We thank you for buying a Volkswagen vehicle

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

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

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

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

WARNING

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

About this Owner's Manual

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

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

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

This Owner's Manual describes a passenger vehicle.

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

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

readme

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

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

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

Digital Owner's Manual

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

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

Printed Owner's Manual

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

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

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

Explanations

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

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

Directions

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

Units and speeds

The display in miles instead of kilometers or mph instead of km/h is determined by the versions of the instrument cluster and Infotainment system that are installed, which varies depending on the country where the vehicle is sold.

Illustrations

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

This Owner's Manual was created for left-hand drive vehicles. For *vehicles with right-hand drive steering*, controls are sometimes arranged differently from what is shown in the illustrations or described in the text.

Form of address

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

Terms used and their meanings:

Sunroof

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility

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

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

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

Explanation of symbols



Indicates a reference to a section within a chapter containing important information and safety warnings ⚠ that should always be heeded.

◁ The arrow indicates the end of a section.



This symbol indicates situations where the vehicle must be stopped as quickly as possible.

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

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

Symbols of this type refer to warnings in the same section or on the specified page, pointing out possible risks that can cause accidents and personal injuries and how to help prevent them.

Cross-reference to a warning of potential property damage, in the same section or on the specified page.

DANGER

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

WARNING

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

CAUTION

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

NOTICE

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

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

Texts with this symbol contain supplementary information.

View from the front

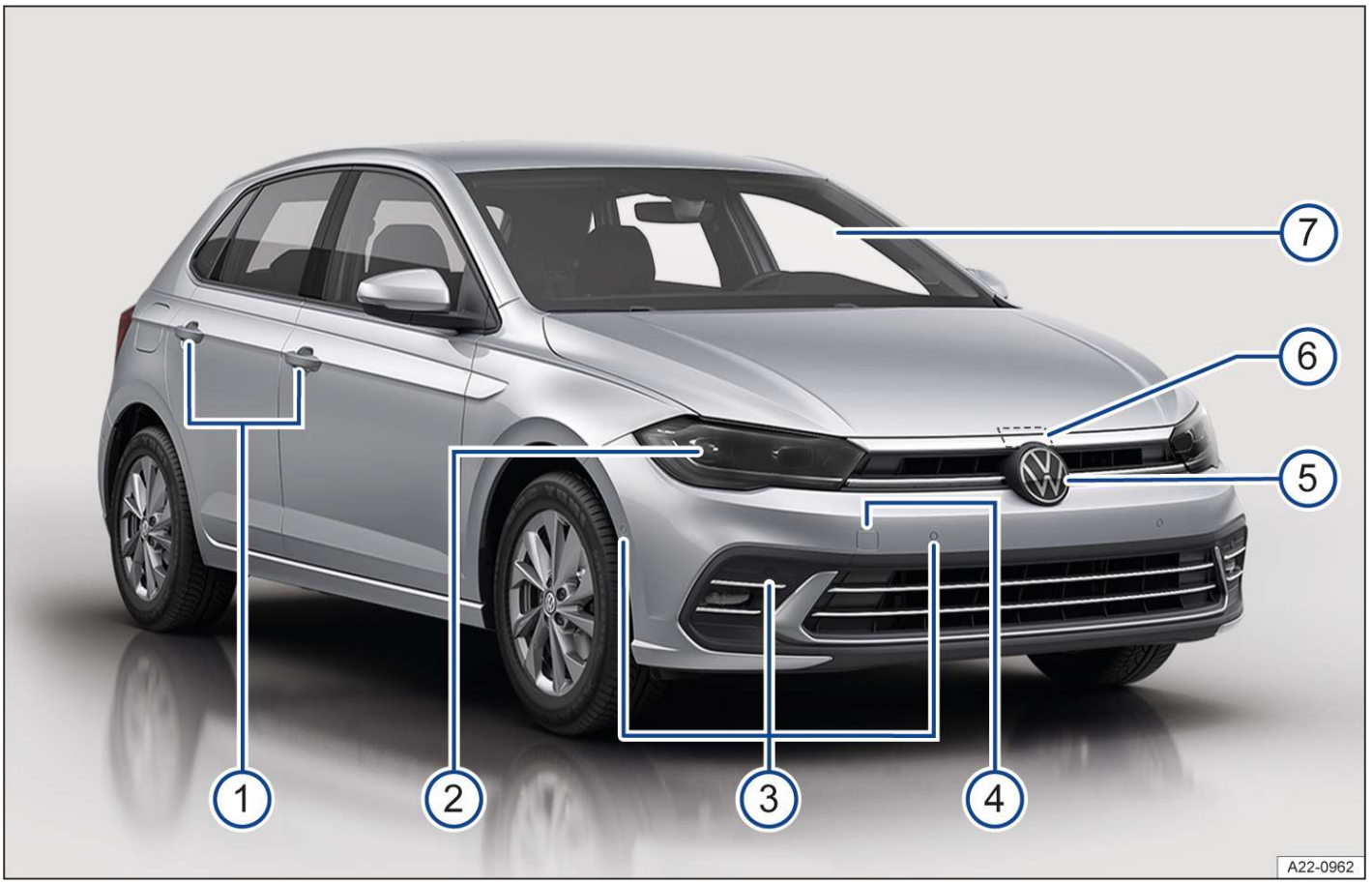


Fig. 1 Overview of vehicle from the front.

1. Door handles
2. Headlights
3. Sensors for assistance systems , *(→ Vehicle care exterior)*
4. Behind a cover: mount for towing eye
5. Behind the Volkswagen emblem: radar sensor for assistance systems , *(→ Vehicle care exterior)*
6. Opening lever for the hood *(→ In the hood space)*
7. Windshield
   - With VIN
   - With windshield wipers *(→ Windshield wipers)*
   - With camera for assistance systems in the interior rearview mirror area , *(→ Vehicle care exterior)*
   - With rain/light sensor in the interior rearview mirror area *(→ Rain/light sensor)*, *(→ Vehicle care exterior)*

Rear view

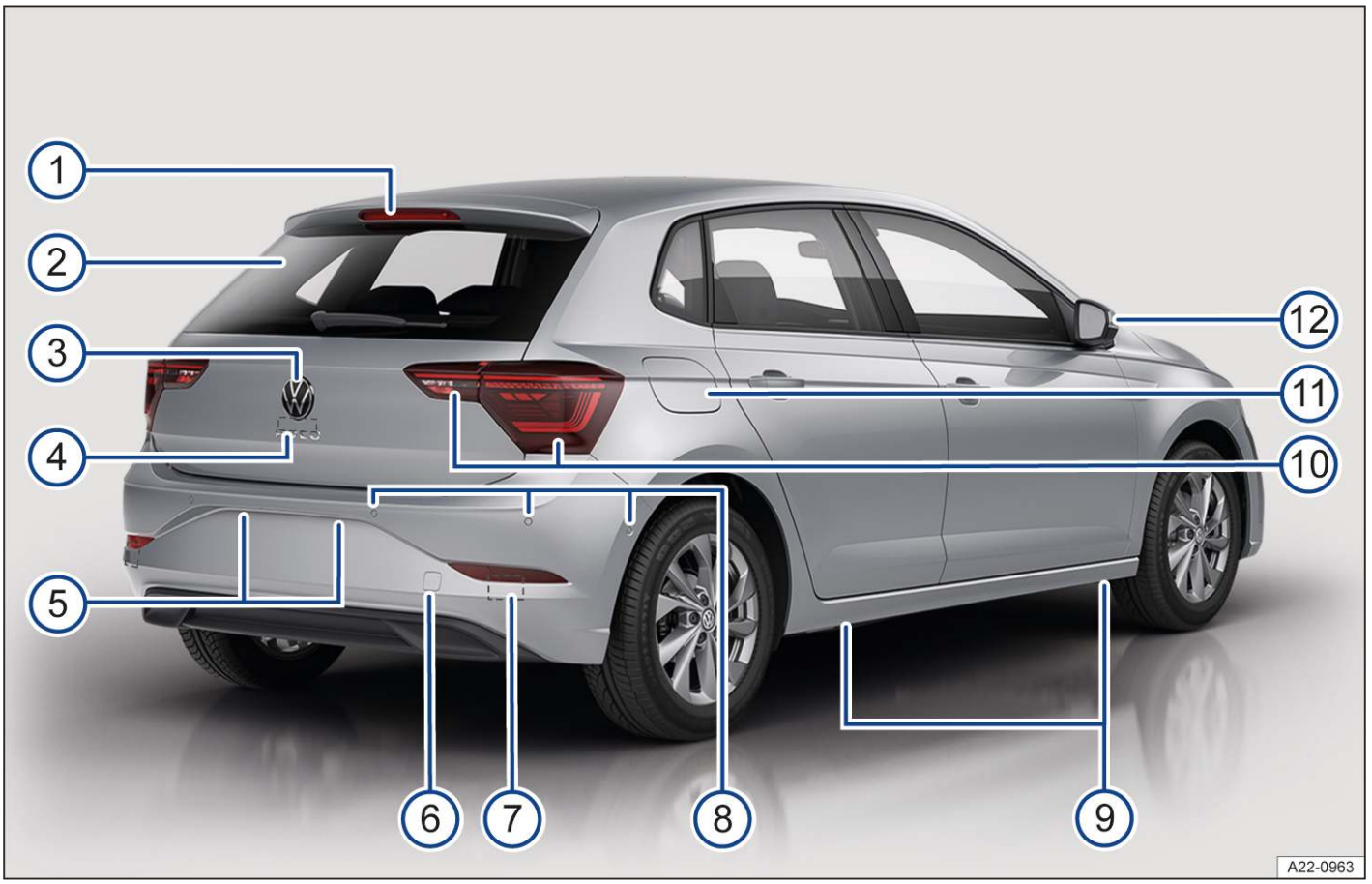


Fig. 1 Rear vehicle overview.

1. High-mounted brake light
2. Rear window:
   - With rear window defroster *(→ Rear window defroster)*
   - With rear window wiper *(→ Windshield wipers)*
3. Volkswagen emblem for opening the trunk lid
4. Parking systems camera area , *(→ Vehicle care exterior)*
5. Number plate light
6. Behind a cover: mount for towing eye
7. Behind the bumper: radar sensor for assistance systems , *(→ Vehicle care exterior)*
8. Sensors for assistance systems , *(→ Vehicle care exterior)*
9. Mounting points for the vehicle jack
10. Taillights
11. Fuel filler flap

(12) Outside mirrors *(→ Exterior rearview mirrors)*

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

Driver's Side

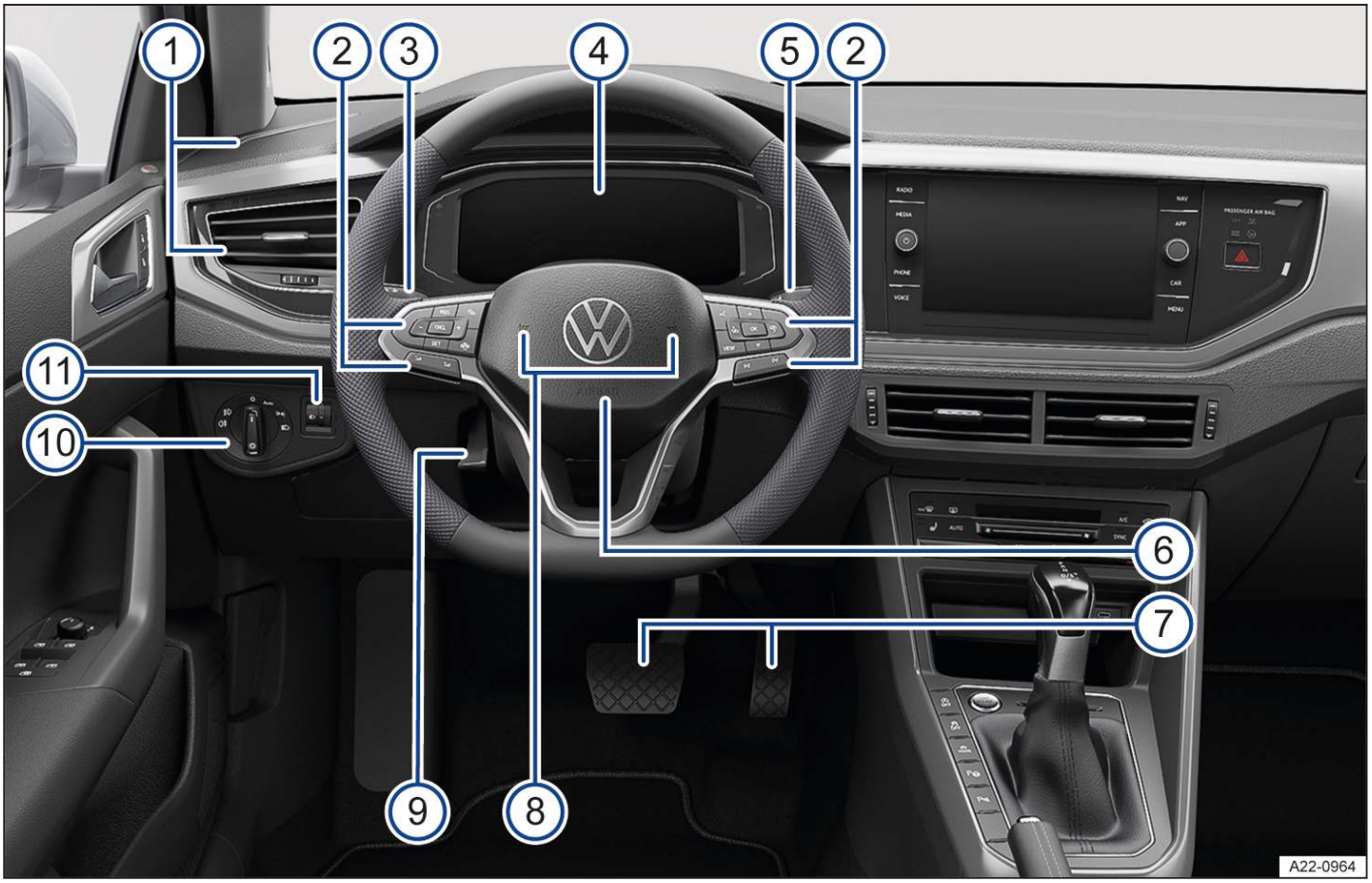


Fig. 1 Driver side overview (left-hand drive vehicle).

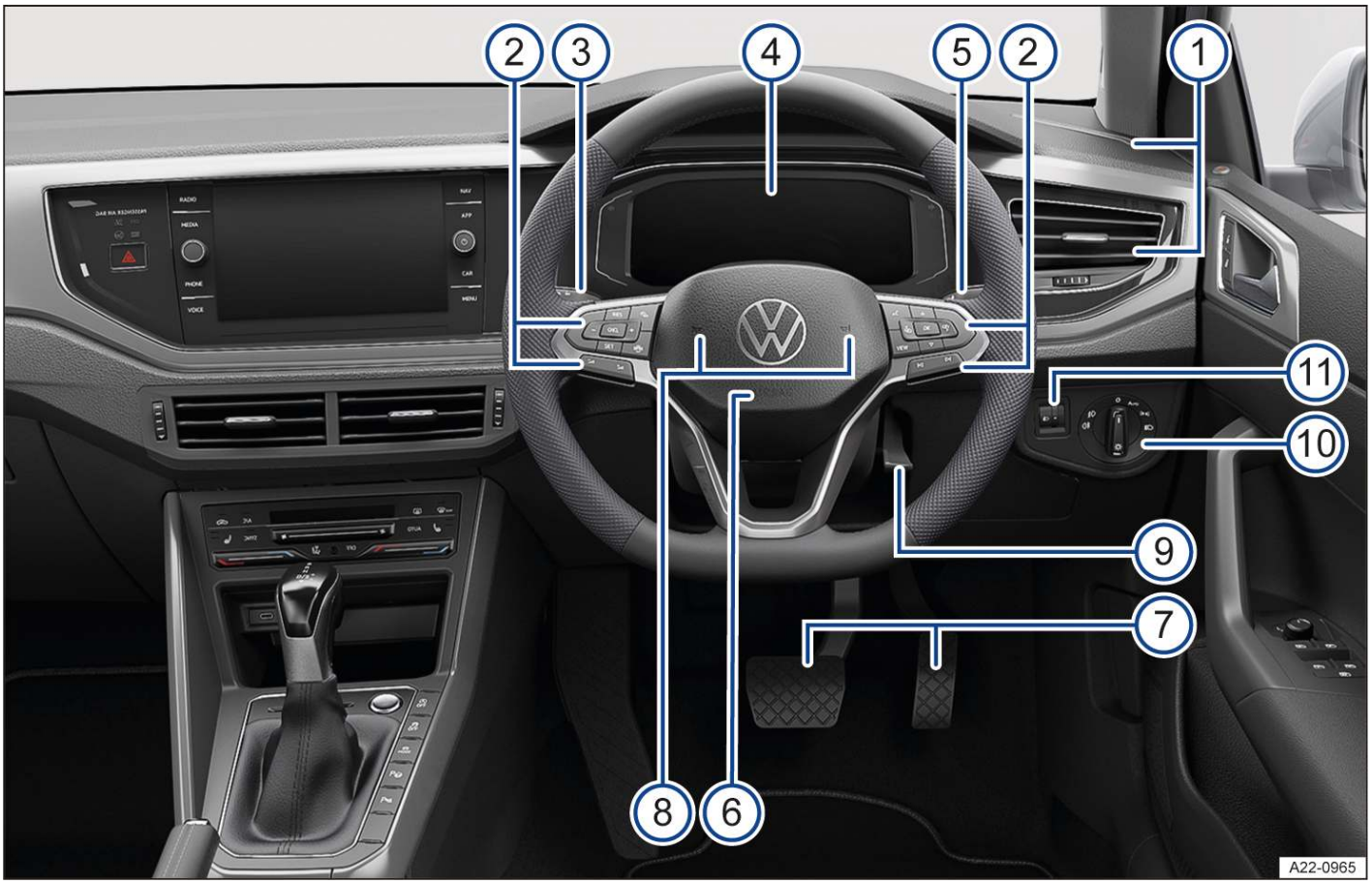


Fig. 2 Driver side overview (right-hand drive vehicle).

1. Vents *(→ Air conditioner air distribution)*
2. Multi-function steering wheel controls:
   - For driver assistance systems
   - For menu selection *(→ Volkswagen Digital Cockpit (Pro))*
   - For accepting telephone calls OK
   - For audio, navigation ⏮ ⏭ ,
   - For adjusting the volume
   - For voice operation activation (may not function depending on the vehicle equipment)
   - In order to switch between the current and previous menus VIEW *(→ Volkswagen Digital Cockpit (Pro))*
3. Turn signal and high beam lever *(→ Turn signal)*, *(→ High beam headlight)*
   - With switch and buttons for driver assistance systems
4. Instrument cluster *(→ Volkswagen Digital Cockpit (Pro))*
   - With warning and indicator lights *(→ Symbols in the instrument cluster)*
5. Windshield wiper/washer lever
   - With buttons for menu operation *(→ Volkswagen Digital Cockpit (Pro))*
6. Installation location of driver's front airbag
7. Pedals *(→ Pedals)*
8. Horn
9. Lever for adjusting the steering wheel position
10. Light switch
11. Control for the headlight range control *(→ Headlight range control)*

Driver door

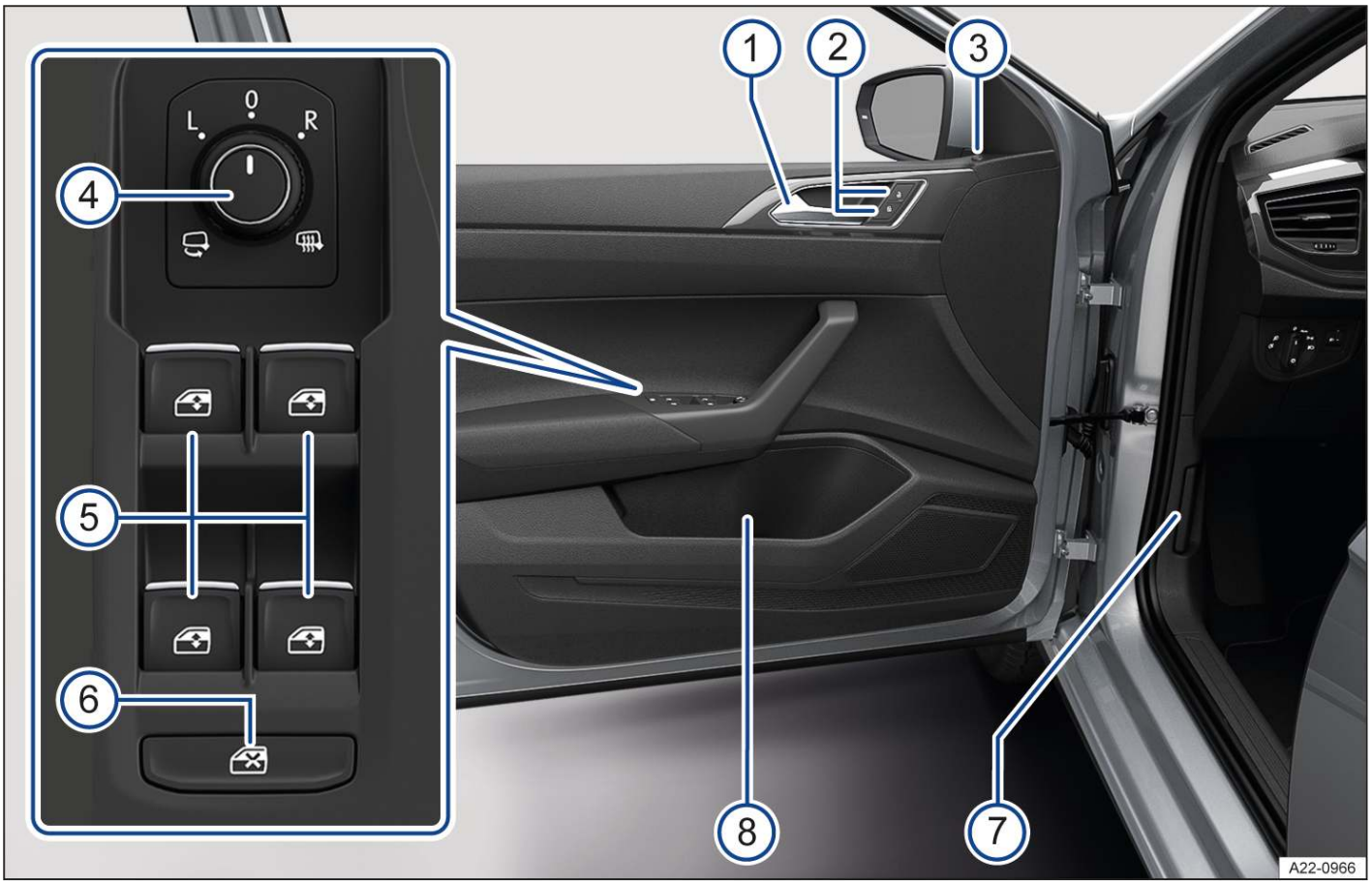


Fig. 1 Driver door (left-hand drive vehicle): controls (right-hand drive vehicles are a mirror image).

1. Door handle
2. Central locking button to lock and unlock the vehicle *(→ Central locking button)*
3. Central locking indicator light *(→ Indicator light in the driver's door)*
4. Knob for outside mirror positions and functions *(→ Exterior rearview mirrors)*
5. Buttons for operating the power windows
6. Button for deactivating the power window buttons in the rear doors
7. Hood release lever *(→ In the hood space)*
8. Storage compartment
   - With cup holder
   - With storage option for a reflective vest *(→ Emergency equipment)*

Center console

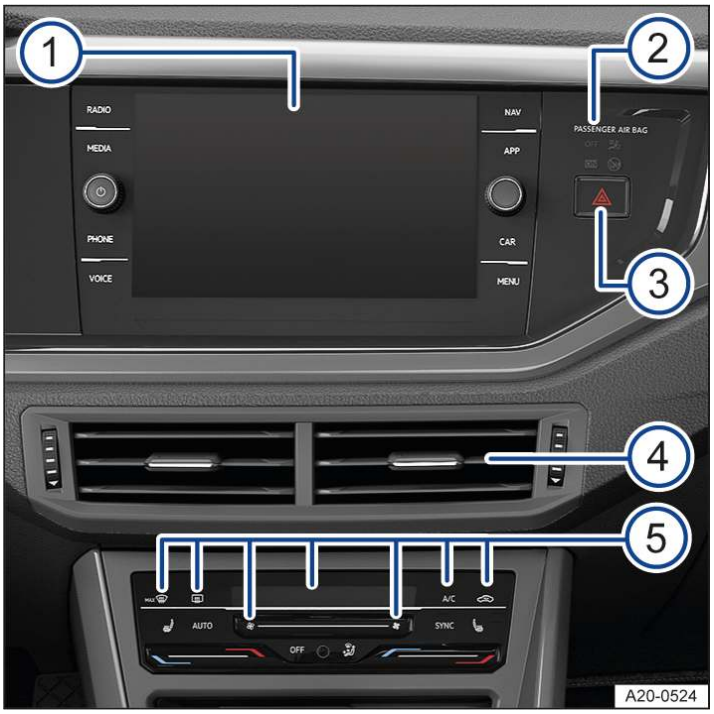


Fig. 1 Overview of the upper section of the center console.

1. Infotainment system *(→ Introduction to the Infotainment system)*
2. Indicator light for front passenger's airbag deactivation OFF
3. Button for switching the emergency flashers on or off
4. Vent *(→ Air conditioner air distribution)*
5. Controls for the air conditioning system

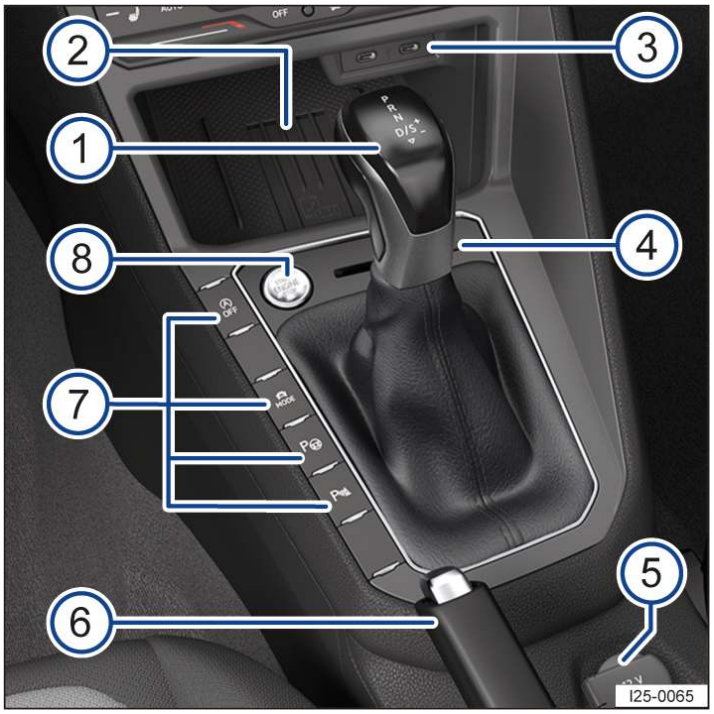


Fig. 2 Overview of the lower section of the center console.

1. Selector lever or gearshift lever:
   - For DSG® automated transmission
   - For manual transmission
2. Storage compartment
   - with phone interface *(→ Phone interface)*
   - With functionality for wireless charging in accordance with Qi standard *(→ Charging Options for Mobile Devices)*
3. USB connections with charging function for batteries of external devices (depending on the vehicle equipment) , *(→ Charging Options for Mobile Devices)*
4. Card holder
5. 12 V socket
6. Handbrake lever *(→ Parking brake)*
7. Buttons:
   - For start-stop system
   - For parking and maneuvering assist systems
   - For Driving Mode Selection

8 Button to start and stop the engine (Keyless Access with push-button start) *(→ Starter button)*

Passenger’s side

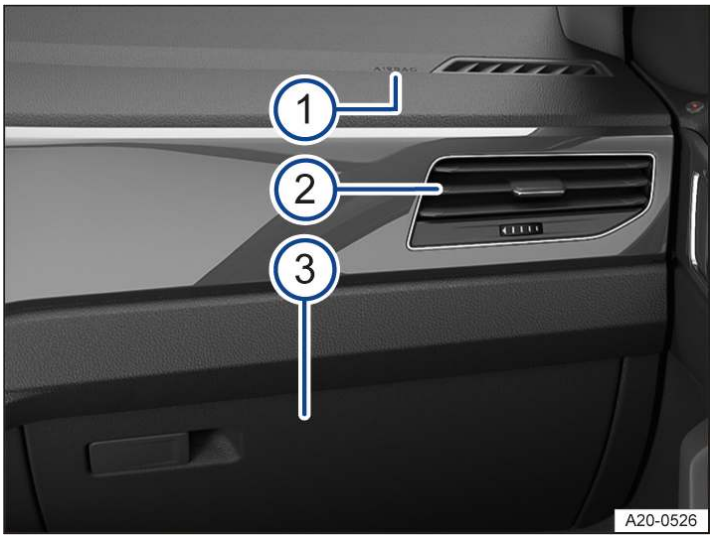


Fig. 1 Front passenger side (left-hand drive vehicle): Instrument panel overview (right-hand drive vehicle is the mirror image).



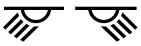
Fig. 2 When the front passenger door is open (left-hand drive vehicle): Key switch in the instrument panel (right-hand drive vehicle is mirror image).

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

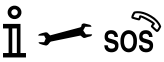
Controls and Displays in the Roof Console



Buttons for interior lights .


Buttons for reading lights .


Sunroof switch .



Buttons for Information Call, Roadside Call Assist and Emergency Call .

Interior rearview mirror

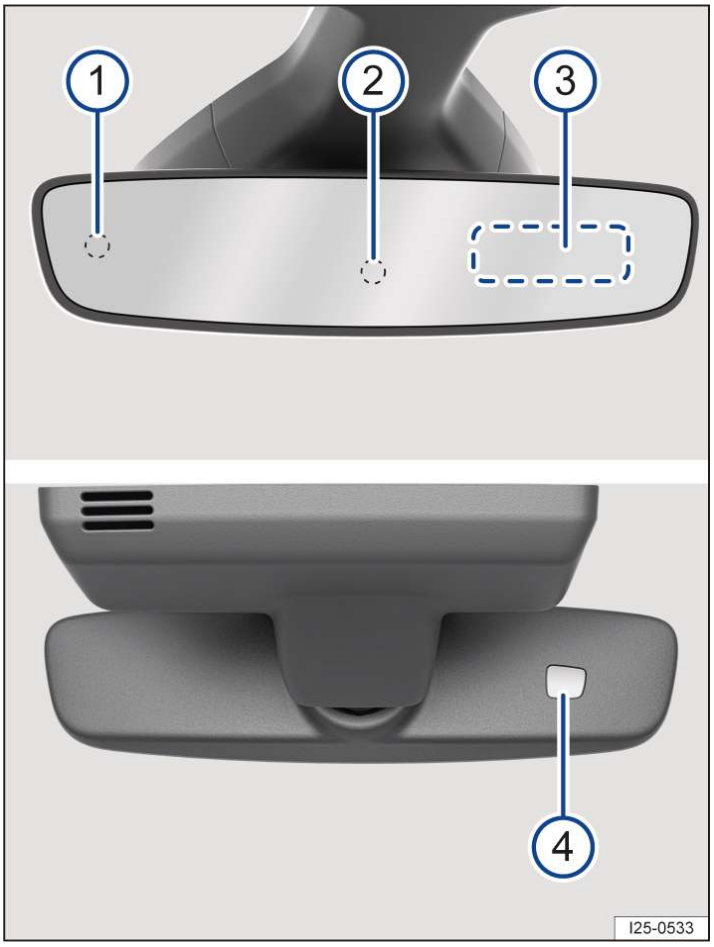


Fig. 1 In the interior rearview mirror: camera for Drowsiness Monitor and Driver Attention Monitor (general example).

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

Symbols in the instrument cluster

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

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

WARNING

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

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

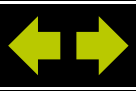
Due to continuous vehicle development, the warning and indicator lights listed here may differ from those in the vehicle after an update.

	STOP Do not continue driving! Central warning light → *Priority 1 warning message*
	Fastening the safety belt → *Fasten seat belts reminder*
	Parking brake set → *Parking brake*
	STOP Do not continue driving! Brake system malfunction → *Brake system malfunction*
	STOP Do not continue driving! Brake fluid level low → *Brake fluid level*
	Take over steering and be ready to brake. → *Introduction*
	STOP Do not continue driving! Oil level too low → *Engine oil level very low*
	STOP Do not continue driving!

	Oil pressure too low → *Engine oil pressure too low*
	STOP Do not continue driving! Coolant system has malfunctioned → *Coolant Temperature Is Too High or Coolant Level Is Too Low*
	STOP Do not continue driving! Steering malfunction → *Steering malfunction*
	Rear Traffic Alert has detected an obstacle to the rear → *Rear Traffic Alert*
EPC	STOP Do not continue driving! Engine control malfunction → *Engine management malfunction*
	STOP Do not continue driving! Engine control malfunction → *The engine no longer starts automatically*
	STOP Do not continue driving! 12 V power supply has malfunctioned → *12-volt power supply*
	Collision warning → *Warning levels and braking support*
	Take over the steering immediately → *Take over the steering immediately*
	STOP Do not continue driving! Transmission overheating → *Transmission overheating*
	Ongoing distraction detected → *Warning Levels of the Advanced Driver Attention Monitor*
	Advanced drowsiness detected → *Warning Levels of the Drowsiness Monitor*
	Acute risk to road traffic → *Warning Levels of the Drowsiness Monitor*
	Central warning lamp → *Priority 2 warning message*
	Airbag systems or safety belt pretensioners with diagnostic device switched off → *Indicator light*

	Malfunction of airbag systems or safety belt pretensioners → *Indicator light*
	Function check of the airbag indicator light → *Indicator light*
	Front passenger's front airbag switched off → *Switching the Front Passenger's Front Airbag On and Off*
	Front passenger's front airbag enabled → *Switching the Front Passenger's Front Airbag On and Off*
	Limited function in the emergency call system → *Limited function in the legally mandated eCall Emergency System*
	Malfunction in the emergency call system → *Malfunction in the legally mandated eCall Emergency System*
	Emergency Call Service limited → *Emergency Call Service limited*
	Emergency Call Service faulty → *Emergency Call Service malfunction*
	Brake booster malfunction → *Brake Booster Malfunction*
	Check brake pads → *Brake pad wear indicator (depending on the vehicle equipment)*
	Comes on: Electronic Stability Control (ESC) malfunction → *ESC malfunction*
	Blinking: Electronic Stability Control (ESC) or anti-slip regulation (ASR) is active → *Information about braking assistance systems*
	ESC Sport switched on → *Switching the braking support system on and off*
	Electronic Stability Control (ESC) switched off → *Switching the braking support system on and off*
	Anti-Slip Regulation (ASR) switched off → *Switching the braking support system on and off*
	Anti-Lock Braking System (ABS) malfunction → *ABS failure or malfunction*
	Engine oil system malfunction → *or Engine oil system malfunction*
	Engine oil level too low → *Engine oil level too low*
	Engine oil level too high → *Engine oil level too high*

	Engine oil system malfunction → *or Engine oil system malfunction*
	Fuel tank almost empty → *Fuel tank almost empty*
	Semi-automated driving assistance (Travel Assist) not available → *Comfort drive Travel Assist is not available or is not working as expected*
	Exterior lighting malfunction → *Exterior lighting malfunction*
	Rear fog lights switched on → *Switching on and off the rear fog light*
	Rain/light sensor malfunction → *Rain/light sensor malfunction*, → *Rain/light sensor malfunction*
	Wiper system malfunction → *Wiper system malfunction*
	Washer fluid level too low → *Washer fluid level too low*
	Steering malfunction → *Steering malfunction*
	Tire pressure low → *Tire pressure low*
	Tire pressure monitoring system malfunction → *Tire pressure monitoring system malfunction*
	No or restricted sensor range of the driver assistance systems → *No forward sensor range or limited forward sensor range*
	Automatic Emergency Braking (Front Assist) not available → *Automatic Emergency Braking (Front Assist) not available or has limited availability*
	Automatic Emergency Braking (Front Assist) switched off → *Using Front Assist*
	Lane Keeping System (Lane Assist) switched off → *Driving with Lane Assist*
	Speed limiter not available → *Speed limiter not available*
	Cruise control system malfunction → *Cruise control system malfunction*
	Adaptive Cruise Control (ACC) not available → *ACC is not available*
	Lane Assist not available → *Lane Assist not available*
	Lane Assist regulating → *Driving with Lane Assist*

	Side Assist malfunction → *Side Assist malfunction*
	Rear Traffic Alert brakes → *Automatic braking intervention*
EPC	Engine management malfunction → *Engine control malfunction*
	Exhaust system malfunction → *Exhaust-related malfunction*
	Particulate filter clogged with soot → *Particulate filter clogged with soot*
	Engine speed limited → *Engine speed limited*
	12-volt power supply malfunction → *12-volt power supply*
	Transmission malfunction → *Clutch slips*
	Transmission overheating → *Transmission overheating*
	Vehicle key not in the vehicle → *Valid vehicle key cannot be detected*
	Drowsiness Monitor not available → *Drowsiness Monitor not available*
	Advanced Driver Attention Monitor is not available → *The Advanced Driver Attention Monitor is not available*
	Advanced Road Sign Display is not available → *Advanced Road Sign Display is not available*
	Press the brake pedal. → *The engine is not starting*
	Turn signal → *Turn signal indicator light*
	Trailer turn signal → *Trailer turn signal indicator light*
	Cruise control switched on, regulation active → *Introduction*, → *Adjusting the ACC settings*
	Speed limiter is switched on, regulation active → *Introduction*
	Lane Keeping System (Lane Assist) ready to take control → *Driving with Lane Assist*
	Semi-automated driving assistance (Travel Assist) active → *Introduction*
	Adaptive Cruise Control (ACC) regulates, no vehicle driving ahead is detected

	→ *Switching ACC on and off*
	Adaptive Cruise Control (ACC) regulates, vehicle driving ahead is detected → *Switching ACC on and off*
	Power limit due to cold-starting the engine → *Power limit when cold-starting the engine*
	Main beam or headlight flasher → *Switching the high beam headlights on and off*
	High beam control (Light Assist) switched on → *Switching on high beam control (Light Assist)*, → *Switching on Dynamic Light Assist*
	Cruise control switched on, regulation not active → *Introduction*, → *Adjusting the ACC settings*
	Speed limiter switched on, regulation not active → *Introduction*
	Adaptive Cruise Control (ACC) is not regulating; a vehicle is detected driving ahead → *Switching ACC on and off*
	Adaptive Cruise Control (ACC) is not regulating; no vehicle is detected driving ahead → *Switching ACC on and off*
	Lane Keeping System (Lane Assist) not ready to take control → *Driving with Lane Assist*
	Semi-automated driving assistance (Travel Assist) inactive, Adaptive Cruise Control (ACC) active, adaptive lane guidance passive → *Introduction*
	Semi-automated driving assistance (Travel Assist) deactivated → *Introduction*
	Outside temperature is below +4 °C (+39 °F) → *Digital Cockpit Pro Information Displays*, → *Digital Cockpit Information Displays*
	Start/Stop system active → *Start-stop system*
	Start/Stop system not available → *Start-stop system*
	Service due → *Service interval display*
	Drowsiness detected → *Warning Levels of the Drowsiness Monitor*

	Advanced Road Sign Display partially deactivated → *Advanced Road Sign Display is partially deactivated*
	High beam control (Light Assist) active → *High beam assistance (Light Assist)*, → *Advanced high beam control (Dynamic Light Assist)*
	Take over the steering → *Take over the steering*
	Automatic Emergency Braking (Front Assist) starts → *Automatic Emergency Braking starts*
	Distance warning → *Warning levels and braking support*
	Sport Select suspension malfunction → *Sport Select suspension malfunction*
	Eco driving mode → *Driving mode properties*
	Normal driving mode → *Driving mode properties*
	Sport driving mode → *Driving mode properties*
	Individual driving mode → *Driving mode properties*
	Mobile phone battery charge level → *Digital Cockpit Pro Information Displays*, → *Digital Cockpit Information Displays*
	Note about information in the Owner's Manual → *Note about information in the Owner's Manual*
	Adjustment due to a bend → *Driving with predictive cruise control*
	Adjustment due to an intersection → *Driving with predictive cruise control*
	Adjustment due to a roundabout → *Driving with predictive cruise control*
	Rear seat information muted → *Parking*
	Speed adjustment due to a speed restriction → *Driving with predictive cruise control*
	Mobile phone connected via Bluetooth® → *Digital Cockpit Pro Information Displays*, → *Digital Cockpit Information Displays*

Warning and information texts

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

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

Priority 1 warning message

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

Priority 2 warning message

The yellow central warning light blinks or comes on, in some cases together with warning tones or additional symbols. Malfunctions or insufficient operating fluids can cause vehicle damage and vehicle malfunctions. Check the malfunction. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Note about information in the Owner's Manual

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

Informational text

Information about various processes in the vehicle.

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

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

Introduction to the Instrument Cluster

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

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

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

— Status displays for the driver assistance systems.

— Display messages.

— Warning and indicator lights.

— Information about economy and range.

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

WARNING

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

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

WARNING

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

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

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

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

Pro Volkswagen Digital Cockpit overview

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

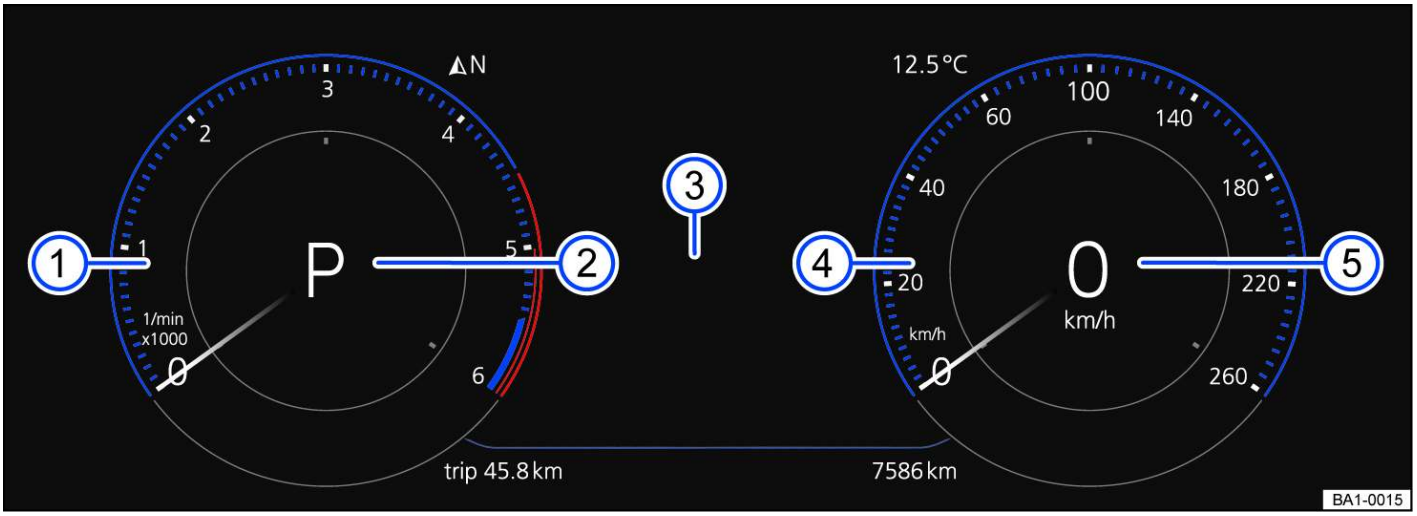


Fig. 1 In the instrument panel: Digital Cockpit Pro (general example).

1. Tachometer (RPM of the running engine).
2. Currently engaged gear or selector lever level .
3. Displays.
4. Speedometer.
5. Digital speed display.

Operating the Digital Cockpit Pro



Fig. 1 Right-hand side of the multi-function steering wheel: operating the Digital Cockpit Pro (general example).



Fig. 2 On the right-hand side of the steering column: operating the Digital Cockpit Pro using buttons on the windshield wiper lever (general example).

Vehicles with a multi-function steering wheel do not have buttons on the windshield wiper lever. The Digital Cockpit Pro is then exclusively operated via the buttons on the multi-function steering wheel. The functions of buttons on the multi-function steering wheel vary depending on the vehicle equipment.

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

Vehicles without multi-function steering wheel: Menus cannot be opened when a priority 1 warning message is displayed *(→ Warning and information texts)*. You can confirm and hide some messages with the OK/RESET *→ fig. 2* button.

Opening a Menu or Information Display

Vehicles with multi-function steering wheel:

1. Switch the ignition on.
2. If a message or vehicle icon is displayed, press the OK button, repeatedly if necessary.
3. To display a menu and to scroll through the menu, press the or button.
4. To open the displayed menu or the information display, press the OK button on the windshield wiper lever or wait until the menu or information display opens automatically after a few seconds.

Vehicles without multi-function steering wheel:

1. Switch the ignition on.
2. If a message or vehicle icon is displayed, press the OK/RESET → *fig. 2* (1) button, repeatedly if necessary.
3. To go to the menu selection or to return to the menu selection from a menu or information display, press and hold the rocker switch → *fig. 2* (2).
4. To scroll through the menus, press the rocker switch upward or downward.
5. To open the displayed menu or the information display, press the OK/RESET → *fig. 2* (1) button or wait until the menu or information display opens automatically after a few seconds.

Applying settings in the menus

Vehicles with multi-function steering wheel:

1. Press the △ or ▽ arrow button in the displayed menu until the desired menu selection is marked.

   The item is marked with a frame around it.

2. Press the OK button to apply the desired changes.

   A check mark ☑ indicates that the respective function is switched on.

3. To return to the menu selection, press the ◁ or ▷ button.

Vehicles without multi-function steering wheel:

1. In the displayed menu, press the rocker switch → *fig. 2* (2) upward or downward until the desired menu selection is marked.

   The item is marked with a frame around it.

2. Press the OK/RESET → *fig. 2* (1) button to apply the desired changes.

   A check mark ☑ indicates that the respective function is switched on.

3. To return to menu selection, select the **Back** menu item or press and hold the → *fig. 2* (2) rocker switch.

VIEW button on multi-function steering wheel

You can use the VIEW button to switch between the classic display of dials, the large platform without information profiles, and the enhanced view with highlighted information profiles. The classic display shows the large dials on the right and left side, and the selected information profile is displayed in the center.

1. Press and hold the VIEW button to select from the preset information profiles in the list:

Classic

View without information profiles.

Automatic

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

Preset 1

Individual selection of information profiles

Preset 2

Individual selection of information profiles

Preset 3

Only on vehicles with standard factory-installed navigation system.

Navigation map in the Digital Cockpit Pro

Depending on the vehicle equipment, the Digital Cockpit Pro can display a detailed navigation map.

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

1. Open the **Navigation** menu.
2. Press the VIEW button on the multi-function steering wheel to switch between the map sizes.
3. Press the △ or ▽ arrow buttons on the multi-function steering wheel to zoom in or out.
4. When zooming manually, press the OK button on the multi-function steering wheel to switch to auto-zoom.

Depending on the vehicle equipment, navigation will be shown on two screens or only on one screen. The navigation map can appear in the Digital Cockpit Pro and the Infotainment system or just in the Infotainment system. If the navigation map is shown in the Infotainment system, only navigation arrows are shown in the Digital Cockpit Pro.

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

⚠ WARNING

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

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

Digital Cockpit Pro Information Displays

Information profiles

Using the **Digital Cockpit** menu item in the vehicle Infotainment system vehicle settings, you can select different, topic-specific information profiles *(→ Vehicle settings menu)*. Depending on the selected information profile, the Digital Cockpit Pro may show additional information in the center of the dials or the dials may be hidden and the additional information displayed across the entire display. The following information profiles can be selected:

— Audio. Digital display of the current audio playback

— Comfort drive Travel Assist. Visual display of various driver assistance systems .

— Distance Display of the distance driven.

— Gear indicator Display of the current gear or the selected gear.

— Speed Display of the speed.

— Navigation Graphic display of arrow navigation

— Range. Display of the range.

— Consumption Graphic display of the current consumption and the digital display of the average consumption

— Advanced Road Sign Display. Display of detected traffic signs.

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

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

Possible displays in the Digital Cockpit Pro

Depending on the vehicle equipment, different information may be shown in the Digital Cockpit Pro:

— Outside temperature display.

— Road signs detected by Advanced Road Sign Display.

— Driver assistance systems.

— Driving data menu and menus for various settings.

— Gear recommendation *(→ Gear recommendation)*.

— Speed warnings.

— Speed warning for winter tires.

— Open doors, hood and trunk lid.

— Infotainment system and navigation information.

— Odometer displays.

— Compass display.

— Radiator fan run-on.

— Engine code.

— Driver personalization: greeting and user selection .

— Service interval display.

— Status display for the start-stop system .

— Phone information.

— Time.

— Selector lever position.

— Warning and information texts.

— Warning and indicator lights *(→ Symbols in the instrument cluster)*.

Outside temperature display

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

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

— When the vehicle is stationary

— When the driving speed is very low

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

⚠ WARNING

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

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

Gear recommendation

In the Digital Cockpit Pro, a recommendation to select a fuel-saving gear may be displayed while driving *(→ Gear recommendation)*.

Open doors, hood and trunk lid

If the doors and/or the hood or trunk lid are open after unlocking the vehicle and while driving, this will be indicated in the Digital Cockpit Pro and a warning chime may also be heard.

Speed warning for winter tires

If the set maximum speed is exceeded, this is indicated in the Digital Cockpit Pro.

Settings for the speed warning can be adjusted in the vehicle settings in the Infotainment system *(→ Winter tires)*.

Compass display

When the ignition is switched on, the Digital Cockpit Pro display shows an abbreviation to indicate the direction the vehicle is currently traveling, depending on the vehicle equipment, for example **NW** for northwest.

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

Distance indicators

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

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

1. Reset the trip odometer via the Infotainment system or the service menu *(→ Service menu)*.

Radiator fan run-on

This indicator appears after the ignition has been switched off, if the radiator fan continues to run.

The radiator fan may continue running due to:

— Exhaust gas post-treatment, through particulate filter regeneration, for example.

— Active brake cooling after descent.

— Dissipation of engine heat after high load, e.g. trailer mode.

Engine code

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

Phone information

If a cell phone is connected via Bluetooth, the Bluetooth symbol ᛒ will be displayed in the Digital Cockpit Pro.

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

Selector lever position

The selector lever position that is engaged is shown on the side of the selector lever and in the Digital Cockpit Pro.

If necessary, the respective gear is displayed in the Digital Cockpit Pro when in selector lever position **D/S** and when in tiptronic mode *(→ Automatic transmission (combination))*.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

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

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

Some displays in the Digital Cockpit Pro may be hidden due to events that occur suddenly, e.g. incoming phone calls.

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

Volkswagen Digital Cockpit overview

The Digital Cockpit is a digital instrument cluster with a high-resolution TFT color display. By selecting different views, e.g. tachometer, and different displays in the main display area and in the secondary display areas, further content can be shown.

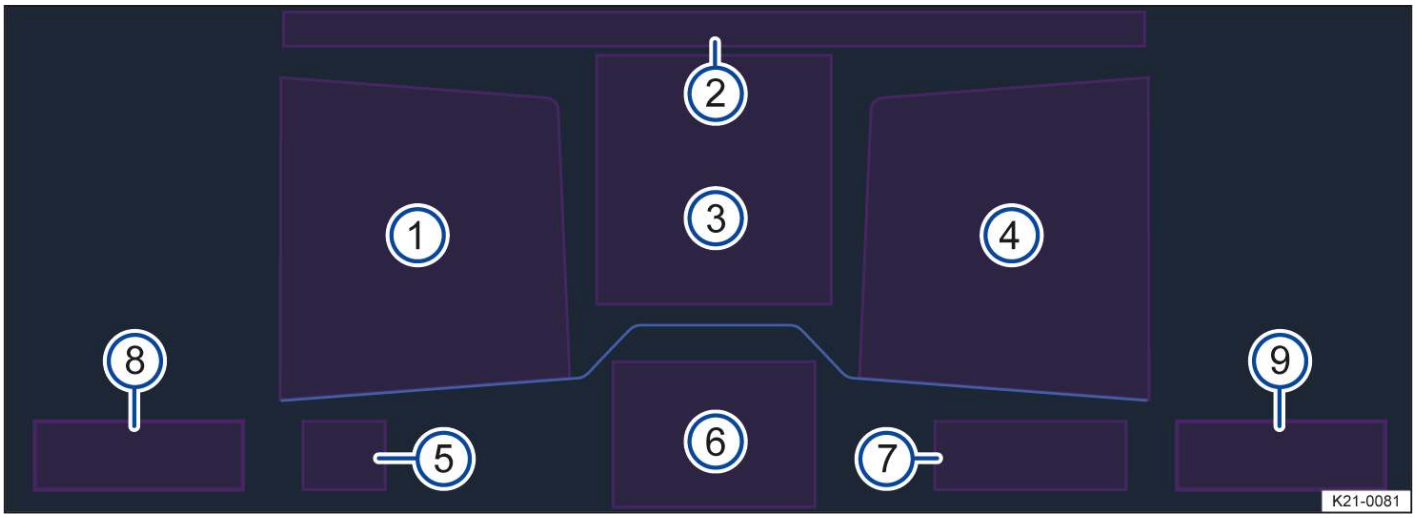


Fig. 1 In the instrument panel: Digital Cockpit (general example).

1. Secondary display area.
2. Time, compass and temperature.
3. Main display area.
4. Secondary display area.
5. Currently engaged gear or selector lever level.
6. Active driver assistance.
7. Range.
8. Coolant temperature display.
9. Fuel gauge.

Operating the Digital Cockpit



Fig. 1 Right-hand side of the multi-function steering wheel: operating the Digital Cockpit (general example).



Fig. 2 On the right side of the steering column: buttons on the windshield wiper lever (general example).

Vehicles with a multi-function steering wheel do not have buttons on the windshield wiper lever. The Digital Cockpit is then exclusively operated via the buttons on the multi-function steering wheel. The functions of buttons on the multi-function steering wheel vary depending on the vehicle equipment.

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

Vehicles without multi-function steering wheel: Menus cannot be opened when a priority 1 warning message is displayed *(→ Warning and information texts)*. You can confirm and hide some messages with the OK/RESET → *fig. 2* (1) button.

Views in the main display area

1. Vehicles with multi-function steering wheel: Press the VIEW button to switch the main display.

Various views are available to you in the display area:

Digital view

Digital speedometer with secondary displays.

Speed

Classic display of the speedometer as a dial.

Tachometer

Classic display of the tachometer as a dial.

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

Before starting and after switching off the engine, you will be shown a display with information about the vehicle status, e.g. total mileage.

In the **Speed** and **Tachometer** views, an additional secondary display can be configured in the center of the dial.

Selecting secondary displays

Vehicles with multi-function steering wheel: The secondary displays can be configured or hidden independently of each other. Different driving data, navigation information or information about audio playback or phone interfaces can be shown in the secondary displays. To select the secondary displays, proceed as follows:

1. Select the right or left secondary display area using the ◁ or ▷ buttons.
2. Select the desired secondary display with the △ and ▽ arrow buttons.
3. Confirm your selection with the OK button.

Selecting secondary displays in the dial

Vehicles with multi-function steering wheel:

1. Select the desired secondary display with the △ and ▽ arrow buttons.
2. Confirm your selection with the OK button.

Vehicles without multi-function steering wheel:

1. To open the secondary displays, press the rocker switch → *fig. 2* (2) upward or downward.
2. To scroll through the menus, press the rocker switch → *fig. 2* (2) upward or downward.
3. Press the OK/RESET button → *fig. 2* (1) to confirm the selected secondary display.

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

⚠ WARNING

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

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

Digital Cockpit Information Displays

Possible displays in the Digital Cockpit

Depending on the vehicle equipment, different information can be displayed in the main display and secondary display areas:

— Outside temperature display.

— Time and date.

— Digital speed display.

— Driving data menus, e.g. **Travel time/distance driven**.

— Driver assistance systems.

— Gear recommendation *(→ Gear recommendation)*.

— Open doors, hood and trunk lid.

— Speed warning for winter tires.

— Odometer displays.

— Compass display.

— Radiator fan run-on.

— Engine code.

— Navigation information.

— Engine oil temperature.

— Driver personalization: greeting.

— Radio information.

— Service interval display.

— Status display for the start-stop system .

— Phone information.

— Selector lever position for automatic transmission.

— Warning and information texts.

— Warning and indicator lights.

— Destination information.

Outside temperature display

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

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

— When the vehicle is stationary

— When the driving speed is very low

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

⚠ WARNING

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

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

Gear recommendation

In the Digital Cockpit, a recommendation to select a fuel-saving gear may be displayed while driving *(→ Gear recommendation)*.

Open doors, hood and trunk lid

If the doors and/or the hood or trunk lid are open after unlocking the vehicle and while driving, this will be indicated in the Digital Cockpit and a warning chime may also be heard.

Speed warning for winter tires

If the set maximum speed is exceeded, this is indicated in the Digital Cockpit.

Settings for the speed warning can be adjusted in the vehicle settings in the Infotainment system *(→ Winter tires)*.

Compass display

If the **Compass** secondary display is activated, the direction in which you are currently driving is shown as a blue arrow with a depiction of the vehicle and a compass.

Radiator fan run-on

This indicator appears after the ignition has been switched off, if the radiator fan continues to run.

The radiator fan may continue running due to:

— Exhaust gas post-treatment, through particulate filter regeneration, for example.

— Active brake cooling after descent.

— Dissipation of engine heat after high load, e.g. trailer mode.

Engine code

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

Navigation information

When route guidance is activated, the **Navigation instruction** auxiliary display shows the direction of travel as an arrow.

An arrow behind the entry in the configuration menu indicates a submenu.

The submenu lists your home address and a list of your most recent destinations. Route guidance can be started with the OK button.

Phone information

If the **Phone** secondary display is activated and a cell phone is connected via Bluetooth®, the Bluetooth symbol will be displayed in the Digital Cockpit. The symbol also indicates the charge level of the mobile device.

In the submenu, a list of the most recent phone calls is shown and you have the option to call the displayed contacts back.

Selector lever position for automatic transmission

The selector lever position that is engaged and, depending on the driving mode, the gear that is engaged are shown on the selector lever and in the Digital Cockpit. The gear shift pattern is displayed in the Digital Cockpit when the brake or the selector lever is actuated.

Destination information

When route guidance is activated, the **Destination information** secondary display shows the predicted journey time and distance from the destination.

- Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .
- Some displays in the Digital Cockpit may be hidden due to events that occur suddenly, e.g. incoming phone calls.
- Depending on the vehicle equipment, some settings and displays may also appear in the Infotainment system.

Tachometer

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

Vehicles with manual transmission: Before you reach the red area, shift to the next highest gear or release the accelerator pedal.

Vehicles with an automatic transmission: Before you reach the red area, shift to the next highest gear, select the **D/S** selector lever position or release the accelerator pedal.

NOTICE

To prevent engine damage, the tachometer indicator may only be in the red area of the scale briefly. A heavy engine load, especially when the engine is cold, can lead to engine damage.

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

Shifting up early helps save fuel and reduce operating noises.

Fuel Gauge Overview



Fig. 1 In the Digital Cockpit Pro: fuel gauge (general example).

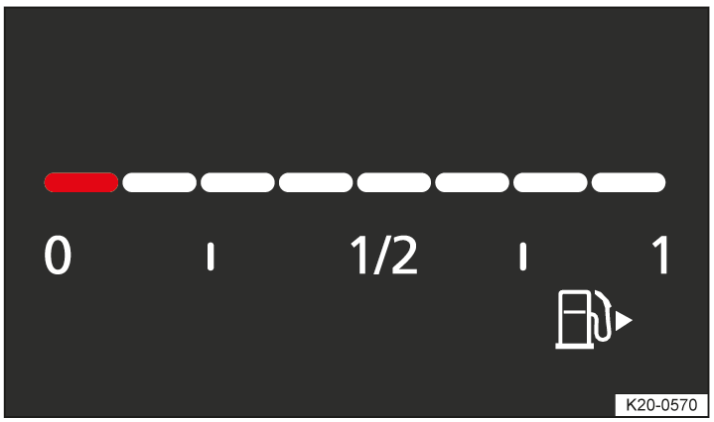


Fig. 2 In the Digital Cockpit: fuel gauge (general example).

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

Troubleshooting

Fuel tank almost empty

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

1. Refuel at the next opportunity.

WARNING

If the fuel level is too low, this can result in irregular fuel supply and cause the engine to “sputter” or cut out, particularly when traveling uphill or downhill. The steering, all driver assistance systems and brake support systems will not work if the engine cuts out due to fuel shortage or irregular fuel supply. This may result in vehicle breakdowns while driving, accidents and serious or fatal injuries.

- Check that the fuel tank is always sufficiently filled.
- Always refill the fuel when the fuel tank is only 1/4 full.

NOTICE

Irregular fuel supply can result in misfiring and unburnt fuel entering the exhaust system.

- Never drive with a completely empty fuel tank.

Coolant Temperature Gauge

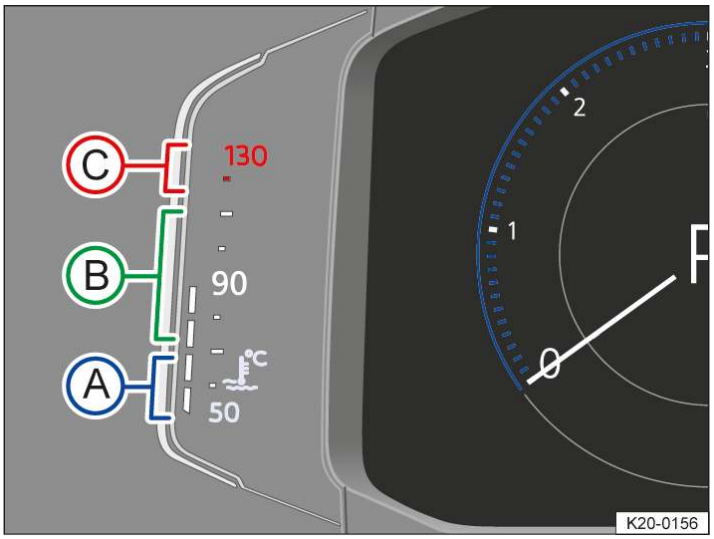


Fig. 1 In the Digital Cockpit Pro: coolant temperature gauge (general example).

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

B Normal range.

C Warning range. The bar may move into the warning range when engine load is heavy, especially when ambient temperatures are high.

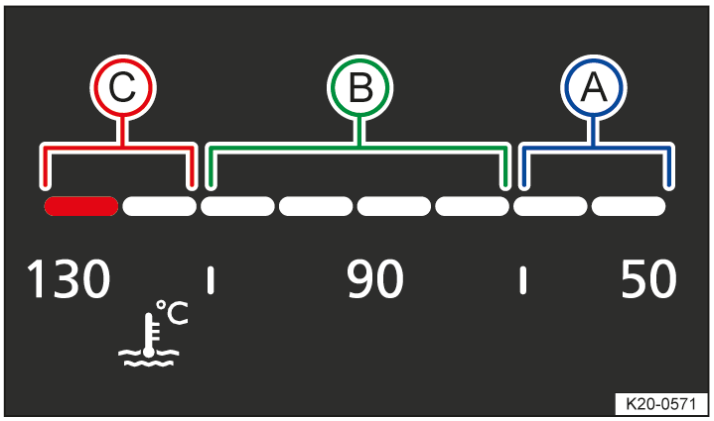


Fig. 2 In the Digital Cockpit: coolant temperature gauge (general example).

- (A) Cold range. The engine is not at operating temperature yet. Avoid high engine RPMs and heavy engine load when the engine is not at operating temperature.
- (B) Normal range.
- (C) Warning range. The bar may move into the warning range when engine load is heavy, especially when ambient temperatures are high.

If the red warning light comes on, the engine coolant temperature is too high or the engine coolant level is too low *(→ Engine coolant)*.

Driving data menu

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

Since start memory

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

Since refuel memory

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

Extended period memory

The memory stores driving statistics for up to 100 hours of travel time or a driving distance of 9,999.9 km (approx. 6,214 mi). If one of these maximum thresholds is met, the memory is erased. The maximum thresholds may vary depending on the version of the instrument cluster.

Driving data menu in the Digital Cockpit Pro

The driving data is available in the context menu of the Digital Cockpit Pro.

Switching between the displays in the Digital Cockpit Pro

Vehicles with multi-function steering wheel:

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

Vehicles without multi-function steering wheel:

1. Press the TRIP rocker switch on the windshield wiper lever.

Switching memories in the Digital Cockpit Pro

Vehicles with multi-function steering wheel:

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

Vehicles without multi-function steering wheel:

1. Press the OK/RESET button on the windshield wiper lever.

Deleting driving data memories in the Digital Cockpit Pro

Vehicles with multi-function steering wheel:

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

Vehicles without multi-function steering wheel:

1. Select the memory to be erased.
2. Press the OK/RESET button on the windshield wiper lever.

Clear the **Long-term** memory before you start driving and read it at the end of the day if you would like to know what distance is driven in the course of a day.

Adjustable Speed Warning

An individual speed warning can be set as follows:

Vehicles with multi-function steering wheel:

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

   The speed will then be saved and the warning will be activated.
4. Press the OK button again to deactivate.

   The stored speed is erased.

Vehicles without multi-function steering wheel:

1. Select the **Warning at --- km/h** or **Warning at --- mph** display.
2. Press the OK/RESET button on the windshield wiper lever to save the current speed and to activate the warning.
3. Set the speed within 5 seconds with the TRIP rocker switch on the windshield wiper lever. Then press the OK/RESET button or wait several seconds.

   The speed will then be saved and the warning will be activated.
4. Press the OK/RESET button again to deactivate.

   The stored speed is erased.

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

Depending on the country, a single warning tone sounds at speeds of over approximately 80 km/h (approximately 50 mph), and a continuous warning tone sounds from approximately 120 km/h (approximately 75 mph). The yellow indicator light will also be displayed in the instrument cluster display. This warning is required by law and cannot be altered.

Driving data menu in the Digital Cockpit

The driving data is available in the secondary display area of the Digital Cockpit.

Selecting the driving data menu in the Digital Cockpit

Vehicles with multi-function steering wheel:

1. Select the right or left secondary display area with the ⧉ or ⧉ buttons.
2. Select the desired driving data menu with the △ and ▽ arrow buttons.
3. Confirm your selection with the OK button.

Vehicles without multi-function steering wheel:

1. To open the secondary displays, press the rocker switch on the windshield wiper lever upward or downward.
2. To scroll through the menus, press the rocker switch upward or downward.
3. Press the OK/RESET button to confirm the selected driving data menu.

Resetting the driving data menu in the Digital Cockpit

Vehicles with multi-function steering wheel:

1. Press the ⧉ or ⧉ button.
2. Select the corresponding driving data menu in the configuration menu with the △ and ▽ arrow buttons.

   An arrow behind the entry in the configuration menu indicates a submenu.
3. In the submenu, select **Reset data** and confirm by pressing the OK button.

Vehicles without multi-function steering wheel:

1. Press and hold the OK/RESET button.

Driving Data in the Infotainment system

Driving data can be displayed in the Infotainment system, in addition to being displayed in the digital instrument cluster.

Selecting Displays in the Infotainment System

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

∅ Consumption

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

Range

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

∅ Speed

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

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

WARNING

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

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

Service menu

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

Opening the Service menu in the Digital Cockpit Pro

1. Open the **Range** information profile.
2. Press and hold the OK button on the multifunction steering wheel for approximately four seconds.
3. Navigate in the menu using the buttons on the multi-function steering wheel.

Opening the Service menu in the Digital Cockpit

1. Open the **Gear display** secondary display.
2. Press and hold the or button on the multi-function steering wheel for approximately six seconds.
3. Use the and arrow buttons to navigate the menu.

Resetting the service interval display

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

Resetting the oil change service

1. Open the **Reset oil change service** menu.
2. Follow the instructions in the digital instrument cluster display.

Resetting the trip odometer in the Digital Cockpit

1. Open the **Reset trip** menu.
2. Follow the instructions in the Digital Cockpit display.

Displaying the engine code

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

   The engine code is shown in the digital instrument cluster display.

Setting the time

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

Displaying copyright information

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

Service interval display

Indicators about service events appear in the Volkswagen Digital Cockpit display and in the Infotainment system. There are different versions of the digital instrument cluster and Infotainment system; therefore, the appearances of the displays may vary.

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

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

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

Service notification

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

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

Service event

When an oil change service or an inspection service is due, a chime will sound when switching on the ignition and you can then see a wrench symbol for a few seconds in the Volkswagen Digital Cockpit together with one of the following displays:

— **Inspection now!**

— **Oil change now!**

— **Oil change service and inspection now!**

Checking a service due date in the Infotainment system

When the ignition is on, the engine is off and the vehicle is stationary, the current service due date can be checked:

1. Depending on the vehicle equipment, press the MENU button or function key and select the **Vehicle** menu in the Infotainment system.

   Or: depending on the vehicle equipment, press the CAR button or function key.
2. Depending on the vehicle equipment, open the **Settings** menu.
3. Open the Service menu to display the service information.

Checking a service due date in the Volkswagen Digital Cockpit

When the ignition is on, the engine is off and the vehicle is stationary, the current service due date can be checked:

1. Open the service menu *(→ Service menu)*.

Resetting the service interval display

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

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

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

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

The service message automatically disappears after a few seconds when the engine is running or by pressing the OK/RESET button on the windshield wiper lever or the OK button on the multi-function steering wheel.

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

Time

Setting the time in the Infotainment system

1. Depending on the vehicle equipment, press the MENU button or function key and open the **Vehicle** menu.

   Or: depending on the vehicle equipment, press the CAR button or function key.
2. Depending on the vehicle equipment, open the **Settings** menu.
3. Open the **Time and date** menu item to set the time.

Setting the time in the Digital Cockpit Pro

1. Open the **Current economy** information profile.
2. Press and hold the OK button on the multi-function steering wheel until the service menu is available in the instrument cluster display *(→ Service menu)*.
3. Open the **Time** menu.
4. Set the time with the △ or ▽ arrow buttons.

Setting the time in the Digital Cockpit

1. Open the service menu *(→ Service menu)*.
2. Open the **Time** menu.
3. Set the time with the OK button.

Lap timer in the instrument cluster

The lap timer is a display for sporty driving. There is the option of measuring and saving the individual lap times on a designated race track manually in the vehicle, as well as comparing these times to the best times previously measured in the statistics.

On special sports models, the lap timer can be shown in the instrument cluster display.

The following main menus can be displayed:

— **Lap timer**.

— **Lap** (with current lap specification).

— **Statistics**.

Switching between menus

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

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

Menu displays and functions

Lap timer menu:

Start

The time measurement of a lap is started.

Since start

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

Statistics

An overview of the laps previously recorded is displayed.

Lap menu:

Stop

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

Resume

The paused time measurement is resumed.

Split time

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

New lap

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

Cancel lap

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

End

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

Statistics menu:

Back

The display switches back to the previous menu.

Reset

All saved statistics data is reset.

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

WARNING

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

- Follow the specified speed limits.
- Always drive attentively and responsibly.
- Only use the lap timer while driving if the driving situation is easy to control and monitor, e.g. on specially designated racetracks.
- Only evaluate the statistics of the lap timer while the vehicle is stationary.

Infotainment system lap timer

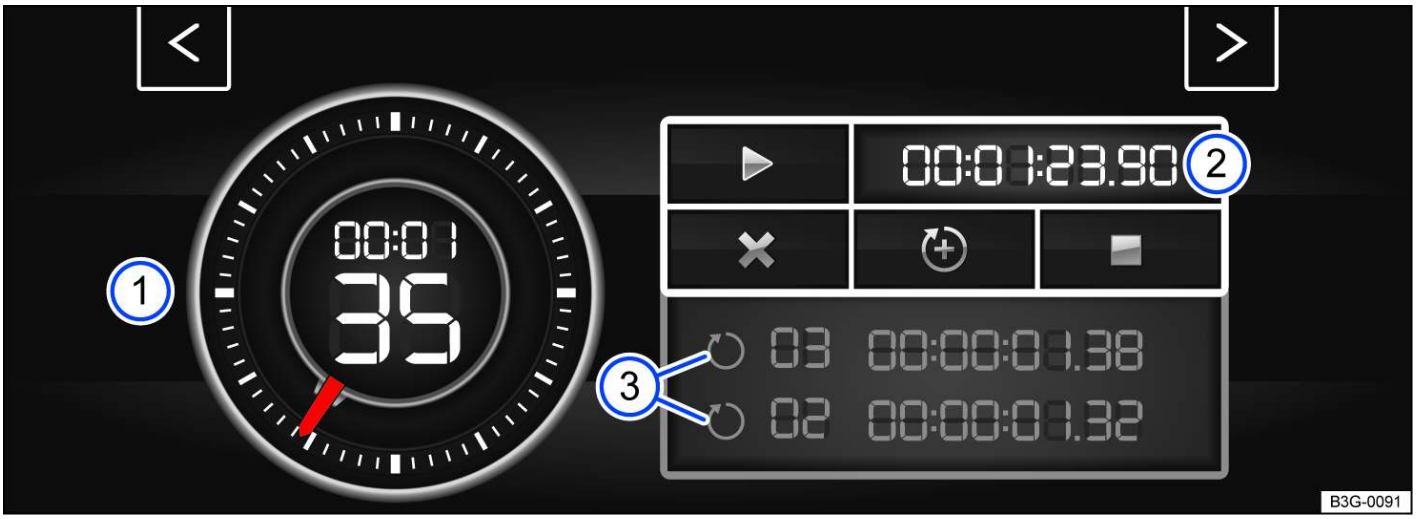


Fig. 1 On the Infotainment system screen: lap timer with stopwatch, function key, and lap times.

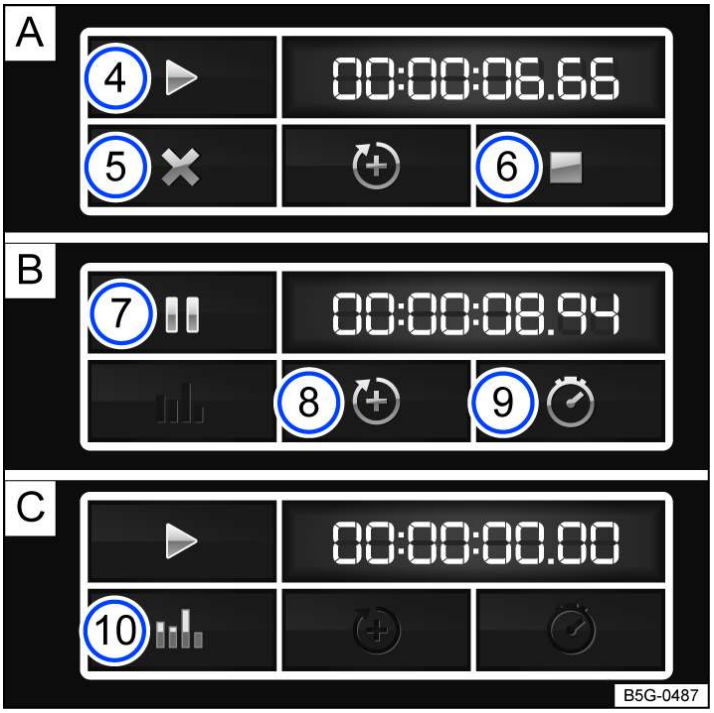


Fig. 2 Function key on the Infotainment system screen: time measurement when the lap is A stopped, B running, and C finished.

1. Stopwatch
2. Function key with current lap time
3. Saved lap times
4. Start or resume time measurement. This is only possible when the ignition is switched on. Tap **Start** to begin the time measurement. The time measurement starts automatically

once the vehicle moves forward. If the data has been reset in the statistics, a new first round can be started.

5. Cancel the current lap. The lap time is deleted. --: --:--.-- is displayed in the statistics.
6. End the time measurement.
7. Stop the time measurement or cancel the current lap when the time measurement is running.
8. Start new lap. The last lap time is saved and a new lap time starts. The total time of the laps is displayed in the statistics.
9. Display the split time. The stopwatch stops for several seconds and the split time is displayed.
10. Display the statistics after ending or canceling the time measurement: number of laps, total time, fastest and slowest lap, average lap time of all laps, all lap times. Tap **Reset** to reset the statistics.

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

Opening the lap timer

1. Depending on vehicle equipment, press the MENU button or function key.

   Or: press the CAR button or function key.

   Or: tap the ⚙ function key.
2. Tap the Vehicle function key.

   Or: tap Auto function key.
3. Tap the Selection function key.
4. Tap the Sport function key.

   The performance monitor will be displayed.
5. Tap one of the arrow buttons in the performance monitor to switch to the lap timer.

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

Measuring lap times

The stopwatch measures the lap time in two areas:

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

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

WARNING

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

- Follow the specified speed limits.
- Always drive attentively and responsibly.
- Only use the lap timer while driving if the driving situation is easy to control and monitor, e.g. on specially designated racetracks.
- Only evaluate the statistics of the lap timer while the vehicle is stationary.

Performance monitor

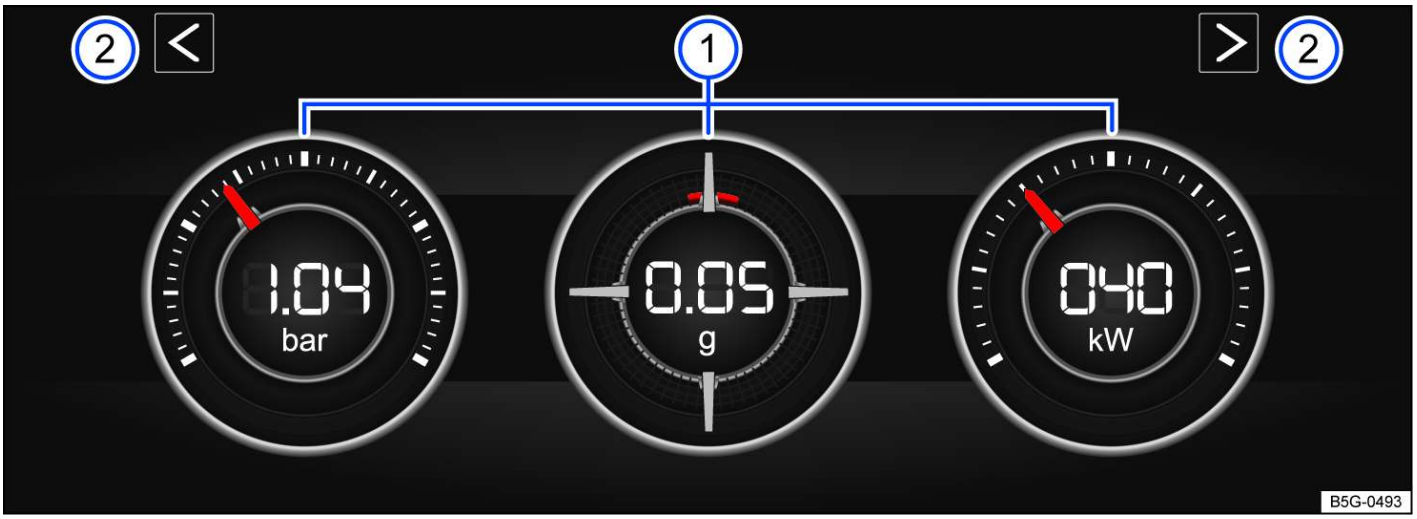


Fig. 1 In the Infotainment system: performance monitor.

(1) Displays

(2) Arrow buttons to switch to the lap timer

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

Opening the performance monitor

1. Depending on the version, press the MENU button or function key in the Infotainment system.
2. Tap the Vehicle function key.
3. Tap the Selection function key.
4. Tap the Sport function key.
5. To switch between the performance monitor and lap timer, tap the left or right arrow buttons → *fig. 1* (2) above the instruments.

Selecting instruments and adjusting units

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

1. To switch between instruments, swipe up over the display.

   The instrument that is currently selected will disappear and a new instrument will appear.

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

The following instruments can be displayed:

— **Boost gauge:** the pressure in the charge air system between the turbocharger and engine in bar is indicated on the left by the boost gauge → *fig. 1* (1). The farther to the right that the needle on the scale is, the more engine power is being used.

— **Accelerometer (g-meter):** the accelerometer (g-meter) → *fig. 1* (1) (center) displays the acceleration value in the center area in g. The red marking in the tab area shows the intensity of the acceleration and the direction of the force. The force in effect is contrary to the physical laws. For example, if you drive to the left, the red marking will move in the right area of the instrument and vice versa. When accelerating, the red marking will move downward. When braking, the red marking will move upward. The intensity of acceleration is indicated by the position of the red marking from the inside to the outside. If you accelerate faster, the red marking will disappear from the center area.

— **Power gauge:** the power gauge → *fig. 1* (1) (right) shows the engine power that is being currently used as a digital value displayed on the surrounding scale in kW.

— **Coolant temperature gauge:** when the engine load is heavy and outside temperatures are high, the dial may move farther to the right. This is not a cause for concern as long as the red warning light in the instrument cluster display does not come on or is not blinking *(→ Engine coolant)*.

— **Oil temperature gauge:** the needle stays in the center area under normal driving conditions. If the pointer is in the left, lower area, the engine operating temperature has not yet been reached. If the engine operating temperature has not been reached yet, avoid excessive high speeds and acceleration. Engine coolant temperature gauge: when engine load is heavy and outside temperatures are high, the gauge may move farther to the right. This is not a cause for concern as long as the red warning light in the instrument cluster display does not come on or is not blinking *(→ Engine oil)*.

Adjusting the display areas to the driving situation

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

WARNING

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

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

NOTICE

A heavy engine load, especially when the engine is cold, can lead to engine damage.

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

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

Vehicle settings menu

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

Opening the Vehicle settings Menu

1. Switch the ignition on.
2. If necessary, switch on the Infotainment system.
3. Depending on the vehicle equipment, press the MENU button or function key and open the **Vehicle** menu.

   Or: depending on the vehicle equipment, press the CAR button or function key and open the **Settings** menu.

   Or: tap the function key and open the **Auto** menu.
4. To open other menus in the **Vehicle settings** menu or to adjust settings in the menu items, tap the function key and select the relevant function keys.
5. Tap the function key to return to the previous menu.

A check mark ☑ indicates that the respective function is switched on.

System settings and vehicle information display

— Vehicle settings (setup)

— Depending on vehicle equipment: Performance monitor *(→ Performance monitor)*.

— Depending on vehicle equipment: Lap timer *(→ Lap timer in the Infotainment system)*.

— Digital Cockpit Pro .

— Digital Cockpit .

— Active media.

— Driving Data.

— Vehicle status.

— Radio station selection.

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

⚠ WARNING

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

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

Introduction

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

Installed interior sensor system

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

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

The interior sensor system only detects the head and eye movements of the driver and evaluates this data only for internal vehicle purposes within the “Driver Attention Monitor” system function. The information is not saved in the vehicle *(→ Data processing in the vehicle)*.

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

⚠ WARNING

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

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

⚠ CAUTION

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

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

System Limits of the Interior Sensor System

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

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

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

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

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

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

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

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

— If the driver is experiencing any eye irritation.

Function-related system limits

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

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

Troubleshooting

Interior rearview mirror sensor

If the interior rearview mirror sensor view is restricted, the Driver Attention Monitor driver assistance system may not be available or may only be available to a limited extent. In individual situations, system-dependent indicator lights can be displayed in conjunction with a message in the instrument cluster. Observe these indicator lights.

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

Introduction



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

The Drowsiness Monitor informs the driver if their driving behavior indicates fatigue.

The Drowsiness Monitor evaluates the driver's driving behavior during the journey to detect driver fatigue. If fatigue is detected, the Drowsiness Monitor visually informs you in the digital instrument cluster display with a warning light or an indicator light in conjunction with an additional message and a warning tone *→ Warning Levels of the Drowsiness Monitor*. The message is shown for up to 6 seconds in the instrument cluster display.

When is it active?

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

WARNING

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

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

System Limits of Drowsiness Monitor

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

— Speeds below approx. 65 km/h (approx. 40 mph).

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

— Winding roads.

— Poor road surfaces.

— Inclement weather.

— Construction sites.

— Sporty driving.

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

— If you are very distracted.

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

Microsleep

There is no immediate warning for microsleep!

Resetting the Drowsiness Monitor

The Drowsiness Monitor is reset in the following situations:

— When the ignition has been switched off.

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

Driving with the Drowsiness Monitor

Switching on and off

Depending on the country, the Drowsiness Monitor is always switched on when the engine is started.

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

1. Open the **Assistance systems** menu.
2. Switch the Drowsiness Monitor on or off in the relevant submenu.

Hiding Messages Via the Multi-Function Steering Wheel

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

WARNING

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

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

Warning Levels of the Drowsiness Monitor

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

Drowsiness Monitor – Level 1

Onset of drowsiness detected.

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

Drowsiness Monitor – Level 2

Increasing drowsiness detected.

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

Drowsiness Monitor – Level 3

Acute risk detected.

A warning tone sounds. A red warning light appears with a message in the instrument cluster display. Acute risk to road traffic. End the journey as quickly as possible and urgently drive to the nearest rest stop!

Time-dependent information

The Drowsiness Monitor detects a driving duration of 4.5 hours without a break and without detecting driver fatigue.

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

Troubleshooting

Drowsiness Monitor not available

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

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

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

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

Introduction

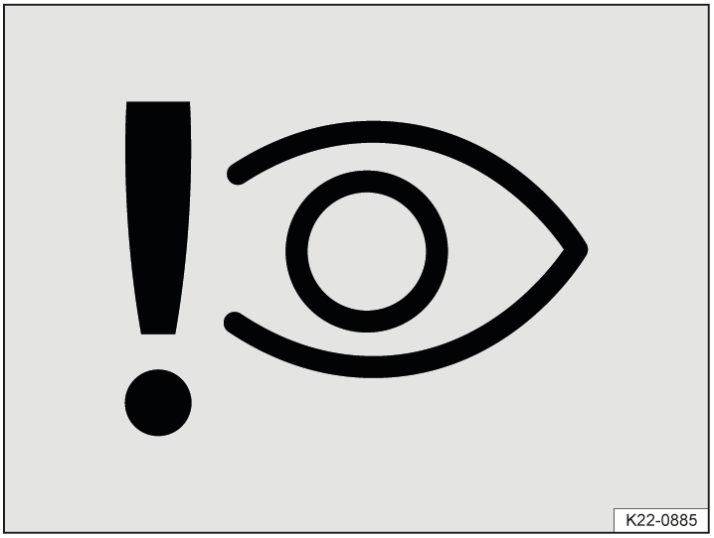


Fig. 1 In the digital instrument cluster display: Driver Attention Monitor symbol.

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

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

When is it active?

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

⚠ WARNING

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

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

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

System Limitations of the Advanced Driver Attention Monitor

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

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

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

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

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

Limits of the sensor system

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

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

Driving with the Advanced Driver Attention Monitor

Switching on and off

Depending on the country, the Driver Attention Monitor is always switched on when the engine is started.

Depending on the country, the Driver Attention Monitor is always switched on when the engine is started.

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

1. Open the **Assistance systems** menu.
2. Switch the Advanced Driver Attention Monitor on or off in the relevant submenu.

Or depending on the vehicle equipment:

1. Open the Car Control Center in the Infotainment system *(→ Introduction to the Infotainment system)*.
2. Switch the Driver Attention Monitor on or off.

Hiding Messages Via the Multi-Function Steering Wheel

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

WARNING

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

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

Warning Levels of the Advanced Driver Attention Monitor

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

Ongoing distraction detected

Depending on the settings, a warning tone may sound. A red warning light appears with a message in the instrument cluster display. Stop the distracting activity and pay attention to the traffic.

Troubleshooting

The Advanced Driver Attention Monitor is not available

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

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

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

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

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

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

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

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

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

Introduction

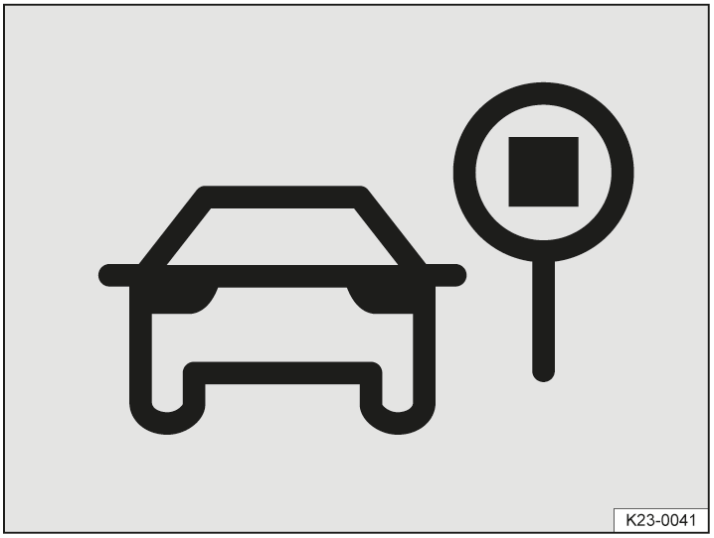


Fig. 1 In the digital instrument cluster display: Advanced Road Sign Display symbol.

The Advanced Road Sign Display detects speed limits and no-overtaking zones and informs the driver if the permissible maximum speed is exceeded.

Using a camera at the base of your interior rearview mirror, the Advanced Road Sign Display detects standardized road signs and informs you about speed restrictions and no-passing zones. Within the system limits, the Dynamic Road Sign Display of the Advanced Road Sign Display also displays an additional sign to warn of temporary restrictions, for example. The system may also continue to display the valid speed limit on roads without signs.

If the maximum speed limit is exceeded, the speed warning of the Advanced Road Sign Display visually informs you in the instrument cluster display with a blinking speed limit detected by the system and, depending on the settings, a warning tone *(→ Advanced Road Sign Display)*.

Dynamic Road Sign Display

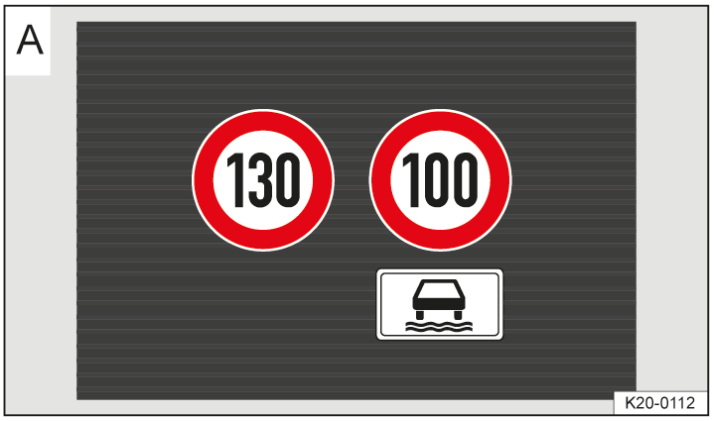


Fig. 2 In the digital instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

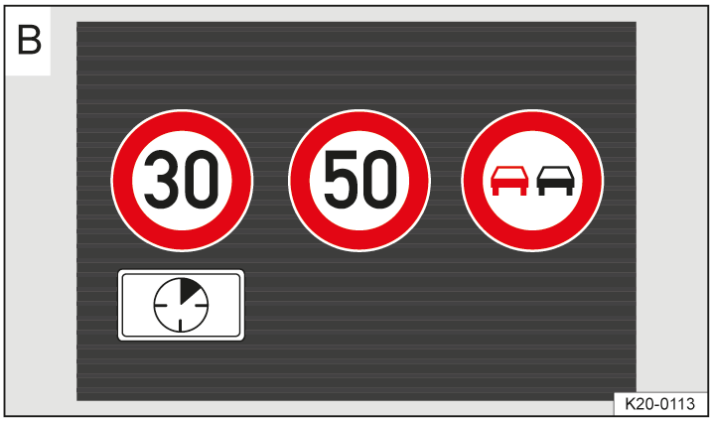


Fig. 3 In the digital instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

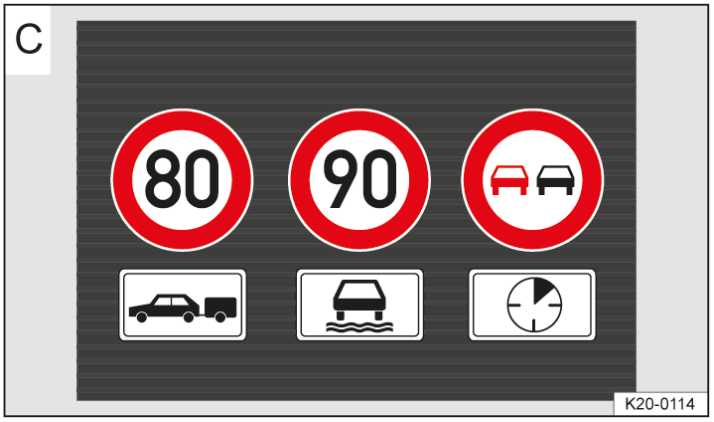


Fig. 4 In the digital instrument cluster display: displays of the Dynamic Road Sign Display with additional signs (general example).

After checking and evaluating the information from the camera, the Infotainment system, and the current vehicle data, the activated Dynamic Road Sign Display function will display up to

three valid road signs with the applicable additional signs, depending on the position of the display *→ fig. 2*, *→ fig. 3*, *→ fig. 4*:

1st position:

The road sign that is currently valid is shown on the left side of the display, for example a speed limit **130 km/h** (**80 mph**).

2nd position:

Another road sign can be displayed in second position, for example **100 km/h** (**60 mph**) “in wet conditions”.

Additional signs:

A recognized additional sign, e.g. for a time restriction, is displayed under the applicable traffic sign. Depending on the vehicle equipment, the applicable traffic sign in the head-up display is supplemented by the generic additional sign.

3rd position:

Another road sign can be displayed in the third position, such as a “Temporary passing restriction”.

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

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

⚠ WARNING

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

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

System Limits of Advanced Road Sign Display

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

— High ambient temperature or long exposure to direct sunlight.

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

— Glare, for example from oncoming traffic or the sun

— High speeds

— Dirty camera.

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

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

— If road signs are not in the standard format

— If there are damaged or bent road signs

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

— If there is outdated map material in the Infotainment system

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

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

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

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

Driving with the Speed Warning

When is it active?

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

Switching on and off

Depending on the country, the speed warning is always switched on when the engine is started. If necessary, you can manually switch off the speed warning in the Infotainment system.

1. Open the **Assistance systems** menu.
2. Switch the speed warning on or off in the relevant submenu.

Or depending on the vehicle equipment:

1. Open the Car Control Center in the Infotainment system *(→ Introduction to the Infotainment system)*.
2. Switch the speed warning on or off.

Activating and Deactivating the Warning Tone

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Speed warning**.
3. Activate or deactivate the warning tone at a relevant point.

When you start the engine, the warning tone is always activated.

Setting the Warning Threshold

You can manually adjust the warning thresholds for the speed warning.

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Speed warning**.
3. To select the level of the warning thresholds, tap ⌄ in the **Warning threshold** menu item.

When you start the engine, the warning thresholds for the speed warning are always reset to the default value.

Activating and Deactivating the Change Tone

The change tone audibly informs the driver that the speed limits have changed. If necessary, you can manually switch off the change tone.

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Speed warning**.
3. Activate or deactivate the change tone at a relevant point.

Hiding Error Messages Via the Multi-Function Steering Wheel

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

Trailer mode

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

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

In the Infotainment system:

1. Open the **Assistance systems** menu.
2. Tap **Trailer detection**.
3. To specifically adjust the warning threshold for trailer mode, tap ⌄ in the **Warn when exceeding** menu item.

⚠ WARNING

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

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

Warning Levels of the Speed Warning

If the system detects that the maximum speed limit is exceeded, it will visually inform you in the instrument cluster display with a blinking speed limit detected by the system and, depending on the settings, a warning tone. There are two warning levels for messages.



Fig. 1 In the digital instrument cluster display: detection of the maximum speed limit being exceeded (general example).

Speed warning – Level 1

The system has detected that the maximum speed limit has been exceeded.

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

Speed warning – Level 2

The system has detected that the maximum speed limit is progressively being exceeded.

A warning tone sounds. The speed limit detected by the system flashes continuously in the instrument cluster and, depending on the vehicle equipment, in the head-up display → *fig. 1*.

The second warning level is triggered if the speed limit continues to be increasingly exceeded.

The second warning level is canceled again if the driver actively reduces the speed.

Troubleshooting

Advanced Road Sign Display is outside the usage area

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

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

Advanced Road Sign Display is not available

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

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

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

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

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

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

— The system limits of the Advanced Road Sign Display are not adhered to *(→ Advanced Road Sign Display)*.

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

Advanced Road Sign Display is partially deactivated

A white indicator light will appear in the instrument cluster display for approximately 10 seconds.

The default settings of the speed warning are adjusted:

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

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

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

Introduction

Number of seats

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

Every seat is equipped with a safety belt.

An incorrect seating position significantly impairs the protective function of the safety belt. This could result in serious or fatal injuries. The risk of serious or fatal injuries increases even more if a deployed airbag strikes a passenger who is sitting in an incorrect seating position. The driver is responsible for all vehicle occupants and especially for children who are being transported in the vehicle.

WARNING

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

- Before the vehicle starts to move, all vehicle occupants must always be in the correct seating position and maintain it while driving. Safety belts must also be fastened and remain fastened.
- The number of persons in the vehicle must not exceed the number of seats with safety belts.
- Never tilt your backrest too far back.
- Always keep your feet in the footwell while driving. Never place your feet on the seat or on the instrument panel, for example. Never place your feet out of the window. Otherwise, if the airbag and the safety belt deploy, they could increase the risk of injury in the event of an accident instead of providing protection.

Correct seating position

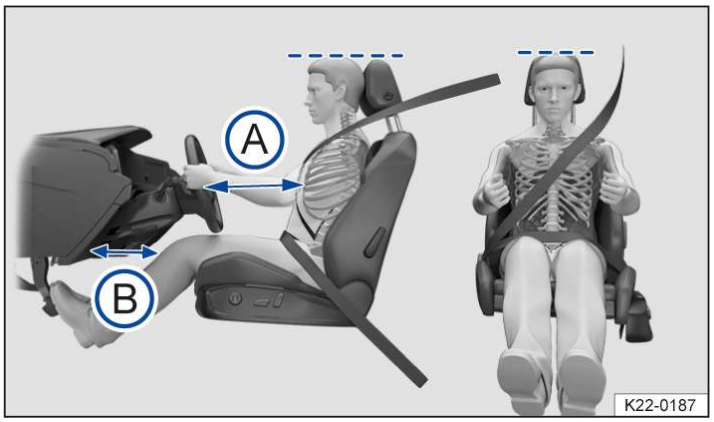


Fig. 1 Correct distance between the driver and the steering wheel, correct safety belt position and correct head restraint adjustment (general example).

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

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

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

The following applies to all vehicle occupants:

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

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

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

— Always keep both feet in the footwell.

— Adjust and fasten the safety belts correctly .

The following additional points apply to the driver:

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

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

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

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

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

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

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

The following additional points apply to the front passenger:

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

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

Introduction

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

WARNING

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

- Before every trip, everyone in the vehicle must seat themselves correctly, fasten the safety belt that belongs to the seat they are using, and keep it fastened while the vehicle is in motion.
- Secure children before and during every journey in the vehicle with a child restraint system that is appropriate for their weight and height and with the safety belt used correctly .
- Always insert the buckle tongue into the belt buckle that belongs to that seat and let it engage securely. Using a buckle from another seat reduces the protection provided by the safety belt and can cause serious injuries.
- Never unfasten the safety belt while the vehicle is in motion.
- Secure only one person with a safety belt.
- Never allow children or infants to ride on anyone's lap and never strap children or infants to another person with the same safety belt.
- Do not wear extremely bulky, loose clothing in the vehicle, such as a coat over a sports jacket, because this could impair the fit and function of the safety belt.

WARNING

The risk of serious and fatal injuries increases if the safety belts are damaged. If the belt webbing or other parts of the safety belt are damaged, the safety belts could tear during a collision or sudden breaking maneuver.

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

WARNING

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

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

Fasten seat belts reminder

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

Fasten safety belts reminder for the front seats

If the safety belts are not fastened when you begin driving, at a speed of over around 25 km/h (15 mph), or if the safety belts are unfastened during a journey, a warning chime sounds when the driver or front passenger seat is occupied by an adult. The red warning light in the instrument cluster display will also blink.

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

Fasten safety belts reminder for the rear seats (depending on the vehicle equipment and not available in all countries)

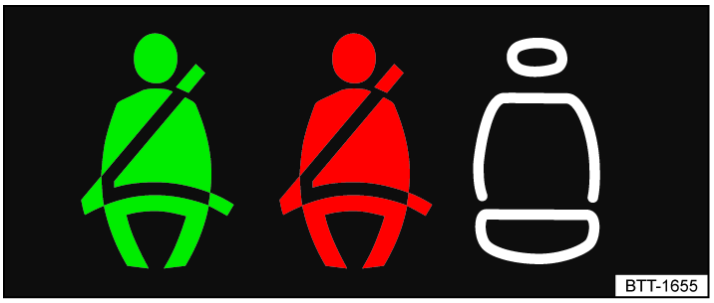


Fig. 1 In the instrument cluster display: Fasten seat belts reminder for the rear seats (general example).

When the ignition is switched on, the fasten safety belts reminder for the rear seats → *fig. 1* in the instrument cluster display shows the driver whether possible adult passengers in the rear seats have their safety belts fastened.

When the symbol is green, this indicates that the passenger in this seat has fastened "their own" safety belt.

When the symbol is red, this indicates that the passenger in this seat has not fastened "their own" safety belt.

When the symbol is white, this indicates that this seat is not occupied.

If a rear seat safety belt is unfastened during the journey, the symbol for that seat is permanently red. The red warning light in the instrument cluster display will also blink. If driving at speeds faster than approximately 25 km/h (approximately 15 mph), a warning chime will also sound.

WARNING

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

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

Fastening and unfastening the safety belts

Fastening the safety belt



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

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

Unfastening the safety belt

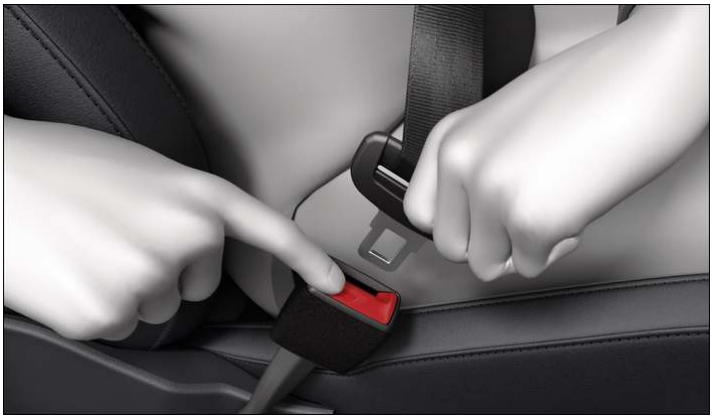


Fig. 2 Releasing the buckle tongue from the safety belt buckle (general example).

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

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

   The buckle tongue will pop out.

2. Guide the belt back by hand so that the belt rolls up easily, the belt does not twist, and the trim panel is not damaged.

Twisted safety belt

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

1. Slowly and carefully pull the safety belt out completely by the belt buckle.
2. Untwist any twisted sections of the safety belt and guide the belt back slowly by hand.
3. If you cannot untwist the safety belt, fasten the safety belt anyway.

   The twist must not be in a section of the belt that rests directly on the body.

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

Safety belt positioning

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

Correct safety belt positioning

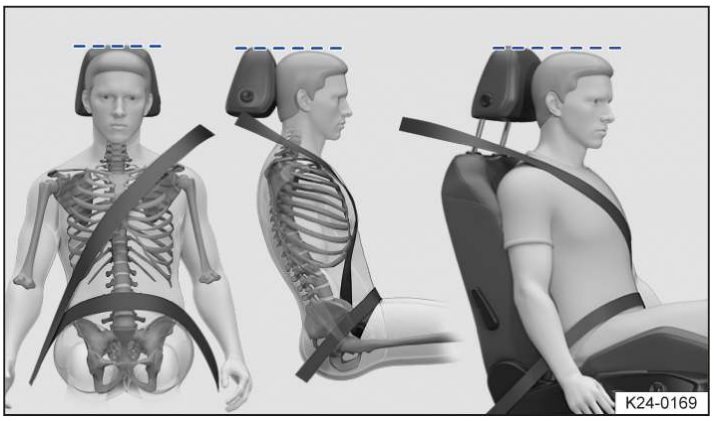


Fig. 1 Correct safety belt positioning and correct head restraint adjustment (general example).

— The shoulder belt section of the safety belt must always be positioned over the center of the shoulder and never across the neck, above the arm, under the arm, or behind the back.

