes.

Eloigner les équipements radioélectriques du - ventre des femmes enceintes.

Ghana

NCA APPROVED: BR3-1M-GE2-...

X72, X69, 080087, 088, 089, 09E, 0AF, 0BA, 0BB, 0BC, 0B0, 0B3, 0B4, 0B7, 0D2, 0BA, 0BC, 0EC, 0ED, 0EE, 10A, 10B, 130.

NCA APPROVED:

1R3-1M-7E1-0B7, 1R3-1M-7E1-160, 2R9-1H-7E0-XAC, 2R9-1H-7E0-X71, 2R9-1H-7E0-0DA, 3R8-8M-7DF-2AA, 6X6-4H-7EO-OF3, 7E5-7M-X0B-RDR, 7E5-7M-X43-RDR, 7E5-7M-X47-RDR.

BRE-1M-GE2-15A, EX6-6M-GE2-17B, SRO-1M-7E4-2A9, SRO-1M-7E4-243, ZRO-M8-7E3-X43, ZRO-M8-7E3-X90, ZRO-M8-7E3-X92, ZRO-M8-7E3-X96, ZRO-M8-7E3-11B, ZRO-M8-7E3-19A, ZRO-M8-7E3-19C, ZR0-M8-7E3-20B, ZRO-M8-7E3-229, ZRO-M8-7E3-27B, ZRO-1H-7E3-14E.

Hong Kong

US0031800001, HK0011902060, HK0011902061, HK0022000048, US0031900024

India

Vehicle identification number

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ETA Certificate No:

ETA-920/2016/ERLO, ETA-1609/17-RLO(NE), ETA-0082/2018/RLO(NR), ETA-769/2017-RLO(SR), ETA-770/2017-RLO(SR), ETA-861/2017-RLO(SR), ETA-983/2017-RLO(SR), ETA-1284/2017-RLO(SR), ETA-1285/2017-RLO(SR), ETA-3057/16-RLO(WR), ETA-3415/17-RLO(WR), ETA-3416/17-RLO(WR), ETA/9778-RLO(NR),

ETA-SD-20190500531, ETA-SD-20190500547, ETA-SD-20190702496, ETA-SD-20190702597, ETA-SD-20190702602, ETA-SD-20200503318, ETA-SD-20190500818, ETA-SD-20190601758, ETA-SD-20190601779, ETA-SD-20210503115.

NR-ETA/1215, NR-ETA/2015, NR-ETA/7218-RLO(NR), NR-ETA/7219-RLO(NR), NR-ETA/7220-RLO(NR), NR-ETA/4717.

Indonesia

You can find the Internet address with the relevant certificates at *(→ Radio Equipment Directive (RED))*.

⚠ Dilarang melakukan perubahan spesifikasi yang dapat menimbulkan gangguan fisik dan/atau elektromagnetik terhadap lingkungan sekitarnya.

- 57027/SDPPI/2018, PLG ID: 7696
- 57482/SDPPI/2018, PLG ID: 2208
- 60924/SDPPI/2019, PLG ID: 4334
- 61642/SDPPI/2019, PLG ID: 4334
- 61855/SDPPI/2019, PLG ID: 4334
- 61981/SDPPI/2019, PLG ID: 4334
- 62404/SDPPI/2019, PLG ID: 4334
- 64520/SDPPI/2019, PLG ID: 4334
- 67149/SDPPI/2020, PLG ID: 4334
- 72663/SDPPI/2021, PLG ID: 4334
- 73094/SDPPI/2021, PLG ID: 4334

32143/SDPPI/2013, PLG ID:3073, 32144/SDPPI/2013, PLG ID:3073, 32221/SDPPI/2013, PLG ID:3073, 33651/SDPPI/2017, PLG ID: 2181, 33652/SDPPI/2017, PLG ID: 2181, 34468/I/SDPPI/2017; PLG ID: 2879, 34539/I/SDPPI/2017, PLG ID: 4211, 34691/SDPPI/2014, PLG ID: 4604, 38132/I/SDPPI/2017, PLG ID: 2130, 38296/I/SDPPI/2017, PLG ID: 4976, 44153/SDPPI/2016, PLG ID: 4211, 47817/SDPPI/2016, PLG ID: 6094, 50459/SDPPI/2017, PLG ID: 6051, 53856/SDPPI/2017, PLG ID: 4211, 55438/SDPPI/2018, PLG ID: 6051, 55776/SDPPI/2018, PLG ID: 7205, 56625/SDPPI/2018, PLG ID: 7708, 57406/SDPPI/2018, PLG ID: 7708, 57647/SDPPI/2018, PLG ID: 7708, 57687/SDPPI/2018, PLG ID: 7708, 58206/SDPPI/2018, PLG ID: 5834, 62361/SDPPI/2019, PLG ID: 8837, 67688/SDPPI/2020, PLG ID: 3813

57059/SDPPI/2018, PLG ID: 7696

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PLG ID: 4334:

58849/SDPPI/2018, 60924/SDPPI/2019, 62637/SDPPI/2019, 62638/SDPPI/2019, 62825/SDPPI/2019, 62826/SDPPI/2019, 62827/SDPPI/2019, 62828/SDPPI/2019, 63076/SDPPI/2019, 63077/SDPPI/2019, 63078/SDPPI/2019, 63079/SDPPI/2019, 63080/SDPPI/2019, 63081/SDPPI/2019, 63082/SDPPI/2019, 63128/SDPPI/2019, 63129/SDPPI/2019, 63130/SDPPI/2019, 63131/SDPPI/2019, 63132/SDPPI/2019, 63133/SDPPI/2019, 63134/SDPPI/2019, 63135/SDPPI/2019, 63136/SDPPI/2019, 63137/SDPPI/2019, 63138/SDPPI/2019, 63139/SDPPI/2019, 63140/SDPPI/2019, 63147/SDPPI/2019, 63160/SDPPI/2019, 63161/SDPPI/2019, 63162/SDPPI/2019, 63577/SDPPI/2019, 63578/SDPPI/2019, 63579/SDPPI/2019, 63580/SDPPI/2019, 63581/SDPPI/2019, 63582/SDPPI/2019, 63583/SDPPI/2019, 64639/SDPPI/2019, 64640/SDPPI/2019, 66006/SDPPI/2020, 66074/SDPPI/2020, 67154/SDPPI/2020, 67359/SDPPI/2020, 67495/SDPPI/2020, 67512/SDPPI/2020, 71563/SDPPI/2020, 72556/SDPPI/2021, 72557/SDPPI/2021,

62443/SDPPI/2019

Israel

51-41889, 51-42830, 51-42841, 51-43949, 51-46980, 51-54730, 51-55347, 51-63653, 51-65839, 51-69416, 51-69417, 51-77882, 51-80024, 54-37173, 55-02626, 55-07477, , 55-07480, 55-07924, 55-09135, 55-09893, 63-63304, 63-66687, 63-66961, No. 6525101, No. 7052352267, No. 9872340205

הוראות בטיחות

1. להתקנה על ידי אנשי שירות מוסמכים בלבד

2. אין לבצע שינויים כלשהם במוצר זה. לשינויים אלו יכולה להיות השפעה שלילית על ביצועי המוצר, בטיחותו ועמידותו ובנוסף, יש בהם כדי לחרוג מתנאי האחריות.