— The lap section of the safety belt must always lie across the lap and never over the stomach.

— The safety belt must always rest flat and securely on the body. Retighten the belt if necessary.

Correct safety belt positioning for pregnant women



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

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

Adjusting the safety belt position to body size

The belt positioning can be adjusted with the following equipment:

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

— Height-adjustable front seats .

WARNING

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

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

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

Safety belt height adjuster



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

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

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

⚠ WARNING

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

- Never adjust the safety belt height while driving.

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

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

Automatic safety belt retractor

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

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

Safety belt pretensioners

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

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

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

WARNING

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

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

Reversible belt tensioning (proactive passenger protection system)

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

— Heavy braking.

— Oversteer or understeer.

— Light collisions.

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

Safety belt load limiter

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

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

When disposing of the vehicle or of individual system components, all safety precautions must be observed. A suitably qualified professional will be familiar with these provisions *(→ Safety belt pretensioners)*. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety belt pretensioner servicing and disposal

When working on safety belt pretensioners, as well as when removing and installing other vehicle components as part of repair work, the safety belts can become damaged without you noticing. This may cause the safety belt pretensioner to not work correctly or prevent it from working in the event of an accident.

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

WARNING

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

- Never perform repairs, adjustments, or removal and installation of components of the safety belt pretensioners or safety belts yourself. Only have these procedures performed by suitably qualified professionals . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Safety belts, safety belt pretensioners and automatic safety belt retractors cannot be repaired. These components must be replaced.

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

Introduction

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

Speed range

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

⚠ WARNING

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

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

Functions of the proactive passenger protection system

Basic functions

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

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

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

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

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

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

Setting in the Driving Mode Selection

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

Limitations of the proactive passenger protection system

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

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

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

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

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

— Reverse gear engaged.

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

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

Troubleshooting

A message is briefly shown in the instrument cluster display.

— The proactive passenger protection system has limited availability or is not available. Stop the engine and restart.

— If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the proactive passenger protection system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Introduction

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

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

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

Situations in which airbags will not always deploy:

— If the ignition is switched off during a collision.

— In minor head-on collisions.

— In non-serious side-on collisions.

— In rear-end collisions.

— When the vehicle rolls over.

— In low-speed collisions.

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

WARNING

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

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

WARNING

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

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

WARNING

Fine dust and water vapor can develop when the airbags deploy. This is normal and does not indicate a fire in the vehicle. The fine dust can irritate the skin and mucous membranes in the eyes and can cause breathing problems, particularly for individuals who have asthma or other respiratory conditions.

- To reduce the risk of breathing problems, exit the vehicle or open the windows or doors for fresh air.
- If you come into contact with the dust, wash your hands and face with mild soap and water before eating anything.
- Flush your eyes and any open wounds with water if dust enters them.

WARNING

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

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

Indicator light

Function Check

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

Malfunction of airbag systems or safety belt pretensioners

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

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

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

Airbag systems or safety belt pretensioners with diagnostic device switched off

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

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

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

Installation locations and deployment zones of the airbags

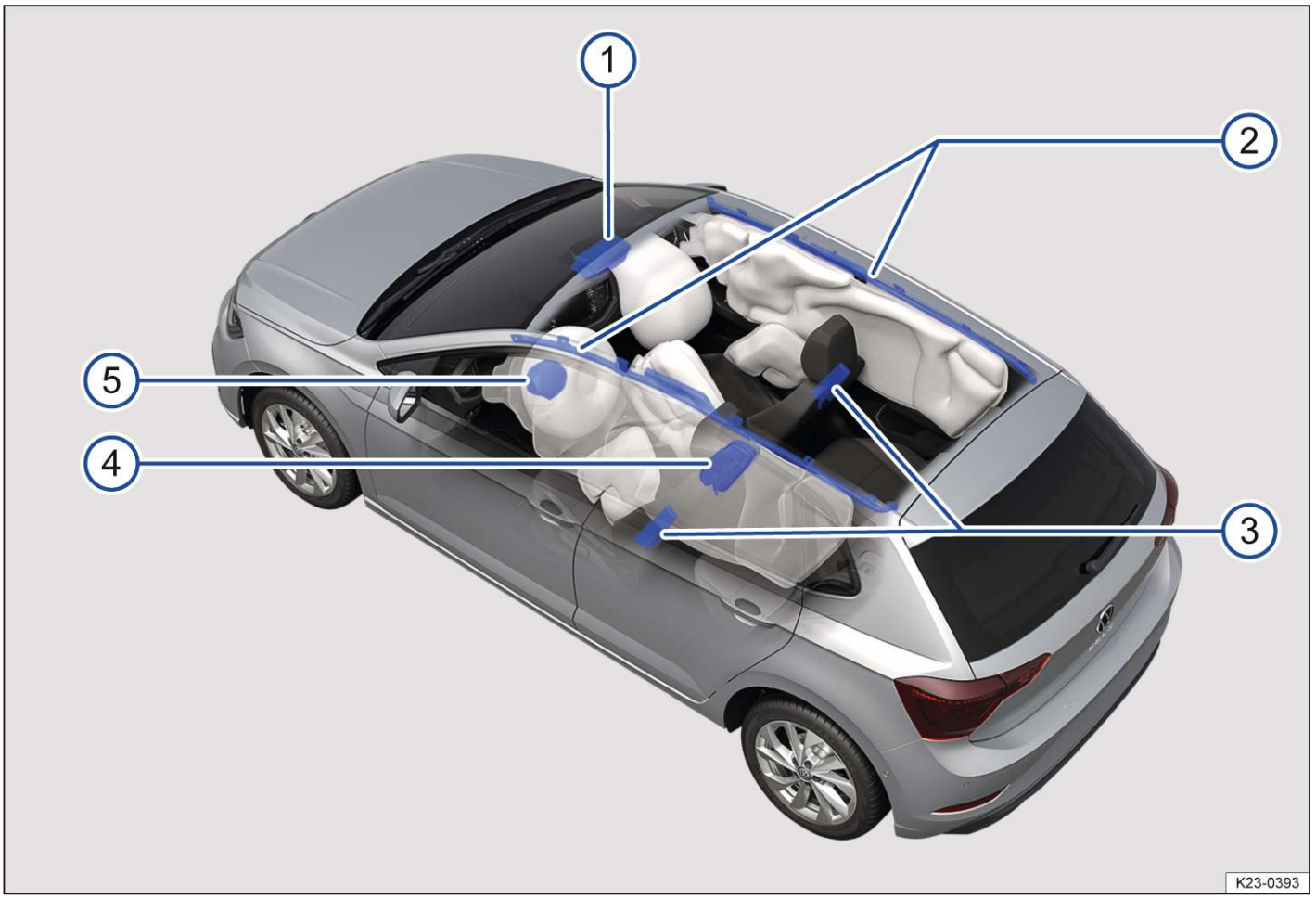


Fig. 1 Installation locations and deployment zones of the airbags.

Installation location

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

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

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

Switching the Front Passenger's Front Airbag On and Off



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

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

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

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

Front passenger's front airbag enabled



Fig. 2 In the center console: Indicator light for the activated front passenger's front airbag (depending on the country).

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

The front passenger's front airbag is switched on.

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

Front passenger's front airbag switched off



Fig. 3 In the center console: Indicator light for the deactivated front passenger's front airbag (depending on the country).

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

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

Switching on the front passenger's front airbag

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

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

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

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

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

Switching Off the Front Passenger's Front Airbag

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

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

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

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

   The yellow PASSENGER AIR BAG OFF indicator light will come on permanently when the ignition is switched on *(→ Indicator light standard airbag system)*.

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

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

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

DANGER

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

DANGER

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

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

WARNING

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

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

WARNING

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

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

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

NOTICE

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

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

Introduction

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

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

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

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

Country-specific specifications

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

⚠ WARNING

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

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

Information on the Child Restraint and in the Vehicle

Child restraint standards

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

— Weight class or child restraint group.

— Size class

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

— Certification number.

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

Child restraints according to weight or size classes

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



Fig. 1 Example of child restraints.

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

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

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



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

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

Airbag label



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



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

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

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

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

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

Notes on installing a child restraint

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

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

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

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

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

— If installing on the front passenger's seat, move the seat all the way back and move it into the highest position possible. Bring the backrest into the upright position *(→ Mechanical front seat)*.

  Applies to child restraints in the size class C/ISOFIX class R3: If installing on the front passenger seat, move the seat all the way back and move it into a low to central position. Bring the backrest into the upright position *(→ Mechanical front seat)*.

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

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

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

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

⚠ DANGER

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

⚠ WARNING

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

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

WARNING

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

- Make sure that children are not within the deployment zone of the airbag .
- Do not place any objects within the deployment zone of the airbag.

WARNING

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

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

Rear-facing child restraints on the front passenger seat

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

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

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

⚠ DANGER

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

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

Forward-facing child restraints on the front passenger seat

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

⚠ WARNING

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

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

Attaching a child restraint with ISOFIX or i-Size

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

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

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

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

⚠ WARNING

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

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

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

Overview of ISOFIX or i-Size child restraint installation

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

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

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

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

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

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

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

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

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

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

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

Attaching child restraints with ISOFIX or i-Size

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

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

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



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

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

Securing the child restraint with the upper strap



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



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



Fig. 3 On the backrest of the top sport seat (without opening) on the passenger's side: belt guide for the top tether strap (general example).

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

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

Fastening the top tether strap



Fig. 4 On the back of the outer rear seats or the front passenger seat: attached top tether strap.

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

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

   Only applies to top sport seat without opening: Guide the top tether strap over the head restraint → *fig. 3*.
6. Hook the tether of the child restraint into the appropriate anchor marked with “Top Tether” → *fig. 4*.
7. Tighten the top tether strap so that the child restraint is upright on the rear seat backrest.
8. Pull on the child restraint to check that it is securely locked in place.

⚠ WARNING

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

- Always only fasten a top tether strap of a child restraint to a top tether anchor.

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

⚠ WARNING

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

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

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

Securing a child restraint with a safety belt

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

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

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

Securing a child restraint with a safety belt

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

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

Transporting a child in the middle rear seat

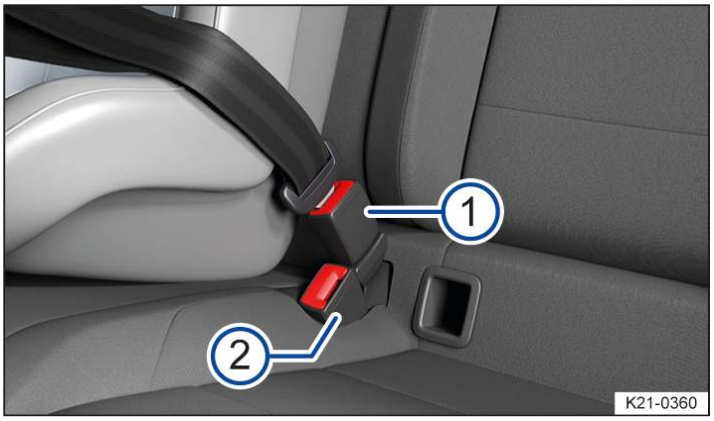


Fig. 1 In the second row of seats: position of the belt buckles (general example).

(1) Belt buckle for the central seat.

(2) Belt buckle for the outer seats.

A child restraint must always be secured centrally in the seat. To ensure this is also the case on the middle rear seat, follow the instructions below:

1. Slide the belt buckle for the center seat → *fig. 1* (1) behind the belt buckle for the outer seat → *fig. 1* (2).
2. Insert the buckle tongue of the safety belt for the center seat into the belt buckle for the center seat → *fig. 1* (1) until you hear the buckle tongue engage.
3. To enable correct belt guidance, do not twist the belt buckles → *fig. 1*.

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

WARNING

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

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

Securing yourself and the vehicle

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

Checklist of what to do in the event of a breakdown

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

1. Park your vehicle a safe distance from traffic and on suitable ground. Observe all important information on parking when doing so .
2. Switch on the emergency flashers ⚠ *(→ Driver side)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle or switch on the warning light to warn others on the road about the vehicle.
5. Observe the safety instructions *(→ In the hood space)*.
6. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends Volkswagen Roadside Assistance Call, if available .

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

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

⚠ WARNING

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

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

⚠ WARNING

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

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

NOTICE

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

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

Checklist of what to do after an accident

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

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

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

— To warn traffic behind your vehicle if the traffic ahead slows suddenly or you reach the end of a traffic jam.

— If there has been an accident.

— If the vehicle malfunctions.

— When towing the vehicle.

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

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

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

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

Emergency equipment

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

First aid kit

The first aid kit may be located in a storage compartment, in a holder in the luggage compartment, under the luggage compartment floor, or in the vehicle interior.

The first aid kit must meet the legal regulations.

— Note the expiration date of the contents.

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

Warning triangle



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

The warning triangle may be located in the trunk lid.

1. With the trunk lid open, turn the holder lock → *fig. 1* 90° counterclockwise.
2. Open the holder and remove the sleeve of the warning triangle.
3. After use, store the warning triangle back in the sleeve, insert the sleeve back into the holder and lock it.

The warning triangle must meet the legal regulations.

Reflective vest

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

The reflective vest must meet the legal regulations.

Fire extinguisher

A fire extinguisher may be located in a holder in the footwell under the front passenger seat.

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

⚠ WARNING

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

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

Information Call, Roadside Assistance Call and Emergency Call Service

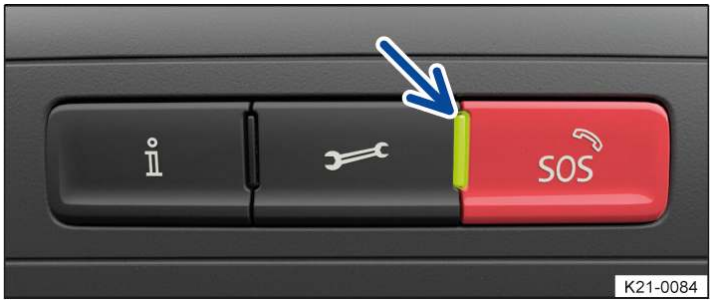


Fig. 1 In the roof console: buttons for call services and indicator light.

- Information call.
- Roadside assistance call.
- Emergency Call Service.

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

Please note the additional information on connected services .

Indicator lights for the Emergency Call Service

The indicator light → *fig. 1* (arrow) is located in the control panel. The indicator light comes on in different colors and light patterns depending on the vehicle operating status of the Emergency Call Service:

- The indicator light does not come on: the Emergency Call Service is deactivated or not available.
- The red warning light flashes after the ignition is switched on: System error. The Emergency Call Service is deactivated.
- The red indicator light comes on and remains on: system error. The Emergency Call Service is limited or not available.
- The green indicator light comes on: The Emergency Call Service is available and the vehicle system is ready for use.
- The indicator light blinks green: there is a call in progress.

Information call

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

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

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

— The information call can be executed whenever the ignition of the vehicle is switched on.

— The information call can be manually executed via the control panel in the roof console or, depending on the vehicle, via the function key in the telephone menu of the Infotainment system.

Roadside assistance call

— If you break down, you can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance with the roadside assistance call.

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

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

— The Roadside Assistance Call can be executed whenever the ignition of the vehicle is switched on.

— The Roadside Assistance Call can be manually executed via the control panel in the roof console or, depending on the vehicle, via the function key in the telephone menu of the Infotainment system.

Emergency Call Service

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

— When the Emergency Call Service is initiated, a connection will be established with the Volkswagen emergency call center.

— If an emergency call is triggered manually or by a collision with airbag deployment or safety belt pretensioner deployment, data that is relevant to the emergency call, such as the vehicle's current location, is automatically transmitted .

— The contact partner will communicate in the language that is set in the vehicle's Infotainment system. If this language is not available at the current emergency call location, English will be used.

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

— The Emergency Call Service can be permanently deactivated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

WARNING

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

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the mobile communications network of the required telecommunications providers is unavailable.
- Even if there is good cell phone and satellite reception, telecommunications providers are unable to offer a mobile communications network generation that is suitable for the vehicle in some areas. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System is not available in the vehicle, the call will be forwarded to the emergency number 112.
- Even if there is good cell phone and satellite reception, in some areas the telecommunications providers' 3G network is unavailable. This can result in the connection to the Emergency Call Service being delayed by up to 60 seconds. To enable a connection to be established without delay, the Emergency Call Service can be deactivated in the in the Infotainment system if the legally required eCall emergency system is available in the

vehicle. The legally required eCall Emergency System is available immediately when the Emergency Call Service is deactivated.

- The Emergency Call Service is not permitted by law in some countries.
- There is no valid license for the use of the Emergency Call Service.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The Emergency Call Service has been deactivated. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System is not available in the vehicle, no emergency call will be made. There will be no forwarding to the emergency number 112 either.
- The Emergency Call Service has been deactivated by disabling of data transmission. In this case, the emergency call, if available in the vehicle, is routed to the legally required eCall Emergency System. If the legally required eCall Emergency System cannot perform its function for technical reasons, the Emergency Call Service is automatically reactivated.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

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

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

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

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

Only press the emergency call button in an emergency → *fig. 1*, .

Automatic emergency call

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

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

— Immediately after the airbags have been deployed.

— Immediately after the safety belt pretensioners have been triggered.

The automatic emergency call cannot be stopped by pressing the Emergency Call button → *fig. 1*, .

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

Integrated battery

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

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

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

Data transmission

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

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

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

The following data is sent:

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

You can request to view and delete the data that is sent by contacting the Volkswagen emergency call center.

Depending on the vehicle equipment and country, data transmission may be influenced by your privacy settings *(→ Privacy settings)*. The functionality of the Emergency Call Service can only be ensured if data transmission is fully enabled.

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

Routing to the Statutory eCall Emergency System

In some situations, the Emergency Call Service is limited or not carried out. If the legally required eCall Emergency System is available in the vehicle, a voice connection will be established with a local emergency service center if possible. In this case, available data will be sent to the local emergency center during an emergency call to determine what rescue measures are needed .

The Manage services section in the Infotainment system shows whether the legally required eCall Emergency System is available in the vehicle *(→ Manage services)*.

Fall-back to emergency number 112

In some situations, the Emergency Call Service is limited or not carried out. If the legally required eCall Emergency System is not available in the vehicle, an emergency call will be made to the general emergency number 112 if possible. In this case, only a voice connection will be established. No other data, such as vehicle or location data, will be transmitted.

Troubleshooting

Emergency Call Service malfunction

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

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

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

Emergency Call Service limited

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

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

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

Legally required eCall Emergency System

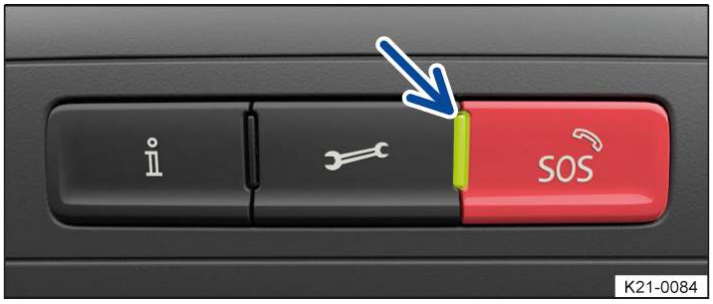


Fig. 1 In the roof console: button for the legally required eCall Emergency System and indicator light.

- Information call.
- Roadside assistance call.
- Legally required eCall Emergency System.

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

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

The legal basis for data processing for the legally required eCall Emergency System conforms to the applicable local laws and regulations, such as EU regulation 2015/758. In addition, please note the information regarding data storage and services *(→ Data processing in the vehicle)*.

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

Indicator light for the statutory eCall Emergency System

The indicator light → *fig. 1* (arrow) is located in the control panel. The indicator light comes on in different colors and light patterns depending on the vehicle system status:

- The indicator light does not light up: The emergency call function is not available.
- Warning light blinks red after the ignition is switched on: emergency call is deactivated.
- The red indicator light comes on and remains on: system error. The emergency call function has limited availability or is not available.
- The green indicator light comes on: The emergency call function is available and the vehicle system is ready for use.
- The indicator light blinks green: There is an emergency call in progress.

WARNING

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

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is good cell phone and satellite reception, but the telecommunications provider's 2G or 3G mobile network is unavailable.
- The emergency call function is not available in certain countries.
- The local emergency dispatch center lacks the technical capacity to receive emergency data.
- The vehicle components required for manual or automatic emergency calls are damaged or do not have sufficient power.
- The vehicle's ignition is not switched on.

Triggering an emergency call manually

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

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

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

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

Only press the emergency call button in an emergency → *fig. 1*.

Automatic emergency call

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

A connection to the local emergency dispatch center is automatically established in the following situations:

— Immediately after the airbags have been deployed.

— Immediately after the safety belt pretensioners have been triggered.

The automatic emergency call cannot be stopped by pressing the Emergency Call button → *fig. 1*.

If questions from the local emergency dispatch center are not answered, rescue operations will automatically start.

Integrated battery

The integrated battery ensures that the legally required eCall Emergency System will still be available for some time if the 12 V vehicle battery is disconnected or faulty.

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

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

Data transmission

The legally required data will be sent to the local emergency dispatch center during an emergency call to determine the necessary rescue measures.

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

The emergency call data is only processed to ensure the proper function of the legally required eCall Emergency System. The emergency call data is automatically deleted by the system 13 hours after the emergency call is triggered.

The following data is sent:

— The current vehicle position at the time the emergency call was triggered
— Two other positions shortly before the emergency call was triggered (route driven, a few 100 m (a few 100 ft)).
— Vehicle identification number (VIN).
— Type of vehicle drive.
— Vehicle model
— Trigger type (automatic or manual)
— Call type.
— Direction in which the vehicle was moving at the time the emergency call was triggered.
— Accident direction.
— Speed reduction in the event of an accident in longitudinal direction.
— Speed reduction in the event of an accident in transverse direction.
— Time of impact
— Reliability of the positioning data
— Data set version.
— Counter of the data sets transmitted per call
— Calculated number of passengers.

You can request to view and delete the data that is sent by contacting the local emergency service center.

Installed after-market Infotainment systems may limit the function of the legally required eCall Emergency System.

Troubleshooting

Malfunction in the legally mandated eCall Emergency System

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

There is a system error with the legally mandated eCall Emergency System. You may not be able to make an emergency call.

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

Limited function in the legally mandated eCall Emergency System

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

The legally mandated eCall Emergency System function is only available to a limited extent. For example, you cannot make a voice connection to the local emergency dispatch center.

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

Vehicle key functions

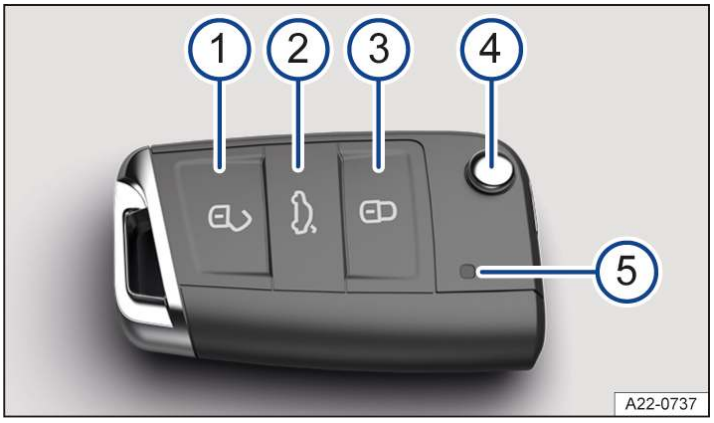


Fig. 1 Vehicle key.

1. Unlock the vehicle. All turn signals will flash twice.
2. Unlock the trunk lid separately. All turn signals will flash twice.
3. Lock the vehicle. All turn signals will flash once.
4. Fold the key bit out and in.
5. Indicator light: flashes when a button is pressed.

Your vehicle may be equipped with a SAFE lock. This prevents the doors from being opened both from the inside and from the outside.

If a vehicle has SAFELOCK, this feature is activated automatically when locking with the vehicle key or the sensor in the door handle. If SAFELOCK is to be deactivated, the vehicle key or the door handle sensor must be operated again. The vehicle is then only locked. Opening from the outside is prevented, but it can be opened from the inside.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people could lock the doors and/or the trunk lid, start the engine, or switch on the ignition and thereby activate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

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

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

NOTICE

External influences may limit the functionality of the remote control vehicle key and damage it.

- Protect the vehicle key from moisture and strong impacts.

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

Replacing the button cell battery

Volkswagen recommends having the button cell changed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠.

Remote control vehicle key with key bit

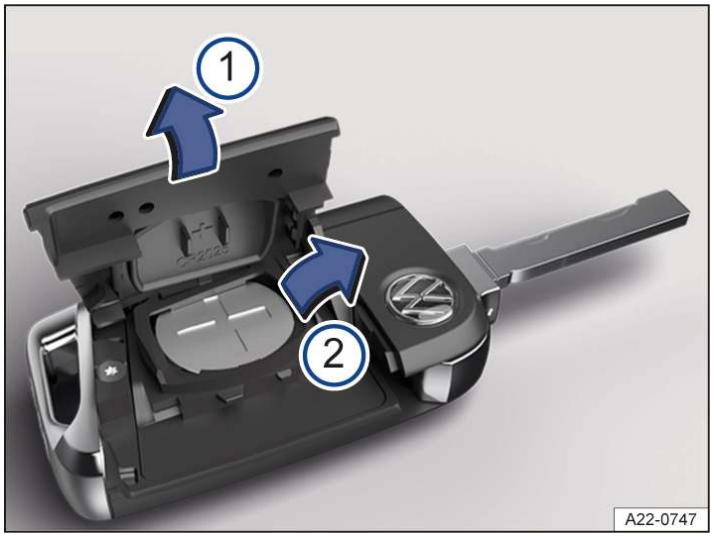


Fig. 1 Vehicle key: Replacing the button cell battery (general example).

(1) Cover
(2) Button cell battery

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

DANGER

If button cell batteries are swallowed or enter the windpipe, serious or fatal injuries will occur within a very short time due to choking or internal burns.

- Seek medical assistance immediately if you suspect that a button cell battery has been swallowed.
- Always keep the remote control vehicle keys and key fob with button cell batteries out of the reach of children.

NOTICE

If the button cell battery is replaced incorrectly or a button cell battery is unsuitable, it can damage the vehicle key.

- Only replace discharged button cell batteries with new button cell batteries of the same voltage, size and specification.
- Make sure the button cell battery is facing in the right direction when inserting it.
- If the battery cover cannot be closed, do not use the remote control.

The type of button cell batteries used in the remote control of your vehicle key can contain perchlorate. This requires special handling. Observe all legal requirements regarding the handling and disposal of these button cell batteries. Volkswagen recommends having this service carried out by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Synchronizing a vehicle key

If the vehicle cannot be unlocked or locked using the vehicle key, synchronize the vehicle key or replace the button cell battery *(→ Vehicle key)*.

Synchronizing a vehicle key

1. Fold out the key bit or remove the emergency key.
2. If necessary, remove the cap from the driver's door handle .
3. Press the button on the vehicle key.
4. Unlock the vehicle using the key bit.
5. Open the driver door.

   If the vehicle is equipped with an anti-theft alarm system, the alarm will be triggered immediately *(→ Anti-theft alarm system)*.
6. Switch the ignition on.

   This completes the synchronization.

Troubleshooting

Vehicle cannot be locked or unlocked

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

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

1. Close the driver door.

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

   Or: Change the battery cell in the vehicle key *(→ Vehicle key)*.

The indicator light is not blinking

If the indicator light in the vehicle key does not blink when you press one of the buttons, then the button cell battery in the vehicle key must be replaced.

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

Introduction

Depending on the vehicle equipment, your vehicle may feature the Keyless Access with push-button start function.

The Keyless Access with push-button start makes it possible to unlock and lock the vehicle without actively using the key. A valid vehicle key must be within the vehicle's detection distance to use this function.

Unlocking or locking using Keyless Access

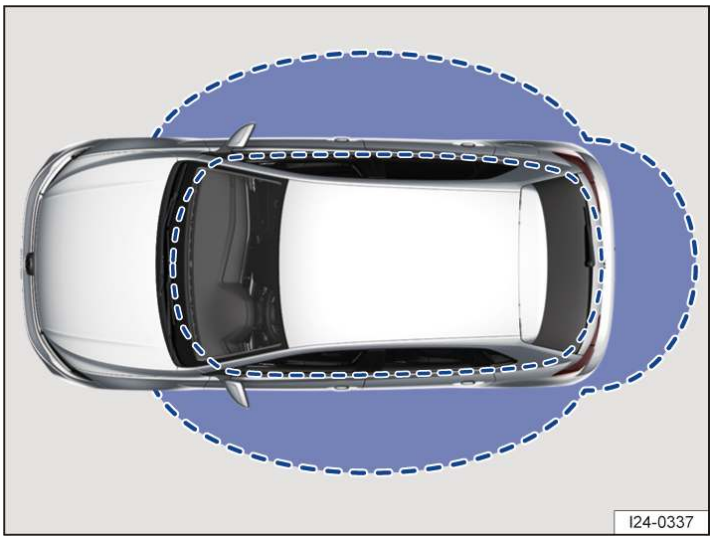


Fig. 1 Keyless Access: detection distance (general example).

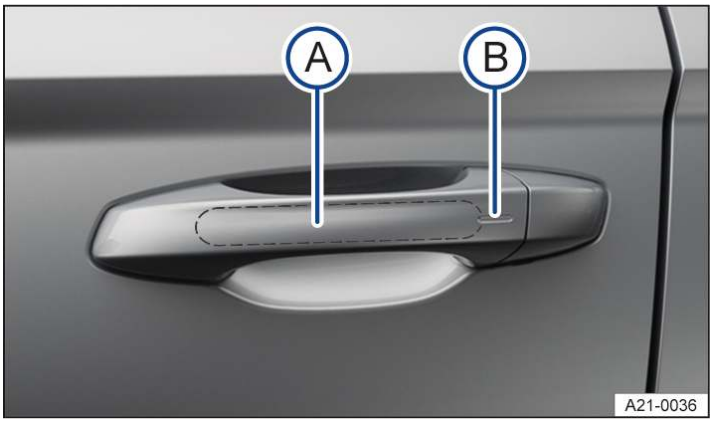


Fig. 2 In door handle: sensors.

(A) Sensor on the inside of the driver or passenger door handle.

(B) Sensor on the outside of the driver or passenger door handle.

Unlocking the vehicle

1. Touch the sensor on the inside of the driver or passenger door handle → *fig. 2* (A).

   All turn signals will flash twice.

Locking the vehicle

1. Switch the ignition off.
2. Close the driver door or front passenger door.
3. Touch the sensor on the outside of the driver or passenger door handle → *fig. 2* (B).

   All turn signals will flash once.

Unlocking and locking the trunk lid

If the vehicle is locked and a vehicle key is within the detection distance of the trunk lid, the trunk lid will unlock automatically when opened → *fig. 1*.

The trunk lid locks automatically after it closes.

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

Deactivating Keyless Access temporarily

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

1. Lock the vehicle with the button on the vehicle key.
2. Then, within five seconds of locking the vehicle, touch the sensor on the outside of the door handle once → *fig. 2* (B). Do not grasp the door handle during this process.

   Keyless Access is now temporarily deactivated.
3. To check that it has actually been deactivated, wait at least 10 seconds and then pull on the door handle.

   The door should not open.

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

Operating convenience functions

The electric windows close automatically.

On vehicles with a tilting and sliding panoramic sunroof, the sunroof also closes.

1. Press and hold the sensor on the driver or passenger door handle for a few seconds → *fig. 2* (B).

The sensor functions can be adjusted in the **Vehicle settings** menu in the Infotainment system.

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

Vehicles featuring a DSG® automated transmission can only be locked when the parking lock P is engaged.

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

Troubleshooting

If Keyless Access is not working

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

1. Clean the sensors.

If all turn signals flash four times

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

1. Remove the vehicle key and lock the vehicle.

Automatic sensor deactivation

The sensors will deactivate automatically under the following conditions:

— If the vehicle is not unlocked or locked for a long period of time

— If a sensor is triggered too frequently

Reactivating the sensor pads:

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

The vehicle cannot be locked or unlocked from the inside because the key battery is drained

If the remote control vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

1. Hold the vehicle key against the lower section of the center console *(→ Starting the engine)*.

   Vehicle key is detected.

   Doors can be locked or unlocked again.

Valid vehicle key cannot be detected

The yellow indicator light turns on. A message will also appear in the instrument cluster display.

The vehicle key is no longer in the vehicle or within the detection distance.

1. Do not switch the ignition off.
2. Bring the vehicle key back into the vehicle or within the detection distance.

   Or: depending on the vehicle equipment, remove the vehicle key from the immediate vicinity of the wireless charging function. Then place the vehicle key in the center console cup holder.

If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If at least one window is open and the sensors in one door handle are permanently activated, then all windows will close.

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

Introduction

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

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

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

Display for open doors

An image in the instrument cluster display indicates if one or more doors have not opened or closed correctly.



Do not continue driving!

1. Safely park the vehicle, if necessary.
2. Open the respective door and close it again.

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

WARNING

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

- Stop as soon as traffic allows and close the door.
- When closing the door, make sure it engages securely and completely. When closed, the door must be flush with the areas of the vehicle body that are around the door.

WARNING

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

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

WARNING

Opening and closing the doors and trunk lid without due care can be dangerous and result in serious injuries.

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

WARNING

The central locking system locks all the doors. In case of an emergency or accident, locked doors can make it more difficult for first responders to access the vehicle interior. When the vehicle is locked from the outside, the doors and power windows cannot be opened from the inside. There is a risk of serious or fatal injuries.

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

WARNING

All doors can be locked from the inside using the central locking button. Otherwise, children, people requiring assistance or animals could be locked inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves. Otherwise, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

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

NOTICE

Removing caps without due care may result in damage to the vehicle.

- When using the emergency locking or emergency unlocking feature, remove and reinstall the parts carefully and correctly.

When the vehicle is locked from the inside, it reduces the risk of opening the doors unintentionally and of unauthorized people entering the vehicle.

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

Indicator light in the driver's door

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

The indicator light shows the status of the central locking system for around 30 seconds after the vehicle is locked.

The red LED light blinks at short intervals for around 2 seconds.

The status of the central locking system is then displayed for 28 seconds:

Vehicles with SAFELOCK

— If the red LED light blinks at long intervals, the vehicle will be locked with SAFELOCK.

— If the red LED light does not come on, the vehicle will be locked, but without SAFELOCK.

Vehicles without SAFELOCK

— If the red LED light blinks at long intervals, the vehicle will be locked.

After around 30 seconds, the LED light blinks at slow intervals.

Special conditions

If the red LED light comes on continuously, there is a fault in the central locking system or the anti-theft alarm system.

Automatic locking and unlocking

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

Automatic locking (Auto Lock)

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

Automatic unlocking (Auto Unlock)

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

— Airbags have deployed following an accident *(→ Doors)*.

— **Or:** the vehicle is stationary and the vehicle key has been removed.

— **Or:** *in vehicles with automatic transmission:* the parking lock P is engaged and the ignition is switched off.

— **Or:** if the door handle has been pulled. This applies at speeds up to approx. 15 km/h (approx. 9 mph).

The Auto Unlock function can make it easier for first responders to access the inside of the vehicle in the event of an accident.

Central locking button



Fig. 1 In the driver's door: Central locking button (general example).

1	Central locking button.

Unlock the vehicle.

Lock the vehicle.

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

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

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

— The indicator light in the button will turn yellow if all doors are closed and locked.

— The anti-theft alarm system will not be activated *(→ Anti-theft alarm system)*.

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

Opening and closing the driver's door in an emergency

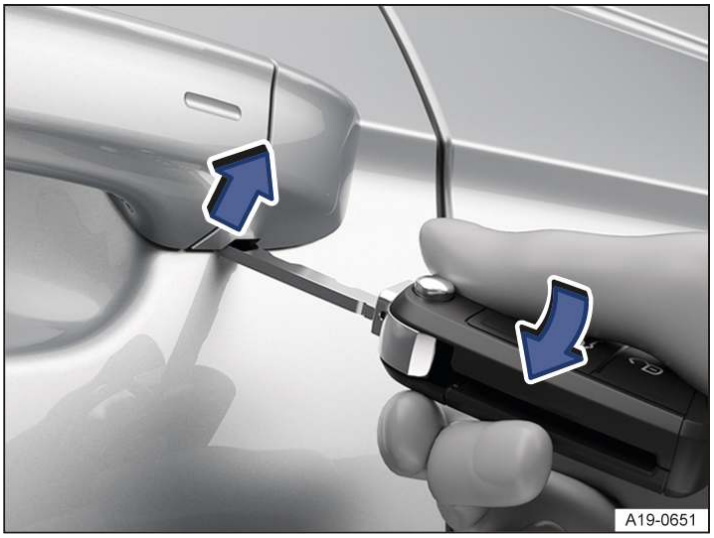


Fig. 1 Driver's door handle: prying off the cap.

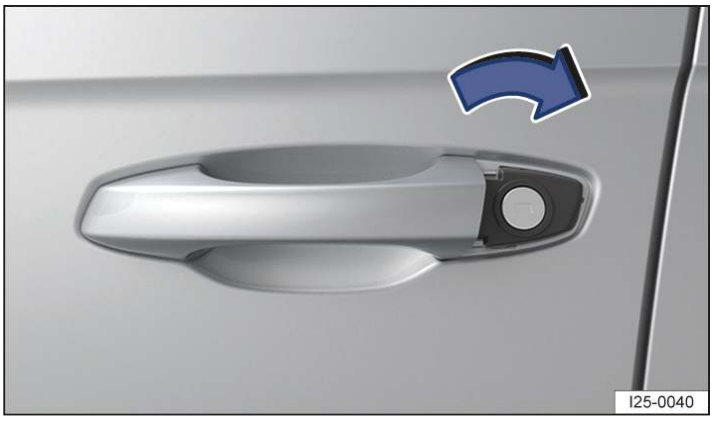


Fig. 2 Driver door handle: emergency locking.

When the vehicle is locked manually, all of the doors will lock. Only the driver door will unlock when unlocking manually.

Note the information about the anti-theft alarm system *(→ Anti-theft alarm system)*.

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

Special considerations for manual unlocking

— An alarm is triggered when the driver's door is opened *(→ Anti-theft alarm system)*.

— An emergency start must be performed after unlocking *(→ Starting the engine)*.

— Switch the ignition on to turn off the alarm.

The electronic immobilizer will detect a valid vehicle key.

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

Locking the front passenger door and rear doors in an emergency



Fig. 1 In the front edge of the rear door: locking of the vehicle in an emergency with the key bit or emergency key (variant 1).



Fig. 2 In the front edge of the rear door: locking of the vehicle in an emergency with the key bit or emergency key (variant 2).

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

The anti-theft alarm system will not be activated.

1. Open the door.
2. Insert the key bit or emergency key into the slot and turn it or press on it → *fig. 1*.
3. Close the door.
4. Check that the door is locked. To do this, pull firmly on the door handle.
5. Have the vehicle checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Doors can be unlocked and opened from the inside by pulling the door handle.

Child safety lock

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

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

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

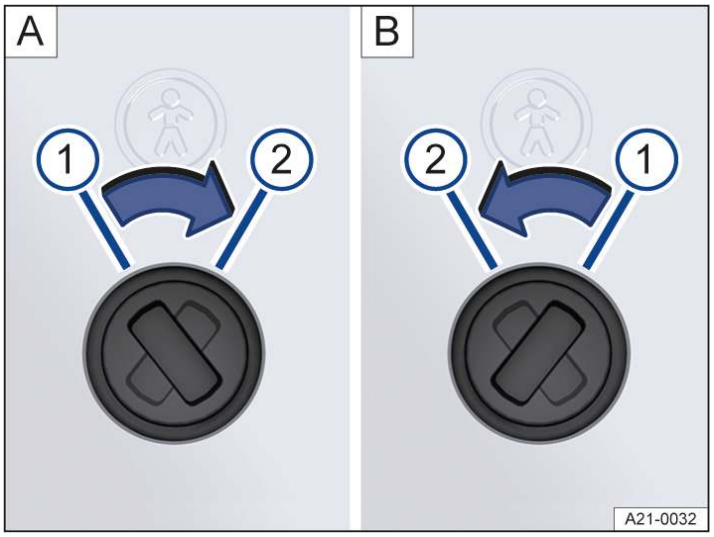


Fig. 1 Child safety lock: A left rear door, B right rear door.

1 Child safety lock is switched off.

2 Child safety lock is switched on.

Switching the child safety lock on or off

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

⚠ WARNING

When the child safety lock is switched on, that door cannot be opened from the inside. This can result in people locking themselves inside the vehicle. In an emergency, they may not be able to exit the vehicle without assistance or help themselves.

- Never leave children or people requiring assistance unattended in the vehicle when the doors are locked.

⚠ WARNING

If you leave children, people requiring assistance or animals unattended in the vehicle, they may be subjected to very high or low temperatures. There is a risk of serious or fatal injuries.

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

If the child safety lock is activated, it remains locked in an accident. Deactivate the child safety lock if the function is not needed.

Troubleshooting

If the indicator light does not turn off

The red LED light in the vehicle door flashes at short intervals and then stays on.

There is a malfunction in the locking system.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the turn signals are not flashing

The turn signals are not blinking as confirmation when locking the vehicle.

1. Check that all of the doors, the trunk lid and the engine hood are closed.

If the vehicle is locking automatically

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

— The vehicle was unlocked using the vehicle key or Keyless Access with push-button start.

— The trunk lid was not opened.

— No door was opened.

— The ignition was not switched on

Emergency locking and opening on vehicles with lock cylinder open

1. For emergency unlocking, insert the vehicle key into the lock cylinder and turn it counterclockwise.

   For right-hand drive vehicles, turn the vehicle key clockwise.

   Only the driver door opens.

   The anti-theft alarm system sounds.
2. Switch on the ignition to switch off the anti-theft alarm system.
3. The remaining doors can now be opened using the central locking button.

1. For emergency locking, insert the vehicle key in the lock and turn it clockwise.

   For right-hand drive vehicles, turn the vehicle key counterclockwise.

   All doors are locked.

   The anti-theft alarm system is activated.
2. Check that all doors are locked.

Locking with a second vehicle key

For vehicles with Keyless Access with push-button start: The key inside the vehicle will be blocked from starting the engine if the vehicle is locked from the outside with a different vehicle key. However, an emergency start is possible *(→ Starting the engine)*.

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

Unlocking and locking the vehicle following airbag deployment

The entire vehicle unlocks when an airbag deploys in a collision. The doors can be opened without a key by pulling on the door handles.

Depending on the severity of the damage, it may be possible to lock the vehicle as follows after the accident:

1. Switch the ignition off and back on again.
2. Open the driver door and shut it again.
3. Lock the vehicle.

Vehicle key has been trapped in the vehicle

The vehicle can be locked with the doors or trunk lid open. If the key is then placed in the vehicle and the doors or the trunk lid are closed, the key may be trapped. For vehicles with Keyless Access, the vehicle blinks four times.

1. For vehicles with Keyless Access: Open the vehicle within a short period of time.
2. Unlock the vehicle with the second key.

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

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

Anti-theft alarm system

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

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

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

If an attempt is made to access the vehicle electronically without using the appropriate vehicle key, this triggers the anti-theft alarm system, which emits audible and visual warning signals for up to five minutes.

When is the alarm triggered?

— If a door that was unlocked manually using the vehicle key is opened.

— If the hood is opened.

— If the trunk lid is opened.

— If the ignition is switched on with an invalid vehicle key.

— If the 12 V vehicle battery is disconnected.

— If a bicycle rack that is paired with the anti-theft alarm system is unhitched.

— If trailer that is paired with the anti-theft alarm system is unhitched.

— If a vehicle is equipped with an interior monitoring system and movement is detected inside the vehicle *(→ Interior monitoring and towing protection)*.

— If a vehicle is equipped with towing protection and it is raised or towed *(→ Interior monitoring and towing protection)*.

— If a vehicle is equipped with towing protection or an interior monitoring system, and it is transported on a car ferry or railway *(→ Interior monitoring and towing protection)*.

— If a device is connected to the diagnostic connection when the anti-theft alarm system is active.

Switching off the alarm

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

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

2. *For vehicles with Keyless Access with push-button start:* when the vehicle key is in the unlocking range, grasp the door handle .

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

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system .

SAFELOCK

Your vehicle may be equipped with a SAFE lock.

The SAFE lock deactivates the door handles when the vehicle is locked to reduce the risk of someone breaking into the vehicle. The doors can no longer be opened from the inside →⚠.

Deactivating SAFE lock

The SAFE lock can be deactivated through one of the following methods:

— Press the button on the vehicle key for a second time within two seconds.

— For vehicles with Keyless Access with push-button start: Touch the sensors on the outside of the door handle again within two seconds .

— Switch the ignition on.

— **Or:** Deactivate the interior monitoring and towing protection functions *(→ Interior monitoring and towing protection)*.

Depending on vehicle equipment, the interior monitoring and towing protection functions can be temporarily deactivated in the **Vehicle settings** menu in the Infotainment system before locking the vehicle *(→ Interior monitoring and towing protection)*.

The instrument cluster display may indicate an active SAFELOCK.

If the SAFE lock is deactivated, then:

— The vehicle can be unlocked and opened from the inside using the door handle.

— The anti-theft alarm system is active *(→ Anti-theft alarm system)*.

— The interior monitoring and towing protection functions are deactivated *(→ Interior monitoring and towing protection)*.

⚠ WARNING

When SAFELOCK is activated, the doors can no longer be opened from the inside. Careless or unintended use of SAFELOCK can result in people being locked in the vehicle interior and can cause serious injuries in an emergency.

- Never leave any individuals in the vehicle when the vehicle is locked using the vehicle key.

Unlocking the driver's door mechanically using the vehicle key will only unlock that door, and not the entire vehicle. Once the ignition is switched on, all doors will be released but not unlocked, and the central locking button will be activated.

Interior monitoring and towing protection

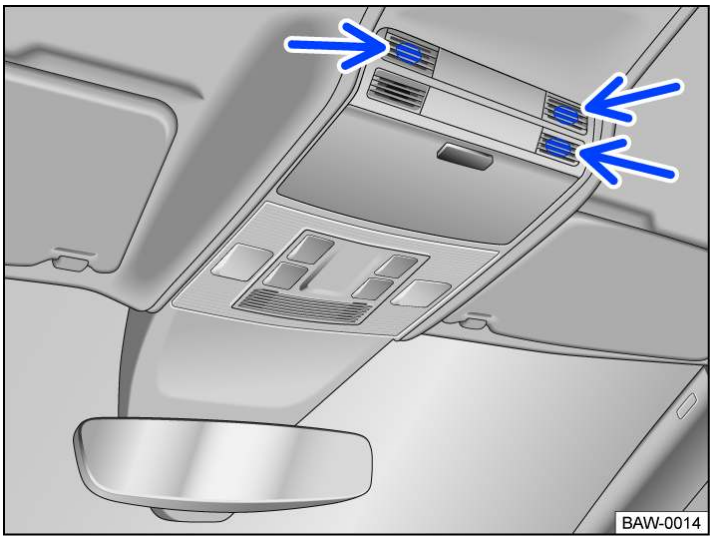


Fig. 1 In the roof console: interior monitoring sensors (arrows).

In some markets, the vehicle may have interior monitoring and towing protection depending on the vehicle equipment.

If movement is detected within the vehicle interior while the vehicle is locked, the interior monitoring alarm will be triggered → *fig. 1*.

If the system detects that the vehicle is being raised, the towing protection alarm will be triggered.

Activating interior monitoring and towing protection

1. Close the storage compartments in the roof console so that the sensors will function.
2. Close the doors and trunk lid.
3. Press the lock button once.

   Interior monitoring and towing protection are activated.

Deactivating interior monitoring and towing protection temporarily

The interior monitoring and towing protection functions can be temporarily deactivated in the Infotainment system in the **Vehicle settings** menu.

1. Switch the ignition on.
2. Deactivate the interior monitoring and towing protection in the **Vehicle settings** menu in the Infotainment system.
3. Close all of the doors and the trunk lid.
4. Lock the vehicle using the vehicle key.

   The interior monitoring and towing protection are deactivated until the vehicle is locked again.

It is advisable to deactivate the interior monitoring and towing protection in the following situations:

— If people or animals are staying in the vehicle.

— If the vehicle is to be loaded for transport.

— If the vehicle is being transported.

— If the vehicle is to be towed with raised axle.

— If the vehicle is to be parked in a double platform garage.

— If the vehicle is to be taken into a car wash.

Risks for false alarms from the interior monitoring function

The interior monitoring function will only function correctly when the vehicle is completely closed. Observe legal regulations. A false alarm can occur in the following situations:

— If one or more windows or the sunroof are completely or partially open.

— If objects that move easily remain in the vehicle, such as pieces of paper or mirror tags.

— If the vibration alarm on a cell phone is switched on.

It is not possible to deactivate the interior monitoring and the towing protection functions permanently.

If the doors or trunk lid are still open when activating the anti-theft alarm system, only the anti-theft alarm system will be activated. The interior monitoring and towing protection functions will only be activated after the doors and trunk lid are closed.

If the interior monitoring and towing protection functions are switched off, the SAFE lock will also be deactivated *(→ SAFELOCK)*.

Introduction

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

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

On vehicles with Keyless Access with push-button start, press the sensor on the inside of the driver or front passenger door handle twice depending on the setting.

WARNING

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

- Do not open or close the trunk lid if anyone is in the way.
- Always keep the trunk lid closed while driving.
- Close and lock the trunk lid and all doors when the vehicle is not in use.
- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

WARNING

Depending on the season, the temperature inside the vehicle could become very high or low, which can lead to serious injuries, illness or death, especially for very young children.

- Make sure that no one remains in the vehicle.
- Never let children play in or on the vehicle unattended, especially when the trunk lid is open. Children could enter the luggage compartment, close the lid, and then lock themselves in.

WARNING

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

- Check that, when closed, the trunk lid is flush with the areas of the vehicle body around it.

WARNING

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

- Never open the trunk lid if there is a heavy load of snow or cargo such as a cargo rack on it.
- Remove the snow or cargo before opening the trunk lid.
- If necessary, support the trunk lid or remove the cargo and/or snow before opening the trunk lid.

WARNING

Closing the trunk lid incorrectly may lead to the rear window shattering and cause serious injuries.

- Do not push the trunk lid closed with your hand on the rear window.

NOTICE

Using the opening mechanism incorrectly may damage the component and could prevent the trunk lid from closing.

- Never attach or secure cargo on the opening mechanism.

NOTICE

Using the trunk lid or rear spoiler incorrectly may damage the component and result in it breaking off.

- Never attach or secure cargo on the trunk lid or rear spoiler.

Opening and closing the trunk lid



Fig. 1 In the opened trunk lid: recessed grips for pulling the lid shut.

Opening the trunk lid

1. To unlock the trunk lid, press the or button on the vehicle key.
2. Press on the top of the Volkswagen emblem and raise the trunk lid.

Closing the trunk lid

1. Pull the trunk lid downward carefully using the handle in the interior trim panel until it latches shut in the lock → *fig. 1*, → ⚠.

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

If the trunk lid is open or not closed correctly, an image in the digital instrument cluster display indicates this.

The trunk lid locks automatically while driving.

⚠ WARNING

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

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

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

Troubleshooting

If the trunk lid will not open or close

1. Check if the trunk lid is being blocked by an object.

   The trunk lid can be moved by hand. It is necessary to use more force when doing this.

If all turn signals flash four times

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

1. Remove the key and lock the vehicle.

If the trunk lid is difficult to move

The mechanism for opening the trunk lid may not always work automatically when the outside temperatures are around the freezing point.

1. Guide the trunk lid farther upward by hand.

Opening and closing the windows



Fig. 1 In the driver door: Power window buttons.

1 Opening the window: press the switch.

Closing the window: pull the switch.

2 Deactivating the power window buttons in the rear doors: press the switch.

This button is only located in the driver door.

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

One-touch opening and closing function

The one-touch opening and closing function allows the windows to be completely opened or closed. To use this feature, do not hold the window switch up or down.

— To start the one-touch closing function, pull the window switch upward briefly to the second level.

— To start the one-touch opening function, press the window switch downward briefly to the second level.

— To stop the one-touch opening or closing function, pull or press the switch for that window again.

Convenience opening and closing

The windows can be opened and closed from outside the vehicle using the vehicle key when the ignition is switched off.

Depending on the country, it may only be possible to open the windows from outside using the vehicle key.

1. Press and hold the unlock or lock button on the vehicle key.

   Or: press the power window switch in the driver door for a few seconds.

   Or: *On vehicles with Keyless Access with push-button start:* hold your finger on the unlock sensor in the door handle for several seconds until the windows are closed *(→ Keyless Access)*. The vehicle key must be within the detection distance for this.

   When all of the windows are closed, the turn signals will flash once as a confirmation.

   Depending on the vehicle equipment, if the vehicle also has a tilting and sliding panoramic sunroof, this must also be closed.

2. To stop the function, release the unlock or lock button.

   Or: release the power window switch.

   Or to stop the function, remove your finger from the sensor.

You can select the convenience opening settings in the **Vehicle settings** menu in the Infotainment system.

⚠ WARNING

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

- Do not open or close the power windows if anyone is in the way.
- Always take all vehicle keys with you when leaving the vehicle.
- Note that once the ignition has been switched off, the windows can still be opened or closed for a short time with the switches in the doors.
- When driving with children seated on the rear bench seat, always disable the rear power windows so that the windows cannot be opened or closed.

⚠ WARNING

If the vehicle is locked, the windows can no longer be opened and will prevent people from escaping from the vehicle interior. In an emergency, this could cause serious or fatal injuries.

- Never leave children or people requiring assistance unattended in the vehicle when the vehicle is locked.

NOTICE

If the windows are open, precipitation can enter the vehicle and soak the interior equipment, which could restrict the function of the controls or damage them.

- Close all windows if there is precipitation.

If the power windows are malfunctioning, the one-touch opening and closing function and the pinch protection may not function correctly. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Convenience opening and closing only functions if the one-touch opening and closing function is activated for all the power windows.

Some settings can be saved in the driver personalization user profiles so that they change over automatically whenever the user profile is changed.

Power window pinch protection

The power window pinch protection can reduce the risk of being pinched and injured when the windows are closing.

If the window cannot close due to resistance or an obstacle, then the window will reopen immediately →⚠.

1. Check why the window did not close.
2. Try again to close the window.

If the window will not close again, then the pinch protection will be disabled for several seconds.

If the window still cannot close, then the window will stop at the place where it meets resistance. If you pull on the power window switch again within a few seconds, the window will close without pinch protection →⚠.

Closing windows without pinch protection

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

   If the closing process takes longer than several seconds, then pinch protection will be enabled again. If there is resistance to the window moving or an obstacle is blocking the window, then the window will reopen automatically.
2. If the window still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Closing the window when pinch protection is disabled can result in serious injuries.

- Always be careful when closing the windows.
- Do not close windows if anyone is in the way.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the window frame.

Pinch protection is also active during convenience closing.

Troubleshooting

One-touch up/down feature

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

1. Switch the ignition on.
2. Close all windows and doors.
3. Pull the switch for the desired window and hold it in that position for several seconds.
4. Release the switch, then pull it upward again and hold it.

The one-touch up and down features will then be fully functional.

The automatic power windows can be reprogrammed individually, or multiple windows can be reprogrammed at the same time.

Controls are responding differently than expected

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

1. Always keep the control panels clean and dry.

Opening and closing the tilting and sliding panoramic sunroof

The term “sunroof” is used as a synonym for the panoramic sliding/tilting sunroof.

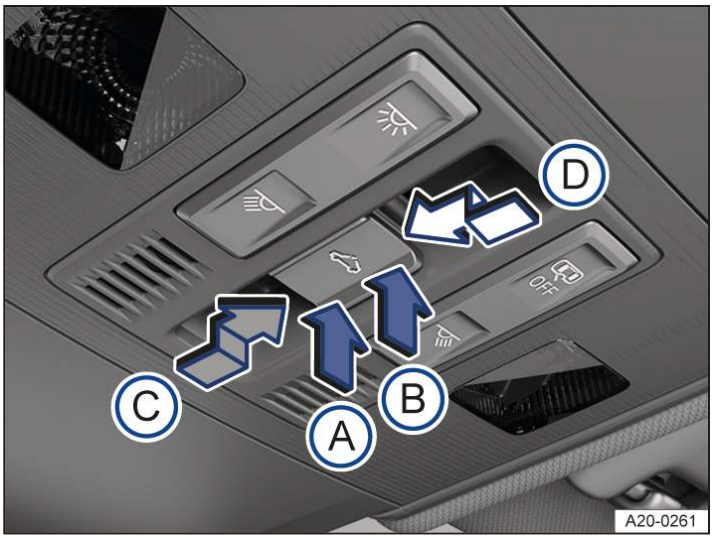


Fig. 1 In the headliner: sunroof button.

- (A) Close the power sunroof when tilted.
- (B) Tilt the power sunroof.
- (C) Open the power sunroof or stop the automatic process.
- (D) Close the power sunroof or stop the automatic process.

The button has two levels.

First level: tilt, open, or close the sunroof completely or partially.

Second level: automatically open or close the sunroof completely.

You can stop the automatic process by pressing the button again.

Tilting the power sunroof

— Manual process: press the → *fig. 1* (B) button until the first level is reached.

— Automatic process: press the → *fig. 1* (B) button until the second level is reached.

Closing the power sunroof when tilted

— Manual process: press the → *fig. 1* (A) button until the first level is reached.

— Automatic process: press the → *fig. 1* (A) button until the second level is reached.

Opening the power sunroof

— Manual process: press the → *fig. 1* (C) button until the first level is reached.

— Automatic process up to comfort position: press the → *fig. 1* (C) button until the second level is reached.

Closing the power sunroof

— Manual process: press the → *fig. 1* (D) button until the first level is reached.

— Automatic process: press the → *fig. 1* (D) button until the second level is reached.

Stopping the automatic opening or closing process

1. Press the → *fig. 1* (C) or → *fig. 1* (D) button again.

WARNING

Careless or unintended use of the power sunroof may cause serious or fatal injuries.

- Do not open or close the power sunroof if anyone is in its path.
- Note that the power sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver's or front passenger door has not been opened.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized people may lock the vehicle, start the engine, switch on the ignition or activate the power sunroof. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

NOTICE

Opening or tilting the tilting and sliding panoramic sunroof when there is precipitation, particularly snow and ice, may cause damage to the vehicle interior and the electrical system.

- Remove snow and ice from the vehicle roof before using the power sunroof in winter temperatures.
- Always close the power sunroof before leaving the vehicle and when there is precipitation.

NOTICE

If you use a power sunroof with a roof rack mounted, the power sunroof may be damaged.

- Keep the power sunroof closed when using a roof rack.

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

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

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

Tilting and sliding panoramic sunroof convenience opening and closing

Convenience opening and closing

The sunroof can be opened and closed from outside the vehicle using the vehicle key.

— Does not apply to the US or Canada: Press and hold the unlock or lock button on the vehicle key. The tilting and sliding panoramic sunroof and the blind are opened or closed.

— For vehicles with Keyless Access with push-button start: Hold your finger on the unlock sensor in the door handle for several seconds until the tilting and sliding panoramic sunroof is closed *(→ Keyless Access)*.

— Remove your finger from the unlock or lock button to stop the function.

When using the convenience closing function, all windows in the doors and the sunroof will be closed. When all of the windows and the power sunroof are closed, the turn signals will blink once as a confirmation.

Settings for the sunroof can be adjusted in the vehicle settings in the Infotainment system. You can activate convenience opening in the Infotainment system.

Some settings can be saved in the driver personalization user profiles and will adjust when user profiles are switched.

Sunroof pinch protection

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

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

Closing the sunroof without pinch protection

1. If you still cannot close the tilting and sliding panoramic sunroof, swipe forward over the function key within 5 seconds and hold until the tilting and sliding panoramic sunroof is completely closed.
2. If the power sunroof still cannot close, then contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   Depending on the position of the tilting and sliding panoramic sunroof, the power sunroof will stop moving or open completely if the control panel is released prematurely.

⚠ WARNING

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

- Always be careful when closing the power sunroof.
- Do not close the power sunroof if anyone is in its way, especially if it is closing without pinch protection.
- Note that the pinch protection does not prevent fingers or body parts from being trapped against the roof frame.

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

Troubleshooting

If the sunroof is not closing

— The sunroof only works when the ignition is on. The sunroof can still be opened or closed for a brief period after the ignition has been switched off, as long as the driver’s or front passenger's door has not been opened.

— If it is not possible to close the sunroof using the power controls, the sunroof must be closed manually. Some vehicle components must be removed in order to close the sunroof manually. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Controls are responding differently than expected

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

1. Always keep the control panels clean and dry.

Adjusting the steering wheel position mechanically

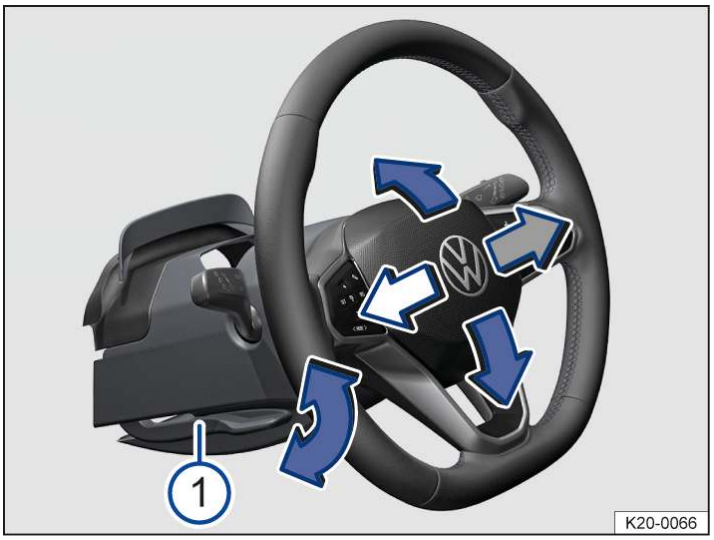


Fig. 1 Under the steering wheel in the steering column trim panel: lever to adjust the steering wheel position manually (general example).



Fig. 2 On the steering wheel: nine o'clock and three o'clock position (general example).

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

1. Tilt the lever →*fig. 1* (1) downward.
2. Adjust the steering wheel so that it can be firmly held at the outer edge with both hands at the nine o'clock and three o'clock position →*fig. 2*.
3. Press the lever all the way up until it locks flush with the steering column trim panel →⚠.

⚠ WARNING

Incorrect use of the steering wheel adjuster and an incorrect steering wheel adjustment could cause serious or fatal injuries.

- Always push the lever →*fig. 1* (1) upward into its locked position after adjusting so that you do not change the steering wheel position unintentionally while driving.
- Never adjust the steering wheel while driving. If you find the steering wheel must be adjusted while driving, stop the vehicle safely and adjust the steering wheel correctly.
- The steering wheel must always face toward the chest and never toward the face. Otherwise, the protective function of the driver's front airbag may be limited in the event of an accident.
- To reduce the risk of injuries if the driver's front airbag deploys, always hold the outer edge of the steering wheel firmly with both hands in the nine o'clock and three o'clock position →*fig. 2*.
- Never hold the steering wheel in the twelve o'clock position or in any other way, such as holding the center of the steering wheel. Otherwise, the arms, hands, and head could be seriously injured if the driver's front airbag deploys.

Introduction

The following information describes the various options for adjusting the front seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

WARNING

Driving in an incorrect seating position due to seats being adjusted incorrectly may cause serious injuries.

- Adjust the front seats according to the correct seating position each time before driving and make sure all passengers have their safety belts fastened correctly.
- Move the front passenger seat all the way back.

WARNING

Adjusting the seats incorrectly can cause accidents and serious injuries.

- Only adjust the seats when the vehicle is stationary. Otherwise, the position of the seats could change unexpectedly while driving and you could lose control of the vehicle. You could also put yourself in an incorrect seating position.
- Only adjust the height, angle, and forward/back position of the front seats when there is no one within the seat's range of movement.
- Ensure that the movement of the seats is not limited by objects within their range of movement.
- Ensure that the adjusting and locking areas of the seats are not dirty.

WARNING

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

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

NOTICE

Objects with sharp edges can damage the seats.

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

Manually adjusting front seats

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

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



Fig. 1 On the driver seat: Controls.

1. Operate the lever to adjust the lumbar support.
2. To adjust the backrest, turn the handwheel with nothing resting on the backrest.

   Front passenger seat: release the backrest and operate the lever to adjust the backrest (depending on the vehicle equipment).
3. If necessary, move the lever upward or downward multiple times to adjust the height of the seat.
4. Pull the lever to slide the front seat forward or backward. The front seat must lock into place after the lever is released.

Introduction

The following information describes the various options for adjusting the rear seats. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

WARNING

Incorrectly positioned rear seats increase the risk of serious injuries if an accident occurs.

- Before every journey, ensure that the rear seats are positioned so that all passengers are sitting upright and have their safety belts fastened correctly.
- Only adjust the rear seats when there is no one within the range of movement of the seats.

WARNING

If you adjust the rear seats while driving, you will adopt the wrong sitting position. In addition, the rear seats may move unexpectedly during the journey. This will increase the risk of serious injuries if an accident occurs.

- Only adjust the rear seats when the vehicle is stationary.

WARNING

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

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

WARNING

Incorrect use of the rear center armrest may cause serious injuries.

- If the center armrest is folded down, the center rear bench seat must never be used by either adults or children.
- Never allow an adult or child to ride on the center armrest.

NOTICE

Objects with sharp edges can damage the seats.

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

Folding the rear bench seat backrest forward or backward

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

Folding the rear seat backrest forward and down with the release button



Fig. 1 In the rear seat backrest: release button.

1. Move the head restraints all the way down.
2. Pull the release button → *fig. 1* (1) forward while folding the rear seat backrest forward and down.

   The corresponding backrest part of the rear seat backrest is released when the red marking → *fig. 1* (2) can be seen.

Folding the rear seat backrest up and back

1. Fold the rear seat backrest to the back and push firmly into the catch until it securely engages →⚠.

   The red marking → *fig. 1* (2) must no longer be visible.

WARNING

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause severe injury.

- Always take care that no people or animals are in the way of the rear seat backrest when folding it forward and down.
- Never fold the rear seat backrest forward or back while driving.
- Make sure the safety belt is not pinched or damaged when folding the rear seat backrest back.
- Keep hands, fingers, feet and other body parts away from the rear seat backrest when folding forward or back.
- Each rear seat backrest must always be securely engaged to ensure that the safety belts in the rear seats can provide the maximum protection. Take extra care especially with the middle seat in the rear bench seat. If a seat on the rear bench is used without the rear seat backrest being engaged, the vehicle occupant will move forward with the rear seat backrest in the event of sudden braking and driving maneuvers or a collision.
- A red marking → *fig. 1* (2) indicates that the rear seat backrest is not engaged. Always check that the red marker is not visible when the rear seat backrest is in the upright position.
- Never allow people to sit in a rear seat if that rear seat backrest is folded forward or is not engaged.

NOTICE

Folding and unfolding the rear seat backrest in an uncontrolled or careless manner may cause damage to the vehicle, vehicle components – especially the safety belts and their components – or other objects.

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

Introduction

The information that follows describes how the head restraints can be adjusted and removed. Always make sure the seats are adjusted to the correct position *(→ Seating position)*.

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

If a seat is occupied, select the correct head restraint setting for the respective head restraint. If a seat is not occupied, the respective head restraint can be pushed down as far as it will go.

The center rear head restraint (depending on the vehicle equipment) is only intended for the center seat on the rear bench seat. Therefore do not install this head restraint in any other position.

There are notches in the head restraint supports so that they can be locked in different positions. Only head restraints which are correctly mounted can lock into the notches within the adjustable range. To prevent the head restraints from being removed unintentionally after mounting, there are stops at the top and bottom of the adjustable range.

Correct head restraint adjustment

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

Head restraint adjustment for shorter persons

Slide the head restraint all the way down, even if the head is then below the upper edge of the head restraint. When the head restraint is in the lowest position, there may be a small gap between the head restraint and the backrest.

Head restraint adjustment for taller persons

Move the head restraint up all the way.

WARNING

Driving with head restraint that have been removed or adjusted incorrectly increases the risk of serious or fatal injuries in the event of an accident or sudden driving and braking maneuvers.

- If a person is sitting in a seat, always drive with the head restraint correctly installed and adjusted on that seat.
- If a person is sitting in a seat, adjust the head restraint according to their height.
- Never adjust the head restraint while driving.

NOTICE

Removing and fitting the head restraints incorrectly may cause damage.

- When removing and installing the head restraint, make sure the head restraint does not hit the headliner, the front seat backrest, or other vehicle components.

Adjusting the head restraints

Adjusting the height of the front head restraint



Fig. 1 Adjusting the front head restraint (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → *fig. 1* (1) button.

The head restraint must lock securely into place.

Adjusting the height of the rear head restraint

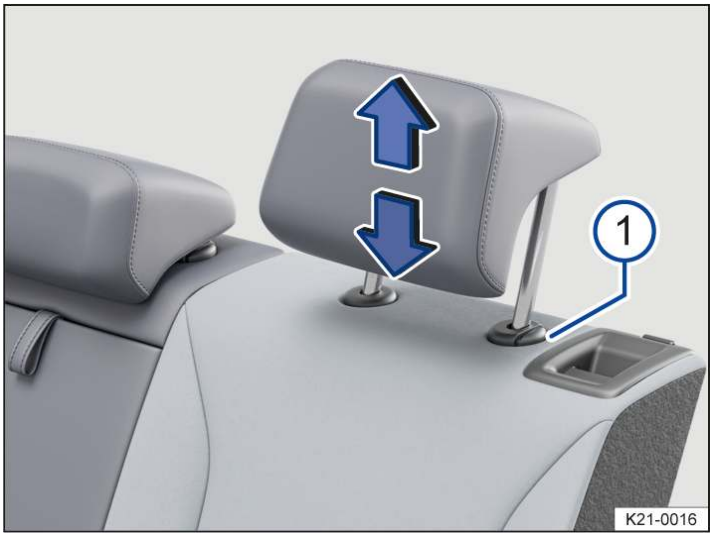


Fig. 2 Adjusting the rear head restraint (general example).

1. If necessary, slide the head restraint upward or downward in the direction of the arrow and when pressing the → *fig. 2* (1) button.

The head restraint must lock securely into place.

Removing and installing the head restraints

Removing the front head restraints

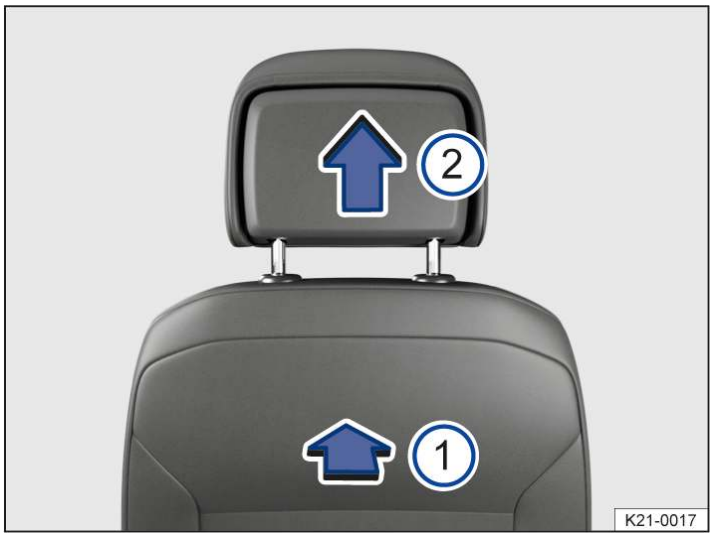


Fig. 1 Removing the front head restraint (general example).

1. Lower the head restraint if necessary.
2. To release, find the notch on the rear side in the marked area → *fig. 1* (1), push inwards in the direction of the arrow and hold.
3. Pull out the head restraint in the direction of the arrow → *fig. 1* (2).

Installing the front head restraints

1. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
2. Slide the head restraint downward until it engages into the guide rods.
3. Adjust the head restraint to the correct position.

Removing the rear head restraint



Fig. 2 Removing the rear head restraint (general example).

1. If necessary, adjust the seat backrest so that the head restraint can be removed.
2. Slide the head restraint all the way upward.
3. Pull the head restraint all the way out while pressing the → *fig. 2* (1) button.

Installing the rear head restraint

1. Release the backrest of the rear bench seat and fold slightly forwards.
2. Position the head restraint correctly above the head restraint guides and insert into the guides on the seat backrest.
3. Push the head restraint downward while pressing the → *fig. 2* (1) button.
4. Fold the rear bench seat backrest toward the rear and lock it securely into place.
5. Adjust the head restraint to the correct position.

Center armrest

Front center armrest



Fig. 1 Front center armrest (general example).

— Forward and backward adjustment: Slide the center armrest in the direction of the arrow all the way forward → *fig. 1* or all the way backward.

— To open: pull the center armrest up fully.

— To close: lower the center armrest fully.

Depending on vehicle equipment, there may be a storage compartment located under the center armrest.

⚠ WARNING

If the front center armrest is opened all the way or not completely closed, it can limit the driver's ability to move his or her arms, which can cause accidents and serious injuries.

- Always keep the storage compartments closed while driving.
- Never allow an adult or child to ride on the center armrest. This incorrect seating position can cause serious injuries.

Switching the turn signals on and off

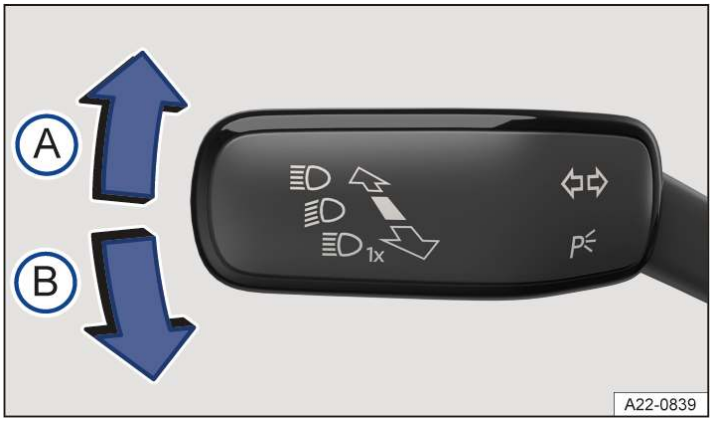


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

A Right turn signal ➡.

B Left turn signal ⬅.

Switching the turn signals on and off

1. Switch the ignition on.
2. Move the lever out of the center position into the desired position → *fig. 1*.
3. To switch off the turn signal, move the lever back to the basic position.

If no chime sounds when the turn signal is on, contact a suitably qualified professional and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

3-blink turn signal

1. Push the lever up or down to the pressure point and then release the lever.

   The turn signal will blink three times.

To stop the 3-blink turn signal before it ends, move the lever immediately to the pressure point in the opposite direction and release.

The 3-blink turn signal can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

⚠ WARNING

Using the turn signals incorrectly, not using the turn signals, or forgetting to turn the turn signal off can mislead other road users. This can cause accidents and serious or fatal injuries.

- Always activate the turn signals correctly when changing lanes, passing, or turning.
- Switch the turn signal off again every time you finish changing lanes, passing, or turning.

The emergency flashers also work when the ignition is switched off.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Switching the lights on and off



Fig. 1 Next to the steering wheel: light switch (one version).

Switching the lights on

1. Switch the ignition on.
2. Turn the light switch to the desired position → *fig. 1*:

0 The daytime running light is switched on.

AUTO Automatic headlight control: the headlights will switch on or off depending on the brightness and weather conditions → ⚠, *(→ Automatic headlight control)*.

The parking lights and daytime running lights are switched on. The green symbol in the light switch turns on.

The low beam headlights are switched on.

Switching the lights off

1. Switch the ignition off.
2. Turn the light switch to the desired position:

0 The lights are switched off.

AUTO The orientation lighting can be switched on *(→ Orientation lighting)*.

The side lights or parking lights are switched on . The green symbol in the light switch turns on.

The low beam headlights are switched off.

Vehicles with ignition switch: As long as the remote control vehicle key is in the ignition switch, the parking light continues to light up.

Vehicles with starter button: As long as the driver door is closed, the parking light continues to light up.

Additional light switch positions (depending on vehicle equipment)

Switch the fog lights on and off *(→ Fog lights)*.

Switch the rear fog lights on and off *(→ Rear fog light)*.

Daytime running lights

The optional daytime running lights can increase the visibility of your vehicle in traffic during the daytime.

If the light switch is in the **0**, or **AUTO** position when brightness is detected, the daytime running lights come on automatically every time the ignition is switched on.

The daytime running lights cannot be switched on or off manually.

NOTICE

If the outside temperature is very low, ice can form on the headlights. Improper cleaning can cause vehicle damage.

- Never use cleaning objects that are too hard or abrasive.
- Defrost the ice with a suitable deicer or Volkswagen Genuine deicer.

WARNING

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.
- Regularly check that the lighting system and turn signals are functioning correctly.

WARNING

The parking lights or daytime running lights are not bright enough to illuminate the road sufficiently and to be seen by other road users in the dark, when it is raining, and when visibility is poor. This can cause accidents and serious or fatal injuries.

- Always turn on the low beam headlight in the dark, when it is raining, and when visibility is poor.

WARNING

The automatic headlights AUTO support the driver. The driver is responsible for switching on the vehicle lighting correctly. The automatic headlights AUTO turn the dipped beam headlights on and off when there are changes in brightness. Insufficient lighting on the road may cause accidents and serious or fatal injuries.

- Turn on the low beam headlights manually in certain weather conditions, such as in fog.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Switching the high beam headlights on and off

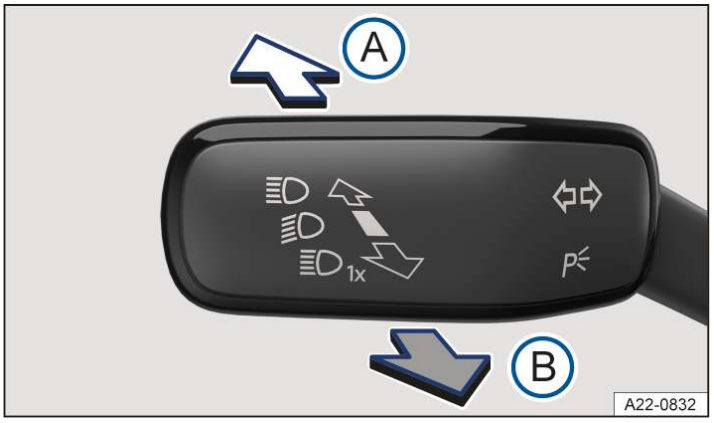


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

(A) Turn on the high beam headlight.

(B) Activate the headlight flashers or turn off the high beam headlights.

If the high beam headlights or headlight flashers are turned on, the blue indicator light will light up on the instrument cluster display →.

Turning on the high beam headlight

1. Switch the ignition on.
2. Switch on the low beam headlight.
3. Push the lever forwards out of the center position → *fig. 1* (A).

Turning off the high beam headlight

1. Pull the lever backwards out of the center position → *fig. 1* (B).

Turning the headlight flasher on and off

1. Pull the lever backwards out of the center position and hold it in place → *fig. 1* (B).

   To deactivate, release the lever.

High beam assistance

Depending on the vehicle equipment, an automatic high beam assistance may be available *(→ High beam control (Light Assist) (static))* *(→ High beam control (Light Assist) (dynamic))*.

⚠ WARNING

Incorrect use of the high beam headlight may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Use the high beam headlights only if other road users cannot be distracted or blinded.

High beam assistance (Light Assist)

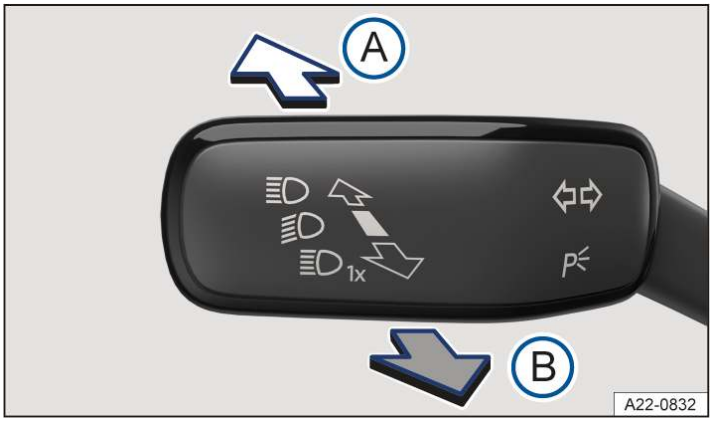


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

The high-beam control (Light Assist) automatically dims if other self-illuminating road users are detected. In addition, Light Assist generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on high beam control (Light Assist)

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forward out of the basic position → *fig. 1* (A).

When high beam control (Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If high beam control (Light Assist) switches on the high beam headlights, the blue indicator light for the high beam headlights will light up in the instrument cluster display.

Switching off high beam control (Light Assist)

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if high beam control (Light Assist) is switched on and the high beam headlights are active, pull the lever backwards → *fig. 1* (B).

   Or: if high beam control (Light Assist) is switched on and the high beam headlights are not active, press the lever forwards → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backward (B).

System limits

The high beams must be switched off manually in the following situations, because Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

⚠ WARNING

Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

⚠ WARNING

If the camera lens is dirty, covered, or damaged, the Light Assist function may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Advanced high beam control (Dynamic Light Assist)

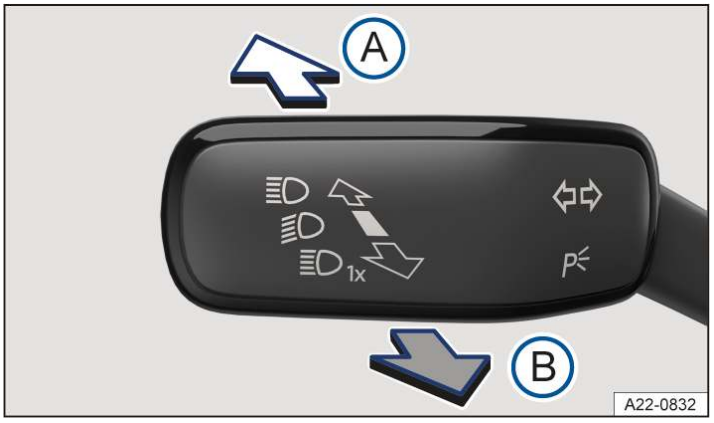


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

The advanced high beam control (Dynamic Light Assist) function lights up the road and its peripheral areas to the maximum extent. At the same time, it avoids dazzling traffic ahead or oncoming traffic. The system uses a camera to detect other self-illuminating road users and their distance from your vehicle and specifically switches off areas in the light distribution. If it is no longer possible to prevent another road user from being dazzled, the high beam is completely switched off. Dynamic Light Assist also generally detects well-lit areas such as towns and deactivates the high beam headlights when driving through these areas.

The high beam headlights switch on and off automatically within the limits of the system, depending on the environmental and traffic conditions and the vehicle speed →⚠.

Dynamic Light Assist can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Switching on Dynamic Light Assist

1. Switch the ignition on.
2. Switch on the automatic headlights AUTO *(→ Low beam headlight)*.
3. Tap the lever forward out of the basic position → *fig. 1* (A).

When advanced high beam control (Dynamic Light Assist) is activated, the white indicator light comes on in the instrument cluster display. If advanced high beam control (Dynamic Light Assist) switches on the high beam headlights, the blue indicator light for the high beam headlights will light up in the instrument cluster.

Switching off Dynamic Light Assist

1. Switch off the automatic headlights AUTO *(→ Low beam headlight)*.

   Or: if Dynamic Light Assist is switched on and high beam is active, pull the lever backward → *fig. 1* (B).

   Or: if Dynamic Light Assist is switched on and high beam is not active, tap the lever forward → *fig. 1* (A). The manual high beam headlights are now switched on. To switch off the manual high beam if necessary, pull the lever backwards.

System limits

The high beams must be switched off manually in the following situations, because Dynamic Light Assist may not switch them off at the right time or at all:

— In poorly lit towns which cannot be recognized as a town by the system.

— On poorly lit roads with strongly reflective signs.

— If there are others on the road who have inadequate lighting, such as pedestrians or cyclists.

— If there is cross traffic at perpendicular intersections.

— On tight curves where the view of traffic is partially obstructed, on steep rises, or in dips.

— When there are oncoming vehicles on roads with a center barrier and the drivers in the oncoming vehicle can clearly see above the barrier, for example truck drivers.

— In fog, snow, and heavy rain.

— When there are dust and sand in the air.

— If the windshield is damaged in the camera's field of vision.

— If the camera visual field is fogged over, dirty, or covered by a sticker, snow, or ice.

— If the camera switches off automatically due to a high ambient temperature or exposure to direct sunlight for a prolonged period. Dynamic Light Assist will be available once the camera is available again.

— If the camera is faulty and the power supply is interrupted.

⚠ WARNING

Dynamic Light Assist may not detect all traffic situations correctly and the function may be restricted in certain situations. Dynamic Light Assist supports the driver. The driver is responsible for switching on the vehicle lighting correctly. Switching on the high beam headlight at the wrong time may distract and blind other road users. This can cause accidents and serious or fatal injuries.

- Always control the headlights yourself and adapt them to the lighting, visual, and traffic conditions.
- Switch the high beam off manually if it could blind other road users.

⚠ WARNING

If the camera lens is dirty, covered or damaged, the functionality of the Dynamic Light Assist may be limited. This is also the case if the vehicle lighting system is changed, such as by adding auxiliary headlights. This can cause accidents and serious or fatal injuries.

- Regularly clean the camera view area and keep it free of snow and ice.
- Do not cover the camera view area.
- Regularly check the windshield for damage in the camera lens area.

Troubleshooting

Turn signal indicator light

The green indicator light blinks.

If a turn signal light on the vehicle is not working, the indicator light will blink twice as fast.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Trailer turn signal indicator light

The green indicator light blinks.

If a trailer turn signal or the entire trailer light system is out, the indicator light will turn off.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exterior lighting malfunction

The yellow indicator light turns on.

The headlights have completely or partially failed.

1. Check the lights and replace any bulbs as necessary *(→ Exterior lighting)*.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

In the AUTO light switch position, the vehicle lighting will not turn on or off automatically.

1. Switch the ignition off and on.
2. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Advanced high beam assistance

Advanced high beam assistance acts like the normal high beam assistance and switches the high beam headlight on or off automatically in the following situations:

— Dynamic cornering light is deactivated.

— Travel mode is activated *(→ Travel mode)*.

Switching the fog lights on and off

When the ignition is switched on, the fog lights can be switched on with the light switch in the AUTO, parking light and low beam headlight *(→ Low beam headlight)* positions.

Switching the fog lights on

1. Pull out the light switch up to the first retainer.

   The green indicator light in the light switch will turn on.

Switching the fog lights off

1. Push in the light switch or turn it to the 0 position.

If the fog light is switched on when the automatic headlights are on AUTO, the low beam headlight will also be switched on, regardless of the ambient brightness.

Switching on and off the rear fog light

With the ignition on, the rear fog lights can be switched on with the light switch in the AUTO and low beam headlights positions *(→ Low beam headlight)*:

Switching the rear fog light on

1. Pull out the light switch.

   The yellow indicator light in the instrument cluster will turn on.

Switching the rear fog light off

1. Push in the light switch or turn it to the 0 position.

If the rear fog light is switched on when the automatic headlights are on AUTO, the low beam headlight will also be switched on, regardless of the ambient brightness.

For vehicles with a factory-installed trailer hitch: The rear fog lights on the vehicle will not turn on if a trailer with rear fog lights is connected to the vehicle.

Parking lights

If the parking light function is switched on, both headlights will turn on along with the parking lights, sections of the taillights, the license plate lighting, and the buttons in the center console and in the instrument panel. When the ignition is switched on, the daytime running lights also turn on.

If the vehicle is not locked from the outside when the ignition is switched off and the parking light is switched on, the parking lights on both sides will automatically switch on after about 10 minutes to reduce the load on the 12 V vehicle battery *(→ Parking light)*.

Automatic side or parking light deactivation

The vehicle can detect when the 12 V vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than two hours) to leave enough power to restart the engine.

If the battery capacity is not sufficient for the side or parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the engine may not be able to start →⚠.

⚠ WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

Switching the parking light on and off

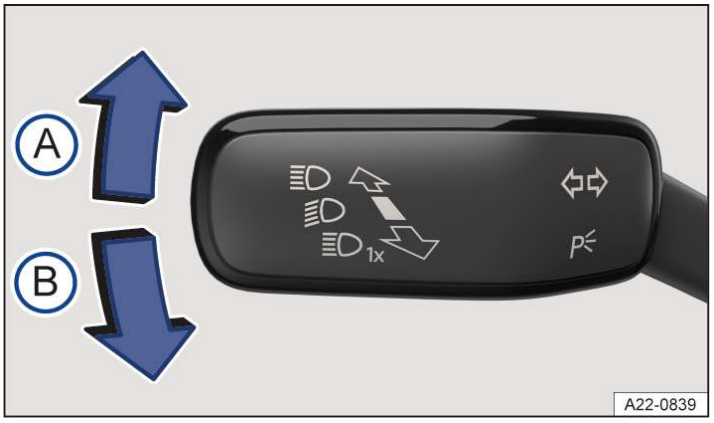


Fig. 1 On the left side of the steering column: turn signal and high beam lever.

A Right-hand parking light P switched on.

B Left-hand parking light P switched on.

Switching on and off the parking light on one side of the vehicle

When the parking light is switched on, the headlight on that side of the vehicle will turn on as well as the side light and sections of the taillight. As a rule, a parking light lit on only one side of the vehicle can remain lit for twice as long as continuous parking lights on both sides of the vehicle:

1. Switch the ignition off.
2. Move the lever out of the center position into the required position → *fig. 1*.
3. To switch off the parking light on one side of the vehicle, move the lever into the basic position.

Switching the continuous parking light on both sides of the vehicle on and off

When the continuous parking lights on both sides of the vehicle are switched on, both headlights will turn on as well as the side lights and sections of the taillights:

1. Switch on the parking light .
2. Switch the ignition off.
3. Lock the vehicle from the outside.
4. To switch off the parking lights, unlock the vehicle from the outside.

Automatic side or parking light deactivation

The vehicle can detect when the 12 V vehicle battery is running low, and switches off the side or parking lights in good time (but after no less than two hours) to leave enough power to restart the engine.

If the battery capacity is not sufficient for the side or parking lights to run for two hours, the 12 V vehicle battery may drain to such an extent that the engine may not be able to start →⚠.

⚠ WARNING

If the vehicle is stopped without enough lighting and cannot be seen or is difficult for others on the road to see, this can cause accidents and serious or fatal injuries.

- Always stop the vehicle safely and with enough lighting.
- Follow the country-specific legal regulations.
- If you need the vehicle to be lit for several hours, switch on the right-hand and/or left-hand parking light if possible.

“Exit lighting” and “Entry lighting” function (orientation lighting)

When you are entering and exiting the vehicle in the dark, the “Exit lighting” and “Entry lighting” function illuminates the immediate area around the vehicle.

Depending on the equipment, the vehicle can have an automatic or manual “Coming home” function:

— **Automatic “Coming home” function:** the “Coming home” and “Leaving home” function automatically control the rain/light sensor.
— **Manual “Coming home” function:** the “Coming home” function is switched on manually.

The “Leaving home” function automatically controls the rain/light sensor.

The lighting time can be adjusted in the vehicle settings in the Infotainment system and the function can be activated or deactivated *(→ Vehicle settings menu)*.

Switching on the automatic “Coming home” function

1. Switch the ignition off.

The “Coming home” lighting switches on automatically when the light switch is in the **AUTO** position and the rain/light sensor detects darkness.

The lighting time begins when the last vehicle door or trunk lid is closed.

Switching on the manual “Coming home” function

1. Switch the ignition off.
2. Press the headlight flasher.

The “Coming home” lighting switches on automatically when the driver door opens. The switch-off delay begins when the last door or the trunk lid is closed.

Switching the “Exit lighting” function off

1. Turns off automatically after the set lighting time has elapsed.

   Or: Automatically if a vehicle door or the trunk lid is still open approximately 30 seconds after switching on.

   Or: Switch off the light.

   Or: Switch on the ignition.

Switching the “Entry lighting” function on

1. Unlock the vehicle when the automatic headlight control AUTO is switched on and the rain/light sensor detects darkness.

Switching the “Entry lighting” function off

1. Turns off automatically after the lighting time has elapsed.

   Or: Lock the vehicle.

   Or: Switch off the light.

   Or: Switch on the ignition.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Cornering lights

If the low beam headlights are switched on, a cornering light will also switch on during slow turns or in very tight corners.

When reverse gear is engaged, the cornering lights on both sides of the vehicle will turn on automatically to better illuminate the surroundings while maneuvering.

Automatic headlight control

If automatic headlights AUTO are switched on, the vehicle lighting switches on and off automatically along with the instrument illumination under the following conditions:

— The light sensor has detected darkness.

— The windshield wipers are switched on for a long time.

When the lights are turned on, the yellow indicator light AUTO turns on *(→ Low beam headlight)*.

Automatic headlight control is merely an aid and cannot always accurately detect all driving situations.

If the vehicle is equipped accordingly, the activation time of the automatic headlights can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Headlight range control



Fig. 1 Next to the steering wheel: control for headlight range control.

(1) Control for the headlight range control.



Fig. 2 In the Infotainment system: slider for headlight range control.

(1) Slider for headlight range control.

Headlight range control is used to adjust the beam of the dipped beam headlight to the load level of the vehicle. This provides the driver with the best possible visibility and oncoming traffic is not dazzled →⚠.

Depending on the vehicle equipment, the headlight range can be adjusted with the control → *fig. 1* (1) or with the slider in the Infotainment system → *fig. 2* (1) *(→ Vehicle settings menu)*.

Manual headlight range control

Adjustment with the slider in the Infotainment system:

1. Press the MENU button or function key.
2. Tap the Vehicle, function keys to open the **Vehicle settings** menu.
3. Tap the Light function key to open the **Light settings** menu.
4. Tap the Headlight range control function key.
5. Tap the required position (example vehicle load) → *fig. 2* (1).

Adjustment with the control in the instrument panel:

1. Turn the control → *fig. 1* (1) to the required position (example vehicle load).

Setting in the Infotainment system:

0 Front seat occupied and luggage compartment empty.

2 All seats occupied and luggage compartment empty.

4 All seats occupied and luggage compartment fully loaded.
Trailer mode with low drawbar load.

6 Only driver seat occupied and luggage compartment fully loaded.
Trailer mode with maximum drawbar load.

Setting with the control:

- Front seat occupied and luggage compartment empty.

1 All seats occupied and luggage compartment empty.

2 All seats occupied and luggage compartment fully loaded.
Trailer mode with low drawbar load.

3 Only driver seat occupied and luggage compartment fully loaded.
Trailer mode with maximum drawbar load.

If vehicle load varies, the controller can adjust to intermediate positions.

Dynamic headlight range control

Manual adjustment does not apply to vehicles with dynamic headlight range control. The headlight range automatically adjusts to the vehicle load when the headlights are switched on → ⚠.

⚠ WARNING

Heavy objects in the vehicle can cause the vehicle height to change such that the headlights dazzle and distract other road users. This can cause accidents and serious or fatal injuries.

- Always adjust the light cone to the vehicle load so that other road users are not dazzled.

⚠ WARNING

If the headlight range control fails or malfunctions, the headlights may blind and distract other road users. This can cause accidents and serious or fatal injuries.

- Have the headlight range control inspected immediately by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Adjusting headlights (travel mode)

When traveling in countries that drive on the opposite side of the road from your home country, the asymmetric low beam headlights can dazzle oncoming traffic. Therefore, when traveling in these countries, the headlights must be adjusted.

Depending on the vehicle equipment, the headlight alignment can be adjusted in the Infotainment system via the Vehicle settings menu *(→ Vehicle settings menu)*.

On vehicles whose headlights cannot be adjusted via the menu, mask certain areas of the headlight lens with film or have the headlights converted by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Travel mode may be used only for a short period of time. Contact a suitably qualified professional for permanent conversion. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning tones when lights are not turned off

If the ignition has been switched off and the driver door is opened, warning tones will sound under the following conditions:

— With the parking lights switched on.

— With the parking lights switched on .

— With the rear fog light switched on .

If the orientation lighting is switched on, the warning tone to indicate that the light is still turned on will not sound when leaving the vehicle *(→ Orientation lighting)*.

Instrument and switch illumination

You can adjust the instrument and switch lighting brightness in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

The selected brightness will automatically adjust to the changing brightness in the vehicle.

If the automatic headlights AUTO are switched on, a sensor switches the low beam headlights and the instrument and switch lighting on and off automatically based on outside brightness.

The instrument illumination for the needles and dials turns on when the ignition is on and the lights are off. The lighting for the gauges reduces automatically and eventually turns off as brightness outside increases. This function should remind the driver to turn off low beam headlights at the right time, such as when driving through tunnels.

Interior/reading lights, ambient lighting

Switching on or off interior and reading lights

The scope and the representation of the controls in the headliner vary depending on the vehicle equipment.

Press the corresponding button:

0 Switch off the interior lights.

Switch on the interior lights.

The interior lights will switch on automatically when unlocking or leaving the vehicle.

OFF Function switched off: the interior lights will switch on automatically when unlocking or leaving the vehicle.

Switch the reading lights on or off.

Glove compartment and luggage compartment lights

The glove compartment and the luggage compartment may be illuminated depending on the vehicle equipment.

The relevant light turns on or off when opening and closing the glove compartment or trunk lid.

Ambient lighting

Depending on vehicle equipment, ambient lighting can provide indirect lighting in various areas of the vehicle interior.

Other areas may also be illuminated, e.g. the footwell.

You can adjust the ambient lighting brightness in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

Vehicles with a starter button: After the ignition has been switched off, the lights will turn off when the vehicle is locked or automatically after a few minutes. This reduces the risk of the 12 V vehicle battery being drained.

Vehicles with ignition lock: After the vehicle key has been removed from the ignition switch, the lights will turn off when the vehicle is locked or automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Operating the windshield wiper lever

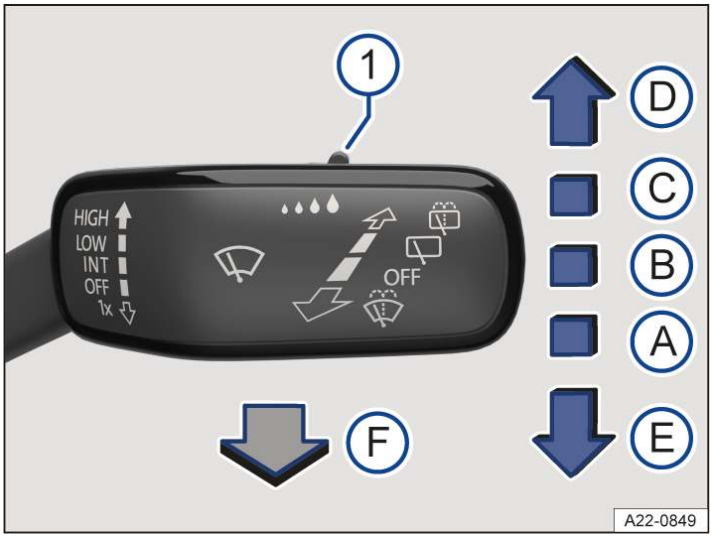


Fig. 1 On the right side of the steering column: operating the windshield wipers.

The windshield wipers only work when the ignition is switched on and the hood or trunk lid is closed. Move the wiper lever into the desired position →:

- (A) **OFF** Wipers are switched off.
- (B) **INT** Interval wiping for the windshield or rain sensor mode. Interval wiping for the windshield depends on the driving speed. The higher the speed, the faster the wipers will move.
- (C) **LOW** Slow wiper speed.
- (D) **HIGH** Fast wiping.
- (E) **1x** One-tap wiping – brief wiping.
- (F) Pull the lever to activate the automatic wiper/washer system to clean the windshield. The Climatronic switches to air recirculation for approximately 30 seconds to help prevent the windshield washer fluid odor from entering the vehicle interior.
- (1) Switch for interval levels (vehicles without rain/light sensor) or to adjust the sensitivity of the rain/light sensor.



Fig. 2 On the right side of the steering column: operating the rear window wiper.

Move the wiper lever into the desired position →:

G Interval wiping for the rear window. The wiper moves approximately every six seconds.

H Press the lever to activate the automatic wiper/washer system to clean the rear window.

WARNING

Without the sufficient freeze protection, washer fluid can freeze on the window glass and reduce visibility. This can cause accidents and serious or fatal injuries.

- Only use the washer system with sufficient freeze protection in winter temperatures.
- Never use the window washer system in winter temperatures if the windshield has not been warmed up with the air conditioning system.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently *(→ Wiper blades)*.

NOTICE

Incorrect handling of the windshield wipers can cause damage to the windshield, the wiper blades and the wiper motor.

- Before driving and before the ignition is switched on, check that the windshield wiper lever is in the basic position.
- Remove any snow and ice from the windshield wipers and the windshield.
- Always carefully loosen wiper blades that have frozen onto the windshield from the windshield.
- Do not turn on the windshield wipers when the windshield is dry.

The activated wiper speed temporarily changes to the next lower speed when the vehicle is stationary.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

When parking the vehicle in cold weather conditions, moving the windshield wipers to the service position may be helpful for loosening the wiper blades more easily from the windshield *(→ Wiper blades)*.

Wiper function

Wiper/washer system for cleaning the windshield or rear window

The wiper/washer system cleans the windshield or rear window with the windshield wipers and windshield washer fluid. To guarantee correct functioning in all weather conditions, sufficient freeze protection must be added to the windshield washer fluid *(→ Washer fluid)*.

NOTICE

Without sufficient freeze protection, windshield washer fluid can freeze in the hoses filled with water and in the windshield washer tank at low temperatures. This can cause damage to the windshield washer pump.

- Always use windshield washer fluid with sufficient freeze protection.

Automatic rear window wiping

The rear window wiper switches on automatically when the windshield wipers are switched on and reverse gear is engaged. The automatic activation in reverse gear function can be activated and deactivated in the vehicle settings in the Infotainment system.

Rain/light sensor



Fig. 1 On the right side of the steering column: windshield wiper lever.

1 The switch for adjusting the sensitivity of the rain/light sensor.

A Rain/light sensor deactivated.

B Rain/light sensor activated, automatic wiping as necessary.

When switched on, the rain/light sensor automatically shortens or lengthens the delay between wiping cycles depending on how hard it is raining.

Activating and deactivating the rain/light sensor

1. Push the lever into the desired position → *fig. 1*.

Automatic wiping can be activated and deactivated in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

If automatic wiping is deactivated in the Infotainment system, the interval time will be set in fixed stages.

Adjusting the sensitivity of the rain/light sensor

The sensitivity of the rain/light sensor can be manually adjusted with the switch in the windshield wiper lever → *fig. 1* (1) , →⚠.

— Move the switch to the right – high sensitivity.

— Move the switch to the left – low sensitivity.

WARNING

The rain/light sensor cannot detect all precipitation sufficiently and activate the windshield wipers accordingly. Reduced visibility can cause accidents and serious or fatal injuries.

- If necessary, switch on the windshield wipers manually if water on the windshield is impairing visibility.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Troubleshooting

Washer fluid level too low

The yellow indicator light turns on.

1. Fill the washer fluid reservoir at the next available opportunity *(→ Washer fluid)*.

Wiper system malfunction

The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rain/light sensor malfunction

The yellow indicator light turns on.

The windshield wipers will not be automatically activated in rain/light sensor mode when it is raining.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Changes to rain/light sensor reaction

Some possible reasons for malfunctions and misinterpretations in the sensor area of the rain/light sensor *(→ Front view)* could be:

— **Damaged wiper blades:** damaged wiper blades can leave a film of water or streaks on the window, and this can extend the activation time, greatly shorten the wiper intervals, or cause fast wiping time.

— **Insects:** insects hitting the windshield may trigger the wipers.

— **Salt streaks:** salt streaks on the windshield from driving in the winter can cause the wipers to wipe more frequently or continuously on a window that is almost dry.

— **Dirt:** dried dust, wax, any other build-up on the windshield (lotus effect), or washing product residue (car wash) may lower the sensitivity of the rain/light sensor and cause it to react too slowly or not at all. Clean the sensor area for the rain/light sensor regularly and check the wiper blades for damage *(→ Vehicle care exterior)*.

— **Crack in the windshield:** if a stone strikes and chips the sensor area while the rain/light sensor is on, this will trigger a wiper cycle. After that, the rain/light sensor will detect this irregularity on the sensor surface and react to it. Depending on the size of the chip, the reaction behavior of the rain/light sensor may or may not change.

If there is an obstacle for the wipers on the window glass, the wipers will attempt to remove it. If it continues to block the wipers, the wipers will stop moving.

1. Remove the obstacle and switch the wipers on again.

General safety precautions

Using the outside mirrors and the interior rearview mirror, the driver can observe traffic and adjust their driving based on traffic.

For driving safety, it is important that the driver adjusts the outside mirrors and the interior rearview mirror correctly before starting to drive.

It is not possible to oversee the entire side and rear area of the vehicle by looking in the outside and interior rearview mirrors. These areas that are not visible are called blind spots. Other road users and objects could be in the blind spot.

WARNING

Adjusting the outside mirrors and interior rearview mirror while driving can distract the driver. This can cause accidents and serious or fatal injuries.

- Only adjust the outside mirror and interior rearview mirror when the vehicle is stationary.
- Always make sure that the mirrors are adjusted correctly and visibility to the rear is not limited by ice, snow, fog, or other objects.

WARNING

The view in the outside mirrors and interior rearview mirror does not cover the entire area around the side and rear of the vehicle. Other road users and objects could be in these blind spots. This can cause accidents and serious or fatal injuries.

- When parking, changing lanes, passing, and turning, always pay attention to your surroundings.

WARNING

Curved mirror surfaces (depending on the country: convex or aspheric) enlarge the field of vision and allow objects in the mirror to appear smaller and farther away. This leads to an inaccurate estimation of the distance to vehicles behind you, e.g. when changing lanes. This can cause accidents and serious or fatal injuries.

- Use the interior rearview mirror as much as possible to more accurately determine the distance to vehicles or other objects behind you.
- Make sure there is sufficient visibility of the area behind the vehicle.

WARNING

An automatic dimming rearview mirror contains an electrolyte fluid that can leak out if the mirror glass breaks. Coming into contact with this liquid can irritate the skin, eyes, and respiratory organs, especially in individuals with asthma or similar illnesses. This may cause serious injuries.

- If electrolyte fluid is swallowed, rinse out the mouth immediately for at least 15 minutes with plenty of water. Do not induce vomiting unless it ordered to do so by a doctor. Call for medical assistance immediately.
- Immediately get plenty of fresh air and exit the vehicle. If this is not possible, open all the windows and doors.
- If the electrolyte fluid comes into contact with eyes or skin, wash the affected area immediately for at least 15 minutes with plenty of water and seek medical assistance.
- If the electrolyte fluid comes into contact with your shoes or clothing, wash it for at least 15 minutes with plenty of water. Clean the shoes and clothing thoroughly before wearing them again.

NOTICE

If the glass on an automatic dimming mirror breaks, electrolyte fluid can leak out. This fluid damages plastic surfaces.

- Remove any leaking fluid as soon as possible, for instance using a wet sponge.

Interior rearview mirror

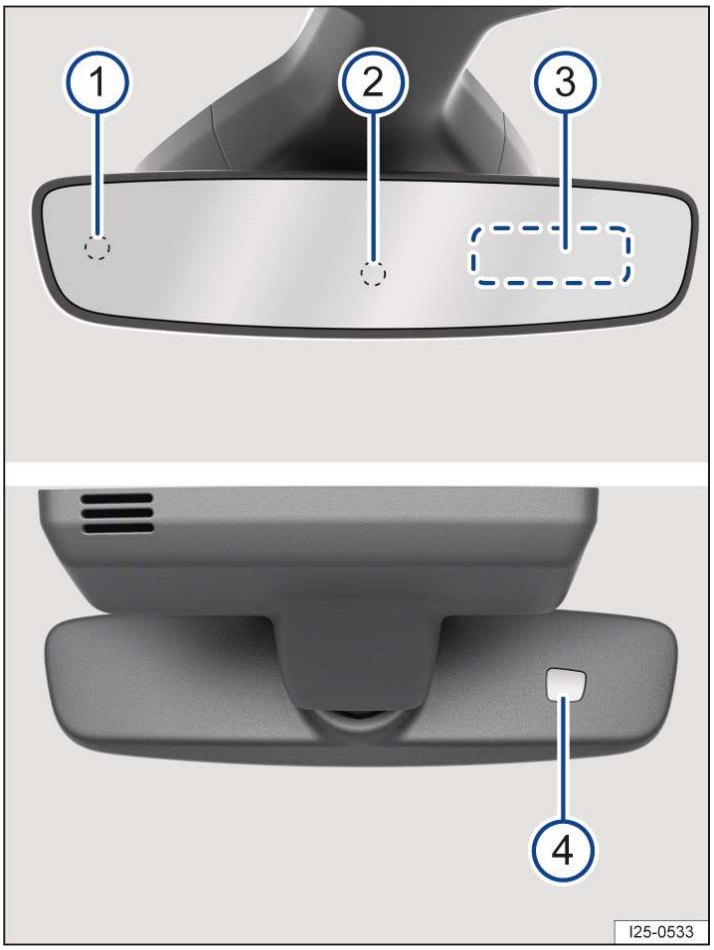


Fig. 1 On the windshield: automatic dimming interior rearview mirror.

1. Sensor for light entering from the rear.
2. Camera .
3. Infrared light source area for the camera.
4. Sensor for light entering from the front.

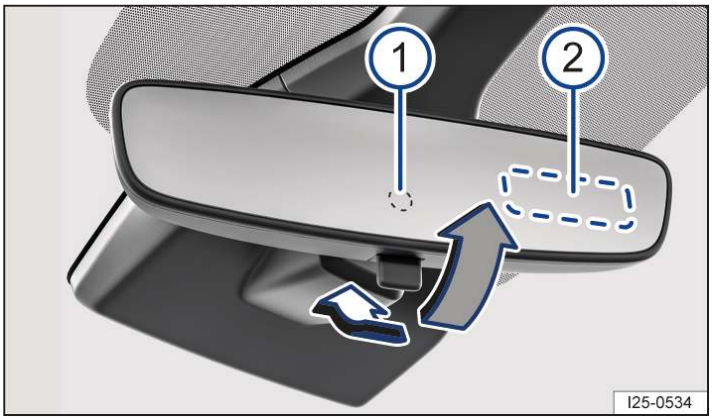


Fig. 2 On the windshield: manual dimming interior rearview mirror.

(1) Camera .

(2) Infrared light source area for the camera.

Automatic dimming interior rearview mirror

When the ignition is switched on, the sensors measure the amount of light entering from the rear → *fig. 1* (1) and from the front (4).

Depending on the measured values, the interior rearview mirror will dim automatically.

If the amount of light entering the sensors is limited or interrupted, for example by a sunshade or attachment, the automatic dimming interior rearview mirror may not function or may malfunction. Mobile navigation devices on the windshield or near the automatic dimming interior rearview mirror can also affect the sensors →⚠.

Automatic dimming will be deactivated in some situations, for example when the interior lighting in the roof console is switched on or when reverse gear is engaged.

Manual dimming interior rearview mirror

— Base position: lever on the lower edge of the mirror points forward toward the windshield.

— To dim, pull the lever back → *fig. 2*.

⚠ WARNING

The illuminated display of a mobile navigation system may interfere with the automatic dimming interior rearview mirror. This may stop you from using the interior rearview mirror to accurately determine the distance from vehicles or other objects behind you. Accidents and serious or fatal injuries could result.

- Switch the mobile navigation system off in such cases.

Outside mirrors

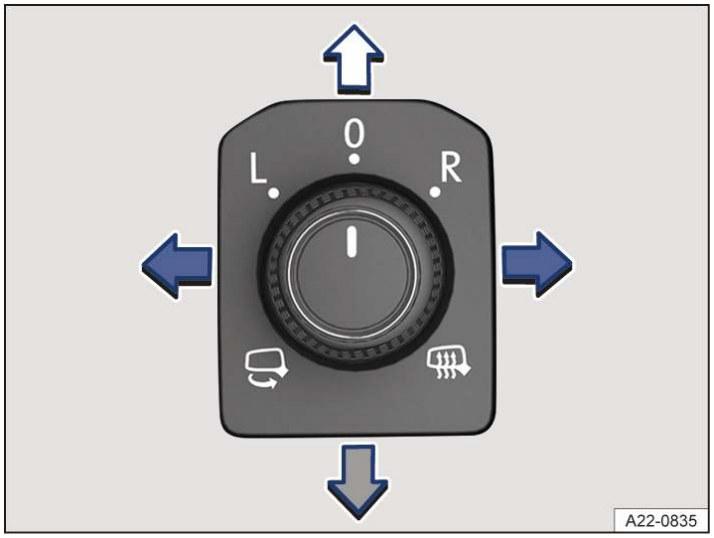


Fig. 1 In the driver door: knob for the outside mirrors.

The following information describes the outside mirror functions for left-hand drive vehicles. Position **L** corresponds to the outside mirror on the driver's side, and position **R** corresponds to the outside mirror on the passenger's side. For right-hand drive vehicles, proceed in the reverse order.

Adjusting outside mirrors

1. Switch the ignition on.
2. Turn the knob in the driver door to the preferred symbol → *fig. 1*.
3. To adjust the outside mirror, push the knob forward, back, right or left in the direction of the arrow.

Fold the outside mirror in towards the vehicle body →⚠.

Switch on the outside mirror heating. The exterior mirror heating only works when the ambient temperature is below approx. 20 °C (around 68 °F) and provides the most heat when it first turns on. After about two minutes, the mirrors will be heated depending on the ambient temperature.

L Adjusts the left outside mirror.

R Adjusts the right outside mirror.

0 Neutral position. The outside mirror cannot be adjusted and all functions are switched off.

Activating outside mirror functions

The following outside mirror functions must be activated in the vehicle settings in the Infotainment system before they are used for the first time *(→ Vehicle settings menu)*.

Folding the outside mirrors in while parking

If the vehicle is locked or unlocked from the outside, the outside mirrors will automatically fold in or out. For this to happen, the knob must be in the , L, R or 0 position.

If the knob for power exterior mirrors is in the position, the outside mirrors will remain folded in.

Save the passenger-side outside mirror settings when reversing

1. Unlock the vehicle using the key, to which the setting is allocated.
2. Apply the parking brake.
3. Switch the ignition on.
4. Shift the transmission to neutral.
5. Select the reverse gear.
6. Adjust the front passenger outside mirror so that, for example, the edge of the curb can be seen clearly.
7. Shift the transmission to neutral.
8. Switch the ignition off.

   The selected mirror position will be stored and assigned to the vehicle key.

Opening the front passenger outside mirror settings for driving in reverse

1. Turn rotary knob for the outside mirrors to the relevant position for adjusting the front passenger outside mirror.
2. With the ignition switched on, select reverse gear.

   The front passenger outside mirror will adjust to the stored position.

The front passenger outside mirror will exit the position stored for driving in reverse when you begin driving forward faster than about 15 km/h (about 9 mph) or when the knob is turned to any other position.

WARNING

If you fold the outside mirrors against the vehicle or back without taking care, you could get your fingers jammed between the outside mirror and the mirror base. This can cause severe injuries.

- Do not fold the outside mirrors out or in if there are any obstacles in the path.

NOTICE

If outside mirrors are not folded in when driving through a car wash, they can get damaged.

- Always fold in the outside mirrors.

NOTICE

Folding in the power exterior mirror manually can worsen wear and tear or damage the mirror motor.

- Do not fold power exterior mirrors in or out by hand.

Leave the outside mirror heating on only as long as it is needed. Otherwise fuel will be used unnecessarily.

If there is a malfunction in the power outside mirror, you can adjust the position of the mirror manually by hand by pushing on the edge of the mirror surface.

Some settings can be saved in the driver personalization user profiles and will change when the user profile is switched .

Sun visors



Fig. 1 In the front of the headliner: sun visor (lighting and vanity mirror depending on the vehicle equipment).

(1) Light.

(A) Remove from holder.

(B) Slide cover open.

Adjustment options for the driver and front passenger sun visors:

— Fold toward the windshield.

— Remove from the holder and tilt toward the door → *fig. 1* (A).

Illuminated vanity mirror

When the sun visor is folded down, there is a vanity mirror located behind a cover. The lights → *fig. 1* (1) turn on when the cover → *fig. 1* (B) slides open.

WARNING

Visibility may be reduced when sun visors are folded down and the sunshades are extended. This can cause accidents and serious or fatal injuries.

- Always guide sun visors and sunshades back into their holders when they are no longer needed.

Under certain conditions, the light above the sun visor will turn off automatically after several minutes. This reduces the risk of the 12 V vehicle battery being drained.

Overview of the Climatronic

Climatronic is an automatic air conditioning system which warms, cools and dehumidifies the air. In automatic mode, Climatronic can automatically control the air temperature, air distribution and the volume of air.

Certain functions of the air conditioner depend on the vehicle equipment.



Fig. 1 In the upper section of the center console: Climate control bar for the Climatronic system.

Making Efficient Use of the Air Conditioner

The air conditioner is most effective when the vehicle interior is kept closed. In the event of heat build-up in the vehicle interior, brief ventilation can accelerate the cooling process.

Display of activated functions

Illuminated LEDs in the climate control bar indicate functions that are switched on.

Function keys highlighted in color in the Air conditioner menu in the Infotainment system indicate functions that are switched on *(→ Air conditioner menu in the Infotainment system)*.

Air conditioner with voice command operation

Some of the air conditioner functions can be operated with voice control, depending on the vehicle equipment .

⚠ WARNING

Icy, snow-covered or foggy door windows restrict visibility very severely. This increases the risk of collisions and accidents, which may result in serious or fatal injuries.

- Keep all windows free of ice, snow and fog.
- Adjust the heating system, air conditioner *(→ Defrost function)* and rear window defroster *(→ Rear window defroster)* to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode as soon as it is not necessary.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Overview of the manual air conditioner

The manual climate control system warms, cools, and removes humidity from the air.

Certain functions of the air conditioner depend on the vehicle equipment.



Fig. 1 In the upper section of the center console: Climate control bar for the manual climate control system.

Making Efficient Use of the Air Conditioner

The air conditioner is most effective when the vehicle interior is kept closed. In the event of heat build-up in the vehicle interior, brief ventilation can accelerate the cooling process.

Display of activated functions

Illuminated LEDs in the climate control bar indicate that the function is activated.

WARNING

Icy, snow-covered or foggy door windows restrict visibility very severely. This increases the risk of collisions and accidents, which may result in serious or fatal injuries.

- Keep all windows free of ice, snow and fog.
- Adjust the heating system, air conditioner *(→ Defrost function)* and rear window defroster *(→ Rear window defroster)* to a setting where the windows do not fog up.
- Only start driving when all windows are clear.
- Only use recirculation mode for a short time. Otherwise, the windows could fog up very quickly and greatly reduce visibility.
- Always switch off recirculation mode as soon as it is not necessary.

Air conditioner menu in the Infotainment system

In the climate control bar

MENU Open the Air conditioner menu in the Infotainment system.

The Air conditioner menu in the Infotainment system is only available via the Climatronic. Certain functions depend on the vehicle equipment.

In the Air conditioner menu, you can find, for example, the functions for temperature regulation *(→ Air conditioner temperature control)* and air distribution *(→ Air conditioner air distribution)*.

The top of the screen shows the current climate control settings, such as the air conditioner profile for automatic mode.

The lower section of the screen shows function keys for frequently used air conditioning functions.

Operating status of the air conditioner

The operating status of the air conditioning system is represented by colors:

Cooling.

Heating.

Switching the Air Conditioner On and Off

In the climate control bar

 Adjust the blower speed.

1. To switch on the air conditioner, swipe towards the right on the slider for the blower speed.

   Or: Turn the center knob clockwise.
2. To switch off the air conditioner, swipe towards the left on the slider for the blower speed.

   Or: Turn the center knob counterclockwise as far as it will go.

Automatic mode of the Climatronic

In the climate control bar

AUTO The set air temperature is maintained constant. The air volume and air distribution are automatically controlled.

Selecting the air conditioner profile

You can set the blower speed in automatic mode via the air conditioner profiles.

1. To switch on the Climatronic's automatic mode, tap AUTO.
2. Open the Air conditioner menu in the Infotainment system.
3. To select an air conditioner profile, tap the corresponding function key at the top of the screen.

   Depending on the currently selected air conditioner profile, **Manual**, **Auto** or **Off** is displayed.
4. Select your preferred air conditioner profile in the pop-up window that appears.

Automatic Mode Switches Off

If one of the following conditions applies, automatic mode will switch off:

— The blower speed is changed manually.

— The air distribution is changed manually.

Setting the Temperature

In the climate control bar

Adjust the temperature.

A/C The air is cooled and dehumidified in cooling mode.

SYNC Apply temperature settings for the driver side to all seats.

Setting the Temperature in the Climatronic Climate Control Bar

1. To set the temperature of the Climatronic to +22 °C (+72 °F), tap and hold the touch control in the center between and .

   Or: to set a different temperature, swipe to the right or left on the touch control.

   The Climatronic displays the set temperatures.

Setting the Temperature in the Manual Air Conditioner Climate Control Bar

1. Turn the left knob to or .

Maximum cooling output and heating output

1. Tap and hold or on the Climatronic touch control.

   Or: turn the left knob in the manual air conditioner as far as it will go, to or .

Air distribution and blower speed

Vents

Vents are located in the following places in the vehicle, among other locations:

— Driver's side.

— Passenger's side.

— Front center console.

— Rear center console.

NOTICE

Food, medication, and objects that are sensitive to heat or cold can become damaged or unusable from the air coming out of the vents.

- Do not place any food, medication, or other objects that are sensitive to temperature in front of the vents.

Air distribution functions and blower speed in the air conditioner menu and in the climate control bar

 Adjust the blower speed.

 Direct air to the upper body.

 Direct air into the footwell.

 Direct air to the upper body and into the footwell.

 Direct air onto the windshield and into the footwell.

 Direct air onto the windshield.

Air recirculation

No fresh air will enter the vehicle interior when recirculation mode is switched on →⚠.

Switch the air recirculation on and off in the climate control bar.

When does recirculation mode switch off?

If one of the following conditions is met, air recirculation switches off automatically:

— The defrost function is switched on.

— A sensor detects that the vehicle windows could fog up.

⚠ WARNING

A lack of fresh air supply may result in reduced visibility due to fogged up windows and rapid driver fatigue due to stale air. This can result in collisions, accidents and serious or fatal injuries.

- Only use recirculation mode for a short time.
- Always switch off recirculation mode as soon as it is not necessary.

NOTICE

Tobacco smoke can settle on the refrigerant system evaporator and the active combination filter and cause permanent odors.

- To prevent permanent odors, do not smoke in the vehicle when air recirculation is switched on.

Climatronic: When reverse gear is engaged or while the window wipe/wash system is on, air recirculation switches on automatically so that no odors will enter the vehicle interior.

Manual air conditioning system: At very high outside temperatures, air recirculation helps to briefly cool down the vehicle interior faster.

Defrost function

MAX  The Climatronic defrost function clears fog and ice from the windshield.

The air is dehumidified and the blower is set to a higher speed.

 The air conditioning system's defrost function clears the windshield of fog and ice.

The air must be dehumidified when the defrost function is switched on. Therefore when the defrost function is switched on, you cannot switch air recirculation on or cooling mode off.

Overview of seat heating

The front seats can be electrically heated while the engine is running.

Switch the seat heating on and off in the climate control bar.

Seat heating levels

The operating status of the seat heating is shown in colors. At the highest heating level, both LEDs come on.

When should the seat heating function be switched off?

Switch off the seat heating function under any of the following conditions:

— The seat is occupied by a person with a limited perception of pain or temperature →⚠.

— The seat is not occupied

— A child restraint is installed on the seat

— Objects are covering the seat, e.g. protective covers, jackets, blankets or bags.

— The seat is damp or wet.

— The interior or exterior temperature is higher than +25 °C (+77 °F).

⚠ WARNING

Magnetic fields are generated when the seat heating is operated. In individual cases, these magnetic fields can affect active medical implants (e.g. pacemakers).

- If you have a medical implant, you should consult your doctor or the manufacturer of the implant before operating the seat heating.
- Also make your vehicle occupants aware.

WARNING

People who cannot feel pain or perceive temperature or can do so only to a limited extent, due to medication, paralysis or chronic illnesses such as diabetes, could develop burns or hypothermia on the back, buttocks and legs when using seat heating. Such injuries may take a very long time to heal or may never heal completely.

- If you have a limited perception of pain and/or temperature, never use the seat heating function.
- Contact a medical doctor for questions about personal health conditions.

WARNING

If the seat cover is soaked through, this can cause the seat heating to malfunction and increase the risk of burns.

- Make sure the seat is dry before using the seat heating function.
- Do not sit on the seat with wet clothing.
- Do not place any wet objects or clothing on the seat.
- Do not pour any fluids on the seat.

NOTICE

The heating elements of the seat heating may be damaged by loads concentrated in a single place and insulating materials.

- Do not kneel on the seats and do not exert pressure on the seat cushion and backrest with sharp or pointed objects.
- Do not exert pressure on the seat cushion and backrest with pointed objects.
- Switch the seat heating off if insulating materials are installed on the seat, e.g. a protective cover or a child restraint.
- Only use the seat heating if the seat is equipped with the original seat covers.
- If any odor starts to develop, turn off the seat heating immediately and have it checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using the seat heating function

1. In order to switch on the seat heating at the highest heating level, press the or button in the climate control bar.
2. To set the heating level, press the button or the button repeatedly.
3. To turn off the seat heating, press the or button repeatedly until the LED turns off.

When the seat heating is switched on for longer than approximately 15 minutes at the highest heating level, the system switches automatically to the first heating level.

In order to save fuel, switch off the seat heating as soon as possible.

Rear window defroster

The rear window defroster works when the engine is running.

Switch the rear window defroster on and off in the climate control bar.

The rear window defroster switches off automatically after a maximum of around ten minutes.

NOTICE

Stickers that are placed on the inside of the rear window over the heat conductors of the rear window defroster, or objects that rest against the inside of the rear window may damage the rear window defroster.

- Do not affix any stickers over the heat conductors of the rear window defroster.
- Do not load the luggage compartment to a height where objects rest against the rear window.

In order to save fuel, switch off the rear window defroster as soon as possible.

Troubleshooting

The cooling mode A/C or heating cannot be switched on or the function is limited

The A/C cooling mode only works when the engine is running and at ambient temperatures above +3 °C (+38 °F).

The heating and defrost function operates better when the engine is warm.

If the engine is very hot or if the outside temperature is extremely high, the function of the cooling mode A/C, the heating and the defrost may be restricted.

— Switch on the fan.

— Check the safeguard on the air conditioning system .

— Change active combination filters .

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

NOTICE

If the air conditioner is not working and is operated further, that can cause subsequent damage.

- If the air conditioner is not cooling or warming the air, switch it off immediately.
- Have the air conditioner checked by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The windows are fogged up

The door windows fog up when the air is damp. Cold air does not absorb as much moisture as warm air which is why windows fog up more frequently during cold seasons.

1. To improve the heating and cooling output, keep the air intake in front of the windshield free of ice, snow, and leaves .
2. Leave the air duct in the rear section of the luggage compartment uncovered so that air can flow through the vehicle from front to back.
3. Switch on the defrost function *(→ Defrost function)*.

The temperature unit has changed

You can change the unit for all temperature displays in the vehicle using the Infotainment system.

1. Open the **Settings** menu.
2. Select the **Units** menu item.

Water under the vehicle

In the case of high outside humidity and temperatures, condensation can drip from the air conditioning system evaporator and pool under the vehicle. This is normal and does not mean there is a leak in the system.

Steering information

To make it more difficult to steal the vehicle, the steering must always be locked before leaving the vehicle.

Steering

Electromechanical steering adjusts automatically based on the vehicle speed, the steering torque, and the steering angle of the wheels. Power steering only works when the engine is running. The steering continues to work if the start-stop system intervenes and the engine switches off.

If the power steering is impaired or has failed, a significantly greater amount of force than normal must be used to steer.

On vehicles with Driving Mode Selection, power steering handling can be influenced by the selected driving mode.

Electronic steering column lock on vehicles with a starter button

On vehicles with a starter button, the steering column is electronically locked:

1. Stop the vehicle.
2. Depending on the vehicle equipment: move the selector lever into the P position.
3. Switch the ignition off and then open the driver's door.

   The steering column is locked.

If the steering column does not lock, first open the driver's door and then switch the ignition off. As long as the vehicle is unlocked, the steering column also stays unlocked.

Mechanical steering column lock

On vehicles with an ignition lock, the steering column is locked mechanically:

Locking the steering column:

1. Stop the vehicle.
2. Depending on the vehicle equipment: move the selector lever into the P position.
3. Remove the vehicle key.
4. Turn the steering wheel slightly, until you hear the steering column lock engage.

Unlocking the steering column:

1. To release the steering column lock, turn the steering wheel slightly.
2. Insert the vehicle key in the ignition lock.
3. Hold the steering wheel in position and switch on the ignition.

Countersteering assist

The counter-steering assistance provides the driver with power steering in some critical driving situations. Additional steering power, together with the Electronic Stability Control (ESC), supports the driver when counter-steering →⚠.

Progressive steering

Depending on the vehicle's equipment, the progressive steering can adapt the force of the steering movement to the driving situation. Progressive steering only works when the engine is running.

In city traffic, less steering movement is needed for parking, maneuvering or for taking sharp bends.

On highways or on expressways, progressive steering gives a sportier, direct steering experience and noticeable dynamics when driving along curved stretches, for instance.

⚠ WARNING

Depending on the vehicle equipment, power steering may only work when the engine is running. If the power steering is not working, the steering wheel becomes stiff, making it much more difficult to steer. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never let the vehicle roll when the engine is stopped.

⚠ WARNING

If the mechanical steering column lock engages, you can no longer steer the vehicle. This can result in loss of control of the vehicle, accidents, serious injuries or death.

- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion.

⚠ WARNING

The counter-steering assistance is not a replacement for the driver's attention and works only within the system limits. In critical driving situations, uncontrolled vehicle movements can occur despite the counter-steering assistance. If you do not pay attention, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Ensure that the vehicle is not steered by the counter-steering assistance.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Troubleshooting

Steering malfunction

The red warning light turns on or flashes.

There is an electromechanical steering or electronic steering column lock malfunction.

Do not continue driving!

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

— If the red warning light comes on, it may be difficult to move the steering wheel because the electromechanical steering has failed.

Steering malfunction

The yellow indicator light turns on or flashes.

The steering is stiffer or more sensitive than usual.

The indicator light comes on permanently:

1. Restart the engine and slowly drive a short distance.
2. If the indicator light stays on, contact a suitably qualified professional and have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The indicator light blinks:

1. Turn the steering wheel back and forth slightly.
2. Switch the ignition off and back on.
3. Pay attention to the messages in the instrument cluster display.
4. If the indicator light continues to flash after switching the ignition back on, do not continue driving. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Information on the pedals

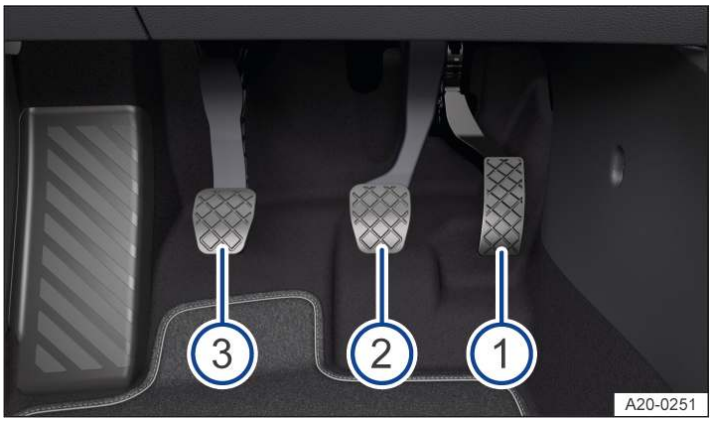


Fig. 1 In the footwell: Pedals in vehicles with a manual gearbox.

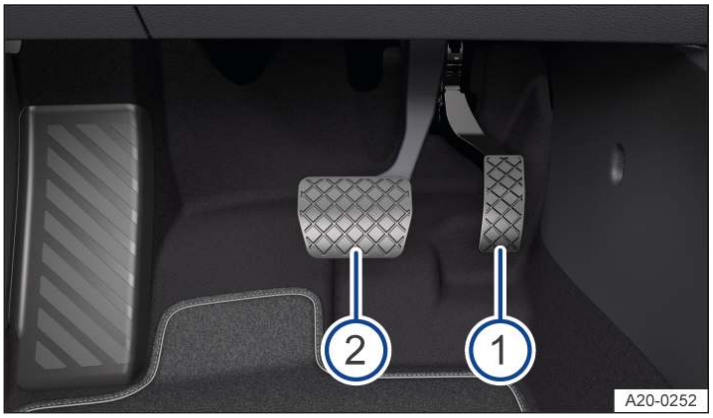


Fig. 2 In the footwell: Pedals in vehicles with an automatic gearbox.

1. Accelerator pedal.
2. Brake pedal.
3. For vehicles with a manual transmission: Clutch pedal.

⚠ WARNING

Objects in the driver footwell can prevent the pedal cluster from moving. This can cause the driver to lose control of the vehicle and increases the risk of serious or fatal injuries.

- Make sure all pedals can always be pressed without obstructions.
- Only use suitable floor mats for your vehicle.
- Always attach floor mats securely in the footwell.
- Never place floor mats or other carpet over the installed floor mat.
- Make sure no objects can enter the driver footwell while driving.
- Remove any objects from the footwell when the vehicle is parked.
- Wear shoes that give your feet good grip for operating the pedals.

⚠ WARNING

If a brake circuit fails, the brake pedal may need to travel farther in order to stop the vehicle. A longer braking distance could cause accidents and serious or fatal injuries.

- Press the brake pedal down farther if braking power is reduced.

Information on the brakes

Breaking in brake pads

During the first approx. 200 km to 300 km (approx. 100 mi to 200 mi), new brake pads do not yet have their full braking efficiency and first need to be "worn in" → ⚠. However, you can compensate for the slightly reduced braking force by pressing firmly on the brake pedal. During the break-in period, the braking distance during full braking or automatic braking is longer than with brake pads that have been broken in. During the break-in period, avoid full braking and situations that place a heavy load on the brakes, such as driving too close to the vehicle ahead.

Brake pad wear

Brake pad wear depends on driving conditions and style. When driving frequently in cities and on curves or with a sporty driving style, have your brake pads checked frequently by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

External influences on the brake

When driving with wet brakes, for example after driving through water, in heavy rain, or after washing your vehicle, the braking efficiency can be reduced by moisture or ice on the brake discs. You must "dry" the brakes as soon as possible by braking carefully at high speeds. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

A coating of salt on the brake discs and brake pads reduces the braking efficiency and increases the braking distance. If you do not apply the brakes for long periods of time on salt-covered roads, you must brake carefully to clean off the layer of salt → ⚠. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

Leaving the vehicle parked for long periods of time, low mileage, and avoiding heavy braking can contribute to corrosion on the brake rotors and dirty brake pads. If you usually avoid heavy braking or if there is corrosion present, occasional heavy braking at high speeds is recommended to clean the brake rotors and pads. Ensure that you do not endanger any other vehicles or anyone else on the road → ⚠.

⚠ WARNING

Driving with worn brake pads or a malfunctioning brake system can lead to a loss of control of the vehicle, accidents and serious or fatal injuries.

- If you suspect that the brake pads are worn or the brake system is malfunctioning, immediately find a suitably qualified professional and have the brake pads checked and worn brake pads replaced. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Up to the first approx. 300 km (approx. 200 miles), new brake pads do not yet have their full braking efficiency and first need to be “worn in”. Insufficient braking efficiency can increase the risk of accidents. This can cause serious or even fatal injuries.

- Increase the pressure on the brake pedal if reduced braking efficiency can be felt.
- To reduce the risk of accidents, serious injuries, and loss of vehicle control, drive with extra caution when the brake pads are new.
- During the break-in period for new brake pads, do not drive too close to other vehicles and avoid driving situations that place a heavy load on the brakes.

WARNING

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, increase braking distance and possibly cause a total brake system malfunction. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Never let the brakes “rub” too often and too long or press the brake pedal too often and too long.

WARNING

When driving downhill, a lot of force is placed on the brakes and they become hot quickly. Overheated brakes reduces the braking efficiency and increase the braking distance considerably. This can cause loss of vehicle control, accidents, and serious or fatal injuries.

- Before starting a journey, ensure that the air supply to the brakes is not covered, e.g. by aftermarket or damaged front spoilers.

WARNING

Wet, icy, or salt-covered brakes will take longer to brake and increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Test the brakes carefully.
- Press the brake pedal carefully several times to dry the brakes and clear the ice and salt from them, as long as the visibility, weather, road and traffic conditions permit.

WARNING

When driving at high speed, increased force from the driver may be required to achieve sufficient braking efficiency. Insufficient braking efficiency can increase the risk of accidents and lead to serious or fatal injuries.

- Never exceed the permitted maximum speed.
- Always comply with the applicable driving regulations and speed limits and think ahead while driving.

Regularly check the thickness of the brake pads visually by inspecting them through the openings in the wheel rims or from underneath the vehicle. If necessary, remove the wheels so that the brake pads can be inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Brake system malfunction

The red warning light turns on. A message may also be displayed.

1. **Do not continue driving!** Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately for assistance.

Brake pad wear indicator (depending on the vehicle equipment)

The yellow indicator light turns on. Brake pads are worn.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

Unusual noises when braking

At low speeds, the brakes may cause noise. The noise is normal and is triggered by a high metal content in the material of the brake pads. The high metal content ensures an improved braking performance.

If there are sustained scraping or squeaking noises when braking at high speeds, that is a sign of worn brake pads on the front or rear axle.

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

If the vehicle's braking performance changes

If the brake pads are worn or if you notice that your vehicle does not brake as usual, e.g. the braking distance suddenly increases:

1. Immediately contact a suitably qualified professional to have the system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
2. Have all brake pads inspected and replaced, if necessary.

Electronic immobilizer

The immobilizer helps prevent the engine from being started and the vehicle from being moved with an unauthorized vehicle key.

Vehicles with an Ignition Lock

In the remote control vehicle key, there is a chip which automatically deactivates the immobilizer if a valid vehicle key is inserted into the ignition lock.

The electronic immobilizer is activated automatically when the vehicle key is removed from the ignition lock *(→ Ignition switch)*.

Vehicles with a Starter Button

In the remote control vehicle key, there is a chip used to automatically deactivate the electronic immobilizer when there is a valid remote control vehicle key in the vehicle interior.

The electronic immobilizer is automatically engaged as soon as the ignition is switched off *(→ Starter button)*.

You can only start the engine with a suitably coded Volkswagen Original vehicle key. You can obtain coded vehicle keys from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ignition switch

Remote Control Vehicle Key Positions in the Ignition Switch

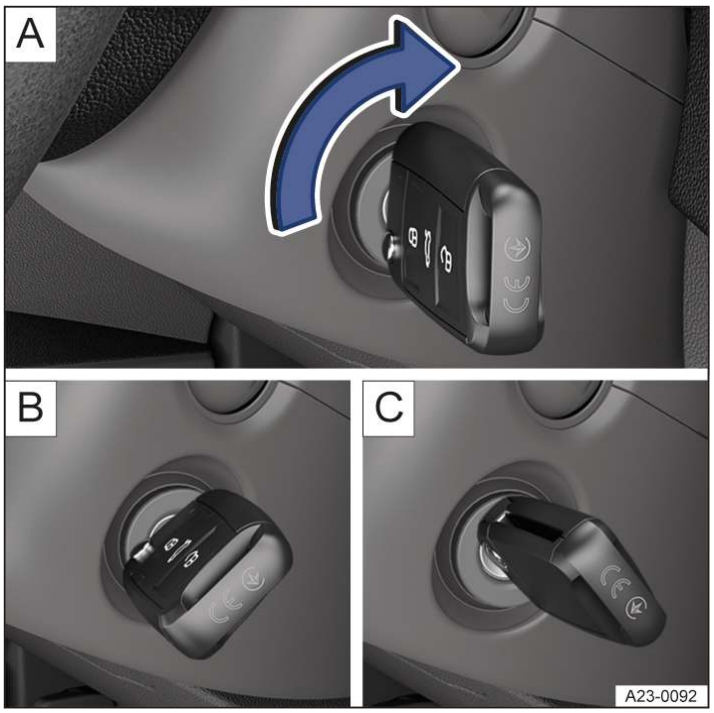


Fig. 1 Next to the steering wheel on the right-hand side: ignition switch.

A

The ignition is switched off. The vehicle key can be removed.

B

The ignition is switched on. The steering column lock can be released.

C

Start the engine *(→ Starting the engine)*. The vehicle key returns to the position B once it is released.

When a vehicle key is not in the ignition lock, the steering column lock can be activated.

Warning when the ignition is switched on

When the ignition is switched on and the driver door is opened, a message will appear in the instrument cluster display. An audible warning may also sound.

The warning reminds you to switch off the ignition before leaving the vehicle.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized persons could lock the doors and/or the trunk lid, start the engine, or switch on the ignition and thereby operate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always switch off the engine and take all vehicle keys with you when you leave the vehicle.

WARNING

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

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

WARNING

If the vehicle key is removed from the ignition lock while the vehicle is moving, the steering lock may engage and it will not be possible to steer the vehicle. This can cause accidents and serious or fatal injuries.

- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion.
- Always fully extend the key bit of the remote control vehicle key and secure it in this position.
- Only attach light objects weighing up to approx. 100 g (approx. 3.5 oz) to the vehicle key.

If the vehicle key cannot be removed, engage the selector lever position P. Press and release the lock button in the selector lever if necessary.

Starter button

The starter button replaces the ignition lock (Press & Drive).

Vehicles with manual transmission: Start the engine with the starter button and by pressing the clutch pedal.

Vehicles with an automatic transmission: Start the engine with the starter button and by pressing the brake pedal.

The vehicle can only be activated when there is a valid vehicle key inside the vehicle.

Depending on the vehicle equipment, the function readiness is indicated by the starter button blinking.

The electronic steering column lock is activated when you leave the vehicle by opening the driver's door when the ignition is switched off *(→ Steering)*.

Switching the ignition on or off



Fig. 1 In the lower section of the center console: starter button.

Vehicles with an automatic transmission:

1. Press the starter button once without pressing the brake pedal →⚠.

Vehicles with manual transmission:

1. Press the starter button once without pressing the clutch pedal.

Automatically switching off the ignition

If the internal combustion engine has been switched off by the start-stop system and the vehicle recognizes that the driver is absent, the ignition is automatically switched off after a certain amount of time.

Engine restart function

If no valid remote control vehicle key is detected in the vehicle interior after the engine has been inadvertently switched off, the engine cannot be started within approximately five seconds.

Once this time has elapsed, the vehicle can no longer be started without a valid vehicle key inside the vehicle.

WARNING

If the brake pedal is pressed when switching on the ignition, the engine will start immediately. This can cause unintentional vehicle movement and serious injuries.

- If you do not want to start the engine, avoid pressing the brake pedal when switching on the ignition.

WARNING

If you leave vehicle keys unattended in the vehicle, children or unauthorized persons could lock the doors and/or the trunk lid, start the engine, or switch on the ignition and thereby operate electrical equipment, such as the power windows. This can cause accidents and serious or fatal injuries.

- Always take all vehicle keys with you when leaving the vehicle.

WARNING

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

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

WARNING

An unattended vehicle which is ready to drive can move unintentionally. This can cause accidents and serious injuries.

- Never leave a vehicle which is ready to drive unattended.
- When parking or leaving the vehicle, always ensure that the ignition is switched off, the parking lock **P** is engaged and the parking brake is applied.
- When leaving the vehicle, always make sure that all doors, windows, the trunk lid and the hood are closed completely and locked.

Always switch the ignition off manually before leaving the vehicle and note any messages in the instrument cluster display.

The vehicle being stationary for long periods with the ignition switched on can cause the 12 V vehicle battery to drain and then it will not be possible to start the engine.

Start the engine

Start the engine

1. Switch the ignition on.
2. Press and hold the brake pedal until the parking brake has been released.
3. Vehicles with manual transmission: Fully press and hold the clutch pedal until the engine has started. Bring the gearshift lever to the neutral position.

   Vehicles with an automatic transmission: Move the selector lever to the N position or engage the parking lock P.
4. Vehicles with ignition lock: Continue turning the vehicle key in the ignition lock. Do not press the accelerator pedal during this process. Release the vehicle key once the engine starts.

   Vehicles with starter button: Press and hold the starter button. Do not press the accelerator pedal during this process. For the engine to start, a valid vehicle key must be inside the vehicle and the brake must be pressed. Release the starter button once the engine starts.
5. If the engine does not start, stop the starting procedure and try again after approximately one minute.
6. Vehicles with starter button: If the vehicle was locked with the vehicle key, the starter button will be deactivated. If you are in the vehicle and you need to start the engine, first unlock the vehicle or perform an emergency start.
7. Release the parking brake when you are ready to drive off.

WARNING

Starting the engine in unventilated or enclosed spaces may cause poisonous gases to enter the vehicle interior. This can cause serious injuries and death due to asphyxiation.

- Never start the engine or let it run in unventilated or enclosed spaces, such as in garages.

WARNING

Hot vehicle parts and exhaust can ignite flammable or explosive materials in the vicinity. This can lead to fires and cause accidents and serious or fatal injuries.

- Never start the engine or leave the engine running if oil, fuel or other flammable operating equipment is in the vicinity of the vehicle or is escaping from the vehicle.
- Do not use any start boosters.

WARNING

An unattended vehicle which is ready to drive may cause accidents and severe injuries.

- Never leave the vehicle unattended when the engine is running, especially if a gear or selector lever position is engaged.

NOTICE

Incorrect handling of the vehicle can increase wear to components, such as the starter, or cause damage.

- If the engine does not start, e.g. the fuel tank is empty, never use the starter with a gear engaged to drive or to attempt a tow-start.
- If necessary, refill with fuel as per or use jump-start.
- If the engine does not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Incorrect handling of the vehicle can increase wear to components, such as the engine, or cause damage.

- Avoid restarting the engine while driving or directly after turning off the engine.
- Avoid high engine speeds, harsh acceleration and heavy engine loads when the engine is cold.
- Be aware that at high altitudes, the air density is lower, which can make it more difficult to start the engine.

NOTICE

Uncombusted fuel can damage the catalytic converter.

- Do not tow-start or push-start the vehicle.

Do not let the engine run to warm up while the vehicle is parked. Begin driving as soon as there is enough visibility through the windows. This allows the engine to reach its operating temperature sooner and reduces the emissions.

Electrical equipment with an increased power draw is temporarily switched off when the engine is started.

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

If the vehicle key button cell battery is low or drained, the engine cannot be started with the starter button. Perform an emergency start.

After starting, operating noises may be temporarily higher than usual while the engine is cold. This is normal and not a cause for concern.

Troubleshooting

EPC Engine management malfunction

The red warning light turns on.

A message is shown on the digital instrument cluster display and an acoustic warning sounds.

The function of the accelerator pedal is impaired and the drive power is reduced.

STOP Do not continue driving!

1. Park the vehicle safely as soon as possible.
2. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

EPC Engine control malfunction

The yellow indicator light turns on.

Engine control is malfunctioning.

1. Pay attention to any text shown in the Volkswagen Digital Cockpit display.
2. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

EPC Engine control malfunction

The indicator light comes on in the Volkswagen Digital Cockpit.

The yellow indicator light turns on.

The driving performance of the vehicle is limited.

The driving performance has been limited to prevent the engine control components from overheating.

— An indicator may appear in the instrument cluster display.

— It is possible to continue driving with reduced driving performance.

The driving performance limitation is removed in the following scenarios:

— The engine control components are no longer within a critical temperature range.

Engine speed limited

The yellow indicator light turns on.

The engine speed has been limited to reduce the risk of the engine overheating.

The instrument cluster display shows the engine speed.

The engine speed limitation is removed in the following scenarios:

— The engine is no longer within a critical temperature range.

— You take your foot off the accelerator pedal.

together with EPC Engine speed limitation due to engine control malfunction

The yellow indicator lights turn on.

The engine speed limitation is triggered by an engine control malfunction.

1. Make sure the displayed RPM is not exceeded.
2. Have the engine checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Power limit when cold-starting the engine

The blue indicator light lights up.

Torque and output are reduced during the cold-start phase.

In addition, the red area in the tachometer of the digital instrument cluster can be lowered.

Once the cold-start phase is finished, the symbol disappears and the red area in the tachometer gradually rises.

1. Drive off at reduced speed and avoid harsh acceleration.
2. After the indicator light goes out, the power limit is lifted; continue driving with the usual power.

Valid vehicle key cannot be detected



Fig. 1 On the right-hand side of the steering column: emergency starting function on vehicles with Keyless Access with push-button start (general example).

An indicator appears in the instrument cluster display.

If the remote control vehicle key has a weak or drained button cell battery, the vehicle key may not be able to be detected.

An emergency start must be performed:

1. Press and hold the brake pedal.
2. Immediately after pressing the starter button, hold the vehicle key on the right-hand side of the steering column trim → *fig. 1* (arrow).

   The ignition is automatically switched on and the engine may start.

The engine cannot be started

If an unauthorized vehicle key is used or the system is malfunctioning, an indicator appears in the instrument cluster display.

1. Use an authorized vehicle key.

Or: if the fault persists, there is a malfunction in the start system:

1. Press the starter button until the engine starts.

   Or: keep the vehicle key turned until the engine starts.
2. If the malfunction persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Stopping the engine

1. Bringing the vehicle to a stop → ⚠.
2. Park the vehicle.
3. Vehicles with ignition lock: Switch the ignition off.
4. Vehicles with starter button: Press the starter button briefly. If the engine cannot be turned off, use the emergency stop function.
5. Pay attention to the messages in the instrument cluster.

Exit warning

Vehicles with an automatic transmission: If the selector lever is not in the P position and the driver door is opened, a warning signal sounds and a message appears in the instrument cluster display. This is to warn you that the vehicle could roll away.

Water vapor in cold and wet weather

When the vehicle is stopped after driving in cold and wet weather, water vapor may come out of the radiator grille for a short time. The formation of water vapor on hot engine components is normal and does not constitute a technical malfunction.

WARNING

When the engine is switched off, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

WARNING

When the engine is switched off, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never switch off the engine while the vehicle is in motion.

WARNING

Vehicles with ignition lock: If the vehicle key is removed, the steering column lock may engage and it will no longer be possible to steer the vehicle. That can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never remove the remote vehicle key from the ignition switch when the vehicle is in motion.

WARNING

Vehicles with starter button: When the ignition is switched off, the steering column lock could engage and you would not be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the ignition when the vehicle is in motion.

WARNING

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

NOTICE

The engine can overheat after turning it off if the vehicle is driven with a high engine load for a long period of time.

- Let the engine run in neutral for approximately two minutes before turning it off.

In vehicles with an automatic transmission, you can only remove the vehicle key from the ignition lock when the selector lever is in the P selector lever position.

After the engine has been switched off, the radiator fan in the hood space can keep running for a few more minutes. The radiator fan turns off automatically.

Troubleshooting

The engine cannot be turned off

The engine cannot be turned off when the starter button is pressed briefly.

An emergency stop must be performed:

1. Press the starter button twice within several seconds or press and hold one time.

   The engine switches off automatically *(→ Starter button)*.

The vehicle key cannot be removed from the ignition lock

An unauthorized vehicle key was inserted into the ignition lock.

Remove the vehicle key as follows:

Vehicles with an automatic transmission: :

1. Press and release the lock button in the selector lever.
2. Pull the vehicle key out of the ignition lock.

Vehicles with manual transmission: :

1. Pull the vehicle key out of the ignition lock.

Start-stop system

Function description

The start-stop system automatically switches the engine off shortly before and when the vehicle comes to a halt and when stationary.

For vehicles with a manual transmission, the engine will only switch off if no gear is engaged during rolling or when the vehicle is stationary and the clutch pedal is not pressed.

The engine always restarts automatically when required for the vehicle and the identified situation.

The function is automatically activated every time the ignition is switched on.

Indicator lights

Information about the current status is shown in the instrument cluster display.

When indicator light Ⓐ comes on, the start-stop system is available and the automatic engine stop is active.

If the Ⓐ indicator light is lit, the start-stop system is not available or the start-stop system has automatically started the engine.

Conditions for Automatically Restarting the Engine

— Vehicles with an automatic transmission: If you take your foot off the brake pedal or you press the accelerator pedal.

— Vehicles with manual transmission: if the clutch is operated.

— If the vehicle interior heats up or cools down significantly.

— If the vehicle starts to move.

— If the electrical voltage in the 12-volt vehicle battery falls.

— If the steering wheel is moved.

Conditions that Can Prevent Automatic Engine Shutdown

— The driver is not wearing their safety belt.

— The driver door is opened.

— The engine hood is open.

— A minimum engine temperature has not been reached.

— Vehicles with Climatronic: The temperature in the vehicle interior is not within the preset temperature values or the humidity is too high.

— The air conditioner's defrost function is switched on.

— The charge level of the 12 V vehicle battery is insufficient.

— The temperature of the 12 V vehicle battery is too low or too high.

— The vehicle is on a large uphill or downhill gradient.

— The steering wheel is significantly turned.

— The reverse gear is engaged.

— Park Assist is activated.

If the conditions for automatic engine switch-off are only achieved during a stationary phase, then the engine may also switch off at this point, e.g. if the defrost function is switched off.

Manually deactivating and activating the start-stop system



Fig. 1 In the lower section of the center console or, depending on the vehicle equipment, in the Infotainment system: Button for the start-stop system.

Manually deactivating the start-stop system:

1. Press the (A OFF) button in the center console. When the start-stop system is deactivated, the indicator light on the button comes on → *fig. 1*.

Always manually deactivate the start-stop system when driving through water.

Manually activating the start-stop system:

1. Press the (A OFF) button in the center console again → *fig. 1*.

Each time you press the (A OFF) button, the instrument cluster display will show the status of the start-stop system.

If the start-stop system has switched the engine off, it restarts as soon as the system is deactivated by pressing the (A OFF) button.

In some cases, you may need to restart the engine manually, e.g. if the hood or the driver door is opened. Pay attention to the relevant message on the instrument cluster display →⚠.

Start/stop mode with Adaptive Cruise Control (ACC)

After an active brake intervention by the Adaptive Cruise Control (ACC), the engine is switched off until the vehicle is stationary.

In the following cases, if the ACC is active, the engine is restarted:

— If you press the accelerator pedal.

— If ACC has resumed the speed and distance control.

— The vehicle in front has moved on.

The engine is restarted if the Adaptive Cruise Control (ACC) is deactivated and the vehicle in front has moved on.

For vehicles with Driving Mode Selection, the start-stop system is automatically activated if the **Eco** driving mode is selected.

WARNING

If the start-stop system is activated during work in the hood space, the engine may start suddenly. This can cause accidents and serious injuries.

- Always deactivate the start-stop system when working in the hood space.

WARNING

When the engine is switched off, certain vehicle systems do not work or only work in a limited way, such as the brake booster or power steering. As a result, you must use more force for steering and you must apply more pressure on the brake pedal to stop. When the vehicle is moving, this can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Never switch off the engine while the vehicle is in motion.

WARNING

When the engine is switched off, the airbags and safety belt pretensioners will not function. This can cause serious or fatal injuries in the event of accidents.

- Never switch off the engine while the vehicle is in motion.

WARNING

When the ignition is switched off, the steering column lock could engage and you would not be able to steer the vehicle. When the vehicle is moving, this can result in loss of control of the vehicle, accidents, and serious or fatal injuries.

- Never switch off the ignition when the vehicle is in motion.

NOTICE

If the start-stop system is used for a very long period of time at very high outside temperatures, this can damage the 12-volt vehicle battery.

- Avoid using the start-stop system at very high outside temperatures.

Troubleshooting

The engine no longer starts automatically

1. Start the engine manually *(→ Starting the engine)*.
2. Manually deactivate the start-stop system *(→ Start-stop system)*.
3. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Gearshift Lever

The positions of the individual gears are depicted on the gear lever.

Selecting a gear

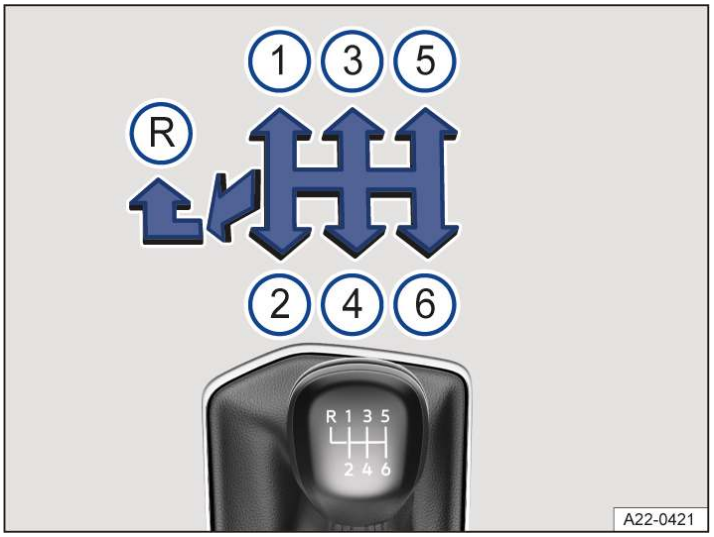


Fig. 1 Gear shift pattern for 6-speed manual transmission. Your vehicle may be equipped with a 5-speed manual transmission.

Engaging forward gear

1. Fully depress the clutch pedal and hold.
2. Move the gearshift lever to the desired position → *fig. 1* (1).
3. Release the clutch pedal to engage the clutch.

In some countries, the clutch pedal must be pressed all the way down to start the engine.

Engaging reverse gear

1. Fully depress the clutch pedal and hold.
2. Move the gearshift lever to the neutral position and push it down.
3. Push the gearshift lever all the way to the left and then forward to the reverse gear position → *fig. 1* (R).
4. Release the clutch pedal to engage the clutch.

Only select reverse gear when the vehicle is stationary.

Downshifting

You should always downshift gear-by-gear when driving, into the next gear down, and at engine speeds that are not too high. At high speeds or engine speeds, skipping a gear or several gears when downshifting can result in damage to the clutch or transmission, even if the clutch is not engaged when doing so.

WARNING

Incorrectly downshifting into gears that are too low can result in loss of vehicle control as well as accidents and serious or fatal injuries.

- Always select an appropriate gear for the driving situation.

WARNING

Fast acceleration or switching off the anti-slip regulation (ASR) can cause traction loss and sliding on slippery roads, such as on wet, icy or dirty roads. This could cause loss of vehicle control, accidents and serious or fatal injuries.

- Only accelerate quickly when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by the vehicle's acceleration and driving style.
- Always adapt your driving style to the flow of traffic.

WARNING

As soon as a gear is engaged and the clutch pedal has been released, the vehicle immediately begins to move when the engine is running. This is the case even when the handbrake is engaged. Unintentional vehicle movement may cause accidents and serious injuries.

- Never engage reverse gear when the vehicle is in motion.

NOTICE

If the gearshift lever is shifted to a gear that is too low at high speeds or high engine speeds or if the clutch pedal remains pressed and is not engaged, significant damage to the clutch and transmission can result.

- Always select an appropriate gear for the driving situation.
- Avoid pressing the clutch unnecessarily and for too long.

NOTICE

If the manual transmission is not used properly, this may cause damage or premature wear.

- Do not rest your hand on the gearshift lever while driving. The pressure from your hand is transmitted to the selector forks in the transmission.
- Ensure that the vehicle is completely stationary before engaging reverse gear.
- Always fully depress the clutch pedal when shifting gears.
- Do not hold your vehicle stationary on inclines by “slipping” the clutch while the engine is running.

Early upshifting helps to save fuel and reduces operating noise.

Troubleshooting

Clutch “slips”

The yellow indicator light turns on.

The clutch does not transmit the full engine torque.

1. Take foot from clutch pedal if required.

Clutch overheats

The yellow indicator light comes on, an audible warning may sound, and additional warning lights and a message may be shown on the instrument cluster display.

The clutch may, for example, overheat upon frequent starting.

1. Stop at the next opportunity.
2. Disengage the transmission.
3. Apply the parking brake.
4. Allow the transmission to cool down with the engine running.
5. If the indicator light does not disappear, do not continue driving, and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   Otherwise, the transmission could become severely damaged.

Faulty clutch

The yellow indicator light turns on.

The clutch is faulty.

1. Drive on carefully.
2. Immediately contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the system checked. Otherwise the clutch may become severely damaged. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Selector lever

When the ignition is switched on, the engaged selector lever position is shown in the instrument cluster display.

Selecting a selector lever position



Fig. 1 In the center console: selector lever for the DSG automated transmission (general example).

To change into gear from neutral position N, proceed as follows:

1. Start the engine.
2. Press the brake pedal.
3. Push the selector lever into the desired selector lever position → *fig. 1*.

Description of the selector lever positions

P The drive gears are locked. Only select this gear when the vehicle is stationary.

To move the selector lever out of this position when the ignition is switched on, press the brake pedal and press the lock button on the selector lever.

R Reverse gear is selected. Only select this gear when the vehicle is stationary.

N The transmission is in the neutral setting. No power is transferred to the wheels and the engine braking effect is not available.

D/S D gear: normal program.

The transmission upshifts and downshifts automatically when in the forward driving gears. The shifting time depends on the engine load, the personal driving style, and the driving speed.

S gear: sport program.

The forward gears automatically upshift later and downshift earlier than in D gear in order to fully utilize the engine power reserves. The shifting time depends on the engine load, the personal driving style, and the driving speed.

To switch between gears D and S, tap the selector lever toward the rear ▽.

The selector lever will always spring back to the D/S selector lever position. This also applies when in the tiptronic shift gate *(→ tiptronic)*.

Selector lever lock

The selector lever lock prevents you from selecting a gear accidentally when in the P or N position, causing the vehicle to roll.

To release the selector lever lock, switch the ignition on and press the brake pedal. Then press the lock button on the selector lever handle → *fig. 1* (arrow).

When skipping past the N position, for example by switching from reverse gear to D/S, the selector lever is not locked. This makes it possible to free the vehicle when it is stuck by “rocking” it. If the lever remains in the N position for more than approx. one second, when the vehicle is traveling at a speed lower than approx. 5 km/h (approx. 3 mph) and the brake pedal has not been pressed, the selector lever lock will engage → ⚠.

WARNING

If the brake pedal is released while the engine is running and selector lever position D/S or R is engaged, the vehicle will start moving. This can cause unintentional vehicle movement and accidents and serious injuries.

- When the engine is running and selector lever position D/S or R is engaged, hold the vehicle stationary with the brake pedal.
- As the driver, never leave the driver seat when the engine is running and a selector lever position is engaged.
- Always apply the parking brake firmly and move the selector lever to the P position if you have to leave the vehicle while the engine is running.

WARNING

Engaging the incorrect gear can cause you to lose control of the vehicle, which could lead to accidents and serious injuries.

- Never press the accelerator pedal while engaging a selector lever position.
- Never shift into reverse gear R or engage the parking lock P while the vehicle is moving.

WARNING

If the vehicle is left in selector lever position N on inclines, the vehicle will roll downhill even if the engine is switched on. This can cause accidents and serious injuries.

- Never leave the vehicle in selector lever position N.

NOTICE

If the parking brake is not applied when the vehicle is stationary and the brake pedal is released when the parking lock P is engaged, the vehicle may move forward or backward a few centimeters. This can cause damage to the vehicle.

- Always engage the parking brake first before releasing the brake pedal.

If you accidentally switch to N while driving, you should take your foot off the accelerator pedal and wait for the engine to idle in neutral position. Only then should you shift into a gear.

If the selector lever is left for a long period of time in any position other than in the parking lock P when the engine is switched off, the 12 V vehicle battery will discharge.

Shifting Using Tiptronic

The tiptronic mode allows you to shift gears manually on an automatic transmission.

When shifting in the tiptronic program, the gear currently engaged is maintained. This applies until the system shifts gears automatically due to the current driving situation.

Using tiptronic with the selector lever

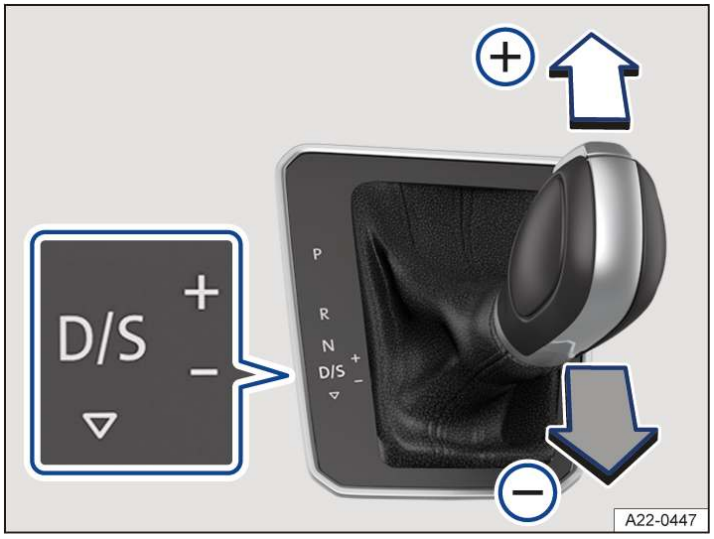


Fig. 1 In the center console: selector lever in the tiptronic position.

1. Push the selector lever to the right out of the D/S selector lever position and into the tiptronic position.
2. Tap the selector lever forward (+) or to the rear (−) to upshift or downshift → *fig. 1*.

The lock button on the selector lever must not be pressed when tapping the selector lever within the tiptronic shift gate.

Operating Tiptronic with the shift paddles



Fig. 2 Behind the steering wheel: shift paddles for the tiptronic (general example).

1. To shift up a gear, pull the right-hand shift paddle toward the steering wheel → *fig. 2*.
2. To shift down a gear, pull the left-hand shift paddle toward the steering wheel.
3. Pull the right shift paddle toward the steering wheel for about a second to leave the tiptronic program.

The tiptronic program ends automatically if you do not operate the shift paddles for some time and the selector lever is not in the tiptronic position.

When accelerating, the transmission automatically upshifts to the next gear shortly before the maximum permissible engine RPM is reached.

When downshifting manually, the transmission only shifts if it is no longer possible to over-rev the engine.

Driving with an automatic transmission

The transmission shifts up and down automatically when in the forward driving gears.

Driving on an incline

The steeper the incline, the lower the gear that you should select. Lower gears increase the engine braking effect. Never let the vehicle roll down mountains or hills in the N neutral setting.

1. Reduce your speed.
2. Push the selector lever to the right out of the D/S selector lever position and into the tiptronic position.
3. Tap the selector lever to the rear to downshift.

   Or: Downshift using the shift paddles on the steering wheel.

Stopping and starting to drive uphill

The steeper the hill, the lower the gear that you should select.

If you stop on a hill with a selector lever position selected, always press the brake pedal or engage the handbrake to prevent the vehicle from rolling away. Only release the brake pedal or parking brake when you are pulling away → ⚠.

Coasting with a DSG® automated transmission

When using the coasting feature, the vehicle's momentum is used to save fuel with predictive driving. The engine does not slow down the vehicle, so it can roll for a longer period. The function is only available in the D/S selector lever position and within a speed range of approx. 40 km/h to 130 km/h (approx. 25 mph to 80 mph).

If the brake is engaged while rolling, the engine will remain switched off until the vehicle comes to a complete stop.

When rolling without braking, the engine starts again automatically when the vehicle reaches “creeping pace”.

The engine may restart automatically to ensure the engine restarts safely and there is a secure supply of electricity to the vehicle electrical system.

Triggering the coasting feature

1. In the driving mode selection, select the ECO driving mode.
2. Take your foot off the accelerator pedal. The engine is disengaged and in neutral. The vehicle is rolling without any engine braking effect.

Canceling the Coasting Feature

1. Press the brake pedal firmly.

   Or: press the accelerator pedal or brake pedal briefly.

   Or: Pull one of the shift paddles toward the steering wheel.

   Or: push the selector lever into the tiptronic position.

   Or: Change the driving mode.

Kick-down

The kick-down function makes maximum acceleration possible in selector lever position D/S or in the tiptronic position.

When you press the accelerator pedal all the way down, the automatic transmission downshifts into a lower gear, depending on the vehicle speed and engine speed. This utilizes the full acceleration power of the vehicle →⚠.

With the kick-down function, the automatic upshift to the next gear only occurs when the maximum predefined engine speed is reached.

For vehicles with Driving Mode Selection, if the ECO driving mode is selected and the accelerator pedal is fully depressed past the pressure point, the engine power is controlled automatically so that the vehicle achieves maximum acceleration.

Launch Control Program (depending on the vehicle equipment)

Depending on the vehicle equipment, vehicles with automatic transmission have a Launch Control Program. The Launch Control Program provide maximum acceleration from a standstill.

1. To start the Launch Control Program, switch off anti-slip regulation (ASR).
2. Use your left foot to press down on the brake pedal and hold it.
3. Move the selector lever to the D/S selector lever position, to the S selector lever position or to the tiptronic position.

   Or: depending on the vehicle equipment: select the **Sport** driving mode.

   Or: depending on the vehicle equipment: select the **Race** driving mode.
4. Use your right foot to press the accelerator pedal until an engine speed of approx. 3,200 rpm is reached.
5. To start the vehicle with maximum acceleration, take your left foot off the brake →⚠.
6. Reactivate ASR after acceleration.

The Launch Control Program is only available if the transmission has “warmed up” and the steering wheel is pointing “straight ahead”.

⚠ WARNING

Fast acceleration or switching off the ASR can cause traction loss and sliding. This could cause loss of vehicle control, accidents, and serious or fatal injuries, especially on slippery roads, such as on wet, icy or dirty roads.

- Always adapt your driving style to the flow of traffic.
- Only use the kick-down function, Launch Control Program or accelerate quickly when the visibility, weather, road, and traffic conditions allow it, and when other road users will not be endangered by the vehicle's acceleration and driving style.
- Switch the ASR back on after acceleration.

⚠ WARNING

Prolonged braking causes the brakes to overheat. This can considerably reduce braking performance, considerably increase braking distance and possibly lead to a total brake system malfunction. Accidents and serious or fatal injuries could result.

- Never let the brakes “rub” too often and for too long or press the brake pedal too often and for too long.

NOTICE

If the vehicle rolls with the engine switched off, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- If you stop on inclines when a selector lever position is engaged, use the brakes and not the accelerator pedal to hold the vehicle stationary.
- Never let the vehicle coast in the N selector lever position, especially when the engine is stopped.

NOTICE

Vehicles with the Launch Control Program: All vehicle components are put under intense strain when accelerating with the Launch Control Program. This can cause increased wear.

- Only use this function if the vehicle is at operating temperature.

NOTICE

If the brake pads “rub” when the brake pedal is pressed lightly, wear is increased.

- Never let the brakes “rub” by pressing the pedal lightly when braking is not really necessary.

Troubleshooting

The engine is not starting

The green indicator light turns on.

The brake pedal was not pressed, for example when trying to shift to another gear using the selector lever.

1. Press the brake pedal to select a gear.

Driving is restricted by the lock button

The green indicator light blinks.

The lock button in the selector lever is not engaged.

1. Check if the lock button is locked.
2. Lock the lock button into place if necessary.

Driving is restricted by the selector lever lock

The green indicator light blinks. A message is also displayed.

In rare cases, the Automatic Shift Lock (ASL) may not engage in vehicles with a DSG® automated transmission.

The engine will then be disabled to prevent the vehicle from going into motion unintentionally.

1. Press and release the brake pedal again.

Transmission overheating

The yellow indicator light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The DSG® automated transmission can become too hot, for example due to frequently starting up on inclines.

The transmission can become too hot, for example due to frequently starting up on slopes.

1. At the next opportunity, stop and let the transmission cool down with the parking lock P engaged and the engine running →.
2. If the indicator light does not turn off, do not continue driving.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

Transmission overheating

The red warning light turns on.

An audible warning may also sound. Where applicable, a message will appear in the instrument cluster display.

The transmission can become too hot, for example due to frequently starting up on slopes.

Do not continue driving!

1. Let the transmission cool down with the parking lock P engaged and the engine running →.
2. If the warning light stays on, stop driving.
3. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Otherwise, the transmission could become severely damaged.

Selector lever lock emergency release

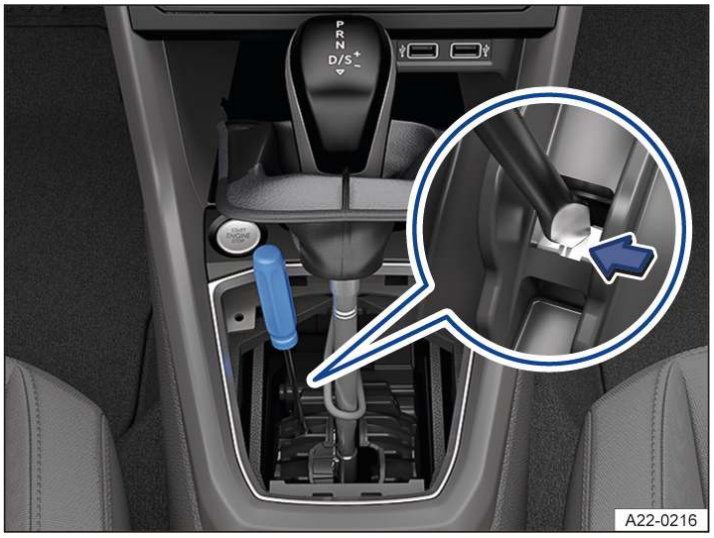


Fig. 1 In the center console: manually release the Automatic Shift Lock (ASL) (variant 1).

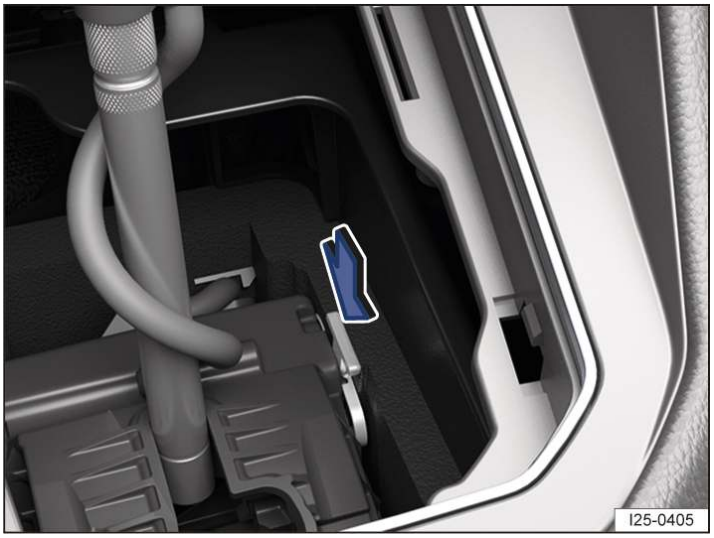


Fig. 2 In the center console: manually release the Automatic Shift Lock (ASL) (variant 2).

If there is a loss of power, for example due to the 12 V vehicle battery being drained, and the vehicle should be towed, then the selector lever lock must be released manually. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The emergency release is located under the shift gate cover.

Remove the cover on the shift gate:

1. Pull the parking brake firmly. If you cannot firmly apply the handbrake, the vehicle must be secured another way to prevent it from rolling.
2. Switch the ignition off.
3. Pull the cover near the selector lever boot upward carefully with the wires connected → *fig. 1* or → *fig. 2*.

4. Fold the cover upward over the selector lever.

Manually release the selector lever lock:

1. Press the release lever in the direction of the arrow and hold it in this position (→ *fig. 1* or → *fig. 2*).
2. Press the lock button forward into the selector lever handle and move the selector lever to the N position.
3. After releasing the cover manually, carefully press into the center console while making sure the wires are in the correct position.

Emergency program

If all of the selector lever position displays have a gray background on the instrument cluster display, this means there is a system malfunction. The DSG® automated transmission runs in emergency mode. The vehicle can still be driven in emergency mode, but only at a reduced speed and not in all gears.

With the DSG® automated transmission, it may no longer be possible to drive in reverse gear in some cases.

In all cases, have the DSG® automated transmission checked immediately by a suitably qualified workshop. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle is not moving even when a selector lever position is engaged

If the vehicle does not move in the desired direction, the system may not have engaged the drive position correctly.

1. Press the brake pedal and select the drive position again.
2. If the vehicle still does not move in the desired direction, there is a system malfunction. See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance to have the system checked.

⚠ WARNING

If the parking lock P is released and the parking brake is not engaged, the vehicle may start to move unexpectedly on inclines or hills. This can cause accidents and serious injuries.

- Only release the parking lock P while the parking brake is securely engaged.

NOTICE

If the vehicle coasts for a long period of time or at high speed with the engine off and the selector lever in the N position, the DSG® automated transmission will be damaged.

- Do not allow the vehicle to roll for a long period of time or at high speed with the engine off and in the N gear, e.g. in the case of towing.

NOTICE

If the transmission gets too hot or overheats, this may lead to increased wear or damage to the component.

- Drive faster than approx. 20 km/h (approx. 12 mph) or immediately stop the vehicle safely the first time the vehicle indicates that the transmission is overheating.
- Stop the vehicle safely as soon as possible and switch off the engine if the message and audible warning are repeating approximately every 10 seconds.
- Let the transmission cool down.
- Only start driving again when the audible warning is no longer sounding.
- Avoid starting the vehicle and driving slowly, like at walking speed, while the transmission is overheated.

Information about braking assistance systems

Braking assistance systems can stabilize the vehicle in critical driving or braking situations and increase driving safety. The driver is always responsible for safe driving →⚠.

— If a braking assistance system is regulating, continue braking with the necessary force.

— If necessary, steer the vehicle.

— ESC, the anti-lock brake system (ABS) and ASR can only function correctly when all four wheels have the intended tires →⚠.

— If the ABS malfunctions, the ESC, ASR and EDS also fail.

When the ignition is switched on, the condition of the braking functions is automatically checked. The indicator lights will come on briefly and then turn off. If an indicator light remains on permanently, there is a malfunction. Contact a suitably qualified professional immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Braking assistance systems cannot replace the driver's attention and can only operate within the system limits. Fast driving on icy, slippery, or wet roads, as well as following the vehicle ahead too closely, may impair the vehicle stability and cause you to lose control of the vehicle. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions. Do not take any risks.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

⚠ WARNING

The effectiveness of the ESC may be reduced considerably if other components and systems that affect driving dynamics have not been maintained correctly or are malfunctioning. This applies especially to changes to the suspension and unapproved rim/tire combinations. Accidents and serious or fatal injuries could result.

- Ensure that conversion and modifications to the vehicle are only performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Always use suitable tires, as driving stability depends on the tires' ability to grip the road.

Electronic Stability Control (ESC)



ESC is regulating the vehicle to reduce the risk of skidding and improve driving stability → ⚠. The indicator light flashes yellow.

ESC can hold the vehicle when starting off on gradients of up to approximately 30% → ⚠.

Anti-Slip Regulation (ASR)



ASR is regulating the vehicle to reduce the risk of the wheels spinning. The indicator light flashes yellow.

ASR reduces drive power at wheels that are spinning and adapts the drive power to the road conditions. ASR makes it easier to start, accelerate, and drive up hills → ⚠.

Anti-lock brake system (ABS)

ABS prevents the wheels from locking during braking so that the vehicle can be steered → ⚠.

Brake Assist System

The Brake Assist System can help to reduce the vehicle braking distance. When the driver presses the brake pedal quickly in emergency situations, the Brake Assist System increases the braking force → ⚠.

Electronic Differential Lock (EDL and XDL)

EDS automatically applies the brakes to a wheel that starts spinning and transfers the drive power to the other driving wheels.

Electronic differential lock XDS is an extension of the electronic differential lock, and improves traction with braking support to help keep the vehicle in its lane.

Multi Collision Brake

If the airbag control module has detected a collision in an accident situation, the Automatic Post-Collision Braking System automatically brakes the vehicle.

Requirements for automatic braking:

✓ You are not pressing the accelerator pedal.

Brake booster

The braking support only functions when the engine is running and it enhances the pressure applied to the brake pedal by the driver.

If the brake booster is not in operation or the vehicle is being towed, you will need to press the brake pedal harder because the lack of braking assistance will increase the braking distance → ⚠ *(→ Braking assistance systems)*.

⚠ WARNING

Driving without the brake booster or when the brake booster's system function is limited can increase the braking distance significantly. This may lead to accidents resulting in serious or fatal injuries.

- Never stop the engine or switch the ignition off while the vehicle is moving.
- Press the brake pedal harder if the brake booster does not work or the vehicle is being towed.
- Always keep the footwell beneath the pedals clear so that the brake pedal is unobstructed and can move freely.

Switching the braking support system on and off

Driving situations

In order to avoid risks, the braking assistance systems should not be switched off under normal conditions →⚠.

⚠ WARNING

When ESC is switched off, the risk of the vehicle swerving is significantly higher. The vehicle can be difficult for inexperienced drivers to handle at high speeds. Accidents and serious or fatal injuries could result.

- Only switch off ESC if you are driving on a closed track and are experienced in sporty driving.
- Only switch on ESC Sport if you are driving on a closed track and are experienced in sporty driving.
- Do not take any risks.

Switching on and off

1. Open the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.
2. Open the settings for parking systems **ESC**.
3. Select the function.

If the setting is no longer being used, you should completely switch off the braking assistance system again →⚠.

ASR Off

It can be helpful to switch off ASR when the vehicle is driven on loose ground or when “rocking” the vehicle out of place because it is stuck →⚠.



ASR manually switched off. The yellow indicator light turns on.

ESC Sport

On special sports models, the function assists experienced drivers with sporty driving. The ESC intervenes later to stabilize the vehicle, e.g. during fast cornering →⚠.



ESC Sport is switched on. The yellow indicator light turns on.

ESC Off

On special sports models, the function assists experienced drivers with sporty driving. The ESC is switched off and stabilizing interventions are not performed. Always read the safety instructions →⚠.



ESC manually switched off. The yellow indicator light turns on.

1. Depending on the vehicle equipment, confirm the selection in the instrument cluster.

Troubleshooting

Brake Booster Malfunction

The yellow indicator light turns on.

A message is displayed for a few seconds.

1. Press the brake pedal harder, as the reduced braking assistance will increase the braking distance.
2. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

ABS failure or malfunction

The yellow indicator light turns on.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The vehicle can be braked without ABS.

ESC malfunction

The yellow indicator light turns on. ESC has been switched off.

There is a fault or malfunction.

1. Switch the ignition off and on.
2. Drive a short distance at a speed of approximately 15 km/h to 20 km/h (approximately 9 mph to 12 mph).
3. If the indicator light stays on, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Noises in the braking assistance systems

When the braking assistance systems are actively regulating, the brake pedal may move or noises may occur.

1. Continue braking with the necessary force and steer the vehicle as required.

WARNING

If the brake warning light comes on together with the ABS indicator light, the regulating function of the ABS could be malfunctioning. This can cause the rear wheels to lock when braking. This could cause you to lose control of the vehicle and lead to accidents with serious or fatal injuries.

- Drive at low speed to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the brake system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Avoid sudden braking or driving maneuvers.

WARNING

If the ABS indicator light does not turn off, or comes on during the journey, the ABS is not working correctly. The vehicle can only be stopped with the normal brakes. If the ABS is restricted, this may lead to accidents causing damage to the vehicle and serious or fatal injuries.

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

Hill start assist

Functional requirements

The following requirements must be met at the same time:

✓ The vehicle must be stationary and held with the brake pedal until you start driving.

✓ The engine must be running “evenly”.

✓ A selector lever position is engaged for driving uphill.

✓ Manual transmission: A gear is engaged for driving uphill.

To start driving, take your foot off the brake pedal and press the accelerator pedal immediately. The brakes will release gradually as you start driving.

The holding function of the Hill Start Assist remains active only for a short time. Drive off within approx. two seconds.

When is it active?

Hill Start Assist will deactivate immediately under the following conditions:

— If the driver leaves the vehicle.

— If the engine is running “unevenly” or in the event of an engine fault.

— The engine is switched off or it stalls.

— The transmission is in the neutral position N.

— A downhill gear is selected.

— Manual transmission: If a downhill gear is selected.

CAUTION

If you do not pull away immediately after releasing the brake pedal, the vehicle may roll against the direction of travel under certain circumstances when starting to drive. This can cause injuries or damage to objects.

- In this case, immediately operate the brake pedal or apply the parking brake.
- Press the brake pedal before you start to drive if you are driving on an incline in heavy traffic and you would like to prevent the vehicle from rolling against the direction of travel when starting to drive.

Introduction

Via the driving modes, the driver can adapt various properties of vehicle systems to the current driving situation, the desired driving comfort, and for an economic driving style. The suspension, steering, drive, and the air conditioner are some of the vehicle systems that can be adjusted.

Different driving modes are available depending on the vehicle equipment. The influence of vehicle systems on the individual driving modes depends on the vehicle equipment.

Selecting the driving mode

The driving mode can be selected when the ignition is switched on and the vehicle is stationary or while driving.

If you select a driving mode while driving, the vehicle systems, except for **Drive**, will be switched over to the new driving mode immediately.

1. When the traffic situation allows it, briefly take your foot off the accelerator pedal to enable the newly selected driving mode to be applied to the **Drive** vehicle system as well.

Selecting a driving mode via the MODE button



Fig. 1 In the center armrest: Diving Mode Selection MODE button.

1. Press MODE → *fig. 1*.
2. To select driving modes, press MODE again or tap the desired driving mode in the Infotainment system.

If the **Normal** driving mode is selected, the LED in the MODE button will remain switched off, depending on the version.

Displaying information about the driving mode

1. To display additional information about the selected driving mode, tap i in the Infotainment system.

Selecting the Custom driving mode

1. Press MODE.
2. Select **Custom** in the Infotainment system.
3. To open the **Individual** menu, tap **Adjust**.

WARNING

Adjusting driving modes while driving can distract from traffic. This can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.

Driving mode properties

The **Eco** driving mode switches the vehicle to fuel-efficient operation and supports the driver with an fuel-saving driving style. The transmission automatically shifts to **E** in the **Eco** driving mode.

The **Normal** driving mode shows the basic settings of the vehicle systems and offers a balanced calibration, for example for everyday use.

The **Sport** driving mode gives the driver a sporty feel. If the **Sport** driving mode is selected, vehicles with an automatic transmission switch to position S.

With the **Custom** driving mode, you can adapt individual vehicle systems according to your preferences.

Standard behavior of the driving mode and the vehicle systems

The **Normal** driving mode represents the basic settings for the vehicle systems when the ignition is switched on.

Behavior of the driving mode when switching the ignition off and on

If you switch the ignition off and then on again, the previously selected driving mode remains selected.

Behavior of the Drive vehicle system when the ignition is switched off and on

The settings for the **Drive** vehicle system are reset to the **Normal** driving mode settings when you switch the ignition off and on again.

The other vehicle systems will retain their settings.

You can change the **Drive** vehicle system back to the preferred driving mode.

1. Select your desired driving mode again.

   Or: in order to reactivate the settings in the **Sport** driving mode, move the automatic transmission selector lever backward into position S.

Troubleshooting

“Sport Select” suspension malfunction

The indicator light turns white and together with the yellow central warning light ⚠.

A message is shown in the instrument cluster display.

1. Contact a suitably qualified professional to have the system inspected. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The driving mode or the vehicle systems do not behave as expected

1. Pay attention to the standard behavior of the driving mode and the vehicle systems *(→ Driving Mode Selection)*.

General driver information

Anticipatory driving

An inconsistent driving style increases consumption. When the driver actively pays attention to traffic, this can prevent frequent acceleration and braking maneuvers. Maintaining enough distance to the vehicle driving ahead helps you to drive with better anticipation.

Avoiding Harsh Acceleration

Excessively high speeds increase the rolling resistance and air resistance and with that, the power needed to move the vehicle. Never drive at the maximum vehicle speed.

Checking tire pressures

Low tire pressures cause wear as well as increased rolling resistance of tires, and this increases consumption. Use tires with optimal rolling resistance.

Adapt the tire pressures to the load:

— Follow the specifications on the tire pressure label *(→ Tire pressure)*.

— Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.

Warming up the engine

Driving short distances frequently may cause foreign matter such as condensation to collect in the engine oil and lead to increased engine wear.

If the driving behavior leads to an increased accumulation of foreign matter in the engine oil, a message appears in the instrument cluster display. If you are warming up the engine, wait until the operating temperature is reached and the message disappears.

At low outside temperatures, it may take longer until the engine has warmed up and the operating temperature is reached. This is normal and not a cause for concern.

Using low-viscosity oil

Full synthetic engine oils with a low viscosity reduce the frictional resistance in the engine and distribute significantly better and faster when cold-starting the engine.

⚠ WARNING

Not paying attention to road traffic can cause accidents and serious or fatal injuries.

- Always comply with the applicable driving regulations and speed limits and think ahead while driving.
- Take regular breaks on long drives – at least every two hours or so.

⚠ WARNING

Alcohol, drugs, medication, and prescription narcotics can considerably impair perception, reaction times, and driving safety, which can result in loss of vehicle control. This can cause accidents and serious or fatal injuries.

- Do not drive under the influence of alcohol, drugs, medication or prescription narcotics.

⚠ WARNING

If you drive at high speed and without sufficient safety distance, accidents and serious or fatal injuries can result.

- Always adapt your speed and remain a safe distance to vehicles driving ahead according to the visual, weather, road, and traffic conditions.

Breaking in the engine

A new engine needs to be broken in during the first approx. 1500 km (approx. 1000 miles). All moving parts should be able to work together. During the first few hours of operation, the engine has a higher internal friction than it will later.

Up to approx. 1000 km (approx. 600 miles)

— Avoid harsh acceleration.

— Do not use more than two thirds of the maximum engine RPM.

— Do not drive with a trailer.

Between approx. 1,000 km and 1,500 km (approx. 600 mi and 1,000 mi)

1. Increase the speed and engine RPM gradually.

The driving style during the first approx. 1500 km (approx. 1000 miles) also affects the engine's quality. To reduce engine wear and increase the possible mileage, the engine should be driven at moderate engine speeds even after that – especially when the engine is cold.

New tires and brake pads must be carefully broken in.

NOTICE

Driving at too low an RPM can cause increased wear and damage to the engine.

- Do not drive at an insufficient engine speed.
- Downshift if the engine stops running “smoothly”.

If the new engine is broken in gently, its service life is increased while, at the same time, reducing engine oil consumption.

Gear recommendation

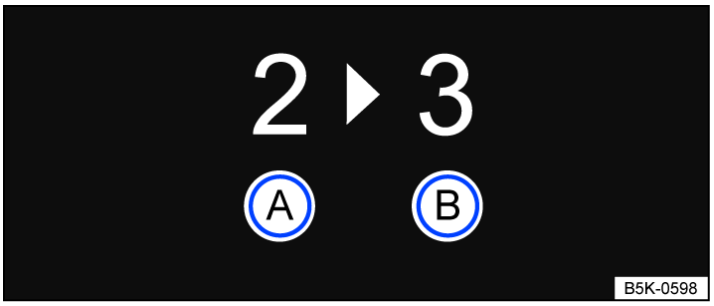


Fig. 1 Gear recommendation on the instrument cluster display.

(A) Currently selected gear.

(B) Recommended gear for you to select.

Depending on the vehicle equipment, a recommendation to select a fuel-saving gear can be displayed as a number in the instrument cluster while you are driving → *fig. 1*.

Vehicles with an automatic transmission: To do this, the transmission must be in the tiptronic program.

If the optimal gear is currently selected, no gear recommendation is made. The gear that is currently selected is displayed.

⚠ CAUTION

The gear recommendation is simply an aid and cannot replace the driver's attention and responsibility. Selecting an unsuitable gear for the driving situation may lead to accidents and injuries.

- Always select the correct gear for the relevant driving situation, such as when overtaking or driving uphill.

An optimally selected gear helps to save fuel.

For vehicles with manual transmission, the gear recommendation display is turned off when you press the clutch pedal. For vehicles with automatic transmission, the gear recommendation display is turned off when you leave the tiptronic position.

Eco tips

The correct driving style can help to reduce consumption, pollution, and wear on the engine, brakes, and tires. The following tips will help you conserve the environment and your money.

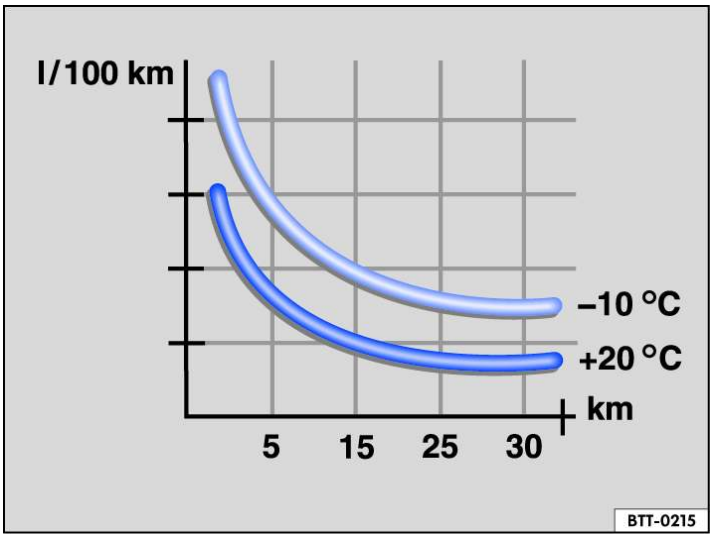


Fig. 1 Fuel consumption in l/100 km (mpg) for two different environmental temperatures.

Using the freewheel function

Vehicles with an automatic transmission: If neither the accelerator nor the brake pedal is pressed in the D selector lever position, the vehicle will roll ("coasting feature") using virtually no energy.

Energy-Saving Shifting

Early upshifting at an engine speed of approx. 2000 rpm saves energy. Do not wait as long as possible to upshift gears and avoid high engine speeds.

— Vehicles with manual transmission: Shift from first to second gear immediately after starting to drive.

— Vehicles with an automatic transmission: Accelerate slowly and avoid using the kick-down function.

— Pay attention to the gear recommendation *(→ Gear recommendation)*.

— If possible, use the ECO driving mode.

Reducing to idle speed

Start driving immediately at low speeds. When stationary for a long time, do not shift to idle, but rather stop the engine, for example when in a traffic jam or at a railroad crossing.

On vehicles with an activated start-stop system, the engine can turn off automatically when the vehicle is stopped and when stationary.

Refuel in moderation

A full fuel tank increases the vehicle weight. A fuel tank that is half to three-quarters full is best suited for city driving.

Avoid short trips

A cold engine has a very high consumption rate. The optimal operating temperature is only reached after several kilometers (miles). When outside temperatures are very low, for example in winter, the consumption is much higher than average *→ fig. 1*. Plan trips economically and combine short trips.

Have maintenance performed regularly

Regular maintenance is required for fuel-efficient driving and increases the service life of the vehicle.

Removing unnecessary weight

Clearing out the luggage compartment, for example by removing empty crates or unneeded child restraints, can reduce consumption.

To keep the vehicle's air resistance as low as possible, remove attachments after use.

Saving energy

The alternator, which is powered by the engine, generates power for the electrical equipment, such as the air conditioner, window heating, or ventilation. Saving energy is simple, for example:

— When temperatures are high, air out the vehicle before driving and drive short distances with the windows open. Then turn on the climate control system.

— Switch off comfort consumers that are not required.

NOTICE

If the vehicle rolls down mountains or hills in neutral N, the transmission is not lubricated. This can cause the automatic transmission to overheat and can damage it.

- Never leave the vehicle in neutral N gear, especially when the engine is stopped.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with more information about correct maintenance and replacement parts that are particularly energy efficient, such as new tires.

In driving situations when less power is required, the engine cylinders can deactivate automatically on vehicles with Active Cylinder Management (ACT), depending on the vehicle equipment. When the engine is switched off, no fuel is injected into the relevant cylinders, meaning that overall fuel consumption is reduced.

Driving a loaded vehicle

Heed the following for good vehicle handling when the vehicle is loaded:

— Stow all cargo securely .

— Accelerate with extra care and caution.

— Avoid sudden braking and driving maneuvers.

— Brake earlier than usual.

— If necessary, read and heed the information about roof racks .

— If necessary, note the information about driving with a trailer .

WARNING

Sliding loads can considerably impair the driving stability and safety of your vehicle, and increase the braking distance when you brake hard or perform emergency braking. This can cause accidents and serious or fatal injuries.

- Correctly secure the load to prevent it from sliding.
- Use suitable tie-downs or securing straps on heavy objects.
- Engage the rear seat backrests and, if necessary, the adjustable rear seats securely.

Driving with an open trunk lid

Driving with an open trunk lid can be especially dangerous. Secure all objects and the open trunk lid correctly.

Sufficient measures must be taken to reduce the amount of poisonous exhaust that enters the vehicle.

WARNING

If driving with the trunk lid unlocked or open, loose objects can fall out of the vehicle and injure other road users. This can cause accidents and serious or fatal injuries.

- Always drive with the trunk lid closed.
- Store all objects in the luggage compartment securely.
- Always drive carefully and anticipate upcoming traffic situations.
- Avoid abrupt or sudden driving and braking maneuvers because the open trunk lid can move in an uncontrolled manner.
- If there is a roof rack with cargo on the trunk lid, always remove it before driving with an open trunk lid.

WARNING

Objects protruding from the luggage compartment change the vehicle length and may possibly endanger other road users. This can cause accidents and serious or fatal injuries.

- Follow the legal regulations.
- Mark objects sticking out of the luggage compartment so they will be visible to others on the road.
- Never use the trunk lid to secure or wedge objects.

WARNING

Among other substances, engine exhaust gases contain carbon monoxide, an odorless and colorless poisonous gas. If driving with the trunk lid open, poisonous exhaust may enter the vehicle interior, leading to a loss of consciousness, carbon monoxide poisoning, accidents and serious or fatal injuries.

- To prevent poisonous exhaust from entering the vehicle, always drive with the trunk lid closed.
- Close all windows.
- Close the power sunroof.
- Switch off recirculation mode.
- Open all the air vents in the instrument panel.
- Switch the blower to the highest blower level.
- Always drive with the trunk lid closed if the load can be transported with the trunk lid closed.

NOTICE

Opening the trunk lid changes the height and possibly the length of the vehicle. This can cause damage to the vehicle if driving carelessly.

- Be aware of the changed outer dimensions, such as when driving through underpasses.

Driving through water on roads

Note the following to reduce the risk of vehicle damage when driving through water, for example on flooded roads:

— The water must not be any higher than the bottom of the vehicle body →⚠.

— Do not driver faster than walking speeds.

— Never stop the vehicle, drive in reverse, or stop the engine in water.

— Oncoming vehicles create waves that can raise the water level for your vehicle enough that it is not safe to drive through.

— Always manually deactivate the start-stop system when driving through water .

⚠ WARNING

When driving through water, mud, slush, etc., the braking effect may be delayed due to damp or icy brake rotors and brake pads in the winter, and this can extend the braking distance. This could cause a loss of vehicle control, accidents and serious or fatal injuries.

- Dry and de-ice the brakes by performing careful braking maneuvers.
- Do not endanger road users or disregard legal regulations during braking maneuvers.
- Avoid abrupt and sudden braking maneuvers directly after driving through water.

NOTICE

Driving through water can greatly damage or corrode parts of the vehicle, e.g. electronics.

- Never drive through salty water.
- Using fresh water, immediately rinse any parts of the vehicle that may have come into contact with salty water.
- Protect electronic components against contact with water.

Operating the vehicle in different countries and continents

Approval regulations

The vehicle was manufactured by the factory for a specific country and meets those requirements and approval regulations that were valid at the time of vehicle manufacture.

If the vehicle will be used temporarily or for a brief period in another country, then read and observe the information.

Safety standards and regulations

Some countries have special safety standards and regulations that differ from the vehicle configuration. Volkswagen recommends obtaining information about legal regulations from an authorized Volkswagen dealer or authorized Volkswagen Service Facility before driving in other countries.

Selling in other countries

If the vehicle is sold in another country or will be used for an extended period in another country, then the applicable legal regulations in that country must be observed.

Certain equipment may need to be installed or removed and functions may need to be deactivated. The scope and types of service may also be affected. This particularly applies if the vehicle is being operated for an extended period in a different climate region.

Functions of the Infotainment system

Due to the many different frequency bands around the world, the Infotainment system installed at the factory may not function in other countries.

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

Volkswagen is not responsible if the vehicle does not meet all of the applicable legal requirements in other countries and continents.

⚠ WARNING

At high altitudes, the air density is lower. Due to the reduced air density, engine power may be reduced and when in operation for extended periods at high altitudes, vehicle components may be damaged. Lower engine power can result in accidents, e.g. when overtaking, and may result in serious or fatal injuries.

- Before driving abroad, obtain information from a suitably qualified professional, particularly for altitudes above approx. 3,000 m (around 9,843 ft) above sea level. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Depending on the vehicle equipment, the vehicle has driver assistance systems that increase driving convenience. Some of these driver assistance systems use sensors or cameras (hereafter referred to as the “sensor system”) that are not or only partially visible to you.

The sensors and cameras visually detect the vehicle's surroundings ultrasonically or by using radar waves.

Installed sensor systems

Depending on the vehicle equipment, the following sensor systems may be installed:

— Radar sensors in the front of the vehicle.

— Radar sensors in the rear of the vehicle.

— Camera behind the windshield.

— Ultrasonic sensors in the front of the vehicle.

— Ultrasonic sensors in the rear of the vehicle.

You can find information on the relevant installation location in the vehicle overviews .

WARNING

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

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

Limits of the sensor system

Limits of the radar sensor

Driver assistance systems that use radar sensors may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— When driving in poor weather conditions, such as heavy rain, snow or heavy spray.

— When driving through construction zones, tunnels or toll stations.

— When driving on winding roads, for example, mountain roads

— In front of bumps or dips in the road

— When driving off-road

— When driving in parking ramps

— When driving on roads with embedded metal objects, such as railroad tracks

— When driving on gravel roads

— In complex driving situations, such as traffic islands.

— Following a violent impact affecting components within the range of the radar sensors, e.g. following a rear-end collision.

— The radar sensors are obscured, dirty, misaligned or damaged.

Limits of the camera behind the windshield

Driver assistance systems that use the camera behind the windshield may not respond, may offer a delayed response or may respond in an unexpected way in the following situations:

— In front of bumps or dips in the road

— When driving in construction zones

— When driving off-road

— When driving in poor weather conditions, such as heavy rain, snow, fog or heavy spray and poor road conditions.

— In low-lying sun, darkness or if there is glare from oncoming vehicles.

— The camera is not available due to long exposure to direct sunlight or high ambient temperatures.

— The camera field of view is obscured, dirty or damaged.

— The camera is misaligned.

Delayed reaction

If the sensor system is exposed to environmental conditions that limit its function, the driver assistance systems may only be able to detect this with a delay. Therefore, the display that indicates that functions are impaired may be delayed when you first start driving or while driving.

Calibration

After the delivery of the vehicle, the sensors are calibrated within the first kilometers driven. This happens only once, and then again if the sensor system has been repaired. The range of the sensors may be limited during the calibration phase.

Limits in certain driving situations

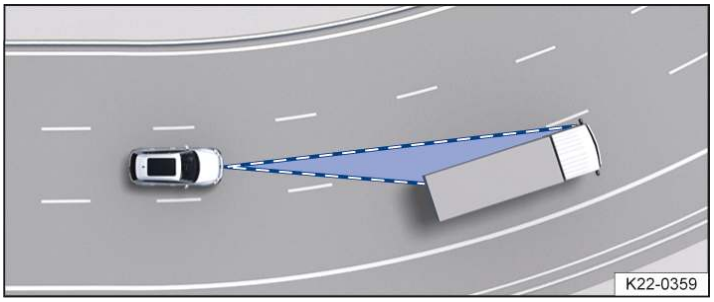


Fig. 1 Driving around curves.

The sensor system always measures straight ahead. Therefore, on tight curves, vehicles may be detected by mistake or vehicles driving ahead may not be detected.

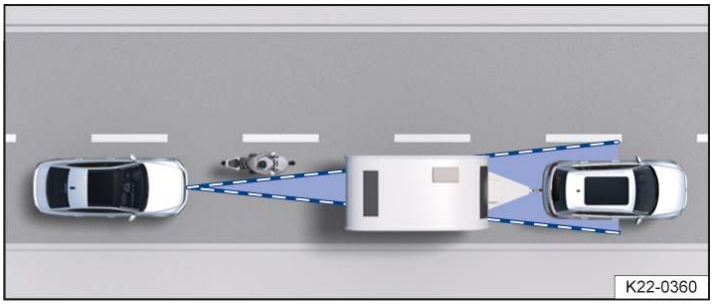


Fig. 2 Narrow vehicle.

Vehicles that are driving close to your vehicle but outside the sensor range, such as motorcycles, cannot be detected.

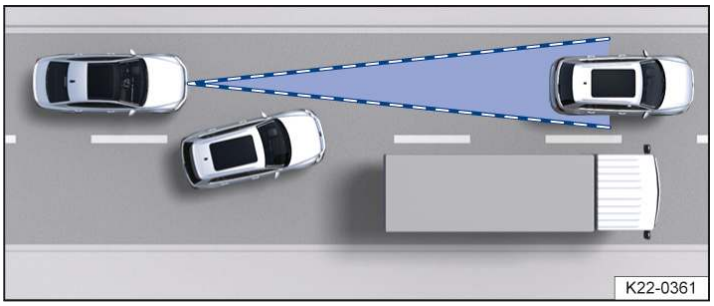


Fig. 3 Changing lanes.

Vehicles that change to your lane close in front of your vehicle cannot be detected. This also applies to vehicles with attachments exceeding the vehicle dimensions.

Specific system limitations

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

— Adaptive Cruise Control (ACC) *(→ Adaptive Cruise Control (ACC))*.

— Predictive cruise control *(→ Predictive cruise control)*.

— Automatic Emergency Braking (Front Assist) *(→ Autonomous Emergency Braking (Front Assist))*.

— Lane Assist *(→ Lane Keeping System (Lane Assist))*.

— Comfort drive Travel Assist *(→ Comfort drive Travel Assist)*.

— Lane Change System (Side Assist) *(→ Lane Change System (Side Assist))*.

— Advanced Road Sign Display *(→ Advanced Road Sign Display)*.

Troubleshooting

No forward sensor range or limited forward sensor range

Parts of the sensor systems in the front of the vehicle have limited availability or are not available. The yellow symbol and a message are displayed for a few seconds.

— The sensor areas are dirty or the sensor system's view is limited due to weather conditions, such as snow, or from detergent residue or coatings. Clean the sensor areas in the front of the vehicle and clean the windshield .

— The sensor areas are impaired by attachments, decorative frames on license plate holders, or labels. Keep the areas around the sensor system clear *(→ Accessories and replacement parts)*.

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

— Painting work was carried out on or structural modifications were made to the front of the vehicle or the windshield *(→ Repairs and technical modifications)*.

— Malfunction or fault. Stop the engine and restart.

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

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

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

Introduction

The cruise control system helps to maintain a set speed.

Speed range

The cruise control system is available at speeds above approximately 20 km/h (approximately 15 mph) when driving forward.

Driving with the Cruise Control System

You can override the stored speed at any time, for example, to overtake another vehicle. The regulation function is paused while the vehicle accelerates and then resumes the stored speed.

Displays

If the cruise control system is switched on, the instrument cluster display indicates the saved speed and the status of the cruise control system.

One of the following indicator lights will light up, depending on the driving situation:

 Cruise control system is switched on, speed regulation active.

 Cruise control system is switched on, speed regulation inactive.

If no speed is stored, the instrument cluster display shows **---** instead of the speed.

Changing gear

Pressing the clutch pedal pauses the regulation function. It resumes automatically after changing gear.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

⚠ WARNING

If it is not possible to drive safely with enough distance and a constant speed, using the cruise control system may cause accidents and serious injuries or even death.

- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Never use the cruise control system when visibility is poor, when there is not enough distance, or when roads are steep, winding, flooded, or slippery, for example from snow, ice, moisture, or gravel.
- Never use the cruise control system when driving off-road or on unpaved roads.

Operating the cruise control system



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the button.

   No speed is saved. At this stage, the limiter will not yet start regulating your speed.

Starting the regulation function

1. Press the SET button while driving.

   The cruise control system saves and controls the current speed.

Setting the speed

You can adjust the saved 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.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed at a continuous rate, press and hold the + or − button.

Your vehicle will adjust its current speed by accelerating but it will not actively brake.

Canceling the regulation function

1. Press the CNCL or button briefly.

   Or: Press the brake pedal.

   The vehicle speed remains stored in the system.

Resuming the regulation function

1. Press the RES button.

   The cruise control system resumes and maintains the saved speed.

⚠ WARNING

There is the risk of an accident if you inadvertently resume at the saved speed or if the saved speed is too fast for the current road, traffic, or weather conditions. This may result in serious injury or even death.

- Make sure that the saved speed is suitable for the current road, traffic, or weather conditions before you resume the cruise control system.
- Switch off the cruise control system if you do not require it.

Switching off

1. Press and hold the button.

   The cruise control system is switched off and the saved speed is deleted.

Switching to the speed limiter

1. Press the button.
2. Select the speed limiter in the instrument cluster display.

   The cruise control system is switched off.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

Troubleshooting

Cruise control system malfunction

Malfunction. The yellow indicator light turns on.

1. Switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The regulation function is canceled automatically

— You have been pressing the clutch pedal for a long time.

— The vehicle has exceeded the stored speed for an extended period.

— No gear is engaged for driving forward.