מספר אישור התאמה מטעם משרד התקשורת חל איסור לבצע פעולות במכשיר שיש בהן כדי לשנות את תכונותיו האלחוטיות של המכשיר, ובכלל זה שינויי תוכנה, החלפת אנטנה מקורית או הוספת אפשרות לחיבור לאנטנה חיצונית, בלא קבלת אישור משרד התקשורת, בשל החשש להפרעות אלחוטיות

Yemen

MTIT/TA21-388

Jordan

TRC/LPD/...

2010/91, 2014/9, 2014/241, 2014/248, 2014/258, 2014/274, 2015/387, 2016/252, 2016/538, 2016/584, 2016/591, 2017/63, 2017/254, 2018/1, 2018/162, 2018/381, 2019/152, 2019/153, 2019/155, 2019/233, 2019/234.

TRC/31/7615/2020, TRC/31/7918/2020, TRC/SS/2014/127, TRC/SS/2016/476, TRC/SS/2019/212

TRC No.: T/4/11/11/...

3338, 3680, 3681, 4387, 4555, 5621, 5649, 5653, 5896, 5898, 9851, 10752

Columbia

CarManuals2.com

2018300044, 2019801253, 2019802791, 2019802792, 2019804560

Kuwait

Ref 2198, Ref 2410, Ref 3399, Ref 3421, Ref 3437.

Lebanon

2665/E&M/2018, 11372, 04/12-1234

Malaysia

CIDF15000490, CIDF15000578, CIDF17000143, MRR14F, ARS4-B, MIB3 OI

RAAT/44A/0219/S(19-0487), RAAU/05C/0415/S(14-3022), RAAU/33C/1015/S(15-0535), RAAU/35C/1115/S(15-0536), RAAU/57A/0111/S(10-2112), RAAY/84A/0618/S(18-2241), RAAY/85A/0618/S(18-2242), RAAY/86A/0618/S(18-2378), RAAY/87A/0718/S(18-2596), RAAY/89A/0718/S(18-3107), RAAY/92A/1218/S(18-4731), RALM/69A/1018/S(18-3829),

RDDC/72A/0518/S(18-1697), RDDK/22A/1016/S(16-3306, RDDK/72A/0518/S(18-1697)

RFCL/09A/0218/S(18-0609), RFCL/13A/0618/S(18-2379), RFCL/14A/0618/S(18-2543), RFCL/15A/0718/S(18-2544), RFCL/18A/0718/S(18-2529), RFCL/19A/0718/S(18-2545), RFCL/20A/0718/S(18-2718), RFCL/21A/0718/S(18-2717), RCFL/22A/0818/S(18-3109), RFCL/23A/0818/S(18-3153), RCFL/24A/0818/S(18-3152), RFCL/26A/0918/S(18-3810),

RFCL/27A/0918/S(18-3812), RFCL/28A/1018/S(18-3977), RFCL/29A/1018/S(18-4127), RFCL/30A/1018/S(18-4129), RFCL/31A/1018/S(18-3976), RFCL/33A/0619/S(19-2422), RFCL/35A/0719/S(19-2874), RFCL/34A/0619/S(19-2421), RFCL/36A/0719/S(19-2875), RFCL/41A/0220/S(20-0390), RFCL/42A/0220/S(20-0391), RFCL/44A/0320/S(20-1385)

Morocco

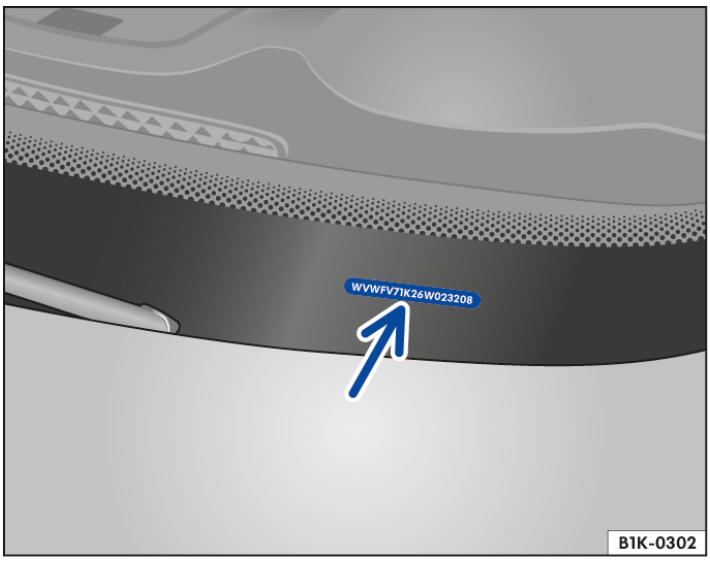


Fig. 1 In the windscreen: vehicle identification number.

CarManuals2.com

AGREE PAR L'ANRT MAROC : Numéro d'agrément, Date d'agrément

MR 5835 ANRT 2010, MR 7906 ANRT 2013, 06/03/2013
MR 9102 ANRT 2014, MR 9107 ANRT 2014, 18/03/2014MR 9778 ANRT 2014, 11/11/2014, MR 9918 ANRT 2014, 22/12/2014,
MR 11030 ANRT 2015,
MR 12089 ANRT 2016, 15/06/2016, MR 12123 ANRT 2016, 22/06/2016, MR 12623 ANRT 2016, 11/10/2016, MR 12901 ANRT 2016, 30/11/2016,
MR 13255 ANRT 2017, 09/02/2017, MR 13576 ANRT 2017, MR 13900 ANRT 2017, 04/05/2017, MR 14830 ANRT 2017, 2017/09/28,
MR 15669 ANRT 2018, 31/01/2018, MR 15674 ANRT 2018, 31/01/2018, MR 15675 ANRT 2018, 31/01/2018, MR 16263 ANRT 2018, 06/04/2018, MR 16606 ANRT 2018, 17.05.2018, MR 16657 ANRT 2018, 23.05.2018, MR 16726 ANRT 2018, 30.05.2018, MR 16794 ANRT 2018, 05.06.2018, MR 16860 ANRT 2018, 18.06.2018, MR 16861 ANRT 2018, 18.06.2018, MR 16905 ANRT 2018, 21.06.2018, MR 16906 ANRT 2018, 21.06.2018, MR 16907 ANRT 2018, 21.06.2018, MR 16908 ANRT 2018, 21.06.2018, MR 17015 ANRT 2018, 03.07.2018, MR 17016 ANRT 2018, 03.07.2018, MR 17079 ANRT 2018, 11.07.2018, MR 17080 ANRT 2018, 11.07.2018, MR 17201 ANRT 2018, 06.08.2018, MR 17202 ANRT 2018, 06.08.2018, MR 17203 ANRT 2018, 06.08.2018, MR 17204 ANRT 2018, 06.08.2018, MR 17505 ANRT 2018, 2018/09/14, MR 17528 ANRT 2018, 19/09/2018, MR 17576 ANRT 2018, 26/09/2018, MR 17678 ANRT 2018, 11.10.2018, MR 17679 ANRT 2018, 11.10.2018, MR 18103 ANRT 2018, 30.11.2018,
MR 18928 ANRT, 25.02.2019, MR 19106 ANRT 2019, 14.03.2019, MR 19108 ANRT 2019, 14.03.2019, MR 19315 ANRT 2019, 04.04.2019, MR 19338 ANRT 2019, 09.04.2019, MR 19339 ANRT 2019, 09.04.2019, MR 19767 ANRT 2019, 15.05.2019, MR 19768 ANRT 2019, 15.05.2019, MR 19769 ANRT 2019, 15.05.2019, MR 20859 ANRT 2019, 11.09.2019, MR 21473 ANRT 2019, 28.11.2019, MR 21807 ANRT 2019, 23.12.2019.
MR 23231 ANRT 2020, 26.05.2020.
MR 00030377 ANRT 2021.