— Brake assistance systems, for example ASR or ESC, are active.

— The vehicle has been braked by Automatic Emergency Braking (Front Assist).

— If the problem persists, switch off the cruise control system and seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The speed limiter helps you to ensure that you do not exceed a speed that you have previously saved.

Speed range

The speed limiter is available at speeds above approx. 30 km/h (approx. 20 mph) when driving forward.

Driving with the speed limiter

You can interrupt the limit set by the speed limiter at any time by fully pressing the accelerator pedal beyond the point of resistance. When you exceed the saved speed, the green indicator light will come on and a warning chime may sound. The vehicle speed remains stored in the system.

Once your driving speed falls below the saved speed, the speed limiter will automatically begin regulating your speed again.

Displays

If the speed limiter is switched on, the instrument cluster display shows the saved speed and the status of the speed limiter.

One of the following indicator lights will light up, depending on the driving situation:



Speed limiter switched on, regulation active.



Speed limiter switched on, regulation not active.

Driving downhill

The vehicle cannot maintain the saved speed in all driving situations. Always be ready to apply the brakes.

1. Downshift before traveling downhill for extended periods.

   This will enable you to utilize the engine braking effect and reduce the load on the brakes.

⚠ WARNING

Using the speed limiter in adverse weather conditions is dangerous and can result in accidents and serious or fatal injuries.

- Always adapt your speed to the visibility, weather, road and traffic conditions. The driver is always responsible for the speed of the vehicle.
- Do not drive at top speed unless necessary.
- Never use the speed limiter when driving on slippery surfaces, e.g. due to hydroplaning, snow, ice, leaves.
- To prevent unintended regulation, switch off the speed limiter if you do not need it.

Operating the speed limiter



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the button.

   No speed is saved. At this stage, the limiter will not yet start regulating your speed.

Starting the regulation function

1. Press the SET button while driving.

   Your current speed will be saved as the top speed.

Setting the speed

You can adjust the saved speed as follows:

+ 1 km/h (1 mph):
  Press the RES button.

- 1 km/h (1 mph):
  Press the SET button.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed at a continuous rate, press and hold the + or − button.

Canceling the regulation function

1. Press the CNCL or button.

   The vehicle speed remains stored in the system.

Resuming the regulation function

1. Press the RES button.

Switching off

1. Press and hold the button.

   This switches off the speed limiter and the saved speed is deleted.

Switching to other driver assistance systems

Depending on the vehicle equipment, you can switch to the following driver assistance systems:

— Cruise Control System.

— Adaptive Cruise Control (ACC).

1. Press the button.
2. Select the system you require on the instrument cluster display.

   This switches off the speed limiter.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

Troubleshooting

LIM Speed limiter not available

Malfunction or fault. The yellow indicator light turns on.

1. Stop the engine and restart.
2. If the problem persists, switch off the speed limiter and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The regulation function is canceled automatically

— ESC is switched off.

— The brakes are overheated. Let the brakes cool down and check the function again.

— If the problem persists, switch off the speed limiter and seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

For safety reasons, the speed limiter will only switch off completely once you release the accelerator pedal or switch off the system manually.

Introduction

Adaptive Cruise Control (ACC) maintains your selected speed. When the vehicle approaches a vehicle driving ahead, the ACC adjusts the speed automatically and maintains your set distance to the vehicle driving ahead.

Does this vehicle have ACC?

If there is a  button on the left-hand side of the multi-function steering wheel, the vehicle has ACC.

Speed range

You can set a speed of between 20 km/h (15 mph) and 210 km/h (130 mph). The maximum speed that you can set may be lower, depending on the vehicle equipment and country.

Driving with ACC

You can override the ACC system at any time. The regulation function is canceled when you apply the brakes. When you accelerate, the regulation function is paused while accelerating and then resumed with the speed set.

If a trailer is hitched, ACC is less dynamic.

Driver intervention request



If automatic deceleration by ACC is not sufficient or the system limits are reached, ACC will prompt you – with a message in the instrument cluster – to also apply the brakes. The red warning light will also turn on and a warning tone will sound. Take over steering and be ready to brake.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits *(→ Adaptive Cruise Control (ACC))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by ACC is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

Special driving situations

The functions described below depend on the vehicle equipment and are not available in all countries.

Predictive ACC

If the vehicle has a Dynamic Road Sign Display, ACC can adjust the speed to recognized speed limits and adjust the route history .

Overtaking

If you activate the left turn signal (for left-hand drive vehicles, the right turn signal) to overtake, the ACC will accelerate the vehicle and reduce the distance from the vehicle ahead. Your selected speed will not be exceeded during this.

If ACC does not detect a vehicle ahead after changing lanes, ACC will accelerate the vehicle up to the selected speed.

Stop-and-go traffic

ACC can brake vehicles with automatic transmissions to a stop and hold them stationary for a few seconds. ACC remains active, and the instrument cluster display shows **ACC is ready**. In this time, the vehicle will automatically move again once the vehicle driving ahead starts.

After this time the vehicle will automatically release the brakes, the vehicle continues rolling and the ACC is interrupted.

Extend drive-readiness:

— Press the brake pedal.

ACC remains active as long as you press the brake pedal. If you take your foot off the brake pedal, the ACC is ready for a few seconds.

— Press the RES button.

The "readiness to drive" period is extended by a few seconds.

Drive-readiness is ended if the driver's safety belt is not fastened.

⚠ WARNING

If **ACC is ready** appears in the instrument cluster display and the vehicle driving ahead starts to move, your vehicle will start driving automatically. The vehicle may not be able to detect obstacles in the vehicle's path when this happens. This may cause accidents and serious injuries.

- Check the vehicle's path every time before you start driving and brake the vehicle if necessary.

Right-side passing restriction (left-hand drive vehicles: left-side passing restriction)

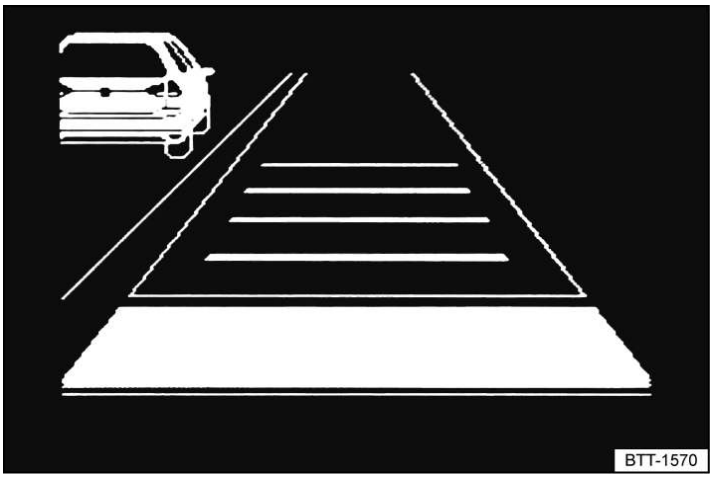


Fig. 1 In the instrument cluster display: slower vehicle detected in the left lane (general example).

Vehicles with right lane passing prevention: If ACC detects a slower vehicle in the left lane (for left-hand drive vehicles, in the right lane), ACC will brake gently within the system limits and prevent you from overtaking illegally. The function is available from approx. 80 km/h (approx. 50 mph).

Vehicles without right-side passing restriction: Stop the regulation function when driving on roads with multiple lanes if vehicles are driving slowly in the passing lane.

ACC system limits

Limits of the sensor system

ACC detects driving situations using the radar and ultrasonic sensors in the front of the vehicle and the camera behind the windshield. The radar sensor has a range of up to approx. 120 m (approx. 400 ft).

WARNING

If you use the ACC in situations outside system limits, accidents and serious injuries may result and legal regulations may be violated.

- Be aware of the limits of the sensor system *(→ Sensor system)* and stop the regulation function in the specified situations.

Unrecognizable objects

ACC only detects vehicles that are moving in the same direction or are stationary. The following will not be detected:

— Pedestrians

— Animals

— Vehicles crossing the street or oncoming vehicles

— Other stationary obstacles

Stationary vehicles

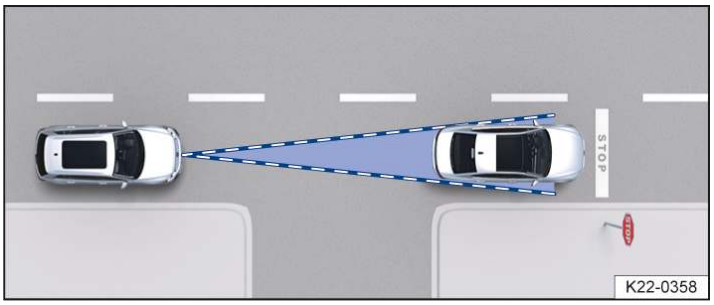


Fig. 1 Stationary vehicle.

Up to a speed of approx. 60 km/h (approx. 37 mph), ACC only responds to stationary vehicles to a limited extent if a stationary vehicle is detected as such and there is enough space to brake the vehicle you are driving behind the stationary vehicle within the system limits of ACC. ACC does not perform emergency braking *→ fig. 1*.

The reaction to stationary vehicles depends on the vehicle equipment and is not available in all countries.

Switching ACC on and off



Fig. 1 Left side of the multi-function steering wheel.

Switching on

1. Press the button.

   ACC is not yet functioning.

Starting the regulation function

1. Press the SET button while driving forward.

   ACC saves the current speed and maintains the set distance. If the current speed is outside the specified speed range, the ACC adjusts the minimum speed when driving too slowly or the maximum speed when driving too quickly.

   Relevant braking assistance systems are also activated *(→ Braking assistance systems)*.

The following indicator lights may turn on depending on the driving situation:

ACC is regulating – no vehicle ahead detected.

ACC is regulating – vehicle ahead detected.

ACC is not regulating – no vehicle is detected driving ahead.

ACC is not regulating – a vehicle is detected driving ahead.

Canceling the regulation function

1. Press the button briefly.

   Or: press the brake pedal while driving.

   If the respective indicator light for the driving situation lights up gray, the speed and distance are saved.

If a relevant braking assistance system is deactivated, the control will be canceled automatically *(→ Braking assistance systems)*.

Resuming the regulation function

1. Press the RES button.

   ACC assumes the last set speed and the last set distance. The instrument cluster display shows the set speed, and indicator lights turn on corresponding to the driving situation.

Switching off

1. Press and hold the button.

   The set speed is deleted.

Switching to the speed limiter

1. Press the button.
2. Select the speed limiter in the instrument cluster display.

   ACC is switched off.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

Adjusting the ACC settings

Setting the distance

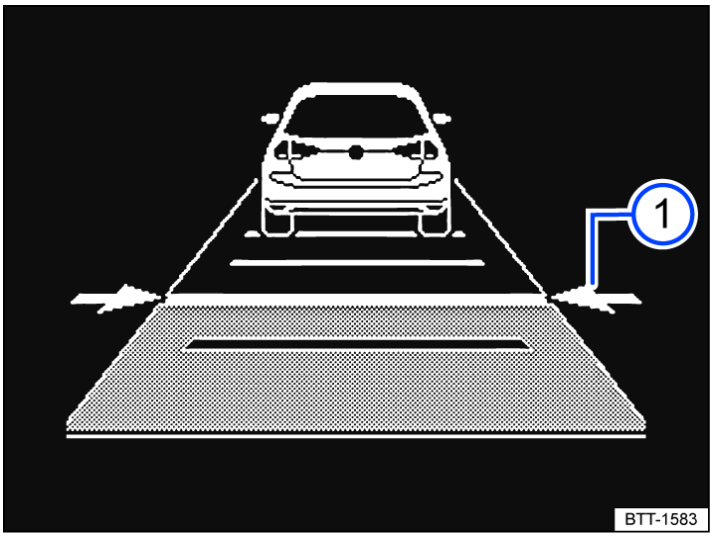


Fig. 1 In the instrument cluster display: set distance during control (general example).

You can set the distance at five levels from very short to very long:

1. Press the button.
2. Press the + or − button.

   Or: Press the button repeatedly until the preferred distance is set.

   The instrument cluster display shows the selected level → *fig. 1* (1). Heed the country-specific regulations for minimum distance.

The control always starts in the gear that the respective user had set at the end of the last journey.

If ACC is not regulating, the set distance and the vehicle will not be highlighted on the instrument cluster display.

Setting the speed

You can adjust the stored speed within the specified speed range using the buttons on the multi-function steering wheel as follows:

+ 1 km/h (1 mph):
  Press the RES button only while ACC is regulating the speed.

- 1 km/h (1 mph):
  Press the SET button only while ACC is regulating the speed.

+ 10 km/h (5 mph):
  Press the + button. Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button. Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

To change the stored speed continuously, press and hold the respective button.

⚠ WARNING

ACC cannot detect all driving situations correctly. If the vehicle is less than the minimum distance from the vehicle ahead and the difference in speed between the vehicle ahead and your own vehicle is so great that the speed deceleration from the ACC is not sufficient, there is a risk of a rear end collision. This may result in serious injury or even death.

- Always be ready to apply the brakes yourself.
- To override the predictive cruise control and Adaptive Cruise Control (ACC), press the accelerator pedal. In this case, ACC will not brake automatically.
- Heed the country-specific regulations regarding minimum distance.
- Always set a longer distance when there is rain, snow, or poor visibility.

Adjusting the regulation function system settings

You can influence how dynamically ACC takes control:

— Vehicles with Driving Mode Selection:

  Select the desired driving mode.

— Vehicles without Driving Mode Selection:

  Select the desired driving mode in the Assistance systems menu in the Infotainment system.

Deactivating distance control

1. Press the or button.
2. Select **Control system** in the instrument cluster display.

   Distance control is deactivated. The vehicle only maintains the set speed.

One of the following indicator lights will light up, depending on the driving situation:

Control system switched on, regulation active.

Control system switched on, regulation not active.

WARNING

There is the risk of an accident if you inadvertently resume at the saved speed or if the saved speed is too fast for the current road, traffic, or weather conditions. This may result in serious injury or even death.

- Check whether the saved speed is suitable for the current road, traffic, or weather conditions before you resume the cruise control system.
- Switch off ACC if you do not need this.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Troubleshooting

ACC is not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor .

— The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor .

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

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

— Malfunction or fault. Stop the engine and restart.

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen Genuine Parts® or Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

ACC is not functioning as expected

— The radar sensor is dirty. Clean the radar sensor .

— The ultrasonic sensors are dirty, obscured or damaged. Clean the ultrasonic sensors .

Clear the area around the ultrasonic sensors and check if there is noticeable damage *(→ Accessories and replacement parts)*.

— The system limits are not adhered to *(→ Adaptive Cruise Control (ACC))*.

— The brakes are overheating, and the regulation function has been automatically canceled. Let the brakes cool down and check the function again.

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

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

The Adaptive Cruise Control cannot start

Make sure the following requirements are met:

— Vehicles with manual transmission: A forward gear other than first gear is engaged and the vehicle speed is at least 25 km/h (16 mph).

— Vehicles with an automatic transmission: A gear is engaged for driving forward.

— The brake lights on the vehicle are functioning.

— The brake lights on the electronically connected trailer are functioning.

— ESC is not regulating.

— If you wish to start the regulation function before you drive off, press the brake pedal. If not, do not press the brake pedal.

Unusual noises during automatic braking

This is normal and not a cause for concern.

Introduction

Predictive cruise control adapts the vehicle's speed to known speed limits and to the road layout ahead (e.g. bends, intersections and roundabouts).

Predictive cruise control is an extension of ACC and uses the Dynamic Road Sign Display system and the navigation data from the Infotainment system.

Predictive cruise control depends on the vehicle equipment and is not available in all countries.

WARNING

Predictive cruise control is not a replacement for the driver's attention and works only within the system limits. Predictive cruise control cannot detect all enforced maximum speed limits and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for the stored speed of the vehicle.
- Observe the system limits *(→ Predictive cruise control)*.
- Always adapt your speed to the visibility, weather, road and traffic conditions.
- Keep the navigation data up to date.
- Always observe the maximum permissible speed.
- Note that the speeds regulated by the system do not necessarily conform to your driving style.

Also observe the system limits of and information on ACC.

The system will also use navigation data if the vehicle does not have a navigation system. Keep the navigation data up to date *(→ Navigation)*. Please contact a suitably qualified professional if you have any questions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

System Limits of Predictive Cruise Control

Beside the system limits of the Dynamic Road Sign Display system and the system limits of the ACC, predictive cruise control also has the following additional, system-based limits:

— Predictive cruise control only detects road signs that display a speed limit. In particular, predictive cruise control does not detect priority rules or traffic lights.

— Road signs that display a speed limit indirectly, such as city limit signs, are only detected on the basis of the navigation data.

— The predictive cruise control function is not available on roads that are either not included or not mapped with complete accuracy in the navigation data.

— If a speed limit is announced on the basis of the navigation data but not detected by the Dynamic Road Sign Display, the announced speed is reset to the speed last saved.

— Predictive cruise control cannot take over speeds below the minimum speed *(→ Adaptive Cruise Control (ACC))*.

Functional limitations

In the following situations, the predictive cruise control may not change the speed, may change it with a delay or in a way that is not desired:

— Dynamic Road Sign Display is malfunctioning. No speed limit is displayed in the instrument cluster display.

— Road signs are not being detected or are not being detected correctly.

— The navigation data are out of date.

— You are driving without route guidance.

— You deviate from the route calculated by the navigation system.

— The position of the vehicle cannot be determined correctly due to inaccurate GPS data.

Activating the predictive cruise control

You can set the events to which the vehicle should respond:

— Response to road layout.

— Response to permissible speed.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Select Adaptive Cruise Control (ACC).
3. Configure the desired setting.

If you have activated at least one event, predictive cruise control will be automatically switched on as well when ACC is switched on.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Driving with predictive cruise control

Driving with Route Guidance

If you drive with route guidance, predictive cruise control will adjust the speed to the route you have entered in the system.

Driving without Route Guidance

If you drive without route guidance, predictive cruise control will adjust the speed to the most likely route.

Displays

As soon as the system detects a speed limit or is going to reduce your speed due to the road layout, a corresponding notification appears in the instrument cluster display.



Adjustment due to a speed restriction.


Adjustment due to a bend.


Adjustment due to an intersection.


Adjustment due to a roundabout.

If the speed is adjusted due to a speed limit, the detected speed will be saved as a new desired speed. If the speed is adjusted due to the road layout, the vehicle will accelerate to the previously saved preferred speed afterwards.

The behavior of the predictive cruise control depends on the driving mode .

To cancel speed adjustment

If you do not wish to adopt the speed shown in the notification, you can cancel the speed adjustment:

During the notification:

1. Press the RES button.

During the adjustment:

1. Press the SET button.

Bringing forward the speed adjustment

As soon as a higher speed than the currently saved speed is shown in the instrument cluster display, you can bring forward the speed adjustment:

1. Press the + button.

   The vehicle will accelerate to the detected speed.

Adjusting the speed shown

The speed shown can only be adjusted when controlled due to speed restrictions.

+ 1 km/h (1 mph):
  Press the RES button only while ACC is regulating.

- 1 km/h (1 mph):
  Press the SET button only while ACC is regulating.

+ 10 km/h (5 mph):
  Press the + button.

  Pressing for the first time changes to the next-largest tens digit (km/h) or fives digit (mph).

- 10 km/h (5 mph):
  Press the − button.

  Pressing for the first time changes to the next-smallest tens digit (km/h) or fives digit (mph).

If you adjust the speed shown in the notification too far, the predictive cruise control will be canceled.

If a speed limit is detected, the predictive cruise control system will adjust the saved speed, even if the ACC is deactivated. However, it does not take control.

If a speed limit on a highway is lifted, the recommended speed will automatically be saved as the preferred speed. However, if a higher speed than the recommended speed was previously saved on a highway with no speed limit, this saved speed will be applied instead of the recommended speed.

Troubleshooting

A notification shows that the predictive speed limit control is currently unavailable or is not available in your country

1. If the message is displayed over a longer period and predictive cruise control is available in your country, seek assistance from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

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

Introduction

Front Assist can recognize impending forward collisions and warn the driver. In addition, the system can provide support when braking and initiate an automatic braking maneuver.

The Front Assist system can help to avoid accidents but cannot replace the driver's attention.

Front Assist works solely within the system limits. Warning times vary depending on the Traffic Situation and the driving behavior.

Range of functions

Front Assist includes the following additional functions, depending on the vehicle equipment and the country:

— Pedestrian Monitoring.

— Cyclist Monitoring.

The functions named are automatically active if Front Assist is switched on.

Recognizable objects

Automatic Emergency Braking (Front Assist) can recognize the following objects, depending on the vehicle equipment and the country:

— Vehicles.

— Two-wheeled vehicles.

— Pedestrians.

Driving with Front Assist

You can cancel automatic braking interventions by moving the steering wheel or pressing the accelerator pedal.

Automatic braking

Front Assist can brake the vehicle to a stop. The vehicle will not be held at a stop after that. Press the brake pedal.

The brake pedal feels more firm during an automatic braking maneuver.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits *(→ Autonomous Emergency Braking (Front Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Consider interrupting automatic Automatic Emergency Braking (Front Assist) interventions if necessary.
- When Front Assist warns you, brake the vehicle immediately or maneuver around the obstacle, depending on the driving situation.
- If you are unsure which functions are included with your vehicle depending on the vehicle equipment and country, consult suitably qualified professionals before starting your journey. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning levels and braking support

Speed ranges

Front Assist assists in these maximum speed ranges:

— Response to vehicles: Approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to two-wheeled vehicles: approx. 5 km/h (approx. 3 mph) to approx. 250 km/h (approx. 155 mph).

— Response to pedestrians: Approx. 5 km/h (approx. 3 mph) to approx. 85 km/h (approx. 53 mph).

The support system can involve an advance warning, an immediate warning, automatic braking or braking support. A distance warning may also be displayed.

Influencing factors

Whether and in which speed range Automatic Emergency Braking (Front Assist) reacts to the named objects is dependent on the following factors:

— Type of object.

— Movement direction of the object.

— Speed of the object.

— Speed of the vehicle.

The work area can therefore be limited if the vehicle approaches an object very quickly and thus has little time to react.

Furthermore, not all warning levels are passed through in all situations. Depending on the speed, there may not be, for example, an advance warning or immediate warning, but rather an automatic braking maneuver that occurs straight away, so as to best protect the detected object.

Distance warning



Front Assist detects if there is a safety hazard from following the vehicle ahead too closely.

The indicator light turns on. Increase the distance.

Advance warning

 Front Assist detects a possible collision and prepares the vehicle for possible emergency braking.

A warning tone sounds and the warning light turns on. Apply the brakes or maneuver to avoid the collision.

Immediate warning

If you do not respond to the advance warning, the brakes may be applied briefly to indicate the increasing risk of a collision. Apply the brakes or maneuver to avoid the collision.

Automatic braking

Automatic Emergency Braking (Front Assist) can brake the vehicle automatically in several stages of increasing braking force. Reducing the vehicle speed may help to reduce the damage resulting from a collision.

Braking support

If the system detects that you are not braking enough before an impending collision, Front Assist can increase the braking force and thus help to reduce the risk of a collision. The braking support is only active as long as you are firmly pressing the brake pedal.

Front Assist system limits

Limits of the sensor system

Front Assist detects driving situations using a radar sensor in the front of the vehicle. The radar sensor has a range of up to approx. 120m (approx. 400ft).

Observe the limits of the radar sensor *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

After starting the vehicle

Automatic Emergency Braking is not available or availability is limited directly after starting the vehicle or after restarting the system. During this time, the white indicator light in the instrument cluster display comes on.

Unrecognizable objects

Automatic Emergency Braking (Front Assist) may not react or may react with a delay to the following objects:

— If there are oncoming vehicles or vehicles crossing the street

— Stationary or oncoming pedestrians; generally no reaction to people without Pedestrian Monitoring.

— Stationary or oncoming cyclists; also no reaction to cyclists crossing the road without Cyclist Monitoring.

— Pedestrians and cyclists who are not detected as such, for example because they are fully or partially hidden.

Functional limitations

In addition to the situations specified in the sensor system limitations, Front Assist may not react, may react with a delay, or may react in a way that is not desired in the following situations, among others:

— When driving in reverse

— If ASR is manually switched off.

— If ESC is regulating.

— When ESC Sport (depending on the vehicle equipment) is switched on *(→ Braking assistance systems)*.

— If multiple brake lights on the vehicle are malfunctioning.

— If there is a malfunction in at least one brake light on an electrically connected trailer.

— If the vehicle is accelerating very quickly or the accelerator pedal is pressed all the way down.

— In unclear traffic situations, for example if vehicles driving ahead are braking quickly or are turning.

— If Front Assist is malfunctioning

Switching off Front Assist

Depending on the system, Front Assist may not be suitable in the following situations and must be switched off if they occur →⚠:

— If the vehicle is not being driven on public roads, for example during off-road driving or on a racetrack.

— If the vehicle is being towed or transported

— If add-ons such as auxiliary headlights cover the radar sensor.

— If the radar sensor is malfunctioning

— Following a violent impact affecting components within the range of the radar sensor, e.g. following a rear-end collision.

— If the vehicle is cleaned in a car wash.

— If there are multiple unwanted activations

⚠ WARNING

Using Front Assist in these situations may result in accidents and serious or fatal injuries.

- Switch off Front Assist in the specified situations.

Using Front Assist

When you switch on the ignition, Front Assist with all of its equipment- and country-dependent functions is automatically switched on.

However, Front Assist is not available or its availability is restricted while the white indicator light is turned on.

Volkswagen recommends always leaving Front Assist and distance warning switched on. For exceptions to this, see *(→ Autonomous Emergency Braking (Front Assist))*.

Switching on and off

If the vehicle is stationary, you can manually switch Automatic Emergency Braking (Front Assist) on and off.

In the instrument cluster display:

1. Press the button.
2. Switch Automatic Emergency Braking on or off.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Automatic Emergency Braking on or off in the corresponding submenu.

If you switch off Front Assist, the advance warning and distance warning will also be switched off. The yellow indicator light turns on in the instrument cluster display.

Settings

If Front Assist is switched on, you can switch the distance warning on and off in the assistance systems menu of the Infotainment system, depending on the vehicle equipment and country. The distance warning will always initially be set according to your last journey.

Troubleshooting

Automatic Emergency Braking starts

The white indicator light comes on.

— Automatic Emergency Braking (Front Assist) is temporarily not available or has limited availability. After driving straight for a short distance, Automatic Emergency Braking is available again and the indicator light goes out. If the vehicle does not drive, the indicator light stays on.

Automatic Emergency Braking (Front Assist) not available or has limited availability

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The radar sensor is dirty. Clean the radar sensor .

— The visibility of the radar sensor is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the radar sensor .

— Radar sensor visibility is limited by attachments, decorative frames on license plate holders, or stickers. Clear the area around the radar sensor *(→ Accessories and replacement parts)*.

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

— Painting work was carried out on or structural modifications were made to the front of the vehicle *(→ Repairs and technical modifications)*.

— The original Volkswagen emblem is not used. Volkswagen recommends the use of Volkswagen Genuine Parts® or Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— The system limits are not adhered to *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, turn off Automatic Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Front Assist is not functioning as expected or has been triggered multiple times unnecessarily

— The sensor system does not work properly. Check remedial measures for non-availability or limited availability → *Automatic Emergency Braking (Front Assist) not available or has limited availability*.

— The system limits are not adhered to *(→ Autonomous Emergency Braking (Front Assist))*.

— If the problem persists, turn off Automatic Emergency Braking and contact suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Lane Assist helps the driver to stay in a lane, within the system limits. This function is not suitable for, and not designed for, autonomously keeping your vehicle in a lane.

If the system detects that the vehicle is coming too close to a lane marker, Lane Assist warns the driver with corrective steering. The driver can override the corrective steering at any time.

Speed range

Lane Assist is ready to take control (active system status) when a lane marking is detected within the system limits between approx. 65 km/h (approx. 40 mph) and approx. 215 km/h (approx. 135 mph).

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for keeping the vehicle within the lane.
- Observe the system limits *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Override immediately by steering if the system intervenes when it should not.
- Pay attention to indicators in the instrument cluster display and respond to the prompts accordingly when the traffic situation allows.

Lane Assist system limits

Limits of the sensor system

Lane Assist detects lane markings with the camera behind the windshield.

Observe the limits of the camera *(→ Sensor system)*. Always be attentive and intervene yourself if necessary!

Lane markings not detected or not correctly recognized

Lane Assist does not correctly detect all lane markings. If lane markings are not detected or if markings are incorrectly detected as lane markings, Lane Assist may fail to intervene when it should or may intervene when not desired. In addition to the situations specified in the camera limitations, this may also occur in the following situations, among others:

— If lane markings are not present.

— When the driving style is very dynamic.

— When not on highways or well-developed roads.

— On poor road surfaces, road structures or objects.

— In the event of reflections or dazzling effects.

Always be attentive and intervene yourself if necessary by overriding unwanted interventions by the system immediately. Temporarily switch off Lane Assist if required.

Lane Assist not ready to take control

Lane Assist is not ready to take control (system status inactive) under the following conditions:

— Electronic Stability Control (ESC) is switched off.

— ESC Sport is active.

— The vehicle speed is below approx. 60 km/h (approx. 35 mph) or above approx. 215 km/h (approx. 135 mph).

— Lane Assist has not detected a lane marking.

— If lanes and curves are too narrow.

— Temporarily, when the driving style is very dynamic.

— When the driver oversteers during a system intervention.

— During an intervention by Automatic Emergency Braking (Front Assist).

Lane Assist is not ready to take control on at least one side in the following situations:

— When the turn signals are switched on in the direction of the intended lane change.

— On the inside of a bend that you are deliberately driving around well on the inside.

Driving with Lane Assist

Switching on and off

Depending on the country, Lane Assist always switches on after switching on the ignition. You can also switch Lane Assist on or off manually and view the current activation status.

In the instrument cluster display:

1. Press the button.
2. Switch Lane Assist on or off.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Lane Assist on or off in the corresponding submenu.



Depending on the country, if you switch off Lane Assist, the yellow indicator light will come on in the instrument cluster.

If there is a system malfunction, Lane Assist may turn off automatically.

Displays

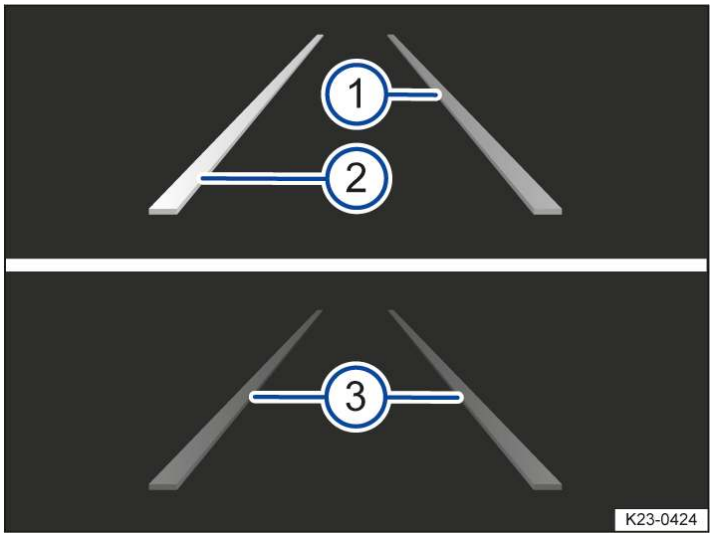


Fig. 1 In the instrument cluster display: Lane Assist displays.

1. Lane marking detected. The system is ready to monitor on the indicated side.
2. Lane marking detected. The system is monitoring on the indicated side.
3. The system is not ready to monitor on the indicated side.

Depending on the driving situation, one of the following indicator lights will light up in the instrument cluster:

System switched on, inactive and not ready to take control.

System active and ready to take control on at least one side.

System taking action on the side shown (corrective steering intervention).

If Travel Assist is actively controlling, there will not be any steering intervention and no Lane Assist display.

Driver intervention request

If there is no steering activity, an indicator in the instrument cluster display will be displayed and audible warnings will sound.

If a corrective steering intervention is performed for an extended period, an indicator will be displayed in the instrument cluster display and audible warnings will also be sound regardless of the steering activity.

Steering wheel vibration

You can select the **Steering wheel vibration** option in the Assistance systems menu in the Infotainment system. If you select this option, the steering wheel will vibrate if Lane Assist is active and you drift onto a road lane marking that the system has detected.

Troubleshooting

Lane Assist not available

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— The camera field of view is dirty. Clean the windshield .

— The camera's view is limited due to weather conditions, such as snow, or from soap residue or coatings. Clean the windshield .

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

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

— The camera was automatically deactivated due to a high ambient temperature or long exposure to direct sunlight. Lane Assist will be available once the camera is available again. Stop the engine and restart.

— Malfunction or fault. Stop the engine and restart.

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

It can take a few seconds once the ignition has been switched on for a system fault to be recognized.

If Lane Assist is not available, Travel Assist is not available either.

The system is functioning differently than expected

1. Do not mount any objects on the steering wheel.

Introduction

Thanks to the comfort drive Travel Assist, within the system limits, the vehicle can maintain a distance, which has been preselected by the driver, to the vehicle in front and hold the preferred position within the lane (adaptive lane guidance).

Does this vehicle have Travel Assist?

The vehicle has Travel Assist, if the  button on the multi-function steering wheel is available.

Speed range

You can set a speed of between 20 km/h (15 mph) and 210 km/h (130 mph). This speed range may vary depending on the country.

Travel Assist system limits

Travel Assist detects driving situations using the same sensor technology as the Adaptive Cruise Control (ACC) and Lane Keeping System (Lane Assist).

Note the system limits and information regarding ACC and Lane Assist. Always pay attention and intervene yourself if necessary!

Driving with Travel Assist

Travel Assist automatically regulates the speed and steers the vehicle. Within the system limits, Travel Assist can also bring the vehicle to a halt behind a stopping vehicle and drive on again.

You can override the Travel Assist regulation function at any time.

Displays

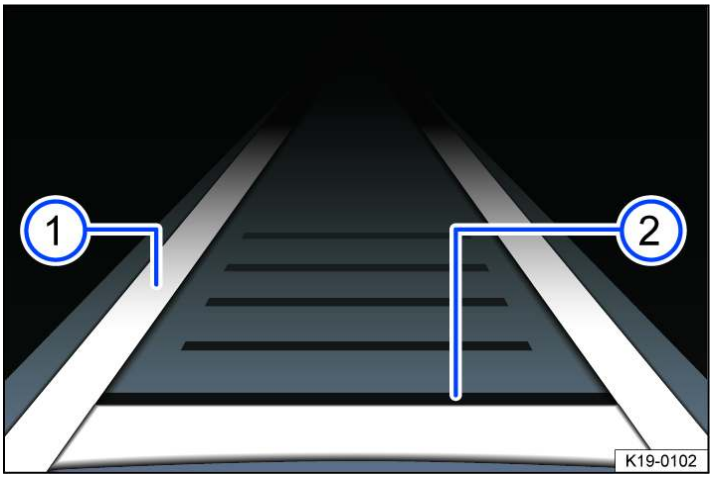


Fig. 1 In the instrument cluster display: Display during active control.

1. Adaptive lane guidance is active.
2. Set distance, no vehicle recognized in front.

Indicator lights on the instrument cluster display show the Travel Assist status, depending on the vehicle equipment:

Travel Assist active, Adaptive Cruise Control and adaptive lane guidance active.

Travel Assist inactive, Adaptive Cruise Control (ACC) active and adaptive lane guidance inactive.

Travel Assist deactivated, no regulation.

Driver intervention request

If you remove your hands from the steering wheel, the system will ask you to take over the steering wheel after a few seconds with a message in the instrument cluster display and with audible warnings.

The driver's safety belt is also tightened briefly, depending on the vehicle equipment.

If you do not respond to this, Travel Assist is deactivated.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Note the system limits of ACC *(→ Adaptive Cruise Control (ACC))* and Lane Assist *(→ Lane Keeping System (Lane Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Take over steering immediately if a driver intervention prompt appears in the instrument cluster display or the deceleration by Travel Assist is not sufficient.
- Apply the brakes if the vehicle continues to roll unintentionally, e.g. after a driver intervention prompt.

Operating Travel Assist



Fig. 1 Left side of the multi-function steering wheel.

Switching on and starting the regulation function

1. During forward travel with ACC switched on, press the button on the multi-function steering wheel.

   The vehicle switches from ACC to Travel Assist.

Depending on the driving situation, the vehicle switches to the following system status in Travel Assist:

— If ACC is regulating, Travel Assist maintains the current speed and the preset distance from the vehicle driving ahead (system status inactive).

  At the same time, the vehicle is kept in its lane by steering movements when road markings are detected (system status active).

— If ACC is not regulating, Travel Assist is switched on, but stays deactivated.

1. Press the SET button.

   Travel Assist switches the driving situation accordingly to an active or inactive system status.

The indicator/warning light corresponding to the driving situation comes on in the instrument cluster display.

Canceling the regulation function

1. Press the button briefly.

   Or: Press the brake pedal.

   The set distance remains saved.

Changing to ACC

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

   The vehicle switches from Travel Assist to the system status of ACC corresponding to the driving situation.

Adjusting further settings

The further operation of Travel Assist corresponds to the operation of the ACC *(→ Adaptive Cruise Control (ACC))*.

Troubleshooting

Comfort drive Travel Assist is not available or is not working as expected

The yellow indicator light turns on. In addition, a message is shown in the instrument cluster display.

— There is a malfunction in the sensor system. Check the causes and troubleshooting measures described in the information on ACC and Lane Assist.

— Malfunction or fault. Stop the engine and restart.

— The system limits are not adhered to.

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

Take over the steering

The white indicator light will come on and a message will be shown on the instrument cluster display.

You have let go of the steering wheel for a few seconds.

1. Take hold of the steering wheel and take over steering the vehicle.

Take over the steering immediately

The red warning light will come on and a message will be shown in the instrument cluster display. An audible warning will sound or the steering wheel will vibrate, depending on the driving situation.

You have let go of the steering wheel for a long period of time or the system limits have been reached.

1. Immediately take hold of the steering wheel and take over steering the vehicle.

Comfort drive Travel Assist switches off automatically

— You have let go of the steering wheel for a long period of time.

— Malfunction or fault. Stop the engine and restart.

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

The regulation function is canceled unexpectedly

— You have operated the turn signal.

Introduction

The Lane Change System (Side Assist) helps the driver to discern the traffic situation behind the vehicle.

Radar sensors behind the rear bumper cover monitor the area behind the vehicle. The system measures the distance and difference in speed to other vehicles and informs the driver through visual signals in the outside mirrors.

Only use Side Assist on secure roads.

Speed range

If Side Assist is switched on, this function is available from approx. 15 km/h (approx. 9 mph). Side Assist is deactivated at speeds below approx. 10 km/h (approx. 6 mph).

⚠ WARNING

Side Assist is not a replacement for the driver's attention and works only within the system limitations. Side Assist cannot detect all driving situations and all objects in the surrounding environment, and may not provide warnings, may provide warnings with a delay, or may provide warnings in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle and changing lanes.
- Observe the system limitations *(→ Lane Change System (Side Assist))*.
- Always adapt your speed and distance to vehicles driving ahead based on the visual, weather, road, and traffic conditions.
- Always keep your hands on the steering wheel so that you are prepared to steer at any time.
- Pay attention to the displays in the outside mirror housings and in the instrument cluster display, and act accordingly.

Side Assist system limitations

Limits of the sensor system

Side Assist detects driving situations via the radar sensors in the rear area.

Note the limits of the radar sensors *(→ Sensor system)* and always pay attention!

Functional limitations

In addition to the situations specified in the sensor system limitations, Side Assist may not correctly interpret the traffic situation in the following situations, among others:

— When driving in the center of two lanes.

— When lanes have different widths.

— When certain types of equipment are on the side of the road, such as high or offset guard rails.

The Lane Change System (Side Assist) does not detect any stationary vehicles either.

Restricted visibility

Sunlight may reduce the visibility of the visual display in the outside mirror.

Driving with Side Assist

Switching on and off

You can view the current activation status of Side Assist in the instrument cluster display and in the Infotainment system. You can also switch Side Assist on and off there.

In the instrument cluster display:

1. Press the button.
2. Switch Side Assist on or off.

Depending on the vehicle equipment, the button is located either on the multi-function steering wheel or the turn signal and high beam lever.

In the Infotainment system:

1. Open the Assistance systems menu.
2. Switch Side Assist on or off in the corresponding submenu.

When it is switched on, the yellow indicator light in the outside mirrors comes on once briefly.

Deactivation due to trailer mode

If you use the trailer hitch installed at the factory and have made the required electrical connection, Side Assist will switch off automatically. Once a trailer is connected to the vehicle electrical system and the driver starts to drive, a message will appear in the instrument cluster display stating that Side Assist is deactivated. Once you have disconnected the electrical connection, Side Assist will be automatically switched on again.

For trailer hitches that were not installed at the factory, you must switch Side Assist off and on again manually.

Displays in the outside mirror



Fig. 1 In the mirror glass of the outside mirrors: indicator of Side Assist.

Blinking: a vehicle in the blind spot has been detected and the turn signal is also activated towards the detected vehicle.

Lights up: the vehicle you are driving is being overtaken or you are overtaking another vehicle with a difference in speed of up to approx. 15 km/h (approx. 9 mph).

There is no indicator if the passing speed is clearly faster.

The faster another vehicle approaches, the sooner the display in the outside mirror will turn on.

Lane change system “Side Assist Plus”

In vehicle with a Lane Keeping System (Lane Assist), a corrective steering intervention warns you when a possible critical situation is detected when changing lanes (information level, warning level), if Lane Assist is switched on. The steering intervention also occurs if you activate the turn signal for the respective side. If you oversteer the steering intervention, an additional warning is provided by a steering wheel vibration. Steering wheel vibration must also be activated in the Assistance systems menu in the Infotainment system.

Brightness

The brightness of the visual display adapts it self automatically to the ambient brightness.

You can set the default brightness of the display in the Assistance systems menu of the Infotainment system. Side Assist is not active while adjusting the settings.

Some settings can be saved in the driver personalization user profiles and will change if the user profile is switched .

Troubleshooting

Side Assist malfunction

Malfunction or fault. The yellow indicator light in the instrument cluster display lights up. In addition, the yellow central warning light ⚠ comes on.

1. Stop the engine and restart.
2. If the problem persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Malfunctioning sensor view, malfunction message, system switches off automatically

— Clean the radar sensors and remove stickers or attachments from the radar sensors or the bumper *(→ Vehicle care exterior)*, *(→ Accessories and replacement parts)*.

— Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

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

The system only becomes available again once you have switched the ignition off and back on and switched on Side Assist.

The system is functioning differently than expected

— The radar sensors could be dirty. Clean the radar sensors *(→ Vehicle care exterior)*.

— The radar sensors could be covered by water.

— The view of the radar sensors is limited due to weather conditions, such as snow, or due to dirt, soap residue or coatings. Clean the radar sensors *(→ Vehicle care exterior)*.

— The system limits are not adhered to *(→ Lane Change System (Side Assist))*.

— The vehicle could be damaged in the radar sensor area, for example from parking barriers. Check if there is any noticeable damage *(→ Accessories and replacement parts)*.

— The view of the radar sensors is limited by attachments, bicycle rack systems or stickers. Clear the area around the field of view of the radar sensor *(→ Accessories and replacement parts)*.

— Painting work was carried out on or structural modifications were made to the area around the radar sensors, to the rear of the vehicle or to the suspension *(→ Repairs and technical modifications)*.

— The side mirrors have been covered with after-market tinting films *(→ Repairs and technical modifications)*.

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

Parking

1. Press and hold the brake pedal.

   In vehicles with a manual transmission, press the clutch down completely or disengage the clutch.

2. Engage parking lock P.
3. Pull the parking brake firmly.
4. On uphill and downhill slopes, turn the steering wheel so that the vehicle will roll into a curb if it begins moving.
5. Stop the engine and switch the ignition off.

   The red Ⓟ indicator light in the instrument cluster display will turn on → ⚠.

6. With a manual transmission, engage first gear if the vehicle is on a level or an uphill surface, or engage reverse gear if the vehicle is on a downhill surface, and release the clutch pedal.
7. Release the brake.
8. To engage the steering column lock, you may need to turn the steering wheel slightly.
9. Exit the vehicle → ⚠. Pay attention to other road users.
10. Take all vehicle keys with you and lock the vehicle.

⚠ WARNING

Parking the vehicle incorrectly can result in the vehicle rolling, even on slight downhill slopes. Accidents and serious or fatal injuries could result.

- Make sure the parking brake is set before exiting the vehicle and the red Ⓟ indicator light in the instrument cluster display is on.
- Ignition switch: Never remove the remote vehicle key from the ignition switch when the vehicle is in motion. Otherwise, the steering column lock could engage suddenly. Then you would not be able to steer the vehicle.
- When parking the vehicle, always follow the steps in the specified order.

⚠ WARNING

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

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

Parking spaces and surroundings

To avoid damage and dangerous situations, always park the vehicle in a suitable parking area.

NOTICE

The vehicle may slip on an uneven, loose, slippery or icy surface. It cannot always be held securely despite the parking brake being applied. This may result in damage.

- Always park the vehicle on level and suitable ground.

NOTICE

Vehicle components that are low to the ground, such as the bumpers, spoilers, and parts of the suspension, may collide with objects protruding up from the ground when they are driven over. The vehicle can be damaged.

- Drive carefully over driveways, ramps, curbs and fixed barriers, as well as when driving through dips.

Rear seat reminder

The function depends on the vehicle equipment.

If the ignition is switched off, a message appears in the Infotainment system to remind you not to leave behind passengers in the rear seats →⚠.

If a rear door was used prior to driving, a message will also be displayed in the instrument cluster and a warning tone will sound if necessary. The warning tone for the rear seat reminder can be activated and deactivated in the screen settings in the Infotainment system.

Rear seat reminder muted.

Parking brake



Fig. 1 Between the front seats: Parking brake with lock button (general example).

Set the parking brake

1. Firmly pull up the parking brake lever with the lock button pressed → *fig. 1* , → ⚠.

Ⓟ If the parking brake is applied, the red warning light in the instrument cluster comes on.

Releasing the parking brake

1. Pull up the parking brake lever somewhat and press the lock button → *fig. 1*.
2. Guide the parking brake lever down when the lock button is pressed.

WARNING

Applying the parking brake incorrectly can cause accidents, vehicle damage and serious injuries.

- Always firmly set the parking brake when parking the vehicle. The red warning light Ⓟ comes on even if the parking brake is only set slightly. In this case, the vehicle will not be securely held.
- Never drive with the parking brake set slightly. This can overheat the brake and negatively impact the brake system. It also leads to premature wear of the rear brake pads.

WARNING

The parking brake is not designed for braking the vehicle. The braking distance will be significantly longer because only the rear wheels will be braked under certain circumstances. This can cause accidents and serious or fatal injuries.

- Always use the brake pedal to brake the vehicle and never the parking brake unless it is an emergency.

NOTICE

If the parking brake is not applied and you release the brake pedal, the vehicle may move forward or backward a few centimeters (inches). This can cause damage to the vehicle.

- Always engage the parking brake first before releasing the brake pedal.
  - This also applies when the parking lock P is engaged.

If you drive at a speed above approximately 6 km/h (approximately 4 mph) with the parking brake engaged, a warning signal will sound.

Safety instructions

Sensor and camera boundaries

Various sensors and cameras that detect the vehicle surroundings ultrasonically, by radar waves, and visually are located on and in the vehicle. The various parking systems use different combinations of sensors. All sensors have technical and physical limits →⚠:

— In some situations, some objects may not be detected, e.g. trailer draw bars, narrow poles, fences, posts, and trees, extremely low or high obstacles, or trunk lids that are opening or already open →ⓘ.

— Environmental and weather conditions, such as heavy rain, snow and extreme temperature changes, can affect the function.

— The parking system coverage areas have “blind” spots in their range where they cannot detect people and objects.

— Dirt, ice, or water on the sensors and cameras may be detected as obstacles or prevent the detection of objects in some cases. In addition to dirt and snow, soap residue or other coatings can also impair the sensor range *(→ Vehicle care exterior)*.

— External noises and certain surfaces on objects and clothing can affect the sensor signals. In some situations, people and objects may not be detected or may be detected incorrectly.

— Certain objects, such as small posts or grating, cannot be shown or cannot be adequately shown due to the resolution of the screen and if there is insufficient lighting.

— The cameras only show two-dimensional images on the screen. Due to the lack of depth of field, it may be difficult or impossible to identify protruding objects or recesses in the road.

WARNING

The parking systems cannot replace the driver's attention and can only operate within the limitations of the system. The parking systems cannot detect all driving situations and may not react, or may react with a delay, or may react in a way that is not desired. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Always keep an eye on the driving direction and the vehicle surroundings.
- When parking, pay particular attention to small children, animals and objects.
- Do not allow the parking system's display to distract you from the traffic around you.
- Bear in mind that the parking system may not react if the vehicle approaches too quickly and will not issue a warning.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

NOTICE

When you maneuver in a parking space without a curb, the vehicle may be damaged by obstacles.

- Keep a safe distance of approx. 50 cm (around 20 in) from walls and buildings.

Volkswagen recommends practicing with the parking systems in a location or parking space with no traffic in order to become acquainted with the functions.

Requirements

General information

So that the sensors and cameras can detect the area surrounding the vehicle as well as possible and display this image on the Infotainment system screen, the following requirements must be met.

✓ The doors and trunk lid are closed.

✓ The outside mirrors must not be folded in.

✓ Sensors or cameras are not covered by attachments, e.g. bicycle rack systems, or license plate holders with decorative frames. The decorative license plate holder must not protrude at the sides or bottom.

✓ The vehicle must be on level ground.

✓ The vehicle must not be loaded primarily in the rear or on one side.

✓ Engine is running.

✓ Braking assistance systems such as ESC or ASR are switched on.

✓ The length and width of the parking space must be larger than the vehicle measurements and provide enough space to maneuver.

If you use any other functions in the Infotainment system while you are parking, the parking function and its warning chimes will be deactivated. This does not apply when the reverse gear is engaged. The parking function cannot be deactivated in this case.

The use of parking systems, e.g. with camera assistance, may not be allowed in some countries and regions according to legal requirements.

Automatic braking intervention

The automatic braking function of the parking system helps to avoid collisions once an obstacle is detected.

Parking systems with braking support

Depending on the vehicle equipment, the vehicle has parking systems with a maneuvering and/or emergency braking function →⚠.

⚠ WARNING

Automatic braking support is not a replacement for the driver's attention and works only within the system limits. In some driving situations, the automatic braking support may be limited or may intervene in a way that is not desired or may not engage at all. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal before encountering an obstacle.
- React quickly to obstacle warnings from the parking system.

When is automatic braking available?

✓ A parking system has been activated by the driver.

✓ Park Distance Control: Maneuver braking is activated in the Infotainment system.

✓ When maneuvering, the vehicle is not driving faster than approx. 10 km/h (approx. 6 mph).

The automatic braking intervention will not happen if the parking system was activated automatically while driving forward *(→ Park Distance Control (PDC))*.

After an automatic braking intervention, the function may only be available again after a short distance or after a gear change, if necessary.

What happens during an automatic braking intervention?

As soon as an obstacle is detected, the vehicle brakes to a stop and is kept stationary for around two seconds.

Park Assist: the vehicle brakes if the speed is too high or in order to reduce damage and continues the parking process.

 Automatic braking by the maneuver braking function. Stop the vehicle with the brake pedal!

 Automatic braking intervention by Rear Traffic Alert. Stop the vehicle with the brake pedal!

Depending on the vehicle equipment, a message may be shown in the Infotainment system or on the instrument cluster display.

Maneuver braking for Park Distance Control

The maneuver braking is activated each time the ignition is switched on.

It can be temporarily deactivated in the settings of the parking systems in the Infotainment system. A corresponding symbol is displayed on the Park Distance Control screen.

 Maneuver braking deactivated or function key for deactivation in the Park Distance Control screen.

 Permanent deactivation of maneuver braking can be permanently saved in the driver personalization user profiles, depending on the country. The settings will automatically change when the account is switched.

Driving with a trailer

If a trailer is connected electrically, the automatic braking support in the rear area is deactivated.

If the trailer hitch was not installed at the factory, the parking system must be manually deactivated when towing a trailer.

Troubleshooting

The parking system is functioning differently than expected

— The requirements for the parking system are not met *(→ Parking systems)*.

— The sensors or camera may be dirty or covered with ice *(→ Vehicle care exterior)* →.

— Sources of noise interfere with the ultrasonic signal, e.g. driving over cobblestones →.

— The vehicle may be damaged in the radar sensor area, for example, due to parking barriers or an accident →.

— There may have been changes to the paint or vehicle structure in the area where the sensors or camera are located, for example on the front of the vehicle or the suspension →.

— The areas detected by the sensors or camera may be blocked by accessories such as bicycle racks.

Fault displays

1. Note any messages in the digital instrument cluster display and in the Infotainment system.

NOTICE

If the parking system is used despite a malfunction of the sensors or cameras or a limitation of the detection ranges, damage to the vehicle may occur.

- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility in the event of a parking system malfunction. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Parking Function Screen Not Displayed Following Activation

The parking system has been switched on or activated, yet the display in the Infotainment system does not change to the function-specific screen, e.g. segment display for Park Distance Control, camera display during Park Assist.

1. Switch the parking system off and on again.
2. If the screen is still not displayed, a system malfunction has occurred. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Automatic braking intervention occurs accidentally or too frequently

The vehicle is unintentionally braked, e.g. when driving off-road, driving through high grass or parking in a garage.

1. Temporarily deactivate the parking system.

   Or: switch off maneuver braking in the settings for the parking systems in the Infotainment system.

Introduction

Park Distance Control assists the driver when parking and warns if there are obstacles.

How it works

Using ultrasonic sensors, Park Distance Control detects the distance between the vehicle and an obstacle.

Park Distance Control warns you of a collision via colored lines on the screen of the Infotainment system and via warning chimes →⚠.

If the driver does not respond to an approaching obstacle, automatic braking support may kick in *(→ Automatic braking support)*.

⚠ WARNING

The Park Distance Control is not a replacement for the driver's attention and works only within the system limits. Park Distance Control might not be able to detect some obstacles and may not react, may react late, or may react in a way that is undesired. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- React quickly to the Park Distance Control visual warnings and chimes.
- Apply the brakes using the brake pedal before encountering an obstacle.

NOTICE

The system will only provide visual and audible warnings for obstacles within the vehicle's path. The collision area has been reached, at the latest, when a red line is displayed on the Park Distance Control screen or a continuous warning tone sounds. There is a risk of damage to the vehicle.

- Always brake the vehicle in good time before encountering an obstacle.

NOTICE

Depending on the vehicle equipment, distances to obstacles in the side areas are also displayed. Any obstacles that enter these areas from the outside are not displayed. The vehicle may be damaged in this instance.

- In order to fully scan and display the side areas, move the vehicle a few meters forwards or backwards.

Driving with a trailer

If a trailer is connected to the electrical system, the rear and side sensors (depending on the vehicle equipment) of Park Distance Control are not switched on.

— You are not warned about obstacles.

— The maneuver braking is also deactivated automatically.

Park Distance Control (PDC)Operating



Fig. 1 In the center console: Park Distance Control button.

Switching on

1. Select the reverse gear.

   Or: press the P button → *fig. 1*.

   Or: The vehicle will roll backward.

Switching off

1. Disengage reverse gear and then press the P button → *fig. 1*.

   Or: engage the parking lock P.

Park Distance Control also switches off when forward travel becomes faster.

If the screen is closed via the function key in the Infotainment system when in reverse gear, an acoustic warning will still be emitted when an obstacle is ahead.

Screen display

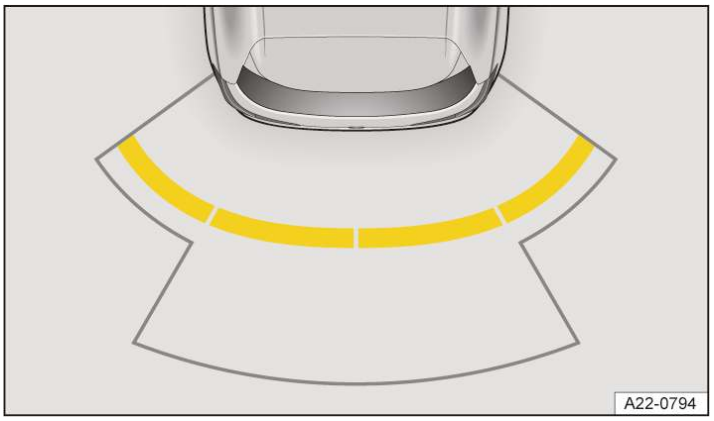


Fig. 2 Infotainment system: display of Park Distance Control with the rear sensors (depending on the vehicle equipment).

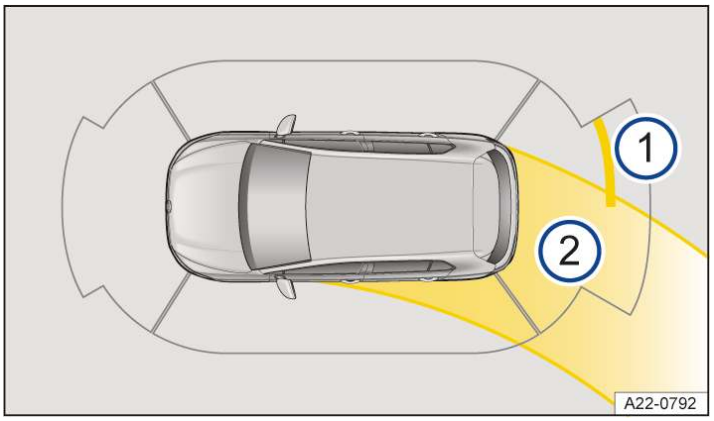


Fig. 3 Infotainment system: Display of Park Distance Control (general example).

1 Obstacle display.

2 Steering lock.

Red section of the image: nearby obstacle. The vehicle is at risk. Brake!

Yellow section of the image: obstacle in the path of the vehicle. The vehicle is at risk. Steer around the obstacle.

White or grey section of the image: obstacle outside of the vehicle's path.

Switch maneuver braking on and off (depending on the vehicle equipment).

Mute the warning chimes.

Park Distance Control settings

Depending on the vehicle equipment, settings for the Park Distance Control can be adjusted in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*.

You can save some PDC settings, like the volume of the warning chimes, in the driver personalization user profiles. The settings will automatically change when the account is switched.

Automatic activation when driving forward

Park Distance Control activates automatically under approx. 15 km/h (approx. 9 mph) in the event of an obstacle in the front area, e.g. when driving into a garage.

The function can be switched on or off in the Infotainment system.

No automatic braking intervention takes place *(→ Automatic braking support)*.

First of all, the screen display appears in the Infotainment system. When the obstacle is very close, a warning chime sounds.

The system will activate automatically only once. It is available again under the following conditions:

— If the vehicle has been accelerated to more than approx. 15 km/h (approx. 9 mph) and then the speed has fallen below this again.

— **Or:** switch the ignition off and on again.

If Park Distance Control only has sensors in the rear area, automatic activation is not possible when driving forward or when the vehicle rolls backward.

Troubleshooting

! No sensor range or Park Distance Control malfunction

If a sensor malfunctions, the sensor area is deactivated. The ! symbol shows the affected sensor area in the Infotainment system.

If Park Distance Control is malfunctioning, a continuous tone will sound for several seconds when you switch it on. If necessary, a message will appear in the digital instrument cluster display.

Park Distance Control is switched off completely if necessary.

1. Check if one of the causes listed above is responsible *(→ Parking systems)*.
2. Once the source of the issue has been resolved, switch the system on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Maneuver braking restricted or not available

A message is displayed.

Automatic braking occurs unexpectedly or does not occur as usual. If the function is switched off, automatic braking does not occur.

1. Check the sensors on the vehicle for damage or dirt and clean them if necessary *(→ Vehicle care exterior)*.
2. Switch the ignition off and back on again.
3. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The Rear View Camera system in the rear of the vehicle makes it easier for the driver to see behind the vehicle and assists when parking.

How it works

The Rear View Camera system shows the area behind the vehicle on the Infotainment system screen. Depending on the mode and vehicle equipment, orientation lines may assist in the view toward the rear → ⚠.

⚠ WARNING

The Rear View Camera system is not a replacement for the driver's attention and works only within the system limits. Using the camera image to estimate the distance to people or obstacles may not be precise. If you do not take care, there is a risk of accidents and serious injuries.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Bear in mind that camera lenses can enlarge and distort the field of vision.

The orientation lines superimposed on the camera image are shown by the system regardless of the vehicle's surroundings. There is no automatic obstacle detection by the camera while it is active. The driver must evaluate whether the vehicle will fit in the parking space.

⚠ CAUTION

Vehicles with a swiveling emblem: The Rear View Camera system extending can cause serious injuries due to entrapment.

- When engaging reverse gear, make sure that there are no persons directly against the trunk lid and that nobody is reaching into the range of operation of the Volkswagen emblem.

Switching the Rear View Camera system on and off

Switching on

Rear View Camera system without parking mode selection:

1. Select the reverse gear.

Switching off

Rear View Camera system without parking mode selection:

1. Disengage reverse gear.

Parking (Rear View Camera system without parking mode selection)

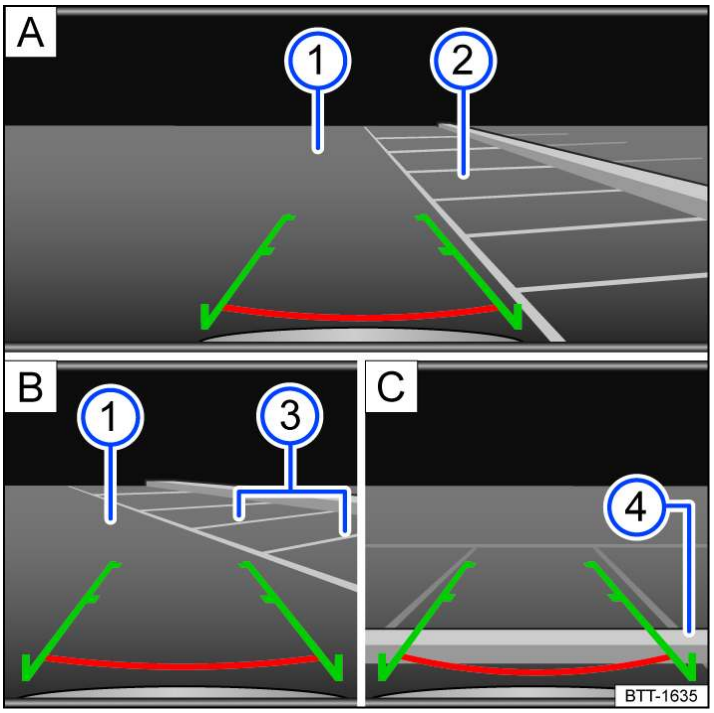


Fig. 1 Infotainment system: Parking with the Rear View Camera system.

- (A) Searching for a parking space.
- (B) Steering toward the selected parking space.
- (C) Aligning the vehicle within the parking space.
- (1) Road surface.
- (2) Selected parking space.
- (3) Side boundaries of the selected parking space.
- (4) Rear boundary of the parking space.

Screen display

Red line: Boundary or safety distance from the vehicle.

Green side line: Extension of the vehicle.

Adjust the brightness, contrast, and color.

If the camera image has been switched on by engaging the reverse gear, depending on the country, no function keys are displayed for safety reasons.

1. Tap the Infotainment system screen to show the function keys.

1. Position your vehicle in front of the parking space → *fig. 1* A (2).
2. Select the reverse gear.
3. Slowly reverse while steering so that the green side lines line up with the selected parking space. The green lines must line up with the side boundaries of your parking space → *fig. 1* B (3).
4. Stop when the red horizontal line reaches the rear boundary → *fig. 1* C (4).

Troubleshooting

Malfunction of Camera Image of the Rear View Camera System

The camera image is unclear, “flickering” or has been disabled.

A technical malfunction may have occurred.

1. In the event of an unclear camera image, clean the Rear View Camera system *(→ Vehicle care exterior)*.

   Or: check whether the parking system has a malfunction due to external factors *(→ Parking systems)*.

2. If the problem persists, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Park Assist displays a suitable parking space and assists the driver when parking and leaving the parking space.

How it works

Park Assist is an extension of Park Distance Control.

Park Assist steers the vehicle into a parking space while the driver operates the accelerator pedal and the brake and, when prompted, changes the selector lever position or gear →⚠.

Available functions

— Display suitable parking spaces.

— Changing the parking space selection.

— Driving into a suitable parallel parking space or parking bay.

— Driving out of a suitable parallel parking space.

The driver should continuously monitor the area surrounding the vehicle →⚠. Automatic braking support may intervene if there are obstacles in the vehicle's path or in dangerous situations *(→ Automatic braking support)*.

If the driver accelerates too much during the parking process, automatic braking support may occur. The parking process can then be resumed.

The speed when driving past the parking space should be as follows: for parking spaces parallel to the road, maximum approx. 40 km/h (approx. 25 mph), and for parking spaces across the road, maximum approx. 20 km/h (approx. 12 mph).

The distance when driving past the parking space should be between approx 0.5 m (approx 1.6 ft) and approx. 2 m (approx. 6.5 ft).

Driving with a trailer

Park Assist cannot be activated if a trailer is connected to the electrical system.

If the trailer hitch was not installed at the factory, Park Assist must be manually deactivated.

WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- In a hazardous situation, apply the brakes using the brake pedal.

WARNING

If you use another function in the Infotainment system when maneuvering with the parking system, all active parking functions will switch off, including the warning chimes. You will no longer be warned about a collision or receive intervention. Accidents and serious or fatal injuries could result.

- Do not use any other functions in the Infotainment system while maneuvering.

NOTICE

Park Assist orients itself to parked vehicles, curbs, or other objects. If there are obstacles on the ground, low-down vehicle components such as tires and wheel rims may be damaged.

- Watch out for obstacles on the ground when parking.
- Brake and stop the parking process if necessary.

NOTICE

Aftermarket accessories mounted on the vehicle, such as bicycle racks, can interfere with the Park Assist functionality and can cause damage.

- Do not use Park Assist if there are attachments fitted on the vehicle.

Searching for parking spaces



Fig. 1 In the center console: Park Assist button.

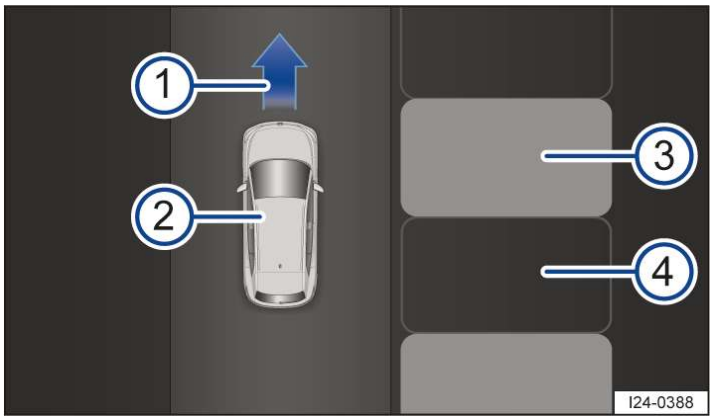


Fig. 2 In the digital instrument cluster display: Park Assist search drive.

1. Prompt to drive forward.
2. Your vehicle.
3. Parking vehicle or obstacle.
4. Detected parking space.

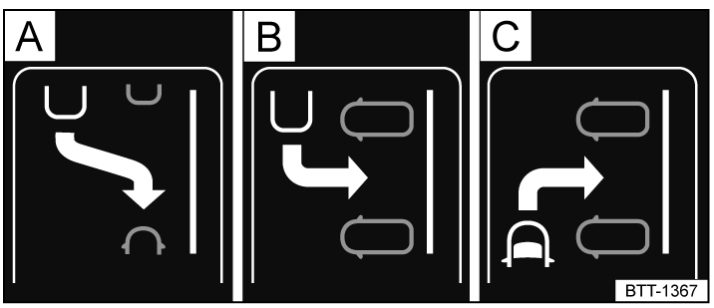


Fig. 3 In the digital instrument cluster display: park modes for driving into parking spaces.

Ⓐ Parallel parking in reverse.

Ⓑ Cross parking in reverse.

Ⓒ Cross parking driving forward.

Searching for parking spaces

1. Press the P button → *fig. 1*.

   The yellow indicator light turns on and the parking function is active.

2. While paying attention to traffic around your vehicle, drive slowly past a row of parked vehicles.

   Park Assist automatically looks for a suitable parking space → *fig. 2*.

   Or: press the turn signal to look for a parking space on the opposite side of the road.

   The parking space → *fig. 2* (4) and a possible parking mode are shown in the digital instrument cluster → *fig. 3*.

Park Assist can be activated subsequently. If you drive past a suitable parking space, this will be indicated.

Driving into parking spaces

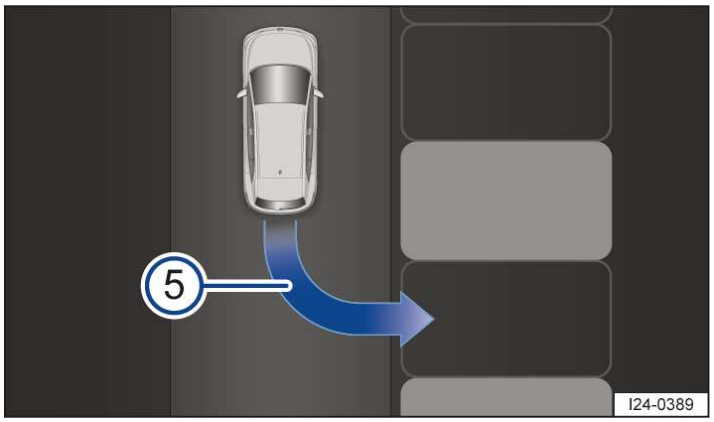


Fig. 1 In the digital instrument cluster display: parking maneuver.

5 Request to drive backwards.

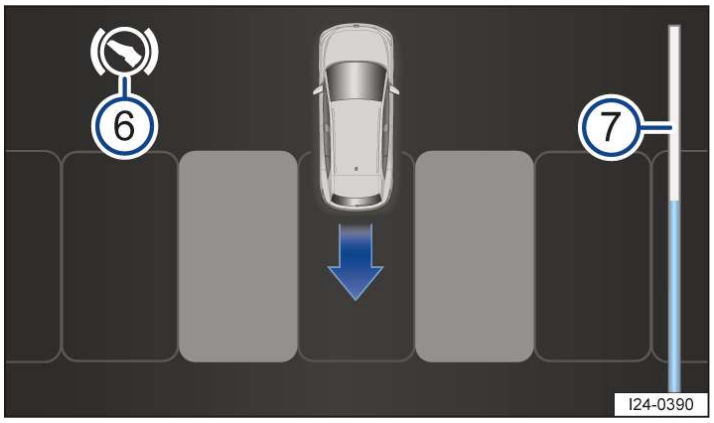


Fig. 2 In the digital instrument cluster display: maneuvering in the parking space.

6 Request to brake.

7 Progress bar (relative distance remaining to parking space).

1. Stop the vehicle in front of or behind the parking space.
2. Pay attention to the prompt for parking in the digital instrument cluster display, e.g. engage reverse gear → *fig. 1* (5).
3. Let go of the steering wheel when the message **Automatic steering active. Please check surrounding area.** is displayed.
4. Release the brake.
5. Accelerate carefully.
6. If a chime sounds, the indicator turns on → *fig. 2* (6) or a message appears, brake the vehicle.
7. Always wait until all rotational movements of the steering wheel have been completed in order to achieve an optimum parking result →.
8. Carry out several parking maneuvers if necessary.

   At the end of the parking maneuver, a message appears in the digital instrument cluster display.
9. Park the vehicle *(→ Parking)*.

WARNING

During maneuvering, the steering wheel turns quickly. Interfering with the steering wheel can result in serious injury.

- Do not take over the steering until the system prompts you to do so.
- Take over the steering in dangerous situations.

Exiting a parking space

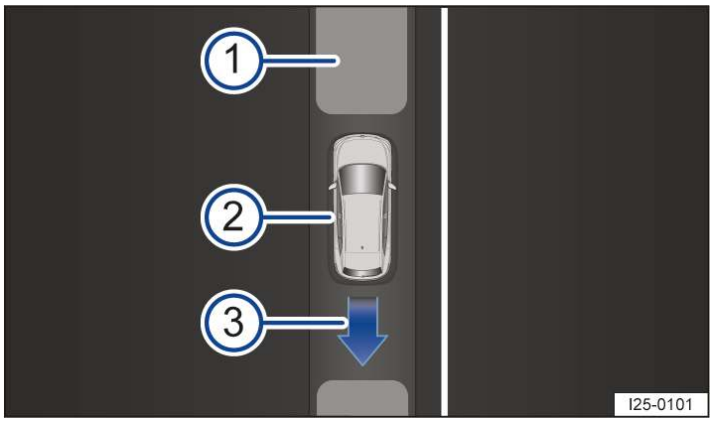


Fig. 1 In the digital instrument cluster display: exiting procedure (general example).

1. Vehicle parking.
2. Your vehicle.
3. Direction of travel when driving out of a parking space.

1. Activate Park Assist with the button in the center console.
2. Activate the turn signal for the side of the road where the vehicle should drive out of the parking space.
3. Select the reverse gear.
4. Let go of the steering wheel when the message **Automatic steering active. Please check surrounding area.** is displayed.
5. Accelerate carefully.
6. If a chime sounds, the indicator turns on or the prompt to drive forward appears, brake the vehicle.
7. At the end of the exiting procedure, a message appears and a chime sounds.
8. Take over steering with the steering wheel at the angle set.
9. Drive the vehicle out of the parking space →⚠.

⚠ WARNING

When you maneuver out of a parking space, there is a danger of pulling into moving traffic. Accidents and serious or fatal injuries may occur.

- Only drive the vehicle out of the parking space when the traffic situation allows it.

Troubleshooting

Park Assist is canceled automatically

Park Assist will end the parking process if one of the following situations occurs:

— P is pressed.

— The driver takes over steering.

— The driver's door is opened.

— The time limit or number of movements for the parking process is exceeded.

— ASR is switched off or it engages.

— There is a system malfunction.

1. Restart the parking process.

Park Assist is active and supports steering movements when the vehicle is stationary

If Park Assist attempts to turn the steering while the vehicle is stationary, the white symbol appears in the digital instrument cluster display.

1. Press the brake pedal.

After a wheel change, Park Assist parks inaccurately

If, after a wheel change, Park Assist parks inaccurately, e.g. with an increased or reduced distance from the curb, the system may have to reacquire the wheel sizes.

1. Drive the vehicle over a longer distance, including around bends.

   The Park Assist system automatically learns the new wheel sizes.

Rear Traffic Alert

The Rear Traffic Alert monitors the cross traffic behind the vehicle when reversing out of a space or maneuvering.

How it works

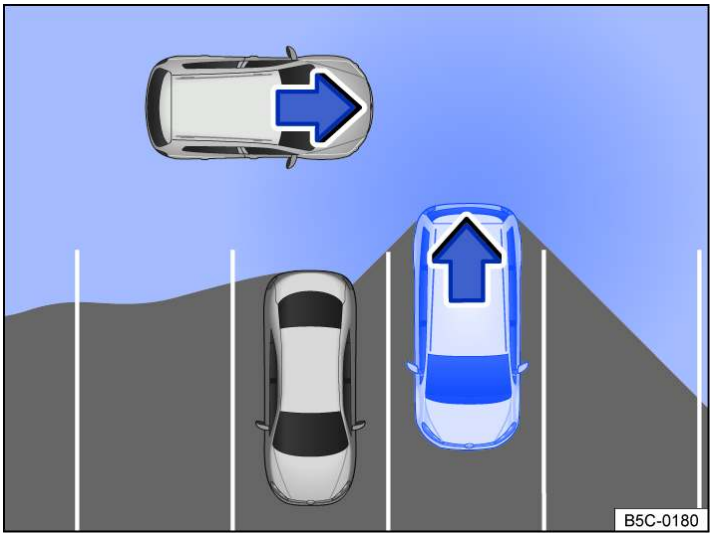


Fig. 1 Monitored area around the vehicle that is exiting a parking space (general example).

Radar sensors behind the cover of the rear bumper monitor the rear and side areas of the vehicle.

In the event of approaching, moving objects, the driver is warned of the obstacle → *fig. 1*, →⚠. A warning signal sounds and, depending on the vehicle equipment, a colored display of the obstacle area is shown in the Infotainment system → *fig. 3* or a warning light with a message is displayed in the digital instrument cluster.

Obstacle detected.

If the driver does not respond, automatic braking support may kick in *(→ Automatic braking support)*.

If Park Distance Control is deactivated, the driver cannot be sent any feedback. Rear Traffic Alert is also temporarily deactivated.

⚠ WARNING

Rear Traffic Alert is not a replacement for the driver's attention and works only within the system limits. The system may not react or may not react in time in response to stationary, slow-moving or rapidly approaching objects. If you are careless, there is a risk of accidents, serious injuries and death.

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when leaving a parking space.
- React quickly to the visual warnings and warning chimes of the Rear Traffic Alert system.

Also take note of the troubleshooting for the parking systems *(→ Parking systems)* and the Park Distance Control *(→ Park Distance Control (PDC))*.

Switching on and off

1. Press the button for driver assistance systems on the steering wheel to select the function in the digital instrument cluster.

   Or: depending on the vehicle equipment, open the **Parking and maneuvering** menu in the vehicle settings of the Infotainment system *(→ Vehicle settings menu)*.

2. Switch Rear Traffic Alert on or off.

This setting can be saved in the driver personalization user profiles and can be changed automatically when the user account is switched.

Screen display

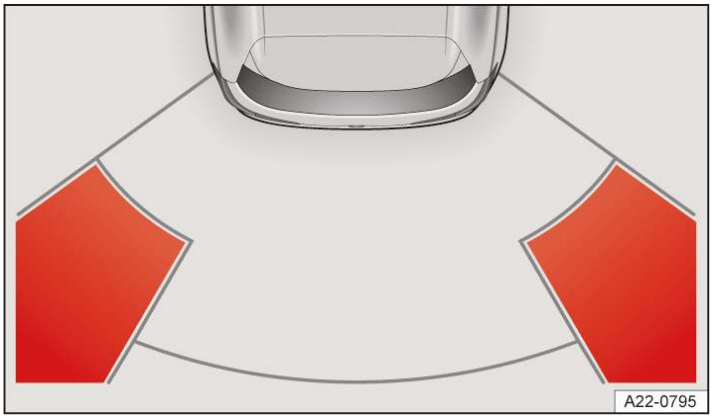


Fig. 2 Infotainment system: Rear Traffic Alert display with the rear sensors (depending on the vehicle equipment).

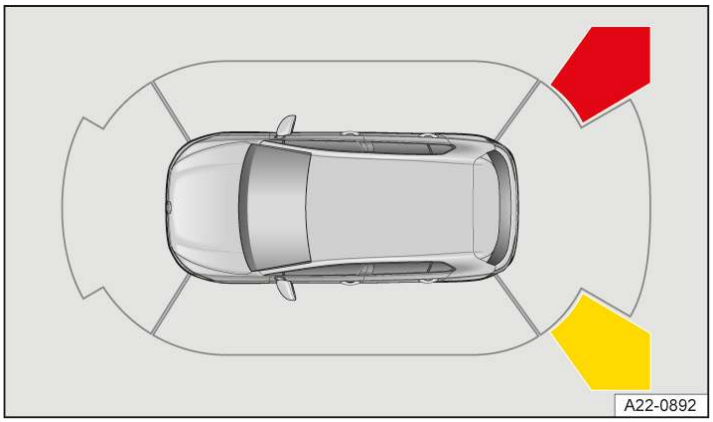


Fig. 3 Infotainment system: Rear Traffic Alert display (general example).

Red section of the image: nearby obstacle. The vehicle is at risk. Reverse out of the space carefully and brake if necessary.

Yellow section of the image: other road users in the vicinity of the vehicle.

Volume adjustment

The volume of the warning signal can be adapted via the rear volume adjustment of Park Distance Control.

1. Open the vehicle settings of the Infotainment system.
2. Open the menu for the Park Distance Control.
3. Set the value for **Rear volume**.

Driving with a trailer

Rear Traffic Alert cannot be activated if a trailer is connected to the electrical system. After disconnecting the trailer connection, Rear Traffic Alert will be reactivated after an ignition cycle.

If the trailer hitch was not installed at the factory, Rear Traffic Alert must be manually deactivated.

Introduction

WARNING

Loose objects can be thrown around the inside of the vehicleduring sudden driving or braking maneuvers. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Store objects in only closed storage compartments.
- Always keep the storage compartments closed while driving.
- Do not place mobile devices or similar objects in the rear center armrest storage system while driving.
- Only hang lightweight clothing, up to a maximum of 2.5 kg (approximately 5.5 lbs), from the coat hooks in the vehicle.
- Never leave heavy, hard or sharp objects in clothing pockets.

WARNING

Incorrect usage of the cup holders can cause injuries. While driving, during a sudden braking maneuver or in the event of an accident, objects in the cup holder may be thrown around and hot drinks may be spilled. This can cause serious injuries or serious burns.

- Only stow soft, break-resistant, closed vessels in the cup holder.
- Always use the storage systems integrated into the rear center armrest in the locked end positions.
- Do not place hot beverages in the cup holders.
- Take care that only suitably sized drinks are stored in the cup holder. Drinks must always be steady and secure in the cup holder.

WARNING

If the glove compartment is open while you are driving, objects may be flung into the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Always keep the glove compartment closed while driving.

WARNING

Lighters in the vehicle can become damaged or ignite unintentionally, for example due to high surface temperatures. This can cause severe burns and vehicle damage.

- Before closing compartments or storage areas, always make sure that there are no cigarette lighters near the sections that will be closing.
- Never place lighters in compartments, in storage areas, or on other surfaces in the vehicle.

WARNING

Closed beverage bottles can explode from heat and burst from frost in the vehicle and cause serious injuries.

- Never leave closed beverage bottles in an extremely hot or extremely cold vehicle.

WARNING

Objects placed on the surface behind the rear seat backrest could affect the workings of the Automatic Rollover Support System and be thrown through the vehicle interior. This can cause a loss of vehicle control, and can cause accidents and serious or fatal injuries.

- Never place objects on the surface behind the rear seat backrest.
- Keep the working range of the Automatic Rollover Support System free of objects.

NOTICE

Objects stored in the vehicle may be damaged by strong sunlight or the effects of heat or cold or cause damage to the vehicle.

- Never leave any objects, groceries, or medications that are sensitive to temperature in the vehicle interior.
- Bear in mind that objects made from transparent materials, e.g. transparent suction cups on door windows, can concentrate sunlight.

NOTICE

Depending on the vehicle equipment, the rear center armrest may have a storage system. Folding in the rear center armrest with the storage system open can damage the cup holder.

- Before folding in the rear center armrest, make sure that objects have been removed and that integrated storage systems are closed or folded in.

Ashtray and cigarette lighter



Fig. 1 In the center section of the center console: cigarette lighter (depending on the vehicle equipment).

1. Press the cigarette lighter knob into the port when the ignition is switched on.

   When the wire spiral is hot enough, the knob pops out.

2. Pull out the cigarette lighter →⚠.

⚠ WARNING

Incorrect use of the cigarette lighter or the ashtray can cause fires, burns, and other serious injuries.

- Only use the cigarette lighter correctly.
- Never leave children unattended in the vehicle. The cigarette lighter can be used when the ignition is switched on.
- Never place paper or other objects that could ignite in the ashtray.

The cigarette lighter port can also be used as a 12 V power socket *(→ Sockets)*.

Introduction

Electrical devices can be connected to the sockets in the vehicle.

The 12 V socket only works when the ignition is switched on.

WARNING

Using sockets and connected electrical devices incorrectly can cause fires and serious or fatal injuries.

- If the electrical devices become too warm, turn off the devices immediately and disconnect them.
- Be aware that sockets and devices connected to them may still be used, e.g. by children in the vehicle, when the ignition is switched off.

NOTICE

Electrical devices that are unsuitable, not permitted, or connected incorrectly may cause damage to the vehicle or electronics.

- Never connect electrical devices that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.
- Only use electrical devices that are checked according to country-specific directives.
- Do not use any malfunctioning electrical devices or devices with a damaged wire.
- To reduce the risk of damage from voltage fluctuations, turn electrical devices off before switching the ignition on or off and before starting the engine.
- Refer to the operating instructions for the electrical devices.

NOTICE

The vehicle electrical system can be damaged when the maximum load is exceeded.

- Never connect electrical devices that draw more than the specified load to a 12 V or 230 V socket.

The 12 V vehicle battery will drain if the ignition and electrical devices are switched on while the engine is switched off.

Unshielded devices can cause malfunctions in the radio, the Infotainment system and in the vehicle electronics, depending on the vehicle equipment.

12 V socket

Do not exceed the maximum power of the sockets. The power draw of the external devices is indicated on their identification labels.

12 V socket



Fig. 1 In the bottom part of the center console: folding 12 V socket (general example).

The total continuous output of all 12 V sockets in the vehicle is 120 W.

The maximum power of a 12 V socket in the vehicle with the engine running totals 180 W.

NOTICE

Using 12 V sockets for too long at maximum power can cause the fuse to blow.

- Never use 12 V sockets at their maximum power for longer than 10 minutes.
- Only ever use a single 12 V socket at maximum power.

Introduction

You can charge mobile devices in the vehicle either wirelessly or by using the built-in USB-C connectors.

WARNING

Notifications on the cell phone display may distract the driver. This can result in accidents and serious injury or death.

- Always drive attentively and responsibly.
- Never use the cell phone while driving.

WARNING

Loose objects in the storage compartment can be thrown around the inside of the vehicle during sudden driving or braking maneuvers. This can result in accidents and serious injury or death.

- Make sure that no objects interfere with the closing function of the cover.
- Always keep the cover closed while driving.

WARNING

Metal objects on the shelf can become very hot. This may cause burns or fires.

- Do not place metal objects or objects with metal components on the wireless charging shelf.
- Remove any foreign objects immediately.

NOTICE

If cards or other objects with magnetic strips or with chips are placed on the rear shelf for wireless charging, the data stored on these may be damaged.

- Do not place any ID cards, debit cards or credit cards with magnetic strips or chips on the wireless charging shelf.

The cell phone can become hot during cordless charging. Depending on the vehicle equipment, some liner mats have ventilation grooves. Keep the vents clean as they improve the air supply around the cell phone.

Using the Charging Function

Charging with USB-C Connectors

The vehicle may contain the following USB-C ports:

Symbol for a USB port for data transfer and the charging function.



Symbol for a USB port only for the charging function.

Available Charging Power

Voltages up to 20 V are provided via the USB port, which enables up to 45 W charging power.

Depending on the vehicle equipment, the following charging profiles may be supported by the USB connections:

— USB 2.0 standard charging (2.5 W).

— USB BC1.2 (7.5 W).

— USB-C charging (15 W).

— USB power delivery (up to 45 W).

The actual charging power of the connected device depends on the following aspects:

— Supported charging profiles.

— Device charge level.

— Device temperature.

— Charging cable used.

For double USB ports, the charging power can be split between both ports.

Wireless charging function



Fig. 1 In the center console: liner pad for wireless charging function (general example). The charging capacity is 15 W.

The wireless charging function depends on the vehicle equipment and may not be available in all countries or regions.

The wireless charging function uses electromagnetic induction to transfer energy wirelessly over short distances for Qi-capable cell phones.

The lining mat with a shelf for the wireless charging function is located in the area of the center console and is designed for only one Qi-capable cell phone at a time → *fig. 1*.

On some vehicles, the liner pad has a telephone or lightning flash symbol indicating the center position → *fig. 1*.

Input voltage and current: 14 V (DC)/between 0.8 A and 3.5 A.

If the vehicle interior is cooled by the air conditioner, cool air is directed into the storage compartment, depending on the vehicle equipment.

Qi Standard

The Qi standard enables wireless charging of suitable Qi-certified cell phones. To find out whether a cell phone supports the Qi standard, see the cell phone operating instructions. An overview of Qi-certified cell phones can be viewed under the following external link of the Wireless Power Consortium, Inc:

https://www.wirelesspowerconsortium.com/products

Volkswagen AG assumes no liability for the completeness and accuracy of this list. The manufacturer of the cell phone may provide additional information regarding compatibility.

Cell phones that are not Qi-certified may be subject to limitations with regard to wireless charging.

The Qi symbol ⏀ is displayed in the Infotainment system to indicate the status of wireless charging.

Wireless Cell Phone Charging

Requirements

✓ The optimum operating temperature in the vehicle for the wireless charging function is between -40 °C and +35 °C (approx. -40 °F and +95 °F).

✓ A suitable cell phone that is no larger than the designated rear shelf and is Qi-certified.

1. Remove any foreign objects from the storage compartment prior to charging *(→ Charging Options for Mobile Devices)*.
2. Remove the protective case of the cell phone and any other foreign objects (if present), then place the cell phone completely flat at the center of the shelf with the display facing upward, or insert the cell phone into the holder.

   The charging process starts automatically.
3. Refer to the operating instructions for the cell phone.

The Infotainment system informs you when the charging process is starting and, if applicable, if there are any foreign objects with metal components in the storage compartment.

Depending on the vehicle equipment, the charging function can be deactivated manually in the Infotainment system.

If the ambient temperature is outside the temperature range of -40 °C to +35 °C (approximately -40 °F to +95 °F), the charging process may be interrupted or the charging duration extended.

Wireless charging will start working normally again as soon as the ambient temperature is back within the temperature range.

Meaning of the Qi symbols

The number of Qi symbols displayed in the Infotainment system varies depending on the vehicle equipment.


The white Qi symbol with the on and off switch symbol indicates that wireless charging is switched off.


The white Qi symbol indicates that the cell phone is charging.


The red Qi symbol indicates that wireless charging is not possible.

Depending on the vehicle equipment, tap the Qi symbol for an explanation of the status and, if necessary, to switch on wireless charging.

Troubleshooting

Cell phone is not Charging

A message regarding a foreign object in the storage compartment may be displayed in the Infotainment system.

If the cell phone is in an unfavorable position on the liner mat, this can impair the charging function. This can be caused by changes in position – even small shifts that may occur as a result of vibrations, for example.

The position of the cell phone must be corrected in order to restore correct charging function.

1. Align the cell phone centrally on the shelf.

The charging function can also be impaired by metallic parts – in particular, magnetic parts of a cell phone or its protective case.

1. Rotate the cell phone approx. 180° with the display still facing upwards on the shelf.

If cards or other objects with magnetic strips or with chips are placed on the liner pad for wireless charging, the data saved on these may be damaged.

Depending on the vehicle equipment, an error message with the red Qi symbol may be displayed in the Infotainment system. In these conditions, it is not possible to use the cordless charging function.

1. Remove IDs, bank cards and credit cards with magnetic strips or with a chip from the liner pad. The error message is automatically closed.

   You can then charge the cell phone again with the wireless charging function.

If the cell phone on the liner pad becomes too hot, it may switch off for safety reasons. In these conditions, it is not possible to use the cordless charging function.

1. Take the cell phone off the liner pad and allow it to cool in another storage compartment. You can then charge it again with the wireless charging function.

Cyber security

Cyber security describes measures that reduce the risk of illegal access to vehicle functions, data and control modules caused by malware or an Internet attack. Of all the components in the vehicle, connectivity components are most at risk of unauthorized access or cyber attacks.

Connectivity components comprise control modules for data transfer, interfaces, media and diagnostic connections through which information and data is exchanged between the vehicle and mobile devices or the Internet.

Connectivity components are equipped with security mechanisms to minimize the risk of unauthorized access to vehicle systems.

Connectivity components include in particular:

— Diagnostic connection port

— Control module with eSIM card.

— Phone interface

— App-Connect.

— Wi-Fi® hotspot.

— NFC radio technology.

— Bluetooth® interface.

— USB port.

— SD card slot.

The type and number of connectivity components present in your vehicle depends on the vehicle equipment and the country.

Software and security mechanisms

Software and security mechanisms available in the vehicle undergo continuous development. Similar to computers or operating systems on cell phones, software and security mechanisms in the vehicle may also be updated at various times.

Updates improve the security, stability and operating speed of vehicle systems. The update is a preventative measure, for example, to protect from malware and to optimize functionality.

An update is used to update the software of control modules in the vehicle.

Depending on the vehicle and country, there are two ways to update your vehicle:

— Updates by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Updates via an Over-the-Air Update.

WARNING

Malware can access data and information stored in the control modules, in the Infotainment system and on connected or paired mobile devices. In spite of the integrated security mechanisms and regular updates carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility or an over-the-air update, malware can cause damage and malfunctions in control modules and the vehicle. In the same way, connecting mobile devices that are infected with malware to the vehicle can result in damage to and malfunctions in control modules and the vehicle. The damage can lead to a complete loss of your data and malfunctions can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal, reduce your speed in a controlled manner and contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Perform pending updates as soon as possible once they are made available or have them performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Protect your mobile devices with a suitable antivirus program and by taking commonly known precautions. Regularly update the antivirus program using the supplied updates provided by the vendor.

Minimizing risks

You can actively help to reduce the risk of unauthorized access to vehicle systems and functions by following these guidelines:

— Do not use data carriers, Bluetooth devices and cell phones in the vehicle that contain any manipulated data or malware.

— Ensure that updates are installed by a suitably qualified workshop as soon as possible once they are made available. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. If you have the option to carry out Over-the-Air Updates depending on the vehicle and country, request the update download and install the update as soon as the download has been completed. If an Over-the-Air Update is ignored multiple times by the driver, a suitably qualified workshop must be contacted for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only have the vehicle repaired and serviced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Over-the-Air Updates keep the software of your vehicle up to date, e.g. to optimize functionality and protect against malware.

Over-the-Air Updates and app updates

Depending on the vehicle equipment, two types of updates are offered for your vehicle: Over-the-Air Updates and app updates.

The Over-The-Air Updates are extensive and update the entire vehicle control software. App updates update the apps available in the vehicle.

Further information about app updates is available at *(→ In-Car Shop)*.

How can you tell that an Over-the-Air Update is available?

As soon as an Over-the-Air Update is available, it is displayed in the Infotainment system.

If multiple Over-the-Air Updates are available for the vehicle at the same time, one Over-the-Air Update must be completed successfully before the next Over-the-Air Update can be started.

It is in your best interests to perform Over-the-Air Updates as promptly as possible. If the driver fails to perform an over-the-air update multiple times, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

In very rare circumstances, it is possible that a control module may no longer work properly after an Over-the-Air Update. Malfunctions in a control module and the vehicle can cause serious accidents and fatal injuries.

- If the vehicle works or reacts differently to normal while driving, reduce your speed in a controlled manner.
- Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If the digital instrument cluster malfunctions after an Over-the-Air Update, it will not be possible to display instruments, warning lights, symbols or messages. Driving with a malfunctioning instrument cluster can lead to serious accidents and fatal injuries.

- Do not use the vehicle. Contact Volkswagen Customer CARE.

NOTICE

If special modifications are made to vehicles outside of the responsibility of Volkswagen AG, such as for service vehicles or taxis, there is a risk that these special functions, e.g. taximeter, will no longer work properly after an Over-the-Air Update.

- Contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility before performing an Over-the-Air Update.

Measures to increase performance or efficiency (e.g. engine tuning) that are not performed by Volkswagen may be reverted by an Over-the-Air Update.

Depending on the vehicle equipment and in some countries, “release notes” that describe the changes to the vehicle status may be displayed in the Infotainment system once before or after an Over-the-Air Update.

During the update, it is possible that installed apps may be adapted to the versions included in the update package. This can mean both an upgrade and a downgrade.

Requirements for an Over-the-Air Update

The following requirements must be met for an Over-the-Air Update to be downloaded and the software installation for an Over-the-Air Update to be carried out:

✓ The “Over-the-Air Update” function is available in your country.

✓ The vehicle is in an area with enough mobile network reception.

✓ The 12-volt vehicle battery is sufficiently charged.

Downloading and installing an Over-the-Air Update

Download costs

An Over-the-Air Update is downloaded via the factory-installed control module with an eSIM card and is free of charge. Volkswagen pays the connection charges.

Time of download

The download takes place automatically without a prior notification and is possible even while driving. As soon as the download has been completed, you will receive a message regarding a pending Over-the-Air Update.

The download time depends on the network quality, file size and Over-the-Air Update type. It may be the case that the download is interrupted. In this case, the download will resume when the ignition is switched on.

Prerequisites for installation

— The vehicle is parked safely in accordance with legal requirements and local conditions .

— The previous Over-the-Air Updates have been installed.

Installing the Over-the-Air Update

Select a time for the Over-the-Air Update when the vehicle does not need to be driven by you or anyone else. Note the estimated duration of installation, which is displayed in the Infotainment system.

WARNING

Control modules are deactivated and will not be operational for the duration of the installation. Driving with deactivated or non-functioning control units can lead to accidents and fatal injuries.

- Never operate your vehicle during installation.

1. Park the vehicle safely in accordance with the legal requirements and local conditions.
2. Stop the engine and apply the parking brake.
3. Close all windows and doors, the trunk lid and – if available depending on the vehicle equipment – the tilting and sliding panoramic sunroof.
4. Confirm installation in the Infotainment system.
5. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
6. Exit the vehicle, taking all vehicle keys with you.
7. Lock the vehicle.

Functional limitations during installation

The control modules, the main computer, functions and displays will not be available during installation. Do not use the vehicle during this process and do not operate the Infotainment system.

— Connected services are not available.

— The Emergency Call Service, Roadside Call Assist and the legally required eCall Emergency System are not available.

— Park Distance Control is not available.

After installation

After installation and before starting the engine, read the message regarding completion of the installation in the Infotainment system or instrument cluster. The vehicle usually requires a certain time to display the status of the over-the-air update. For further information about the update, refer to the release notes.

— After successful installation, you can continue to use the vehicle again.

— If installation is unsuccessful: *(→ System update)*.

Viewing release notes

1. **Settings ▶ System information ▶ Update software**.
2. In the update history, select the corresponding installed update and view the release notes.

Troubleshooting

Installation of an Over-the-Air Update has failed

If the installation of an Over-the-Air Update was not successful, you will be informed of this in the Infotainment system. There is a risk that control modules may no longer function or not function correctly and that functions and displays will not be available until the error is rectified.

Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Can I interrupt the installation of an Over-the-Air Update?

No, this is not possible.

What happens if the installation of an Over-the-Air Update is interrupted?

If the installation is interrupted, e.g. due to damage to the vehicle's electrical system, control modules may not be updated and may be damaged by the incomplete installation of the Over-the-Air Update.

Introduction

Mobile devices can be connected to the Infotainment system via the wired and wireless connections in the vehicle.

The type and quantity of wired and wireless connections depend on the vehicle equipment.

In wired connections, only use the original connecting cable that belongs to the device or the connecting cable that was placed in the vehicle at the factory, if available.

If the plug on the connector cable cannot be inserted, check the position and the connections.

NOTICE

If you use unsuitable or damaged connection cables, or if you insert the plug on the connection cable with excessive force or in the wrong position, this can lead to malfunctions and damage to the device.

- Only use suitable and undamaged connector cables.
- Hold the plug on the connector cable in the correct position and insert it into the intended socket while pressing lightly.
- Make sure the connector cable is not trapped or bent excessively.

If a connected device is not recognized, disconnect all connected devices and then reconnect the device. Check the function of the connector cable used, if necessary.

If malfunctions occur in a connected device, restart the device. This sometimes fixes the error.

USB port

Using the USB port, you can transfer data and charge devices or only charge devices.

USB-C port



Fig. 1 USB-C connection in the vehicle (general example).

The vehicle may contain the following USB-C ports:

Symbol for a USB port for data transfer and the charging function.

Symbol for a USB port only for the charging function.

You can find information about charging options and charging capacity in this Owner's Manual *(→ Charging Options for Mobile Devices)*.

Possible USB port installation locations

The number and installation locations of the USB ports depend on the vehicle equipment and are not available in all countries.

— In the center console.

— In front of the roof console.

— At the base of the interior rearview mirror.

— In the storage compartment in the center console.

— In the compartment underneath the center armrest.

— In the armrest in the third row of seats.

— At the rear on the center console for the second row of seats.

USB ports at the rear seats only come with a charging function.

Available Data Transfer Functions

The following USB data transfer functions are available depending on the vehicle equipment:

— App-Connect .

— Media playback .

— Update, e.g. of the navigation data .

Instructions and restrictions

— Only use suitable USB connection cables. The USB connection cable must be compatible with the USB port installed in the vehicle.

— Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

— Difference in quality between data carriers from different manufacturers can cause problems with media playback.

— Using USB extension cables, USB adapters or USB hubs may result in malfunctions or failure of the USB functions.

Bluetooth® Interface

The Bluetooth interface is a wireless connection. In Bluetooth audio mode, audio files on a mobile device that is connected via Bluetooth, such as a cell phone, can be played through the vehicle speakers.

Bluetooth audio is only possible in vehicles that are equipped with a factory-installed phone interface that supports this function.

Bluetooth profiles

A maximum of three mobile devices can be connected via Bluetooth at the same time: two for phone and one for music playback.

The following Bluetooth functions are supported:

— Access to phonebook and call lists.

— Access to SMS and e-mail.

— Using a phone and speakerphone.

— Music playback.

— Displaying and operating music playback.

— Transferring cover arts.

Requirements for using the Bluetooth interface for music playback

✓ The mobile device supports the Bluetooth profile Advanced Audio Distribution Profile (A2DP).

✓ The audio and media transfer to the Infotainment system must be allowed in the settings on the mobile device.

You can find more detailed information about using the mobile device for music playback in this Owner's Manual .

Pairing a mobile device with the vehicle via Bluetooth

There are various options for pairing your mobile device with the vehicle via Bluetooth. The easiest way is pairing via one of the following apps: **Phone** or **Radio/Media**.

Pairing via the **Phone** app

1. Open the app overview and tap **Phone**.
2. Follow the instructions in the Infotainment system.
3. To connect another mobile device if mobile devices are already connected, tap ⚙ ▶ **Select cell phone**.
4. Select the mobile device to be connected.

Pairing via the **Radio/Media** app

1. Open the app overview and tap **Radio/Media** ▶ **Media** ▶ **Source** ▶ **Bluetooth**.
2. Follow the instructions in the Infotainment system.
3. If **Bluetooth** is already selected under **Source** but another mobile device is to be used, tap **Source** ▶ **Bluetooth** again.

   Or: tap **Radio/Media** ▶ ⚙ ▶ **Select Bluetooth device**.

Pairing via the Manage mobile devices menu

If pairing via the **Phone** or **Radio/Media** app is not successful, pairing can also be performed in the ⚙ ▶ **Manage mobile devices** menu.

1. In the app overview, tap ⚙ ▶ **Manage mobile devices**.
2. When set to factory settings, both Bluetooth and visibility are always activated. If Bluetooth should be deactivated, tap ⚙ and activate **Bluetooth** and **Visibility**.
3. Open the list of available Bluetooth devices on the mobile device and select the Bluetooth device name for the Infotainment system. When set to factory settings, the Bluetooth device name of the Infotainment system is “my VW” and the final four numbers of the VIN.
4. Pay attention to notifications on the mobile device and in the Infotainment system, and confirm these if necessary.

   If the pairing was successful, the data on the mobile device will be saved in the user profile.
5. *Optional:* confirm the notification for transferring data on the mobile device.

You generally only need to pair a mobile device once. You can re-establish the mobile device's connection to the Infotainment system at any time via Bluetooth without re-pairing the mobile device.

The extent to which the mobile device connected via Bluetooth can be controlled via the Infotainment system depends on the mobile device.

You can find more detailed information about using a mobile device via a Bluetooth connection in this Owner's Manual .

All warning and operation tones on connected mobile devices, such as touch tones on a mobile device, should generally be switched off to avoid interference and malfunctions.

Introduction

You have two options for using Internet in the vehicle:

— Via the Wi-Fi® hotspot on a mobile device, e.g. cell phone.

— Via the eSIM of the vehicle *(→ Wi-Fi)*.

The possible types of internet connections depend on the country and the vehicle equipment and the Infotainment system being used.

The vehicle is equipped with a embedded digital SIM that enables the mobile data connection for services such as remote access to the vehicle and other networked functions.

Regardless of how you establish the Internet connection, whether via the Wi-Fi hotspot on a mobile device or via the eSIM of the vehicle, you can use the Infotainment system as a Wi-Fi hotspot for eight other mobile devices *(→ Wi-Fi)*. This function depends on the vehicle equipment and is not available in all vehicles.

When using the Wi-Fi hotspot on a mobile device, depending on your mobile data rate, additional costs, such as roaming fees, may result from downloading and using data plans online, especially in other countries. Volkswagen recommends using a mobile phone plan with a flat rate data package due to the possible volume of data. Information on this can be obtained from the mobile network provider.

In order to use the eSIM, you need to purchase data plans via the web shop of Volkswagen's external mobile communications partner. However, you do not need any data plans from the external mobile communications partner in order to use Volkswagen AG's connected services. This requires a contract for using connected services, which may be subject to a charge.

Setting up the Internet connection

Activating the Internet Connection via the eSIM

1. In the app overview, tap ⚙ ▶ **Data connection**.
2. Activate **Streaming via integrated data connection (eSIM)**.

Using an Internet connection via a mobile device

1. Activate tethering/Wi-Fi hotspot on the mobile device, see the manufacturer's operating instructions.
2. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Wi-Fi:** ▶ **Search for Wi-Fi**.

   The Infotainment system scans for Wi-Fi hotspots in the area. This scan process can take a few seconds. Searching for available networks will start and lasts until **Search for Wi-Fi** is deactivated again.
3. Select the Wi-Fi network for the desired mobile device.
4. Enter the mobile device network key in the Infotainment system and confirm it.

   The Wi-Fi connection between the mobile device and the Infotainment system is established. It may be necessary to enter additional information on the mobile device to complete the connection.

Due to the large number of mobile devices that are available, there is no guarantee that all functions will always be available.

The availability of the function for using the Infotainment system as a Wi-Fi hotspot depends on the country and may vary.

The Wi-Fi connection can only be established for secured Wi-Fi networks that support the WPA2 or WPA3 standard. Older encryption methods and open networks are not supported.

Setting Up and Deactivating a Wi-Fi® Hotspot

Setting Up a Wi-Fi Hotspot

You will need to enter information both in the Infotainment system and on the mobile device.

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. To activate the Wi-Fi hotspot, tap **Use as hotspot**.
3. Search for the network name of the Wi-Fi hotspot displayed in the Infotainment system on the mobile device.
4. Enter the password displayed in the Infotainment system on the mobile device and confirm.

   The Wi-Fi connection is established. It may be necessary to enter additional information on the mobile device to complete the connection.
5. *Optional:* repeat this process to connect additional mobile devices.

The network name and password are generated automatically. You can then change the network name and password yourself.

Deactivating a Wi-Fi Hotspot

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Infotainment system as hotspot**.
2. To deactivate the Wi-Fi hotspot, tap **Use as hotspot**.

Quick connection with the Infotainment system

The quick connection function can be used to quickly and easily establish an encrypted Wi-Fi® connection by scanning a QR Code®.

If your cell phone's camera app cannot scan a QR Code®, install a suitable app to scan a QR Code®.

1. In the app overview, tap ⚙ ▶ **Wi-Fi** ▶ **Quick connection to infotainment system**.
2. Scan the QR Code® in the Infotainment system with the mobile device.

   The Wi-Fi connection is established. It may be necessary to enter additional information on the mobile device to complete the connection.

Technical Properties

The technical properties of the vehicle's Internet connections listed below depend on the vehicle equipment and are only available in some countries.

— Wi-Fi® according to IEEE 802.11 a/b/g/n/ac.

— 2.4 GHz and 5 GHz data transfer.

— Up to eight mobile devices can be connected at the same time.

— Internet connection via Wi-Fi:

  — Tethering via cell phone.

  — Hotspot for clients in the vehicle.

— Apple CarPlay® via Wi-Fi.

— Android Auto® via Wi-Fi.

— Simplified pairing process via QR Code®.

Possible data connection types

The available types of possible data connections depend on the vehicle equipment and are only available in some countries.

Mobile device:

Use the Wi-Fi hotspot on a mobile device *(→ Wi-Fi)*.

eSIM (embedded SIM):
The vehicle has a control module with installed SIM card (eSIM). In order to use the Wi-Fi hotspot, you need to purchase data plans via the In-Car Shop or via the web shop of Volkswagen's external mobile network provider.

Requirements

✓ **Network settings** ▶ **Allow Internet connection** is activated in the settings menu.

Or: **Data connection** ▶ **Integrated data connection** is activated.

Introduction to connected services

Use the connected services to connect your vehicle to the Internet. This gives you the option of expanding the scope of various vehicle functions with online functionalities, e.g. receiving real-time data for navigation. The basic availability of connected services depends on the country. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility to find out whether connected services are available in your country. You can find a description of all the available connected services and further information about registration and help online at:

www *https://connect.volkswagen.com*

You can find the myVolkswagen customer area online at:

www *https://www.myvolkswagen.net/start/en.html*

Connected services can only be activated after concluding a contract with Volkswagen AG for using connected services, which may be subject to a charge. Connected services are subject to a country-dependent term limitation.

The usage and availability of connected services can differ depending on the country, vehicle and vehicle equipment. For more information, refer to the General Terms and Conditions for the connected services.

Emergency calls and phone calls cannot be made and data cannot be transmitted in areas with poor mobile phone and GPS reception.

Observe the warnings .

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

Only download apps from a secure source, e.g. from the Volkswagen website, and only use the official Volkswagen app.

Volkswagen AG assumes no liability for data protection terms and terms of service when using services from other providers. Please inform yourself regarding the processing of personal data directly from the respective provider.

An overview of the connected services that are activated for you is available in the Infotainment system in the **Privacy settings and services** or **Privacy settings** *(→ Privacy settings)* menu, online in the myVolkswagen customer area or in the Volkswagen app (hereafter referred to as “app”).

Using connected services via the app may use data and lead to costs. If the contractually agreed volume of data is exceeded, the transfer rate will decrease, which may cause delays in using connected services.

Registering for connected services

To be able to use connected services in the vehicle, you must carry out the following steps:

1. Create a Volkswagen ID user account via myVolkswagen or in the Volkswagen app *(→ Volkswagen ID)*.
2. Create a new user profile depending on the vehicle equipment *(→ User management)*.

   Or: become a primary user *(→ User management)* and, if necessary, perform Volkswagen Ident procedures for using safety-relevant connected services *(→ Volkswagen Ident procedure)*.

Data processing

Applies to EU countries where the General Data Protection Regulation is in effect.

Vehicle and personal data are processed when using connected services. Data is exchanged via a protected connection and only on the basis of statutory provisions, contractual agreements or consent. You can limit or deactivate data transfer at any time via the privacy settings in the Infotainment system. Further information about the type, scope and purpose of the data processing and your rights can be found in the data protection notices in the Infotainment system under **Legal**.

Permanent transfer of the vehicle

If the vehicle has been purchased used or if the vehicle has been permanently transferred to you, connected services may already be activated and the previous user may be able to view data acquired by connected services and control certain functions of your vehicle.

You can see in the Infotainment system if your vehicle is assigned to a person as a primary user. In this case, restore the Infotainment system to factory settings and then register yourself as the primary user of the vehicle.

Requirements for Using Connected Services

To be able to make full use of the connected services, the following requirements must be met:

✓ The hardware for using connected services has also been ordered for the vehicle and installed ex works.

✓ The vehicle and user are in the area of use.

✓ It is possible to transfer data at the user's location and the vehicle's location without restrictions.

✓ The mobile device is compatible with the Volkswagen app.

✓ The privacy settings on the Infotainment system allow data to be transferred.

✓ The settings on the mobile device allow data to be transferred for connected services.

✓ A personal Volkswagen ID user account has been set up *(→ Volkswagen ID)*.

✓ There is a valid contract with Volkswagen AG for using connected services.

✓ A vehicle has been added to the Volkswagen ID user account *(→ Virtual vehicle)*.

✓ Neither the Online Connectivity Unit nor individual connected services are deactivated or disabled.

⚠ WARNING

Using apps, connected services and functions while driving can distract you from traffic. Driver distraction can cause serious accidents and fatal injuries.

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

⚠ WARNING

If you use connected services without due care or inadvertently, this may lead to people in and around the vehicle suffering serious or even fatal injuries, e.g. if they are inadvertently locked inside the vehicle.

- Always use connected services carefully and responsibly.

The vehicle added to the Volkswagen ID user account must first be driven a few kilometers before individual connected services can record, send and display correct data.

Do not share your login details, password or S-PIN with others, keep them safe from unauthorized access and ensure that they are not seen by others.

Change your password on a regular basis.

Situations that can affect system functions

Even if requirements for the usage of connected services have been met, the use of connected services may be impaired or blocked by various factors that are outside of the control of Volkswagen. In particular, this includes:

— Maintenance, repairs, deactivations, updates and technical improvements to the telecommunications systems, satellites, servers and databases.

— Switching the mobile network standard to transmit mobile data through the telecommunications provider, for example, from LTE Or UMTS to EDGE or GPRS.

— Switching off an existing mobile network standard via the telecommunications provider.

— Malfunction, impairment, or interruption of the mobile network and GPS reception, for example due to high speeds, solar storms, weather conditions, regional circumstances, malfunctioning equipment, and high mobile network usage in the applicable radio cells.

— If you are in a location with no or very poor cell phone or GPS reception. These locations may include tunnels, areas between tall buildings, garages, parking ramps, underpasses, mountains, and valleys.

— Limited availability of information or incomplete or incorrect information from third-party providers, such as on map displays.

— In countries, federal states and regions where connected services are not offered.

Activation-free Connected Services

The following connected services can still be used if the vehicle has not been added to a Volkswagen ID user account.

This is the maximum scope possible. Not all connected services are available in all vehicles and countries.

— Information call.

  Depending on the vehicle equipment, the vehicle may need to be added to a Volkswagen ID user account to use the “information call” connected service.

— Emergency Call Service .

— The legally required eCall Emergency System .

— Roadside Assistance Call without transfer of vehicle data.

  Depending on the vehicle equipment, the vehicle may need to be added to a Volkswagen ID user account to use the “Roadside Assistance Call” connected service.

Further information is available online in Europe and on Volkswagen's website.

Setting up a Volkswagen ID User Account

The Volkswagen ID user account offers personal access to Volkswagen's digital world. The Volkswagen ID user account enables users to log in to Volkswagen apps and web pages.

To be able to use the connected services, you will need a Volkswagen ID user account. You can register for the Volkswagen ID user account online at the Volkswagen website in the myVolkswagen customer area or via the Volkswagen app (hereafter referred to as "the app").

Registration via myVolkswagen

1. Open https://www.myvolkswagen.net/start/en.html.
2. Create a Volkswagen ID user account in the **Log in or register** area.
3. Follow the instructions on the screen.

Registration via the Volkswagen app

1. Install the Volkswagen app.
2. Follow the instructions in the Volkswagen app.

Changing and Deleting User Data from the Volkswagen ID User Account

You can change or delete your user data or login details. Any changes to your login details will also apply to all other Volkswagen systems that use the Volkswagen ID user account at the same time.

Changing User Data via myVolkswagen

1. In the myVolkswagen customer area, open **Profile & settings** and open one of the following areas:
   — **Volkswagen ID**.
   — **Privacy settings and consent**.
2. Tap **Volkswagen ID ▶ Change details**.
3. Change and save user data.
4. Adjust and save information in the **Privacy settings and consent** area as needed.

Deleting User Data via myVolkswagen

1. In the myVolkswagen customer area, tap **Profile & settings ▶ Volkswagen ID ▶ Delete data**.
   Your data will be deleted. Your Volkswagen ID user account will not be deleted.

Carrying Out Volkswagen Ident Procedures

To be able to use safety-relevant connected services, you must confirm the identity of the primary user. You can provide proof of identity either in person at an authorized Volkswagen dealer or authorized Volkswagen Service Facility, or via Volkswagen Ident procedures directly in the Volkswagen app.

1. If a message about identity verification is displayed when you use a safety-relevant connected service for the first time, refer to the information and tap **Start**.
2. Have an identification document ready.
3. Follow the instructions on the screen.

   If the identity verification is successful, this will be confirmed by a message.

Managing Vehicles

After you have set up your Volkswagen ID and created your Volkswagen ID user account in the process, you must add your vehicle to your Volkswagen ID user account using the 17-digit vehicle identification number. Once your vehicle has been added to your Volkswagen ID user account, you can activate connected services.

Adding vehicles

You can add vehicles either via myVolkswagen or via the app. Log in with your Volkswagen ID user account and follow the instructions in the appropriate area .

Depending on the vehicle equipment, you can create user profiles in your vehicle. If you wish to verify yourself as the primary user for the vehicle, refer to the chapter on the primary user *(→ User management)*.

If you add the vehicle to your Volkswagen ID user account, a user profile for the Volkswagen ID user account will not also be automatically created in the vehicle. To do this, you must log in to your vehicle in the Infotainment system as a new user or enter the activation code in the Infotainment system *(→ User management)*.

Removing the vehicle via the app or via myVolkswagen

If you are logged in to your vehicle as a user and delete this vehicle from your Volkswagen ID user account via the Volkswagen app or myVolkswagen, the user profile will also be deleted from this vehicle. If you remove the vehicle with which you have logged in to your vehicle as the primary user, the personalized data will be deleted. All users will be deleted in the vehicle, and will lose the rights assigned to their respective role to use connected services. To completely disconnect the connection between the vehicle and Volkswagen ID user account, the vehicle must be in online mode and have an Internet connection.

1. Open the vehicle overview and tap **Delete vehicle** or **Remove vehicle**.

Setting, Changing or Resetting the S-PIN

In addition to the password, the S-PIN is also requested as part of user authentication. The S-PIN protects security-related connected services from unauthorized access as the second security level.

The S-PIN is a four-digit number sequence that you set.

When creating your S-PIN, avoid numbers that are easy to guess and widely known dates of birth. You must keep your S-PIN strictly confidential. For security reasons, you should change your S-PIN immediately if your S-PIN becomes disclosed to a third party.

Setting the S-PIN via myVolkswagen and the Volkswagen app

— When adding a vehicle to the Volkswagen ID user account for the first time, you will be prompted to set the S-PIN.

— If the Volkswagen ID user account already has an S-PIN, the defined S-PIN will be retained.

The S-PIN should consist of four non-identical, non-consecutive (neither ascending nor descending) numbers.

Changing the S-PIN via myVolkswagen and the Volkswagen app

To change your S-PIN, you must enter and confirm both the previous and the new S-PIN.

— In myVolkswagen under **Profile and settings** ▶ **Manage S-PIN**, you can change the S-PIN.

— In the Volkswagen app, you can change the S-PIN in your user profile.

If you enter the S-PIN incorrectly multiple times, the input field will be locked for a period of time.

Resetting S-PIN

— In myVolkswagen under **Profile and settings** ▶ **Manage S-PIN**, you can reset the S-PIN.

— In the Volkswagen app, you can reset the S-PIN in your user profile.

If you are the primary user of the vehicle, you must authenticate yourself again as the primary user after resetting the S-PIN.

Getting Help

There are various sources of information for getting help with the function and use of individual connected services.

Help via myVolkswagen or the Volkswagen app

You will find information (depending on the country) on registering, individual services and frequently asked questions (FAQ) in the **Help & contact** area under **Help for apps and digital services**.

Introduction

Depending on the country and the vehicle equipment, you can create user profiles for different vehicle users. This allows you to personalize your vehicle, i.e. assign individual vehicle settings, e.g. for the air conditioner, to a user profile and open them directly the next time you start your journey.

To personalize your vehicle, user profiles must be created in the vehicle. To do this, create a Volkswagen ID user account, which you then link to your vehicle *(→ User management)*.

When the ignition is switched on, you will be asked which user profile you want to log in with. If the selected user profile has been protected with an S-PIN, the S-PIN must be entered. After selecting the desired user profile, the settings saved there are loaded in the vehicle.

You can activate the **Remember** option, so that you will no longer be prompted to enter your S-PIN when selecting the user profile. However, bear in mind that third parties then have access to your personal data.

Automatic assignment of a user profile to the vehicle key

If the driver logs into the vehicle with their user profile, the vehicle key that is active in the vehicle will be automatically assigned to their user profile. The active vehicle key is the one that the driver uses to open the vehicle. When the vehicle is next opened with an assigned vehicle key, the user profile assigned to the vehicle key is suggested as the first selection in the welcome menu. If a user profile is switched, the new active user profile will be assigned to the vehicle key that is active in the vehicle.

The automatic assignment of the vehicle key to the user profile can be deactivated under **Users** ▶ ⚙ ▶ **Assign vehicle key automatically**.

Description of user roles

Primary user

— The “primary user” is the person who orders the connected services for a vehicle using their Volkswagen ID user account and verifies themselves in the vehicle. The primary user should be the owner, keeper or another person who mainly uses the vehicle, e.g. the lessee, company car owner, and who is authorized for this role.

— One primary user can log in for each vehicle. When a new primary user is verified for the vehicle, the previous primary user automatically loses their user role and is informed of this.

Secondary user

— “Secondary user” is intended for users who regularly use the vehicle. The secondary users' position differs from that of primary users, in that they must be invited by the vehicle's primary user. The primary user may delete a secondary user at any time.

Guest users

— “Guest user” is intended for users who use the vehicle only occasionally or just once. The guest user can log in to any vehicle that can be used for this purpose. The cooperation of the primary user is not required. Any user may delete a guest user from the vehicle at any time. The guest user only has limited access to certain connected services.

Anonymous guest

— “Anonymous guest” is a non-personal user profile that exists locally in the vehicle and cannot be synchronized with the server, and is intended for people who have access to the vehicle but do not log in. This non-person-specific user profile is available once and cannot be deleted. The vehicle settings remain in the “anonymous guest” user profile until another user profile is selected.

If no user is logged in to the vehicle or a user is logged out, the “anonymous guest” user profile will be activated. The “anonymous guest” role will remain activated until a user has logged into the vehicle.

Opening user management

The user profiles available in the vehicle with the associated user roles can be viewed and managed in user management.

— After switching on the ignition, tap **Change user** in the welcome menu.

Or: tap **Users** in the app overview.

Becoming the primary user

The primary user should be the owner, keeper or another person who mainly uses the vehicle, e.g. the lessee, company car owner, and who is authorized for this role. The “primary user” role can only be assigned once per vehicle.

Depending on the vehicle equipment, you will need the two vehicle keys for your vehicle or the registration code and a valid contract for using connected services in order to verify yourself as the primary user. If you have not yet concluded a contract for using connected services, you can conclude this contract during the primary user verification process. To do this, you will need the Volkswagen app.

Verifying as the primary user with the two-key method

1. Open the **Become primary user** menu:
   - If no primary user is present in the vehicle yet, you will be asked if you want to become the primary user when the first user profile is created. If you want to become the primary user, tap **Become primary user**.
   - If a primary user already exists, but a different user should be the primary user, tap **User** ▶ **Settings** ▶ **Become primary user**.
2. Press on the first vehicle key.
3. Press on the second vehicle key.

   After the Infotainment system has processed the radio signals, you will become the primary user of the vehicle.

Verifying as the primary user with a registration code

After ordering connected services, a registration code will automatically be displayed to you.

The registration code is valid for 14 days. After this period, you will need to request a new registration code via the myVolkswagen customer area.

In the **Overview for my vehicle** area, all of the vehicles that have not yet been fully activated will have the registration code displayed under the vehicle. To continue the activation process, select **Finish activation**.

1. Have the registration code to hand in the vehicle that has been added.
2. Unlock the vehicle.
3. Switch on the ignition and keep it switched on until activation is successful.
4. In the switched-on infotainment system, tap ⚙ ▶ **VW Connect and Fleet Services** ▶ **Registration**.
5. Enter and confirm the registration code and wait until successful activation is confirmed in the Infotainment system.

Inviting secondary users via myVolkswagen

Depending on the vehicle equipment, you can assign permissions to other vehicle users after successful registering and verifying as the primary user.

1. Open the area **Vehicle user** ▶ **Manage users**.
2. Click **Invite as secondary user** next to the user who you want to invite as a secondary user.

   The invited person receives a notification in the app that they were invited as a secondary user. Once the person has accepted the invitation, you can activate the connected services for this person.

You can revoke invitations as needed in the **Manage users** area.

Creating new users

To create a new user profile in the vehicle, you must first create a Volkswagen ID user account via the Volkswagen app on your cell phone or via myVolkswagen online.

No user profile has been created in the vehicle yet

1. Switch the ignition on.
2. Tap **Log in**.

   The login menu is opened.
3. If no Volkswagen ID user account has been created, tap **Register**.
4. If a Volkswagen ID user account has already been created, enter an e-mail address and password and confirm them by tapping **Log in**.

   Or: tap Log in to log in via the QR Code®.

   In the top display bar, you can switch between logging in with the QR Code® or with e-mail and password at any time.

   Tap **Cancel** or **X** to return to the previous menu.
5. Follow the instructions in the Infotainment system.

User profiles have already been created in the vehicle

1. Switch the ignition on.
2. Tap **Change users** ▶ **New user**.

   Or: open the app overview and tap **Users** ▶ **Other** ▶ **New user**.

   The login menu is opened.
3. If no Volkswagen ID user account has been created, tap **Register**.
4. If a Volkswagen ID user account has already been created, enter an e-mail address and password and confirm them by tapping **Log in**.

   Or: tap Log in to log in via the QR Code®.

   In the top display bar, you can switch between logging in with the QR Code® or with an e-mail address and password at any time.

   Tap **Cancel** or **X** to return to the previous menu.
5. Follow the instructions in the Infotainment system.

Assigning the Vehicle Key

You can assign a valid vehicle key to your user profile manually. The settings for your user profile are automatically loaded and activated when the vehicle is opened with the assigned vehicle key.

1. Tap **My profile**.
2. Tap **Manual key assignment**.

   The view of the assigned vehicle keys opens.
3. Select the active vehicle key.
4. Change the name of the vehicle key if necessary.

The existing vehicle key assignment can be changed at any time. Anyone can reassign any vehicle key.

A vehicle key that is not assigned to a user profile is assigned to the last active user profile.

Protecting the user profile

Your Volkswagen ID user account and your user profile are protected by your personal password and/or your S-PIN. The password and the S-PIN can be changed via the app or on the Internet via myVolkswagen.

An S-PIN protects your user profile against unwanted changes as standard. If you have activated the **Save S-PIN** function in the welcome menu, your user profile is no longer protected. If you wish to protect your user profile again with an S-PIN, you can activate the S-PIN. It is then only possible to log in by entering the S-PIN. If you protect your user profile with an S-PIN, you must always enter your S-PIN before you begin driving.

1. Tap **User** ▶ ⚙ ▶ **Protect user profile**.
2. Activate **Protect user profile**.

Deleting a user

Every vehicle user can delete every user profile in the vehicle. Only the user profile is deleted from user management, but not the Volkswagen ID user account or data linked with the Volkswagen ID user account. If you also want to delete the link with the Volkswagen ID user account, the vehicle must be connected to the Internet.

Deleting the primary user

To delete the primary user, you have four different options:

1. Reset the Infotainment system to factory settings.
   — All user profiles and vehicle settings are deleted.
   — All users will lose the rights to the connected services assigned to the respective role.
2. Delete the user profile of the primary user.
   — The primary user is deleted. All other user profiles are still available in the vehicle.
   The rights assigned to the respective role are still available to all users.
3. Delete the user profile of the primary user and remove rights.
   — The primary user is deleted. All other user profiles are still available in the vehicle.
   The rights assigned to the respective role are no longer available to all users.
4. Verify as new primary user.
   — The former primary user and all other user profiles are deleted. The former primary user loses their rights to the connected services.
   — The rights assigned to the respective role are no longer available to all other users.

Deleting the primary user by resetting the Infotainment system to factory settings

1. In your privacy settings, activate “Share my position” or “Online” mode.
2. Reset the Infotainment system to factory settings .

If you choose different privacy settings, the primary user can remain on the server.

Deleting the user profile of the primary user

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.

   A menu with all user profiles registered in the vehicle opens.

2. Tap 🗑 next to the user profile of the primary user.

3. Confirm the prompt by pressing **Delete**.

   The current user profile of the primary user is deleted from the vehicle. The rights to fully use connected services and to manage the roles of the other users are retained. All other user profiles also remain available in the vehicle and keep their assigned role, and therefore also retain the rights to use the connected services as secondary users.

Removing rights as the primary user

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.

   A menu with all user profiles registered in the vehicle opens.

2. Tap 🗑 next to the user profile of the primary user.

3. Confirm the prompt by tapping **Remove**.

   The user profile of the primary user is deleted from the vehicle. You will lose your rights to use connected services as a primary user. The secondary users will therefore also lose their rights to use connected services as secondary users, even if the user profiles are still available in the vehicle.

Becoming the primary user

The verification of a new primary user deletes the former primary user from the vehicle.

Deleting other user profiles via Deleting users

Any vehicle user can delete a user profile from the vehicle. The Volkswagen ID user account belonging to the user profile is not deleted.

1. Tap **Users** ▶ ⚙ ▶ **Delete users**.

   A menu with all user profiles registered in the vehicle opens.

2. Tap 🗑 next to the user profile that is to be deleted.

3. Confirm the prompt by pressing **Delete**.

   The selected user profile is deleted.

Deleting a User Profile

The logged-in vehicle user can delete their own user profile and use the vehicle as an anonymous guest. The deleted user will retain their Volkswagen ID user account and their rights. If the primary user wishes to delete their own user profile, they can either only delete their user profile or withdraw their rights as primary user. In either case, all other user profiles will be retained in the vehicle. When changing ownership or permanently transferring the vehicle to third parties, Volkswagen recommends restoring the vehicle to factory settings.

1. Tap **Users** ▶ ⚙ ▶ **Delete user profile**.
2. Confirm the prompt by pressing **Delete**.

   The logged in user is deleted. The “anonymous guest” user profile is activated.

Troubleshooting

Where is my user profile?

If you have already created a user profile in the vehicle and you can no longer see it in the user management, it may have been deleted. Log in to the vehicle again *(→ User management)*.

I have forgotten my S-PIN

If you have forgotten your S-PIN, you can have it reset via myVolkswagen or via the Volkswagen app *(→ S-PIN)*.

I have forgotten my vehicle PIN

If you have forgotten your vehicle PIN, you can delete your user profile from the vehicle as a guest user or a local user. You must restore the factory settings of the Infotainment system if you are primary user of the vehicle *(→ User management)*.

Privacy settings

Using the “Privacy settings” function, the data transfer between the vehicle and the Internet can be approved or blocked in several stages via the Infotainment system.

The “privacy settings” function depends on the vehicle equipment and is not available in all Infotainment systems.

Note that every vehicle user can set up individual settings within the “privacy settings” function. These settings may be different to those desired by the vehicle owner.

Note that the privacy settings for vehicles that are assigned to a fleet, such as rental cars, may be different. Contact your fleet manager for more detailed information.

If data transfer is restricted, online vehicle functions, such as updates, cannot be carried out.

The same restrictions will apply to new online vehicle functions provided for the vehicle in the future.

Data transfer from mobile devices and their communication with the vehicle or online services required by law cannot be blocked or deactivated via the “Privacy settings” function.

Some online vehicle functions and tracking services depend on the vehicle equipment and are not available in all countries.

Internet connection

The following symbols are displayed in the top display bar of the Infotainment system, depending on the status selected:



Offline, no Internet connection.

Online, limited Internet connection speed.



Online, Internet connection available.

If the eSIM card malfunctions, there is no signal strength display.

The Internet connection can also be briefly activated by safety-related connected services or connected services required by law, even if “Maximum privacy” has been activated.

During this time, no online services are activated and no data is sent. Once the safety-related data or data required by law has been successfully transferred, “Maximum privacy” mode is automatically switched back on.

Deactivating the Internet connection



"Maximum privacy" mode.

— Online services are deactivated and cannot send any data.

Tracking functions do not function.

— The eSIM card is deactivated.

Vehicle functions that require an online connection via the eSIM card are deactivated.

— If the Internet connection is deactivated, the information and data stored in the control modules, such as emergency numbers, cannot be updated. Outdated information and data can impair functions and online services or make them unavailable.



In "Maximum privacy" mode, the information and data stored in the control modules, such as emergency numbers, cannot be updated. Outdated information and data can impair functions and online services or make them unavailable.

Activating the Internet connection without location data



"No position data" mode.

— The vehicle's current position is not transmitted.

Tracking functions do not function.

— The eSIM card is activated.

Vehicle functions that require an online connection via the eSIM card are activated.

Activating the Internet connection with Use location data



"Use my position" mode.

— The vehicle's current position is not shared with other people.

Tracking functions do not function.

— The eSIM card is activated.

Vehicle functions that require an online connection via the eSIM card are activated.

Activating the Internet connection with Share location data

 “Share my position” mode.

— Online services can send and receive data without restriction.

Tracking services are activated.

Primary and secondary users can access the vehicle's positioning data online via myVolkswagen or the app.

— The eSIM card is activated.

Vehicle functions that require an online connection via the eSIM card are activated.

If the eSIM card malfunctions, there is no signal strength display.

The Internet connection can also be briefly activated by safety-related connected services or connected services required by law, even if “Maximum privacy” has been activated.

During this time, no online services are activated and no data is sent. Once the safety-related data or data required by law has been successfully transferred, “Maximum privacy” mode is automatically switched back on.

Opening the Privacy settings and services menu

1. Switch the ignition on.

   The set mode for the “Privacy settings” function is displayed in the upper display bar in the Infotainment system.

2. In the app overview, tap ▶ **Users** ▶ ⚙ ▶ **Privacy settings and services**.

3. Select the preferred mode.

Managing Connected Services

The following functions are available with the Manage online services tool in the Infotainment system, depending on the vehicle equipment and the country:

— Query which connected services are currently available in the vehicle.

— Display the number of activated and deactivated connected services.

— Activate or deactivate individual connected services.

Further information:

www *https://connect.volkswagen.com*

Opening Manage online services

1. In the app overview, tap **Users** ▶ ⚙ ▶ **Privacy settings and services**.

If you individually deactivate all connected services, the control module with the eSIM card can continue to transfer data.

Setup

Connected services can be individually activated or deactivated. To do so, open the drop-down list for the service and select the desired option.

If data transfer is restricted due to the “Privacy settings” function, activation or deactivation of individual services is not possible.

The adjustment options depend on the vehicle equipment and are not available in all countries.

1. Open Manage online services.
2. Tap **Display services**.
3. Select the preferred setting.

All
Display an overview of the connected services available in the vehicle.

Activate
Activate one or more connected services.

Deactivate
Deactivate one or more connected services.

Deactivating connected services

The following functions are available for deactivating and activating connected services:

— Central deactivation or activation via the Infotainment system *(→ Privacy settings)*.

— Individual deactivation or activation via myVolkswagen or the app.

You will not be able to use these connected services again until they have been reactivated.

Some connected services can only be jointly activated or deactivated, even if they are listed individually in the menu.

If you individually deactivate all connected services, the control module with the eSIM card can continue to transfer data.

Legally required connected services and their data transfer cannot be switched off or deactivated, for example the legally required eCall Emergency System.

Introduction

Personalizable vehicle settings, e.g. your preferred air conditioner settings, are used to adapt your vehicle to your preferences in the best possible way. The personalizable vehicle settings are saved in a user profile in the vehicle and loaded to the vehicle after the user profile is activated. Personalization is particularly useful if several users use the vehicle.

In order to be able to use the online personalization, you need a contract for the use of the connected services, which may be subject to a charge. Further information about connected services is available at .

Every time you change a personalizable vehicle setting, it is automatically assigned to the active user profile and saved. When a synchronizable user profile is activated, the vehicle settings are synchronized with the Volkswagen ID user account, if there is an Internet connection.

You can find out which vehicle settings can be personalized at *(→ Online personalization)*.

Information about creating a user profile is available at *(→ User management)*.

Customizable vehicle settings

The personalizable vehicle settings depend on the vehicle equipment and are not available in all vehicles and countries. Some vehicle settings that can be personalized are not stored online, rather they are only assigned locally to the user profile in the vehicle.

The following functions can be personalized:

— Ambient lighting settings.

— Selected driver assistance system settings.

— Settings for low beam headlight turning on times and the 3-blink turn signal.

— Climate control system settings

— Windshield wiper settings.

— Settings for single door unlocking, convenience opening and windows.

— Driving Mode Selection

— Driving data menu and selection of displays in the instrument cluster.

Synchronising vehicle settings

Depending on the vehicle equipment and the country, the connected services can be used to synchronize the vehicle settings stored in a synchronizable user profile with the Volkswagen ID user account. The user profiles and linked vehicle settings are automatically synchronized in the following situations if there is an Internet connection:

— When the ignition is switched on, all recently used user profiles are synchronized.
— When switching to another user profile, the newly activated and the now deactivated user profile are synchronized.
— At the end of the trip and when switching off the ignition, the user profile that was last active is synchronized.

Starting synchronization manually

You can also synchronize the user profiles manually, e.g. if the synchronization failed when logging in or if the vehicle did not have an Internet connection during automatic synchronization.

1. In the app overview, tap **User** ▶ **My profile** ▶ **SYNC**.

Synchronization cannot take place if the vehicle is not connected to the Internet, e.g. in underground car parks.

Synchronization cannot take place either if you have deactivated the use of connected services under **Privacy settings**.

If a user profile is active in another vehicle and if vehicle settings are synchronized from there, these settings will also be loaded to your vehicle and assigned to the corresponding user profile.

In-Car Shop

Depending on the vehicle equipment, the In-Car Shop offers you the option to purchase, extend or terminate the connected services or functions directly in the vehicle. The In-Car Shop allows you to:

— Enable additional functions (upgrades) for your vehicle .

— Extend the term of the connected services or functions.

— Terminate enabled functions and connected services.

— Purchase and download apps and update and delete apps acquired in the In-Car Shop.

— Depending on the country and the vehicle equipment: purchase data plans.

You can also select the country and the language of the In-Car Shop under ▶ . Depending on the country selected, the range and availability of the products may vary.

App Update

There are two different procedures for an app update.

— The apps purchased from the In-Car Shop are updated in the In-Car Shop. If an app update is available, you will be notified about it. In order to perform the app update, you must log in as the primary user.

— If an app update is available for other apps, you will be notified and can perform the app update without opening the In-Car Shop. Any vehicle user can perform these app updates.

Introduction

With Upgrades, your vehicle can be temporarily or permanently equipped after delivery with new optional functions.

Depending on the country and the vehicle equipment, convenience and Infotainment system functions, as well as driver assistance systems, can be enabled for a limited time or permanently for a fee. You can activate additional functions via the Volkswagen Connect Shop, which you can access via your Volkswagen ID user account. Depending on the vehicle equipment, functions can also be enabled directly via the Infotainment system in the In-Car Shop.

Enabled functions are not bound to the term of the contract for the use of connected services.

When lending or selling your vehicle, inform the buyer or user about the functions which have been permanently enabled, or those which are enabled for a limited period.

⚠ WARNING

Enabling functions while driving can distract from traffic. Driver distraction can cause serious accidents and fatal injuries.

- Enable functions only when the vehicle is stationary.
- Always drive attentively and responsibly.

In some cases, if the necessary hardware for enabling the function is not present in the vehicle, it can be retrofitted by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the necessary software for enabling the function is not present in the vehicle, the software can be retrofitted . Retrofitting may have associated charges, depending on the type of software.

Status of the function

Function enabled.

Function malfunctioning or temporarily not available.

Depending on the vehicle equipment, the runtime of the respective function can be viewed in the Volkswagen Connect Shop in the myVolkswagen customer area or in the Infotainment system under ▶ ▶ **Privacy settings and online services**.

Viewing and enabling functions

Requirements

✓ The vehicle has its own installed Infotainment system.

✓ Compatibility and performance of the hardware in the vehicle is ensured.

✓ There is a valid contract for use of the connected services between you and Volkswagen.

✓ You have the “primary user” role for the vehicle *(→ User management)*.

✓ There is sufficient cell phone reception at your vehicle's current location.

✓ The vehicle electrical system is functioning.

✓ The 12-volt vehicle battery is sufficiently charged.

✓ There is a factory-installed control module with an eSIM card.

Activate functions

In the In-Car Shop or the Volkswagen Connect Shop, the primary user can view and enable all features on demand for the vehicle.

1. To open the In-Car Shop of the Infotainment system, tap 🛒 in the app overview.
2. Tap the function in the In-Car Shop and follow the instructions in the Infotainment system.

Do not drive the vehicle during activation.

During enabling and after enabling, observe the messages in the Infotainment system.

1. Stop the engine and apply the parking brake.
2. Close the hood, trunk lid, all windows and doors and – if available depending on the vehicle equipment – the tilting and sliding panoramic sunroof.
3. Ensure that all vehicle occupants leave the vehicle and that no animals are left in the vehicle.
4. Exit the vehicle, taking all vehicle keys with you.
5. Lock the vehicle and remove the vehicle key from the sensor range of the vehicle .
6. Do not use the app.

After successful activation, it is necessary to first park the vehicle for approx. 10 minutes for some functions.

Before restarting the engine, read the message in the Infotainment system about the conclusion of the activation. If activation was not successful, observe the related note.

If you are the primary user of the vehicle *(→ User management)*, you can also view enabled functions in the app.

Viewing enabled functions

1. Tap **Users** ▶ ⚙ in the app overview.
2. Open the **Privacy settings and services** menu.

All functions offered for the vehicle can also be viewed in the In-Car Shop of the Infotainment System.

Troubleshooting

The desired function is not offered in the shop

The functions that are available for your vehicle are displayed to you both in the In-Car Shop and in the Volkswagen Connect Shop. This is due to equipment requirements that must exist for certain features on demand.

In some cases, if the necessary hardware for the desired function is not present in the vehicle, it can be retrofitted by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the necessary software for enabling the function is not present in the vehicle, the software can be retrofitted . Retrofitting may have associated charges, depending on the type of software.

The feature on demand was not activated in the vehicle

The vehicle must be in online mode and the signal strength display must show good Internet availability. Check the privacy settings *(→ Privacy settings)* and park your vehicle outdoors. Internet availability can be impaired, for example, by the privacy settings or by being in a garage.

Introduction

Depending on the vehicle equipment, you can use a variety of functions with the Infotainment system, such as receiving radio or playing media.

The functions and settings of the Infotainment system depend on the vehicle equipment and are not available in all countries.

Prior to the first use

Before using the Infotainment system for the first time, read the following points to be able to fully use the available functions and settings:

— To avoid possible accident and injury hazards, read the safety instructions *(→ Infotainment system)*.

— If necessary, to delete the settings stored in the Infotainment system, restore the factory settings of the Infotainment system *(→ Introduction to the Infotainment system)*.

— To quickly access favorite radio stations, also referred to as “stations” in the text that follows, find these stations and save them to storage locations .

— In order to use the phone interface to make calls, pair and connect a cell phone .

— To use connected services, register for the connected services .

Other applicable documents

In addition to this Owner's Manual, please refer to and read the following documentation when using the Infotainment system and its functions:

— Supplements to your Owner's Manual.

— User manual for the cell phone, for external data carriers, as well as audio and media sources and devices.

— Instructions for retrofitted or additional accessories for the Infotainment system.

— Digital instructions in the Infotainment system, depending on the vehicle equipment and not available in all countries.

Safety instructions

Some functions may contain links to websites that are administered by third parties. Volkswagen does not assume ownership of third-party sites reached through links and is not responsible for their content.

Some functions may contain third-party information that originates from third-party providers. Volkswagen is not responsible for the accuracy, currentness, and completeness of this non-proprietary information, and for ensuring that the rights of third parties are not violated.

The radio stations and owners of the data carriers and audio sources are responsible for the transmitted content.

Tunnels, high buildings, streets with tall buildings, garages, parking garages, underpasses, mountains and valleys and any other electrical devices being used, e.g. battery chargers, may interfere with the reception of cell phone, GPS and radio signals.

Observe the applicable documents .

⚠ WARNING

The Infotainment system's central processor is networked with the control modules installed in the vehicle. If the central processor is incorrectly repaired, removed or reinstalled, there is an increased risk of accident and injury due to the control module not working properly or at all.

- Never replace the central processor with a used central processor from a scrap vehicle or from recycling.
- Always have the central processor repaired, removed and reinstalled by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Operating the Infotainment system, reading information on the screen and connecting, inserting or removing a data carrier or audio source can distract from traffic. Information on the screen may be difficult to read if the lighting conditions are unfavorable or if the screen is damaged or dirty, which may distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only operate the Infotainment system if the vehicle is stationary or when the traffic situation allows it.
- Have damaged screens repaired by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Clean dirty screens.

⚠ WARNING

If the volume is set too high, audible signals may not be heard, which may cause accidents and injuries.

- Adjust the volume settings in the Infotainment system so that audible signals (such as sirens on emergency service vehicles) can still be heard.

WARNING

Setting the volume too high can cause hearing damage even if you are exposed to a loud volume for only a short time.

- Select a volume that is at a comfortable level for all vehicle occupants.
- Avoid excessive volume levels.

WARNING

Sudden volume fluctuations may distract the driver, e.g. when an audio or media source is connected or changed. This could cause accidents and injuries.

- Reduce the volume level before changing or connecting an audio or media source, for example.

WARNING

The following conditions may restrict, interrupt or prevent emergency calls, phone calls and data transfers:

- The emergency call location is in an area with no cell phone and satellite reception, or insufficient reception.
- You are in a location where there is sufficient mobile phone and satellite reception, but the telecommunications provider's mobile communications network is unavailable.
- The vehicle components required for emergency calls, phone calls and data transfers are damaged, do not work or do not have sufficient power.
- The cell phone battery is empty or has an insufficient charge level.

WARNING

In some countries and mobile networks, emergency calls can only be made under the following conditions:

- A cell phone with an unlocked SIM card and sufficient calling credit is connected to the vehicle's phone interface.
- Adequate network coverage is available.

WARNING

Loose, unsecured or incorrectly mounted cell phones, external devices and accessories can be thrown through the vehicle interior in the event of sudden driving or braking maneuvers or a collision. This can cause accidents and serious injuries.

- Secure or stow cell phones, external devices and Genuine Volkswagen Accessories safely outside of the airbags' deployment zones.
- Always secure or store cell phones, external devices, audio sources and accessories in the dedicated compartments and holders in the vehicle so that they cannot be thrown through the vehicle interior and cannot impede the driver.

- Never leave heavy, hard or sharp objects in the pockets of clothing.
- Arrange cables for external devices and audio sources so that they are not in the way of the driver.

WARNING

Driving recommendations and traffic signs displayed in the navigation system may differ from the actual traffic situation and you must not be tempted to take safety risks.

- Always drive attentively and be ready to intervene at any moment.
- Always bear in mind that traffic signs, signal systems, traffic regulations and local circumstances have priority over the driving recommendations and displays in the navigation system.
- Always adapt your speed and driving style to the current visibility, weather, road and traffic conditions.

NOTICE

Setting the volume too high and excessively loud or distorted playback can damage the speakers.

- Select the volume setting so that the speakers are not damaged.

User information

The Infotainment system requires a few seconds to perform a complete system start, and will not respond to inputs during that time. The length of time that it takes for the system to start depends on the scope of functions in the Infotainment system, and it can take longer to start at low and high temperatures. During the system start, only the Rear Assist camera can be displayed. The Infotainment system must start completely before all displays can appear and functions can be performed.

Observe local regulations and legal requirements when using the Infotainment system and corresponding accessories, such as headphones.

Some countries may have restrictions regarding the use of Bluetooth® devices. Information can be obtained from the local authorities.

For the Infotainment system to function, it must be switched on and the vehicle must be set to the current date and time if necessary.

A missing function key in the screen is not the result of a device error, but instead corresponds to the country-dependent equipment.

Displays on the screen may vary due to differences in the settings, and the Infotainment system may function differently than described in this manual.

Some Infotainment system functions can only be selected when the vehicle is stationary. In some countries, the selector lever must also be in the N or P selector lever position. This is not a malfunction, but rather compliance with legal regulations.

Only use suitable audio sources and data carriers .

In some vehicles with a parking system, the volume of the current audio source may be automatically lowered when you shift into reverse. The volume reduction can be adjusted *(→ Park Distance Control (PDC))*.

Use current map data for the navigation system.

For instructions on cleaning the Infotainment system screen, refer to the chapter on vehicle interior maintenance *(→ Vehicle care interior)*.

If the 12 V vehicle battery has been disconnected, switch on the ignition before switching on the Infotainment system.

The Infotainment system will switch off automatically when the engine stops and if the 12 V vehicle battery charge level is low.

Depending on the vehicle equipment, the Infotainment system contains information about the software contained in the system and the licensing conditions, e.g. it can be found under **Settings ▶ Info** or **Settings ▶ System information**, **Settings ▶ Copyright** and **Settings ▶ License information**.

If you sell or loan your vehicle to someone, ensure that all of the saved data, files and settings are deleted and, if necessary, that the external audio and media sources and data carriers are

removed.

Some functions in the Infotainment system require an active Volkswagen ID user account for the vehicle for the connected services and a connection to the Internet . In order to enable functions to be carried out, data transfer must not be restricted.

Brands, licenses, copyright

Brands and licenses

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Copyright

Audio and video files saved on cell phones, data carriers, audio and media sources and devices are generally subject to copyright regulations in compliance with the respective applicable international and national laws. Observe legal regulations.

Overview of Infotainment system

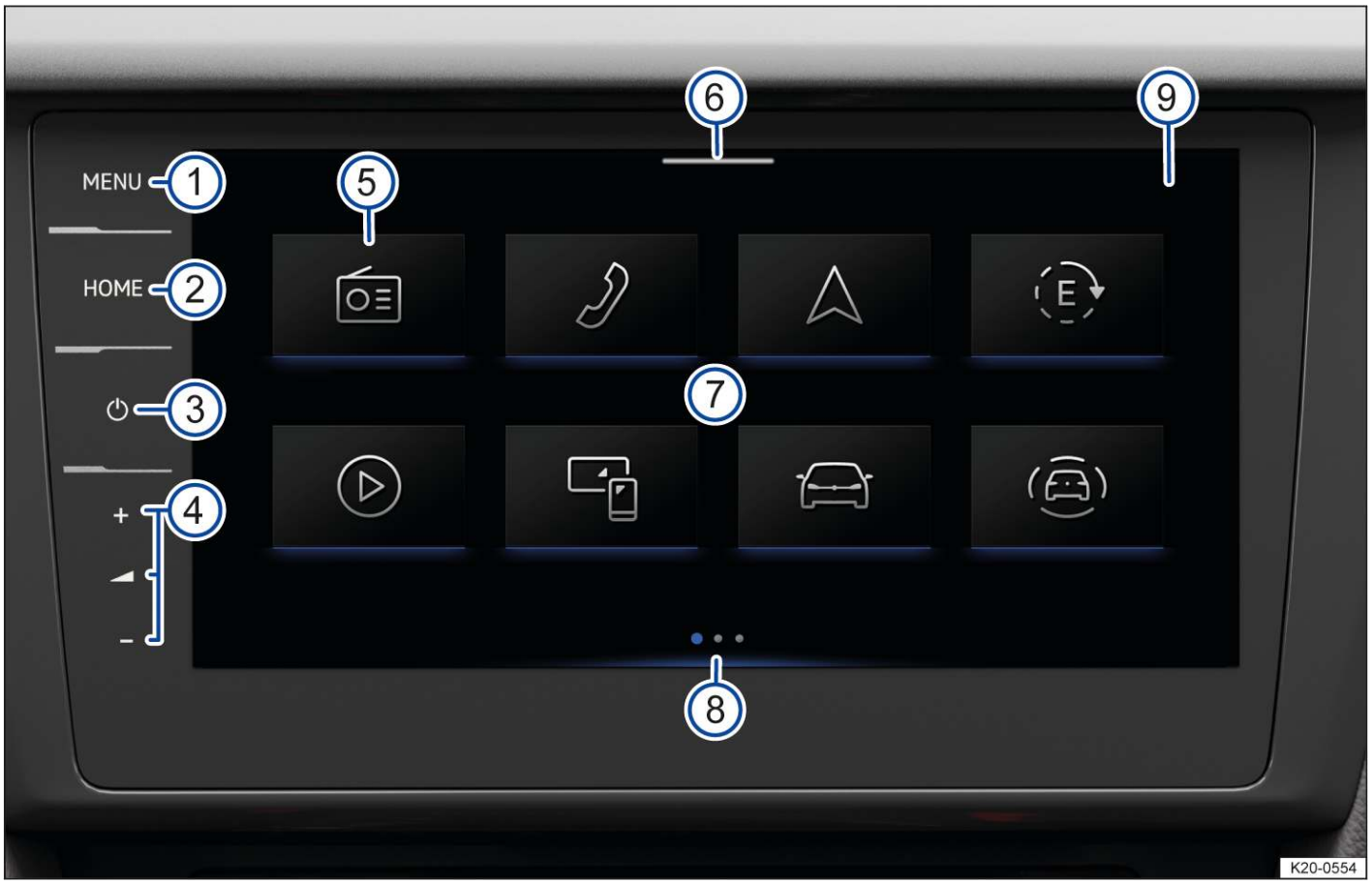


Fig. 1 Overview of the Infotainment system (general example).

1. MENU sensor area.
2. HOME sensor area.
3. Sensor area for switching the Infotainment system on and off.
4. Sensor areas for volume.
5. Function key for main menu.
6. Control Center.
7. Screen (touchscreen).
8. Pages.
9. Status bar.

Further information and tips for operating the Infotainment system can be found in this Owner's Manual *(→ Introduction to the Infotainment system)*.

1 MENU sensor area

1. To open the app overview, tap MENU.

(2) HOME sensor area

On the home screen, you will find pages containing tiles for accessing additional apps and functions. Apps and functions are available as function keys. Tapping HOME takes you back to the home screen.

— To open the home screen, tap HOME.

— To open an app on the home screen, tap the corresponding function key.

Or: to open a function of an app within the tile, tap the corresponding function key.

(3) Sensor area for switching the Infotainment system on and off

1. Tap the sensor area to manually switch the Infotainment system on or off.

(4) Sensor areas for volume

1. Tap the sensor areas to adjust the volume.

(5) Function key for main menu

You can configure the position of the function keys *(→ Introduction to the Infotainment system)*.

1. To open a main menu, tap the corresponding function key e.g. for the phone interface.

(6) Control Center

The control center contains additional function keys for functions and notifications. Displayed functions can be configured *(→ Introduction to the Infotainment system)*.

1. Tap the selection and swipe down to open the control center.

(7) Screen (touchscreen)

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the quick guide to the Infotainment system, if available.

1. To open the quick guide to the Infotainment system, open the app overview and tap ⓘ.

(8) Pages

Certain menus and functions have multiple pages with different content. The current page is highlighted.

— Tap a selection to switch to a page.

— To switch between pages, swipe left or right on the screen.

Scroll bars (without position numbers)

Certain menus and functions contain additional content above and below the content currently displayed on the screen.

1. Tap the scroll bar and swipe down or up to display additional content.

Gesture control (without position numbers)

Gesture control can also be activated, depending on the country. If gesture control is activated, this is shown on the screen.

1. Open the app overview and tap ⚙ ▸ **Screen** ▸ **Hand gesture**.

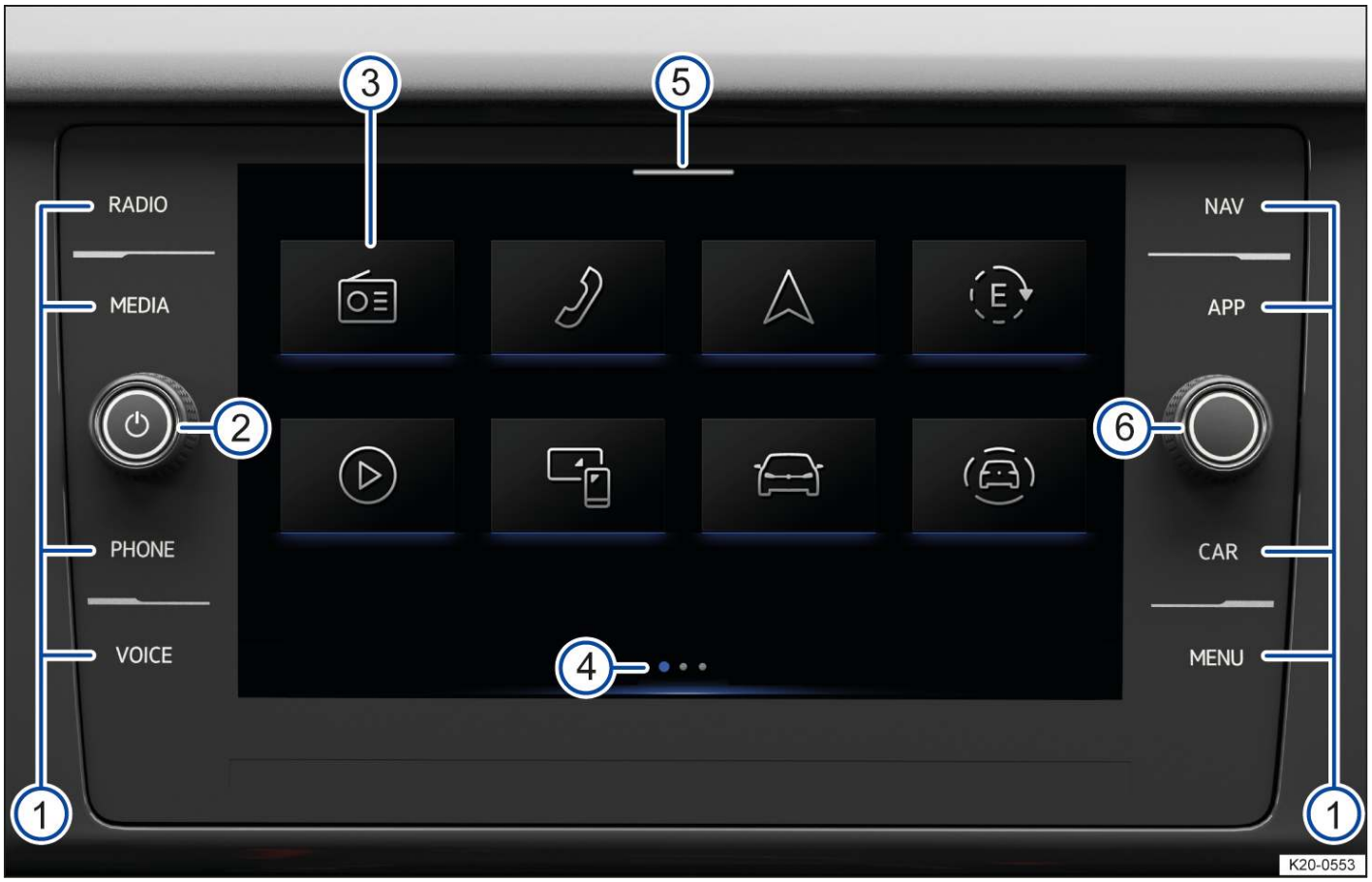


Fig. 2 Overview of the Infotainment system (general example).

1. Touch-sensitive fields.
2. Rotary knob.
3. Function key for main menu.
4. Pages.
5. Control Center.
6. Menu knob.

Further information and tips for operating the Infotainment system can be found in this Owner's Manual *(→ Introduction to the Infotainment system)*.

1 Touch-sensitive fields

The number and layout of the sensor areas depend on the vehicle equipment.

1. To open a main menu, tap the corresponding sensor area, e.g. PHONE for the phone interface.

— RADIO: radio .
— MEDIA: media .

— PHONE: Phone interface .

— VOICE . The sensor area does not have a function in some countries.

— NAV: Navigation .

— APP: App-Connect . The sensor area does not have a function in some countries.

— SOUND.

— CAR: open the vehicle settings.

— MENU: open the app overview.

— HOME: open the home screen.

(2) Rotary knob

— Press to switch the Infotainment system on or off.

— Turn left to decrease the volume.

— Turn right to increase the volume.

(3) Function key for main menu

It is not possible to configure the position of the function keys.

1. To open a main menu, tap the corresponding function key e.g. for the phone interface.

(4) Pages

Certain menus and functions have multiple pages with different content. The current page is highlighted.

— Tap a selection to switch to a page.

— To switch between pages, swipe left or right on the screen.

(5) Control Center

The control center contains additional function keys for functions and notifications. Displayed functions can be configured *(→ Introduction to the Infotainment system)*.

1. Tap and hold the selection and swipe down to open the control center.

(6) Menu knob

— Turn to control the list selection.

— Press to confirm a selection.

Screen (touchscreen) (without position numbers)

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the quick guide to the Infotainment system, if available.

1. To open the quick guide to the Infotainment system, open the app overview and tap ⓘ.

Scroll bars (without position numbers)

Certain menus and functions contain additional content above and below the content currently displayed on the screen.

1. Tap the scroll bar and swipe down or up to display additional content.

Gesture control (without position numbers)

Gesture control can also be activated, depending on the country. If gesture control is activated, this is shown on the screen.

1. Open the app overview and tap ⚙ ▶ **Screen** ▶ **Hand gesture**.



Fig. 3 Overview of the Infotainment system (general example).

1. Touch-sensitive fields.
2. Rotary knob.
3. Function key for main menu.
4. Control Center.
5. Pages.

Further information and tips for operating the Infotainment system can be found in this Owner's Manual *(→ Introduction to the Infotainment system)*.

1 Touch-sensitive fields

1. To open a main menu, tap the corresponding sensor area, e.g. PHONE for the phone interface.

— HOME: open the home screen.
— MENU: open the app overview *(→ Introduction to the Infotainment system)*.
— APP: App-Connect . The sensor area does not have a function in some countries.
— CAR: open the vehicle settings.

2 Rotary knob

— Press to switch the Infotainment system on or off.

— Turn left to decrease the volume.

— Turn right to increase the volume.

(3) Function key for main menu

It is not possible to configure the position of the function keys.

1. To open a main menu, tap the corresponding function key e.g. for the phone interface.

(4) Pages

Certain menus and functions have multiple pages with different content. The current page is highlighted.

— Tap a selection to switch to a page.

— To switch between pages, swipe left or right on the screen.

(5) Control Center

The control center contains additional function keys for functions and notifications. Displayed functions can be configured *(→ Introduction to the Infotainment system)*.

1. Tap and hold the selection and swipe down to open the control center.

Screen (touchscreen) (without position numbers)

You can operate the Infotainment system functions via the screen. You will find detailed explanations of the different finger movements in the quick guide to the Infotainment system, if available.

1. To open the quick guide to the Infotainment system, open the app overview and tap (?).

Scroll bars (without position numbers)

Certain menus and functions contain additional content above and below the content currently displayed on the screen.

1. Tap the scroll bar and swipe down or up to display additional content.

Gesture control (without position numbers)

Gesture control can also be activated, depending on the country. If gesture control is activated, this is shown on the screen.

1. Open the app overview and tap ▶ **Screen** ▶ **Hand gesture**.

Operating the Infotainment system

The Infotainment system functions are mainly operated using the screen (touchscreen) for the Infotainment system.

Restoring the Infotainment System to Factory Settings

1. Open the app overview and tap **Settings** ▶ **Restore factory settings**.

Please note information on this in the chapter on the connected services .

When restoring factory settings, the vehicle settings are deleted, and personal data may also be deleted. Connected services can no longer be used in this vehicle. The connected services can only be used again after reactivation. If there is a primary user in the vehicle, they will also be deleted. Please note additional information on this in the chapter on the connected services .

Opening the Quick Guide to the Infotainment System (if available)

Depending on the vehicle equipment, the Infotainment system has a quick guide to operating the Infotainment system. Further information and tips on operation can be found in the quick guide to the Infotainment system.

1. Open the app overview and tap ⓘ ▶ .

Switching the Infotainment System On or Off

In the following case, the Infotainment system switches on automatically:

— If the Infotainment system was not previously switched off manually, it will switch on when the ignition is switched on.

The Infotainment system starts at the volume that was last set, as long as this does not exceed the preset maximum switch-on volume.

In the following cases, the Infotainment system will switch off automatically:

— Vehicles with an ignition lock: if the vehicle key is removed from the ignition lock.

Vehicles with a starter button: if the driver door is opened when the ignition is switched off.

— If you switch on the Infotainment system manually while the ignition is switched off, after approximately 30 minutes without user input.

If the Infotainment system is no longer responding, it automatically restarts. If restarting does not work, tap the sensor area for switching on and off, or press and hold the rotary pushbutton for approx. 15 seconds.

WARNING

During a restart of the Infotainment system, functions such as the Rear View Camera system display, acoustic and visual warnings of the Park Distance Control and Rear Traffic Alert, the Park Distance Control, the Rear Traffic Alert and other warning tones may not be available for a short time. This can cause accidents and serious injuries.

- Always stay attentive and do not rely solely on the systems. The driver is always responsible for control of the vehicle.
- Pay attention to the traffic situation and the vehicle environment when entering and leaving a parking space.
- In a hazardous situation, apply the brakes using the brake pedal.
- Wait until the Infotainment system and the other systems are fully started.

Main Menus in the App Overview

Main menus are available as function keys in the app overview *(→ Introduction to the Infotainment system)*. You can configure the layout of the function keys.

The following main menus may be available as function keys in the app overview:

 **Ambient lighting**, **Ambient light** .

 **App-Connect** .

 **Owner's Manual**: Digital Manual, if available.

 **Driver assistance** .

 **Vehicle** .

 **Help**: Here, you can find additional information about Infotainment system functions and operation, e.g. the quick guide *(→ Introduction to the Infotainment system)*.

 or  **Sound** *(→ Introduction to the Infotainment system)*.

 **Climate control** .

 **Media** .

 **Navigation** .

 or  **User**, **User management** .

 or  **Radio** .

 **Legal**.

 **Setup** *(→ Introduction to the Infotainment system)*.

 **Telephone** .

In the app overview, you can configure the layout of the function keys, pages and displays or have them positioned using standard layout templates. The app overview cannot be configured in all available Infotainment systems.

1. Open the app overview.
2. Tap the function key and hold until the function key is highlighted.
3. Move the function key to the preferred position and release it.

Personalization

Depending on the vehicle equipment, you can personalize function keys and pages *(→ Introduction to the Infotainment system)*.

Personalizing the Infotainment system

Depending on the vehicle equipment, you can personalize the Infotainment system to access your favorite and frequently used functions quicker.

On the pages on the home screen, you will find tiles for accessing additional menus and functions.

Adjusting tiles

Adjust the tiles and displayed tile functions in the pages on the home screen in order to manage the Infotainment system as you wish.

1. Open the home screen.
2. Tap and hold the tile until an additional window opens.
3. Tap the desired function in the additional window. Various functions are available depending on the size of the tile.

   Or: to return to the page, tap any free area of the screen.

There are always at least two pages available. They cannot be removed. Depending on the vehicle equipment, you can add two further pages. A maximum of four pages can be displayed.

For some tiles, more functions are available than can be seen initially in the additional window. To see all the functions, swipe up or down in the additional window.

Adjusting the control center

Adjust the Infotainment system Control Center for quicker access to your favorite and frequently used functions.

1. Open the Control Center.
2. Tap and hold the function until an additional window opens.
3. Tap the desired function in the additional window and hold until the function is highlighted.
4. Move the function to the preferred position and release it.

   The active function is automatically removed from the control center and added to the additional window.

For the control center, more functions are available than can be seen initially in the additional window. Swipe to the left or right in the additional window to see all the functions.

Opening personalization tips (if available)

Further information and tips on personalization can be found in the quick guide to the Infotainment system.

1. Open the app overview and tap ⓘ ▶ ▶ **Adjustment**.

System and sound settings

The selection of available settings varies depending on the vehicle equipment and country.

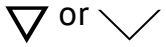
Changing settings

The meanings of the following symbols apply to all system and sound settings.

Changes will be automatically applied when the menu is closed.

 The setting is selected and activated or switched on.

 The setting is not selected and deactivated or switched off.

 Open the drop-down list.

 Increase the set value.

 Reduce the set value.

 Go back stepwise.

 Go forward stepwise.

 Use the slide control to continuously change the set value.

System settings

Depending on the vehicle equipment, the settings for the main menus may also be available in the system settings.

The system settings may include the following functions, information, and setting options:

— Restore factory settings.

— Screen.

— Copyright.

— Data connection.

— Units.

— Configuration assistant.

— Manage mobile devices.

— Voice control.

— Language.

— System information.

— Time and date.

— Wi-Fi®.

— Additional keyboard languages.

Opening system settings

1. Open the app overview and tap ⚙.

   Or: tap MENU ▶ ⚙.

Sound settings

The sound settings may include information and setting options for equalizer, position, volume and setup.

Opening sound settings

1. Open the app overview and tap 🎚.

   Or: open the app overview and tap 🔊.

Adjusting the volume of external audio sources

Lower the volume of the Infotainment system before turning up the volume of an external audio source.

If the connected audio source plays too quietly, increase the output volume of the external audio source. If that does not correct the problem, set the input volume to **Medium** or **Maximum**.

If the connected external audio source plays too loudly or the sound is distorted, lower the output volume of the external audio source. If that does not correct the problem, set the input volume to **Medium** or **Quiet**.

Introduction

In radio mode, you can receive available radio stations available via various reception modes and save your favorites to enable quick access.

Available reception modes depend on the vehicle equipment and are not available in all countries. Frequency bands and reception modes may be discontinued, switched off or no longer offered in individual countries.

Comply with national regulations and legal requirements when using the radio.

In some countries, depending on the vehicle equipment, you can also use Internet Radio *(→ Radio online functions)*.

The radio stations are responsible for transmitted content.

Other electrical devices connected in the vehicle can impair radio signal reception and cause noise in the speakers.

Decals or metal-coated stickers on the antenna and the door windows can impair radio reception, particularly in vehicles with window antennas.

Radio stations can broadcast messages about disasters and dangers. If messages about disasters or dangers are not received or issued, accidents and injuries may occur. It may not be possible to receive or send messages under the following conditions:

— The current location is in an area with no cell phone or insufficient radio signal reception.

— In areas with sufficient radio signal reception, where the radio station's frequency bands are malfunctioning or not available.

— The speakers and the vehicle components required for radio reception are damaged, do not work or do not have sufficient power.

Function descriptions

Selecting a Reception Mode

Various stations are available, depending on the reception mode. The available reception modes depend on the vehicle equipment and are not available in all countries.

1. To open the list of reception modes, tap **Source**.
2. Select a reception mode, e.g. FM.

Searching For and Selecting a Station

You can search for and select stations in a variety of ways. The options vary based on the reception mode.

Searching for a Station in SCAN mode

In SCAN mode, the stations in the reception mode are set automatically in succession and played for approx. five seconds each.

1. To start SCAN mode, tap or ▸ **SCAN**, depending on the vehicle equipment.

   SCAN mode starts and the current station is shown on the display.

   The **SCAN** function key is shown.

2. To select a station, tap **SCAN**.

   SCAN mode stops and the station is tuned.

Selecting a Station Using the Multi-function Steering Wheel

Depending on the vehicle equipment, you can select stations from the station list or favorites using the multi-function steering wheel.

— To select the previous station, press ↑ on the multi-function steering wheel.

— To select the next station, press ↓ on the multi-function steering wheel.

Selecting a Station Using a Frequency Band

1. Open the settings and deactivate the summarized station list in the settings.
2. Select AM or FM reception mode.
3. To open the frequency band, tap .
4. Tap the cursor to press and slide to the frequency band and release at the desired frequency.

   Or: tap a point on the frequency band. The cursor automatically jumps to the corresponding frequency.

   The station at the set frequency will be tuned.

Selecting a station from the station list

Depending on the vehicle equipment, it is possible that the station list must be manually updated if you have left the area since the last time the station list was opened. In FM/DAB reception mode, the station list generally updates automatically.

1. Open the station list.

2. Tap the desired station.

   The selected station will be tuned.

   In FM/DAB reception mode, the best reception mode is selected automatically depending on station availability.

Selecting a station and saving it as a favorite

Depending on the vehicle equipment, you can save up to 36 stations or frequencies from different reception modes as favorites.

Saving a station as a favorite

1. Tune the desired station.
2. Tap ▭▭▭.

   Or: tap and hold the station on the station list.

   The storage locations are displayed.
3. Tap and hold a storage location until the station is saved.

   The station is saved at the selected storage location.

   If a station was already saved at the storage location, this station will be removed from the storage location and replaced by the new station.

Showing or hiding the display of station logos and the DAB slideshow

1. Tap .
2. Tap radio text in the current playback.

Other Functions in Radio Mode

The functions listed below are available depending on the vehicle equipment and only in some countries.

Traffic program function (TP function)

The traffic program function (TP function) monitors the messages of a set traffic report station and automatically tunes it in the current radio mode or media mode. To enable traffic reports to be received, there must be reception for a traffic report station and the TP function must be activated in the settings *→ Traffic program function (TP function)*. Traffic news stations are not available in all countries. Some stations without their own traffic program still support the TP function using a corresponding traffic report station (EON).

If there is reception for a traffic report station, a traffic report station will be tuned automatically in the background in AM reception mode and in the media mode.

If it is not possible to receive a traffic news station, **No TP** appears on the display. The device automatically searches for a traffic news station that can be received. As soon as a new traffic news station can be received, the status on the display switches back to **TP**.

Activating the TP function

1. In radio mode, tap ⚙ or ⚙⚙ and tap and activate **Traffic program (TP)**.

   Or: in media mode, tap ⚙ or ⚙⚙ ▶ **Media** and tap and activate **Traffic program (TP)**.

Station logos

Station logos can be preinstalled for some frequency bands in the Infotainment system.

If the **Automatic station logo selection** function is activated in the settings, the station logos are automatically assigned to the stations.

In Internet radio mode, the Infotainment system obtains the station logos from an online database and assigns them automatically to the stations.

Activating automatic assignment of the station logos

1. In radio mode, depending on the vehicle equipment, tap ⚙⚙ or ⚙ and tap and activate ☑ **Automatic station logo selection**.

Assigning station logos manually

In AM reception mode, you cannot assign station logos manually.

1. In radio mode, depending on the vehicle equipment, tap ⚙⚙ or ⚙ ▶ **Station logos**.
2. Select a station to which a station logo is to be assigned.
3. Select the station logo.
4. This process can be repeated for additional stations.
5. To finish assigning station logos, tap ⮌.

Functions and Symbols

Functions

The functions and possible reception modes depend on the vehicle equipment and are not available in all countries.

— AM tuner.

— FM dual tuner (diversity aerial).

— Summarized station list.

  — Merging of FM and DAB stations in a single list.

— Summarized preset list for favorites.

— Display of station logos.

— Antenna amplifier

— DAB/DAB+.

— DAB slideshow.

  — Still images are transmitted ongoing parallel to the current program.

— Internet radio.

Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap ♫ or 📻 *(→ Introduction to the Infotainment system)*.

   Or: tap RADIO *(→ Introduction to the Infotainment system)*.

📻 AM or 📻 AM Select reception mode AM.

📻 FM or 📻 FM Select reception mode FM.

📻 FM/DAB Select FM/DAB reception mode.

📻 Internet Radio Select the Internet Radio reception mode.

< Select the last station from the station list or from favorites.

> Select the next station from the station list or from favorites.

Open additional information about the selected station.

⊏□⊐□ or 📻 Open the preset list for favorites.

☆ Displayed small in a station list: stations already saved as favorites.

2 In the instrument cluster: station saved as a favorite. The number on the symbol indicates the position in the favorites, here for example position 2.

⚙ or ⚙ Opening the settings.

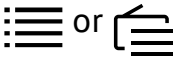
TP
Traffic program function (TP function) for traffic news monitoring is activated.

No TP
The selected report news station is not available.

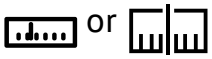
AF Off
Automatic station tracking (AF) is deactivated.

RDS Off
Radio Data System (RDS) is deactivated.

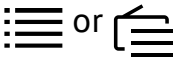
Symbols for the AM Reception Mode

 Open the station list for AM stations.

 Manually update the station list.

 Open the frequency band for manually selecting the AM frequency.

Symbols for the FM and, depending on the country, FM/DAB reception modes

 Open the station list for the FM stations and, depending on the country, DAB stations.

 Open the frequency band for manually selecting the FM frequency.

This is only possible if the summarized FM/DAB station list is deactivated in the settings.

 DAB reception not possible.

 The DAB station supports Slideshow.

 Slideshow is not available for the DAB station.

Symbols for Internet Radio operation

 Open full-text search.

 Unable to receive Internet radio.

 Open the Internet radio station that was last listened to.



Open the 100 most popular Internet radio stations.

 Open available Internet Radio podcasts.

 Open Internet radio stations that originate from the preferred country.

 Open Internet radio stations that transmit programs in the preferred language.

 Open Internet radio stations whose programs are of the preferred genre.

 Open the station selection.

Online Functions

Depending on the vehicle equipment, the Infotainment system features online functions in radio mode.

Online functions in radio mode are not available in all countries and vehicle models.

Online functions in radio mode include Internet Radio, for instance.

Prerequisites for using online functions in radio mode:

✓ The requirements for using the connected services have been met *(→ Online services)*.

✓ You have concluded an active contract for using connected services.

✓ You have ordered the connected service and activated it in your vehicle.

✓ An active Internet connection is available via the Infotainment system .

✓ For streaming services, you may need an existing account with the respective provider.

Internet radio

Internet Radio is a reception mode for Internet Radio stations and podcasts independent of FM and DAB. Due to its transmission over the internet, receipt is not regionally limited.

In some countries, this function of the Internet Radio depends on your vehicle privacy settings *(→ Privacy settings)*.

Searching For and Filtering Stations

In Internet Radio mode, stations can be filtered according to category or searched for using a full-text search.

1. Open the station selection.
2. Select the categories by which to filter the stations.

   Or: to start the full-text search, tap ⌕.

   The input line is displayed.
3. Enter the name of the preferred station or the preferred category.

   The list of the found stations updates automatically during input.
4. Tap the desired station.

Introduction

In media mode you can play back media files from data carriers and, depending on the vehicle equipment, save your favorites for quick access.

Depending on the vehicle equipment, the following data carriers can be used as media sources:

— USB storage medium, e.g. USB flash drive.

— Bluetooth device, e.g. cell phone.

Depending on the vehicle equipment, the following types of media files can be played:

— Audio files, e.g. music.

— Video files.

Restrictions and instructions for data carriers

Dirty, overheated or damaged data carriers are not to be used. Read and heed the information provided by the manufacturer.

Difference in quality between data carriers from different manufacturers can cause problems with media playback.

Wrong configuration of data carriers can lead to the data carriers being unreadable.

The storage volume, condition (copy and delete processes), file system, folder structure and the amount of saved data can increase the time taken to read data carriers.

Playlists only define the order of play and refer to the saved location of the media files within the folder structure. No media files are saved in playlists. To play a playlist, the media files must be present in the data storage device memory location, to which the playlist refers.

Volkswagen is not responsible for damaged, altered or lost files on data carriers.

Playing a Media File

Connecting and Selecting a Media Source

1. Connect the media source.
2. Tap **My media** and select your preferred media source.

Searching For and Playing Media Files

You can search for and play media files from a media source in a variety of ways.

Searching the Selected Media Source

You can find all of the media files on the connected media source via a folder structure or by using the full-text search.

1. Open the folder structure.
2. Searching the folder structure for a desired track.

   Or: to start the full-text search, tap ◯ and enter the name of your desired track.

   The list of the found tracks updates automatically when you enter the name of a track.
3. Tap the desired track.

   When playback starts, if the selection is located in a folder on a media source, all of the media files located in the folder will be added for playback.

   If a playlist is played back, all available tracks on the playlist will be added for playback.
4. Close the selection with ×.

Saving a media file as a favorite

Only media files saved in **My media**, for example in the **Music** folder, can be saved as favorites. You can save individual tracks, albums, artists and genres as favorites.

1. Start playback of the desired track.
2. Open the favorites list.
3. Tap an available storage location.

   Or: tap on an already occupied storage location, and press and hold for approx. 3 seconds.
4. Select from the selection list:, e.g. title.

   The selection options in the selection list depend on the data attached to the media file. If a genre, for example, is not indicated for a music file, the genre cannot be saved as a favorite.

   If a video file is currently being replayed, only this video can be saved as a favorite.

   The selection is saved in the selected storage location as a favorite. If the storage location was already occupied, the previously saved favorite will be replaced by the selection.

Selecting a Media File from Favorites

1. Open the favorites list.
2. Tap on your favorites.

   Depending on the selection, all tracks heard during the current playback will be added to favorites.

Entertainment Playback

The Infotainment system can play music.

Depending on the country, videos can also be played.

Video mode

In video mode, the Infotainment system display can play a video from a data carrier.

The video sound is played back via the vehicle speakers.

The video image is only displayed when the vehicle is stationary. The Infotainment system display will be switched off when the vehicle is moving. The video sound will continue to be played.

In some countries, for road safety reasons, no video image is shown even when the vehicle is stationary.

Functions and Symbols

Functions

The functions and possible media formats depend on the vehicle equipment and are not available in all countries.

— Media playback and media control via connected media sources.

— Audio playback in these formats:

  — AAC.

  — APE.

  — FLAC.

  — M4A.

  — MP2.

  — MP3.

  — OGA/OGG.

  — OPUS.

  — Vorbis.

  — WAV.

  — WMA.

— Video playback in these formats:

  — MPEG-1 and MPEG-2 (.mpg, .mpeg, .mkv, .avi).

  — ISO MPEG-4 ASP; Xvid (.mp4, .m4v, .mov, .mkv, .avi).

  — ISO MPEG-4 AVC/H.264 (.mp4, .m4v, .mov, .mkv, .avi).

  — Windows Media Video 9 (.wmv, .asf, .mkv, .avi).

— Cross-device playlists.

— Cross-source media database: **My media**.

  — Data from all media sources connected to the Infotainment system are stored in **My media**, a media database.

  — If **My Media** is selected, the categories (e.g. music) and connected media sources are displayed.

  — All media files from USB devices are filtered by category (e.g. albums). This category view is always displayed In **My Media**. The classic folder structure of the individual USB data carriers can also be found in the **My Media** menu.

— Media search.

Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

General symbols

1. To open the main menu, open the app overview and tap ⓘ *(→ Introduction to the Infotainment system)*.

   Or: open the app overview and tap ♫▶ ⓘ *(→ Introduction to the Infotainment system)*.

   Or: tap MEDIA *(→ Introduction to the Infotainment system)*.

▷ Start replay.

❙❙ Pause replay.

< or ⏮ Go to the previous track.

> or ⏭ Skip to the next track.

Repeats the current track.

Repeats all tracks.

Activate random playback.

Search current media source (list view).

✕ Close list view.

Go back one folder level in the media source.

☆ Open the favorites list.

⚙ or ⚙⚙ Opening the settings.

Symbols for media sources

My media: select cross-source media database **My media** as the media source. Connected USB devices and their folder structures may be selected under **My media**.

Bluetooth audio: select a device connected via Bluetooth as a media source.

Select the USB data carrier as the media source.

Symbols for categories and groups of media files

Music tracks.

or Videos.

Playlists.

Albums.

Artists.

or Genres.

Podcasts.

Audiobooks.

Video replay symbols

Replay video in full-screen mode.

Minimize replay.

Introduction

You can enter a destination, e.g. an address, into the navigation system and it will calculate a route to your destination.

To allow optimum navigation to the destination, all available data, e.g. GPS data and traffic information, is evaluated. Acoustic navigation announcements and graphic displays lead you to your destination.

Depending on the country, it may not be possible to select some Infotainment system functions on the screen when driving above a certain speed. This is not a malfunction, but rather compliance with legal regulations.

If you sell or lend the vehicle, Volkswagen recommends resetting the Infotainment system to the factory settings *(→ Introduction to the Infotainment system)*. This only deletes all personal data, such as information about navigation. Please note additional information on this in the chapter on the connected services (availability depends on the country) .

⚠ WARNING

Operating the navigation system can distract you from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

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

If you missed a turn on your route, the navigation system may recalculate the route.

The quality of the driving directions depends on the available navigation data and, depending on the country, any reported traffic incidents.

Depending on the vehicle and country, before using the mobile online services of the navigation, select online mode and a mode with location data in the privacy settings *(→ Privacy settings)*.

In order to use mobile online services, e.g. Online Traffic Information (depending on the country), the relevant prerequisites must be fulfilled *(→ Navigation online function)*. Only then can online traffic information, for example, be displayed in the navigation system. If no Online Traffic Information is available, this is displayed in the Infotainment system *(→ Navigation)*.

Navigation restrictions

If the Infotainment system cannot receive data from GPS satellites, for example in a tunnel, navigation will still be possible using the vehicle's sensors.

In areas that are not digitized or only partially digitized in the Infotainment system memory, the Infotainment system will still try to provide route guidance.

If navigation data is missing or incomplete, the vehicle position may not be determined accurately. This may result in navigation that is not as accurate as usual.

The road layout is subject to constant changes, e.g. construction sites. Using outdated navigation data can lead to errors or uncertainty when using route guidance.

Function descriptions

Adapting the Navigation Map

To ensure an optimum view, you can also adapt the navigation map and map view using enhanced finger movements.

Moving the navigation map

Recommendation: Use index finger.

1. Move the navigation map with your finger.

Zooming in or out on the map view

Recommendation: Use index finger.

1. Tap and hold the map twice in a row.
2. To zoom in on the map view, move your finger downwards.

   Or: to zoom out of the map view, move your finger upwards.

Zooming in or out on the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. To zoom out of the map view, slowly slide your fingers toward one another.

   Or: to zoom into the map view, slowly slide your fingers away from one another.

Tilting the map view

Recommendation: Use index and middle finger.

1. Tap and hold the map with two fingers at the same time, held horizontally next to each other.
2. To tilt the map view to the front, move your fingers upwards.

   Or: to tilt the map view to the back, move your fingers downwards.

Rotating the map view

Recommendation: Use thumb and index finger.

1. Tap and hold the map with two fingers at the same time.
2. Turn your fingers clockwise or anti-clockwise to turn the map view.

Home and business address

Saving a home or business address

If a new home address or business address is saved, the old entry will be replaced by the new entry.

1. Tap ≡ ▶ ⚙ ▶ **Basic function settings**.
2. Tap **Enter home address** or **Enter business address**.
3. To save the current position, tap **Current position**.

   Or: to save an address, tap **Enter destination**.

Deleting a home or business address

1. Open route plan.
2. Tap ♡.
3. Tap and hold the saved home address or business address and swipe left.
4. Tap 🗑.

Favorite destinations

You can save up to 50 destinations as favorites.

Saving a destination as a favorite

1. While entering a destination, tap on ☆ in the additional window.

Deleting a favorite

1. Tap 🔍 ▶ 🚩.
2. In addition to the search bar, tap the drop-down menu and select **Favorites**.
3. Tap and hold the favorite and swipe left.
4. Tap 🗑.

Voice guidance

Navigation messages are acoustic driving directions for the current route. The type and frequency of navigation messages depends on the settings and the driving situation, such as the start of the route guidance and whether you are driving on a highway or roundabout.

If the destination cannot be reached exactly, for example because it is not in a digitized area, there will be a navigation announcement that the destination area has been reached. Messages about the direction and distance to your destination will also be displayed on the screen.

Depending on the vehicle equipment and in some countries, reported traffic incidents on the route are announced during dynamic route guidance. There will be an additional navigation announcement if the route is recalculated due to a traffic incident or a change in driving style.

You can adjust or mute the volume during a traffic announcement. All other navigation announcements will be given at that volume or will be muted.

Navigation messages will not be given if the Infotainment system is muted.

Route plan

Multiple destinations can be defined in succession in the route plan. The starting point is always the vehicle position as determined by the Infotainment system. The route plan contains information about relevant events, such as waypoints and destination suggestions, if the relevant data is available to the navigation system. You can move stopovers to another position within the list. Tapping an event will open a dialog box with additional options. The options available depend on the event and the current settings.

Opening and closing the route plan

1. Tap the route plan to open.
2. To close the route plan, tap >.
3. To stop the route guidance to the destination or waypoint, tap ⊗ next to the destination in the route plan.

Editing Route Guidance in the Route Plan

To edit route guidance, move the waypoints or the destination in the route plan.

1. Tap and hold the desired destination until it is visibly highlighted.
2. Move the destination to the desired position and release it.

   The route will be recalculated.

Stopping route guidance in the route plan

1. To stop route guidance to the destination, tap in the route plan preview.

   Or: to stop route guidance to the destination or waypoint, open the route plan, tap the destination or waypoint in the route plan, swipe left and tap 🗑.

Additional dialog box in the route plan

Tapping the route plan entries may cause a dialog box to open with additional options for these entries. The options available depend on the entry that is tapped.

Functions in the split screen:

Display on map
Displays the selection on the map.

Direct route
Starts direct route guidance.

Add waypoint
Adds a waypoint to the route guidance.

Delete
Delete waypoint from route guidance.

Avoid
Avoid traffic disruptions. The route will be recalculated.

Stop route guidance
Ends the current route guidance.

Closing an additional dialog box in the route plan

1. Tap a free area outside of the additional window.

Setting preferred POI categories

The system offers different points of interest, e.g. gas stations, using the quick select symbol when entering destinations, in the route plan and on the map. You can prioritize how these symbols are displayed under ⚙ ▶ **Basic function settings** ▶ **Preferred POI categories**. The system also automatically learns your preferred categories.

Learning usage patterns

While driving, the Navigation system saves routes traveled and destinations reached in order to create automatic destination suggestions. Destinations are learned with reference to the time of day and the day of the week.

The navigation system can suggest pre-learned routes. Selecting one of the suggested routes will cause route guidance to begin.

The route guidance follows the selected route until you deviate from it. The route will then be recalculated and will lead back to the selected route via the most direct path.

Relevant traffic disruptions are taken into consideration in route guidance. If an alternative route and the navigation data are available, relevant disruptions will be avoided.

If you are driving a pre-learned route without active route guidance, the destination is added to the route plan. Route guidance does not need to be actively started for a journey to a pre-learned destination. You are warned about traffic disruptions if necessary and an estimated arrival time is displayed.

You can activate or deactivate this function at any time as well as delete the saved data for this function.

Activating or deactivating “Learn usage pattern”

1. To open this function's settings, tap ⚙ ▶ **Basic function settings**.
2. Tap **Learn usage pattern**.

Opening Suggested Routes

1. Tap 🔍.

Deleting saved “Learn usage pattern” data

1. To open this function's settings, tap ⚙ ▶ **Basic function settings**.
2. Tap **Delete usage pattern**.

Saved data

In order to enable you to enter destinations quickly and to optimize route guidance, the Infotainment system saves certain data, such as frequently driven routes and positioning data.

Delete saved data

1. Tap ⚙ ▶ **Basic functions** ▶ **Delete usage pattern**.
2. Tap confirm to delete the data.

Functions and Symbols

Functions

The functions of the navigation system depend on the vehicle equipment and are not available in all countries.

— Entering a destination and route calculation.

— Simultaneous display of two navigation maps, on the screen of the Infotainment system and the instrument cluster.

— Personal destinations.

— 3D City Maps.

— Online Map Update.

— Online Traffic Information.

Symbols

The symbols depend on the vehicle equipment and are not available in all countries.

General symbols

1. To open the main menu, open the app overview and tap △ *(→ Introduction to the Infotainment system)*.

   Or: press NAV *(→ Introduction to the Infotainment system)*.

 Open destination search.

 Open destination memory.

 Open route plan.

 Open personal destination suggestions (home address, work address, favorite POI nearby).

 Open Favorites.

 Open last destinations.

 Open contacts.

 Open additional route guidance options.

 Open navigation map.

 Open saved addresses and, if necessary, the contact list for the connected cell phone.

 or  Opening the settings.

Symbols on the map

The function keys and displays shown depend on the settings and the current driving situation.

Depending on the country, symbols for POI and traffic information, e.g. traffic disruptions, are displayed on the map if the data is available to the navigation system → *Traffic disruptions (→ Navigation online function)*.

 Current position.

 Map scale.

 Align the map.

 Fully automatic map mode.

Alignment in the direction of travel, position, zoom and tilt.

 Display dialog box with route options.

 Open the dialog box with options for selecting destinations. The route plan is opened directly when route guidance is active.

 or  Close the dialog box with options for selecting the destination.

 Ends the current route guidance.

 Display dialog box with additional options. If necessary, a map menu with settings for navigation and navigation announcements.

 Example of a traffic disruption on the map, in this case a traffic jam.

Symbols in the route plan

 Display current position.

 Destination for the current route guidance. Tap to exit the current route guidance.

Symbols in the dialog box

1. To open the dialog box with further options, tap ≡.

 Repeats the last navigation announcement.

 or  Mute or adjust volume of navigation instructions.

Additional symbols

 Display route overview and alternative routes to the current route guidance for the active route guidance.

 Adds a destination to favorites.

 Open route information.

 or  In the destination search: open detailed destination input for an address.

 In the contact list: open address.

 Work (company).

 Home (private).

 No online traffic information available.

Traffic disruptions

Depending on the country, traffic disruptions are displayed on the map if the data is available to the navigation system *(→ Navigation online function)*. Example of a traffic disruption on the map: ⚠ for a traffic jam. Depending on the country, the display of the “Online Traffic Information” mobile online service may need to be activated. If no online traffic information is available, the following symbol will be displayed depending on the vehicle equipment: .

Opening details on traffic disruptions

1. Tap  .
2. Tap a traffic disruption to open an additional window with details *(→ Navigation)*.

Entering a Destination and Starting Route Guidance

Depending on the vehicle equipment and in certain countries, different functions are available for entering destinations. You can further restrict your search with specific suggestions in the results list, e.g. “nearby”.

For further information about symbols on the Infotainment system screen, see *(→ Navigation)* in this Owner’s Manual.

Enter address

Start route guidance by entering an address. During input, the navigation system suggests already known destinations.

When entering the address, enter the name of the destination instead of the postcode.

Selecting the destination and starting the navigation system

1. Tap Q.
2. Enter the destination address and select your desired destination.

   Or: tap ⌨ and enter the address via the input screen.
3. Tap **Route**.

Quick start

1. Tap Q.
2. Enter the address of the destination, tap the desired destination and hold for a few seconds.

Enter the destination as accurately as possible. If there is an error in the destination entered, route guidance cannot take place or may lead to the wrong destination.

Selecting a home and work address

Selecting the destination and starting the navigation system

1. Open route plan.
2. Tap ♡.
3. Tap the saved home address or work address.
4. Tap **Route**.

Selecting from destination suggestions

The navigation system uses saved data such as your last destinations, learned destinations, favorites, home address and work address to provide you with route guidance.

Selecting the destination and starting the navigation system

1. Tap ♡.
2. Tap on the desired destination.

   The route guidance starts automatically.

Selecting from last destinations

The navigation system saves up to ten of the most recent destinations to make them available for route guidance. A new destination automatically overwrites the oldest destination.

Selecting the destination and starting the navigation system

1. Tap .
2. Tap on the desired destination.
3. Tap **Route**.

Quick start

1. Tap .
2. Tap and hold the preferred destination for a few seconds.

Selecting from favorite destinations

Selecting the destination and starting the navigation system

1. Tap .
2. Tap on the desired destination.
3. Tap **Route**.

Quick start

1. Tap .
2. Tap and hold the preferred destination for a few seconds.

Using a contact's address data

Start route guidance via the saved address data for a contact. You cannot use contacts for whom you have not saved any address data for route guidance.

Starting the navigation

1. Tap ▶.
2. Tap on the preferred contact and address data.
3. Tap **Route**.

If the address data for a contact is out of date, the stored address will be used when route guidance is activated and may take you to the wrong destination.

— When starting route guidance, make sure that the stored address for a contact is up to date. The contacts must have completely finished updating in the Infotainment system *(→ Phone interface)*.

— Wait until the update of the contacts is complete in the Infotainment system *(→ Phone interface)*.

Selecting on the map

The navigation map contains active areas at many points which are suitable for the input of a destination. To enter a destination, tap on your preferred position or preferred location on the map. If map data is available at this point, you can launch route guidance.

Entering a destination via the navigation map is dependent on data status and not possible for all positions.

Use the Offroad navigation system to enter a destination to a selected destination point with unknown data *→ Offroad navigation*.

Offroad navigation

The Offroad navigation system calculates routes to selected destinations with unknown data. If the destination is not located on a known road or at a known position, the navigation system will calculate the route up to the next point on the known road and then complete the route to the destination using a straight line.

Starting the navigation

1. Tap .
2. Press and slide the map view until you can select your desired position. You can operate the navigation map using extended finger touches *(→ Navigation)*.
3. Tap the preferred destination or any destination point on the map without positioning data.
4. Tap **Route**.

Navigation data

The Infotainment system is equipped with an internal navigation data storage medium. Depending on the country, the required navigation data may already be installed.

The Infotainment system always requires up-to-date navigation data to ensure that route guidance can be implemented correctly and that the functions provided are fully available.

NOTICE

If you use outdated navigation data, there may be adverse effects on the navigation system. It may not be possible to determine up-to-date routes, or route guidance may guide you to an incorrect destination.

- Always ensure that your navigation data is kept up-to-date.

Navigation Data Online – Additional Information

Regions in the navigation data that you do not use can be removed from the system under certain circumstances, e.g. navigation data memory low on space. If you subsequently need these regions again at a later time, the navigation system will download them again on request. No contract for connected services is required for this purpose. This service depends on the vehicle equipment and is only available in some countries.

1. Switch the ignition on.
2. Establish an Internet connection if you have not already done so.
3. Depending on the country, also select the “Share my position” mode in the privacy settings *(→ Privacy settings)*.

Users who use the vehicle as an anonymous guest will need to reselect the privacy settings each time the vehicle starts *(→ Privacy settings)*.

Updating navigation data manually

Up-to-date navigation data for larger regions, such as Western Europe, can be downloaded online at www.volkswagen.com and stored on a suitable USB data carrier, available to buy in stores. If the Infotainment system is switched off during the process, installation will be interrupted and it will continue automatically once the system is turned on again.

1. Download and save the navigation data onto a USB data storage device.
2. Switch the vehicle ignition on.
3. Link the USB data carrier to the Infotainment system when the vehicle is stationary.

   The navigation data for frequently driven regions is automatically updated in the background.

While and after updating the navigation data, no message appears in the Infotainment system.

If you update the navigation data manually, the USB data carrier must remain permanently connected. You will not receive a notification when the update is complete.

Do not disconnect the USB data carrier from the Infotainment system for a few days until the navigation data for visited regions has been fully downloaded and installed. The installation will start automatically in the background during the journey. Doing so will cancel the update process.

If you disconnect the USB data carrier and visit a new region in offline mode, the navigation data will not be updated due to the lack of a USB data carrier and potentially due to the lack of an internet connection.

Displaying the map data version

1. Open the app overview and tap ⚙ ▶ **System information**.

Online Functions

Online functions of the navigation system are available depending on the vehicle equipment and in certain countries. Online functions are not available in all vehicle models.

The online functions include Online Traffic Information, for example.

Online traffic information

Reception of Online Traffic Information depends on the vehicle equipment and is not available in every country. The Infotainment system automatically receives detailed traffic information when there is an active Internet connection. This information is displayed on the map via symbols and color coding on the road network *(→ Navigation)* → *Traffic flow display*.

Reception of online traffic information is possible in some countries if permitted by the privacy settings selected. No Online Traffic Information is received in offline mode *(→ Privacy settings)*.

Prerequisites for using Online Traffic Information:

- ✓ The requirements for using the connected services have been met *(→ Online services)*.
- ✓ You have ordered the connected service and activated it in your vehicle.
- ✓ Depending on the country, online mode and a mode with location data are selected in the privacy settings *(→ Privacy settings)*.

Traffic disruptions

Traffic disruptions such as traffic jams are displayed on the navigation map as symbols *(→ Navigation)*.

The route plan displays current traffic disruptions if the relevant data is available to the Navigation system.

If route guidance is active, traffic disruptions on the current route will be displayed on the route plan. You can avoid these traffic disruptions by modifying the route plan.

Avoiding traffic disruptions

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1. Open the route plan *(→ Navigation)*.
2. Tap the traffic disruption.
3. Tap **Avoid**.

   The route will be recalculated.

Only one traffic disruption can be avoided in this manner for each route guidance.

Local warnings, e.g for severe weather, can be played via the Infotainment system as a pop-up notification.

Traffic flow display

The traffic flow for current traffic disruptions is displayed on the navigation map via color coding on the road network.

Orange

Stop-and-go traffic.

Red

Traffic jam.

Introduction

Using the phone interface, you can connect your cell phone to the Infotainment system and control the phone functions via the Infotainment system.

Depending on the vehicle equipment, you can connect up to two or three cell phones to the Infotainment system at the same time *(→ Phone interface)*.

The functions depend on the vehicle equipment, are not available in all countries and depend on the cell phone used and its operating system.

High speeds, poor weather and road conditions, a lot of background noise, even outside the vehicle, and the network quality can impair phone calls in the vehicle.

The phone interface may contain an antenna amplifier that improves the reception quality of the cell phone.

You generally only need to pair a device like a cell phone once per technology, Bluetooth® or Wi-Fi®. The connection of the device with the Infotainment system via Bluetooth or Wi-Fi can be restored at any time without re-pairing the device.

For a phone call via the hands-free system or at a high volume, a conversation may also be heard by third parties outside the vehicle.

During a phone call, the volume of the call can be adjusted with the volume control *(→ Introduction to the Infotainment system)*.

Locations with special regulations

Switch off the cell phone and phone interface at locations where there is a risk of explosions. These locations are not always clearly identified. These include, for example:

— Areas near pipes and tanks containing chemicals

— Lower decks in ships and ferries

— Areas near vehicles powered by liquefied petroleum gas, such as propane and butane.

— Areas with chemicals or particles in the air, such as flour, dust, or metal powder

— All other locations where the engine or the cell phone must be switched off.

⚠ WARNING

In potentially explosive environments, e.g. in the vicinity of gas stations and at other similar locations with specific regulations, ignition sparks caused by electrostatic discharge or cell phones, for example, can cause an explosion or a fire and lead to serious or fatal injuries.

- Switch off the cell phone and phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.
- Do not use the cell phone and cell phone interface at locations where there is a risk of explosions, e.g. in the vicinity of gas stations, and locations with specific regulations.

Types of phone interface

Depending on the country and vehicle equipment, your vehicle may have the following mobile phone interfaces:

— Phone interface basic configuration.

The phone interface uses the Hands-Free Profile (HFP) Bluetooth profile for transmission. This profile enables the use of phone functions via the Infotainment system and playback via the vehicle speakers. If a cell phone is connected with the phone interface via the HFP Bluetooth profile, you can already make calls wirelessly using the hands-free system.

— Convenience phone interface.

Just like the basic configuration of the phone interface, the Convenience phone interface uses the HFP Bluetooth profile.

The Convenience phone interface can be equipped with the wireless charging function *(→ Charging Options for Mobile Devices)*. In order to use the wireless charging function, you need to place a suitable cell phone correctly in the storage compartment for the wireless charging function *(→ Charging Options for Mobile Devices)*.

Coupling, connecting and managing

To use the phone interface functions, pair and connect a cell phone with the Infotainment system. Depending on the vehicle equipment, you can connect up to two or three cell phones to the Infotainment system at the same time. However, only one cell phone is active at a time and can be used to make calls. The second connected cell phone can receive calls via the Infotainment system and be used to play media. If three cell phones are connected, the third cell phone can be used for media playback.

The functions listed below may depend on the vehicle equipment and may be unavailable in some countries. The available functions depend on the cell phone used and its operating system.

Pairing a cell phone

Before connecting for the first time, you need to pair the cell phone with the Infotainment system. A user profile for the device is then automatically saved in the Infotainment system *(→ Phone interface)*. The coupling process may take a few minutes.

1. Activate Bluetooth and visibility for Bluetooth devices on the cell phone.
2. Pair the cell phone with the vehicle via the Bluetooth interface *(→ Bluetooth)*.
3. If necessary, open the list of available Bluetooth devices on your cell phone and select the device name for the Infotainment system.
4. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

   If the pairing was successful, the data on the cell phone will be saved in the user profile.

⚠ WARNING

The pairing of a mobile device, e.g. cell phone, can distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

- Always drive attentively and responsibly.
- Only carry out the pairing as the driver when the vehicle is stationary.

With the factory settings, Bluetooth and visibility for Bluetooth devices are always activated. Should these settings be deactivated, tap ⚙ ▶ **Select cell phone** ▶ ⚙ and tap and activate **Bluetooth** and **Visibility**.

When pairing some cell phones, a PIN may be displayed on the cell phone screen. Type this PIN into the Infotainment system to finish pairing.

1. Pair a cell phone → *Coupling, connecting and managing*.
2. Pay attention to messages on the cell phone and in the Infotainment system and confirm these if necessary.

If the connection is not automatically established, tap ⚙ ▸ **Select cell phone** and tap the name of the desired cell phone.

Function descriptions

User profile for the device

An individual user profile for the device is automatically created for each paired cell phone. Data from this cell phone, e.g. contact details, is saved in the user profile. A maximum of ten user profiles may be saved in the Infotainment system simultaneously.

Deleting a User Profile

1. Open the app overview and tap ⚙ ▶ **Manage mobile devices**.
2. Tap 🗑.

Completely delete saved data

1. Reset the Infotainment system to factory settings *(→ Introduction to the Infotainment system)*.

Active and passive connection

In order to use the phone interface functions, at least one cell phone must be connected to the Infotainment system. If several cell phones are connected to the Infotainment system, you can switch between an active and an inactive connection. In order to operate the phone interface with your preferred cell phone, establish an active connection to the Infotainment system.

Paired cell phones are saved in the Infotainment system even if they are not currently connected.

Difference between the types of connection

Active

The cell phone is paired and connected. You can carry out phone interface functions using data from this cell phone.

Passive

The cell phone is paired and connected. You can only take incoming calls via the phone interface. Other functions are not available.

Change connection type (inactive to active)

Requirement:

✓ Several cell phones are connected to the Infotainment system simultaneously.

1. Tap .

   Or: tap on the name for the active cell phone.

   Or: tap **Replace**.

   The actively connected cell phone is highlighted.

2. Tap the name for the preferred cell phone.

   The connection with the other cell phones will be inactivated automatically.

Connection management

Requirement:

✓ The cell phone is paired and connected.

1. Open the app overview and tap ▶ **Mobile devices**.
2. Tap to connect the desired technology.

Contacts

The first time a cell phone is paired with the Infotainment system, the cell phone's contacts are saved in the Infotainment system. You may need confirm the transfer on your cell phone. Depending on the vehicle equipment, you can save up to 5,000 contacts in the Infotainment system. The contacts in the Infotainment system will be updated each time the cell phone is connected to the Infotainment system. During the update, the existing contacts can still be used. If changes are detected in the contacts and the contact update is complete in the Infotainment system, a pop-up appears.

If teleconferences are supported by the mobile network provider and by the cell phone, the contacts can be opened during a phone call and another participant can be added to the phone call.

If an image is stored for the contact, it can be displayed in the list next to the entry.

Using a phone

Select a telephone number to make a call. Various functions are available for selecting a telephone number.

Using contact data

If a contact has multiple telephone numbers, you must select the number you wish to call accordingly.

1. To search for a contact, tap and enter the name of the contact in the input field.

   Or: To call a favorite, tap Favorites in the main menu of the phone interface.

2. Tap on a contact in the list to make the call.

When searching for a contact, enter the last name and first name separated by a space.

Using a call list

The phone interface displays the call list for the cell phone.

1. Tap ▶ **All**.

   Or: Tap and filter entries in the call list, e.g. by missed calls.

2. Tap on a number or, where applicable, a contact in the list to make the call.

Manually entering the telephone number

1. Tap and enter a telephone number.
2. Tap to make the call.

While you are entering a telephone number, the contact related to the number is displayed on the Infotainment system screen.

Favorites

A contact can be saved as a favorite. If the entry contains an image, this is displayed in the storage location for the favorite.

Favorites must be added manually and are assigned to a user profile *(→ Phone interface)* *(→ Bluetooth)*.

Saving a contact as a favorite

1. Tap an available storage location.
2. Tap Contact or search using the search bar. If a contact has multiple telephone numbers, tap the desired number on the list.

Editing a favorite

1. Tap and hold an occupied storage location until the contacts open.
2. Tap New Contact. If a contact has multiple telephone numbers, tap the desired number on the list.

Calling a favorite

1. Tap an occupied storage location.

Favorites are not automatically updated. If the phone number for a contact changes, the favorite must be added again.

Deleting a favorite

1. Tap ▶ ▶ **Manage favorites**.
2. To delete a favorite, tap the desired favorite .

   Or: tap ▶ .

   Or: to delete all favorites from all storage locations, tap **Delete all**.
3. Tap confirm to delete the data.

Sending and receiving text messages

Depending on the cell phone and the Infotainment system in use, you can send and receive SMS text messages and, depending on your country, e-mails via the phone interface.

Sending and receiving e-mails is also dependent on the app used on the cell phone.

Sending an SMS

1. Tap ✉ ▶ **SMS** ▶ **New message** and enter the message on the screen.
2. Enter the desired contact in the search bar and tap.
3. Tap **OK** to send the message.

Sending an e-mail

1. Tap ✉ ▶ **E-MAIL** ▶ **New message** and enter the message.
2. Enter the desired contact in the search bar and tap.
3. Tap **OK** to send the message.

Functions and Symbols

Functions

The functions depend on the vehicle equipment and are not available in all countries. The available functions depend on the cell phone used and its operating system.

— Hands-free system.

— SMS functions via Bluetooth:

  — Read SMS.

  — Write SMS, inc. templates.

  — Have an SMS read out.

  — Message thread.

— E-mail functions via Bluetooth:

  — Read e-mail.

  — Write e-mail.

Symbols

The symbols depend on the vehicle equipment and are not available not in all countries and may look different depending on the Infotainment system.

General symbols

1. To open the main menu, depending on the vehicle equipment, open the home screen or app overview and tap *(→ Introduction to the Infotainment system)*.

   Or: tap PHONE *(→ Introduction to the Infotainment system)*.