Mauritius

TA/2018/0084, TA/2019/0509, TA/2019/0510

Mexico

Type plate

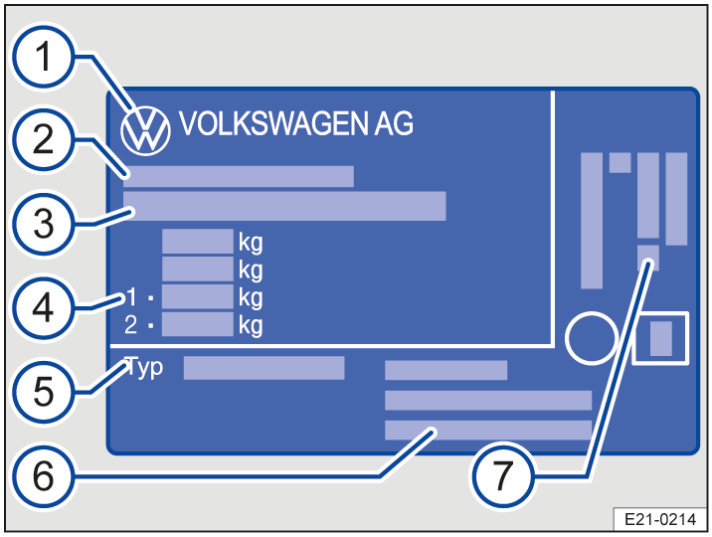


Fig. 1 On the B-pillar in the front door: type plate (illustration).

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IFT/223/UCS/DG-AUSE/0311/2018, IFT-008-2015

RCPAPR318-2005,
RCPBOFR18-1885, RCPBOLR09-0828, RCPBOLR16-0518, RCPBOMR12-1538, RCPBOMR14-0766, RCPBOMR14-0922,
RCPCOAR18-1800,
RCPHEBS14-0180, RCPHEBC18-2099, RCPHEFS19-1702, RCPHEFS20-1469, RCPHERS19-1678,
RCPLGLG16-0952, RCPLGMI19-1163,
RCPVIVW20-0478, RCPVOHT13-1485, RCPVOMI15-0115, RCPVWL414-0775-A1, RCPVWL617-0023,
RCPVWMM17-1053,
RLVBHTS19-1995,
RLVCO1820-0821, RLVCOAR15-0008, RLVCOBC16-1823,
RLVDER316-1666, RLVDER316-2005,
RLVHE0119-0720, RLVHEBC15-0293,

RLVHEFS18-1288, RLVHEFS18-1565, RLVHEFS19-0647, RLVHEFS19-1298, RLVHEFS20-0533, RLVHEFS20-1335, RLVHEFS20-1336, RLVHEFS20-1420,

RLVHERS17-0286,

RLVMABN18-1512, RLVMABN18-1512-A1,

RLVVIFP20-1412, RLVVIKO18-0155, RLVVIME19-1022, RLVVIME19-1023,

RLVVWFS17-2122, RLVVWFS17-2122-A1, RLVVW1718-1092, RLVVW1718-1169, RLVVW1718-1170, RLVVW1718-1171, RLVVW1718-1314, RLVVW1718-1315, RLVVW1718-1316, RLVVW1718-1317, RLVVW1718-1507, RLVVW1718-1508, RLVVW1718-1509, RLVVW1718-1517, RLVVW1718-1518, RLVVW1718-1519, RLVVW1718-1567, RLVVW1718-1568, RLVVW1718-1789, RLVVW1718-1790, RLVVW1718-1928, RLVVW1718-1929, RLVVW1719-1795, RLVVW1818-1248, RLVVW1818-1249, RLVVW1818-1258, RLVVW1819-0009, RLVVW1819-0023,

RTIVWCO19-1185, RTILGTL19-0483.

La operación de este equipo está sujeta a las siguientes dos condiciones:
(1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
(2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Moldova

24, 024, 1014, 1024, 8526, MD OC TIP 024 A674-19, MD OC TIP 024 A675-19, MD OC TIP 024 A6246-18

Mozambique

450/DECH/DRI/INCM/2020, 12/R/TIV/2019, 14/R/TIV/2019

New Zealand

R-NZ

2151-01, 2153-01, 1628242, ABN 12 625 564 909, ABN 81 145 810 206, ACN 006256524, F690501/RF-RTL011520, F690501/RF-RTL011521, F690501/RF-RTL011522, MDE_FLEX1401_EMCa_rev01

The type plate contains the following data:

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Nigeria

Connection and use of this communications equipment is permitted by the Nigerian Communications Commission.

NCC/TSNi/WN/TA/CERT/:

3137/2019, 3138/2019

Oman

TRA/TA:

R/1630/13, R/1697/14, R/1733/14_D080134, R/1743/14_D090016, R/1995/14, R/2210/14_D080134, R/2289/14_D080134, R/2609/15_D100428, R/2903/15_D080134, R/3315/16_DA80134, R/3331/16_D080134, R/3370/16, R/3621/16_D080134, R/3701/16_D080134, R/3848/17_D080134, R/3957/17_D080134, R/4759/17, R/5130/18_23/01/2018, R/5442/18_D100428, R/5443/18_D100428, R/5617/18_D100428, R/6132/18_D172249, R/6696/18, R/7145/19_D172338, R/7240/19_D100428, R/7481/19_D172338, R/7604/19_D100428, R/7704/19, R/7752/19

R/8052/19_D090024, R/8056/19_D090024, R/8649/19_D090024, R/8749/19_D172338, R/9347/20_D172338, R/9675/20_D192564, R/9676/20_D192564.

D100428:

R/5725/18, R/5772/18, R/5774/18, R/5819/18, R/5820/18, R/5884/18, R/5885/18, R/5886/18, R/5887/18, R/6021/18, R/6022/18, R/6023/18, R/6024/18, R/6166/18, R/6366/18, R/6372/18, R/6535/18, R/6616/18, R/6695/18, R/7244/19, R/7383/19, R/7384/19, R/8171/19, R/10363/20,

TA-R/7240/19, TA-R/7604/19.

Pakistan

Pakistan Telecom Authority (TAC No:)

Approved by PTA...
9.1048/2018, 9.245/2020, 9.3012/2018, 9.9112/2019, 9.652/2016, 9.929/20189.164/2021.