 Open contact list.

 Open incoming and outgoing calls lists.

 Dial telephone number.

 Open messages, SMS and, depending on your country, e-mail.

 Change active device.

 or  Opening the settings.

Symbols for telephone calls

 Start a call, continue a call or bring a call to the front for operation.

 End or decline a call.

 Mute the hands-free system.

 Put a call on hold.

 Decline a call with a SMS template.

 Add participants to a phone conference or begin a phone conference.

SOS or  Make an emergency call (SOS).

 Receive roadside assistance.

 Voice mail.

 Receive information about Volkswagen and various value added traffic and travel services.

Call list symbols

1. To open the call lists, tap on  .

 or  Received incoming call.

 or  Outgoing call.

 or  Missed call.

 Frequent calls or favorites from your cell phone, if supported by your cell phone.

 Telephone number (company).

 Telephone number (private).

 Cell phone number.

Text message symbols

1. To open the text messages, tap on ✉.

 Open the template for text messages.

 Have text messages read out.

Introduction to using voice control

With voice control, you can have certain functions carried out by voice command.

Does my vehicle have voice control?

The vehicle has voice control if the following conditions are met:

— The or button is present on the multi-function steering wheel or the VOICE button is present in the Infotainment system.

— Press the or or VOICE button to start voice control.

Or: your vehicle understands the activation command *(→ Voice control)*.

Voice control is active and recognizes spoken words.

Features of voice control

Depending on the system language set in the Infotainment system and your country, voice control is available offline or online.

The number of languages available in your country depends on the country.

If the voice control is available online in your language, it is used when the voice control is activated.

Voice commands

Voice control will only recognize voice commands in the system language set in the Infotainment system.

Voice commands can be freely and informally formulated, depending on the system language. For example, depending on the system language, the statement “I'm cold” leads to an increase in the vehicle's temperature.

In some languages, voice commands must be formulated according to a certain pattern in order to be successfully recognized, e.g. “navigate to [*city, street name, house number*]”.

Depending on the system language, voice commands evaluated online allow an optimized search, for a POI, for example. Messages can also be dictated. For online mode, you will require a valid contract for using connected services for the vehicle .

Observe the following tips for successful voice commands:

✓ Speak clearly and at normal volume. Speak a little louder at higher speeds.

✓ Avoid excessive emphasis and strong accents.

✓ Do not leave long pauses in speech.

✓ Avoid external and background noise.

✓ Do not direct the air flow from the vents towards the microphone or headliner.

Open suggestions for speech commands

The suggestions may vary according to the system language or through the use of online mode.

1. Open the app overview and tap ⓘ ▶ or .

Speech recognition for individual seating positions

Depending on the vehicle equipment, in some countries additional microphones enable voice control to recognize whether the driver or passenger is speaking. For supported languages, you can open functions for individual seat positions, for example switching on the seat heating.

Voice control and artificial intelligence (AI)

Voice control uses artificial intelligence (AI). You are interacting with AI if the following symbol appears in the Infotainment system:

Voice control uses artificial intelligence (AI).

- Test voice control while stationary before a journey to get to know the function.
- There are a number of ways you can start up voice control, e.g. by voice using the activation command *(→ Voice control)* *(→ Voice control)*.
- To ensure that names in the contacts are identified correctly, you may need to switch the order of the first and last names of the desired contact, depending on how the contact entry is structured.
- For more information, see the Infotainment system in the app overview ? ▶ or .

Activation command

Activation command

The spoken words are continuously analyzed in the vehicle and overwritten after approximately 15 seconds. As soon as the Infotainment system recognizes the activation word, voice control will begin. If voice control is available online and activated, (voice) data will also be derived from the vehicle from this point onwards. Otherwise, there is no transmission of data or words spoken in the vehicle.

Detection of the activation word can be deactivated in the settings → *Activation command*.

Voice control recognizes “Hello Volkswagen” as the activation command.

bg Здравей Volkswagen.

cs Ahoj Volkswagen.

da Hej Volkswagen.

de Hallo Volkswagen.

en Hello Volkswagen.

es Hola Volkswagen.

fi Hei Volkswagen.

fr Bonjour Volkswagen.

el Γεια σου Volkswagen.

he Hi Volkswagen.

it Ciao Volkswagen.

nb Hallo Volkswagen.

nl Hallo Volkswagen.

pl Cześć Volkswagen.

pt Olá Volkswagen.

ru Привет Volkswagen.

sv Hej Volkswagen.

tr Merhaba Volkswagen.

If the activation word is deactivated, voice control cannot be started via the activation word.

1. Open the app overview and tap ⚙ ▶ **Voice control** ▶ **Voice control start/end sound** or **Activation word**.

   Or: open the app overview and tap ⚙ ▶ **Voice control**, and tap and activate **Active** under **Activation command**.

Starting, Pausing, Resuming and Ending Voice Control

Starting voice control

1. Activate the activation command *(→ Voice control)*.
2. Say the activation command *(→ Voice control)*.

   Or: press or on the multi-function steering wheel.

   Or: tap VOICE.

Depending on the cell phone and operating system, and also for some Infotainment systems, the voice control of a connected cell phone can be started by pressing and holding the or button, the sensor area or the VOICE button .

Pausing and resuming voice control

You can pause the voice control during input, for example to check an address. While the voice control is paused, there is no transmission of data or words spoken in the vehicle.

1. Say the Pause voice command *(→ Voice control)*.
2. To resume the voice control, say the activation command *(→ Voice control)*.

   Or: press on the multi-function steering wheel.

Ending voice control

1. To open suggestions for a voice command to cancel, open the app overview and tap ▸ ▸ **General**.

   Or: open the app overview and tap ▸ ▸ **General**.

   Or: press on the multi-function steering wheel twice in quick succession or press once.

Voice control is ended automatically in the following scenarios:

— Functions in the Infotainment system are being used.

— The parking system is activated.

— During an incoming call.

— During tasks involving speech and navigation warnings.

Troubleshooting

Voice control is not responding

— Voice control is not available in your language.

— Set the correct system language in the Infotainment system.

— Start voice control by using the activation word or the button on the multi-function steering wheel.

— Voice commands are not recognized due to a system error. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Voice control is giving unsuitable responses

— Voice control has misinterpreted the question.

— Clearly give your voice command again.

Voice control is not performing the function

— This function cannot be performed by voice control.

— The function is not available in all languages. You can find suggestions for voice commands in the set language in the Infotainment system.

— Settings within the function are preventing the device from switching on or carrying out the function.

— Voice control did not understand the voice command.

— There is insufficient data.

Introduction

App-Connect makes it possible to display and control content and functions displayed on the cell phone through the Infotainment system screen.

To use App-Connect, the cell phone must be connected to the Infotainment system via a USB interface with a data transfer function. Some technologies can also be used wirelessly with App-Connect Wireless via the Bluetooth interface and the Wi-Fi® hotspot of the Infotainment system.

Technologies

The following technologies may be available:

— Apple CarPlay®.

— Apple CarPlay® Wireless.

— Android Auto®.

— Android Auto® Wireless.

The technologies listed above are operated by third parties and provided by Volkswagen. Volkswagen is not responsible if these technologies are canceled, discontinued or deactivated during the service life of the vehicle. Apps from third-party providers may be incompatible. It cannot be guaranteed that the apps that are offered will be able to run on all cell phones and with all operating systems.

Which App-Connect technologies are available to you depends on the country and on the cell phone in use. Apps can be based on many different designs and can also differ depending on the vehicle and country. The content, scope, and providers of the apps may vary. Furthermore, some apps depend on the availability of services from third party providers.

You can find more information on the Volkswagen web page.

The use of apps and the required mobile phone connection may be subject to additional charges.

WARNING

Using apps can distract from traffic. Driver distraction while driving can cause accidents and serious or fatal injuries.

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

WARNING

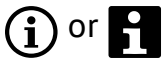
If unsuitable apps are used or apps are not used correctly, this may result in vehicle damage and accidents with serious or even fatal injuries.

- Protect the cell phone and its apps from misuse.

Volkswagen is not responsible for vehicle damage that is caused by low-quality or malfunctioning third-party apps, inadequate programming of third-party apps, insufficient network strength, data loss, misuse of mobile devices, or malware on data carriers, computers, tablets and cell phones.

Symbols

The symbols depend on the vehicle equipment and are only available in some countries.

 Show further information.

 Select the Apple CarPlay technology.

 Select the Android Auto technology.

 Disconnect.

 Close view.

 Return to the App-Connect menu.

 Return to the App-Connect menu.

Connecting a cell phone to App-Connect

In order to use App-Connect or App-Connect Wireless, connect the cell phone to the Infotainment system via **App-Connect**. When using App-Connect Wireless, the connection is initiated via Bluetooth and then established via the Wi-Fi hotspot of the Infotainment system.

When using Apple CarPlay, the Bluetooth connection is disconnected again when the connection via the Wi-Fi hotspot of the Infotainment system is established.

When using Android Auto, the Bluetooth connection remains active.

Connecting the cell phone via USB cable

1. Connect the cell phone to the Infotainment system using a USB cable.
2. Confirm any authorization prompts on the cell phone to give the Infotainment system the necessary permissions.

   App-Connect is set up.

Connecting a Cell Phone for App-Connect Wireless

1. Connect the cell phone to Bluetooth *(→ Bluetooth)*.
2. Open the app overview and tap .

   Or: open the app overview and tap ▶ ⓘ or .
3. Select the desired technology, Apple CarPlay or Android Auto, from the pop-up menu.
4. In the cell phone's Bluetooth menu, search for the displayed device name and pair the cell phone with the Infotainment system.

   With the factory settings, the device name of the Infotainment system is “my VW” and the last four digits of the VIN.
5. Confirm any authorization prompts on the cell phone to give the Infotainment system the necessary permissions.

   App-Connect Wireless set-up is complete.

If any pop-up menus were dismissed during the connection process, App-Connect or App-Connect Wireless will not be available. In this case, Volkswagen recommends deleting the devices from the cell phone settings and Infotainment system and restarting the connection process.

App-Connect Wireless the event of border crossings

When crossing the border into countries with different permitted radio frequencies than your own country and using the Wireless function via App-Connect (App-Connect Wireless) and Wi-Fi, please note the following:

— App-Connect Wireless is limited due to legal provisions, or is not possible at all. This can be indicated by a message in the Infotainment system.

— App-Connect Wireless must be deactivated due to legal provisions.

— The Wi-Fi hotspot must be deactivated.

The wired App-Connect functions are not affected by this restriction and these functions can still be used.

Apple CarPlay®

Requirements

The following requirements must be met in order to use Apple CarPlay:

✓ The iPhone must support Apple CarPlay.

✓ The Siri voice assistant must be activated on the iPhone.

✓ Apple CarPlay must be activated in the iPhone settings without restrictions.

✓ For Apple CarPlay Wireless, Bluetooth and the Infotainment system as a Wi-Fi hotspot must be activated on the iPhone.

✓ If Apple CarPlay Wireless cannot be used, the iPhone must be connected to the infotainment system via a USB connection with data transfer. Only USB ports with data transfer are suitable for use with Apple CarPlay.

✓ The USB cable that is used should be a USB cable certified and approved by Apple, e.g. the original USB cable from Apple or a USB cable from the Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible iPhones, certified apps and availability can be found at the Volkswagen and Apple CarPlay website or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening Apple CarPlay

1. Open the app overview and tap ▶.

Disconnecting

1. To open the **App-Connect** main menu in Apple CarPlay mode, tap Ⓥ.
2. To end the active connection, tap ⊗ or .

Special conditions

During an active connection with Apple CarPlay, the following conditions apply:

— For an iPhone connected with the Infotainment system via Apple CarPlay, phone functions can only be accessed via Apple CarPlay.

— The connected iPhone cannot be used as a media device in the **Media** main menu.

— It is not possible to use the internal navigation and Apple CarPlay navigation at the same time. The route guidance which was started last ends the previous active one.

— Depending on your Infotainment system, you can view information about telephone operation in the instrument cluster display.

— Depending on your Infotainment system and the navigation app used, you can view upcoming turns in the instrument cluster display.

— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice control

The “voice control” function depends on the vehicle equipment and is only available in certain countries.

Starting voice control

1. To start Siri voice control on the connected iPhone, tap and hold  on the multi-function steering wheel or press and hold.

   Or: to start voice operation of the Infotainment system, briefly tap or press  on the multi-function steering wheel *(→ Voice control)*.

Android Auto®

Requirements

The following requirements must be met in order to use Android Auto:

✓ The smartphone must support Android Auto.

✓ For Android Auto Wireless, Bluetooth must be activated on the smartphone and in the Infotainment system. The Infotainment system must also be activated as a Wi-Fi hotspot.

✓ If Android Auto Wireless cannot be used, the smartphone must be connected to the Infotainment system with a USB connection that allows data transfer. Only USB ports with data transfer are suitable for use with Android Auto.

✓ The USB cable that is used should be a USB cable that has been certified and approved by the smartphone manufacturer, e.g. the original USB cable from the smartphone manufacturer, or a USB cable from Genuine Volkswagen Accessories.

These technologies may not be available in all countries.

Information on technical requirements, compatible smartphones, certified apps and availability can be found on the Volkswagen and Android Auto websites or at an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Opening Android Auto

1. Open the app overview and tap .
2. Tap **Android Auto** to establish the connection with the smartphone.

Disconnecting

1. Tap **Close** in Android Auto mode to open the **App-Connect** main menu.
2. Tap ⊗ to end the active connection.

Special conditions

During an active connection with Android Auto, the following conditions apply:

— An active Android Auto device can be connected to the Infotainment system via Bluetooth (Hands-Free Profile, HFP) at the same time.

— Phone functions are possible through Android Auto. The Infotainment system phone function can also be used if the Android Auto device is connected to the Infotainment system via Bluetooth at the same time.

— An active Android Auto device cannot be used as a media device in the **Media** main menu.

— It is not possible to use the internal navigation and Android Auto navigation at the same time. The route guidance which was started last ends the previous active one.

— You can view information about telephone operation in the instrument cluster display.

— Depending on your Infotainment system and the navigation app used, you can view upcoming turns in the instrument cluster display.

— You can accept or decline incoming calls or end a call in progress using the buttons on the multi-function steering wheel.

Voice control

The availability of the “voice control” function depends on the vehicle equipment.

1. Tap briefly to start the Infotainment system voice control.

   Or: Tap and hold the button to start voice control of the connected smartphone.

Stowing luggage and cargo

Stowing luggage securely in the vehicle

— Distribute luggage as evenly as possible in the vehicle. Do not cover any vent openings.

— Always stow luggage and heavy objects in the luggage compartment and place them as far forward in the compartment as possible →⚠.

— Adhere to the Gross Axle Weight Rating and Gross Vehicle Weight Rating .

— Secure objects in the luggage compartment using suitable securing cords, fixation belts or tensioning straps on the tie-downs.

— Also store small objects securely.

— If necessary, fold the rear seat backrest down and lock it securely.

— If necessary, adjust the headlight range. Vehicles with dynamic headlight range control will adjust automatically.

— Adjust the tire pressure based on the load. Follow the tire pressure label *(→ Tire pressure)*.

WARNING

Objects or animals that are not secured or are secured incorrectly can cause serious or fatal injuries in the event of sudden driving and braking maneuvers or a collision. This is especially true if the airbags deploy and strike objects, causing them to fly through the vehicle interior.

- Store all objects securely in the vehicle. Follow the legal regulations whilst doing so.
- Stow objects in the vehicle interior in such a way that they will not enter the airbag deployment zone while you are driving.
- Secure animals in the vehicle restraint systems that are appropriate for their weight and size.
- Always keep the storage compartments closed while driving.
- Do not leave hard, heavy, or sharp objects loose in the open storage compartments in the vehicle, on the surface behind the rear seat backrest, or on the instrument panel.
- Remove hard, heavy, or sharp objects from clothing and bags in the vehicle interior and store them securely.

WARNING

If objects stowed in the vehicle cause people to sit in the wrong position, serious or fatal injuries may occur in the event of sudden driving and braking maneuvers or accidents.

- Never stow objects on a seat if a person is going to use it.

WARNING

When transporting heavy objects, the vehicle's handling performance may change because of the altered center of gravity and the braking distance may increase. Heavy loads that have not been stowed or secured properly may change the vehicle handling, e.g. if the load slides around. This can result in a loss of vehicle control and lead to serious or fatal injuries.

- Never overload the vehicle. Both the load and the distribution of the load in the vehicle affect driving behavior and braking efficiency.
- Always distribute the load evenly and as low down in the vehicle as possible.
- Secure heavy objects in the luggage compartment as far in front of the rear axle as possible.
- Secure any loose objects to prevent them from sliding around.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Take extra care and caution when accelerating.
- Avoid sudden braking or driving maneuvers.
- Brake earlier than usual if the vehicle has a heavy load.

NOTICE

Abrasive objects on the rear windows can cause damage, e.g. to the heating conductors of the rear window defroster.

- Do not load the luggage compartment to a height where objects rest against the rear window.

NOTICE

Carrying systems fixed to the rear spoiler may damage the vehicle.

- Do not attach a luggage rack or any other kind of carrying system, e.g. bicycle rack, to the vehicle's rear spoiler.

Luggage compartment cover

When opening and closing the trunk lid, the luggage compartment cover is raised or lowered on the attached retaining straps.

The luggage compartment cover is not suitable for use as storage for objects, even lightweight items of clothing →⚠.

⚠ WARNING

Objects or animals on the luggage compartment cover can damage the luggage compartment cover and cause serious injury or death in the event of sudden driving and braking maneuvers or an accident.

- Never transport objects on the luggage compartment cover.
- Never allow animals to ride on the luggage compartment cover.

NOTICE

Incorrect handling of the luggage compartment cover can cause damage.

- Do not load the luggage compartment so high that the luggage compartment cover presses on the load when the trunk lid is closed.
- Never close the trunk lid while the luggage compartment floor is open or locked.

Installing and removing the luggage compartment cover

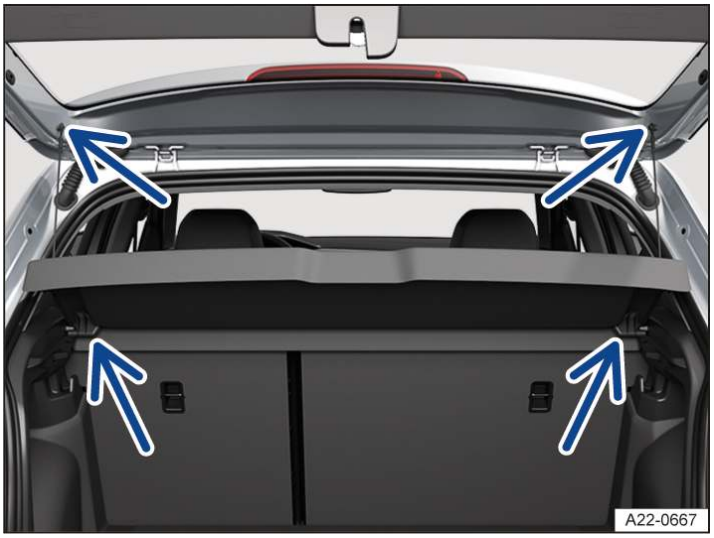


Fig. 1 In the luggage compartment: Installing and removing the luggage compartment cover.

Removing the luggage compartment cover

1. Unhook the top retaining straps from the trunk lid → *fig. 1* (upper arrows).
2. Lift the luggage compartment cover slightly and pull it out from the side brackets → *fig. 1* (lower arrows).

Installing the luggage compartment cover

1. Press the luggage compartment cover from the rear into the side brackets in the luggage compartment → *fig. 1* (lower arrows).
2. Hook the retaining straps onto the trunk lid → *fig. 1* (upper arrows).

Luggage compartment floor - functions

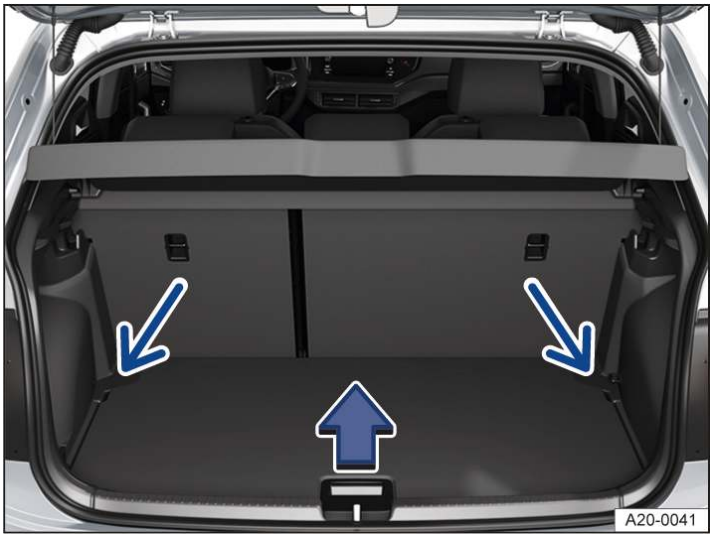


Fig. 1 In the luggage compartment: opening the variable luggage compartment floor.

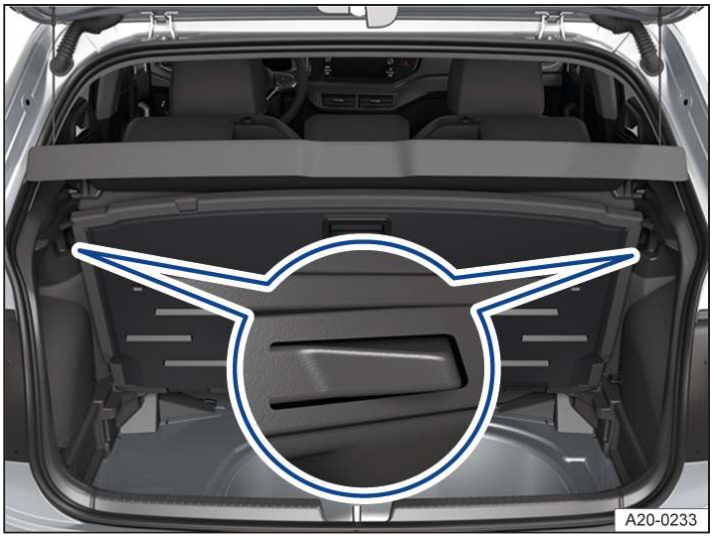


Fig. 2 In the luggage compartment: securing the variable luggage compartment floor in place.

Opening the variable luggage compartment floor

1. Grasp the handle recess in the variable luggage compartment floor → *fig. 1* and lift up the luggage compartment floor.
2. To lock in place, lift the luggage compartment floor until it can be held by the side retainers → *fig. 2* (magnified area).

Closing the variable luggage compartment floor

1. Place the luggage compartment floor on the side supports.

Lowering the variable luggage compartment floor

1. Lift the luggage compartment floor backward and slide it below the guides → *fig. 1* (small arrows).
2. Place the luggage compartment floor on the floor covering.

NOTICE

Improper use may damage the luggage compartment floor or the luggage compartment trim.

- When closing the luggage compartment floor, always carefully guide it downward, and do not drop it.
- Always distribute loads (max. 50 kg (110 lbs)) in the upper position of the variable luggage compartment floor as evenly as possible to avoid concentrating the load in a single place.

Depending on the vehicle equipment, there may be compartments under the variable luggage compartment floor for storing small items.

For vehicles that are equipped with a subwoofer in the luggage compartment, the variable luggage compartment floor cannot be lowered.

Tie-downs



Fig. 1 In the luggage compartment: Tie-down (general example).

1 Tie-down.

Tie-downs are located in the luggage compartment to secure loose objects and luggage with the help of lines, fixation belts or securing straps → *fig. 1* , .

WARNING

Unsuitable or damaged tie-down straps or tensioning straps could break during braking maneuvers or an accident. This could result in objects being thrown through the vehicle interior and causing serious or fatal injuries.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.
- Secure cords, fixation belts and tensioning straps diagonally and tightly across the items placed on the luggage compartment floor, and fasten the cords, fixation belts and tensioning straps securely to the tie-downs.
- Make sure that the upper edge of the load is above the tie-downs, especially on flat objects.
- Follow the signs about storing cargo in the luggage compartment, depending on the vehicle equipment.
- Never secure a child restraint to the tie-downs.

WARNING

Elastic tensioning straps must be stretched for securing to the tie-downs and are therefore under tension. If elastic tensioning straps slip off and "spring back" toward your body, the hooks attached to them may cause serious injuries.

- Protect your eyes and face when securing and releasing the straps.
- Always secure elastic tensioning straps to the tie-downs in the front part of the luggage compartment first. Then pull them to the loading edge. Secure the elastic tensioning straps to the tie-downs so that they will "spring away" from your body if they come off.

Suitable fixation belts or securing straps and cargo securing systems are available from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Shopping bag hooks

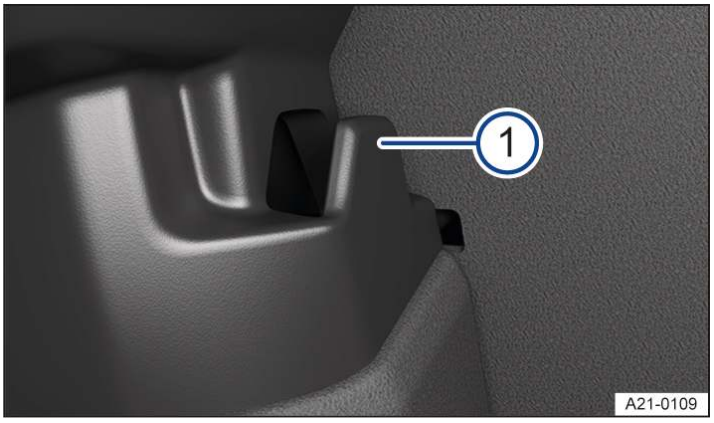


Fig. 1 Shopping bag hooks on the left and right of the luggage compartment.

(1) Shopping bag hooks.

You may have shopping bag hooks in your luggage compartment for hanging light shopping bags *→ fig. 1*.

⚠ WARNING

Luggage or other items tied to the shopping-bag hooks may tear off and be thrown into the vehicle interior during a braking maneuver or accident. This may cause you to lose control of the vehicle and result in serious or fatal injuries.

- Never use the shopping bag hooks to tie down pieces of luggage or objects.
- Only hang lightweight items, up to a maximum of 2.5 kg (approximately 5.5 lbs), from the shopping bag hooks in the vehicle.

Introduction

If equipped correctly, the vehicle can be used to tow a trailer.

Driving a trailer not only increases the vehicle load, but requires more concentration from the driver.

The increased weight from towing affects vehicle wear, fuel consumption, and vehicle performance and may shorten the service intervals.

If the vehicle is driving with a heavy load, functions such as the air conditioner power may be reduced or deactivated to prevent the vehicle from becoming stranded in traffic. Avoid long or large inclines. In the event of prolonged loads, the engine torque can be reduced temporarily to prevent the engine or transmission overheating. Reduce the speed and observe the information and warning and indicator lights in the instrument cluster. When the engine and the transmission are working at the optimal temperature range again, the engine torque reduction is canceled.

The load that a vehicle is able to pull decreases under the following conditions:

— Driving on slopes.

— Driving at high altitudes.

— Driving in high outside temperatures.

— Driving with a fully loaded vehicle, e.g. with passengers and luggage.

— With increasing speed.

Vehicles with a start/stop system

Before trailer towing using towing brackets which have not been retrofitted by Volkswagen, the start/stop system must be manually deactivated and remain deactivated during the entire trailer towing process *(→ Start-stop system)*.

Trailer with function check for the lighting

No trailer with tail lights and brake lights that require a function check for the tail light or brake light in order to be approved may be operated on this vehicle. Consult the trailer manufacturer to find out what approval applies to your trailer.

Unused ball mount

Swivel the ball mount or remove it if there is no trailer, bicycle rack or similar attached to the ball mount. This is especially applicable if the vehicle's license plate or lighting is obscured by the unused ball mount. Comply with the country-dependent regulations for using a trailer hitch → ⚠.

Special conditions

Before driving with a trailer, please note that the functions of the assistance and parking systems may be limited.

DANGER

Transporting persons in a trailer can cause life-threatening injuries and may be against the law.

- Never transport anyone in a trailer.

WARNING

Using the trailer hitch incorrectly can result in loss of control of the vehicle, accidents and serious or fatal injuries.

- Install and use the trailer in accordance with the instructions provided by the corresponding manufacturer.
- Only use the ball mount if it is undamaged and secured correctly.
- Do not modify or repair the ball mount. Removal of the coating on the ball mount is permitted if the installation instructions of the trailer manufacturer require this.

WARNING

If the ball mount is swiveled out, there is an increased risk of accidents and serious injuries for pedestrians and cyclists near parked vehicles and if rear collisions occur.

- Swivel the ball mount in or remove it when it is not in use.

WARNING

The vehicle has not been designed for “weight-bearing” or “load-compensating” trailer hitches. The trailer hitch could malfunction and the trailer could disconnect from the vehicle. This can cause accidents and serious injuries.

- Never install “weight distributing” or “load equalizing” ball mounts.

WARNING

Driving with a trailer and transporting heavy or large objects can change the vehicle handling performance, increase the braking distance and cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Note that trailers with a high center of gravity may tip sooner than trailers with a low center of gravity.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra care and caution when accelerating.
- Avoid abrupt and sudden driving and braking maneuvers.
- Do not drive faster than 80 km/h (50 mph), or 100 km/h (60 mph) if absolutely necessary, when towing a trailer. This also applies in countries where higher speeds are permitted.
- Reduce the vehicle speed, especially when driving uphill or downhill.
- Always observe the country-dependent maximum permissible speed for vehicles with trailers.
- Overtake especially carefully and reduce vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Never try to “straighten out” a swaying trailer by accelerating.
- Look out for potential messages and warning and indicator lights turning on in the Volkswagen Digital Cockpit because of the increased load for the towing vehicle.

WARNING

When towing with towing brackets which have not been retrofitted by Volkswagen the start/stop system must always be manually deactivated. Otherwise this can lead to a failure in the brake system and can cause accidents and severe injury.

- Always switch off the start-stop system manually if you have fitted a trailer hitch which has not been retrofitted by an authorized dealer and are driving with a trailer.

If you have integrated a trailer into the anti-theft alarm system, breaking the connection to the trailer may trigger the anti-theft alarm system *(→ Anti-theft alarm system)*.

Do not tow a trailer during the first 1000 km (600 miles) driven with a new engine *(→ Breaking in the engine)*.

Some retrofitted trailer hitches cover the mount for the towing eye. If this is the case, it will not be possible to use the towing eye to tow other vehicles. Because of this, you should always keep the ball mount from a retrofitted trailer hitch inside the vehicle when it is removed.

Hitching a trailer

Trailer socket

The towing vehicle and the trailer are connected electrically using a 13-pin trailer socket. The pin assignment conforms to DIN ISO 11446.

If the trailer has a 7-pin connector, a suitable adapter must be used.

1. Switch the ignition off.
2. Lift the socket cap and insert the plug.
3. Rotate the plug clockwise by a quarter of a rotation until it fully engages into the socket.
4. To lock the connector in place, release the cap.
5. Switch the ignition on.
6. Check that the entire lighting system is working properly before starting the journey.

If you are not sure how to connect the trailer with the towing vehicle's electrical system correctly, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Integrating into the anti-theft alarm system

The trailer is integrated into the anti-theft alarm system if the following requirements are met:

✓ If the vehicle is equipped with a factory-installed anti-theft alarm system and trailer hitch.

✓ If the trailer is connected to the electrical system in the towing vehicle.

✓ If the vehicle and trailer electrical systems are functioning correctly and are not damaged.

✓ If the vehicle was locked using the vehicle key and the anti-theft alarm system is active.

When the vehicle is locked and the electrical connection to the trailer is disconnected, the alarm will be triggered.

Trailers with LED taillights cannot be integrated into the anti-theft alarm system due to the technology involved. If a trailer with LED taillights is fitted and the electrical connection to the trailer is interrupted, the alarm will not be triggered.

Securing cables

In some countries, unbraked and braked trailers must be secured by means of securing or breakaway cables.

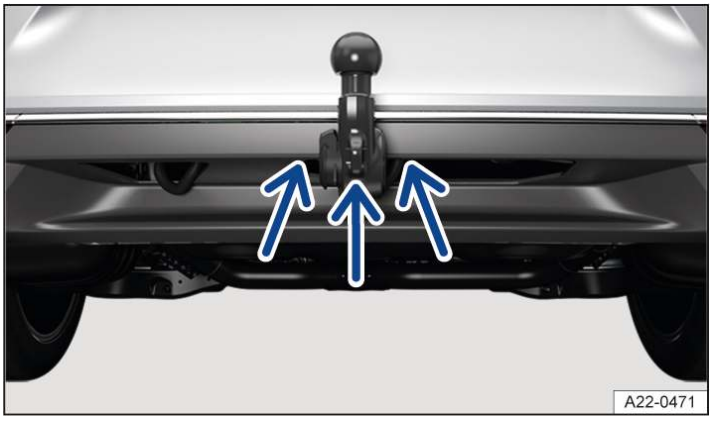


Fig. 1 On the trailer hitch: eye for fastening the securing or breakaway cable (general example).

Depending on the vehicle equipment, the eye for fastening the securing or breakaway cable can be located on the neck of the ball mount or next to the ball mount directly on the base plate of the ball mount → *fig. 1* (arrows).

Comply with the country-dependent regulations for using a securing cable.

Fastening a securing or breakaway cable to the eye on the ball mount provided for this purpose → *fig. 1*:

1. Guide the cable through the eyelet and hook it in the carabiner →⚠.

⚠ WARNING

Improperly or incorrectly connected electrical wires can electrify the trailer and lead to malfunctions in the entire vehicle electronics as well as accidents and serious or fatal injuries.

- Have all work on the electrical system performed only by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never connect the electrical system on a trailer to the electrical connectors for the taillights or other power sources on the towing vehicle.

⚠ WARNING

Contact between the pins on the trailer socket can cause short circuits, overloading of the electrical system, or malfunction of the lighting system, which can result in accidents and serious or fatal injuries.

- Never connect the pins in the trailer socket to one another.
- Have bent pins repaired only by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

An improperly secured trailer can cause accidents and serious injuries or death.

- Never drape the securing or breakaway cable of the trailer loosely over the ball mount.

NOTICE

If a trailer hitched to the vehicle is resting on a supporting wheel or on the trailer support, the vehicle may lift and lower due to changes in the load or tire damage. This would put great stress on the trailer hitch and the trailer. This can cause damage to the vehicle and trailer.

- Note that a trailer that is resting on a supporting wheel or on the trailer support should not remain hitched to the vehicle.

If the ignition is switched off and accessories on the trailer are on while there is an electrical connection through the trailer socket, the 12 V vehicle battery will discharge.

The electrical connection to the trailer will be automatically disconnected if the charge level of the 12 V vehicle battery becomes too low.

Loading a trailer

General information

If the vehicle is approved for trailer mode, note the country-dependent rules and regulations for driving with a trailer and the use of a trailer hitch.

Always ensure that the vehicle and trailer are well balanced. Do not load the trailer unevenly by putting more weight at either the front or the back. Always store heavy objects as close as possible to or above the axle. Always secure the load on the trailer properly →⚠.

Trailer load and tongue weight

The trailer load is the weight that the vehicle can tow.

The trailer tongue weight rating is the load that presses down vertically from above onto the ball mount of the trailer hitch.

Volkswagen recommends always using the maximum permissible trailer tongue weight rating . An insufficient trailer tongue weight rating negatively affects the handling of the vehicle and trailer. The maximum permissible trailer tongue weight rating of the trailer drawbar on the trailer hitch ball head must not be exceeded →⚠.

The actual trailer tongue weight rating increases the weight on the rear axle and reduces the possible load in the vehicle.

In some countries, under certain conditions, a higher trailer tongue weight rating can be used. Comply with the country-dependent specifications and regulations.

Towing weight

The towing weight consists of the actual weights of the loaded towing vehicle and the loaded trailer.

In some countries, trailers are divided into classes. Volkswagen recommends consulting with an authorized Volkswagen dealer or authorized Volkswagen Service Facility about suitable trailers. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure

The tire pressure for the tires on the trailer is based on the recommendation of the trailer manufacturer.

When towing a trailer, inflate the tires on the towing vehicle to the maximum permissible tire pressure *(→ Tire pressure)*.

⚠ WARNING

Sliding loads can considerably impair driving stability and trailer safety and increase the risk of accidents and serious injuries or death.

- Always load trailers correctly.
- Always secure cargo with suitable and undamaged cords or tensioning straps.

⚠ WARNING

If the gross axle weight rating, trailer tongue weight rating, gross vehicle weight rating or towing weight of the vehicle and the trailer are exceeded, accidents and serious injuries or death can result.

- Never exceed the specified values .

Driving with a trailer

Headlight adjustment

When a trailer is attached, the front part of the vehicle may be lifted, and the dipped beam headlights may dazzle other road users. Lower the beam correspondingly using the headlight range control. Vehicles with dynamic headlight range control adjust automatically and do not need to be manually adjusted.

Characteristics when driving with a trailer

- When driving with a trailer with an overrun brake, first brake gently then rapidly. This avoids braking jolts due to the trailer wheels locking.
- The braking distance increases due to the gross combination weight (of the trailer and vehicle).
- Use the engine as an additional brake on slopes. Otherwise the brake system may overheat and possibly fail.
    - Vehicles with manual transmission: Switch to a lower gear before slopes.

      Vehicles with an automatic transmission: Select a lower gear when driving in Tiptronic mode.
- The vehicle's center of gravity, and thereby also its driving characteristics, are changed by the towing weight and the increased total weight of the vehicle and trailer.
- An empty towing vehicle and loaded trailer create a very unfavorable weight distribution. Drive very carefully and slowly with this combination.

Driving on hills with a trailer

Depending on the angle of the hill and the total weight of the trailer, a parked trailer may roll back slightly when you start driving.

When towing a trailer, start on a hill as follows:

1. Press and hold the brake pedal.
2. Set the parking brake.
3. Vehicles with manual transmission: Fully depress the clutch pedal and engage 1st gear.

   Vehicles with an automatic transmission: Engage the gear to drive forward.
4. Unlock the parking brake and then release it carefully with the lock button pressed. At the same time, gently press the accelerator pedal.

   Vehicles with manual transmission: Release the clutch pedal until you can feel that the vehicle is moving forward.

   If applicable, observe any information displayed on the Hill Hold *(→ Hill start assist)*.
5. Start driving slowly.
6. Only release the parking brake lever once the engine has generated enough drive power to start driving.

⚠ WARNING

Towing a trailer incorrectly can result in loss of control of the vehicle and cause serious injuries or death.

- Bear in mind that the driving characteristics change when driving with a trailer and transporting heavy or large objects.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Always drive carefully and try to anticipate what may be ahead.
- Take extra caution when overtaking.
- Reduce the vehicle speed as soon as you detect the slightest swaying movement in the trailer.
- Take extra care and caution when accelerating.
- Brake earlier than usual as the braking distance may be longer.
- Avoid abrupt and sudden driving and braking maneuvers.
- Reduce the vehicle speed, especially when driving downhill.
- Never try to “straighten out” a swaying vehicle and trailer by accelerating.
- Adhere to the applicable local maximum speed limit, which may be lower for vehicles towing a trailer than it is for vehicles that are not towing a trailer.

⚠ WARNING

A poor rear view when pulling a trailer may result in accidents and serious or fatal injuries.

- Ensure sufficient visibility behind you.
- Install additional rearview mirrors to ensure you have a clear rear view.

Trailer stabilization

If a trailer is hitched to the vehicle and it begins to sway, the trailer stabilization can detected this and countersteer.

Trailer stabilization is an additional feature of the Electronic Stability Control (ESC).

If the system detects that the trailer is swaying, the trailer stabilization will automatically provide counter-steering assistance to the reduce the “vibration” of the trailer.

Trailer stabilization requirements

— The trailer hitch must be installed at the factory or a compatible trailer hitch must be retrofitted.

— Electronic Stability Control (ESC) and anti-slip regulation (ASR) are active. The or indicator light in the instrument cluster must not be on.

— The trailer must be connected to the electrical system in the towing vehicle via the trailer socket.

— The driving speed must be less than 60 km/h (37 mph).

— The maximum tongue weight must be used.

— The trailer must have a fixed drawbar.

— Braked trailers must have a mechanical overrun protection device.

System limits

The trailer stabilization may not respond or may have a limited response in the following driving situations.

— The trailer stabilization switches off when ESC is deactivated.

— Trailer stabilization may not always detect if a light trailer is swaying and stabilize it.

— When driving on slippery roads with poor traction, the trailer can still jackknife despite the trailer stabilization.

— Trailers with a high center of gravity can tip before you notice any swaying back and forth.

— If there is no trailer hitched to the vehicle but there is a connector in the trailer socket, for example from a bike carrier with lights, sudden braking maneuvers may occur automatically in extreme driving situations.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the system. The driver is always responsible for control of the vehicle.
- Observe the system limits → *System limits*.
- Accelerate carefully on slippery roads.
- Take your foot off the accelerator pedal when a system is taking control.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

Mounting the removable ball mount

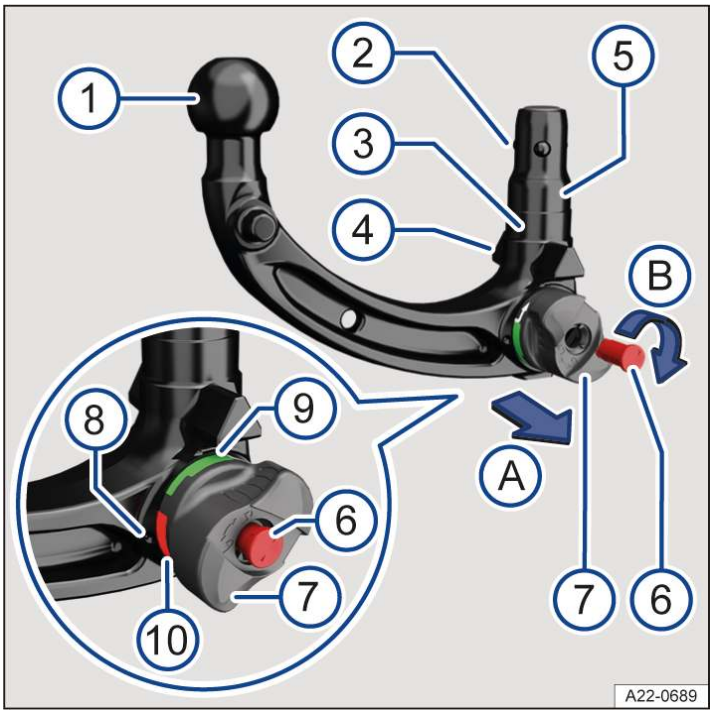


Fig. 1 Overview: Removable ball mount.

1. Ball mount.
2. Locking balls.
3. Trigger (ball) for locking mechanism.
4. Centering pin.
5. Shaft.
6. Key.
7. Lock cover.
8. Handwheel.
9. Green marking on the ball mount.
10. Red marking on the handwheel.

The removable ball mount is in the luggage compartment, either in a side storage compartment or under the luggage compartment floor.

NOTICE

Fitting an unsuitable ball mount can cause vehicle damage and invalidation of the operating license.

- Use the ball mount supplied by the factory or a ball mount approved for your vehicle model and its model year. Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Step 1: Preparations

1. Before using the removable ball mount for the first time, make a note of the number embossed on the key → *fig. 1* (6) so that you can replace it if necessary.
2. Remove the sealing plugs from the ball mount support beneath the rear bumper and store in the vehicle.
3. Swivel the trailer socket as far up to the left as possible, starting from the bottom right. This will make the support for the ball mount accessible.
4. Check that the mount, the handwheel → *fig. 1* (8), the shaft (5) and the locking balls (2) of the ball mount are clean and undamaged →. Clean it if necessary.

Step 2: Check whether the ball mount is pre-tensioned

The ball mount can only be attached properly if it is pre-tensioned.

The following conditions must be met:

— The red marking → *fig. 1* (10) on the handwheel points to the green marking on the ball mount → *fig. 1* (9).

— The handwheel → *fig. 1* (8) is clearly raised off the ball mount so that there is a gap of at least 4 mm (0.2 inches) between the handwheel and the ball mount.

— All locking balls → *fig. 1* (2) can be pressed fully into the shaft → *fig. 1* (5).

— The key → *fig. 1* (6) is in the lock, the arrow on the key points to the Open lock symbol on the handwheel → *fig. 1* (8) and the key cannot be removed.

If all of the conditions are met, continue with Step 4.

If the conditions are not met, continue with Step 3.

Step 3: Pre-tensioning the ball mount

If the ball mount is not pre-tensioned, pre-tension the ball mount as follows:

1. Open the lock cover → *fig. 1* (7) and insert the key into the lock.
2. Turn the key → *fig. 1* (6) counterclockwise until the arrow on the key points to Open lock on the handwheel → *fig. 1* (8).
3. Hold onto the ball mount with one hand. With the other hand, pull out the handwheel → *fig. 1* (8) in the direction → *fig. 1* (A).
4. Turn the pulled-out handwheel → *fig. 1* (8) in the direction → *fig. 1* (B) as far as it will go.

Step 4: Attaching the pre-tensioned ball mount to the vehicle

Let go of the handwheel → *fig. 1* (8) on the pre-tensioned ball mount. When it locks, the handwheel jumps back to its original position and can cause injuries → ⚠.

1. Insert the pre-tensioned, removable ball mount into the support tube from below.
2. Push the ball mount firmly upwards until it engages.

   The ball mount has engaged if:

   — The green marking on the handwheel → *fig. 1* (9) points upward.

   — The ball mount is locked and the key → *fig. 1* (6) can be removed.

   — There is no longer a gap between the handwheel → *fig. 1* (8) and the ball mount.
3. Turn the key → *fig. 1* (6) clockwise to the lock the ball mount.
4. Shut the lock cover → *fig. 1* (7).

Step 5: Safety check

Before hitching a trailer, check whether the ball mount is properly secured.

— Shake the ball mount forcefully several times to check that it is firmly seated in the mounting sleeve.

— The green marking on the handwheel → *fig. 1* (9) points upward.

— The handwheel → *fig. 1* (8) touches the ball mount and can be locked.

— The ball mount is locked and the key → *fig. 1* (6) is removed.

— The handwheel → *fig. 1* (8) can no longer be pulled to the side.

Securing cables

In some countries, unbraked and braked trailers must be secured by means of securing or breakaway cables.

Comply with the country-dependent regulations for using a securing cable.

1. Secure the securing or breakaway cable to the provided ball mount eyelet.
2. Guide the cable through the eyelet and hook it in the snap hook →⚠.

⚠ WARNING

Improper use of the trailer hitch can cause accidents and serious injuries or death.

- Never use the trailer hitch if the smallest diameter of the ball mount → *fig. 1* (1) is less than 49 mm (1.9 inches).
- Only use the ball mount if it can be secured, engaged and preloaded correctly.
- Do not use tools to install the ball mount.
- If the ball mount is correctly installed, do not forcefully turn or pull out the handwheel.

⚠ WARNING

An improperly secured trailer can cause accidents and serious injuries or death.

- Never drape the securing or breakaway cable of the trailer loosely over the ball mount.
- Let go of the handwheel when the ball mount is pre-tensioned. When pushing the ball mount into the support, the handwheel jumps back to its original position.
- If the ball mount cannot be installed, have the trailer hitch inspected by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use the trailer hitch if the key cannot be removed when the ball mount is attached. The ball mount is not properly locked in this case.
- Always stow the detached ball mount securely in the luggage compartment.

⚠ WARNING

The ball mount is heavy. During the safety check, the ball mount could fall out and cause crushing injuries.

- Always proceed with caution during the safety check.

NOTICE

The support on the vehicle and the handwheel, the shaft and the locking balls of the ball mount must be clean and undamaged. Otherwise, it is not possible to lock the ball mount securely.

- Regularly check the mount, the handwheel, the shaft and the locking balls of the ball mount for damage.
- Do not aim the jet of a high-pressure washer or steam cleaner directly at the ball mount holder. Doing so could rinse the grease that is needed for lubrication out of the mount.

Removing the ball mount

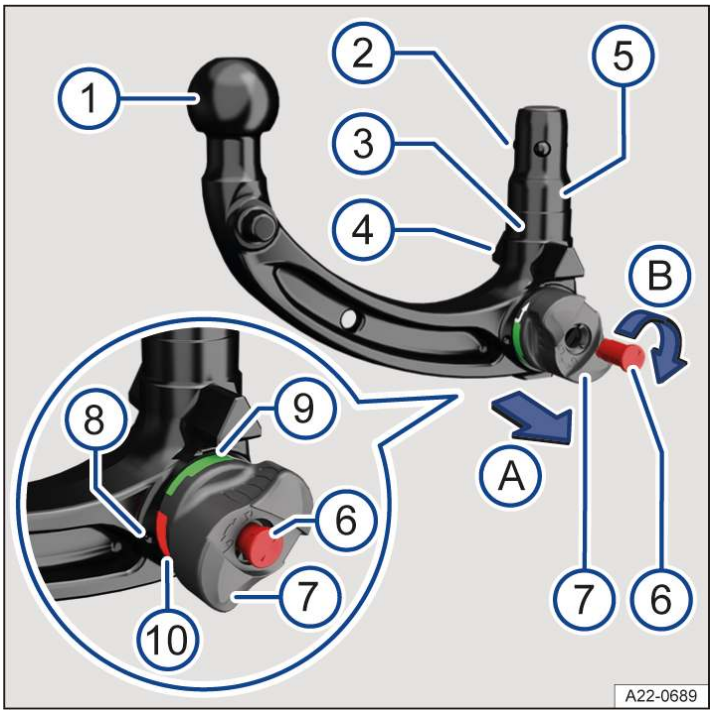


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10. Red marking on the handwheel.

1. Park the vehicle *(→ Parking)*.
2. Detach the trailer and disconnect the electrical connection between the vehicle and the trailer. Also remove the adapter from the trailer socket.
3. Open the lock cover → *fig. 1* (7) and insert the key → *fig. 1* (6) into the lock.
4. Turn the key → *fig. 1* (6) counterclockwise until the arrow on the key points to the Open lock symbol on the handwheel → *fig. 1* (8).
5. Hold onto the ball mount with one hand →⚠. With the other hand, pull out the handwheel → *fig. 1* (8) in the direction → *fig. 1* (A).
6. Turn the pulled-out handwheel → *fig. 1* (8) in the direction → *fig. 1* (B) as far as it will go.
7. Pull the ball mount down and out of the support.
8. Let go of the handwheel → *fig. 1* (8).
9. Stow the ball mount in the side storage compartment in the luggage compartment or under the luggage compartment floor.

⚠ WARNING

The removable ball mount is heavy. When removed, the ball mount could fall and cause crushing injuries.

- Only remove the ball mount when there is no trailer hitched to it.

Dimensions and mounting points for retrofitting a trailer hitch

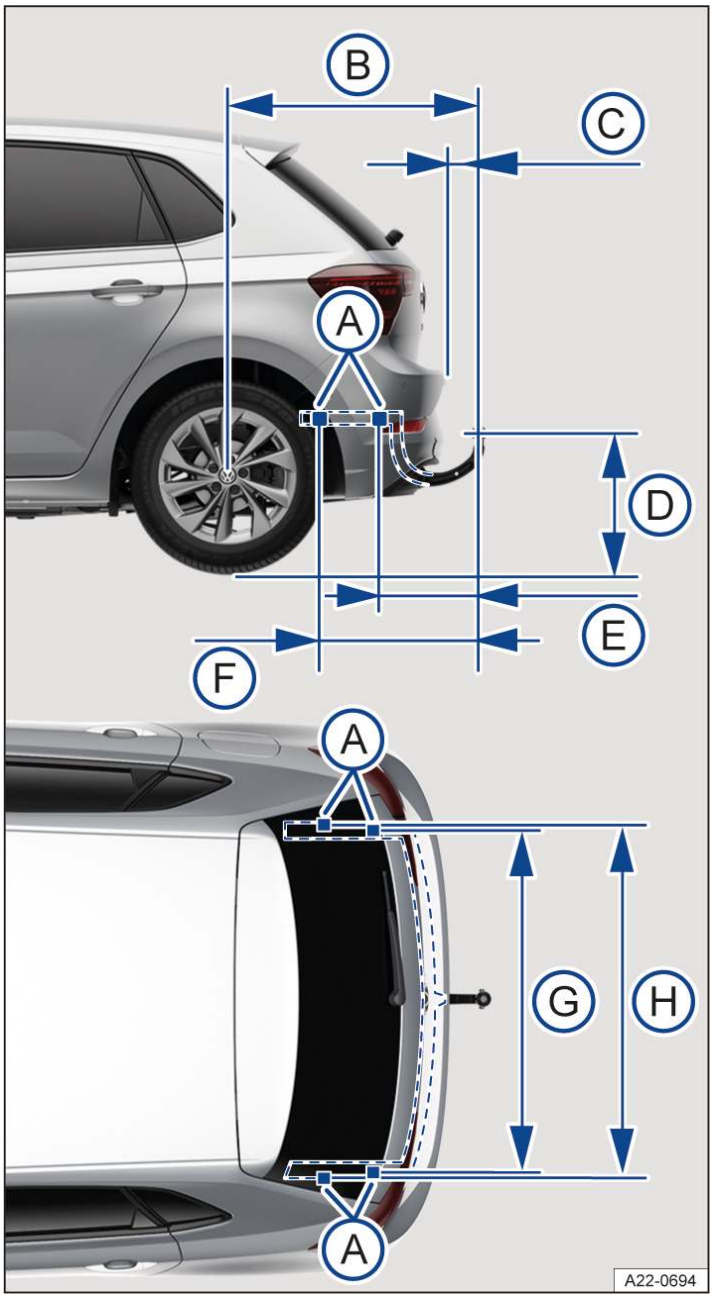


Fig. 1 Dimensions and mounting points for retrofitting a trailer hitch.

The correct dimensions → *fig. 1* must always be used when retrofitting a trailer hitch. The smaller specified dimension from the center of the ball mount to the road surface (D) must always be met. This also applies when the vehicle is fully loaded including the maximum tongue weight.

(A) Mounting points.

(B) 798 mm (approx. 31.4 in).

(C) Min. 65 mm (approx. 2.6 in).

(D) 350 to 420 mm (approx. 13.8 to 16.5 in).

(E) 333 mm (approx. 13.1 in).

(F) 459 mm (approx. 18 in).

(G) 1025 mm (approx. 40.4 in).

(H) 1031 mm (approx. 40.6 in).

Volkswagen recommends having a trailer hitch retrofitted by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. For example, modifications to the cooling system or the installation of heat shields may be necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mount the trailer hitch in accordance with the instructions supplied.

A retrofitted, non-removable trailer hitch must not cover the label or the lighting system on the rear of the vehicle. Comply with the country-dependent regulations for using a trailer hitch.

Depending on the country, the vehicle may not be approved for trailer towing due to legal and technical requirements.

If this is the case, no trailer hitch may be retrofitted.

Please contact suitably qualified professionals if you have any questions about retrofitting a trailer hitch. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Improperly or incorrectly connected electrical wires can lead to malfunctions in the entire vehicle electronics system as well as accidents and serious or fatal injuries.

- Never connect the electrical system on a trailer directly to the electrical connectors for the taillights or other unsuitable power sources.
- Only use suitable connectors to connect the trailer.
- If retrofitting the vehicle with a trailer hitch, have the work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Incorrect mounting or the use of an unsuitable trailer hitch can lead to the trailer becoming detached from the towing vehicle during the journey, potentially causing accidents and serious injuries or death.

- Only have work on your trailer hitch or the retrofitting of a trailer hitch carried out by an authorized Volkswagen dealer or authorized Volkswagen service facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use trailer hitches that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attaching a rear carrier system or bicycle rack to the ball mount

Rear carrier systems are understood to include, for instance, bicycle racks or storage containers, which are attached to the ball mount.

Only use rear carrier systems that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer →⚠.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Attach the rear carrier system according to the manufacturer's instructions.

Maximum load of the rear carrier system

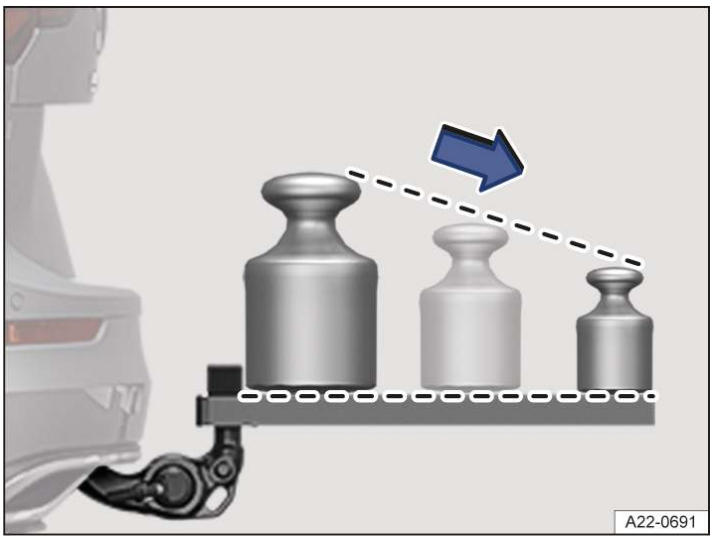


Fig. 1 Recommended weight distribution on the rear carrier system.

The carrying load is made up of the rear carrier system and the load transported on it.

The maximum recommended carrying load for the rear carrier system attached to the ball mount may vary from the trailer tongue weight rating of the vehicle.

However, the maximum permissible trailer tongue weight rating of the trailer hitch must not be exceeded.

The carrying load is reduced due to the effect of leverage, the further the center of gravity of the rear carrier system is from the ball mount.

Position heavy items as close to the ball mount as possible → *fig. 1*.

Maximum carrying load

To find out the recommended carrying load for your vehicle, check the trailer tongue weight rating of your vehicle . The carrying load can then be found in the following table. In accordance with Directive UN-R 55, Volkswagen recommends complying with the specified number of bicycles on the rear carrier system.

Maximum trailer tongue weight rating of the vehicle	Maximum carrying load	Number of bicycles
50 kg (110 lbs)	50 kg (110 lbs)	2
55 kg (121 lbs)	55 kg (121 lbs)	2
From 75 kg (165 lbs)	75 kg (165 lbs)	3

Maximum overhang of the rear carrier system

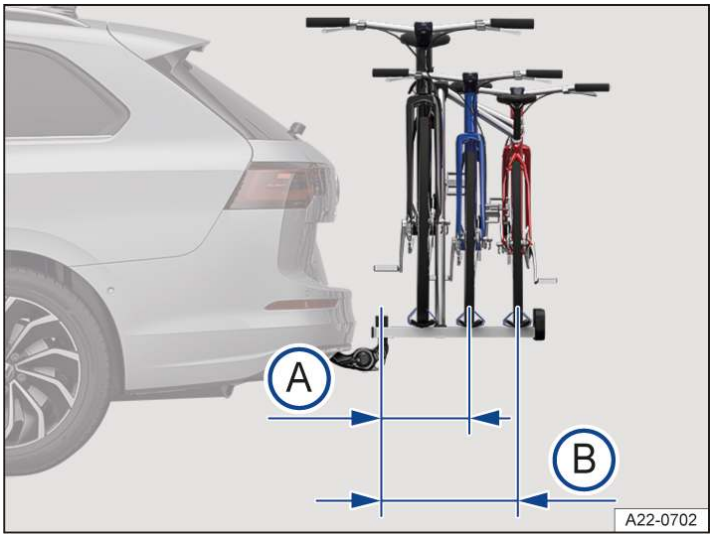


Fig. 2 General example of the maximum overhang on one bicycle rack for two or three bicycles.

(A) For a carrying load up to 55 kg (121 lbs): 500 mm (approx. 19.7 inches).

(B) For a carrying load of 75 kg (165 lbs): 700 mm (approx. 27.6 inches).

On bicycle rack systems with two bicycles, the maximum overhang must not exceed 500 mm (approx. 19.7 inches) from the center of the ball mount to the center of the bar on the last bicycle rack → *fig. 2* (A). On bicycle rack systems with three bicycles, it must not exceed 700 mm (approx. 27.6 inches) → *fig. 2* (B).

⚠ WARNING

Improper use of a rear carrier system mounted on the ball mount of the trailer hitch can cause accidents and serious injury or death.

- Ensure that the rear carrier system is suitable for use on your vehicle.
- Always read and follow the assembly instructions provided by the rear carrier system manufacturer.
- Never secure a rear carrier system on the ball mount below the coupling ball. The rear carrier system could slip because of the shape of the ball mount.

Volkswagen recommends removing as many attachments as possible from the items to be loaded onto the rear carrier system before the journey. This includes bicycle baskets and paniers, child seats and batteries. This improves the wind load and the center of gravity of the rear carrier system.

Introduction

Depending on the vehicle equipment, the vehicle may be designed to have a roof rack installed.

Bulky objects can be transported on the vehicle roof using the roof rack.

If you are not sure if your vehicle is designed to have a roof rack installed, check with an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Only use roof racks that are approved by Volkswagen for use with your vehicle.

Do not use or retrofit a roof rack if this is not approved for your vehicle.

WARNING

When transporting large, heavy, long, or flat loads on the roof rack, the vehicle's driving characteristics and aerodynamics change because of the different center of gravity and increased wind resistance. This may cause accidents and serious or fatal injuries.

- Always secure cargo correctly with suitable and undamaged cords, fixation belts or tensioning straps.
- Avoid abrupt and sudden driving and braking maneuvers.
- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.

WARNING

If the use of a roof rack is not approved for your vehicle or a roof rack that is incompatible with the vehicle is fitted, it may detach and fall from the roof of the vehicle while you are driving. This may cause accidents and serious or fatal injuries.

- Only use roof racks that are approved by Volkswagen for the vehicle.
- Do not fit roof racks if they are not approved for your vehicle.

NOTICE

Installing any type of roof rack onto a vehicle that is not approved for use of a roof rack can cause serious damage.

- Do not fit roof racks if they are not approved for your vehicle.

Driving with a roof rack fitted increases the air resistance of the vehicle and thus also the fuel consumption. This reduces the potential range of the vehicle. This applies to all roof racks and any objects transported on them, such as bicycles and skis.

Mounting a roof rack

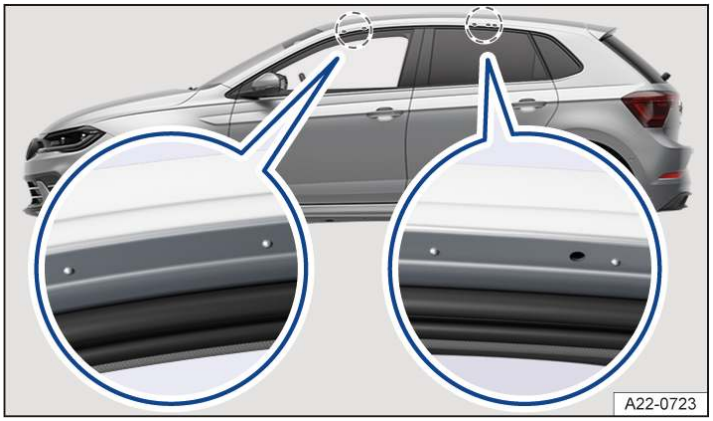


Fig. 1 Mounting points for base supports.

For safety reasons, special roof racks are needed to transport luggage, bicycles, surfboards, skis and boats safely. The roof racks for installation on the roof rail in particular are referred to as roof rack bars, and are used as a base supports for direct installation on the vehicle roof.

Only use roof racks that are provided for the vehicle model, model year and vehicle equipment by the corresponding manufacturer.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Installing the Base Supports

Mount the base supports in accordance with the instructions supplied.

The holes or markings for securing the roof rack can only be seen when the doors are open. If necessary, unscrew the plastic screw from the hole opening.

The front holes or markings are located on the undersides of the roof pillars near the door seal.

The rear holes or markings are located on the undersides of the roof pillars near the door seal or, depending on the vehicle equipment, at the top of the rear side windows.

The respective base can be attached after successfully installing the base supports →⚠.

Remove the roof rack in the following scenarios

— If the roof rack is no longer needed.

— Before driving through an automatic car wash

— If the height of the vehicle exceeds the maximum height limit, for example in a garage

NOTICE

The height of the vehicle changes when a roof rack is installed and when there is cargo secured on it. The vehicle may be badly damaged if you drive into entrances with low heights, e.g. underpasses and garages.

- Compare the height of the vehicle with the clearance height.

NOTICE

If parts on the roof of your particular vehicle (depending on the vehicle equipment), e.g. the roof antenna, and the trunk lid's range of movement are impaired by the roof rack and the luggage, the vehicle may be damaged.

- Ensure that the roof rack is positioned correctly on the roof and that it will not affect any components of the vehicle.

WARNING

Securing the roof rack and base incorrectly or using them incorrectly may cause the luggage or the entire assembly to come loose from the vehicle roof. This can result in accidents and serious or fatal injuries.

- Always mount the roof rack and base correctly in accordance with the manufacturer's instructions.
- Secure the roof rack only at the locations intended for this.
- Always mount special rack assemblies for bicycles, skis, surfboards, etc. correctly and in accordance with the manufacturer's installation instructions.
- Only use the roof rack and base if they are undamaged and secured correctly.
- Check the roof rack mounts before starting a journey and, if necessary, retighten them after a short distance.
- On long trips, check the threaded connections and fasteners each time you take a break.
- Do not make any modifications or repairs to the roof rack or base.

A fitted roof rack increases air resistance and therefore may reduce the vehicle's range.

Loading the roof rack

Maximum permissible roof weight

The maximum permissible roof load is 75 kg (165 lbs).

The roof load consists of the weight of the roof rack and the items carried on the roof rack →⚠.

Always check the weight of the roof rack and the items that will be transported on it. Weigh the items if necessary.

When using a roof rack with a low load limit, do not load the rack with the maximum permissible roof load. In this case, only load the roof rack to the weight limit listed in the installation guide.

Distributing the load

Distribute the load evenly and secure it correctly →⚠.

Checking that everything is secure

Once you have fitted the roof rack, drive a short distance and then check all the fasteners. Keep checking them regularly →⚠.

⚠ WARNING

Exceeding the maximum permitted roof load can result in accidents, damage to the vehicle and serious or fatal injuries.

- Never exceed the specified roof load, the Gross Axle Weight Rating, and the Gross Vehicle Weight Rating of the vehicle.
- Do not exceed the load limit of the roof rack, even if the roof load is below the limit.

⚠ WARNING

If loose and incorrectly secured luggage falls off the roof rack, accidents and serious or fatal injuries may occur.

- Use only suitable and undamaged tie-downs, fixing and tensioning straps.

NOTICE

If the trunk lid hits the roof load, the vehicle may be damaged.

- Make sure the trunk lid does not run into the roof load when opening the lid.

Safety precautions for handling fuel

WARNING

Handling fuel incorrectly can cause explosions, fires, severe burns, and other injuries.

- Before refueling, switch off the engine, the ignition and your cell phone, as well as other radio equipment.
- To reduce the risk of discharging static electricity, do not enter the vehicle while refueling.
- Make sure that the fuel tank cap is sealed correctly and no fuel is leaking out.
- Note the applicable safety precautions and local regulations for handling fuel.

WARNING

Refueling incorrectly can cause fires, serious or fatal injuries, and vehicle damage.

- Only use fuel that is approved for your vehicle.
- Do not use any fuels containing metal and only use service additives approved by Volkswagen in the respective proportion.
- Immediately remove any fuel that has spilled on vehicle components.

CAUTION

Fuel may leak out of reserve canisters and ignite. This can cause fires and injuries.

- Do not transport any reserve canisters in the vehicle.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

The fuel filler flap does not have an emergency release. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Introduction

The fuel filler flap is located on the right rear side of the vehicle.

Designation of fuels and fuel standards



Fig. 1 On the inside of the fuel filler flap: fuel label (general example)

Fuel label

The type of fuel to use depends on the vehicle engine. The factory has placed a fuel information label on the fuel filler flap, which specifies the fuel type to be used for the vehicle → *fig. 1*.

In accordance with European Standard DIN EN 16942, the compatibility labels for ethanol content can be found at the following locations:

— On the vehicle, on the fuel information label in the fuel filler flap → *fig. 1*.

— On the fuel pumps or nozzles suitable for your vehicle.

The name and limits specify which fuels are suitable for the vehicle. The vehicle must not be refueled with fuels of lower quality or other fuel types →.

Fuel standards and compatibility

The fuels approved according to the specifications on the fuel filler flap must comply with one of the standards described in the text that follows.

If fuel with the specified standards is not available, contact suitably qualified professionals for information about which fuels are suitable for the vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Ethanol content of gasoline types

For vehicles from Volkswagen with a gasoline engine, a distinction is made between MPI®, TSI® and eTSI® models.

NOTICE

The designation MPI®, TSI® or eTSI® stands for vehicles that are equipped with gasoline engines and can be operated with the E5 and E10 gasolines named below. E20 will only be available in the European Union in the future.

- After the introduction of E20 fuel, ask a qualified professional whether your vehicle may be refueled with this type of fuel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Please also take note of the information regarding the recommended octane number *(→ Gasoline)*.

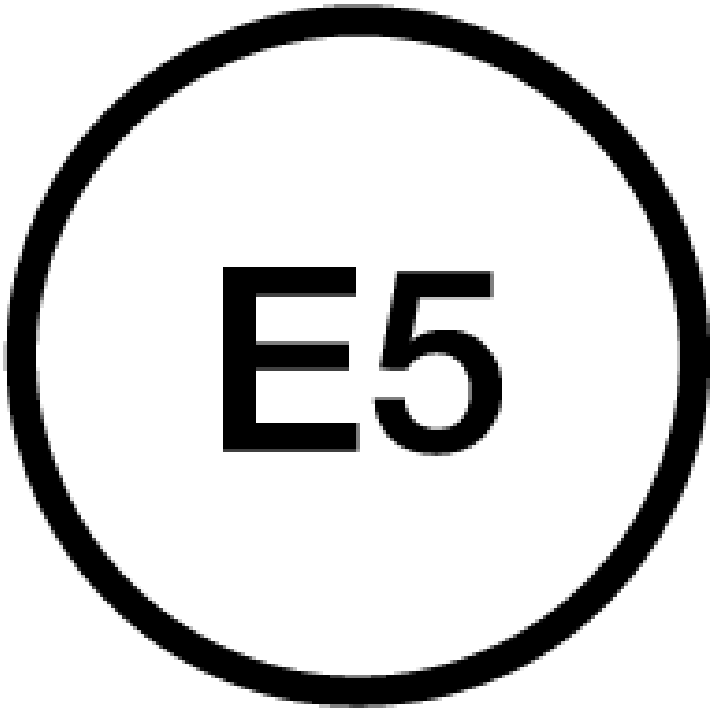


Fig. 2 Label for gasoline containing 5% ethanol.

E5 stands for gasoline with **E**thanol content of maximum 5%.

Gasoline containing 5% ethanol is available across the EU.



Fig. 3 Label for gasoline containing 10% ethanol.

E10 stands for gasoline with **E**thanol content of maximum 10%.

Gasoline containing 10% ethanol is available across the EU.



Fig. 4 Label for gasoline containing 20% ethanol.

E20 stands for gasoline with **E**thanol content of maximum 20%.

Gasoline containing 20% ethanol will only be available in the EU in the future.

Applicable fuel standards:

— EN 228 in the current version.

— DIN EN 228 in the current version.

— Resolucao ANP N° 40 (Brazil) in the current version.

— Resolucion 576/2019 (Argentina) in the current version.

— NOM-016-CRE-2016 (Mexico) in the current version.

— AZS 388-2011 (Azerbaijan) in the current version.

NOTICE

Refueling with non-standard and non-approved fuels can cause reduced performance and considerable damage to the engine and the fuel system.

- Only use fuels of the named grades that correspond to the fuel information label in the fuel filler flap.

Gasoline

Gasoline types

The fuel information plate in the fuel filler flap provides information about the fuel to be filled.

Gasoline types are differentiated by the Research Octane Number (RON). The vehicle may also be fueled with gasoline that has a higher RON than what is required by the engine. However, this will not improve fuel consumption or engine power.

The fuel information label may have multiple gasoline types, for example RON 95 min. 91. The highlighted octane number, 95 RON in this example, is the preferred gasoline type for which the vehicle is designed and optimized. The listed alternative gasoline type, RON 91 in this example, should only be used if the preferred type, RON 95 in this example, is not available.

If your vehicle has a gasoline engine, only fill it with gasoline that does not contain metal (no lead, manganese, or iron) and that does not have a higher ethanol content than specified on the fuel information label →.

The fuel quality affects the performance, output, and life of the engine. Fuel with gasoline that already contains the correct fuel additives →.

Fuels in special fuel grades are available in some regions, e.g. North America, Central America and South America. Volkswagen recommends using “TOP TIER Detergent Gasoline” for the aforementioned countries. For more information on “TOP TIER Detergent Gasoline”, visit the official website at:

https://www.toptiergas.com

NOTICE

Using incorrect fuel and unsuitable fuel additives can result in vehicle damage.

- Only use fuels of grades that correspond to the fuel information label in the fuel filler flap.
- Only refuel with gasoline that meets or exceeds the specified RON.
- If necessary, only use service additives approved by Volkswagen in the correct amounts.

NOTICE

If you must refuel your vehicle with gasoline with a lower octane number, this may lead to engine damage when driving with a high engine load.

- Only drive at moderate engine RPM and low engine load.
- Refuel your vehicle with fuel with a sufficient octane number as soon as possible.

Refueling



Fig. 1 Behind the fuel filler flap: fuel tank cap (general example)

Refueling procedure

1. To unlock the fuel filler flap, unlock the vehicle with the button on the remote control vehicle key *(→ Vehicle key)*.

   Or: to unlock the fuel filler flap, unlock the vehicle with the button in the driver door *(→ Central locking button)*.

   On vehicles with Keyless Access, the fuel filler flap is automatically unlocked when the vehicle is unlocked.

2. Open the fuel filler flap.
3. Remove the fuel tank cap and insert it into the opening at the fuel filler flap provided for this → *fig. 1*.
4. Insert the nozzle into the fuel filler neck and start the refueling process.

   Hold the fuel pump nozzle handle down to ensure optimum refueling.

   The fuel tank is full once the fuel pump nozzle turns off for the first time →.
5. Screw the fuel tank cap onto the fuel filler neck.
6. Close the fuel filler flap.

Do not continue filling after disconnection. The expansion area in the fuel tank may fill with fuel, e.g. due to heating. This could cause fuel to overflow or prevent the automatic ventilation process from working *(→ Exhaust-system components)*.

WARNING

Fuel may spray out and overflow if the fuel tank is overfilled. This can cause explosions, fires, and serious or fatal injuries.

- Do not continue filling after the pump nozzle switches off for the first time.

NOTICE

If the tank content is not consumed up to the reserve quantity at regular intervals, it may not be possible to maintain the fuel quality and system function required for driving, under certain circumstances.

- Refuel at least every six months, but only when the warning light turns on.

Fuels can contaminate the environment. Collect any leaking operating fluids and dispose of them according to legal regulations.

Introduction

The exhaust-relevant components reduce exhaust emissions:

— Catalytic converter *(→ Catalytic converter)*.

— Particulate filter (depending on the vehicle equipment) *(→ Particulate filter)*.

— Maintenance .

⚠ WARNING

If the engine runs in enclosed spaces, poisonous gases may enter the vehicle interior. This can cause serious injuries and death due to asphyxiation.

- Do not allow the engine to run in confined spaces.
- Do not leave your vehicle unattended while the engine is running.

⚠ WARNING

The parts of the exhaust system become very hot and can ignite flammable materials, for example shrubs, leaves, dry grass or spilled fuel. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never park the vehicle in such a way so that the exhaust system components come into contact with flammable materials under the vehicle.
- Never use additional undercoating or corrosion protection for exhaust pipes, catalytic converters, heat shields, or particulate filters.

Catalytic converter

To ensure that the exhaust system and the engine catalytic converter can work correctly for a long time, observe the following:

— Only refuel with fuel permitted for the vehicle.

— Never drive until the fuel tank is completely empty *(→ Fuel types and refueling)*.

— Never add too much engine oil *(→ Engine oil)*.

— Do not tow-start the vehicle; use jump-start assistance instead *(→ Jump-starting)*.

NOTICE

If misfiring, loss of power or uneven engine running occurs during the journey, unburnt fuel could enter the exhaust system and then the environment. The catalytic converter may also be damaged from overheating.

- Reduce speed immediately.
- Have the vehicle checked immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The exhaust may smell like sulfur when the emissions control system is running correctly.

Particulate filter

Function

The particulate filter depends on the vehicle equipment and filters out soot from the exhaust gas.

Regeneration

With normal vehicle usage, the filter cleans itself. If the filter is unable to clean itself, e.g. if you only make short trips for an extended period of time, the filter can become blocked with soot. The particulate filter needs to be cleaned (regenerated).

Noises, light odors, and increased engine speeds may occur during the regeneration. The radiator fan may continue to run while driving and after turning off the engine.

To assist in particulate filter regeneration, Volkswagen recommends avoiding driving short distances too frequently.

The soot in the particulate filter is burned periodically at high temperatures. The yellow indicator light does not turn on during a periodic regeneration.

Troubleshooting

If the engine does not run smoothly and malfunctions

If the engine does not run smoothly or malfunctions while driving, it can indicate poor fuel quality.

1. Reduce your speed immediately.
2. Drive with a moderate RPM and low engine load to the nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. If these symptoms occur directly after refueling, stop the engine immediately to prevent subsequent damage.
4. **Do not continue driving!** Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Particulate filter clogged with soot

The yellow indicator light turns on.

The particulate filter is clogged with soot and a regeneration is necessary.

Prerequisite for the regeneration drive: The engine is at operating temperature.

1.0 l to 1.8 l

1. Drive at a speed of between approx. 50 km/h and 120 km/h (approx. 30 mph and 75 mph).

   The resulting temperature increase burns off the soot in the filter.
2. Only end the regeneration drive once the indicator light has turned off.
3. If the indicator light is still illuminated after driving for approximately 40 minutes, drive immediately to suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

2.0 l

1. Drive at a speed of at least 80 km/h (approx. 50 mph).
2. Take your foot completely off the accelerator pedal for a few seconds to let the vehicle roll when a gear is engaged.
3. If necessary, repeatedly accelerate and allow the vehicle to roll until the indicator light turns off.
4. If the indicator light does not turn off after some time, immediately consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Exhaust-related malfunction

The yellow indicator light turns on.

An exhaust-related component is malfunctioning, which could damage the vehicle.

1. Contact a suitably qualified professional to have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Misfire

The indicator light flashes yellow.

There is misfire which could damage the vehicle.

1. Contact a suitably qualified professional to have the engine and the exhaust system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Sudden braking or driving maneuvers, e.g. if an indicator light turns on or if the engine does not run smoothly, can cause accidents. This can result in serious injury or death.

- Always adapt your speed and driving style to the visibility, weather, road and traffic conditions.
- Follow the road traffic laws and regulations that apply in the country you are driving in.

If the indicator lights are on or flashing, it is likely that there is an engine malfunction and that fuel consumption will increase.

Introduction

When securing the vehicle in the event of a vehicle breakdown, follow the legal regulations applicable in the respective country.

WARNING

A loose tire mobility set, spare wheel, compact spare wheel or loose vehicle tool kit can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of an accident. This could result in serious or fatal injuries.

- Always make sure the vehicle tool kit, tire mobility set, and spare wheel or compact spare wheel are secured in the luggage compartment.

WARNING

Working with an unsuitable or damaged vehicle tool kit may result in accidents. This could result in serious or fatal injuries.

- Never work with an unsuitable or damaged vehicle tool kit.
- Seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility if there is no suitable vehicle tool kit available.

Placement

There are a number of different storage locations for the tool box in the vehicle, such as under the luggage compartment floor or in a side storage compartment of the luggage compartment.

Depending on the equipment variant, the vehicle may contain a loose box with the vehicle tool kit in the luggage compartment. This supplied vehicle tool kit is intended for a possible winter tire change and doesn't have to be permanently stored in the vehicle .

Vehicle tool kit components

The scope of the tool box depends on the country and equipment. The following information describes the full scope of items that may be included.

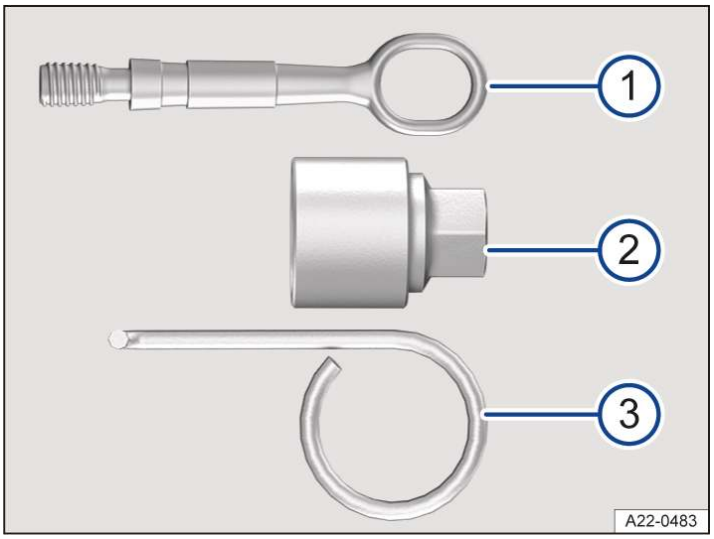


Fig. 1 Vehicle tool kit components (general example).

1. Towing eye that can be screwed in.
2. Adapter for the anti-theft wheel bolt. Volkswagen recommends always keeping the adapter for the wheel bolts in the vehicle with the vehicle tool kit. The code number for the wheel bolt lock is stamped on the front of the adapter. A replacement adapter can be ordered based on this number if the adapter is lost. Note the wheel bolt lock code number and keep it separate from the vehicle.
3. Extraction hook for removing the center wheel covers, wheel hub covers, or wheel bolt covers.

Additional vehicle tool kit

Depending on the vehicle equipment, the additional vehicle tool kit may include a jack. The additional vehicle tool kit with jack does not always have to be carried in the vehicle.

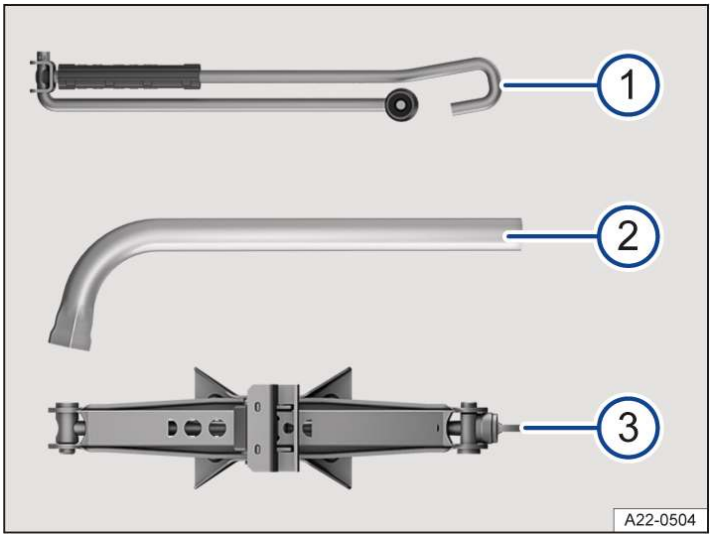


Fig. 2 Additional vehicle tool kit components (general example).

1. Crank.
2. Lug wrench for loosening and tightening wheel bolts.
3. Vehicle jack.

If used, crank the vehicle jack back down so that it can be securely stowed in the vehicle.

Jack maintenance

If a jack is included in the scope of the vehicle tool kit, the jack is generally not subject to any maintenance cycles.

1. If necessary, apply universal lubricant to the jack.

Tire Pressure Gage

In some countries, there may also be a tire pressure gauge in the vehicle.

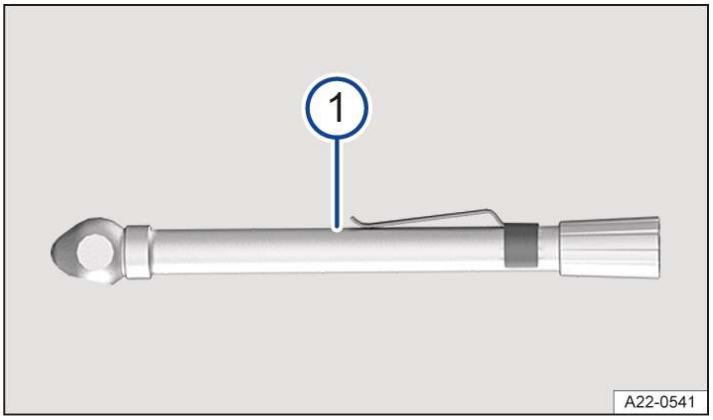


Fig. 3 Additional vehicle tool kit component (general example).

1 Tire pressure tester (depending on the country).

Putting the Windshield Wipers in the Service Position

In the service position, the wiper arms can be lifted off of the windshield.



Fig. 1 Windshield: windshield wipers in service position (general example).

Activating the service position using the windshield wiper lever

1. Close the hood.
2. Switch the ignition on and off again.
3. Operate one-tap wiping *(→ Windshield wipers)*.

Lifting the windshield wiper arms

1. Move the windshield wiper arms to the service position before lifting them →.
2. Only hold and lift wiper arms in the area where they attach to the wiper blade.

Placing the windshield wiper arms back

1. Before driving, carefully place the wiper arms back against the windshield, holding them only in the area where they attach to the wiper blade.
2. To return the wiper arms to the home position, operate “one-tap wiping” when the ignition is switched on *(→ Windshield wipers)*.

   The wiper arms move back to the original position.

NOTICE

Failing to take care when working on the wiper arms can damage the hood, windshield, or wiper arms.

- Lift the wiper arms with care, and only ever in the service position.
- Never open the hood when the wiper arms are raised up.
- Always place the wiper arms carefully against the windshield before driving.

Cleaning and changing wiper blades

Wiper blades with a graphite coating are installed at the factory. The graphite coating allows the wiper blade to glide easily over the window. A damaged graphite coating creates an increased noise level when wiping the window.

— Check the condition of the wiper blades regularly.

— If wiper blades are rubbing, replace them if they are damaged or clean them if they are dirty →  .

Damaged wiper blades should be replaced immediately. Wiper blades can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Cleaning the wiper blades

1. Move the wiper arms to the service position *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Clean the wiper blades carefully with a damp sponge →ⓘ.
4. Place the wiper arms carefully on the windshield.

Changing the windshield wiper blades

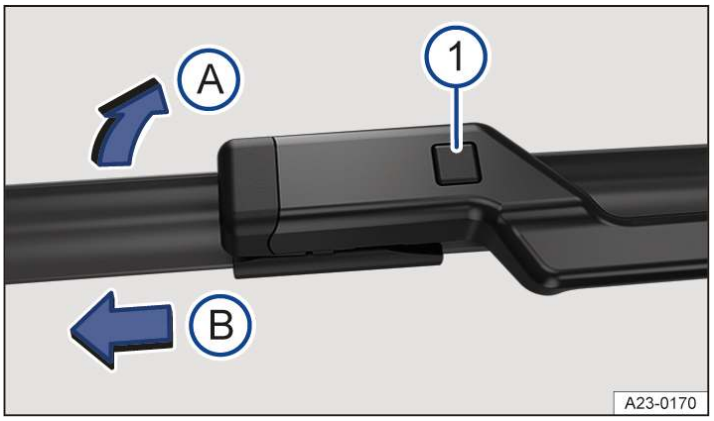


Fig. 1 Changing the windshield wiper blades.

1	Wiper blade release button.

1. Move the windshield wiper arms to the service position before lifting them *(→ Wiper blades)*.
2. Lift the wiper arms and only hold in the area where they attach to the wiper blade.
3. Press and hold the release button → *fig. 1* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 1* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 1* (B). For this to work, the wiper blade has to be folded out → *fig. 1* (A).
6. Place the wiper arms carefully on the windshield.

Changing the rear window wiper blade

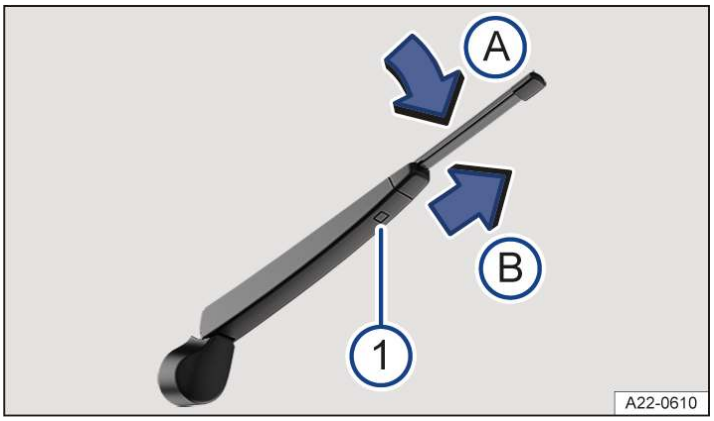


Fig. 2 Changing the rear window wiper blade.

(1) Wiper blade release button.

1. To lift a windshield wiper arm, hold it only in the area where it attaches to the wiper blade.
2. Lift the wiper arm and fold it out.
3. Press and hold the release button → *fig. 2* (1).
4. Tilt the wiper blade toward the wiper arm → *fig. 2* (A) while removing it in the direction of the arrow (B). You may need to use more force to do this.
5. Slide a new wiper blade with the same length and design onto the wiper arm in the opposite direction to the arrow until it engages → *fig. 2* (B). For this to work, the wiper blade has to be folded out → *fig. 2* (A).
6. Place the wiper arm carefully on the rear window.

WARNING

Worn or dirty wiper blades reduce visibility and increase the risk of accidents and serious injuries.

- Always clean dirty wiper blades.
- Always replace wiper blades if they are damaged or worn and are no longer cleaning the window glass sufficiently.

NOTICE

Cleaning wiper blades or door windows with unsuitable cleaning agents may cause damage.

- Do not clean the wiper blades and windshield and windows with fuel, nail polish remover, paint thinner, or other similar fluids.
- Do not clean the wiper blades with rough sponges or other sharp objects.

If there is wax residue on the windshield and rear window from car wash systems and other products, this can cause the windshield wipers to rub. Remove any wax residue with a special cleaner or cleaning towels.

Exterior lighting using LED technology

The exterior lighting uses LED technology. It is not possible to change LEDs by yourself. The malfunction of individual LEDs may be an indication that more will malfunction. If this is the case, have the lights checked and replaced if necessary by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving with exterior lighting that is inoperative may be against the law.

WARNING

If the vehicle lighting is not used appropriately for the weather conditions, the road will not be illuminated sufficiently. The vehicle will not be visible to other road users or will be difficult to see. This can cause accidents and serious or fatal injuries.

- Regularly check the lighting equipment of the vehicle.
- Have the vehicle lighting system repaired immediately, when necessary.

Introduction

Due to the constant development of the vehicle, equipment-dependent fuse allocations, and the combined protection of multiple electrical equipment items using one fuse, a complete overview of the fuse layout is not available at the time of print. Detailed information about the fuse assignment can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Generally, multiple electrical equipment items can be protected together through by fuse. On the other hand, some equipment items may use multiple fuses.

Only replace fuses if the cause for the malfunction has been fixed.

1. If a new fuse blows again after a short time, have the electrical system checked by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

The high voltage in the electrical system may cause electric shocks and severe burns. Contact with electric wires in the ignition system may result in serious or fatal injuries.

- Never touch the electrical wires in the ignition system.

WARNING

Using unsuitable fuses, repairing fuses or bridging a circuit without fuses can lead to serious damage or a fire in the vehicle. This could result in serious or fatal injuries.

- Replace fuses only with fuses of same rating and size. Make sure that the color and label are identical to the faulty fuse.
- Never repair fuses.
- Never use metal strips, paper clips or similar objects as substitutes for fuses.

NOTICE

Changing a fuse when the ignition is switched on, the engine is running, the light is switched on, or other electrical equipment is switched on could cause damage to the electrical system.

- Switch off the engine and turn off the light and other electrical equipment.
- Make sure that the engine cannot be started while a fuse is being replaced.

NOTICE

If a fuse is replaced by another fuse with a higher amp rating, this could also damage the vehicle's electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

NOTICE

Dirt and moisture in the fuse boxes can damage the electrical system.

- Protect open fuse boxes from dirt and moisture.
- Avoid short circuits in the electrical system.
- Check that the fuse box covers are tightly sealed again and are not damaged.

There are other fuses in the vehicle. These should only be replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuses in the hood space

Opening the fuse box in the hood space

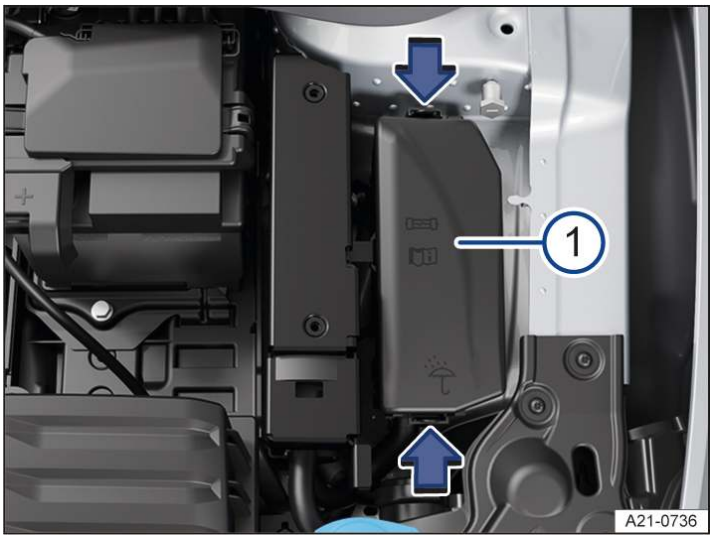


Fig. 1 In the hood space: fuse box (general example).

(1) Fuse box cover.

The plastic pliers for removing fuses can be found on the inside of the fuse box cover or on the fuse panel.

Removing the cover

1. Open the hood.
2. Press the catches in the direction of the arrow to unlock the fuse box cover → *fig. 1* (1).
3. Remove the cover upward.

Fitting the cover

1. Place the cover onto the fuse box.
2. Push the cover downwards until it audibly clicks into place on both sides.

Overview of Fuses in the Hood Space

The overview shows the fuse positions of the electrical equipment relevant to the driver. The fuse location is listed in the first column of the overview, and the protected electrical equipment is listed in the other column.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse assignment

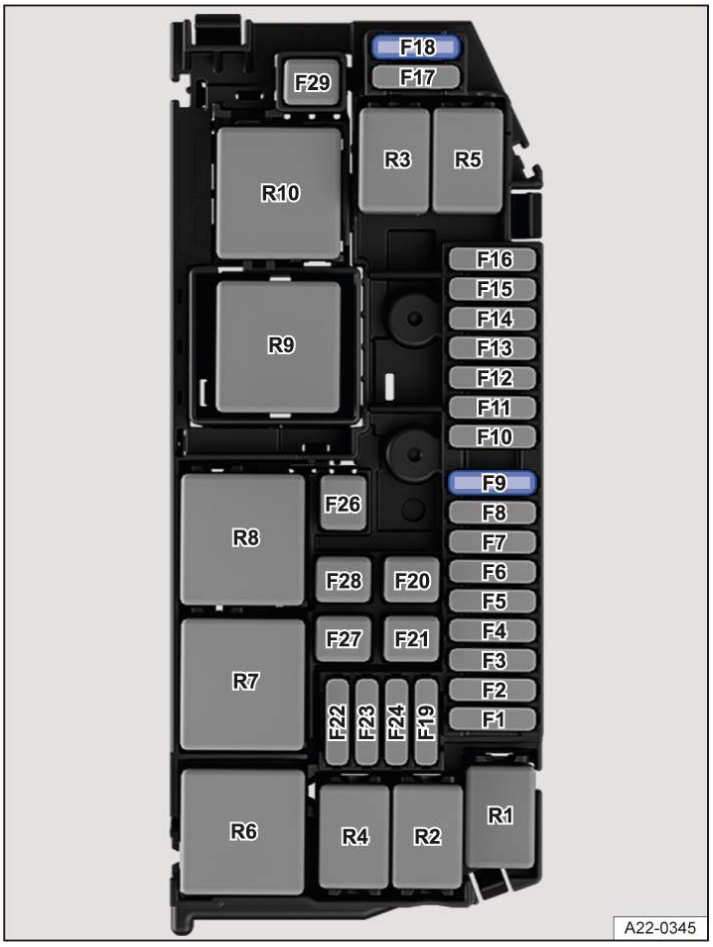


Fig. 1 In the hood space: Fuse locations.

Fuse location → *fig. 1*:

F9

Brake light sensor.

F18

Front windshield wiper.

Fuses in the instrument panel

Opening the fuse box in the instrument panel (left-hand drive vehicles)

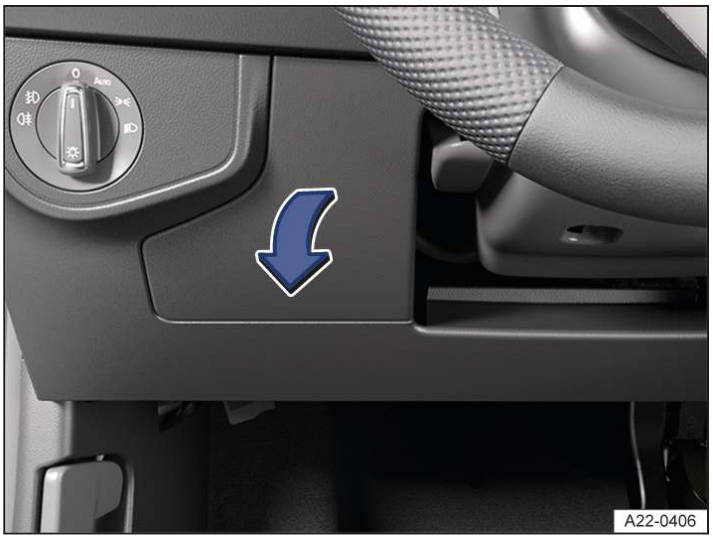


Fig. 1 Fuse box cover on the instrument panel on the driver's side (left-hand drive vehicles).

Removing the cover

1. Reach behind the cover and pull it off in the direction of the arrow → *fig. 1*.

Fitting the cover

1. Position the cover starting with the opposite side and push it closed in the opposite direction to the arrow until you hear it click into place → *fig. 1*.

Opening the fuse box in the instrument panel (right-hand drive vehicles)

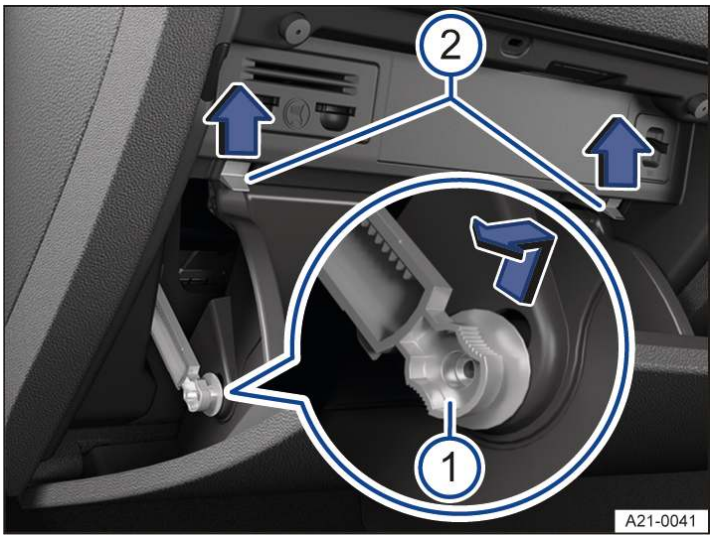


Fig. 2 On the passenger's side on the instrument panel: Fuse box cover in the instrument panel (right-hand drive vehicles).

(1) Damper element.

(2) Stop pin.

Removing the cover

1. Open the glove compartment and empty it if necessary.
2. Push the brake element upward into the opening of the bracket and pull it out sideways in the direction of the arrow → *fig. 2* (1).
3. Push the catches in the direction of the arrow while at the same time opening the glove compartment further → *fig. 2* (2).

Fitting the cover

1. Move the glove compartment into position.
2. Insert the brake element into the opening of the bracket and push it in the opposite direction to the arrow until it engages → *fig. 2* (1).
3. Carefully push the glove compartment forward over the resistance of the stop pins → *fig. 2* (2).

Overview of the Fuses in the Instrument Panel

The overview shows the fuse positions of the electrical equipment relevant to the driver. The fuse location is listed in the first column of the overview, and the protected electrical equipment is listed in the other column.

Depending on the country and equipment of the vehicle, there may be deviations from the fuse numbers and slots listed in the overview. If necessary, ask for the exact fuse assignment from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Fuse assignment

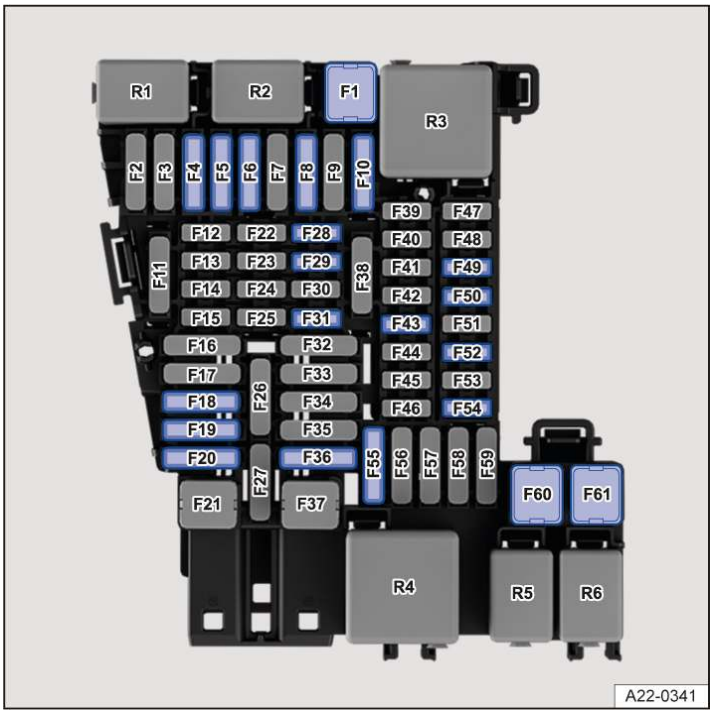


Fig. 1 Fuse locations for fuses in the instrument panel.

Fuse location → *fig. 1*:

F4

Light switch.

F5

Electric tilting and sliding panoramic sunroof.

F6

Central locking.

F8

Blower control.

F19

Infotainment system.

F20

Rear window defroster.

F28

Anti-theft alarm system.

F29

Anti-theft alarm system.

F31

Climate control bar.

F36

Horn.

F43

Rear window wiper.

F49

Exterior lighting, front left.

F50

Exterior lighting, front right.

F52

Exterior lighting, rear left.

F54

Exterior lighting, rear right.

F55

Cigarette lighter, sockets.

Fuse locations in vehicles with a factory-installed trailer hitch:

F1

Trailer control module.

F10

Trailer charging cable.

F60

Trailer control module, right.

F61

Trailer control module, left.

Power windows and seats can be protected by circuit breakers or control modules, which switch back on automatically several seconds after correcting the overload, for example when door windows are frozen shut.

Replacing blown fuses

Preparations

1. Switch off the vehicle, lights and all electrical equipment.

Detecting blown fuses

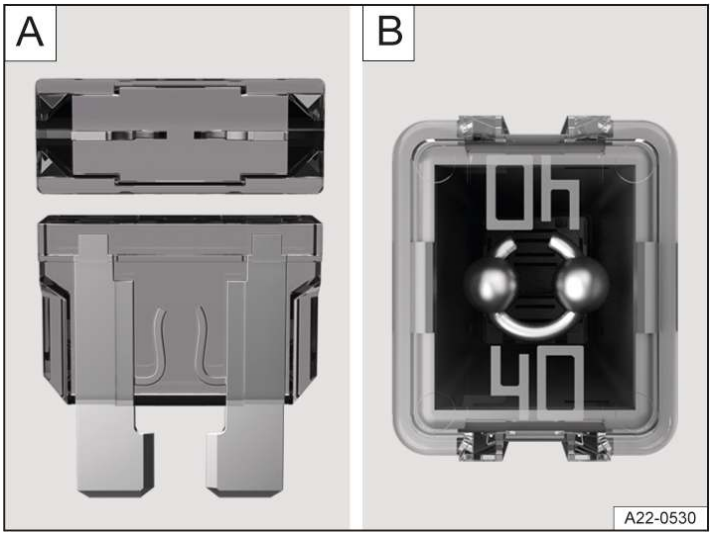


Fig. 1 Blown fuse (general example).

— A blown flat connector fuse (ATO®, MINI®) has metal strips that have burned through, which you can see through the transparent housing from above and from the side → *fig. 1* A.

— A blown block fuse (JCASE®) is recognizable by the melted metal strip seen through the transparent housing from above → *fig. 1* B.

Fuse versions

— Standard flat connector fuse (ATO®).

— Small flat connector fuse (MINI®).

— Block fuse (JCASE®).

Fuse color codes

Fuses (ATO® - MINI®).

Color	*Current rating*
Black	1 A
Violet	3 A
Light brown	5 A
Brown	7.5 A
Red	10 A
Blue	15 A
Yellow	20 A
White or transparent	25 A
Green	30 A

Orange

40 A

Red

50 A

Fuses (JCASE®)

Yellow

20 A

Green

30 A

Orange

40 A

Red

50 A

Blue

60 A

Replacing fuses



Fig. 2 Plastic pliers for removing or inserting a fuse (general example).

1. If present, remove the plastic pliers from either the fuse box or the cover of the relevant fuse box → *fig. 2*.
2. Depending on the design of the fuse, slide the appropriately sized clamp on the plastic pliers onto the fuse from above or from the side.
3. Remove the fuse.
4. If a fuse is blown, replace with a fuse with the same rating (same color and same label) and the same size →ⓘ.
5. After inserting the new fuse, place the plastic pliers back in the cover, if necessary.
6. Reinstall the cover or close the fuse box cover.

NOTICE

If a fuse is replaced by a fuse with a higher current rating, this could damage the electrical system in another location.

- Never replace a fuse with a fuse that has a higher current rating.

Introduction

For technical reasons the vehicle must not be tow-started →. If the engine cannot start because the 12 V vehicle battery is dead, the 12 V vehicle battery on another vehicle can be used to start your vehicle.

For vehicles with a 12 V vehicle battery in the vehicle interior or luggage compartment, the jumper cables may only be connected to the jump-start points in the hood space.

WARNING

Using jumper cables incorrectly and performing a jump-start incorrectly could cause the 12 V vehicle battery to explode. Serious injuries may result.

- Always read and heed the warnings and safety precautions before working on the 12 V vehicle battery *(→ 12-V vehicle battery)*.
- Never confuse the positive battery terminal with the negative battery terminal.
- Never jump-start a vehicle with a frozen or thawed 12 V vehicle battery.

WARNING

During a jump-start, a highly explosive gas mixture builds up at the 12 V vehicle battery. Sparks produced during a jump-start could ignite the flammable gas. Serious injuries may result.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when handling cables and electrical devices.
- Avoid creating sparks by discharging any static electricity before jump-starting; do this by touching a metal part of the vehicle body.

NOTICE

Tow-starting can cause severe damage to the vehicle's emission control system.

- Jump-start the vehicle to start the engine.

Preparing to jump-start

If the engine cannot be started because the 12 V vehicle battery is drained, another vehicle can jump-start it.

NOTICE

A drained 12 V vehicle battery can freeze at temperatures around approx. 0 °C (approx. +32 °F), suffer damage and fail.

- Always replace a frozen or thawed 12 V vehicle battery.

Preparations

Observe the following for jump-starting:

— Wear suitable eye protection and safety gloves →⚠.

— Pay attention to the operating instructions provided by the manufacturer of the jump-start cables.

— Open the hood.

— Always use a jumper cable with fully insulated terminal clamps and without any insulation defects for jump-starting →⚠.

— Ensure that there is sufficient distance between the vehicle providing the jump-start and the vehicle receiving the jump-start. If metallic parts of the vehicles come into contact with each other, even just connecting the positive battery terminals is enough to cause current to flow →ⓘ.

— Make sure the terminal clamps have sufficient contact with metal.

⚠ WARNING

Performing a jump-start incorrectly can cause the 12 V vehicle battery to explode, which can cause serious injuries.

- Always wear suitable eye protection and safety gloves.
- Never lean over the 12 V vehicle battery.
- Always connect the positive cable first and then the negative cable.
- Never connect the negative terminal to parts of the fuel system or to the brake lines.
- Ensure that there is no contact between the non-insulated parts of the terminal clamps.
- Make sure the cable insulation is free from any defects.
- Make sure that the cable that is connected to the positive battery terminal on the 12 V vehicle battery does not come into contact with any vehicle components that conduct electricity.

Jumper cable

So that vehicles can be jump-started and can jump-start others, an appropriate jumper cable is required.

The cable cross-section of the jumper cables must be at least 25 mm^2 (0,038 in^2). The cable cross-section of the jumper cables for vehicles with diesel engines must be at least 35 mm^2 (0.054 in^2).

Vehicle Receiving Jump-start

1. Check that the discharged 12 V vehicle battery is properly connected to the 12 V vehicle electrical system.
2. If a 12 V vehicle battery with a viewing window has been installed, check the color of the viewing window. If the viewing window is light yellow or has no color, do not perform a jump-start; instead, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle to be Jump-started

1. Pay attention to the operating instructions provided by the vehicle manufacturer.
2. Check that the battery providing the jump-start has the same voltage (12 V) and approximately the same battery capacity as the dead 12 V vehicle battery. Pay attention to the information printed on the battery of the vehicle providing the jump-start.

NOTICE

To reduce the risk of damage to the electrical system due to short-circuiting, please note the following:

- Always connect the jumper cables as described.
- Avoid contact between the vehicles.

Connecting the jumper cables

Ground jump-start point



Fig. 1 In the hood space: Negative terminal jump-start point.

– The jump-start point (negative terminal) is for connecting the black jumper cable.

Positive jump-start point

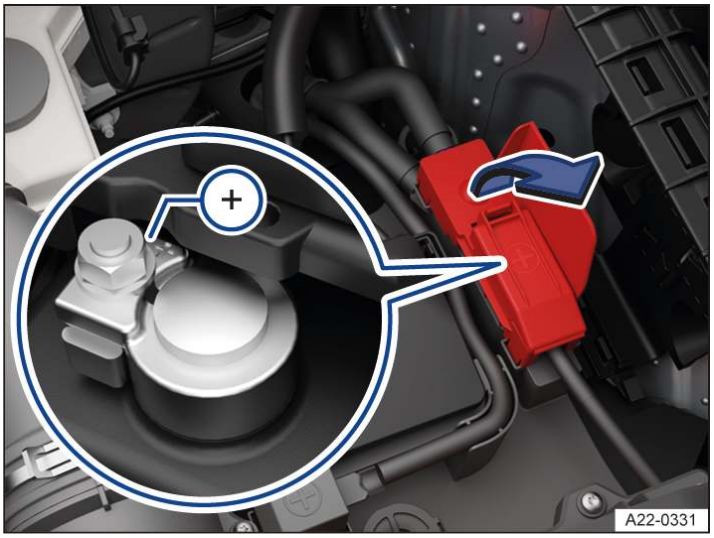


Fig. 2 Under a cover in the hood space: Positive jump-start point.

+ On vehicles with a 12 V vehicle battery in the luggage compartment, there is a (positive) jump-start point in the hood space for connecting the red jumper cable.

Connecting the jumper cable to the 12 V vehicle battery in the hood space

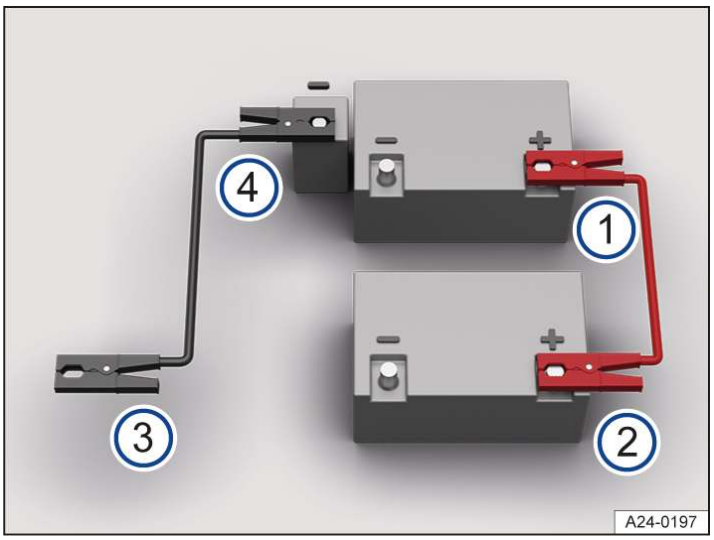


Fig. 3 Diagram for connecting the jumper cables.

1. Positive battery terminal of the vehicle receiving the jump-start.
2. Positive battery terminal of the vehicle providing the jump-start.
3. Suitable negative terminal of the vehicle providing the jump-start: Preferably a jump-start point (negative connection), a large metal part that is bolted securely to the engine block, or the engine block itself.
4. Jump-start point (negative terminal) of the vehicle receiving the jump-start.

The vehicle can give and receive a jump-start using the negative terminal jump-start point and the positive terminal jump-start point.

The jumper cable must be connected only in the order 1 – 2 – 3 – 4 → *fig. 3*.

1. Switch the ignition or the vehicle off on both vehicles.
2. In the hood space, open the cover on the positive battery terminal **+** of the 12 V vehicle battery, if fitted.
3. Connect one end of the red jumper cable to the positive battery terminal (**+**) of the 12 V vehicle battery with the discharged 12 V vehicle battery → *fig. 3* (1) → *fig. 2*.
4. Connect the other end of the red jumper cable to the positive battery terminal (**+**) on the vehicle providing current → *fig. 3* (2).
5. Connect one end of the black jumper cable to a negative terminal jump-start point **–** on the vehicle with the 12 V vehicle battery providing the jump-start → *fig. 1* (3).

Or: If there is no negative terminal jump-start point (–), connect the end of the black jumper cable to a large metal part that is bolted securely to the engine block, or the engine block itself, on the vehicle with the 12 V vehicle battery providing current → *fig. 3* (3).

6. Connect the other end of the black jumper cable to the negative terminal jump-start point (–) on the vehicle with the discharged 12 V vehicle battery → *fig. 3* (4) → *fig. 1*.
7. Route the jumper cables so that they cannot become caught in moving parts in the hood space.

Connecting the jumper cable to the 12 V vehicle battery in the vehicle interior

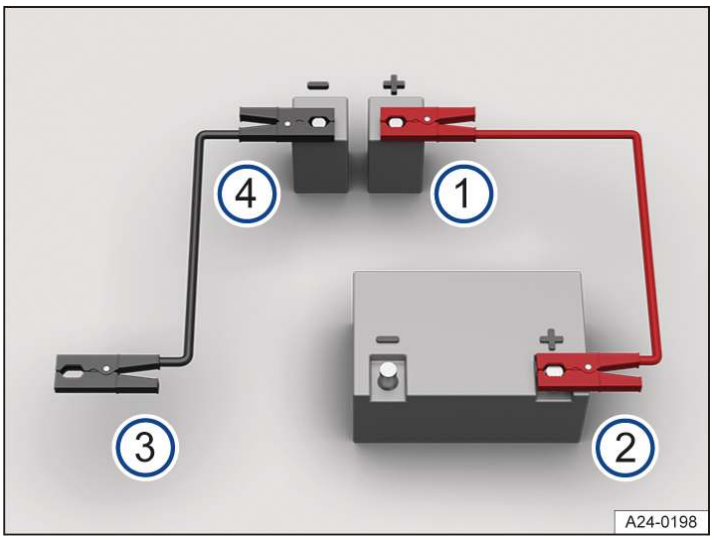


Fig. 4 Diagram for connecting jumper cables for vehicles with a 12 V vehicle battery in the vehicle interior.

1. Positive jump-start point of the vehicle receiving the jump-start.
2. Positive battery terminal of the vehicle providing the jump-start.
3. Suitable negative terminal of the vehicle providing the jump-start. Preferably a jump-start point (negative), otherwise a large metal part that is bolted securely to the engine block, or the engine block itself.
4. Negative jump-start point of the vehicle receiving the jump-start.

The vehicle can give and receive a jump-start using the negative terminal jump-start point and the positive terminal jump-start point.

The jumper cable must be connected only in the order 1 – 2 – 3 – 4 → *fig. 4*.

1. Switch the ignition or the vehicle off on both vehicles.
2. In the hood space, open the cover on the positive jump-start point **+**, if fitted.
3. Connect one end of the red jumper cable to the positive jump-start point (**+**) of the vehicle with the discharged 12 V vehicle battery → *fig. 4* (1) → *fig. 2*.
4. Connect the other end of the red jumper cable to the positive battery terminal (**+**) on the vehicle providing current → *fig. 4* (2).
5. Connect one end of the black jumper cable to a negative terminal jump-start point **–** on the vehicle with the 12 V vehicle battery providing the jump-start → *fig. 4* (3).

Or: If there is no negative terminal jump-start point (–), connect the end of the black jumper cable to a large metal part that is bolted securely to the engine block, or the engine block itself, on the vehicle with the 12 V vehicle battery providing current → *fig. 4* (3).

6. Connect the other end of the black jumper cable to the negative terminal jump-start point (–) on the vehicle with the discharged 12 V vehicle battery → *fig. 4* (4) → *fig. 1*.
7. Route the jumper cables so that they cannot become caught in moving parts in the hood space.

Start the engine

1. Start the engine in the vehicle that is providing current and allow it to idle.
2. Wait a few minutes and then start the vehicle's engine with the discharged 12 V vehicle battery. If the engine does not start, stop the starting process after ten seconds, and try again after approximately one minute.

If the engine still will not start, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Removing the jumper cables

1. Before disconnecting the jumper cables, switch off the low beam headlight if necessary.
2. In the vehicle with the drained 12 V vehicle battery, switch on the blower for the air conditioner and the rear window defroster. This will reduce any voltage surges that may occur when disconnected.
3. Once the vehicle has been jump-started, always disconnect the jumper cable in the order 4 – 3 – 2 – 1 .
4. Close the cover of the positive terminal (+), if fitted.

After successful jump-starting, have the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

If a vehicle can no longer be moved under its own power, the vehicle can be transported away with a tow truck or towed with another vehicle.

Make sure that both drivers are familiar with towing a vehicle. This applies especially if no tow bar is used.

Follow all applicable laws when towing.

NOTICE

Tow-starting can cause severe damage to the vehicle's emission control system.

- Jump-start the vehicle to start the engine.

NOTICE

When towing, there is always the risk of the coupling becoming overloaded when driving off-road, and consequently of the vehicles being significantly damaged.

- Always make sure the towing force does not exceed the permitted level and there are no shock loading conditions when towing.

Important information about transporting the vehicle away

Transporting the vehicle away refers to using a tow truck to transport a vehicle that cannot be driven.

WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be transported away and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary .

NOTICE

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

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

Transporting the Vehicle Away with a Tow Truck

The vehicle can be towed with all four wheels standing on a tow truck or with a raised front axle.

Note that it may be necessary to tow the vehicle with all four wheels standing on a tow truck *(→ Towing)*.

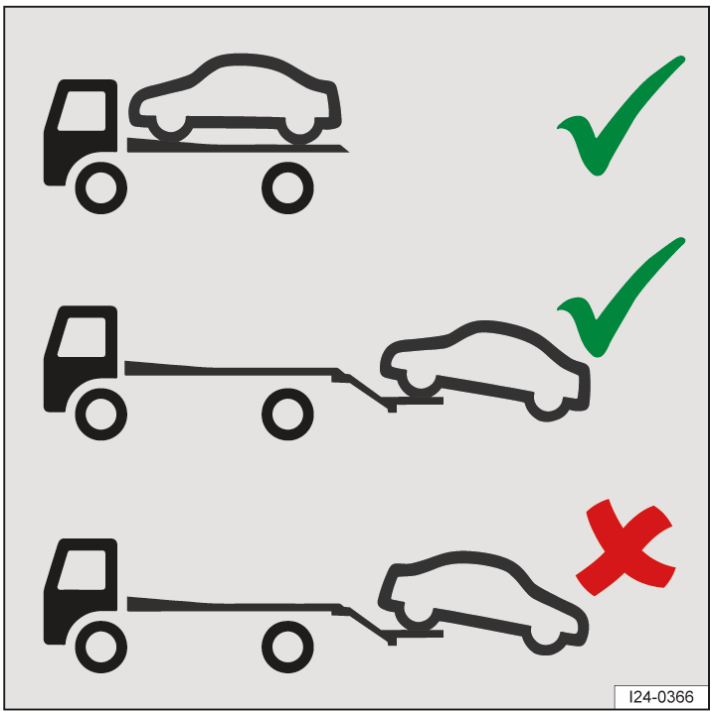


Fig. 1 Transporting the vehicle away with a tow truck.

Information about the attachment points for transporting the vehicle away at the front and rear *(→ Front towing eye)* *(→ Rear towing eye)*.

If the vehicle is transported away with a raised front axle:

— The maximum permissible speed is 50 km/h (approx. 30 mph).

— The maximum permissible distance is 50 km (approx. 30 miles).

— For vehicles with an automatic gearbox: Select gear N.

For vehicles with a manual transmission: Disengage the gear.

— Release the parking brake.

— Make sure the vehicle key is always in the vehicle during the towing process *(→ Starter button)*.

— Deactivate Front Assist .

— Switch off interior monitoring and towing protection *(→ Interior monitoring and towing protection)*.

Towing

Towing refers to using a vehicle to pull another vehicle that cannot be driven. The vehicle can only be towed with the hood space in the direction of travel using a tow bar or tow rope:

— The maximum permissible speed is 50 km/h (approx. 30 mph).

— The maximum permissible distance is 50 km (approx. 30 miles).

When may this vehicle not be towed?

If one of the following situations applies, the vehicle must be transported away with all four wheels situated on the tow truck in the event of damage.

— If the 12 V vehicle battery is drained.

— The indicator in the instrument cluster display does not function perfectly.

— The towing distance is greater than 50 km (approx. 30 miles).

— With a manual transmission, the clutch cannot be depressed completely and it is not possible to shift into neutral.

— The selector lever of the automatic transmission cannot be moved to neutral (position N).

— The parking brake lever cannot be released.

— The steering column lock cannot be released.

— If the wheel clearance or the steering function can no longer be secured after an accident.

— Airbags or safety belt pretensioners have deployed following an accident.

The easiest and safest way to tow is using a tow bar. You should use a towing cable only if a tow bar is not available. The towing cable should be elastic to protect both vehicles. Use a cable made of synthetic rubber or a similar elastic material.

WARNING

The vehicle handling and braking efficiency will change considerably when it is towed. This may cause you to lose control of the vehicle and result in accidents and serious or fatal injuries.

- Bear in mind that more force is required for steering and braking during towing.

WARNING

If the vehicle key is pulled from the ignition switch during towing, the steering column lock can suddenly engage. If this happens, you will not be able to move the steering wheel. This can cause accidents and serious or fatal injuries.

- Never remove the remote control vehicle key from the ignition lock while towing.

Secure the tow rope or tow bar only at the permitted points:

— Towing lug.

— Ball mount.

WARNING

Vehicle components can be badly damaged by incorrectly attached tow ropes or tow bars. This increases the risk of accident and could result in serious or fatal injuries.

- Only ever secure the vehicle to be recovered and towed at the points designed for this purpose.
- Never secure the tow rope or the tow bar to axle or suspension components.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Preparations

— Make sure the tow rope is not twisted. Otherwise it could disconnect from the towing eye while towing.

— On both vehicles, switch on the emergency flashers. Do not do this if it is prohibited by law.

— On both vehicles, switch on the ignition or the vehicle.

— Observe the legal regulations and instructions for towing in the Owner's Manual of the other vehicle.

Towing vehicle (front)

1. Only start to drive when the tow rope is taut.
2. Take extra caution when pressing the accelerator pedal.
3. Avoid sudden braking and driving maneuvers.
4. Do not exceed the permitted towing weight of the vehicle.
5. For vehicles with a manual transmission: Engage the clutch very gently when pulling away.

Vehicle being towed (rear)

A vehicle being towed can still signal a turn using the turn signals even if the emergency flashers are switched on. To do this when the ignition is switched on or when the vehicle is switched on, activate the turn signal and high beam lever in the desired direction. The emergency flashers will stop while the turn signal is active. The emergency flashers will automatically activate again once the turn signal and high beam lever returns to the neutral position.

1. Make sure that the driver seat is occupied by a driver.
2. Make sure that the ignition or the vehicle is always switched on so that the steering wheel is not locked and the turn signals and windshield wipers can be operated if necessary. The brake booster and power steering only work when the engine is running or the vehicle is switched on. Otherwise, the brake pedal needs to be pressed much harder and more force is required to steer.
3. Make sure the vehicle key is always in the vehicle during the towing process *(→ Keyless Access)*.
4. Deactivate Automatic Emergency Braking (Front Assist).
5. For vehicles with an automatic gearbox: Select gear N.

   For vehicles with a manual transmission: Disengage the gear.
6. Release the parking brake.
7. Make sure the tow rope is always taut.

NOTICE

If the battery charge level of the 12 V vehicle battery is insufficient, you will not be able to release the steering column lock. The vehicle may be damaged when towed.

- To release the steering lock, start the engine, if necessary by means of a jump-start if there is a loss of power or malfunctions.
- Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away on a tow truck, if necessary.

Front Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.

   Or: contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle →ⓘ.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the front towing eye



Fig. 1 In the right front bumper: Remove the cover, variant 1.



Fig. 2 In the right front bumper: Remove the cover, variant 2.



Fig. 3 In the right front bumper: Screw in the towing eye, variant 1.



Fig. 4 In the right front bumper: Screw in the towing eye, variant 2.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover → *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary →.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount → *fig. 3* , →. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Rear Attachment Point

Depending on the country and vehicle equipment, the mount for the towing eye is situated behind the bumper cover.

1. Before having it towed, check that your vehicle has a threaded mount for the towing lug.
2. Please note important information about transporting the vehicle away *(→ Tow truck)*.

   Or: contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the vehicle taken away by a tow truck if necessary.

The towing eye must always be kept in the vehicle →.

NOTICE

Using a towing eye that is not suitable for the vehicle can damage the vehicle.

- Always use the towing eye from the supplied vehicle tool kit or another suitable towing eye for towing.

Installing the rear towing eye



Fig. 1 In the right rear bumper: Remove cover.



Fig. 2 In the right rear bumper: Screw in towing eye.

1. Remove the towing eye from the vehicle tool kit in the luggage compartment.
2. Press on the marked area of the cover in the direction of the arrow to release the catch on the cover → *fig. 1*.
3. Remove the cover, let it hang from the vehicle or place it in the vehicle if necessary →.
4. Rotate the towing eye in the direction of the arrow as far as possible to install it in the mount → *fig. 2* , →. Use a suitable object to tighten the towing eye completely and securely in the mount.
5. After the vehicle has been towed, unscrew the towing eye with a suitable object in the opposite direction to the arrow.
6. Insert the cap into the respective opening and press in until it engages.
7. If necessary, clean the towing eye and return it to the vehicle tool kit in the luggage compartment.

WARNING

If the towing eye is not fully and tightly screwed into the mount, it may tear out of the mount. This may result in accidents and serious injuries during the towing process.

- Before towing, check that the towing eye is fully screwed in.

NOTICE

Removing and fitting the cover and towing eye incorrectly may cause damage to the vehicle's paint and body.

- Always remove and fit the cover and towing eye carefully.

Vehicles with a trailer hitch

In vehicles with a factory-equipped trailer hitch, there is no mount for the threaded towing eye behind the cover.

1. To tow, swivel the ball mount out or mount and use it.

NOTICE

Using an unsuitable tow bar could damage the ball mount and the vehicle.

- Always use a tow bar specifically designed for mounting on a ball mount for towing.
- If you do not have a suitable tow bar, use a tow rope for towing.

Safety precautions for working in the hood space

The hood space of a vehicle is a dangerous area. Only perform work in the hood space if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠. Have all work performed by a suitably qualified professional if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The hood space is a dangerous area. Any work in the hood space could lead to accidents and serious or fatal injuries.

- Always work as cautiously and carefully as possible.
- Do not perform work in the hood space unless you are familiar with the required activities.
- If you are not sure how to do the work in the hood space, have the work required carried out by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Set the parking brake before working in the hood space.
- Engage the parking lock P.
  - Or: move the gearshift lever to the neutral position.
- Switch off the ignition and store the remote control vehicle key securely and far enough away from the vehicle to ensure that the engine cannot be started accidentally.
- Never touch hot components in the engine.
- Do not leave any items, such as cleaning cloths or tools, in the hood space.
- Always keep children away from the hood space and never leave them unattended.

⚠ WARNING

The hood space contains moving components. When working in the hood space, particularly when starting the vehicle or if the engine is running, contact with moving parts, e.g. fan blades in the radiator fan, may cause serious or fatal injuries.

- Never reach into the radiator fan or into the area near the radiator fan, even if the engine is switched off or the ignition is switched off. The ventilator is temperature-controlled and may switch on by itself.
- Always remove any jewelry and/or ties, tie back long hair, and avoid wearing loose-fitting clothing when performing work.
- Always press the accelerator pedal extremely carefully and never press it without paying close attention. The vehicle can also start to move if the parking brake is set.

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open or close the hood if steam or coolant are escaping.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

WARNING

The cooling system is under pressure when the engine is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

WARNING

Additional insulation, such as blankets in the hood space or discarded items such as cleaning cloths or tools, can cause malfunctions, damage to the engine, or fires. This could result in serious or fatal injuries.

- Never cover the engine with blankets or other insulating materials.
- Never leave items in the hood space.

Always park the vehicle safely on a horizontal and firm surface before carrying out any work in the hood space → ⚠ *(→ Parking)*.

WARNING

If the vehicle is not secured against rolling away during maintenance procedures, the vehicle may move unintentionally. This could result in accidents and serious or fatal injuries.

- Manually deactivate the start-stop system.
- Never carry out any work underneath the vehicle unless it is adequately secured to prevent it from rolling.
- Ensure that the vehicle is situated on a horizontal and firm surface and that the wheels are blocked to prevent them from moving when carrying out work underneath the vehicle with its wheels touching the ground.
- If you are working underneath the vehicle, additionally support the vehicle securely with suitable stands. The vehicle jack is not sufficient for this purpose and may collapse.

WARNING

The high voltage in the electrical system may cause electric shocks and burns. This could result in serious or fatal injuries.

- Never short-circuit the electrical system. The 12 V vehicle battery could explode.

Preparing the vehicle for work in the hood space

Always perform the following activities in the specified sequence before all work in the hood space:

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Secure the vehicle against rolling away.
3. Remove all vehicle keys from the vehicle and store them outside of the vehicle, so that the vehicle does not start accidentally.
4. Let the engine cool down sufficiently.
5. Always keep other people away from the hood space.

Opening and closing the hood

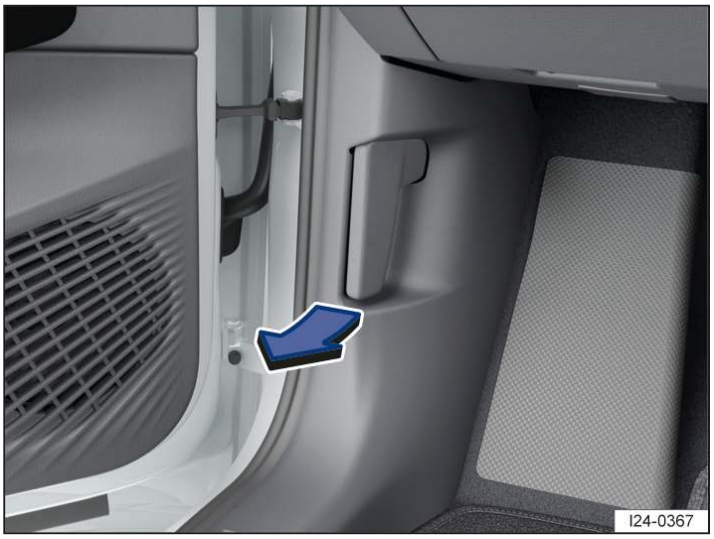


Fig. 1 In the driver's side footwell: Release lever for the hood (general example).



Fig. 2 Above the radiator grille: Opening lever for the hood (general example).

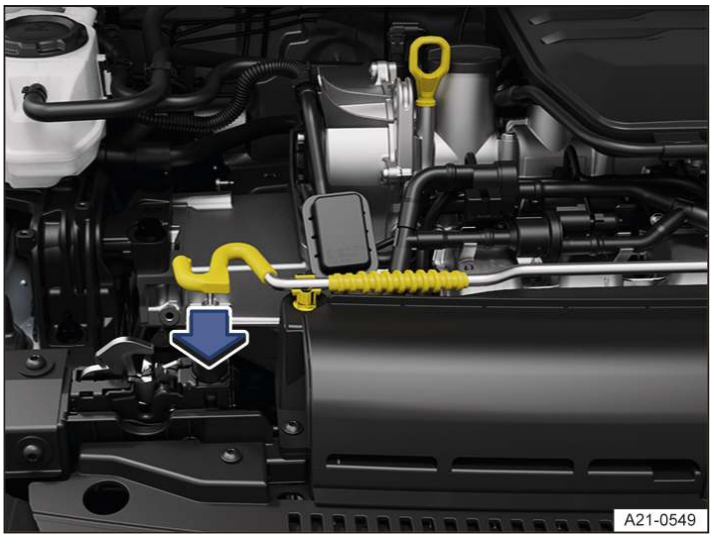


Fig. 3 In the hood space: hood support in the bracket (general example).

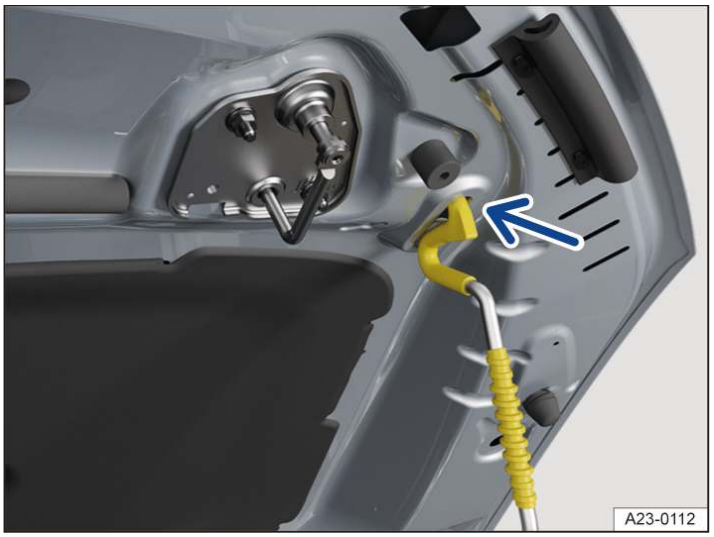


Fig. 4 On the engine hood: Hood support bracket (general example).

Opening the hood

1. Open the driver door and pull the release lever in the direction of the arrow → *fig. 1*.

   The hood will pop open due to spring force from the catch in the lock carrier →ⓘ.

2. To open the hood fully, slightly lift the hood while pushing the actuating lever in the direction of the arrow → *fig. 2*.

3. Remove the hood support from the bracket in the direction of the arrow → *fig. 3* and insert it into the holder for the hood support → *fig. 4*.

Closing the hood

1. Lift the hood slightly and hold it →⚠.

2. Unhook the hood support from the holder for the hood support → *fig. 4* and insert it into the bracket → *fig. 3*.

3. Allow the hood to fall out approx. 20 cm (approx. 8 inches) into the catch of the lock carrier, without pressing down on it.

   When the hood is closed correctly, it will be flush with the surrounding sections of the vehicle body →⚠.

WARNING

If the hood is not closed correctly, it could open suddenly while driving and block the view through the windshield. Accidents and serious or fatal injuries could result.

- After closing the hood, check that the catch is engaged correctly in the lock carrier.
- If you realize when driving that the hood is not closed properly, park the vehicle safely and close the hood.

WARNING

Failing to take care when opening and closing the hood can result in serious injuries.

- Do not open or close the hood if any persons are in the closing range of the hood.

NOTICE

Opening and closing the hood incorrectly can cause damage to the hood or wiper arms.

- Only open the hood when wiper mode is switched off and with the windshield wipers folded in.
- Always fold the wiper arms against the windshield before driving.

Indicator for opened engine hood



Fig. 5 In the instrument cluster display: the hood is open or not closed correctly (general example).

An image in the instrument cluster display indicates if the hood is open or has not closed correctly → *fig. 5*.

Do not continue driving!

1. Stop the vehicle as soon as it is safe to do so.
2. If necessary, lift the hood and close it again.

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

WARNING

Disregarding warning notifications could lead to breakdowns while driving, accidents and serious or fatal injuries.

- Never ignore warning notifications.
- Stop the vehicle as soon as it is safe to do so.
- Do not continue driving and seek professional assistance if the warning light does not go out.

Operating fluids and operating equipment

All operating fluids and operating equipment, such as coolant, engine oil and vehicle batteries, are continuously being developed.

1. Have fluids and operating equipment replaced by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Carrying out work on the fuel system may cause fires and serious or fatal injuries due to electrical discharge and flying sparks.

- Always disconnect the 12 V vehicle battery.
- Always have a fully-functioning, checked fire extinguisher nearby.
- Make sure that the vehicle is unlocked when the 12 V vehicle battery is disconnected. Otherwise, the anti-theft alarm system will be activated.

WARNING

Fluids may be poisonous. Improper use and storage may cause serious or fatal injuries.

- Only store fluids in their sealed original containers.
- Never use empty food cans, bottles, or other containers to store fluids, because someone could drink the fluids by mistake.
- Keep children away from all fluids and operating equipment.
- Always read and heed the information and warnings on the packaging for the fluids.
- When using products that emit harmful vapors, always work outdoors or in a well-ventilated area.

WARNING

Fluids and some materials in the hood space are highly flammable and may ignite on contact with hot surfaces, sparks, or naked flames. This can lead to a fire and cause accidents and serious or fatal injuries.

- Never smoke near the hood space.
- Never work near open flames or sparks.
- Never perform work near sources of heat, boilers, or other open flames.
- Never pour or spill fluids on the engine.
- Always have a fully-functioning, checked fire extinguisher nearby.

NOTICE

The use of fluids that do not correspond to the specification can cause serious malfunctions and damage to the engine.

- When topping up or changing fluids, make sure that the fluids correspond to the respective specification.
- Only fill fluids into the designated filler openings.

Fluids leaking from the vehicle can cause environmental damage.

- Regularly check the ground beneath the vehicle.
- If you see spots of fluid on the ground under the vehicle, have the vehicle checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Dispose of leaking fluids according to legal and environmental regulations.

Washer fluid

General information

The windshield washer fluid reservoir is located in the hood space.



Fig. 1 In the hood space: Cap on the washer fluid reservoir (general example).

The washer fluid reservoir is identified with the symbol on the cap → *fig. 1*.

1. Check the washer fluid level regularly and fill if necessary.

Preparations

1. Prepare the vehicle for work in the hood space .
2. Open the hood.

Checking and refilling

1. Check if there is enough windshield washer fluid in the reservoir *(→ Washer fluid reservoir)*.
2. To top it up, mix clean water with a suitable alcohol-based windshield cleaner. Follow the mixing instructions on the packaging of the windshield cleaner →⚠, →ⓘ.
3. When the outside temperatures are cold, an anti-freeze agent should be added to the water so that it does not freeze. Follow the mixing instructions on the packaging of the anti-freeze agent.

There is a screen in the filler tube in the windshield washer fluid reservoir. The screen keeps large particles of contaminants from entering the washer nozzles when you refill the washer fluid →ⓘ.

Do not use distilled water to fill the washer fluid reservoir. This is the only way that the windscreen wiper washer fluid level can be monitored.

⚠ WARNING

Unsuitable additives in the windshield washer fluid can create an oily film on the vehicle windshield. This may reduce visibility and increase the risk of accidents and serious or fatal injuries.

- Never add coolant additive or similar unsuitable additives to the windshield washer fluid.

ⓘ *NOTICE*

Using a cleaning agent that contains acid may result in damage and cause the spray nozzles to malfunction.

- Never top up the windshield washer fluid tank using a cleaning agent that contains acid, e.g. vinegar-based cleaners.

ⓘ *NOTICE*

Mixing different windshield cleaners can cause the components to flocculate and the spray nozzles to clog.

- Only use suitable alcohol-based windshield cleaners.
- Never mix different windshield cleaners together.

ⓘ *NOTICE*

When you top up the windshield washer fluid, if you use a damaged screen or do not use a screen at all, dirt particles may get into the windshield washer fluid tank. The spray nozzles may become clogged.

- Take the screen out only to clean it.
- Replace a damaged or missing screen.

Introduction

The engine oils are determined based on the requirements of the engines, emissions control systems, and the fuel quality. On all combustion engines, the engine oil comes into contact with combustion residue and fuel, which affects the aging of the engine oil. Using the correct engine oil is essential for the function and service life of the engine. The engine is filled at the factory with a special low-viscosity oil that can generally be used year-round.

The vehicle can consume engine oil. The engine oil consumption can vary and can change throughout the service life of the vehicle. Depending on the driving style and the usage conditions, the engine oil consumption can be up to 1 l (1 qt) per 2000 kilometers (approximately 1200 miles); it can also be higher within the first 5000 kilometers (approximately 3100 miles) on new vehicles. Because of this, the engine oil level must be checked regularly, e.g. before long drives.

WARNING

Engine oil gets extremely hot when the engine is running. Failure to take care when handling hot engine oil can cause serious bodily burns. This could result in serious or fatal injuries.

- Always allow the engine to cool down before starting work with the engine oil.

WARNING

Engine oil is poisonous. Contact with engine oil, especially swallowing engine oil, may result in serious or fatal injuries.

- If you swallow engine oil, seek urgent medical help.
- If you have health problems after working with engine oil, seek medical help.
- Always store engine oil in the sealed original container and keep it out of the reach of children. This also applies to used oil until it is disposed.
- Never use empty food cans, bottles, or other containers to store engine oil, because someone could drink the engine oil by mistake.
- Avoid regular contact with engine oil to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with engine oil.
- Do not eat, drink or smoke when working with engine oil.
- Wash your skin with soap and water after working with engine oil.

Engine oil that has dripped and spilled can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Engine oil standards

Vehicles with engine oil label

There is a label on the lock carrier at the front of the hood space that shows which engine oil should be added → *fig. 1*.



Fig. 1 In the hood space: area for the engine oil label (general example).

If you need to top up the engine oil, use an oil with the prescribed engine oil standard and engine oil viscosity → *fig. 2*.

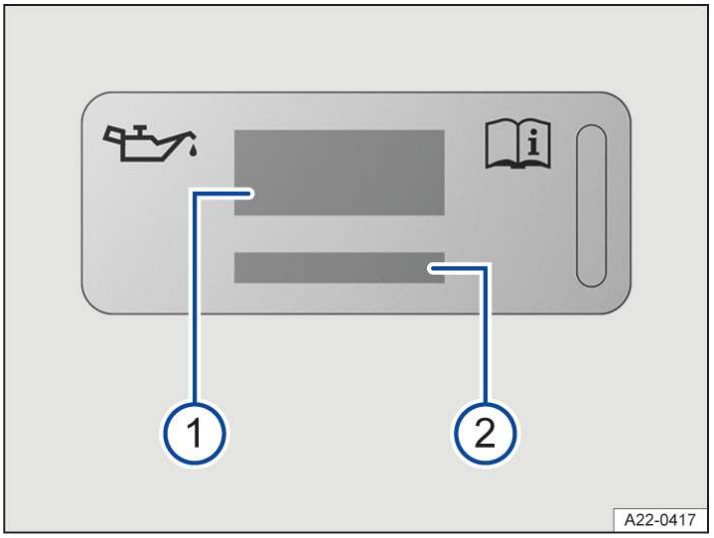


Fig. 2 Label with information about the engine oil standard and engine oil viscosity label (general example).

1. Engine oil standard information.
2. Engine oil viscosity information.

If the prescribed engine oil → *fig. 2* is used, the engine oil level can be corrected any number of times as needed *(→ Engine oil)*.

Vehicles without an engine oil label

Information regarding the prescribed engine oil standard and engine oil viscosity can be obtained from suitably qualified professionals. If 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 any number of times as needed *(→ Engine oil)*.

If the engine oil level is too low

If no engine oil that meets the prescribed standard is available, you may, in an **emergency**, top up the engine oil no more than **once** before your next standard oil change using no more than 0.5 liters (0.5 qt) of engine oil that meets the following deviating standards:

— Gasoline engines: Standard VW 504 00 and ACEA C3, ACEA C4, API SQ or ILSAC GF-7A. All viscosity classes in these standards are permitted.

Having the oil change carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility is recommended. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Using engine oils that have not been approved in accordance with the respective VW standard can cause damage to the engine.

- When refilling, only use engine oils that comply with the quality requirements of the respectively applicable VW standard.
- Only add max. 0.5 l (0.5 qt) of engine oil that does not comply with the specified engine oil standards in cases of emergency.

Volkswagen recommends Volkswagen Genuine oil.

Changing the engine oil

The engine oil must be changed regularly and in line with the service intervals *(→ Service)*.

Additives in the engine oil can make new engine oil appear dark after a brief engine run time. This is normal and is no reason to change the engine oil more frequently.

WARNING

If care is not taken when changing engine oil, the oil can cause environmental damage, serious burns, or fire. This could result in serious or fatal injuries.

- Always allow the engine to cool down completely before the engine oil change.
- Always wear eye protection for the engine oil change.
- Keep your arms horizontal when using your fingers to unscrew the oil drain plug, so that the draining oil does not drip down your arm.
- Use a container suitable for collecting used oil that can hold at least the entire quantity of oil in the engine.

NOTICE

Changing the engine oil and filter requires special tools and specialist knowledge. Failing to act properly may cause damage to the vehicle.

- For this reason, always have the engine oil and filters changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine oil can pollute the environment. Dispose of the engine oil according to legal and environmental regulations and only at a collection point for used oil, e.g. a recycling center or specialist retailer.

Checking the engine oil level and adding oil

Preparations



Fig. 1 In the hood space: cap of the engine oil filler opening (general example).

To avoid an incorrect oil level reading, observe the following steps:

1. With the engine warm from operation, safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Wait at least five minutes for the engine oil to flow back into the oil pan.
3. Open the hood.
4. Identify the engine oil filler opening and oil dipstick.

You can identify these by the → *fig. 1* symbol on the cap of the engine oil filler opening and the colored handle on the oil dipstick.

Checking the engine oil level

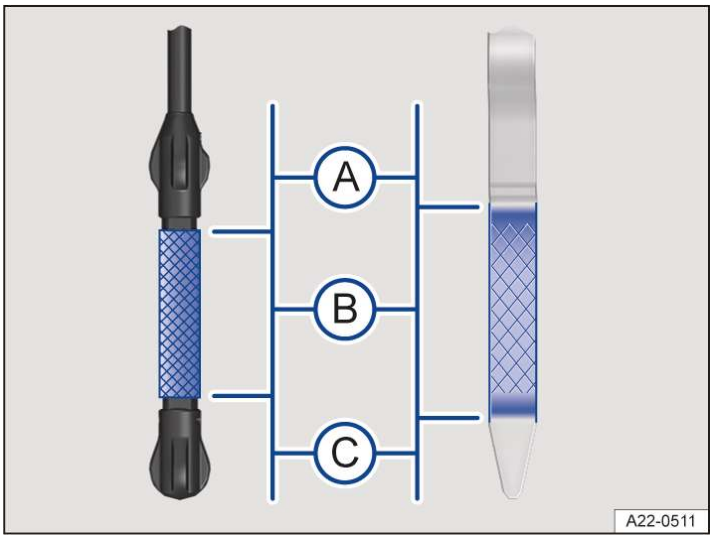


Fig. 2 Engine oil level markings on the oil dipstick (versions).

(A) The engine oil level is too high.

(B) Oil level in the normal range.

(C) The engine oil level is too low.

Only perform these activities in the specified order:

1. Remove the dipstick from the guide tube and wipe the dipstick off using a clean cloth.
2. Reinsert the dipstick into the guide tube and push it all the way in. If there is a marking on the engine oil dipstick, make sure it lines up with the notch at the top of the guide tube, and that the oil dipstick goes all the way in.
3. Remove the dipstick again and read the oil level on the dipstick as described below → *fig. 2*:

   (A) The engine oil level is too high. If necessary, follow the messages in the instrument cluster display or contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

   (B) Oil level in the normal range. Engine oil can be added up to the upper edge of this area, for example if there is heavy engine load → ⚠.

   (C) The engine oil level is too low. Add engine oil immediately and, if necessary, pay attention to the messages in the instrument cluster display → ⚠.
4. After reading the oil level, reinsert the oil dipstick into the guide tube and push it all the way in. If necessary, continue to add engine oil.

For high vehicle loads, for example when driving long distances on highways in the summer or when driving through high mountains, the engine oil level should be in the upper section of the permitted area.

Adding engine oil

WARNING

When topping up, if engine oil spills out or overflows and comes into contact with engine parts that are hot or can become hot, it may ignite. This may cause burns or a fire. This could result in serious or fatal injuries.

- Always make sure that the cap is installed securely on the engine filler opening after adding oil and that the oil dipstick is inserted correctly in the guide tube.
- Always use a suitable filling aid when topping up the engine oil.

Only perform these activities in the specified order →⚠ →ⓘ:

1. Unscrew the cap from the engine oil filler opening → *fig. 1*.
2. Top up the engine oil gradually in small quantities, not more than 0.5 l (0.5 qt) in total, or follow the recommendation in the display of the Volkswagen Digital Cockpit.
3. To avoid overfilling, you must wait at least one minute each time you add engine oil so that the engine oil can flow into the oil pan up to the marking on the oil dipstick.
4. Read the oil level on the dipstick again before adding a little more. When you are done adding oil, the oil level should be in the center of area → *fig. 2* (B).
5. If you accidentally add too much engine oil and the engine oil level is in the area above → *fig. 2* (A), do not start the engine →ⓘ. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.
6. Close the engine oil filler opening with the cap when you are done adding engine oil → *fig. 1*.
7. Insert the oil dipstick all the way into the guide tube. If there is an alignment tab on the top of the engine oil dipstick, make sure it lines up with the notch in the guide tube, and that the dipstick goes all the way in.
8. Close the hood.

NOTICE

Starting the engine with the engine oil level too high after refilling can cause engine damage.

- Do not start the engine, and seek professional assistance.

NOTICE

Using incorrect fluids can result in malfunctions and engine damage.

- When topping up fluids, make sure the correct fluids are added to the correct reservoirs.

Displaying the service information in the Infotainment system

When the ignition is on, the engine is off and the vehicle is stationary, the current service due date can be checked here: *(→ Service interval display)*.

After a service has been carried out, the service notification is updated after approximately five days or a distance driven of approx. 500 km (approx. 311 miles). Until then, the screen of the Infotainment system will show **Inspection --- km / --- days Oil change: in --- km / --- days** *(→ Vehicle settings menu)*.

Volkswagen recommends using the approved engine oils in accordance with the respective VW standard.

If you are not sure where the cap and the oil dipstick are located, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Troubleshooting

Engine oil pressure too low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the warning light flashes, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level very low

The red warning light blinks. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities (not more than 0.5 l (0.5 qt) in total) or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.
5. If the warning light lights up, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too low

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If necessary, top up the engine oil gradually in small quantities (not more than 0.5 l (0.5 qt) in total) or observe the top-up recommendation in the display of the Volkswagen Digital Cockpit.
5. If the indicator light comes on, do not continue driving or let the engine run, even if the oil is at the correct level. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Engine oil level too high

The yellow indicator light turns on. A message is shown in the instrument cluster display.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Check the engine oil level *(→ Engine oil)*.
4. If the engine oil level is too high, do not drive any further or leave the engine running. Engine damage could result. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

or Engine oil system malfunction

The indicator light flashes yellow. A message is shown in the instrument cluster display.

1. Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

Only perform work on the cooling system if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment, fluids and suitable tools are available. Work performed incorrectly can result in serious injuries → ⚠. Have all work performed by suitably qualified professionals if necessary. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Coolant is toxic. Contact with coolant, especially swallowing coolant, may result in serious or fatal injuries.

- If you swallow coolant, seek urgent medical help.
- If you have health problems after working with coolant, seek medical help.
- Always store coolant in the sealed original container and keep it out of the reach of children.
- Never use empty food cans, bottles, or other containers to store coolant, because someone could drink the coolant by mistake.
- Avoid regular contact with coolant to prevent damage to your skin.
- Protect your skin, face and particularly your eyes when working with coolant.
- Do not eat, drink or smoke when working with coolant.
- Wash your skin with soap and water after working with coolant.

⚠ WARNING

In extremely low temperatures, the coolant can freeze and the vehicle could break down. This can cause the heating to stop working in the vehicle. Vehicle occupants could die of exposure if they do not have sufficient warm clothing.

- Make sure that the quantity of coolant additive is adjusted to the lowest expected ambient temperature in which the vehicle is operating.
- Only use coolant additive approved by the manufacturer.

Coolant and coolant additives can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Coolant specification

The cooling system is filled at the factory with a mixture of specially prepared water and at least 40% coolant additive G12evo (TL 774-L).

The proportion of coolant additive must always be at least 40% to protect the cooling system. If greater freeze protection is needed due to the climate, the proportion of coolant additive can be increased. However, the proportion of coolant additive must not exceed 55%, because otherwise the freeze protection will be reduced and the cooling effect will be decreased.

The coolant additive can be recognized by its violet color. The mixture of water and coolant additive provides freeze protection down to approx. -25 °C (approx. -13 °F), protects the light-alloy parts in the cooling system against corrosion, prevents calcium deposits and significantly increases the boiling point of the coolant.

If the coolant is being topped up, a blend of distilled water and at least 40% of the G12evo coolant additive must be used to ensure optimum corrosion protection →.

NOTICE

The coloring of the coolant results from the mixture of the purple coolant additive and distilled water. If the fluid in the coolant expansion tank is not purple, but another color, e.g. brown, the appropriate coolant has been mixed with another coolant that is not suitable. This may result in serious malfunctions or damage to the drive and cooling system.

- Only use coolant additive approved by the manufacturer.
- If the coolant turns brown, have it changed immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never mix original Volkswagen coolant additives with coolant additives that are not approved by Volkswagen when topping up.

NOTICE

The engine coolant must always have a correct mixing ratio. If the mixing ratio is not correct, this may result in serious malfunctions or damage to the drive and cooling system.

- Have the correct mixing ratio checked by a suitably qualified professional, and restore if necessary, i.e. if there is doubt about the mixing ratio. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Checking the coolant level and refilling coolant

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Allow the engine to cool → ⚠.
3. Open the hood.

The coolant expansion tank can be identified by the red symbol on the cap → *fig. 1*.



Fig. 1 In the hood space: cap of the coolant expansion tank (general example).

⚠ WARNING

Escaping hot steam or hot coolant and hot components may cause serious burns.

- Never open the hood if you can see or hear steam or engine coolant escaping from the hood space.
- Always wait until you can no longer see or hear steam or coolant escaping from the hood space.

⚠ WARNING

The cooling system is under pressure when the engine is hot. If the cover is opened carelessly, coolant may spray out and cause serious burns or fatal injuries.

- Never open the cap of the coolant expansion tank when the engine is hot.
- Always protect your face, hands and arms from hot coolant or steam with a large, thick cloth if you have to open the cap of the coolant expansion tank.
- Slowly and very carefully turn the cap of the coolant expansion tank counterclockwise while pressing down lightly on the cap.

Checking the coolant level



Fig. 2 In the hood space: markings on the coolant expansion tank (general example).

When new vehicles are delivered or after repairs to the cooling system, the coolant level may be above the marked area. This is normal. The coolant does not need to be extracted.

The coolant level cannot be checked exactly for every model, because the view of the fluid level in the coolant expansion tank may be obstructed. If you cannot read off the coolant level accurately, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

1. When it is cold, check the coolant level using the markings on the side of the coolant expansion tank → *fig. 2*. The coolant level must be between the markings.
2. If the fluid level in the coolant expansion tank is below the minimum mark (“min”), ensure that the coolant is topped up. When the coolant is warm, the coolant level may be slightly above the upper marking.
3. If coolant is no longer visible in the coolant expansion tank, do not add coolant →ⓘ.

Refilling coolant

1. Carefully unscrew the cap →⚠.
2. Only add new coolant that conforms to the Volkswagen specification up to as far as the upper fill level marking *(→ Engine coolant)*. After topping up the coolant, the coolant level must be between the markings on the coolant expansion tank → *fig. 2*.
3. Install the cap securely.
4. Check the coolant level after one day. If the fill level of the coolant expansion tank drops below the minimum marking (“min”) again, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility and have the cooling system checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If there is no coolant available that conforms to the required specification, initially only top up with distilled water. Then have the correct mixture ratio using the specified coolant additive restored as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility →ⓘ.

NOTICE

Coolant expands when it heats up. If coolant is topped up above the marked level, excess coolant may leak out and cause damage to the vehicle.

- Do not refill the system with coolant above the upper edge of the marked area of the coolant expansion tank.

NOTICE

If there is no longer any engine coolant in the coolant expansion tank, air may have entered the cooling system. This could result in damage to the engine.

- Do not continue driving.
- Do not top up the coolant.
- See an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

NOTICE

The chemical components contained in water that is not distilled can cause considerable corrosion damage in the engine. This can cause engine malfunctions.

- Only use distilled water for refilling the system!
- If you have added water that is not distilled, have the fluid in the cooling system changed completely by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The use of incorrect fluids can cause serious malfunctions and damage to the engine.

- When you fill or change fluids, make sure that the correct fluids are added in the corresponding filler openings.

Troubleshooting

Coolant Temperature Is Too High or Coolant Level Is Too Low

The red warning light turns on. A message is shown in the instrument cluster display.

Do not continue driving! Engine damage could result.

The coolant temperature is too high or the coolant level is too low.

1. Stop the vehicle as soon as it is safe to do so *(→ Parking)*.
2. Stop the engine.
3. Allow the engine to cool.
4. Check the coolant level on the coolant expansion tank *(→ Engine coolant)*.
5. If the warning light does not turn off, do not continue driving or let the engine run, even if the coolant is at the correct level.
6. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Introduction

Brake fluid absorbs moisture from the air over the course of time. Too much water in the brake fluid causes damage to the brake system. Water lowers the boiling point of the brake fluid. If the water content in the brake fluid is too high, vapor lock may form in the brake system during heavy braking and full braking. Vapor lock reduces the braking efficiency, increases the braking distance considerably, and can lead to a total failure of the brake system. Your own safety and the safety of others on the road depends on your brake system functioning correctly at all times.

WARNING

Brake fluid is poisonous. Contact with brake fluid – in particular, if brake fluid is swallowed – may result in serious injury or death.

- If you swallow brake fluid, seek urgent medical help.
- If you have health problems after working with brake fluid, seek medical help.
- Always store brake fluid out of the reach of children and only within the sealed original container.
- Never use empty food cans, bottles, or other containers to store brake fluid, because someone could drink the brake fluid by mistake.
- Avoid regular contact with brake fluid to prevent damage to your skin.
- Protect your skin, face, and particularly your eyes when working with brake fluid.
- Do not eat, drink, or smoke when working with brake fluid.
- Wash your skin with soap and water after working with brake fluid.

NOTICE

Spilled or leaking brake fluid will damage the vehicle's surfaces. The vehicle's paint, plastic parts, and tires may be damaged.

- Immediately wipe up any spilled or leaking brake fluid that comes into contact with vehicle components.
- Then rinse all vehicle parts with plenty of water.

Brake fluid can pollute the environment.

- Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Brake fluid specifications

Volkswagen has developed a special brake fluid that is optimized for the vehicle's brake system. For optimum performance of the brake system, Volkswagen recommends only using brake fluid that complies with the VW standard 501 14.

Before using brake fluid, check that the brake fluid specification on the bottle matches the vehicle requirements.

Brake fluid that complies with the VW standard 501 14 can be obtained from an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If this type of brake fluid is not available and it is therefore necessary to use a different high-quality brake fluid instead, a brake fluid that meets the requirements of DIN ISO 4925 or the US standard FMVSS 116 DOT 4 with the suffix CLASS 6 can be used.

Not all brake fluids that comply with the requirements of DIN ISO 4925 or US Standard FMVSS 116 DOT 4 with the suffix CLASS 6 have the same chemical composition. Some of these brake fluids can contain chemicals that can destroy or damage components of the vehicle brake system over time.

Brake fluid that complies with the VW Standard 501 14 meets the requirements of DIN ISO 4925 or the US Standard FMVSS 116 DOT 4 with the suffix CLASS 6.

Checking the Brake Fluid Level

Preparations

1. Safely park the vehicle on a horizontal and firm surface *(→ Parking)*.
2. Open the hood.

Checking the Brake Fluid Level



Fig. 1 In the hood space: Cap on the brake fluid reservoir.

The brake fluid reservoir can be recognized by its cap → *fig. 1*.

The brake fluid level cannot be checked precisely on all models because the hood or engine components may obstruct the view of the fluid level in the reservoir.

— If you cannot read the brake fluid level clearly, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— If the brake fluid level is not between the min. and max. marking on the brake fluid reservoir, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The brake fluid level decreases slightly when the vehicle is being used as the brake pads wear and the brakes automatically adjust themselves.

⚠ WARNING

A low brake fluid level or unsuitable brake fluid may cause the brakes to fail or may reduce braking efficiency. Accidents and serious or fatal injuries could result.

- Have the brake system and brake fluid level checked regularly.
- Be sure to use the correct brake fluid.
- Only use brake fluid that expressly complies with the VW standard 501 14.
- Only use a high-quality brake fluid that complies with DIN ISO 4925 CLASS 6 or the US standard FMVSS 116 DOT 4 in the exceptional case that a brake fluid that conforms to VW standard 501 14 is not available.

Changing brake fluid

An authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide information about the interval for changing the vehicle brake fluid. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Have the brake fluid changed regularly.

— Only have brake fluid added that meets the required specifications.

WARNING

Vapor lock may occur in old brake fluid due to absorbed moisture during hard braking, reducing braking efficiency and potentially causing total brake failure. Accidents and serious or fatal injuries could result.

- Have the brake fluid changed regularly.
- Only have new brake fluid added.

Troubleshooting

Brake fluid level

The red warning light turns on. The brake fluid level is too low.

Do not continue driving! This could result in the brake failing.

1. Stop the vehicle immediately as soon as it is safe to do so *(→ Parking)*.
2. Check the brake fluid level.
3. If the brake fluid level is too low, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Introduction

The 12-volt vehicle battery is a component of the electrical system and serves to supply energy to the vehicle. During maintenance procedures, the 12 V vehicle battery is checked and replaced if necessary.

You may only perform procedures on the electrical system yourself if you are familiar with the necessary activities and the general safety precautions, and if the correct operating equipment and fluids and suitable tools are available. Work performed incorrectly can result in serious injuries →⚠.

Information about warning and indicator lights can be found in the troubleshooting section at the end of the chapter *(→ 12-V vehicle battery)*.

Battery switch-off in an accident with triggering of the airbag

In vehicles with a 12 V vehicle battery in their vehicle interior or luggage compartment, the electrical connection to the 12 V vehicle battery is pyrotechnically disconnected in an accident with airbag deployment. This prevents a short circuit. For more information on the installation location of the vehicle battery, refer to section *(→ 12-V vehicle battery)*.

Detailed warnings for the 12 V vehicle battery

Always wear eye protection.

Battery acid is highly corrosive. Always wear protective gloves and eye protection.

Fire, sparks, open flame, and smoking are forbidden.

A highly explosive mixture of gases forms when charging the 12 V vehicle battery.

Always keep children away from battery acid and the 12 V vehicle battery.

Always heed the Owner's Manual.

Explanation of the warning messages for vehicles with a 12 V vehicle battery in the vehicle interior

The warning messages are attached to the visible area of the 12 V vehicle battery.

Caution – danger!

12 V vehicle battery. Live component, improper handling can lead to short circuits. Battery acid may cause serious injuries. The hose for the central gas venting system of the 12 V vehicle battery must always be secured on the negative terminal side and the opening on the positive terminal side must be sealed.

Always observe the information on the 12 V vehicle battery, in the user instructions and in the Owner's Manual *(→ 12-V vehicle battery)*.

All work on the 12 V vehicle battery must be performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility *(→ 12-V vehicle battery)*.

Exceptions to this are:

— Charge the 12 V vehicle battery *(→ 12-V vehicle battery)*.

— Jump-starting the vehicle *(→ Jump-starting)*.

Improper handling of the 12 V vehicle battery could result in serious injuries or death. Always ensure that maintenance procedures on the 12 V vehicle battery are only carried out by suitably qualified and trained specialist personnel.

WARNING

Performing work on the 12 V vehicle battery and the electrical system can cause serious injuries, fires, or electric shocks. This could result in serious injuries.

- Always read and follow the warning information on the 12 V vehicle battery.
- Before performing any work on the 12 V vehicle battery, switch off the ignition and all electrical equipment and disconnect the 12 V battery negative cable.
- Always keep children away from battery electrolyte and the 12 V vehicle battery.
- When handling 12 V vehicle batteries, always protect your hands, arms, and face from spraying battery acid.
- Always wear eye protection and safety gloves.
- Never short circuit the battery terminals.
- Have all work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This could result in serious injuries.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

NOTICE

UV rays can damage the battery housing.

- Do not expose the 12 V vehicle battery to direct sunlight for a long period of time.

NOTICE

The 12 V vehicle battery could freeze and be destroyed.

- Protect the 12 V vehicle battery against freezing temperatures if the vehicle is parked for long periods of time.

System settings after a battery change

If the 12 V vehicle battery is replaced or after a successful jump-start, system settings may be changed or deleted.

1. Check the date and time and adjust them if necessary.
2. Check personal convenience settings and adjust and save them as necessary.

- 12 V vehicle batteries can contain toxic substances such as sulfuric acid and lead. Dispose of the 12 V vehicle battery according to legal and environmental regulations and only at a collection point for old batteries, e.g. a recycling center or specialist retailer.

- Battery acid can pollute the environment. Collect any leaking fluids and dispose of them according to legal and environmental regulations.

Electrical Equipment Automatic Switch-Off and Discharging the 12 V Vehicle Battery

Automatic equipment deactivation

If, when the engine is stopped, the vehicle is stationary for a long time, electrical equipment is being used or outside temperatures are very low, the intelligent onboard supply management cannot always prevent the 12 V vehicle battery from being discharged.

If the 12 V vehicle battery has a low charge level, the intelligent onboard supply management automatically takes various measures to make the vehicle ready to start.

— To ensure that the engine can still be started, equipment that uses a lot of power may have its performance limited or may be completely switched off in an emergency, meaning that online functions will no longer be available.

— If the engine is running, the idle speed will be increased so that the alternator delivers more power.

— The power supply to the 12 V socket may be interrupted temporarily when the engine is started.

12 V Vehicle Battery Draining

If the battery is drained, it may not be possible to start the engine. The 12 V vehicle battery will be drained in the following situations:

— Due to long periods of time without starting the engine.

— Due to a permanently switched on ignition.

— If electrical equipment is used when the engine is stopped.

Checking the 12 V vehicle battery acid level

The 12 V vehicle battery does not require any maintenance.

Check the acid level of the 12 V vehicle battery regularly if mileage is high, in countries with warm climates, or if the 12 V vehicle battery is old.

12 V vehicle battery location

Depending on the vehicle equipment, the 12 V vehicle battery may be located in the hood space or under/behind a cover in the luggage compartment.

Preparations

1. Prepare the vehicle for work in the hood space.
2. Wear suitable eye protection and safety gloves.
3. Open the hood.

Checking the Acid Level for Vehicles with a 12 V Vehicle Battery in the Hood Space

WARNING

Battery acid is corrosive. Contact with battery acid, especially swallowing battery acid, can result in serious burns.

- Never open a 12 V vehicle battery.
- Never tilt the 12 V vehicle battery. Acid can leak out of the vent openings.
- Protect your skin, face, and particularly your eyes when working with the 12 V vehicle battery.
- Do not eat, drink, or smoke when working on the 12 V vehicle battery.
- Wash your skin with soap and water after working on the 12 V vehicle battery.
- If acid comes into contact with your skin or hair, remove all soiled or wet clothing and wash your skin and hair with water. Consult a doctor.
- If acid comes into contact with your eyes, rinse the affected area carefully with water for several minutes. Then consult a doctor immediately.
- If you have swallowed battery acid, swallow activated charcoal and immediately drink plenty of water. Consult a doctor immediately.
- If you have inhaled acid vapors, leave the hazard area and breathe in fresh air. Consult a doctor immediately.

WARNING

When work is carried out on the 12 V vehicle battery, a highly explosive, flammable gas mixture builds up. Sparks could form and ignite the flammable gas that is released by the 12 V vehicle battery. This can result in serious injury or death.

- Always keep fires, sparks, open flames, and lit cigarettes far away from the 12 V vehicle battery.
- Avoid creating sparks when working with wires and electrical equipment or when discharging static electricity.

Depending on the vehicle equipment, an additional bracket must be removed to see the viewing window. An additional tool that is not available in the vehicle tool kit is required to do this. Always have the acid level of the 12 V vehicle battery checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

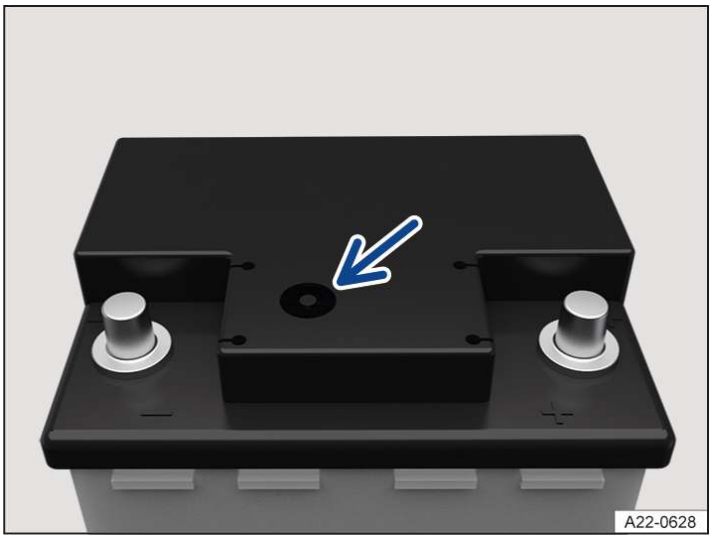


Fig. 1 On the top of the 12 V vehicle battery: Window (general example).

Make sure there is enough lighting to clearly see the color indicator in the circular window on the top of the 12 V vehicle battery → *fig. 1*.

Light yellow or *colorless*

— The 12 V vehicle battery acid level is too low. Have the 12 V vehicle battery replaced by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Black

— The 12 V vehicle battery acid level is OK.

The acid level of 12 V vehicle batteries labeled AGM cannot be checked for technical reasons. Suitably qualified professionals can inspect the battery. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Checking the Acid Level for Vehicles with a 12 V Vehicle Battery in the Luggage Compartment

For technical reasons, it is not possible to check the acid level in vehicles with a 12 V vehicle battery in the luggage compartment.

1. To have the 12 V vehicle battery checked, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Charging the 12 V vehicle battery

The 12 V vehicle battery should be charged by a suitably qualified professional because the 12 V vehicle battery that is installed at the factory requires a charging process where the voltage is limited →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the 12 V vehicle battery is charged in vehicles with a 12 V vehicle battery in the vehicle interior, only the jump-start connection points in the hood space may be used .

⚠ WARNING

A highly explosive mixture of oxyhydrogen can form when charging the 12 V vehicle battery. Sparks or naked flames could ignite the gas mixture. This could cause serious burns.

- Only charge 12 V vehicle batteries in well-ventilated areas.
- Keep sparks and naked flames away from the 12 V vehicle battery.
- Avoid creating sparks by discharging any static electricity before starting work on the 12 V vehicle battery; do this by touching a metal part of the vehicle body.

⚠ CAUTION

A discharged 12 V vehicle battery can freeze at temperatures of around 0°C (approx. +32°F). Acid can escape from a frozen and defrosted 12 V vehicle battery. This can cause injuries and long-term damage to the vehicle.

- Never charge a frozen or thawed 12 V vehicle battery.
- Always replace the 12 V vehicle battery if it freezes.

NOTICE

If accessories that provide power for charging the 12 V vehicle battery are connected to the 12 V socket, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect accessories that provide power, such as solar panels or battery chargers, to the 12 V socket in order to charge the 12 V vehicle battery.

Disconnecting and Connecting the 12 V Vehicle Battery

Disconnecting the 12 V vehicle battery

If the 12 V vehicle battery must be disconnected from the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Unlock the vehicle before disconnecting the battery. Otherwise, the anti-theft alarm system will be triggered.
3. Disconnect the negative cable first, and then the positive cable →⚠.

Connecting the 12 V vehicle battery

If the 12 V vehicle battery must be connected to the vehicle electrical system, note the following:

1. Switch off all electrical consumers.
2. Connect the positive cable first, and then the negative cable →⚠.

Various indicator lights may turn on after connecting the 12 V vehicle battery and switching the ignition on. They will turn off after driving a short distance at a speed of approx. 15 to 20 km/h (approx. 10 to 12 mph). If the indicator lights light up and remain on, contact a suitably qualified professional and have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the 12 V vehicle battery was disconnected for a long period of time, the next scheduled maintenance may not display correctly or it may not be calculated correctly *(→ Service interval display)*. Follow the maximum permissible service intervals .

If the ignition cannot be switched on after connecting the 12 V vehicle battery, carry out the following activities:

1. Lock and unlock the vehicle from the outside.
2. Try to switch the ignition on again.
3. If the ignition will not switch on, see an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

⚠ CAUTION

Cables that are connected incorrectly can cause a short circuit. This could damage the on-board electronics and result in serious injuries.

- Connect the positive cable first and then the negative cable.

NOTICE

If the 12 V vehicle battery is connected or disconnected when the ignition is switched on, this could damage the electrical system or electronic components, resulting in electrical malfunctions.

- Never connect or disconnect the 12 V vehicle battery when the ignition is switched on.

Replacing the 12 V vehicle battery

If you suspect that the 12 V vehicle battery is damaged or malfunctioning, contact a suitably qualified professional to have the 12 V vehicle battery checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Replacing the 12 V vehicle battery

The 12 V vehicle battery is designed to fit the location where it is installed and is equipped with safety features. If a 12 V vehicle battery needs to be replaced, have the spare part fitted by suitably qualified professional. Check with a suitably qualified professional to find out the component information regarding size and the required maintenance, performance, and safety features. They must possess the necessary technical documentation and equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The vent opening on the 12 V vehicle battery must always be located on the negative terminal. The vent opening on the positive terminal side must be sealed. The hose for the central gas venting system must always be attached to vehicles with a 12 V vehicle battery in the vehicle interior →⚠.

Only use a maintenance-free 12 V vehicle battery that conforms to the TL 825 06 and VW 7 50 73 standards. These standards must be from October 2014 or later.

Always have the 12 V vehicle battery replaced by a suitably qualified professional because the vehicle electronics must be adapted as part of the replacement. Only a suitably qualified professional has the necessary equipment to perform the adaptation and has access to the correct replacement batteries →⚠.

⚠ WARNING

If the degassing tube is not attached to the 12 V vehicle battery correctly, the highly explosive gas mixture that builds up when the vehicle is running may enter the vehicle interior. The flammable gas could ignite and cause serious injuries or death.

- Always ensure that the opening on the positive terminal side of the 12 V vehicle battery is capped.
- For vehicles with the 12 V vehicle battery in the vehicle interior or luggage compartment, ensure that the degassing hose is connected to the 12 V vehicle battery correctly. The degassing hose must always be connected to the negative terminal side of the 12-volt vehicle battery.

⚠ WARNING

Use of a 12 V vehicle battery that does not have identical specifications and dimensions to the 12 V vehicle battery that was installed at the factory may cause short circuits or fire. This could result in serious or fatal injuries.

- Always use a maintenance-free and non-spillable 12 V vehicle battery that has the same specifications, and dimensions as the 12 V vehicle battery that was installed at the factory.

⚠ WARNING

Fitting 12 V vehicle batteries incorrectly may cause short circuits or fire. This could result in serious or fatal injuries.

- Always attach the 12 V vehicle battery to the attachment points provided in the vehicle.
- Replace all covers that are required for the vehicle back on the battery.

Troubleshooting

12-volt power supply

The red warning light turns on.

Do not continue driving! Possible failure of the electrical system.

A message is shown in the instrument cluster display.

1. Stop the vehicle immediately and park it safely.
2. Turn off electrical equipment that is not needed.
3. Stop the engine and switch off the ignition.
4. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

If the red warning light comes on, the start-stop system is switched off. The start-stop system will only be automatically switched on again after the engine is restarted.

12-volt power supply

The yellow indicator light turns on.

A message regarding the battery charge level of the 12 V vehicle battery is shown in the instrument cluster display.

1. Let the engine run so that the 12 V vehicle battery can be recharged.
2. If the message about the battery charge level of the 12 V vehicle battery does not turn off after a few minutes despite the measures having been taken, then contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A message regarding the 12 V power supply is shown in the instrument cluster display.

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

If the yellow indicator light lights up, the start-stop system will not be able to start the engine. If the yellow indicator light has turned off, the 12 V vehicle battery has a sufficient battery charge level to automatically restart the engine.

Introduction

Wheels are the parts of the vehicle that are under the most demand, yet are also the most underestimated. Wheels consist of coordinated tire/rim combinations. Wheels are very important because the narrow contact surfaces of the tires are the only contact that the vehicle has with the road.

The tire and rim combinations approved by Volkswagen are precisely matched to the vehicle and each other.

The service life of the tire depends on the tire pressure, the driving style, the way the tires are handled, and correct mounting of the tire.

Rims, tires and wheel bolts

Rims, tires, and wheel bolts are determined based on the vehicle model. When converting to other rims, the tires approved for these rims and the wheel bolts with the correct length and spherical shape must therefore be used. This ensures that the tires do not rub against the wheel housing, that the brakes can work correctly and that the vehicle drives smoothly and safely. For technical reasons, standard rims from other vehicles cannot be used. Under certain circumstances, this may even apply to rims for the same vehicle model. You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque *(→ Wheel bolts)*.

Declaration of conformity for wheels and tires

Applies only to India: The tires fitted on the vehicle meet the requirements of BIS and the requirements of the Central Motor Vehicle Rules (CMVR), 1989.

⚠ WARNING

Incorrect handling of wheels can reduce driving safety and cause serious accidents and fatal injuries.

- Regularly check the tire pressure when the tires are cold and always maintain the specified pressure *(→ Tire pressure)*. If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures.
- Check the tires and rims regularly for damage and wear.
- Never exceed the maximum permissible speed and tire load specified for the tires mounted on your vehicle.
- For all four wheels, use only radial tires of the same design, size (rolling circumference), and tread pattern.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Never loosen the bolts on rims with a bolted rim ring.
- Only perform work on the wheels if you have the necessary knowledge and tools.

⚠ WARNING

New tires or tires that are old, worn, or damaged cannot provide the maximum vehicle control and braking effect.

This can cause accidents and fatal injuries.

- Break in new tires because they have reduced traction and braking efficiency when they are new. Therefore drive carefully for the first 600 km (370 miles).
- Never drive with tires that are worn or damaged, e.g. punctured, cut, cracked, or bulging. If you are unsure whether it is safe to continue driving, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- While driving, if unusual vibrations can be heard or the vehicle pulls to one side, stop immediately and check the wheels and tires for damage.
- Do not use any tires or rims if you do not know how they have been used in the past. Used tires and rims may be damaged in a way that may not even be visible.
- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.
- Have worn or damaged tires replaced immediately by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque

checked as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

WARNING

Improper mounting of the tires on the rim can result in damage to the rim and cause tires to suddenly lose air or go flat while driving.

This can cause accidents and fatal injuries.

- Always have tires mounted on the rim by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Handling Wheels

Avoiding damage to wheels

— Always drive over curbs and other low obstacles slowly and at a right angle so that both front wheels come into contact with the obstacle at the same time →⚠.

— There is a high risk of damage to tires and rims, especially for low-profile tires, on poor road surfaces or when driving on unpaved roads or off-road.

— Check the tire pressure regularly.

— Check tires regularly for damage such as punctures, cuts, cracks, bulges.

— Have damaged or worn tires replaced immediately by a suitably qualified professional . Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Never exceed the load index and maximum speed of the tire *(→ Tire labeling and tire classifications)*.

— Protect tires from coming into contact with corrosive materials such as grease, oil, gasoline, and brake fluid →⚠.

— Replace missing dust caps on the valves immediately →⚠.

— Remove any objects provided they have not punctured the inside of the tire .

— Observe all tire pressure monitoring system warnings *(→ Tire Pressure Monitoring System)* .

— Missing hubcaps can cause damage to the rims and wheel bolts.

Always install missing hubcaps before driving.

— Check rims regularly for damage such as cracks, bulges, kinks →⚠.

— Have damaged rims replaced immediately by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Only use rims approved for the vehicle →⚠.

⚠ WARNING

Corrosive fluids and materials can cause visible and invisible damage to the tires, which can cause the tires to fail.

This can cause accidents and fatal injuries.

- Always keep chemicals, oils, grease, fuel, brake fluid, and other corrosive materials away from the tires.

Storing tires

— Only store tires in a cool, dry location that is as dark as possible.

— Do not stand tires that are mounted on rims up vertically.

— Protect tires that are not mounted on rims from dirt with suitable covers and store them standing on the tread surface.

Tires that are more than six years old

Tires age due to physical and chemical processes that affect their function. Tires that have been stored and unused for long periods of time age more quickly than tires that are used continuously.

Volkswagen recommends replacing tires that are more than six years old with new tires. This even applies to tires that may appear to be usable and whose tread depth is still greater than the minimum requirement →⚠.

Winter and all season tires lose their characteristics to a large extent due to aging, regardless of the remaining tread depth.

The age of the tire can be determined based on the production date *(→ Tire labeling and tire classifications)*.

⚠ WARNING

Old tires can suddenly lose air or rupture, particularly at high speeds.
This can cause accidents and fatal injuries.

- Only use tires that are more than six years old if absolutely necessary and drive with extreme caution if doing so, even if the tires have never been used.

New tires

— Drive particularly carefully during the first 600 km (370 mi) with new tires because they must be broken in. Tires that have not yet been run in have reduced adhesion and braking efficiency →⚠.

— For all wheels, use only radial tires of the same design, size (rolling circumference), and tread pattern.

— The tread depth of new tires may vary between tire models and manufacturers due to different design features and tread designs.

⚠ WARNING

New tires must be broken in because they have reduced traction and braking efficiency when they are new.

This could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Break in new tires. Drive carefully for the first 600 km (370 miles).

The size specifications for new tires may vary significantly from the actual tire dimensions for different tire brands.

Replacing tires

— At the factory, the vehicle can be equipped with reduced rolling resistance tires. The specified fuel consumption values can only be achieved using these tires. When purchasing new tires, always make sure the tires are optimized for rolling resistance *(→ Eco tips)*.

— Before buying new reduced rolling resistance tires, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— At a minimum, replace both tires on a single axle.

— Only replace old tires with tires that have been approved by Volkswagen for your vehicle model.

— Never use tires whose size exceeds the measurement of tires that are approved by Volkswagen →⚠.

⚠ WARNING

Wheels must have enough clearance from vehicle components. If there is not enough clearance, tires could rub against components of the suspension, the body, and the brake lines.

This may cause the brake system to fail, the tread to separate, and the tire to rupture, resulting in serious accidents and fatal injuries.

- Only use tires with dimensions that do not exceed the dimensions of the tire brands approved by Volkswagen and that do not rub against other components of the vehicle.

Volkswagen Genuine tires

At the factory, the vehicle can be equipped with Volkswagen Genuine tires. These tires are marked with the ⊕ symbol and are specially adapted for this vehicle. Volkswagen Genuine tires fulfill the highest standards of safety and driving characteristics when used appropriately.

Recalibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated each time one or more wheels is replaced. This also applies if the tires are rotated, for example from front to back *(→ Tire Pressure Monitoring System)*.

Spare wheels

Depending on the vehicle equipment, the vehicle can be delivered from the factory with different versions of spare wheels approved by Volkswagen for the vehicle *(→ Spare wheel and compact spare wheel)*. Before using other spare wheels, always check whether they are approved for your vehicle. You can find the tire and rim sizes approved for your vehicle in part I of the registration certificate or the EC Certificate of Conformity (CoC paper) or contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rims with bolted rim ring or accent elements

Rims with a bolted rim ring or accent element consist of multiple pieces. These pieces are connected together with special bolts. Have all work on rims with a bolted rim ring carried out by a suitably qualified professional →⚠. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Loosening and tightening bolts incorrectly on rims with bolted rim rings can cause severe accidents and death.

- Never loosen the bolts on rims with a bolted rim ring.
- Have all procedures on rims with bolted rim rings performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Rim identification

In some countries, new rims must include information about certain properties. The following information may be on the rim:

— Seal of conformity

— Rim size

— Manufacturer or brand name

— Production date (month/year)

— Country of origin

— Serial number

— Raw material batch number

— Commodity code

WARNING

Dirt can damage the valves and introduce leaks, causing the tire to lose air.

If the tire pressure is too low, the tire can heat up so much while driving that the tread separates or the tire ruptures, which in turn can lead to serious accidents and/or fatal injuries.

- Never drive without caps on the valves.

WARNING

Using unsuitable or damaged rims can impair driving safety and cause accidents and serious injuries.

- Only use rims approved for the vehicle.
- Regularly check the rims for damage, e.g. cracks, dents, kinks, and have damaged rims replaced immediately by a suitably qualified workshop. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Driving over potholes and curbs may cause the wheels to become deformed.

Damage to the tires and rims can result.

- Avoid strong impacts and drive around obstacles where possible.

NOTICE

The valves can be damaged when replacing wheels.

- Do not let wheels that you have removed fall on the rim.

Always dispose of old tires correctly and according to regulations.

If the spare wheel differs from the normal wheels in its design, the spare wheel must only be used for a short time in the event of a vehicle breakdown and with a suitably careful driving style. Replace the spare wheel with a regular wheel as soon as possible.

Using tires and rims approved by Volkswagen ensures that the dimensions will fit correctly on your vehicle. For other tires or rims, the seller must provide a certificate from the tire or rim manufacturer stating that the tire or rim is also suitable for the vehicle. Keep the certificate stored safely in the vehicle.

Tire Pressure for the Spare Wheel

Full-size Spare Wheel

The full-size spare wheel is a wheel that corresponds to the regular tire size and tread pattern. The tire pressure for the full-size spare wheel corresponds to the tire pressure of the regular tires and is specified on the tire pressure label *(→ Tire pressure)*.

Space-saving Spare Wheel



Fig. 1 Space-saving spare wheel.

The space-saving spare wheel is identified by a sticker and a label stating “80 km/h” or “50 mph” *→ fig. 1*. This label indicates the permitted maximum speed at which the tire may be driven. Do not cover the sticker while the wheel is in use. Even if the space-saving spare wheel is a normal wheel, the space-saving spare wheel must only be used in the event of a breakdown and on a temporary basis.

The tire pressure for the space-saving spare wheel is 3.5 bar (51 psi/350 kPa).

Compact spare wheel



Fig. 2 Compact spare wheel.

The compact spare wheel consists of a special rim with a significantly narrower tire than the regular tire.

The compact spare wheel can be identified by a label stating “80 km/h” or “50 mph” → *fig. 2*. This label indicates the permitted maximum speed at which the tire may be driven. Do not cover the sticker while the wheel is in use.

The tire pressure for the compact spare wheel is 4.2 bar (61 psi/420 kPa).

Details of the correct tire pressure for the spare wheels are located on the tire pressure label. If the details on the tire pressure label differ from the details in the Manual, the details on the tire pressure label apply.

Checking the tire pressure

Incorrect tire pressures negatively affect vehicle handling and can cause increased tire wear or even a flat tire → ⚠. Above all, the correct tire pressure is especially important when driving at high speeds.

— Check the tire pressure at least once a month.

— Check the tire pressure of the spare wheel at least once a month *(→ Spare wheel and compact spare wheel)*.

— Check the tire pressure only when tires are cold. The specified tire pressure only applies to a cold tire. The tire pressure on warm tires is higher than on cold tires. Therefore, never release air from a warm tire to adjust the tire pressure.

— Always adjust the tire pressures to the vehicle load → *fig. 2*.

— After adjusting tire pressures, always screw the caps on the valves and note the information about the tire pressure monitoring system.

— Always use the tire pressures specified on the label. Never exceed the maximum tire pressure specified on the side of the tire.

— If the size of the tires mounted at the factory differs from the details on the identification label or on the tire pressure label, the correct tire pressure must be determined.

Tire inflation pressure label on the vehicle

The label specifies the correct tire pressures for approved tires and is either on the driver door pillar → *fig. 1* or on the inside of the fuel filler flap.



Fig. 1 On the driver door pillar: tire pressure label (may also be on the inside of the fuel filler flap).

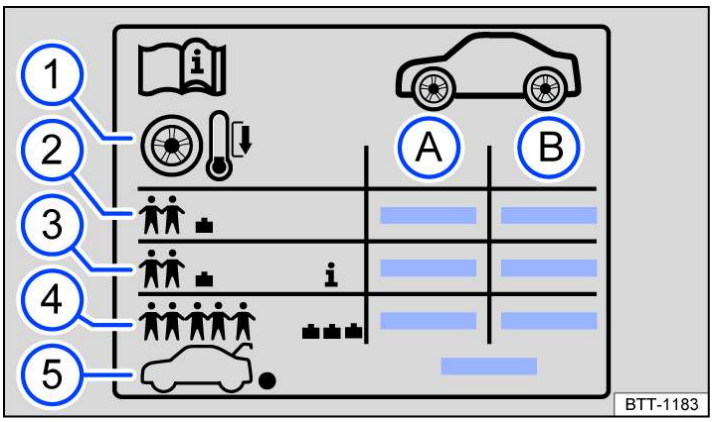


Fig. 2 Symbols on the tire pressure label.

(A) Tire pressure for the tires on the front axle.

(B) Tire pressure for the tires on the rear axle

(1) Note: check the tire pressure when the tires are cold

(2) Tire pressure when partially loaded

(3) *Depending on vehicle equipment:* comfort tire pressure when partially loaded

(4) Tire pressure when fully loaded

(5) Tire pressure for the spare wheel.

The appearance of the label may vary depending on the vehicle. Additional tire sizes can be included that are not approved for your specific vehicle. The tire sizes approved for your vehicle can be found in the vehicle registration document or the EC Certificate of Conformity (CoC

paper); alternatively, you can query this with an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Comfort tire pressure

Depending on the vehicle equipment, the label may include a comfort tire pressure *→ fig. 2*. The comfort tire pressure allows the driving comfort to be increased. Fuel consumption may increase when driving with the comfort tire pressure.

WARNING

A tire pressure that is too low can result in a sudden loss of air, separation of the tire tread or bursting of the tire while driving. An incorrect tire pressure shortens the service life of the tire and negatively affects vehicle handling.

An incorrect tire pressure can cause accidents and fatal injuries.

- Check the tire pressures regularly, at least once a month and also before driving long distances.
- Always adjust the tire pressure according to your load.
- Never reduce the tire pressure when tires are warm.

WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage (including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires mounted *(→ Tire labeling and tire classifications)*.
- Never exceed the maximum permitted speed for the tires mounted *(→ Tire labeling and tire classifications)*.

NOTICE

Careless handling of the tire pressure gauge may damage the valve.

- When positioning the tire pressure gauge, make sure it is not tilted at the valve stem.

Tire pressures that are too low increase fuel consumption.

Monitoring the tightening torque

The correct wheel bolts must always be used for each vehicle model, and these bolts must always be tightened to the correct torque. The wheel bolt tightening torque must be checked regularly with a functional torque wrench. In addition, the tightening torque must be checked immediately after each wheel change with a functional torque wrench. If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque. Never grease or oil the wheel bolts and the threads in the wheel hub.

Wheel bolt tightening specification

The tightening torque of the wheel bolts is specified in the chapter on replacing wheels *(→ Wheels and tires)*.

WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, the wheel bolts could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

Replacing tires

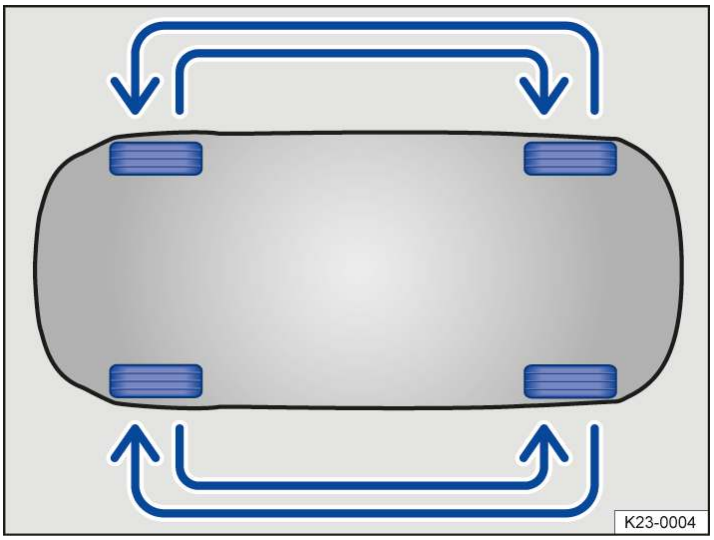


Fig. 1 Diagram for rotating the wheels (general example).

To ensure that the tires wear evenly, rotating the tires regularly according to the diagram is recommended → *fig. 1*. This will allow the tires to have approximately the same length of service life.

Volkswagen recommends having the wheel replacement carried out by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Monitoring the tread depth

Tread depth

Most driving situations require a tire tread that is as deep as possible. All tires, or at least tires on the same axle, must have an even tread depth → ⚠. This applies in particular to wet or wintry road conditions.

In most countries, the legal minimum tread depth is 1.6 mm (1/16 of an inch). This is measured in the tread grooves next to the wear indicators. Observe any legal regulations specific to the country where you are driving.

Note the legal requirements in the applicable country for minimum tread depths on winter and all-season tires.

Tire wear

Tire wear depends on various factors:

— Driving style.

— Wheel balancing.

— Running gear alignment.

An imbalance can occur while driving, which can be noticed by uneven steering. Tire imbalances also affect tire wear. In these situations, have the wheels balanced again.

Incorrect wheel alignment impairs driving safety and increases tire wear. If there is high degree of tire wear, have the wheel alignment checked by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire Wear when Driving with a Sporty Driving Style

Driving quickly around curves, rapid acceleration, and heavy braking increase tire wear.

If you drive with a sporty driving style, check the tread depth every 5000 to 10,000 km (approx. 3107 to 6214 miles).

Tread wear indicator in tires



Fig. 1 In the tread grooves: wear indicator.

The tread wear indicator is 1.6 mm (1/16 in) above the base of the tread → *fig. 1*. Markings on the sides of the tire indicate the location of the tread wear indicator → *fig. 1*.

The tread wear indicator indicates if a tire is worn out. At the latest, the tire must be replaced if the tread depth is worn down to the tread wear indicator.

When you check the tread depth, you must check the wear indicators of all tread grooves.

⚠ WARNING

Worn tires are a safety risk and make it difficult to control the vehicle well. They increase the braking distance and the risk of skidding.

Worn tires have significantly less grip. Particularly on wet roads, the vehicle is more likely to "hydroplane".

Worn tires could cause loss of vehicle control, serious accidents and death.

- Replace tires with new tires when the tires are worn down to the tread wear indicator.

Winter tires

Summer tires offer very little holding force on icy or snowy roads. Winter or all-season tires improve vehicle handling and braking performance in winter road conditions. Volkswagen recommends using winter tires on the vehicle at temperatures below +7 °C (+45 °F) or in winter road conditions. This also applies to vehicles with all-wheel drive (4MOTION).

The effectiveness of winter tires or all-season tires is greatly reduced when the tire tread is worn down to a depth of 4 mm (approx. 5/32 in).

The following applies when using winter tires:

— Follow all applicable laws in the country of operation.

— Use winter tires on all four wheels at the same time.

— Only use in winter road conditions.

— Only use the tire sizes permitted for the vehicle.

— Only use winter tires that have the same belt construction, size, and tread pattern *(→ Wheels and tires)*.

— Follow the speed restriction based on the speed rating.

Speed restriction

Winter tires have a speed restriction based on their speed rating *(→ Tire labeling and tire classifications)*.

A speed warning can be set in the **Vehicle settings** menu in the Infotainment System under the **Tires** menu.

On V winter tires, the speed restriction and required tire pressure depend on the engine. Always ask an authorized Volkswagen dealer or authorized Volkswagen Service Facility about the permitted speed and required tire pressure. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

In winter road conditions, do not let the improved driving characteristics of winter tires tempt you to take safety risks, as otherwise you may lose control of the vehicle, resulting in serious injuries.

- Adapt your speed and driving style to the visibility, weather, road and traffic conditions.

When temperatures are above +7 °C (+45 °F), summer tires provide better vehicle handling. There is less road noise, the tires wear more slowly, and economy is better.

For vehicles with a Tire Pressure Monitoring System, the system must be recalibrated after changing to winter tires *(→ Tire Pressure Monitoring System)*.

The speed limit and tire load of winter tires may differ from those of summer tires.

You can contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for permitted winter tire sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains

Note the legal requirements and the permitted maximum speed when driving with snow chains.

Snow chains improve driving and braking handling when on roads covered with ice or snow.

Snow chains may only be mounted on the front wheels and only on the following tire/rim combinations:

Polo		
Tire size	Rim	Type of snow chains to be used
185/70 R 14	5 J x 14 offset 38	Only use thin snow chains which are not larger than around **15 mm (approximately 19/32 in)**.
185/65 R 15	5.5 J x 15 offset 40	
195/60 R 16	6.5 J x 16 offset 47	
215/45 R 17	7 J x 17 offset 51	

Polo GTI		
Tire size	Rim	Type of snow chains to be used
195/60 R 16	6.5 J x 16 offset 47	Only use thin snow chains which are not larger than around **9 mm (approximately 23/64 in)**.
215/45 R 17	7 J x 17 offset 51	

Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility for more information about wheel, tire, and snow chain sizes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Snow chains may only be used on tire/rim combinations that are approved for snow chain operation.

If using snow chains, remove the wheel covers and rim accent rings before mounting the snow chains. However, the wheel bolts must be covered with caps for safety reasons. Caps can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Using snow chains with the spare wheel mounted

If the spare wheel differs from the tire/rim combinations approved for snow chain operation, the use of snow chains on the spare wheel is not permitted for technical reasons. In this case, proceed as follows:

1. Mount the spare wheel on the rear axle in the event of a flat front tire.
2. Replace the damaged front wheel with the removed rear wheel. Pay attention to the running direction when doing this.

Volkswagen recommends attaching the snow chains before mounting the wheel.

WARNING

Using unsuitable snow chains or installing snow chains incorrectly can cause serious accidents and death.

- Always use the correct snow chains.
- Only use snow chains on the tire/rim combinations approved by Volkswagen.
- Follow the installation instructions provided by the snow chain manufacturer.
- Never drive faster than intended according to the specifications of the snow chain manufacturer or permitted by law when snow chains are mounted.

NOTICE

If snow chains are used on routes that are not snowy, they will impair the driving characteristics, damage the tires, and be quickly destroyed.

- Remove snow chains when driving on roads without snow.

NOTICE

Snow chains that come into contact with the rim directly can scratch or damage the rim.

- To prevent damage, use snow chains with integrated rim protection.

On vehicles with a Tire Pressure Monitoring System, the system must be reprogrammed after snow chains are mounted *(→ Tire Pressure Monitoring System)*.

Troubleshooting

Damage to tires and rims can often occur where it is not visible → ⚠.

If you suspect that a wheel is damaged, slow down and stop as soon as traffic allows and it is safe to do so.

Vehicle pulls to one side or unusual vibrations

The vehicle pulls to the left or right when driving, or there are unusual vibrations. This could indicate tire damage or too low a tire inflation pressure.

STOP Check the tires!

Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.

1. Check the tires and rims for damage.
2. Do not continue driving if there is tire damage.
3. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
4. If no exterior damage is visible, drive slowly and carefully to the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Foreign object stuck in the tire

A foreign object is stuck in the tire or between the tread segments.

1. If an object has punctured through to the inside of a tire, leave the object in place. Objects stuck between the tire tread segments can be removed.
2. Replace the damaged wheel *(→ Wheel change)*. If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: seal the damaged tire using the tire mobility set and inflate it with air *(→ Tire mobility set)*.
3. Check and adjust the tire pressure.

   Contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tires lose traction

The vehicle loses traction when driving along curved stretches, and swerves. The braking distance is longer and the anti-slip regulation (ASR) and the anti-lock brake system (ABS) take control earlier.

The tire may be too worn down to guarantee sufficient traction *(→ Tread depth and wear indicator)*.

1. Go slowly and carefully to the nearest suitably qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Wheel bolts can only be undone with difficulty

Wheel bolts can corrode over time. This means that the wheel bolts can only be undone with difficulty.

1. Contact professional assistance, or drive slowly and carefully to the nearest qualified professional to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Unusual vibrations or the vehicle pulling to one side while driving may indicate tire damage. Tire damage could cause loss of vehicle control, accidents and serious or fatal injuries.

- Slow down immediately and stop the vehicle as soon as the traffic situation allows and it is safe to do so.
- Check tires and rims for damage such as punctures, cuts, tears and bulges.
- Never continue driving with damaged tires or rims. Instead, seek professional assistance.
- If no exterior damage is visible, drive slowly and carefully to the nearest suitably qualified workshop to have the vehicle checked. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

How the Tire Pressure Monitoring System Works

The tire pressure monitoring system warns the driver if tire pressures are too low.

The tire pressure monitoring system monitors tire pressure and uses the ABS sensors to monitor the RPM and therefore the rolling circumference of the individual wheels during travel.

If a tire loses air or the tire pressure is too low, the rolling circumference is reduced and the RPM increases.

The tire pressure monitoring system shows a change in the rolling circumference of the tires via the (!) indicator light in the instrument cluster.

The following situations can also cause the RPM to change:

— The tire pressure has changed

— The tire has structural damage

— One side of the vehicle has a heavier load than the other

— Snow chains are installed on the tires

— If a spare wheel has been mounted.

— Only one wheel was replaced on each axle

The tire pressure monitoring system (!) may be delayed or not be displayed at all when driving with a sporty style, in wintry road conditions or on unpaved roads, or when driving with snow chains.

The recommended tire pressure of the tire sizes approved by Volkswagen for the vehicle type is indicated on the tire pressure label on the driver door pillar *(→ Tire pressure)*.

The Tire Pressure Monitoring System will not work if the ESC or ABS is malfunctioning *(→ Braking assistance systems)*.

Reference Pressure

The reference pressure for the tire pressure monitoring system is the recommended tire pressure for the factory-mounted tires when the tires are cold. The reference pressure corresponds to the details on the tire pressure label *(→ Tire pressure)*.

If the tire pressure has been correctly adjusted on all four tires, the tire pressure monitoring system must be re-calibrated *(→ Tire Pressure Monitoring System)*. This adapts the reference pressure to the current tire pressure.

Each tire, including the spare (if provided), should be checked monthly when cold and inflated to the inflation pressure recommended by the vehicle manufacturer on the vehicle placard or tire inflation pressure label. (If your vehicle has tires of a different size than the size indicated on the vehicle placard or tire inflation pressure label, you should determine the proper tire inflation pressure for those tires).

As an added safety feature, your vehicle has been equipped with a tire pressure monitoring system (TPMS) that illuminates a low tire pressure telltale when one or more of your tires is significantly under-inflated. Accordingly, when the low tire pressure telltale illuminates, you should stop and check your tires as soon as possible, and inflate them to the proper pressure. Driving on a significantly under-inflated tire causes the tire to overheat and can lead to tire failure. Under-inflation also reduces fuel efficiency and tire tread life, and may affect the vehicle's handling and stopping ability.

Please note that the TPMS is not a substitute for proper tire maintenance, and it is the driver's responsibility to maintain correct tire pressure, even if under-inflation has not reached the level to trigger illumination of the TPMS low tire pressure telltale.

Your vehicle has also been equipped with a TPMS malfunction indicator to indicate when the system is not operating properly. The TPMS malfunction indicator is combined with the low tire pressure telltale. When the system detects a malfunction, the telltale will flash for approximately one minute and then remain continuously illuminated. This sequence will continue upon subsequent vehicle start-ups as long as the malfunction exists.

When the malfunction indicator is illuminated, the system may not be able to detect or signal low tire pressure as intended. TPMS malfunctions may occur for a variety of reasons, including the installation of replacement or alternate tires or wheels on the vehicle that prevent the TPMS from functioning properly. Always check the TPMS malfunction telltale after replacing one or more tires or wheels on your vehicle to ensure that the replacement or alternate tires and wheels allow the TPMS to continue to function properly.

⚠ WARNING

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

- Always stay attentive and do not rely solely on the tire pressure monitoring system. The driver is always responsible for maintaining the correct tire pressures.
- Observe the system limits *(→ Tire Pressure Monitoring System)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires mounted on the vehicle *(→ Tire pressure)*.
- Check the tires regularly for signs of wear or damage and replace worn or damaged tires immediately.
- Never exceed the maximum permissible speed and tire load specified for the tires mounted on your vehicle.

⚠ WARNING

If you drive with insufficient tire pressure, the tire could become so hot that the tread could separate, the tire could rupture, and you could lose control of the vehicle.

Tire pressure that is too high or too low shortens the service life of the tire and affects vehicle handling.

Different tire pressures or low tire pressures can increase tire wear, decrease vehicle stability, increase braking distance, and result in tire damage, tire failure and loss of vehicle control.

This can cause serious accidents and fatal injuries.

- Always pay attention to the warnings given by the tire pressure monitoring system. If the (!) warning light turns on, stop the vehicle immediately where it is safe to do so and check all of the tires *(→ Tire pressure)*.
- Regularly check the tire pressure when the tires are cold and always maintain the specified pressures as stated on the tire inflation pressure label for the tires mounted on the vehicle *(→ Tire pressure)*. The tire pressure monitoring system can only function correctly when all tires are inflated to the correct pressure when they are cold.
- If the tire is not “flat” and the wheel does not need to be changed immediately, drive at low speed to the nearest possible place you can check the tire inflation pressure, for example to a gas station. *(→ Tire pressure)*.
- Always set up the Tire Pressure Monitoring System correctly *(→ Tire Pressure Monitoring System)*.

⚠ WARNING

Excessive speeds and vehicle overloading can cause overheating, sudden tire damage (including tire blow-outs) and separation of the tread.

This can cause accidents and fatal injuries.

- Never exceed the maximum load for the tires mounted *(→ Tire labeling and tire classifications)*.

- Never exceed the maximum permitted speed for the tires mounted *(→ Tire labeling and tire classifications)*.

Low tire pressure increases fuel consumption and tire wear.

New tires may expand slightly the first time they are driven at high speeds, which can trigger a tire pressure warning.

Only replace old tires with tires that have been approved by Volkswagen for the vehicle model.

Do not solely rely on the tire pressure monitoring system. Inspect the tires regularly to make sure the tire pressure is correct and check the tires for any signs of damage, such as punctures. Remove any objects stuck in the tire tread as long as they have not punctured the inside of the tire.

Limitations of the Tire Pressure Monitoring System

Regular Maintenance

The Tire Pressure Monitoring System is not intended to replace regular inspection and maintenance of the tires. The driver is responsible for ensuring that the correct tire pressure is used at all times, even if the tire pressure monitoring system is not showing a warning that the tire pressure is too low.

This also applies to the tire pressure of the spare wheel *(→ Spare wheel and compact spare wheel)*.

Delayed or no display

In the following situations, the Tire Pressure Monitoring System cannot display anything or can only respond with a delay:

— Driving with snow chains.

— Driving on winter or unpaved roads.

— Driving with a sporty driving style.

Calibrating the Tire Pressure Monitoring System

The Tire Pressure Monitoring System must be recalibrated under the following conditions:

— If the tire pressures were adjusted.

— If one or more wheels were changed.

— If the wheels were rotated, for example from front to rear *(→ Wheels and tires)*.

The tire pressure monitoring system must only be recalibrated if all tires are inflated to the correct pressure when they are cold. Before you measure the tire pressure on a cold tire, you must park the vehicle for 1 hour away from direct sunlight.

If the tire pressure is too low, you can only recalibrate the Tire Pressure Monitoring System when you have met one of the following two conditions:

— Switch the ignition off and back on again.

— Wait for 60 seconds with the engine running and the vehicle stationary.

1. Depending on the vehicle equipment, press the MENU button or function key *(→ Vehicle settings menu)* and open the **Vehicle** menu in the Infotainment system.

   Or: depending on the vehicle equipment, press the CAR button or function key.
2. Tap Settings if this key is available.
3. Tap Tires.
4. Tap SET.
5. If all four tires meet the required tire pressure values, tap Confirm.

   The indicator light (!) flashes for approx. 6 seconds. In addition, a chime is emitted and a message is shown in the instrument cluster display.

   After travel times of at least 20 minutes and at different vehicle speeds, the system adapts to the new values and monitors them.