Paraguay

216-11-I-000311, 2015-02-I-000054, 2016-02-I-0000036, 2016-5-I-000138, 2016-7-I-000174, 2016-7-I-000186, 2016-10-I-000256, 2016-11-I-000293, 2017-07-I-0000220, 2018-05-I-000192, 2018-06-I-000212, 2018-07-I-000353, 2018-09-I-000419, 2018-10-I-000480, 2018-10-I-000481, 2018-10-I-000492, 2018-11-I-000612, 2019-01-I-000071, 2019-05-I-000243, 2019-05-I-000245, 2019-05-I-000253, 2019-06-I-0289, 2019-07-I-0353, 2019-07-I-0396, 2019-08-I-0442, 2019-11-I-0640, 2020-02-I-0111, 2020-03-I-00198, 2020-07-I-0455, 2021-09-I0537.

1129/2019, 1297/2019, 1298/2019.

Este vehiculo posee el siguiente componente de radiofrecuencias, homologado por la CONATEL – Paraguay.

Philippines

NTC, Type Approved No.:

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ESD-1408668C, ESD-1409181C, ESD-1510139C, ESD-1613057C, ESD-1816419C, ESD-1816997C, ESD-1817335C, ESD-1817369C, ESD-1817501C, ESD-1818098C, ESD-1919228C, ESD-1919230C, ESD-1919232C, ESD-1919559C, ESD-1919803C, ESD-1919804C

Qatar

CRA/SA/2015/R-4714, CRA/SA/2016/R-5808, CRA/SA/2017/R-6722 CRA/SA/2018/R-6820, CRA/SM/2018/R-7447, CRA/SM/2019/R-8053, CRA/SM/2019/R-8054

Russia

ТН ВЎЯ ЕАЎС: 9026 20

ЕАЭС N RU Д-DE.PA01.B.44204/20, ЕАЭС N RU C-DE.MT25.B.02383/20, ТН ВЭД ЕАЭС: 9026 20, ЕАЭС No BY/112 11.01. TP020 020.02 00008, ЕАЭС No BY/112 11.01. TP020 020.02 00009

Zambia

ZMB/ZICTA/TA/:

2016/11/1, 2017/9/27, 2018/5/23, 2018/6/20, 2018/8/38, 2018/8/39, 2018/8/40, 2018/8/41, 2018/9/10, 2018/10/10, 2018/10/15, 2018/10/16, 2018/10/17, 2018/10/18, 2018/10/19, 2018/10/20, 2018/10/21, 2018/10/24, 2018/10/25, 2018/10/26, 2018/10/27, 2018/12/16, 2019/3/23, 2019/3/37, 2019/04/08, 2019/5/13, 2019/6/13, 2019/7/7, 2019/11/47, 2019/11/48, 2020/2/35, 2020/10/51, 2021/8/104.

Saudi Arabia

29563, 2019-1205, 2019-1221, 2021-935, TA 10102017-10102019-21312

Serbia

P1617197200, P1619030100, P1619047400, P1619073700, P1619073800, P1619095800, P1620069300, P1620151500, P1620169600, 34540-768/18-5, 34540-1313/16-3, И005 12, И005 13, И011 13-4, И005 14, И005 15, И005 16, И005 17, И005 18, И005 19, И005 20, И011 14, И011 15, И011 17, И011 18, И011 19, ИН005 19.

Singapore

Complies with IMDA Standards:

103238, DA103787, DA104328, DA104682, DA104682 (N0688-15), DA105282, DA107248, DA107974
DB103858, DB106879, DB106879 (N3083-18), DB107220.
G1594-19, N0722-19, N1599-19, N2152-20, N2404-19, N2405-19, N3688-18, N4975-17.

Suriname

(1) Manufacturer.

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T0090/08

(2) EU Type Approval Number.

(3) Vehicle identification number (VIN).

(4) Gross vehicle weight rating

Gross combination weight rating.

Gross front axle weight rating

Gross rear axle weight rating

(5) Official type designation.

(6) Manufacturers' addresses.

(7) Engine code.

South Africa

TA-2005/614, TA-2009/464, TA-2010/1235, TA-2012/1747, TA-2012/1821, TA-2013/2085, TA-2013/2465, TA-2013/2503, TA-2014/176, TA-2014/212, TA-2014/1783, TA-2014/2108, TA-2014/2597, TA-2015/2011, TA-2015/2084, TA-2016/169, TA-2016/501, TA-2016/820, TA-2016/863, TA-2016/1449, TA-2016/2568, TA-2016/2601, TA-2016/2759, TA-2016/3407, TA-2016/3539, TA-2017/2824, TA-2018/175, TE-2018/180, TA-2018/732, TA-2018/844, TA-2018/998, TA-2018/1091, TA-2018/1205, TA-2018/1649, TA-2018/1650, TA-2018/2775, TA-2018/2868, TA-2018/3466, TA-2018/3561, TA-2018/3974, TA-2018/5159, TA-2019/115, TA-2019/348, TA-2019/582, TA-2019/583, TA-2019/1381, TA-2019/2348, TA-2019/5101, TA-2019/5116, TA-2019/5167, TA-2020/4885, TA-2020/5217, TA-2020/7066, TA-2020/7390, TA-2021/0295, TA-2021/2146.

Thailand



Fig. 14 Type approval symbol for Thailand.

Class A NBTC ID:

5700619-XXXX, A57004-17-xxxx, A57019-16-xxxx.

RT 1751, RT 1752, 255.A.2560, FPK8IMMO5DMRRe14FCR.

Class B NBTC ID:

B38038-20-1814, B38166-20-1814.

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

1) เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดของ กสทช.

2) เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐานความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด

Tunisia

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AHO-0177-18

AHO-0278-20 (RS4)

AHO-0933-21

AHO-0991-19

AHO-0997-21

Turkey

See EU declarations of conformity at *(→ Radio Equipment Directive (RED))*.

Countries outside of the USA that certify and approve radio equipment based on the USA's FCC guidelines:

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

2AA98, 2AA98A, 2AA98-COLOUR5C, 2AA98-MEDIUM5C, 772C-LB1FD, BEJLCW05-VWE5, BEJMIB2, BEJMIB2PQ, BEJ-MEBICAS3, BEJ-MIBPQMIN, BEJ-MIB3OI, CWTUGZZF1, CWTUGZZF2, IYZVK2, KR5-BCMEVOC, LTQR3TR, NBG013854, NBG01RS4, NBG-BCMEVO, NBGFS12PM, NBGFS12P01M, NBGFS125C, NBGFS125C1, NBGFS125C5, NBGFS173NP, NBGFS173NPM, NBGFS173NR, NBGFS1744M, NBGFS19, NBGFS191, NBGFS93N, NBGMQBBB, NBGMQBBH, NBGRSB19, NBG011719A, NBG013854, NF3-FR5CPEC, NF3-MRR1PLUS, NF3MRREVO14F, NF3-LRR3SCU, NF3-LRR4, NT8-VWMIBREGIO, OAYARS4B, OAYARS5B, QIPALAS6A-US, RK7MBC-NAR, RX2BNFHL, RX2BNFLL, VPYLB1KD.

NT8-FPK8IMMO5D, RK7185-00, QZ9-KA3

Interference statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

CAUTION TO USERS: Changes or modifications not expressly approved by the party responsible for compliance could void the user`s authority to operate the equipment.

Wireless notice

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body.

FCC Class A digital device notice

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.

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FCC Class B digital device notice

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected

— Consult the dealer or an experienced radio/TV technician for help.

Ukraine

For declarations of conformity, see www.volkswagen.com/generalinfo.

Further information on radio systems *(→ Radio Equipment Directive (RED))*.

BSD 3.0, LCA 2.0, RS4 (Radargeräte):
Hella GmbH & Co. KGaA, Rixbecker Straße 75, 59552 Lippstadt, Germany
Frequenzband: 24,05 - 24,25GHz
Maximale Sendeleistung: 20 dBm
1APTIV R3TR, 1BOSC0001, 10094.007280-19, 0848, UA.R.TR.052.081-20

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: *(→ Radio Equipment Directive (RED))*.
ЛГ Електроникс Вьєтнам Хай Фонг Ко., Лтд., Лот CH2, Транг Дъю Индастриал Парк, Лє Лой Комуна, Ан, Дуонг Дистрикт, Хай Фонг Сити, Вьєтнам;

Koppelantenne Gen.3
UA.TR.109.0009-18, UA.TR.109.R.0021-19, UA.TR.109.R.0336-19, UA.TR.109.R.0337-19, UA.TR.109.R.0425-18, UA.TR.028, 1O094.007280-19
0754, 0781, 0816, 0826, 0848, 0849, 0869, 0870, 0871, 0872, 0874, 0880, 0911, 0912, 0942, 0978, 0992, 0993, 1004, 1033, 629.60-CET

справжнім (найменування виробника MANUFACTURER) заявляє, що тип радіообладнання (позначення типу радіообладнання DESIGNATION) відповідає Технічному регламенту радіообладнання.

повний текст декларації про відповідність доступний на веб-сайті за такою адресою: *(→ Radio Equipment Directive (RED))*

ЛГ Електроникс Вьєтнам Хай Фонг Ко., Лтд., Лот CH2, Транг Дъю Индастриал Парк, Лє Лой Комуна, Ан, Дуонг Дистрикт, Хай Фонг Сити, Вьєтнам;

Uruguay

VU20190312-003278, VU20190412-004940, VU20210913-012768.

United Arab Emirates

Safety certificate

CarManuals2.com

TRA, REGISTERED No_DEALER No

ER0109760/13_DA0043253/10, ER0126849/14_DA0127935/14, ER34947/14_DA0043252/10, ER35423/14_DA35176/14, ER37807/15_DA38660/15, ER45520_DA44932, ER46672/16_DA38660/15, ER48223_DA44932, ER49378/16_DA38660/15, ER49719/16_DA0062437/11, ER49796/16_DA35176/14, ER50430/16, ER51643/17, ER53878/17_DA44932/15, ER54754/17_DA0043253/10, ER55421/17_DA36758/14, ER58504/17, ER61136/18_DA40068, ER61137/18_DA0089862/12, ER62570_DA44932, ER63911_DA44932, ER66801/18_DA77281/18, ER66978/18_DA36758/14, ER68006/18_DA40068/15, ER69987/19_DA44932/15

ER70009/19_DA44932, ER70046/19_DA44932, ER70554/19_DA0043253/10, ER70659/19_DA44932, ER70659/19_DA44932/15, ER71148/19_DA0043253/10, ER71355/19_DA38660/15, ER71413/19_DA0089862/12, ER71414/19, ER73393/19, ER74095/19ER76324/19_DA56674/16, ER77956/20_DA76153/18, ER89638/20_DA36975/14, ER90294/20_DA0043253/10.

VU20190312-003278, VU20190412-004940

Vietnam

A0858170820AF04A3,

B1189140520AF04A2

C00082015, C0080180319AF04A2, C010121051BAF04A2, C0101230419AF04A2, C0118220519AF04A2, C0119220519AF04A2, C0163150719AF04A2, C0197111217AF04A2, C0314061219AF04A2, C0438061120AF04A3

Belarus

BY/112 11.01.TP024 020 00007
BY/112 11.01.TP024 020 00008
BY/112 11.01.TP024 020 00047
BY/112 11.01.TP024 020 00059
BY/112 11.01.TP024 020 00687
BY/112 11.01.TP024 020 00716
BY/112 11.01.TP024 030 00140
Ra.RU.21ИР01

Unless otherwise indicated or listed separately, the technical data for the basic model applies. Optional equipment, different model designs, custom vehicles and country-specific vehicle equipment levels can result in different values. All data in the official vehicle documents takes precedence over this data.

The official vehicle documents show which drive and which power output your vehicle has.

Weight

The values for the kerb weight in the following tables apply to the road-ready vehicle with driver (75 kg (165 lbs)), service fluids including fuel tank carrying 90% of its capacity and, where applicable, tools and spare tyre. Additional equipment and retrofitted accessories increase the stated kerb weight and reduce the maximum permitted load accordingly.

The load comprises the weights of the following:

— Passengers.

— Overall load inside and outside the vehicle.

— Add-on parts.

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— Drawbar load when towing a trailer.

The permitted gross vehicle weight rating and gross axle weight rating must never be exceeded→⚠. The permitted values are provided on the safety certificate (“safety compliance label”) or on the type plate on the B-pillar.

Performance figures

The performance figures were measured without equipment which may detrimentally affect performance, such as add-on parts.

The power output and performance figures may differ for reasons of vehicle registration or vehicle taxation.

The maximum speed may be limited and may therefore be lower for some engine versions in vehicles equipped with heavy-duty running gear.

Maximum trailer weight and drawbar load values

The figures for maximum trailer weight and drawbar load that are given on the type plate of the towing bracket are for certification purposes of the towing bracket only. The correct values for your specific model, which are often lower than these figures, are given in the vehicle documents. The values in the official vehicle documents, on the type plate of the vehicle or on the safety certificate always have priority.

Gross combination weight rating

The gross combination weight ratings listed apply only to altitudes up to 1,000 m (3000 ft) above sea level. The maximum gross combination weight rating must be reduced by approximately 10% for every further started 1,000 m (3000 ft) in altitude.

Explanation of the tables

Abbreviations used for the gearboxes: MG = manual gearbox, AG = automatic gearbox, DSG® = dual clutch gearbox DSG®. MG6 = 6-speed manual gearbox.

⚠ WARNING

Exceeding the maximum permissible weights, loads, dimensions, maximum speeds and axle loads can damage the vehicle and cause accidents and serious injuries.

- Do not exceed the permitted weights, gross combination weights, loads, dimensions and maximum speeds.
- The actual axle loads must never exceed the maximum permissible axle loads.
- The payload and the distribution of the load in the vehicle have an effect on the driving response and braking distance of the vehicle. Adjust your speed accordingly.

NOTICE

Considerable damage to the vehicle can occur if the specified maximum permitted trailer weight or the specified maximum permitted combination weight is exceeded.

- Never exceed the specified trailer weight and the specified combination weight.

The vehicle identification number (chassis number) can be read from outside through a viewing window in the windscreen. The viewing window is located at the side in the bottom area of the windscreen. The vehicle identification number is also applied mechanically in the engine compartment on the right side of the vehicle.

On some models and depending on the installed Infotainment system, the vehicle identification number can be displayed in the Service menu or in the vehicle settings. The vehicle identification number may also be specified on the type plate.

Depending on country, the number of the type approval, e.g. EC type approval number, may be specified.

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Depending on country and model, the type plate is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for certain export countries do not have a type plate.

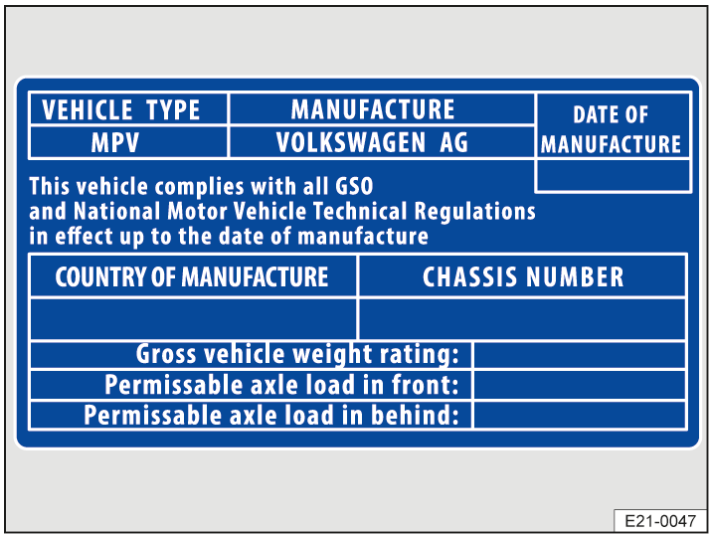


Fig. 1 Illustration: safety certificate.

In some countries a safety certificate may be attached to the driver door pillar.

The safety certificate contains the following information:

— Vehicle type.

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle identification number.

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Dimensions

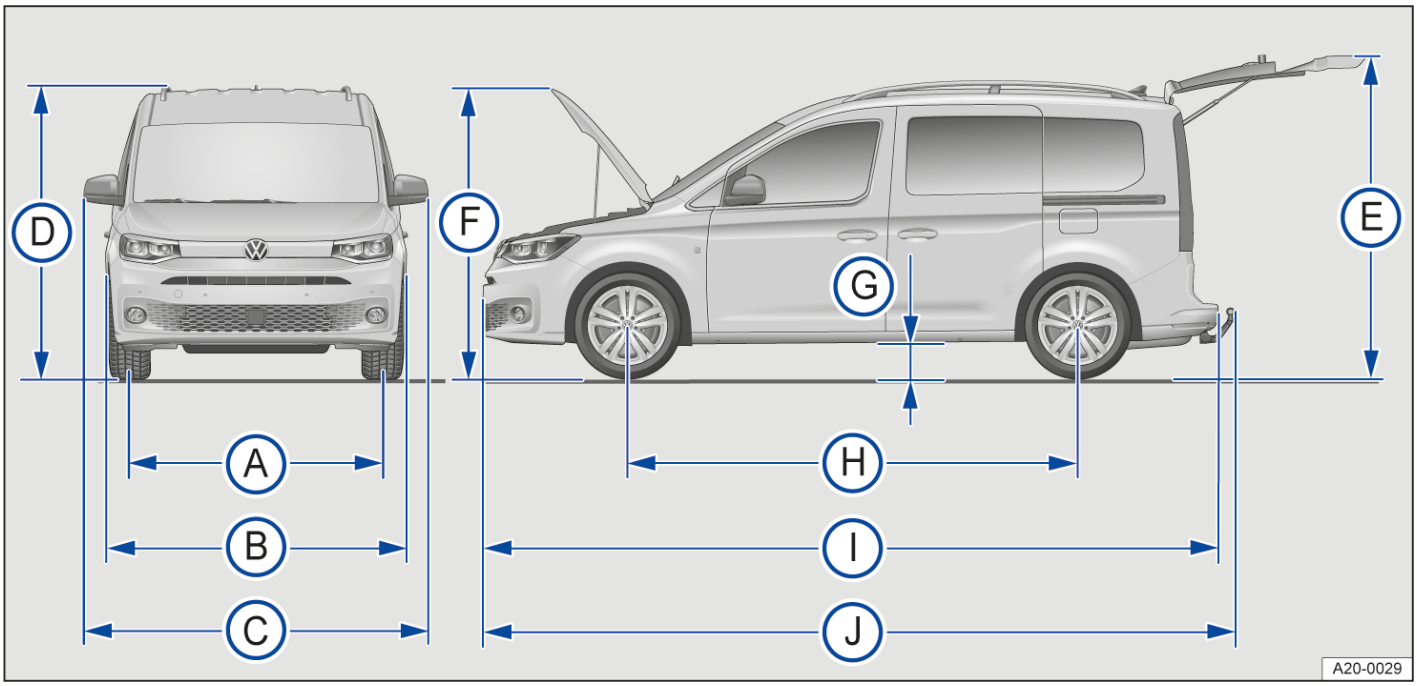


Fig. 1 Dimensions.

The data in the table apply to the most basic German model.

The specified values can vary due to different tyre and wheel sizes, if additional equipment is fitted, for different model versions, for retrofitted accessories, and for special vehicles. They can also vary in vehicles that have been manufactured for other countries.

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Key to *Fig. 1*:			Caddy	Caddy Maxi
A	Front track		1565 – 1572 mm	1566 – 1572 mm
	Rear track		1603 – 1606 mm	1602 – 1606 mm
B	Width excluding exterior mirrors		1855 mm	1855 mm
C	Width from one exterior mirror to the other		2100 mm	2100 mm
D	Height at kerb weight	1798 – 1856 mm	1800 – 1860 mm	
	Height with aerial base at kerb weight	1856 mm	1860 mm	
	Height with roof railing at kerb weight	1853 mm	1859 mm	
E	Height with open boot lid at kerb weight	2155 – 2180 mm	2155 – 2183 mm	
F	Height with open bonnet at kerb weight	1776 – 1792 mm	1776 – 1791 mm	
G	Ground clearance in road-ready state between the axles	144 – 180 mm	143 – 179 mm	
H	Wheelbase		2755 mm	2970 mm
	Turning circle diameter		11.4 m	12.1 m
I	Length (from bumper to bumper)		4500 mm	4853 mm

J	Length with a factory-supplied towing bracket	4601 mm	4954 mm

Capacities

Petrol engines, diesel engines

Fuel tank capacity:
approx. 50 litres

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the fuel gauge indicates that the tank is empty. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

Capacity of the AdBlue® tank:
approx. 15 litres.

If refill bottles are used to replenish the system, the AdBlue® fill level could be slightly higher for technical reasons.

Natural gas engines (CNG)

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Fuel tank capacity:
approx. 8 litres

The fuel tank capacity includes an unspecified reserve quantity which remains in the tank when the fuel gauge indicates that the tank is empty. The reserve quantity is variable and cannot be reliably used to increase the remaining range.

Natural gas fuel tank capacity:
approx. 21 kg

The capacity depends on the performance and type of the natural gas refuelling system. The capacities indicated are based on a filling pressure of 200 bar.

Washer fluid reservoir capacity:
3.2 litres to 5 litres

1.6 l, 4-cylinder manifold injection, 81 kW

Engine overview

Power output	kW	81 at 5,800 rpm
Engine code		DWYA
Maximum torque	Nm	152 at 3,850 – 4,100 rpm
Gearbox		MG6
Maximum speed	km/h	
Caddy		180
Caddy Maxi		180
Caddy Cargo/Kombi		180
Caddy Cargo/Kombi Maxi		180

Caddy: Weights and axle loads

Kerb weight	kg	1,498 – 1,617
Gross vehicle weight rating	kg	2,100 – 2,220
Gross front axle weight rating	kg	1020
Gross rear axle weight rating	kg	1,110 – 1,260

Caddy: Maximum trailer weights

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Maximum trailer weight, braked, gradients up to 12 %	kg	1,100 – 1,300
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,320 – 3,400
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Maxi: Weights and axle loads

Kerb weight	kg	1,564 – 1,674
Gross vehicle weight rating	kg	2,150 – 2,300
Gross front axle weight rating	kg	1060
Gross rear axle weight rating	kg	1,160 – 1,280

Caddy Maxi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,100 – 1,300
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,400 – 3,450
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

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Kerb weight	kg	1,385 – 1,710
Gross vehicle weight rating	kg	2,100 – 2,220
Gross front axle weight rating	kg	1020
Gross rear axle weight rating	kg	1,230 – 1,270

Caddy Cargo/Kombi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,100 – 1,300
Maximum trailer weight, unbraked	kg	690 – 750
Maximum permitted gross combination weight	kg	3,320 – 3,400
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

Kerb weight	kg	1,441 – 1,779
Gross vehicle weight rating	kg	2,220 – 2,250
Gross front axle weight rating	kg	1,070 – 1,080
Gross rear axle weight rating	kg	1,280 – 1,330

Caddy Cargo/Kombi Maxi: Maximum trailer weights

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Maximum trailer weight, braked, gradients up to 12 %	kg	1,100 – 1,200
Maximum trailer weight, unbraked	kg	720 – 750
Maximum permitted gross combination weight	kg	3,350 – 3,420
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

1.5 l, 4-cylinder TSI®, 84 kW

Engine overview

Power output	kW	84 at 4500 – 6000 rpm	
Engine code		DPBC	
Maximum torque	Nm	220 at 1750 – 3000 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h		
Caddy		182	181
Caddy Maxi		182	181
Caddy Cargo/Kombi		180	179
Caddy Cargo/Kombi Maxi		180	179

Caddy: Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,542 – 1,659	1572 – 1688
Gross vehicle weight rating	kg	2,150 – 2,300	2150 – 2300
Gross front axle weight rating	kg	1070	1100
Gross rear axle weight rating	kg	1,110 – 1,260	1,110 – 1,260

Caddy: Maximum trailer weights

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Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400	1400 – 1500
Maximum trailer weight, braked, gradients up to 8 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	750	750
Maximum permitted gross combination weight	kg	3,550 – 3,600	3650 – 3700
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Maxi: Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,608 – 1,720	1637 – 1749
Gross vehicle weight rating	kg	2,220 – 2,350	2,220 – 2,350
Gross front axle weight rating	kg	1110	1150
Gross rear axle weight rating	kg	1,160 – 1,280	1150 – 1270

Caddy Maxi: Maximum trailer weights

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Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400	1400 – 1500
Maximum trailer weight, braked, gradients up to 8 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	750	750
Maximum permitted gross combination weight	kg	3,620 – 3,650	3,720 – 3,750
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,429 – 1,752	1458 – 1785
Gross vehicle weight rating	kg	2,150 – 2,300	2150 – 2350
Gross front axle weight rating	kg	1,060 – 1,070	1090 – 1100
Gross rear axle weight rating	kg	1,210 – 1,295	1210 – 1315

Caddy Cargo/Kombi: Maximum trailer weights

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Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400	1400 – 1500
Maximum trailer weight, braked, gradients up to 8 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	710 – 750	720 – 750
Maximum permitted gross combination weight	kg	3,550 – 3,600	3650 – 3750
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,484 – 1,821	1514 – 1850
Gross vehicle weight rating	kg	2,250 – 2,300	2250 – 2350
Gross front axle weight rating	kg	1,110 – 1,130	1140 – 1170
Gross rear axle weight rating	kg	1,280 – 1,310	1290 – 1310

Caddy Cargo/Kombi Maxi: Maximum trailer weights

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Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400	1400 – 1500
Maximum trailer weight, braked, gradients up to 8 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	740 – 750	750
Maximum permitted gross combination weight	kg	3,600 – 3,650	3750
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

2.0 l, 4-cylinder TDI®, 55 kW, diesel engine

Engine overview

Power output	kW	55 at 2250 – 4500 rpm
Engine code		DTRF
Maximum torque	Nm	250 at 1375 – 2000 rpm
Gearbox		MG6
Maximum speed	km/h	
Caddy		157
Caddy Cargo/Kombi		157
Caddy Cargo/Kombi Maxi		155

Caddy: Weights and axle loads

Kerb weight	kg	1,610 – 1,728
Gross vehicle weight rating	kg	2,220 – 2,350
Gross front axle weight rating	kg	1130
Gross rear axle weight rating	kg	1,130 – 1,270

Caddy: Maximum trailer weights

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Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400
Maximum trailer weight, braked, gradients up to 8 %	kg	1500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,620 – 3,650
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

Kerb weight	kg	1,497 – 1,825
Gross vehicle weight rating	kg	2,220 – 2,350
Gross front axle weight rating	kg	1,130 – 1,140
Gross rear axle weight rating	kg	1,210 – 1,300

Caddy Cargo/Kombi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,300 – 1,400
Maximum trailer weight, braked, gradients up to 8 %	kg	1500
Maximum trailer weight, unbraked	kg	740 – 750
Maximum permitted gross combination weight	kg	3,620 – 3,650
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

2.0 l, 4-cylinder TDI®, 75 kW, diesel engine

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Caddy Cargo/Kombi Maxi weights and axle loads

Kerb weight	kg	1,535 – 1,780
Gross vehicle weight rating	kg	2220
Gross front axle weight rating	kg	1140
Gross rear axle weight rating	kg	1210

Caddy Cargo/Kombi Maxi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1400
Maximum trailer weight, braked, gradients up to 8 %	kg	1500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3620
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Engine overview

Power output	kW	75 at 2750 – 4250 rpm
Engine code		DTRE
Maximum torque	Nm	280 at 1500 – 2500 rpm
Gearbox		MG6
Maximum speed	km/h	
Caddy		175
Caddy Maxi		175
Caddy Cargo/Kombi		173
Caddy Cargo/Kombi Maxi		173

Caddy: Weights and axle loads

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Kerb weight	kg	1,610 – 1,727
Gross vehicle weight rating	kg	2,220 – 2,350
Gross front axle weight rating	kg	1130
Gross rear axle weight rating	kg	1,130 – 1,270

Caddy: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,720 – 3,750
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Maxi: Weights and axle loads

Kerb weight	kg	1,682 – 1,785
Gross vehicle weight rating	kg	2,300 – 2,450
Gross front axle weight rating	kg	1180
Gross rear axle weight rating	kg	1,160 – 1,280

Caddy Maxi: Maximum trailer weights

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Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,800 – 3,850
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

Kerb weight	kg	1,497 – 1,825
Gross vehicle weight rating	kg	2,220 – 2,400
Gross front axle weight rating	kg	1130
Gross rear axle weight rating	kg	1,240 – 1,325

Caddy Cargo/Kombi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	740 – 750
Maximum permitted gross combination weight	kg	3,720 – 3,800
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

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Kerb weight	kg	1,556 – 1,890
Gross vehicle weight rating	kg	2,300 – 2,450
Gross front axle weight rating	kg	1,170 – 1,200
Gross rear axle weight rating	kg	1,330 – 1,355

Caddy Cargo/Kombi Maxi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,800 – 3,850
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

2.0 l, 4-cylinder TDI®, 81 kW, diesel engine

Engine overview

Power output	kW	81
Engine code		CRVD
Maximum torque	Nm	300
Gearbox		MG6
Maximum speed	km/h	
Caddy		180
Caddy Maxi		180
Caddy Cargo/Kombi		180
Caddy Cargo/Kombi Maxi		180

Caddy: Weights and axle loads

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Kerb weight	kg	1,606 – 1,625
Gross vehicle weight rating	kg	2,220 – 2,350
Gross front axle weight rating	kg	1130
Gross rear axle weight rating	kg	1,130 – 1,270

Caddy: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,720 – 3,750
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Maxi: Weights and axle loads

Kerb weight	kg	1,678 – 1,691
Gross vehicle weight rating	kg	2,250 – 2,350
Gross front axle weight rating	kg	1180
Gross rear axle weight rating	kg	1,160 – 1,280

Caddy Maxi: Maximum trailer weights

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Maximum trailer weight, braked, gradients up to 12 %	kg	1,400 – 1,500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3750
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

Kerb weight	kg	1,493 – 1,822
Gross vehicle weight rating	kg	2,220 – 2,350
Gross front axle weight rating	kg	1130
Gross rear axle weight rating	kg	1,245 – 1,300

Caddy Cargo/Kombi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,720 – 3,750
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

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Kerb weight	kg	1,552 – 1,887
Gross vehicle weight rating	kg	2,300 – 2,400
Gross front axle weight rating	kg	1,170 – 1,200
Gross rear axle weight rating	kg	1,310 – 1,330

Caddy Cargo/Kombi Maxi: Maximum trailer weights

Maximum trailer weight, braked, gradients up to 12 %	kg	1500
Maximum trailer weight, unbraked	kg	750
Maximum permitted gross combination weight	kg	3,800 – 3,900
Maximum permissible drawbar load	kg	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

2.0 l, 4-cylinder TDI®, 90 kW, diesel engine

Engine overview

Power output	kW	90 at 2750 – 4250 rpm	
Engine code		DTRC	
Maximum torque	Nm	320 at 1600 – 2500 rpm	
Gearbox		MG6	DSG®7
Maximum speed	km/h		
Caddy		187	186
Caddy Maxi		187	186
Caddy Cargo/Kombi		185	186
Caddy Cargo/Kombi Maxi		185	184

Caddy: Weights and axle loads

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Gearbox		MG6	DSG®7
Kerb weight	kg	1,610 – 1,864	1643 – 1904
Gross vehicle weight rating	kg	2,220 – 2,350	2250 – 2400
Gross front axle weight rating	kg	1130	1170
Gross rear axle weight rating	kg	1,130 – 1,270	1130 – 1270

Caddy: Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	750	750
Maximum permitted gross combination weight	kg	3,720 – 3,950	3750 – 3900
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Maxi: Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,682 – 1,934	1709 – 1960
Gross vehicle weight rating	kg	2,300 – 2,450	2300 – 2450
Gross front axle weight rating	kg	1180	1220
Gross rear axle weight rating	kg	1,160 – 1,280	1150 – 1280

Caddy Maxi: Maximum trailer weights

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Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	750	750
Maximum permitted gross combination weight	kg	3,800 – 4,000	3,800 – 3,950
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi: Weights and axle loads

Gearbox		MG6	DSG®7
Kerb weight	kg	1,497 – 1,897	1530 – 1851
Gross vehicle weight rating	kg	2,220 – 2,450	2250 – 2425
Gross front axle weight rating	kg	1,130 – 1,160	1160 – 1170
Gross rear axle weight rating	kg	1,240 – 1,340	1240 – 1320

Caddy Cargo/Kombi: Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	740 – 750	750
Maximum permitted gross combination weight	kg	3,720 – 3,900	3750 – 3925
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

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Gearbox		MG6	DSG®7
Kerb weight	kg	1,556 – 1,958	1583 – 1916
Gross vehicle weight rating	kg	2,300 – 2,500	2350 – 2450
Gross front axle weight rating	kg	1,170 – 1,230	1200 – 1230
Gross rear axle weight rating	kg	1,330 – 1,380	1320 – 1330

Caddy Cargo/Kombi Maxi: Maximum trailer weights

Gearbox		MG6	DSG®7
Maximum trailer weight, braked, gradients up to 12 %	kg	1500	1500
Maximum trailer weight, unbraked	kg	740 – 750	750
Maximum permitted gross combination weight	kg	3,800 – 3,950	3850 – 3950
Maximum permissible drawbar load	kg	75	75

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

1.5 l, 4-cylinder TGI®, 96 kW, natural gas engine

Engine overview

Power output	kW	96 at 5000 – 6000 rpm
Engine code		DHFA
Maximum torque	Nm	200 at 1400 – 4000 rpm
Gearbox		MG6
Maximum speed	km/h	
Caddy Maxi		–
Caddy Cargo/Kombi Maxi		–

Caddy Maxi: Weights and axle loads

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Gearbox		MG6
Kerb weight	kg	–
Gross vehicle weight rating	kg	–
Gross front axle weight rating	kg	–
Gross rear axle weight rating	kg	–

Caddy Maxi: Maximum trailer weights

Gearbox		MG6
Maximum trailer weight, braked, gradients up to 12 %	kg	–
Maximum trailer weight, braked, gradients up to 8 %	kg	–
Maximum trailer weight, unbraked	kg	–
Maximum permitted gross combination weight	kg	–
Maximum permissible drawbar load	kg	–

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

Caddy Cargo/Kombi Maxi weights and axle loads

Gearbox		MG6
Kerb weight	kg	–
Gross vehicle weight rating	kg	–
Gross front axle weight rating	kg	–
Gross rear axle weight rating	kg	– 0

Caddy Cargo/Kombi Maxi: Maximum trailer weights

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Gearbox		MG6
Maximum trailer weight, braked, gradients up to 12 %	kg	–
Maximum trailer weight, braked, gradients up to 8 %	kg	–
Maximum trailer weight, unbraked	kg	–
Maximum permitted gross combination weight	kg	–
Maximum permissible drawbar load	kg	–

Load for rear carrier systems *(→ Fitting a bicycle carrier on the ball coupling on the towing bracket)*

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