If the indicator light (!) blinks for approx. 6 seconds without the tire pressure monitoring system having been reprogrammed beforehand, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility immediately. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

If the tire pressure monitoring system has been calibrated with a tire pressure that is too high or too low, the tire pressure monitoring system may give false warnings or fail to give a warning when the tire pressure is dangerously low.

This can cause accidents and serious or fatal injuries.

- Ensure that the tire pressure is correct on all wheels before calibrating the tire pressure monitoring system.

Troubleshooting the Tire Pressure Monitoring System

Tire pressure low

The yellow indicator light turns on.

The tire pressure of one or more tires has decreased or the tire is structurally damaged.

1. Stop the vehicle immediately where it is safe to do so.
2. Check the tires for visible damage.
3. If there is no visible damage on the tires, drive at reduced speed to the nearest gas station and check the tire pressure. Adjust it if necessary.
4. If one of the tires is damaged, change the damaged wheel . If necessary, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

   Or: Seal the damaged tire with the tire mobility set and inflate it with air .
5. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
6. If the warning is still active, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Tire pressure monitoring system malfunction

The yellow indicator light flashes for approximately one minute and then stays on.

There is a system malfunction.

1. Stop the vehicle immediately where it is safe to do so.
2. Switch the ignition off and back on again.
3. Recalibrate the Tire Pressure Monitoring System *(→ Tire Pressure Monitoring System)*.
4. If the malfunction persists, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Driving on unpaved roads for a long period of time or sporty driving can deactivate the Tire Pressure Monitoring System temporarily. If there is a malfunction, the indicator light flashes for approximately one minute and then stays on. However, the indicator light will turn off if the road conditions or driving style changes.

Introduction

Only change the wheel yourself if the vehicle is parked securely, you are familiar with the safety precautions and the necessary procedures and you have the necessary tools. Some vehicles are delivered from the factory without a vehicle jack and lug wrench. In such cases, have the wheel changed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the vehicle is delivered ex works with a jack, this jack may only be used if one wheel on the vehicle has been damaged and needs to be replaced. If both tires on one side of the vehicle, or both tires on one axle, or all tires are damaged, do not use the jack delivered ex works. Instead, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

You must carry out the following steps to change a wheel:

1. Prepare the vehicle for the wheel change *(→ Wheel change)*.
2. Depending on the vehicle and vehicle equipment, remove the subwoofer *(→ Subwoofer)*.
3. Remove the spare wheel *(→ Spare wheel and compact spare wheel)*.
4. Remove the wheel hub cover or wheel bolt caps *(→ Wheel covers)* *(→ Wheel bolt caps)*.
5. Loosen the wheel bolts *(→ Wheel bolts)*.
6. Jack up the car *(→ Vehicle jack)*.
7. Remove the damaged wheel and fit the spare wheel *(→ Wheels and tires)*.

⚠ WARNING

It can be dangerous to change a wheel at the roadside.

If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only carry out the wheel change yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- To reduce the risk of the vehicle moving unintentionally, park the vehicle properly at a safe distance from moving traffic *(→ Parking)*.
- Set the parking brake.
- Move all passengers, particularly children, to a safe distance away from the working area on the side facing away from moving traffic.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Only use suitable and undamaged tools for wheel changes.
- After changing a wheel, immediately check the tightening torque of the wheel bolts with an undamaged torque wrench that is functioning correctly.
- If your vehicle is equipped with a Tire Pressure Monitoring System, you must recalibrate the system immediately after a wheel is changed *(→ Tire Pressure Monitoring System)*.

Preparing Your Vehicle

Checklist

Always perform the following steps in the specified order to prepare for a wheel change →⚠:

1. Park the vehicle a safe distance from moving traffic. Observe all important information on parking when doing so *(→ Parking)*. The ground must be level and firm. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the vehicle jack.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Adjust the steering wheel so that the wheels are not pointing straight forward.
6. Block the tire that is diagonal from the one you will be changing with a stone, chocks, or another suitable object.
7. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
8. If the luggage compartment is full: remove the contents from the luggage compartment.
9. Remove the spare wheel and tool box from the luggage compartment.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

Subwoofer

The subwoofer is located next to the spare wheel well under the luggage compartment floor. Never repair or remove the subwoofer yourself.

NOTICE

Leaking liquids in the luggage compartment can damage the subwoofer.

- Immediately remove any spilled liquids, e.g. with a dry cloth.

Removing the spare wheel

Removing the spare wheel (option 1)

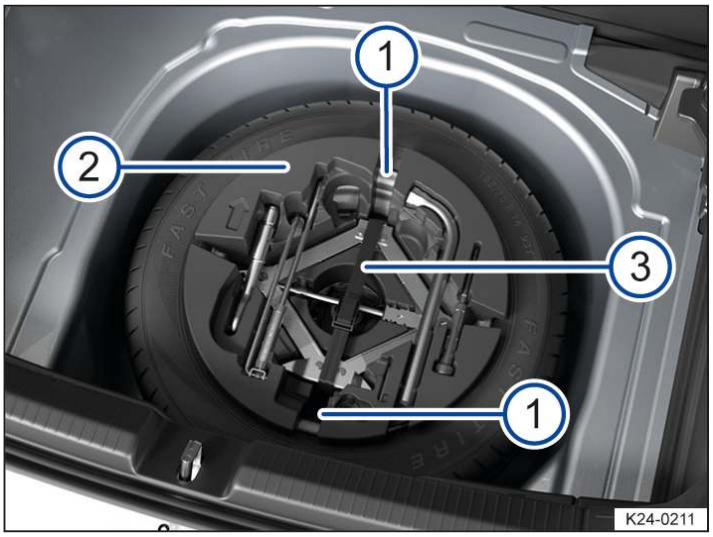


Fig. 1 Under the luggage compartment floor: spare wheel and vehicle tool kit holder.



Fig. 2 Handwheel for securing the spare wheel.

1. Open the trunk lid.
2. Lift up or remove the luggage compartment floor.
3. If present, lift up and remove the carpet.
4. Detach the retaining strap → *fig. 1* (3).
5. Depending on the vehicle equipment: remove the trailer hitch with the holder.
6. Remove the vehicle tool kit holder → *fig. 1* (2).
7. Unscrew the handwheel in the center of the spare wheel → *fig. 2* all the way counterclockwise.
8. Remove the spare wheel.
9. Remove the retaining strap from the spare wheel and stow it securely.

Removing the spare wheel (option 2)



Fig. 3 Under the luggage compartment floor: Spare wheel.

1. Open the trunk lid.
2. Lift up or remove the luggage compartment floor.
3. If present, lift up and remove the carpet.
4. Unscrew the handwheel in the center of the spare wheel → *fig. 3* all the way counterclockwise.
5. Remove the spare wheel.

Stowing the removed tire

1. If the removed wheel does not fit in the spare wheel well, securely stow the wheel in the luggage compartment on the luggage compartment floor.

   If the replaced wheel fits into the spare wheel well: insert each end of the retaining strap through a recess in the rim. Make sure that the ends of the retaining strap are inserted from the front of the rim and that the recesses are opposite each other if possible.

2. Position the replace wheel with the front of the rim downward in the spare wheel well so that the center hole of the rim rests exactly over the hole or the threaded pin.
3. Turn the handwheel → *fig. 2* clockwise on the threaded pin until the replaced wheel is securely fastened.
4. Place the vehicle tool kit back in the vehicle tool kit holder → *fig. 1* (2) and store the vehicle tool kit holder in the replaced wheel.
5. Secure the replaced wheel, the vehicle tool kit holder and, depending on the vehicle equipment, the trailer hitch by tightening the retaining strap → *fig. 1* (3). Make sure that the retaining strap is routed through the recesses → *fig. 1* (1) in the vehicle tool kit holder.
6. Place the carpet (if there is one) in the luggage compartment.
7. Reinsert the luggage compartment floor.
8. Close the trunk lid.

If the spare wheel is different from the regular tires

If the spare wheel is different from the regular wheels, then the spare wheel must only be used in the event of a vehicle breakdown and only for a short period of time → ⚠.

Note the driver information:

— Observe the speed specifications on the tire *(→ Spare wheel and compact spare wheel)*!

— Avoid hard acceleration, heavy braking, and fast cornering.

— Do not use snow chains *(→ Snow chains)*.

— After mounting the spare wheel, check the tire pressure as soon as possible *(→ Tire pressure)*.

— Check the tire pressure of the spare wheel at least once a month. The tire pressure of the spare wheel when the tires are cold must correspond to the details on the tire inflation pressure label *(→ Tire pressure)*.

⚠ WARNING

Incorrect handling of the spare wheel may result in loss of vehicle control, serious accidents or fatal injuries.

- Never use the spare wheel if it is damaged or if it is worn down to the wear indicators.
- If the spare wheel differs from the regular tires: never drive faster than 80 km/h (50 mph).
- Never drive more than 200 km (125 mi) with a spare wheel that differs from the regular tires if it is mounted on the drive axle.
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Replace a spare wheel that differs from the regular tires with a normal wheel as soon as possible. Spare wheels that differ from the regular tires are only intended for short-term use.
- Always secure the spare wheel with the wheel bolts supplied by the factory.
- Never drive with more than one spare wheel that differs from the regular tires.
- After mounting the spare wheel, check the tire pressure as soon as possible *(→ Tire pressure)*.
- Do not use snow chains on a spare wheel that differs from the regular tires.
- Never mount a spare wheel on the rear axle that differs from the normal tires in trailer mode .

Removing and Fitting Wheel Hub Covers

Removing wheel hub covers



Fig. 1 Remove the wheel hub cover.

The full wheel covers protect the wheel bolts and must be reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Engage the extraction hook in one of the openings on the wheel hub cover.
3. Remove the wheel hub cover with extraction hook in the direction of the arrow. If necessary, use a lug wrench for removal → *fig. 1*.

Installing the full wheel cover

1. Make sure the anti-theft wheel bolts are positioned correctly *(→ Wheels and tires)*.
2. Press the full wheel cover onto the rim so that the opening for the valve aligns with the tire valve. Make sure that the entire outer edge of the cover is secured.

WARNING

Unsuitable wheel covers and assembling wheel covers incorrectly can cause accidents and serious injuries.

Wheel covers that are installed incorrectly can loosen while driving and endanger other road users.

- Do not use damaged hubcaps.
- Check whether the wheel hub cover is securely engaged all the way around.

WARNING

Hubcaps that are installed incorrectly can cause the air supply for cooling the brakes to be interrupted or reduced. This also applies when wheel covers are retrofitted. An insufficient air supply can cause the braking distance to increase significantly.

This can cause accidents and fatal injuries.

- Check whether the cut-out for the tire valve in the wheel hub cover is in the right position.
- Check whether the wheel hub cover is securely engaged all the way around.

NOTICE

The wheel hub cover might be screwed on tightly and may be damaged if it is pulled off.

- Do not use force to remove tightly screwed wheel hub covers.

Removing and Fitting the Wheel Bolt Caps

Removing the Caps



Fig. 1 Remove the caps from the wheel bolts.

The caps are for protecting the wheel bolts and must be completely reattached after a wheel change.

1. Take the extraction hook out of the vehicle tool kit *(→ Vehicle tool kit)*.
2. Insert the extraction hook into the opening in the cap.
3. Remove the cap with extraction hook in the direction of the arrow *→ fig. 1*.

Putting on Caps

1. Push the cap all the way onto the wheel bolts.

The anti-theft wheel bolt has a separate cap. This cap only fits on the anti-theft wheel bolt and not on conventional wheel bolts.

Loosening wheel bolts



Fig. 1 Loosening wheel bolts.

Use a suitable lug wrench to loosen the wheel bolts.

Only loosen the wheel bolts a few turns while the vehicle is not raised with the vehicle jack.

1. Slide the lug wrench all the way onto the wheel bolt.
2. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise →⚠.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

Loosening anti-theft wheel bolts

1. Remove the adapter for anti-theft wheel bolts from the vehicle tool kit.
2. Slide the adapter all the way onto the anti-theft wheel bolt.
3. Slide the lug wrench all the way onto the adapter.
4. Hold the end of the lug wrench and turn the wheel bolt about one turn counterclockwise →⚠.

If a wheel bolt cannot be loosened, carefully press on the end of the lug wrench using your foot. Hold onto the vehicle firmly while doing this and make sure you have secure footing.

⚠ WARNING

If the wheel bolts are removed or loosened by more than one rotation before the vehicle is jacked up, the wheel could fall off and the vehicle might tip.

This can result in serious injuries.

- Only loosen the wheel bolts about one turn while the vehicle is not lifted with the jack.
- Never place any part of your body, such as your arm, under the vehicle while you loosen the wheel bolts.

Raising the vehicle with the vehicle jack

Lift points

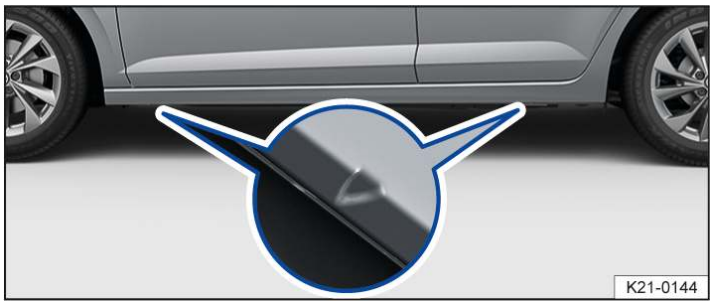


Fig. 1 On the side sill: markings for the jack lift points.

The vehicle jack must only be positioned at the reinforced areas on the underbody that are located behind the markings on the vehicle body → *fig. 1*. Always use the lift point that is nearest to the wheel you are changing →⚠.

Positioning the vehicle jack

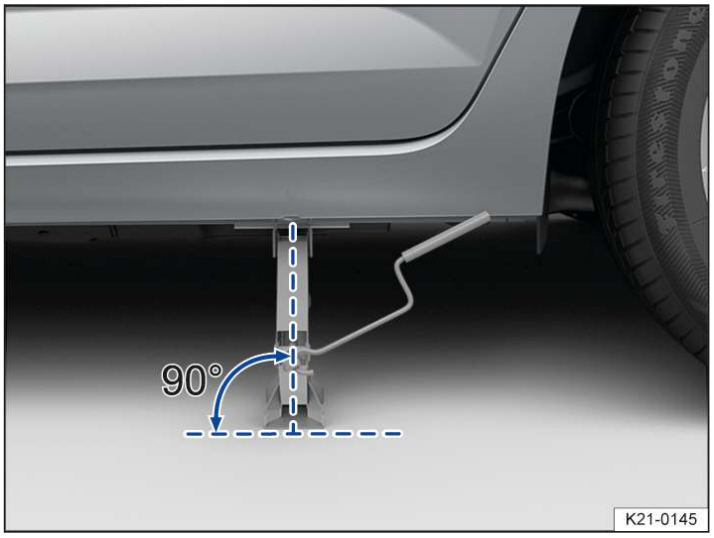


Fig. 2 Correct jack setup.



Fig. 3 On the left side of the vehicle at the rear: jack in position.

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

1. Position the hand crank in the mount on the jack.
2. Find the jacking point → *fig. 1* under the vehicle that is closest to the wheel you will be changing.
3. Crank the jack upward so that it is still positioned under the vehicle lift point.
4. Make sure the entire base of the jack is seated securely on the ground and that the base of the jack is located exactly directly below the lift point → *fig. 2* and → *fig. 3*.
5. Straighten the jack and continue cranking the claw on the top of the jack upward until the claw is positioned on the jacking point under the vehicle → *fig. 3*.
6. Continue raising the vehicle jack until the wheel is lifted off the ground.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

⚠ WARNING

Using the vehicle jack incorrectly can cause the vehicle to slip from the jack, resulting in serious injuries or death.

- Never raise the vehicle if more than one wheel is damaged.
- Never jack up the vehicle when the engine is running.
- Never start the engine if the vehicle is raised. Engine vibrations could cause the vehicle to fall off the jack.
- Only place the vehicle jack at the lift points described. The bracket on the vehicle jack must firmly grip the sill → *fig. 3*.
- Only use jacks that are approved by Volkswagen for the vehicle. Other vehicle jacks, including those approved for other Volkswagen models, could slip.
- Only jack up the vehicle on level, firm ground. Sloped or soft ground can cause the vehicle to slip off the jack. If necessary, place a large, stable surface under the jack.
- If you are on a slippery surface such as tile, place a non-slippery object such as a rubber mat on the ground to prevent the jack from slipping.
- Never place any part of your body, such as your arm, under the vehicle when it is supported only by the jack. If you must work underneath the vehicle, additionally support the vehicle securely with suitable stands.

Changing a wheel

Removing a wheel



Fig. 1 Removing wheel bolts with the lug wrench.

1. Follow the checklist *(→ Wheel change)*.
2. Loosen the wheel bolts *(→ Wheel bolts)*.
3. Raise the vehicle *(→ Vehicle jack)*.
4. Remove loose wheel bolts completely using the lug wrench *→ fig. 1* and place the bolts on a clean surface.
5. Remove the wheel.

Installing the spare wheel

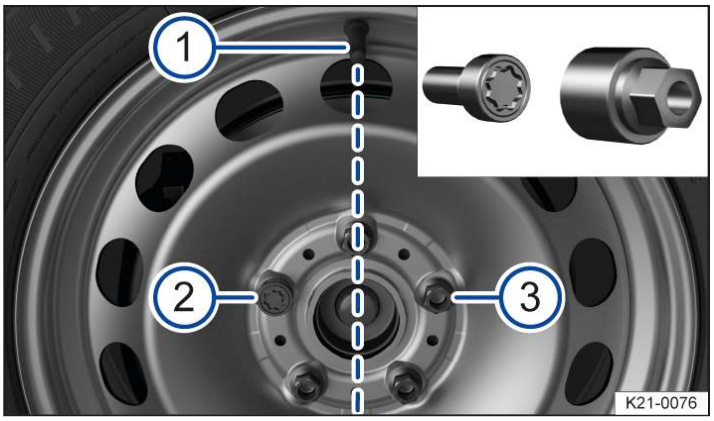


Fig. 2 Make sure the anti-theft wheel bolts are positioned correctly.

1. Note the running direction of the tire *(→ Tire labeling and tire classifications)*.
2. Position the wheel.
3. Install the anti-theft wheel bolt clockwise using the adapter in the correct position and lightly tighten.

   On wheels with full wheel covers, the anti-theft wheel bolt must be fitted in position *→ fig. 2* (2) or (3), based on the position of the tire valve (1). Otherwise, it will not be possible to install the full wheel cover.
4. Screw in the other wheel bolts clockwise, tightening them slightly.
5. Lower the vehicle with the vehicle jack.
6. Tighten each wheel bolt securely clockwise with the lug wrench →⚠. Do not go in order around the wheel while doing this, but rather always switch to a wheel bolt on the opposite side.
7. Fit the caps or hubcap *(→ Wheel covers)* *(→ Wheel bolt caps)*.

After a wheel change

1. Clean the vehicle tool kit and place it back in the foam piece in the luggage compartment.
2. Stow the old wheel securely in the luggage compartment.
3. Get the tightening torque of the wheel bolts checked as soon as possible at your nearest suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
4. Have damaged tires replaced as soon as possible.

Wheel bolt tightening specification

Tightening specification for wheel bolts in steel and aluminum alloy rims:

— 140 Nm (103 ft-lbs).

Wheel bolts that are corroded and difficult to turn must be replaced and the threads in the wheel hub must be cleaned before checking the tightening torque.

Never grease or oil the wheel bolts and the threads in the wheel hub.

Check the tightening torque using a functioning torque wrench immediately after changing a wheel.

⚠ WARNING

If the wheel bolts are not tightened enough to meet the specification, the wheel bolts and consequently the wheel could come loose while driving. Exceeding the tightening specification could damage the wheel bolts and threads.

Wheel bolts that are tightened incorrectly or missing could cause you to lose control of the vehicle and lead to serious accidents and fatal injuries.

- Always tighten the wheel bolts to the correct tightening torque. If you do not have a torque wrench, tighten the wheel bolts with the lug wrench and then have the tightening torque checked as soon as possible by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never drive with missing or loose wheel bolts.
- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never grease or oil the wheel bolts and the threads in the wheel hub. Even when tightened to the specification, they could become loose while driving.
- Ensure the wheel bolts and threads in the wheel hubs are clean, easy to move and free of oil and grease.
- Never loosen the bolts on rims with a bolted rim ring.

⚠ WARNING

Incorrect wheel bolts can loosen while driving and cause loss of vehicle control, serious accidents, and fatal injuries.

- Always use wheel bolts that are correct for the rim and the vehicle model.
- Never use different wheel bolts.

The tire pressure monitoring system indicator light may indicate a system malfunction after a wheel is changed *(→ Tire Pressure Monitoring System)* .

Introduction

The tire mobility set can be used to temporarily and reliably seal tire damage in the tread surface that was caused by foreign objects or punctures up to approximately 6 mm (approx. 15/64 in) in diameter. Do not remove the foreign body, such as a screw, from the tire!

Once the sealant has been filled into the tire, check and adjust the tire pressure again approx. 10 minutes after commencing driving.

If more than one vehicle tired is damaged, seek advice from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. The tire mobility set is only designed to fill one tire.

Only use the tire mobility set when the vehicle is safely parked and you are confident of the necessaries skills and safety precautions! Otherwise, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

The tire sealant must not be used:

— When the wheel rim is damaged.

— In outside temperatures of below -30 °C (-22 °F).

— For cuts or punctures in the tire that are larger than 6 mm (approx. 15/64 in).

— If you have driven with a very low tire pressure or an empty tire.

— If the tire filler bottle is past its use-by date.

— If a foreign body has been removed from the tire.

WARNING

It can be dangerous to use the tire mobility set at the roadside.

If the vehicle and work area are not secured properly, serious accidents and fatal injuries may occur.

- Only use the tire mobility set yourself if you are familiar with the necessary steps. Instead, seek assistance from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Stop the vehicle as soon as it is safe to do so.
- Park the vehicle a safe distance from moving traffic *(→ In case of an emergency)* *(→ Parking)*.
- Make sure the vehicle is on level and solid ground.
- All passengers, especially children, must keep a safe distance and be clear of the work area.
- Switch on the emergency flashers to warn other road users and set up the warning triangle.
- When using the tire mobility set, never raise the vehicle using a jack, even if the jack is approved for the vehicle.

WARNING

A tire filled with sealant does not have the same driving characteristics as an undamaged tire.

Over-stressing a sealed tire may result in serious accidents and fatal injuries.

- Never drive faster than 80 km/h (50 mph).
- Avoid hard acceleration, hard braking, and driving fast around curves.
- Drive at a maximum of 80 km/h (50 mph) for no more than 10 minutes and then check the tire.
- Tires sealed with the tire mobility set should be replaced immediately. The tire mobility set is only intended for emergency use in order to reach the nearest authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

CAUTION

The sealing agent can be harmful if it comes into contact with your skin.

- If the sealing agent comes into contact with your skin, clean it off immediately with a cloth or other suitable item.
- Store the tire mobility set out of the reach of children.

Dispose of used or out-of-date sealant in accordance with statutory requirements.

Your authorized Volkswagen dealer or authorized Volkswagen Service Facility can provide you with a new tire inflation bottle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Read the separate operating instructions provided by the tire mobility set manufacturer.

Preparing Your Vehicle

Checklist

Always carry out the following tasks in the specified order → ⚠.

1. Park your vehicle a safe distance from traffic and on level and firm ground. Observe all important information on parking when doing so *(→ Parking)*.
2. Switch on the emergency flashers *(→ Center console)*.
3. Have all vehicle occupants exit the vehicle on the side facing away from traffic and move to a safe area, such as behind a guard rail. Follow the local regulations regarding wearing a reflective vest.
4. Set up the warning triangle to warn others on the road about the vehicle.
5. Check whether a repair with the tire mobility set is possible *(→ Tire mobility set)*.
6. In trailer mode: Disconnect the trailer from the towing vehicle and park it .
7. If the luggage compartment is full: remove the contents from the luggage compartment.
8. Remove the tire mobility set from the luggage compartment.
9. Do not remove the foreign body, e.g. screw, from the tire.

⚠ WARNING

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

- Always follow the tasks in the checklist.
- Observe the general safety precautions.

Sealing and pumping up tires

The tire mobility set is located in the luggage compartment under the luggage compartment floor.

Sealing a Tire (Variant 1)

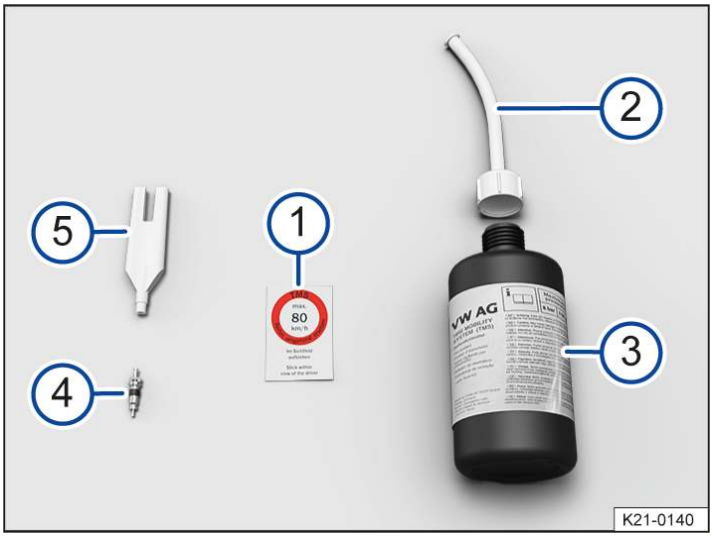


Fig. 1 Components of the tire mobility set (general example).

1. Label with the speed specification “max. 80 km/h” or “max. 50 mph”.
2. Tire inflation hose with plug
3. Tire filler bottle
4. Replacement valve insert
5. Valve insert tool

The valve insert tool → *fig. 1* (5) has a slot on the bottom end where the valve insert will fit. Only in this way can the valve insert be removed from the tire valve and reinstalled. This also applies to the replacement valve insert (4).

1. Affix the label from the tire mobility set “max. 80 km/h” or “max. 50 mph” → *fig. 1* (1) on the instrument panel within the driver’s field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →.
3. Unscrew the valve cap from the tire valve.
4. Use the valve insert remover → *fig. 1* (5) to remove the valve insert from the tire valve and place it on a clean surface.
5. Shake the tire inflation bottle → *fig. 1* (3) vigorously a few times.
6. Attach the tire inflation hose → *fig. 1* (2) to the tire inflation bottle by screwing it on firmly in a clockwise direction. This automatically tears the film on the seal.

7. Remove the sealing plug from the tire inflation hose → *fig. 1* (2) and insert the open end fully onto the tire valve.
8. Hold the bottle with the base pointing upward and fill all the sealing agent from the tire inflation bottle into the tire.
9. Remove the empty tire inflation bottle from the valve.
10. Use the valve insert remover to screw the valve insert → *fig. 1* (5) back into the tire valve.

Inflate the tires (variant 1)

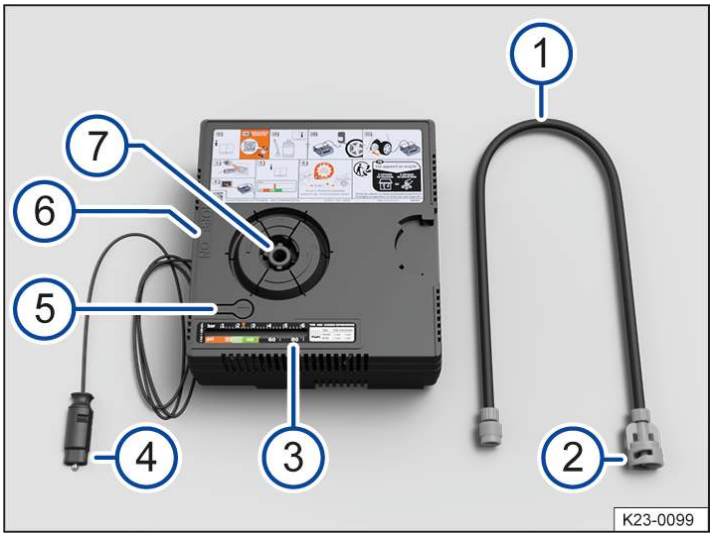


Fig. 2 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Wing nut.
3. Tire pressure gauge
4. 12 V cable connector
5. Air vent button.
6. ON and OFF switch
7. Holder for tire inflation hose.

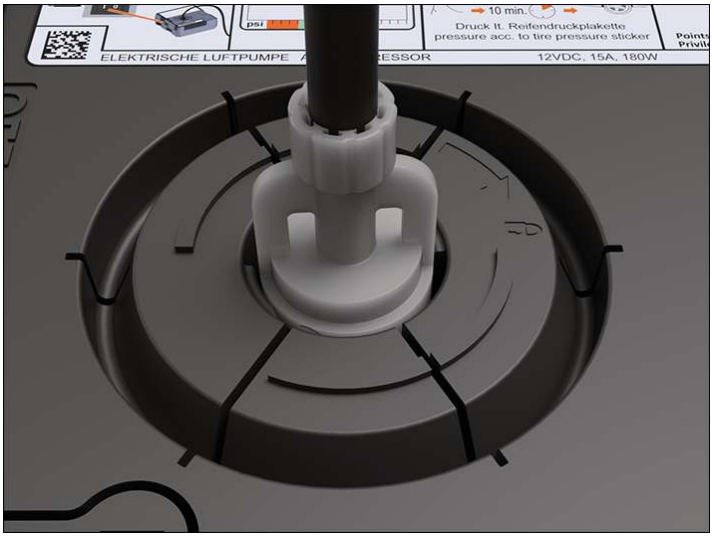


Fig. 3 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the

socket.

1. Remove the tire inflation hose → *fig. 2* (1) from the rear of the compressor.
2. Insert the tire inflation hose → *fig. 2* (1) with the wing nut (2) into the holder for the tire inflation hose (7) so that the wing nut points to → *fig. 3*.
3. Turn the wing nut → *fig. 2* (2) clockwise until the wing nut points to → *fig. 3*.
4. Screw the tire filler hose → *fig. 2* (1) of the compressor firmly onto the tire valve.
5. Start the vehicle's engine and let it run.
6. Insert the 12-volt plug → *fig. 2* (4) into a 12-volt-socket in the vehicle *(→ Sockets)*.
7. Switch the compressor on with the ON and OFF switch → *fig. 2* (6).
8. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**
9. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached:

1. Unscrew the tire inflation hose from the tire valve.
2. Drive the vehicle around 10 meters (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Firmly screw the tire filler hose of the compressor back onto the tire valve and repeat the inflation process.
4. If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving → ⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Sealing and inflating tires (version 2)



Fig. 4 Tire filler bottle

1. Tire inflation bottle valve.
2. Tire inflation hose of the tire inflation bottle.

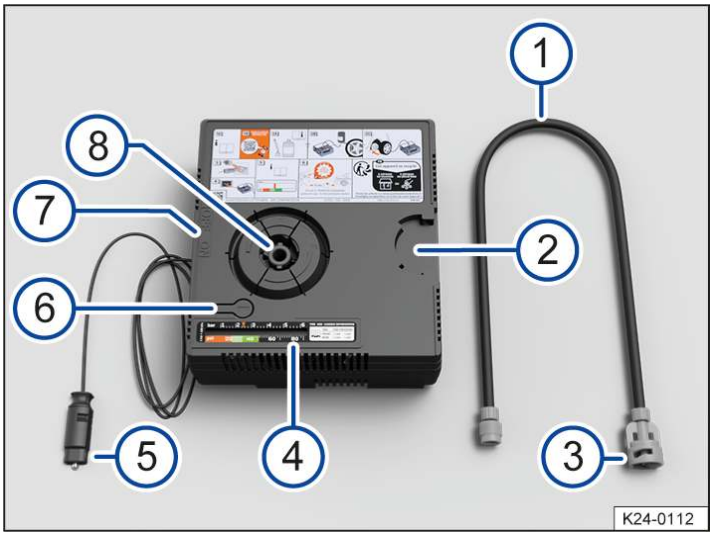


Fig. 5 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Notch for the tire inflation bottle.
3. Wing nut.
4. Tire pressure gauge
5. 12 V cable connector
6. Air vent button.

(7) ON and OFF switch

(8) Holder for tire inflation hose.

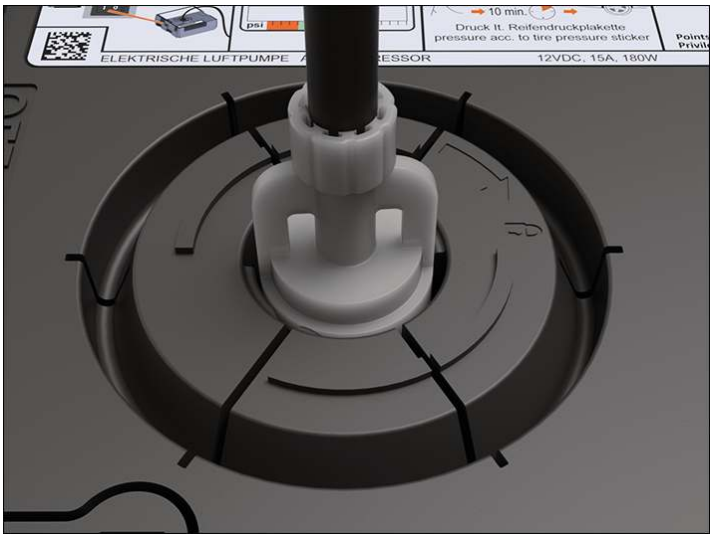


Fig. 6 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the label with the speed specification of “max. 80 km/h” or “max. 50 mph” from the underside of the tire inflation bottle → *fig. 4* and affix it on the instrument panel within the driver's field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →⚠.
3. Unscrew the valve cap from the tire valve.
4. Shake the tire inflation bottle → *fig. 4* vigorously a few times.
5. Remove the tire inflation hose → *fig. 5* (1) from the rear of the compressor.
6. Insert the tire inflation hose → *fig. 5* (1) with the wing nut → *fig. 5* (3) into the holder for the tire inflation hose → *fig. 5* (8) so that the wing nut points to → *fig. 6*.
7. Turn the wing nut → *fig. 5* (3) clockwise until the wing nut points to → *fig. 6*.
8. Screw the compressor tire inflation hose → *fig. 5* (1) securely onto the tire inflation bottle → *fig. 4* (1) valve.
9. Screw the tire inflation hose of the tire inflation bottle → *fig. 4* (2) securely onto the tire valve.
10. Hold the bottle upside down and fit the top of the tire inflation bottle into the notch on the compressor → *fig. 5* (2).

11. Place the compressor → *fig. 5* together with the tire inflation bottle → *fig. 4* on an even surface.
12. Start the vehicle's engine and let it run.
13. Insert the 12-volt plug → *fig. 5* (5) into a 12-volt-socket in the vehicle *(→ Sockets)*.
14. Switch the compressor on with the ON and OFF switch → *fig. 5* (7).
15. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**.
16. Switch off the compressor.

Sealing and inflating tires (version 3)



Fig. 7 Tire filler bottle

1. Tire inflation bottle valve.
2. Behind the label: connection for the tire inflation hose

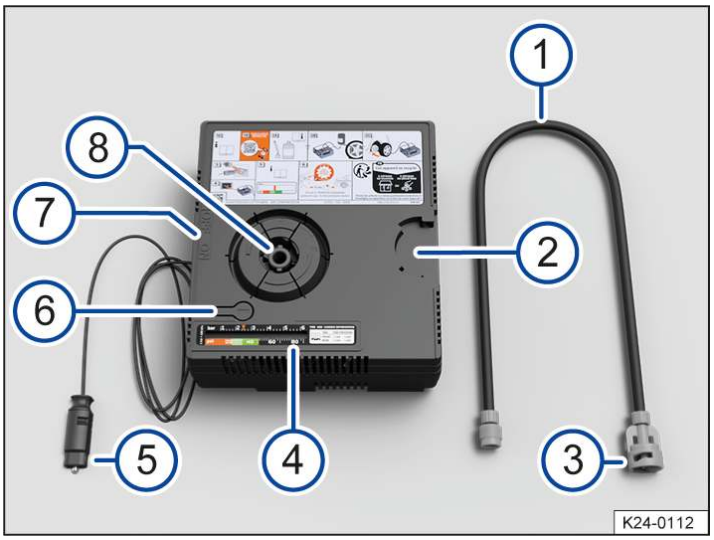


Fig. 8 Compressor in the tire mobility set (general example).

1. Tire inflation hose
2. Notch for the tire inflation bottle.
3. Wing nut.
4. Tire pressure gauge
5. 12 V cable connector
6. Air vent button.

(7) ON and OFF switch

(8) Holder for tire inflation hose.



Fig. 9 Attach the tire inflation hose.

The compressor from the tire mobility set may be operated at the 12 V socket, even if the power specification on the compressor label exceeds the maximum power draw of the socket.

1. Remove the label with the speed specification of “max. 80 km/h” or “max. 50 mph” from the underside of the tire inflation bottle → *fig. 4* and affix it on the instrument panel within the driver's field of vision.
2. Remove the cable from the holder underneath the device and completely unwind it →⚠.
3. Shake the tire inflation bottle → *fig. 4* vigorously a few times.
4. Hold the tire inflation bottle with the base facing upward and screw the valve into the mount of the compressor outlet valve so that the triangles of the top of the bottle and the compressor are aligned.
5. Screw the tire inflation hose into the bottle base facing upward.
6. Unscrew the valve cap from the tire valve.
7. Remove the tire inflation hose → *fig. 5* (1) from the rear of the compressor.
8. Screw the tire inflation hose of the tire inflation bottle → *fig. 4* (2) securely onto the tire valve.
9. Place the compressor → *fig. 5* together with the tire inflation bottle → *fig. 4* on an even surface.
10. Start the vehicle's engine and let it run.
11. Insert the 12-volt plug → *fig. 5* (5) into a 12-volt-socket in the vehicle *(→ Sockets)*.

12. Switch the compressor on with the ON and OFF switch → *fig. 5* (7).
13. Leave the compressor running until 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) is reached. **Maximum run time: 10 minutes**.
14. Switch off the compressor.

If a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) cannot be reached

1. Unscrew the tire inflation hose of the tire inflation bottle from the tire valve.
2. Drive the vehicle around 10 m (approx. 33 ft) forward or backward so that the sealing agent is distributed in the tire.
3. Screw the compressor tire inflation hose directly onto the tire valve and repeat the inflation process.
4. If the required tire pressure still cannot be achieved, the tire is too badly damaged. The tire cannot be sealed with the tire mobility set. Do not continue driving → ⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

Continuing Your Journey

1. Disconnect the compressor and unscrew the tire inflation hose from the tire valve.
2. Immediately drive at a maximum of 80 km/h (50 mph), if a tire pressure of 2.0 – 2.5 bar (29 – 36 psi/200 – 250 kPa) has been reached.
3. After 10 minutes of driving, check the tire pressure.

Check after 10 minutes of driving

1. Park the vehicle on level and solid ground at the next safe opportunity, in a parking lot for example.
2. Reconnect the tire inflation hose without tire inflation bottle → *fig. 2* (1) or → *fig. 5* (1) and read the tire pressure off the tire pressure gauge → *fig. 2* (3) or → *fig. 5* (4).

1.3 bar (19 psi/130 kPa) and less:

1. **Do not continue driving!** The tire cannot be adequately sealed with the tire mobility set → ⚠. Contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility for assistance.

20 psi/140 kPa (1.4 bar) and above:

1. Readjust the tire pressure to the correct value.
2. Carefully drive to the nearest suitably qualified professional at a maximum of 80 km/h (50 mph). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
3. Have the damaged tire replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

The tire inflation hose and the compressor may become hot during pumping and can cause burns if touched.

- Always unwind the cable for the compressor power supply completely.
- Protect your hands and skin from hot parts.
- Do not place the hot tire inflation hose or compressor onto flammable materials.
- Allow the tire inflation hose and compressor to cool before you put them away.

⚠ WARNING

If the damaged tire cannot be adequately sealed with the tire mobility set, the tire will lose air while driving.

This could cause tire failure, loss of vehicle control, accidents, and serious injuries and death.

- If the tire cannot be pumped to at least 2.0 bar (29 psi/200 kPa), the damage is too great. The sealing agent cannot seal the tire. Do not continue driving and instead seek professional assistance.
- Do not continue driving if the tire pressure is 1.3 bar (19 psi/130 kPa) or less after 10 minutes of driving. Instead, seek professional assistance.

Tire labeling and tire classifications

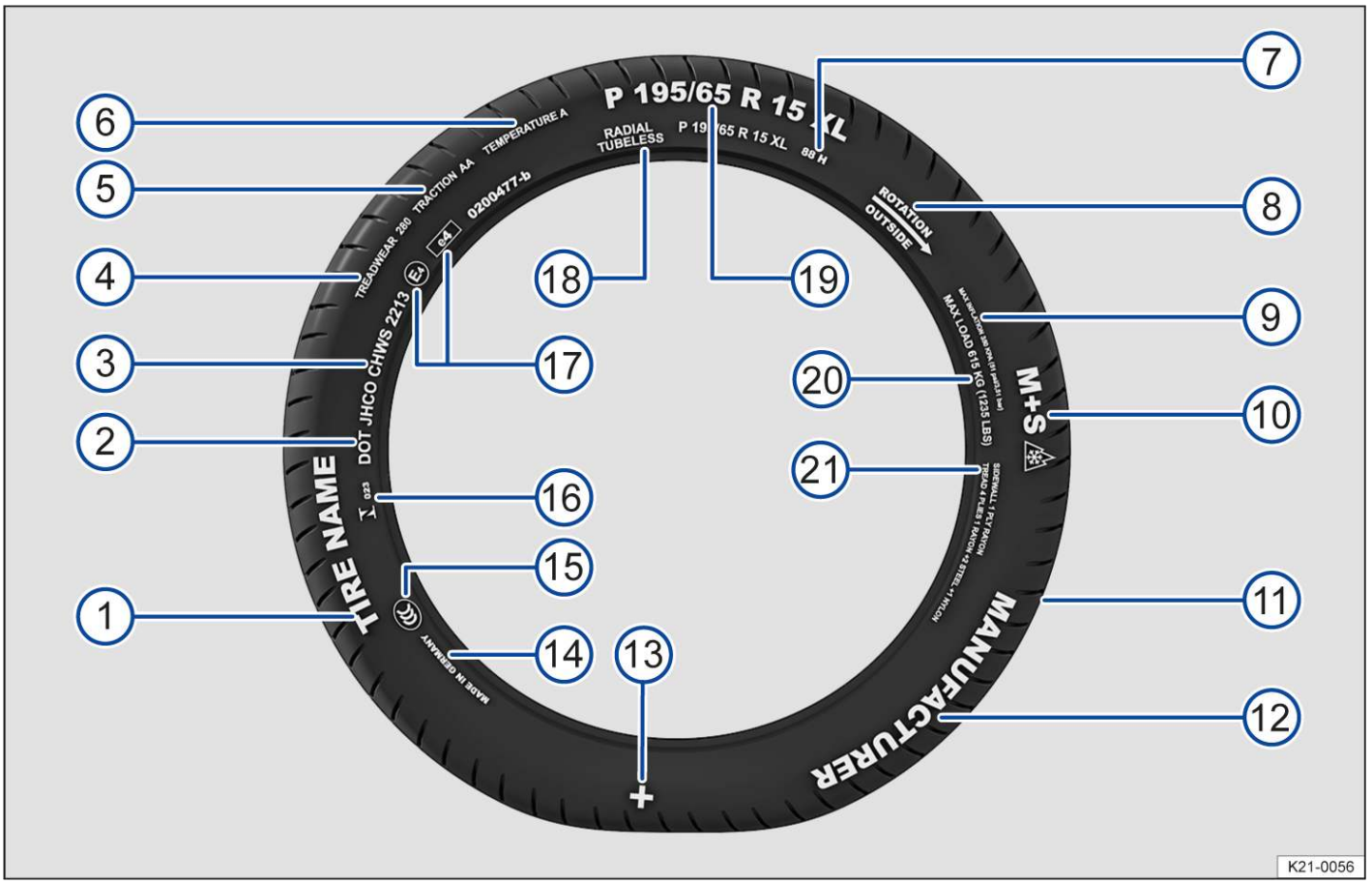


Fig. 1 International tire labeling.

→ *fig. 1* Tire labeling (example), meaning			
1	*Product name*	Individual manufacturer tire designation.	
2	DOT	The tire conforms to the legal requirements of the Departr Transportation in the USA, which is responsible for tire safe	
3	JHCO CHWS 2213	Tire identification number (TIN – may only be on the inner side of the tire) and production date:	
		JHCO CHWS	Code for the factory that p and specifications from th for the tire size and tire ch
		2213	Production date: 22nd we 2013.
Information for the end consumer about comparative values for specified base tires (standardize			
4	TREADWEAR 280	Relative service life expectancy for the tire, based on a US- test. A tire with the specification *280* will wear 2.8 times m standard tire with a tread wear value of 100. The tire perfo the usage conditions and may differ significantly from the depending on the driving behavior, maintenance, different and climate conditions.	
5	TRACTION AA	Wet braking capability of the tire (*AA*, *A*, *B* or *C*). The wet b measured under controlled conditions on certified test cou with *C* have low traction performance. The traction value a based on straight-line traction test and includes neither ac cornering, nor hydroplaning and traction under maximum	
6	TEMPERATURE A	Temperature stability of the tire at high speeds on the test Tires marked with *A* and *B* exceed the legal requirements. rating is based on the tires being inflated to the correct pr overinflated. Excess speed, incorrect tire pressure, and ove alone or in combination can cause heat to build up and cau	
7	88 H	Load index → *Tire load* and speed rating → *Speed rating*.	
8	Rotation and arrow	Tire running direction code → *Unidirectional tires*.	

→ *fig. 1* Tire labeling (example), meaning			
	Or: Outside	Code on the outside of the tire → *Asymmetrical tires*.	
9	MAX INFLATION 350 KPA (51 psi/3.51 bar)	US limit for the maximum inflation pressure.	
10	M+S *or* M/S *or*	Code for tires that can be used in the winter (mud and sno *tires)*. Studded tires are marked with an *E* after the *S*.	
11	TWI	Indicates the location of the tread wear indicator *(→ Tread* *indicator)*.	
12	*Brand name*, *logo*	Manufacturer.	
13	⊕	Symbol for Volkswagen Genuine tires *(→ Wheels and tires)*	
14	Made in Germany	Country of manufacture.	
15		Country-specific code for China (China Compulsory Certific	
16	023	Country-specific code for Brazil.	
17	E4 e4 0200477-b	Identification according to international regulations with t country that issued the approval. Approved tires in accorda regulations are marked with an *E*. Tires in accordance with marked with an *e*. The multi-digit approval number follows	
18	RADIAL TUBELESS	Tubeless radial tires.	
19	P 195/65 R 15 XL	Size designation:	
		P	Code for passenger vehicl
		195	Tire width from one sidew mm.
		65	Height and width ratio in
		R	Belt construction code fo
		15	Rim diameter in inches.
		XL	Reinforced tires (“Extra Lo
20	MAX LOAD 615 KG (1235 LBS)	US load capacity for the maximum load per tire.	

→ *fig. 1* Tire labeling (example), meaning		
21	SIDEWALL 1 PLY RAYON	Specification for the components of the tire body. 1 layer rayon.
	TREAD 4 PLIES	Specification for the components of the running surface.
	1 RAYON + 2 STEEL + 1 NYLON	In the example, there are the following 4 layers under the rayon layer, 2 steel belts, and 1 nylon layer.

The labeling is on both sides of the tire. In some cases, certain codes may only be on one side of the tire, such as the tire ID number and the production date.

Other digits that may be present are part of the internal labeling from the tire manufacturer or country-specific labeling.

Low-profile tires

Compared to other tire-rim combinations, low-profile tires offer a wider tread surface and a larger rim diameter with shorter tire sidewalls. Low-profile tires improve handling performance and precision. However, they may reduce the level of comfort when driving on roads in poor condition.

Unidirectional tires

The sidewalls on unidirectional tires are marked with arrows. The specified running direction must be followed. This ensures the optimum running characteristics.

If a tire is mounted opposite from the specified running direction, drive more carefully because the tire is not being used the way it was designed to be used. The tire must be replaced or mounted in the correct running direction as soon as possible.

Asymmetrical tires

Asymmetrical tires factor in the behavior of the inner and outer areas of the tread pattern. The sidewalls on asymmetrical tires are marked as the inner and outer side. Maintain the correct position of the tire on the rim.

Tire load

The tire load index indicates the maximum load of an individual tires in kilograms.

Some examples:

78

425 kg (936 lbs)

81

462 kg (1018 lbs)

83

487 kg (1073 lbs)

85

515 kg (1135 lbs)

87

545 kg (1201 lbs)

88

560 kg (1234 lbs)

91

615 kg (1355 lbs)

92

630 kg (1388 lbs)

93

650 kg (1433 lbs)

95

690 kg (1521 lbs)

97

730 kg (1609 lbs)

99

775 kg (1708 lbs)

100

800 kg (1763 lbs)

101

825 kg (1818 lbs)

102

850 kg (1873 lbs)

103

875 kg (1929 lbs)

104

900 kg (1984 lbs)

Speed rating

The speed rating indicates the maximum speed that may be driven with the tire.

P

max. 150 km/h (93 mph)

Q

max. 160 km/h (99 mph)

R

max. 170 km/h (106 mph)

S

max. 180 km/h (112 mph)

T

max. 190 km/h (118 mph)

U

max. 200 km/h (125 mph)

H

max. 210 km/h (130 mph)

V

max. 240 km/h (149 mph)

W

max. 270 km/h (168 mph)

Y

max. 300 km/h (186 mph)

Z

above 240 km/h (149 mph), depending on manufacturer also **ZR**

Tire load and speed rating

Vehicles within the EU and countries applying EU regulations receive a Certificate of Conformity (COC). The COC contains specifications about the size and diameter as well as load capability and speed range of the tires approved by Volkswagen for the applicable vehicle model.

The model plate will indicate if the vehicle has a COC .

— If the model plate contains a line labeled “Authorization”, then the vehicle has a COC.

— If there is no model plate or the “Authorization” line is not included, then the vehicle does not have a COC.

Maintenance procedures and digital maintenance schedule

Saving maintenance procedures that have been performed (“digital maintenance schedule”)

The certificate of maintenance is saved by suitably qualified professionals in a central system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. This transparent documentation of the service history allows you to verify which maintenance work has been performed. Volkswagen recommends receiving a printed record of the maintenance procedures that were performed and stored in the system each time maintenance work is performed.

Having the vehicle maintenance performed regularly not only maintains the value of the vehicle, but also contributes to operational safety and roadworthiness. Therefore, have maintenance procedures performed according to Volkswagen instructions.

Each maintenance is performed on the vehicle, the printed record from the previous maintenance should be replaced with a new record from the current maintenance.

The digital maintenance schedule is not available in some countries. If this is the case, suitably qualified professionals will tell you how the maintenance service is documented. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Maintenance procedures

The following information is documented in the digital maintenance schedule by suitably qualified professionals or an authorized Volkswagen dealer or authorized Volkswagen Service Facility:

— When and which service was performed.

— If a repair recommendation was given, for example that the brake pads should be replaced soon.

— If you had special requests for or during maintenance. Your service advisor will note these on the order.

— Which components and operating fluids have been replaced.

— When your next service appointment is.

The LongLife Mobility Guarantee applies until your next inspection that is due. This is documented at every due inspection.

The type and scope of maintenance procedures can vary from vehicle to vehicle. The vehicle-specific maintenance items can be requested from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

Fixed Service Interval or Flexible Service Interval

The service events are divided into either oil change service or inspection service. The service interval display in the instrument cluster serves as a reminder for the due date of the next service event.

Depending on the vehicle equipment, the engine, and the operating conditions, either the fixed service interval or flexible oil change service interval can be used for the oil change service.

The engine codes can be checked via the service menu *(→ Driving data menu)*.

How do I find out which service type my vehicle has?

You can find out the service type of the vehicle from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Special conditions for the flexible oil change service interval

With the flexible oil change service interval, you only need to have an oil change service performed when your vehicle requires it. The specific operating conditions and the personal driving style are used to calculate the time. A standard feature of the flexible oil change service interval is the use of LongLife engine oil instead of conventional engine oil.

Note the information on engine oil specifications in accordance with the Volkswagen standard .

If you do not want to use the flexible oil change service interval, you can also opt for the fixed service interval. However, a fixed service interval can increase the service costs. Your service advisor will provide you with information.

Service interval display

Depending on the vehicle equipment, service due dates for your vehicle may displayed in the service interval display in the instrument cluster *(→ Service interval display)* and in the vehicle settings in the Infotainment system *(→ Vehicle settings menu)*. The service interval display indicates when services that include an engine oil change or an inspection are due. When the oil change or inspection service is due, other procedures that are also due, such as brake fluid and spark plug replacement, can be performed.

Information about operating conditions

The specified service intervals and procedures are determined based on normal operating conditions.

Under extreme operating conditions, it is necessary to have some work performed before the next service that is due or between the specified service intervals.

Extreme operating conditions may include:

— Sulfur fuel.

— Frequent short trips.

— Prolonged engine idling, such as taxis.

— Operating in areas with high dust levels

— Frequent use of trailer mode.

— Primarily stop-and-go driving, for example in the city.

— Heavy winter operation.

This especially applies to the following components (depending on the vehicle equipment):

— Active combination filters.

— Air filter

— Toothed belt

— Engine oil.

The service advisor at your authorized Volkswagen dealer or authorized Volkswagen Service Facility will advise you if your vehicle's operating conditions require procedures to be performed between the regular service intervals.

WARNING

Performing inadequate maintenance and disregarding service intervals can cause vehicle breakdowns while driving as well as accidents and serious or fatal injuries.

- Have all maintenance work performed by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen is not responsible for damage to the vehicle caused by insufficient maintenance or a lack of available parts.

Scope of service

The scope of service includes all inspection work and maintenance procedures which are necessary to keep your vehicle operational and roadworthy. These are dependent on operating conditions and vehicle equipment, e.g. engine, transmission, brakes or operating materials. You can find out more information about which jobs are required for your vehicle or which wear limits apply for components from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Alternatively, you can obtain information from the electronic repairs and workshop information system erWin *(→ Repairs and technical modifications)*.

Inspection procedures

For example, the components or scopes of work listed below can be checked.

Electrical equipment

— 12 V vehicle battery.

— Lighting.

— Horn.

— Headlight adjustment.

— Resetting the service interval display.

Engine and transmission

— Exhaust system.

— Transmission and final drive.

— Ribbed belt.

— Cooling system.

— Engine and components in the hood space.

— Engine oil level.

Suspension

— Ball joints and tie rods.

— Tires.

— Brake system.

— CV boots.

— Coupling rods and stabilizer bars.

— Tire mobility set.

— Shock absorbers and coil springs.

Body

— Roof systems.

— Windshield.

— Vehicle body for corrosion.

— Window wipe/wash system.

— Underbody.

— Drip rails.

Maintenance procedures

In addition to the inspection procedures, additional maintenance procedures must be performed on your vehicle depending on the operating conditions and vehicle equipment, such as the engine, transmission, and operating materials. These are either *time-dependent* and *mileage-dependent*, or only *time-dependent* or *mileage-dependent*.

For example, the following operating materials or components can be changed.

— Emission control system.

— Interior filter.

— Brake fluid.

— Transmission oil and transmission oil filter.

— Air filter

— Engine oil and engine oil filter.

— Oil in the final drive and differential.

— Toothed belt and tensioning roller.

— Spark plugs.

Then a test drive is carried out.

Additional maintenance procedures that are beyond the scope of what is listed can also be performed.

The scope of services may change for technical reasons, for example due to continuous development of components. Suitably qualified professionals can provide up-to-date information about changes. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Vehicle care information

Regular, proper care helps to maintain your vehicle.

The longer dirt remains on the surfaces of vehicle components, the more difficult it may be to clean and care for them. Long-term exposure can make it impossible for dirt to be removed.

For questions regarding care products or for vehicle components that are not listed, consult a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Suitably qualified professionals can provide you with suitable accessories. Volkswagen recommends the use of Genuine Volkswagen Accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Read and follow the usage instructions on the packaging.

WARNING

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

WARNING

Cleaning the vehicle incorrectly may result in serious injuries.

- Protect your hands and arms against components with sharp edges, for example when cleaning the inside of the wheel housings.
- Always follow the manufacturer's instructions when using cleaning agents.

WARNING

Dirty, foggy, or icy door windows reduce visibility and can impair the vehicle's safety equipment. This can cause accidents and serious or fatal injuries.

- Only drive when there is clear visibility through all windows.
- Do not use water-repellent window solutions on the windshield. This can cause intense glare under poor visual conditions.

WARNING

Care products may be poisonous, highly flammable and corrosive. Using care products incorrectly or using unsuitable care products can cause burns and poisoning and may lead to accidents and serious or fatal injuries.

- Note the package insert.
- Only store care products in their sealed original containers.
- Keep children away from all care products.
- Only use care products outside or in well-ventilated areas so that no harmful vapors are inhaled.
- Never use turpentine, engine oil, fuel, nail polish remover, or other highly volatile fluids for vehicle care.

NOTICE

Cleaning dirt with aggressive and solvent-based products can cause permanent damage to vehicle equipment, for example even with only brief exposure on seat cushions or decorative parts.

- Do not allow dirt to dry.
- Have stubborn spots removed by a suitably qualified, authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Washing the vehicle

Washing your vehicle regularly prevents exposure to contamination, which may damage the paint.

Matte-finish vehicles require special care due to the particular properties of the paint.

To ensure that your vehicle is washed correctly and appropriately, note the following information.

WARNING

After the vehicle has been washed, the braking efficiency may be delayed due to damp or (in the winter) icy brake discs and brake pads. This will increase the braking distance. This can cause a loss of vehicle control, accidents, and serious or fatal injuries.

- Press the brake pedal carefully several times to dry the brakes and clear the ice from them, as long as the visibility, weather, road, and traffic conditions permit.

NOTICE

Improper car washes can increase the risk of severe vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Always follow the manufacturer's instructions.
- Do not wash the vehicle in direct sunlight.

NOTICE

Wet vehicle components may freeze in cold weather, which will stop them from working properly.

- In cold weather, never direct a jet of water at locks, doors, or the trunk lid.

Removing stubborn dirt on matte paint

— Soak insects or bird excrement that have adhered to the surface immediately with water and spray with a special cleaner for matte paint.

— Remove tar splashes on the paint surface with commercially available tar removers. Residue must not be removed by intensive rubbing.

— Remove tree resin and rust particles with special cleaner for matte paint and a cleaning clay bar. Slide the cleaning clay bar over the affected areas without pressing down on it.

— Spray grease and fingerprints with a special cleaner for matte paint and rub with a soft microfiber cloth.

— Rinse gasoline residue immediately with plenty of water.

Automatic car washes

NOTICE

Washing the vehicle incorrectly can damage the matte paint surface and destroy the matte paint finish.

- Never use washing programs with wax treatment.
- Only use cleaning agents free of solids and abrasives, such as cleansing shampoos or insect removers, for cleaning purposes.
- Do not use insect sponges or rough sponges.

— If your vehicle has matte paint, never select a wash program with wax or drying aids.

— If your vehicle has matte paint, only use textile car washes, never brush car washes.

— For vehicle with decorative and protective decals, never use a wash package with hot wax.

— Choose car washes without brushes.

— Also ensure that the underside of the vehicle is washed regularly and thoroughly to remove any residue.

— Observe the information provided by the car wash operator, particularly with regard to attachments on the vehicle, e.g. spoilers →ⓘ.

Car wash

Before driving into the car wash

In car washes where the vehicle is moved through the system.

1. If present: remove the roof antenna.
2. Close all windows.
3. Switch off the windshield wiper, *(→ Windshield wipers)*.
4. Switch off the rain/light sensor, *(→ Rain/light sensor)*.
5. Switch off the interior monitoring, *(→ Interior monitoring and towing protection)*.
6. Switch off Front Assist, *(→ Autonomous Emergency Braking (Front Assist))*.
7. Drive into the car wash when the staff asks you to do so.

In the car wash

1. Fold in outside mirrors.
2. Release the parking brake.
3. Vehicles with an automatic transmission: Put the vehicle in neutral N.
4. Vehicles with manual transmission: Disengage the gear.

Gantry car wash

In gantry car washes in which the vehicle does not move.

1. If present: remove the roof antenna.
2. Close all windows.
3. Fold in outside mirrors.
4. Vehicles with an automatic transmission: Engage parking lock P.
5. Apply the parking brake.
6. Stop the engine and switch the ignition off.

NOTICE

Car washes which mechanically scan contours may damage the vehicle and attachments, e.g. spoiler.

- Follow the information provided by the car wash operator, especially if there are attachments on the vehicle.

Only wash the vehicle in facilities specifically designed for that purpose. This will reduce the risk of water contaminated with oil from entering the sewer system.

Pressure washers



Fig. 1 In the hood space: do not use a pressure washer.

— Never use rotating nozzles. Observe the manufacturer's instructions.

— Only use water up to maximum +60 °C (approximately +140 °F).

— Move the water jet evenly with a distance of at least 50 cm (approximately 20 inches) between the spray nozzle and all parts of the vehicle.

— Do not direct the water at the same spot for a long period of time.

— If possible, do not direct the water straight at sensitive vehicle components, e.g. rubber seals, side windows, glossy trims, tires, sensors, camera lenses, decorative and protective decals.

— Never clean icy or snow-covered door windows with a pressure washer.

NOTICE

Powerful streams of water or vapor could activate the sensors in the door handles if a valid vehicle key is located within the detection distance. This may cause the windows to open and moisture may enter the vehicle interior. This could lead to damage to the vehicle interior.

- Never direct the jet of a high pressure cleaner or a steam jet directly towards the sensors in the door handles.

If the jet of a pressure washer or a steam jet is directed towards the sensors in the door handles, the vehicle can be unlocked.

Hand washing

Individual contaminations on the paint can be removed with a cleaning clay bar.

1. Clean the vehicle with plenty of water to remove dust and stubborn dirt.
2. If your vehicle has matte paint, remove insects, grease spots and fingerprints with a special cleaner for matte paint. Apply the product using a microfiber cloth with gentle pressure.
3. Clean the vehicle with a soft sponge, a washing glove, or a washing brush with light pressure. Start at the roof, and continue to work from the top down. Only use a cleansing shampoo on stubborn dirt.

   If your vehicle has matte paint, clean from top to bottom with a neutral cleansing shampoo and a microfiber cloth. Wash the microfiber cloth thoroughly at frequent intervals.
4. Clean the wheels and side members with a clean sponge.
5. Rinse with plenty of water.
6. Let the vehicle air dry.
7. Remove water residue with a leather cloth.

If the contamination on the paint cannot be removed by hand washing, individual areas of contamination can be removed with a cleaning clay bar.

Exterior care and cleaning

The following overview gives recommendations for cleaning and caring for individual vehicle components.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the manufacturer's instructions.
- Never use cleaning objects that are too hard or abrasive.

Door windows, glass surfaces

— Remove wax residue, for example from care products, with a suitable glass cleaner or with a suitable cleaning cloth. Volkswagen recommends the Volkswagen Genuine cleaning cloth.

— Remove snow with a hand brush.

— Remove ice with a plastic scraper. When doing so, scrape in one direction only.

— Defrost ice with a suitable de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

— Clean the wiper blades or, if necessary, replace them.

Paint

Always treat surfaces with extreme care to prevent paint damage.

— Immediately clean any slight contamination, e.g. deposits, insect residues, cosmetics with a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap to one liter of water or with cleaning clay.

— Clean spilled fuel or operating materials immediately.

— Dampen rust spots with soap solution. Then remove with a cleaning clay bar.

— Have corrosion removed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— In the event of paint damage, consult a suitably qualified professional and have the paint damage repaired. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A preservation treatment protects the vehicle paint. When water no longer clearly beads up and drips off clean vehicle paint, the vehicle should be retreated with a wax protectant if not earlier.

— For matte paint, apply a special wax for matte paint with a soft sponge to the cleaned vehicle. Remove excess wax with a microfiber cloth.

Polishing is only needed if the appearance of the vehicle paint is poor and a shiny finish can no longer be achieved using protectants.

NOTICE

For matte finishes, the surface will be irreparably damaged if you polish the paint.

- Never polish matte-finish surfaces.

Even if a wax protectant is applied regularly in an automatic car wash, Volkswagen recommends protecting the vehicle paint at least twice a year with a suitable hard wax or Volkswagen Genuine hard wax.

Plenum chamber, hood space

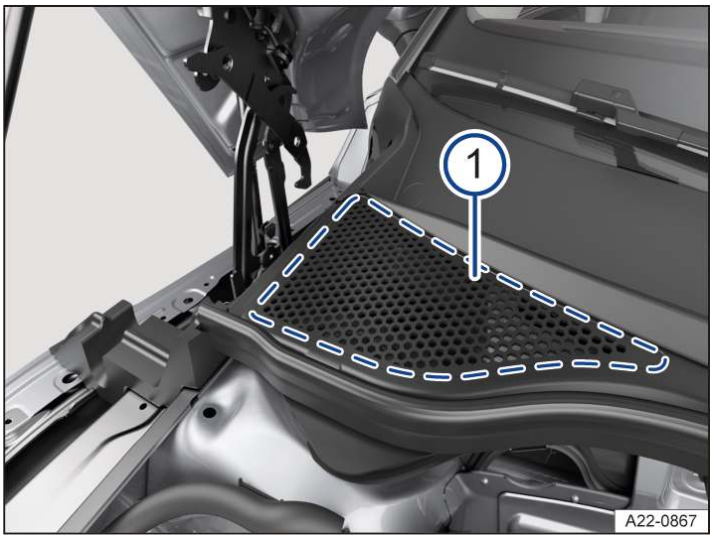


Fig. 1 Between the hood space and windshield: Plenum chamber (general example).

1 Perforated cover of the water box.

⚠ WARNING

Working in the hood space carries a risk of accident and fire. Serious injuries may occur.

- Always note the necessary actions and the safety precautions every time before working in the hood space *(→ In the hood space)*.
- If you are not familiar with this type of work, arrange for it to be done by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

The plenum chamber drain can be blocked by leaves and dirt. Water that cannot drain may leak into the vehicle interior and cause damage.

- Have the area under the perforated cover regularly cleaned by a suitably qualified professional → *fig. 1* (1). Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

NOTICE

Water introduced manually into the plenum chamber, for example with a pressure washer, can cause considerable vehicle damage.

- Remove leaves or other loose objects on the perforated cover with a vacuum or by hand → *fig. 1* (1).
- Ensure that large amounts of water do not collect in the plenum chamber, for example if you use a pressure washer.
- Always have the hood space cleaned by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sensors, camera lenses



Fig. 2 In the rear of the vehicle: Rear View Camera system in the Volkswagen emblem (general example).

Availability of the Rear View Camera system depends on the vehicle equipment.

— Clean the area in front of the sensors or the camera with a soft cloth and solvent-free cleaning solution.

— Clean the sensor areas of the rain/light sensor, the camera window on the windshield and the glass surfaces (depending on the vehicle equipment).

— Remove snow with a hand brush.

— Never use warm or hot water.

— Defrost ice with a suitable de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

Cleaning the Rear View Camera system

1. Switch the ignition on.
2. Engage the R selector lever position.
3. Apply the parking brake.
4. Clean the camera lens.

Decorative and protective decals

— Remove contaminants as described for paint. For matte decorative films, use a suitable plastic cleaner. Volkswagen recommends the Volkswagen Genuine plastic cleaner.

— Treat the vehicle every three months with liquid hard wax. The vehicle must be free of dirt and dust before treating. Apply using only clean, soft microfiber cloths. Do not use hot wax, even in a car wash.

— Remove hard contaminants gently with ethyl alcohol and then wash with warm water.

For decorative and protective decals, the durability and coloring are influenced by environmental factors, such as solar radiation. Decorative decals may show signs of wear and aging after approximately one to three years, and protective decals after approximately two to three years. In very hot climates, the decorative decals may fade slightly within one year and the protective decals within two years.

Trims made out of chrome-plated plastic, aluminum or stainless steel

— Clean surfaces with a suitable chrome and aluminum product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

— Chrome-plated trims can be protected with a suitable hard wax. Volkswagen recommends the Volkswagen Genuine hard wax.

Headlights, taillights

— Remove contamination with a soft, damp sponge with a mild soap solution of maximum two tablespoons of neutral soap to one liter of water. Do not use cleaning solutions containing alcohol and/or solvents.

— Remove stubborn contamination with a suitable chrome and aluminum product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

Wheels

— Remove contaminants and road salt with plenty of water.

— Clean dirty alloy wheels with a suitable rim cleaner. Volkswagen recommends the Volkswagen Genuine rim cleaner. Volkswagen recommends applying a suitable hard wax or Volkswagen Genuine hard wax to the rims every three months.

— Repair damaged protective paint layers immediately with a paint pen. If necessary, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

— Remove brake dust with a suitable rim cleaner. Volkswagen recommends the Volkswagen Genuine rim cleaner.

Door lock cylinder

1. Defrost the door lock cylinder with a suitable door lock de-icer. Volkswagen recommends the Volkswagen Genuine de-icer.

   Do not use any door lock deicers with degreasing substances.

Care and cleaning of the vehicle interior

The following overview gives recommendations for cleaning and caring for individual vehicle components.

NOTICE

Incorrect cleaning and care can cause vehicle damage.

- Always follow the steps described for vehicle care and cleaning.
- Do not use steam cleaners, brushes, hard sponges, etc.
- Have tough spots removed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Door windows

1. Clean the door window with a glass cleaner.
2. Wipe the door windows dry with a clean chamois or a lint-free cloth.

Textiles, microfiber, leatherette

— Regularly remove dirt particles that adhere to the surface with a vacuum cleaner so that the material is not permanently damaged by scrubbing.

— Remove contaminants using a suitable interior cleaner. Volkswagen recommends the Volkswagen Genuine interior cleaner.

— For grease-based contaminants such as oil, use a suitable interior cleaner or Volkswagen Genuine interior cleaner. Blot away the dissolved grease or dye with an absorbent towel. If necessary, treat afterwards with water.

— Use a suitable interior cleaner for impurities, e.g. caused by a pen or nail polish. Volkswagen recommends the Volkswagen Genuine interior cleaner. If necessary, treat afterward with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

— Never use leather cleaners, solvents, floor polish, shoe polish, paint remover, or other similar substances.

— Never use pressure washers, steam cleaners or cooling sprays.

Natural leather

— Remove fresh dirt with a cotton cloth and a mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Do not let any fluids seep into the cracks.

— Use a suitable leather cleaner for impurities, e.g. caused by a pen or nail polish. Volkswagen recommends the Volkswagen Genuine leather cleaner.

— Treat dried spots with a suitable leather cleaner. Volkswagen recommends the Volkswagen Genuine leather cleaner.

— Remove any fresh spots of grease such as oil with an absorbent cloth.

— Apply leather care to seats regularly and each time you clean. If leaving the vehicle parked for long periods of time, you should cover the leather to protect it from direct sunlight.

Never treat leather with solvents, floor polish, shoe polish, paint remover, or other similar substances.

Plastic parts

— Clean with a soft, damp cloth.

— If a mild soap solution of maximum two tablespoons of neutral soap in a liter of water cannot remove stubborn stains, use a solvent-free plastic cleaner or Volkswagen Genuine plastic cleaner, if necessary.

Trims, decorative trims made out of chrome, aluminum or stainless steel

— Clean using a clean, soft cloth and mild soap solution of maximum two tablespoons of neutral soap in a liter of water, in a dust-free area.

— Treat anodized surfaces with a suitable chrome and aluminum care product. Volkswagen recommends the Volkswagen Genuine chrome and aluminum product.

Controls

1. Use a soft brush to remove large dirt deposits as well as any dirt that is difficult to reach.
2. Use a clean, soft cloth and a fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water. Fluids must not enter into the controls.

Displays and screens

Do not clean the instrument cluster display and the Infotainment system screen when they are dry.

1. Switch the Infotainment system off to clean it.
2. Use a suitable clean, soft cleaning cloth with some water, suitable glass cleaner or LCD cleaner →. Volkswagen recommends the Volkswagen Genuine cleaning cloth.

For stubborn dirt:

1. Wet and soak dirt with just a little water →.
2. Carefully remove dirt using a soft, clean cloth.

NOTICE

If the screen is cleaned with incorrect cleaning agents or when dry, it may be darkened, damaged or scratched.

- Only apply gentle pressure.
- Do not use any aggressive cleaners or products which contain solvents.

NOTICE

If the cloth used to clean the screen is too moist, the screen can no longer be operated or switched off.

- Dry the screen and then leave the vehicle locked from the outside for at least two minutes.

Rubber seals

— Clean with a soft, lint-free cloth and plenty of water.

— Treat regularly with a suitable rubber care product. Volkswagen recommends the Volkswagen Genuine rubber care product.

Safety belts

1. Unreel the safety belt completely and leave the belt unreeled.
2. Remove large spots of dirt with a soft brush.
3. Clean the safety belt with a mild soap solution of maximum two tablespoons of neutral soap in a liter of water.
4. Let the belt webbing dry completely, then allow the belt to retract.

⚠ WARNING

Improper cleaning of the safety belts, their anchors and the automatic safety belt retractors can cause damage and impair their function. This can cause serious or fatal injuries in the event of accidents.

- Never alter the safety belts for cleaning purposes.
- Never use chemical products to clean the safety belts and their components.
- Do no use any corrosive fluids, solvents, or sharp objects.
- Do not allow fluids and objects to enter the safety belt buckle.
- Let the safety belt dry after cleaning before allowing it to retract completely.

Wood trims

Clean with a soft cloth and fairly mild soap solution of maximum two tablespoons of neutral soap in a liter of water.

Cleaning the seat covers

If dye from clothing such as denim stains the seat covers, this is not considered a defect in the vehicle upholstery. If you want to clean the seat covers yourself, be aware that airbag system components and electrical connectors are installed in the seat covers. Incorrect cleaning, impregnation or moisture may damage these components or cause them to malfunction. This may then cause damage elsewhere in the vehicle's electrical system →⚠.

Depending on the equipment, electrical components and connectors may be installed in the seat surface with seat heating, which can be damaged by incorrect cleaning or handling. This can also result in damage to other areas of the vehicle electrical system.

— Never use pressure washers, steam cleaners or cooling sprays.

— Never soak seat covers.

— Never switch on seat heating to dry the seats.

— Never use impregnation agents.

— Do not use detergent pastes or mild detergent solutions.

— If there is uncertainty, contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Cleaning, impregnating and caring for vehicle components incorrectly can irreparably damage and impair the vehicle's safety equipment, such as the airbag modules. This may cause serious injuries in the event of an accident.

- Always use suitable cleaning agents. More information can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Never use cleaning solutions that contain solvents.
- Clean and maintain vehicle components only according to the manufacturer’s instructions.

Needless to say, it is easier to see signs of wear and dirt caused by normal usage on bright materials in the vehicle interior. These signs of use are unavoidable and also indicate the unavoidable deterioration caused by normal usage. Please follow the corresponding care instructions.

Accessories and replacement parts

Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility before purchasing Genuine Volkswagen Accessories, replacement parts, or operating equipment, for example if you would like to retrofit the vehicle with Genuine Volkswagen Accessories or if parts need to be replaced. The authorized Volkswagen dealer or authorized Volkswagen Service Facility is aware of legal regulations and factory recommendations for Genuine Volkswagen Accessories, replacement parts, and operating equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories, which you can acquire from an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen has verified their reliability, safety, and suitability. A suitably qualified authorized Volkswagen dealer or authorized Volkswagen Service Facility also specializes in correct installation. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Products that are not approved by Volkswagen may not have been evaluated by Volkswagen regarding the reliability, safety, and suitability for the vehicle, despite ongoing market observation. Therefore, Volkswagen can also not be responsible in individual cases if approval is given by an officially-recognized technical inspection and control authority or clearance is given by a government agency.

You must consult a suitably qualified professional to replace rim/tire combinations. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Retrofitted devices that have a direct effect on vehicle control, must have an **e** symbol (the approval symbol for the European Union) and be approved by Volkswagen for the vehicle. Such devices could include a cruise control system or an electronically-controlled damping system.

Additional electrical devices that do not have a direct effect on vehicle control must have a CE symbol (manufacturer's Declaration of Compliance for the European Union). Such devices could include refrigerators, computers, or ventilators.

WARNING

Using unsuitable replacement parts and accessories may lead to malfunctions in the vehicle. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use tire/rim combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

Objects in the airbag deployment zone may be thrown around the vehicle interior if the airbags deploy. This can cause serious or fatal injuries.

- Never attach or position objects in the airbag deployment zone.

NOTICE

Retrofitting an engine preheating system may cause malfunctions and vehicle damage with certain engines.

- Consult an authorized Volkswagen dealer or authorized Volkswagen Service Facility about retrofitting an engine preheating system. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Sensors and Cameras

The sensors or cameras could shift or become damaged as a result of incorrect repairs, structural changes to the vehicle (such as “lowering”), installation of after-market equipment, or changes to the trim panels. This may impair important functions in the driver assistance systems →⚠.

— When carrying out repairs or modifications, please note the positions of sensors and cameras on the vehicle in the vehicle overview.

Attachments or Modifications around Sensors and Cameras

⚠ WARNING

If the area in front of and around sensors and cameras is covered, for example by the improper attachment of license plates, license plate holders with decorative frames, any additional films or paintwork on the sensors or similar, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- When attaching, make sure that there is sufficient distance from sensors and cameras.
- Make sure that the license plate or license plate holder with decorative frame is only attached at the designated position.
- Do not stick additional films over or around sensors.

NOTICE

Improper attachment of license plate holders with decorative frame or license plates may damage vehicle components, e.g. wires or sensors.

- Always contact suitably qualified professionals to find out whether it is possible to attach a license plate or license plate holder with a decorative frame to your vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Decorative frames for license plate holders are designed for holding the license plate.

The radar sensor can be installed either below the license plate or behind the VW emblem. The license plate or the VW emblem can influence the view of the radar sensor in the front area. Therefore fit the license plate at an adequate distance from the radar sensor or only operate the vehicle with the original VW emblem or an emblem approved by Volkswagen.

Damage around Sensors and Cameras

WARNING

If the area around sensors and cameras is damaged, for example due to stone chips or collisions when parking, this may impair the functions of the driver assistance systems. The failure of driver assistance systems can result in accidents and serious or fatal injuries.

- If there is damage in the area of the sensors and cameras, have the component replaced by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After components have been replaced, it may be necessary for sensors and cameras to be set and calibrated by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

If the windshield is damaged within the sensors' and camera's range, for example by a stone chip, then the windshield must be replaced. Stone chip repairs can cause malfunctions in the driver assistance system. After the windshield has been replaced, the cameras and sensors must be set and calibrated by suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Repairs and technical modifications

Volkswagen guidelines must be followed when performing repairs and technical modifications → ⚠.

Interference with electronic components and their software can cause malfunctions. Because of the way electronic components are interconnected, such malfunctions can also impair systems that are not directly involved. This means that you risk both a substantial reduction in the operational safety of your vehicle and increased wear of vehicle components.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility does not assume any liability for damage resulting from repairs and technical modifications that were performed incorrectly.

An authorized Volkswagen dealer or authorized Volkswagen Service Facility is not responsible for damage resulting from repairs and technical modifications that were performed incorrectly. Such damages are also not covered by the Volkswagen warranty.

Have all repairs and technical modifications carried out by a suitably qualified professional. Volkswagen recommends contacting your authorized Volkswagen dealer or authorized Volkswagen Service Facility for Volkswagen Genuine Parts®.

Volkswagen repair information

Volkswagen service information and official Volkswagen repair information can be purchased.

Customers in Europe, Asia, Australia, Africa, Central and South America:

Contact a suitably qualified professional for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Alternatively, you can register with the **erWin** (electronic repairs and workshop information) web portal:

https://volkswagen.erwin-store.com

Service information for customers in North America and Canada:

If you wish to order the printed service information, please contact:

Volkswagen Technical Literature Ordering Center

https://literature.vw.com

You can also register for the **erWin** web portal:

https://erwin.vw.com

Diagnostic connection (on-board diagnosis)

In the vehicle interior, there is a diagnostic connection (OBD) to read event memories. Event memories document faults that have occurred and deviations from specified values from the control module →⚠.

The diagnostic connection (OBD) is located in the footwell on the driver's side on the underside of the instrument panel or next to the hood release lever behind a cover.

Only have the event memory read out and reset by a suitably qualified professional. Additional information about the saved data can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

After a malfunction is fixed, the information about it will be deleted from the event memory. Other memory content is overwritten continuously.

Vehicles with special modifications and mountings

The attachment and mounting manufacturer should make sure that the applicable environmental laws and regulations are met for the attachments and mountings, especially the EU directive 2000/53/EG about old vehicle and EU directive 2003/11/EG about market introduction restrictions and the use of certain hazardous materials and compounds.

The installation instructions for any retrofitted equipment should be saved by the vehicle owner and provided to the removal facility if the vehicle is scrapped. This ensures that even vehicles with retrofitted equipment will be disposed of in a way that will not harm the environment.

Engine/motor protection

Engine/motor protection can reduce the risk of damage to the vehicle underbody and the oil pan, for example if driving over curbs, entering driveways, or on unpaved roads.

Have the retrofitting work performed by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Engine/motor protection may not be available in all countries.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly can impair the effectiveness of the driver assistance systems and deploying airbags. This can cause malfunctions and accidents and serious injuries or death.

- Only have a suitably qualified professional make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Repairs and modifications to the vehicle that are performed incorrectly, for example due to the use of unsuitable parts, may cause vehicle damage, accidents, and serious or fatal injuries.

- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Only have a suitably qualified professional make repairs or modifications to a vehicle. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Volkswagen recommends the use of Volkswagen original parts or Volkswagen original accessories. Volkswagen has verified their reliability, safety, and suitability.

⚠ WARNING

Incorrect use of the diagnostic connection may cause malfunctions, resulting in accidents and serious or fatal injuries.

- Never read out the event memory yourself using the diagnostic connection.
- Never load data yourself using the diagnostic connection in the vehicle.
- Only have the event memory read out with the diagnostic connection by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Airbag system repairs and situations that can affect the system function

Volkswagen guidelines must be followed when performing repairs and technical modifications →  .

Only have modifications and repairs on the front bumper, doors, front seats, headliner, or vehicle body performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Airbag system components and sensors may be located on these vehicle components.

Airbag system components can be damaged during all procedures on the airbag system and when removing and installing system components while performing other repair procedures. This may prevent the airbags from deploying or cause them to deploy incorrectly in the event of an accident.

The instructions must be followed so that the effectiveness of the airbags is not impaired and removed components do not cause injuries and environmental pollution. An authorized Volkswagen dealer or authorized Volkswagen Service Facility will be familiar with these provisions. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

A modification to the vehicle suspension can impair the functionality of the airbag system during a collision. For example, using a rim/tire combination that is not approved by Volkswagen, lowering the vehicle, or changing the suspension stiffness including the springs, suspensions struts, shock absorbers, etc., can change the force that is measured by the airbag sensors and transmitted to the electronic control module. For example, some changes to the suspension can increase the force measured by the systems and trigger the airbag system in accidents where the airbags would normally not be deployed if the modifications had not been made. Other modifications can reduce the force measured by the sensors and prevent the airbag from deploying when it should have deployed.

⚠ WARNING

Using unsuitable replacement parts and accessories may cause damage and malfunctions in the vehicle and impair the effectiveness of the airbag system. These problems may also occur if work, modifications and repairs are done incorrectly. This could lead to damage to the vehicle and accidents resulting in serious or fatal injuries.

- Only have suitably qualified professionals make repairs or modifications to a vehicle. Authorized Volkswagen dealers and authorized Volkswagen Service Facilities have the required tools, diagnostic devices, repair information, and qualified personnel. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.
- Note that the airbag module cannot be repaired but must instead be replaced.
- Never install airbag components removed from old vehicles or from recycling.
- Only install parts on the vehicle whose design and function are identical to the parts installed at the factory.

⚠ WARNING

Modifications to the vehicle suspension including using a rim/tire combination that is not permitted may change the functionality of the airbag. This can cause serious or fatal injuries in the event of an accident.

- Never install suspension components that do not have the same properties as the original parts installed in the vehicle.
- Only use rim/tire combinations that are approved by Volkswagen for your vehicle model. More information can be obtained from suitably qualified professionals. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Mobile phone usage in the vehicle

Electromagnetic waves

When using a mobile phone or radio equipment without connecting to the exterior antenna, the electromagnetic waves will not be deflected outward in an optimum way. Increased waves in the vehicle interior can occur, especially when reception is poor, for example in rural areas. This could be a potential health risk →⚠.

Depending on the equipment, it may be possible to use a suitable telephone interface to connect the mobile phone to the exterior antenna. This will improve the connection quality and increase the range.

Using a phone

In many countries, using a phone in the vehicle is only permitted if there is a hands-free connection, for example using a Bluetooth® connection. Before using the phone, secure it in a suitable holder →⚠ or store it in a storage compartment, such as in the center console, to prevent it from sliding around.

Radio

If operating radio devices, follow the legal regulations and the user guide from the manufacturer. The aftermarket installation of radio devices is subject to approval.

Contact qualified professionals for more information about installing radio equipment. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

⚠ WARNING

Mobile devices that are loose or not secured correctly can be thrown through the vehicle interior during sudden driving or braking maneuvers or in the event of a collision and cause severe injuries.

- Secure or store the mobile phone and accessories safely and outside of the deployment range of the airbags.

⚠ WARNING

Using a cell phone or radio equipment without a connection to an external aerial may create electromagnetic energy inside the vehicle that exceeds permissible limits. This also applies if the exterior antenna is not installed correctly. This may be dangerous to your health and that of the other vehicle occupants.

- Maintain a minimum distance of approx. 20 cm (approx. 8 inches) between the device antennae and any active medical implants, such as pacemakers.
- Do not carry a mobile device that is turned on directly above or in the immediate vicinity of any active medical implants, for example by keeping a phone in a shirt pocket.
- Switch off the mobile device immediately if you suspect there is interference with an active medical implant or other medical device.

Volkswagen dealer warranty

Authorized Volkswagen dealers or authorized Volkswagen Service Facilities guarantee that vehicles purchased from them are free of defects and meet warranty requirements.

Please find details of the guarantee and warranty conditions in your sales contract or contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Paint and Vehicle Body Warranty

In addition to the guarantees and warranties of the purchase contract for new vehicles, authorized Volkswagen dealers or authorized Volkswagen Service Facilities will also comply with the existing guarantee in many countries that no paint defects or corrosion perforation on the vehicle body may occur for a certain period of time.

Depending on the country, the following time periods apply:

— A three-year guarantee against paint defects.

— A twelve-year guarantee against corrosion perforation. Corrosion perforation in this context means corrosion that perforates through the metal on the body, which forms from the inside (hollow space) to the outside.

If this type of damage occurs, it will be repaired by any authorized Volkswagen dealer or authorized Volkswagen Service Facility without charging for labor or materials.

Guarantee exclusion

For details of the guarantee services, refer to the guarantee conditions applicable to your vehicle in your country.

Guarantee claims are not valid in the following situations:

— If damage is caused by external factors or insufficient vehicle care

— If there are body or paint defects that were not corrected in a timely manner according to the manufacturer’s specifications

— If the corrosion was caused by body repairs that were not performed according to the manufacturer's specifications

After body or paint repair has been performed by an authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will provide a warranty against corrosion in the serviced area.

LongLife mobility guarantee

In many European countries, the authorized Volkswagen dealer or authorized Volkswagen Service Facility provides a comprehensive LongLife mobility guarantee for all factory-delivered vehicles that it sells. This applies from delivery until your first inspection service is due.

If you purchase your new vehicle directly from Volkswagen, Volkswagen will provide you with the LongLife mobility guarantee, which is valid from when you take possession of the vehicle and lasts until its first inspection is due.

Each time your vehicle is due to be inspected and you have it inspected by your authorized Volkswagen dealer or authorized Volkswagen Service Facility, they will renew the LongLife mobility guarantee until the next inspection is due. The service cost covers the cost of the entire service package.

For details of the terms, conditions and scope of the LongLife mobility guarantee, contact your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Operating Data and Data Storage

Data processing in the vehicle

Electronic control modules are installed in your vehicle. Control modules process data, such as data received by vehicle sensors, self-generated data, or data exchanged between control modules. Some control modules are required to ensure the safe operation of your vehicle. Other control modules assist you while driving (driver assistance systems), and others provide convenience functions or additional Infotainment system functions.

Operational data in the vehicle

Control modules process assigned data necessary for the vehicle operation.

Amongst other, this includes:

— Vehicle status information, e.g. movement delay, deactivation times of speed warning function, safety belt wearing display.
— Environmental conditions, such as temperature, data from sensors for Adaptive Cruise Control (ACC).
— Image recordings, e.g. data from camera-assisted driver assistance systems.

Storing operating statuses

Generally, recordings and other data intended for specific purposes are temporary, are only processed within the vehicle and are not stored.

However, control modules can also contain a data memory that records data and stores it permanently or temporarily.

For example, this includes the following information:

— Vehicle health.

— Wear and tear of components.

— Pending maintenance needs.

The following information may be stored, depending on vehicle equipment:

— Operating conditions of system components, such as fluid levels, tire pressures, and vehicle battery status.

— Malfunctions and faults in important system components, such as lights and brakes.

— System reactions in special driving situations, such as airbag deployment and interventions by driver assistance systems.

— Information about incidents that cause damage to the vehicle.

In some cases, like if the vehicle detected a malfunction, it may be necessary to store data that would otherwise be temporary.

Reading out data

If you utilize services such as repair or maintenance services, the stored operational data associated with the VIN may be read out and used if necessary. Employees in the service network, such as employees at authorized Volkswagen dealers or authorized Volkswagen Service Facilities or at third party companies like roadside assistance services, can read out data from the vehicle. The same applies for warranty cases and quality assurance measures.

The data is read out using the OBD (on-board diagnosis) connection that is legally required to be in the vehicle. The operational data that is read out documents the technical status of the vehicle or individual components and assists with vehicle diagnosis, with meeting warranty requirements, and with quality improvement. This data, particularly information about wear and tear of components, operating errors and other malfunctions, is transmitted together with the VIN to Volkswagen if appropriate. In addition, Volkswagen may use this data for reasons of product liability and product safety, such as for recalls. This data can also be used to verify customer claims concerning warranties and guarantees.

The event memory in the vehicle can be reset by an authorized Volkswagen dealer or authorized Volkswagen Service Facility during a repair or service procedure, or by request.

Connected services

Data can be saved and processed as part of using connected services *(→ Online services)*.

Emergency service and other language services

Depending on the country, your vehicle may have voice services such as information, breakdown and emergency services that use a radio network connection and exchange data between the vehicle and service providers .

eCall Emergency System

The legally required eCall Emergency System sends data to the Volkswagen Emergency Call Center in an emergency .

Personal reference

Each vehicle is identified by a unique vehicle identification number. Depending on the country, this vehicle identification number can be traced back to the current and former owners of the vehicle by providing it to the relevant authorities. There are also other ways data collected by the vehicle can be traced back to the owner or driver, such as through the license plate.

Therefore, the data processed or generated by the control modules can have personal references or become personalized under certain conditions. Depending on the present vehicle data, it could be possible to come to conclusions about your driving behavior, your location or driving route, or to user handling.

Your data protection rights

According to applicable data protection rights in your country, you may have certain rights with Volkswagen if your personal data is being processed.

Therefore, you have a right to obtain free and comprehensive information from Volkswagen and third parties, such as contracted qualified professionals, if they have saved personal data about you. You can request information about which data is stored about you and why it was stored, as well as where the data originated. Your right to obtain information may also include the transmission of data to other locations.

Data that is only stored locally in the vehicle can be read out by means of specialist support, e.g. by a suitably qualified professional, sometimes for a fee. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Additional information about your legal rights, such as your right to deletion or authorization of data, can be found in the applicable data privacy notices on the Volkswagen website. The contact information and a note about the parties engaged in data privacy are also included here.

You can find detailed information on data processing in the Infotainment system in the app overview under **Legal**.

To keep the information under **Legal** up to date, the vehicle must not permanently be in offline mode. In this mode, the information cannot be updated. If the information is obsolete, you will be informed by a pop-up notification.

Legal requirements for disclosure of data

As the vehicle manufacturer, Volkswagen AG is legally obliged to deliver the following information regarding the use of driver assistance systems, depending on the country, e.g. ACC, to the responsible authority:

— Proportional ratio of the times or distances driven with the driver assistance systems switched on and off.

— Proportional ratio of the times or distances driven when complying with or exceeding the detected speed limits.

— If necessary, the average time between the activation and deactivation of the driver assistance system by the driver.

The data mentioned is read out from vehicles by an authorized Volkswagen dealer or authorized Volkswagen Service Facility when visiting the specialist workshop and transmitted to Volkswagen AG. Volkswagen AG processes this data such that there is no longer direct reference made to you, your vehicle or your vehicle's VIN. The information processed in this way is delivered by Volkswagen AG to the responsible authority, which processes the data in order to meet the statutory duties.

To the extent of the legal regulations, Volkswagen is principally obligated to provide stored data when requested by state authorities in given cases, like when information is needed to resolve a crime.

Within the scope of applicable rights, state authorities are also authorized to read out data from the vehicles in individual cases. For example, in the event of a collision, information could be read out from the airbag control module to help clarify the situation.

Reprogramming control modules

All data for controlling components is generally stored in the control modules. Some convenience functions can be reprogrammed using special workshop equipment. If convenience functions are reprogrammed, the corresponding information and descriptions in this Owner's Manual will no longer match the original functions. Depending on the country, the reprogramming can be entered into the digital maintenance schedule by a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Information about possible reprogramming can be obtained from a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Event data recorder (EDR)

This vehicle is equipped with an event data recorder (EDR). The main purpose of an EDR is to record, in certain crash or near crash-like situations, such as an air bag deployment or hitting a road obstacle, data that will assist in understanding how a vehicle's systems performed. The EDR is designed to record data related to vehicle dynamics and safety systems for a short period of time, typically 30 seconds or less. The EDR in this vehicle is designed to record such data as:

— How various systems in your vehicle were operating;

— Whether or not the driver and passenger safety belts were buckled/fastened;

— How far (if at all) the driver was depressing the accelerator and/or brake pedal; and,

— How fast the vehicle was traveling.

These data can help provide a better understanding of the circumstances in which crashes and injuries occur.

In addition, data from the driver assistance systems is also collected. In addition to information about whether these systems were switched on or off, had limited availability, or were inactive, it can also be understood if these functions steered, accelerated, or braked the vehicle in the situations listed above. Depending on the vehicle equipment, systems may include:

— Adaptive Cruise Control (ACC).

— Lane Assist

— Park Assist.

— Automatic Emergency Braking Function (Front Assist)

NOTE: EDR data are recorded by your vehicle only if a non-trivial crash situation occurs; no data are recorded by the EDR under normal driving conditions and no personal data (e.g., name, gender, age, and crash location) are recorded. However, other parties, such as law enforcement, could combine the EDR data with the type of personally identifying data routinely acquired during a crash investigation.

To read data recorded by an EDR, special equipment is required, and access to the vehicle or the EDR is needed. In addition to the vehicle manufacturer, other parties, such as law enforcement, that have the special equipment, can read the information if they have access to the vehicle or the EDR.

Volkswagen will not access, read or process the event data recorder (EDR) data unless the vehicle owner gives permission. This excludes contractual or legal regulations.

Due to the legal obligation to monitor products, Volkswagen is allowed to use data for field observation as well as for research purposes and quality improvement of vehicle safety systems. For research purposes, Volkswagen provides the data to third parties in an anonymous format. This means the data does not reference the individual vehicle or the vehicle owner.

Vehicle Antennas

The antennas for the Infotainment system can be fitted in various places in the vehicle:

— On the inside of the rear window.

— On the inside of the windshield

— On the roof of the vehicle

Antennas on the inside of the door windows can be detected as thin conductors.

NOTICE

Antennas that are located on the inside of the window glass can be damaged by abrasive objects or by corrosive and acidic materials.

- Never apply stickers over metal conductors, for example on the rear window.
- Never clean the antennas with corrosive or acidic materials.

NOTICE

A retrofitted Infotainment system that is incompatible with the antenna amplifier installed in the vehicle by the manufacturer may damage the antenna amplifier.

- Before retrofitting an Infotainment system, contact an authorized Volkswagen dealer or authorized Volkswagen Service Facility. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Data is transmitted via different transmission standards with different transmitter power outputs .

Component protection

Some electronic components and control modules, such as the Infotainment system, are equipped with component protection at the factory.

The component protection allows suitably qualified professionals to legitimately install or replace components and control modules. Volkswagen recommends contacting your Volkswagen dealership.

In the following situations, component protection reduces the risk of components supplied by the factory being operated without restrictions outside the vehicle.

— Installation in other vehicles, for example the components have been stolen

— Operating components outside of the vehicle

If a message about component protection appears in the instrument cluster display or on the Infotainment system screen, contact a suitably qualified professional for assistance. Volkswagen recommends contacting your Volkswagen dealership.

Third Party Copyright Information

Open Source

Some products installed in this vehicle contain software components that are covered under Open Source licenses.

A list of the Open Source software components being used, including copyright information, the relevant Open Source license conditions and the applicable license texts and any other information, can be found in the Infotainment system or on the web page given below. Volkswagen AG will provide the source code on request in accordance with the relevant license conditions, whereby you will only be charged for the provision costs, e.g. for the data carrier and shipping. You can obtain the necessary information on the website

https://www.volkswagen.com/softwareinfo

Labels and signs

Factory installed labels and plates with important information regarding vehicle operation are located in the engine compartment and on several vehicle components.

— Never remove these labels and signs or make them illegible.

— If vehicle components fitted with labels and signs are replaced, an authorized Volkswagen dealer or authorized Volkswagen Service Facility must place identical labels and signs correctly in the same locations on the new components. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Safety certificate

A safety certificate on the driver's door jamb specifies all necessary safety standards and guidelines of the traffic safety authorities in the applicable country at the time of manufacture. The month and year of production as well as the VIN may also be listed. Read the information in the Owner's Manual.

WARNING

Removing labels and signs reduces the amount of information about potential hazards and may cause reduced vigilance when working on the vehicle. This can cause serious or fatal injuries.

- Never remove these labels and signs or make them illegible.
- Observe legal regulations.
- Follow the Owner's Manual instructions.

NOTICE

Removing labels and signs increases the risk of operating errors and can cause damage to the vehicle.

- Never remove these labels and signs or make them illegible.
- Observe legal regulations.
- Perform service according to specifications.

Fluids in the air conditioning system

Refrigerant in the air conditioning system

The label in the hood space provides information about the type and amount of refrigerant used in the vehicle air conditioner. The label is located in the front section of the hood space → ⚠.

Detailed information on the refrigerant used

The air conditioner contains fluorinated greenhouse gas.

Applies to vehicles with R-1234yf refrigerant:

Refrigerant weight	CO_2 equivalent	Global Warming Potential
430 g	0.0002 t	0.501
390 g	0.0002 t	

Applies to vehicles with R134a refrigerant:

Refrigerant weight	CO_2 equivalent	Global Warming Potential
460 g	0.6578 t	1430
440 g	0.6292 t	

Refrigerant oil in the air conditioner

The air conditioner is filled with refrigerant oil. For information about the type and volume of refrigerant oil used, contact a suitably qualified professional. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Warning: maintenance of the air conditioner requires qualified personnel.

Refrigerant type.

Type of refrigerant oil.

See service information (only available for authorized Volkswagen dealers and authorized Volkswagen Service Facilities).

Maintenance of the air conditioner requires qualified personnel.

Flammable refrigerant.

Make sure all components are disposed of correctly and never install components removed from old vehicles or from recycling in the vehicle.

DANGER

Maintenance of the air conditioner by unqualified qualified personnel can cause serious and fatal injuries.

- For maintenance of the air conditioner, contact qualified personnel who have been trained according to the required national standards, e.g. SAE standard J2845.
- Follow the service intervals specified by Volkswagen. Contact suitably qualified professionals for assistance. Volkswagen recommends contacting an authorized Volkswagen dealer or authorized Volkswagen Service Facility.

DANGER

The refrigerant is flammable and may cause serious or fatal injuries if maintenance is carried out incorrectly.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

DANGER

The refrigerant is under pressure and may explode if heated. This may cause serious or fatal injuries.

- Have the air conditioner serviced by suitably qualified professionals.
- Keep the vehicle away from naked flames, sparks and other ignition sources.

DANGER

The refrigerant may form toxic fumes if it comes into contact with hot surfaces. Inhaling them may cause poisoning or even death.

- Have the air conditioner serviced by suitably qualified professionals.

NOTICE

Repairing or replacing the evaporator with replacement parts from scrap vehicles or recycled parts may damage the air conditioner.

- Never have repairs to the evaporator carried out with replacement parts from scrap vehicles or recycled parts.

Information under the EU's REACH chemicals regulation

On the basis of the European chemical law regulation REACH, Volkswagen wishes to inform you about materials that your vehicle may contain.

By entering your vehicle identification number, you can access this information on the Internet:

www *https://reachinfo.volkswagen.com*

Recycling Symbols

Recycling Information For France



Fig. 1 Recycling information for France.

Observe the recycling information → *fig. 1*, which includes the following objects:

— Vehicle key.



Fig. 2 Recycling information for France.

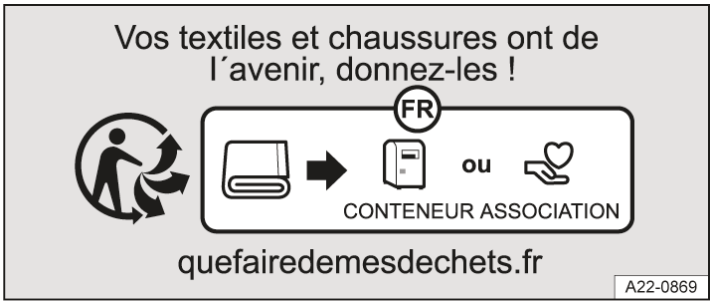


Fig. 3 Recycling information for France.

Observe the recycling information → *fig. 2*, → *fig. 3* for accompanying documentation and packaging or bags. This recycling information includes the following objects:

— Manual.



The Triman logo and Infotri symbol contain important sorting information for the end consumer.

Product recycling

Disposal of Old Batteries

Old batteries must be collected and recycled separately by the end user. These batteries are indicated by the crossed-out wheeled garbage can symbol. You, as the end user, are legally obliged to return old batteries →⚠.

— In EU member states and other states, device and vehicle batteries can be handed in to an authorized Volkswagen dealer or authorized Volkswagen Service Facility or authorized recycling systems.

— You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility, or at:

https://www.volkswagen.com

Disposal of old batteries in India

SAVWIPL Extended Producer Responsibility (EPR) number on behalf of the Volkswagen Group in accordance with the Indian regulations for disposal of old batteries.

— EPR number: 72515679307313165 46.

Disposal of Old Electric/Electronic Devices

Your vehicle contains electric/electronic devices, such as remote controls. You can recognize these from the symbol of the crossed-out wheeled garbage can .

Old devices with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local collection points or nationally commissioned return systems if applicable.

In Germany, businesses with a retail space of 400 m2 or more for electrical appliances and food stores with a total retail space of 800 m2 and that offer new electrical devices are obliged to accept the return of such devices free of charge. When they purchase a new device, the end user is permitted to return an equivalent old device. This also applies to deliveries to private households and Internet sales. Small old devices can be returned to stores without making a new purchase. Your authorized Volkswagen dealer or authorized Volkswagen Service Facility is also obliged to accept to three old devices with a side length of less than 25 cm free of charge.

— Batteries or bulbs within devices that are not permanently installed must be removed beforehand and disposed of accordingly.

— Any saved personal data must be erased before disposal of old devices.

You can obtain more information on return and recycling from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

WARNING

If batteries containing lithium are damaged, gaseous or liquid substances may escape, posing a significant risk to health and the environment. A short circuit at the battery terminal may result in a fire or explosion. This could result in serious or fatal injuries.

- Take extreme care when handling batteries containing lithium.
- Never heat up lithium-containing batteries.
- Never damage lithium-containing batteries.
- Never short circuit the battery terminals.

Batteries containing heavy metals are marked with the chemical symbols Hg (mercury), Cd (cadmium) and/or Pb (lead). Heavy metals can be harmful to the health of humans and animals and accumulate in the environment.

- In order to avoid these consequences, it is imperative to ensure you collect batteries separately and return them properly.

Old vehicle return and scrap disposal

Old vehicle return

At the end of its life cycle, your vehicle should be recycled/disposed of in an environmentally friendly manner. This is why the last owners of vehicles in the EU and many other states are legally obliged to hand their vehicles over to a recognized collection point, recycling center or recognized removal facility.

Volkswagen has already made provision for this point:Recycling centers where you can hand over your vehicle are available throughout all EU states and many other states. If you are fulfilling national legal requirements, handing over your scrap vehicle within the EU is free of charge for you.

The recycling center issues a recycling certificate, which provides you with proof that the scrap vehicle has been processed properly.

Find out more information about recycling centers from your authorized Volkswagen dealer or authorized Volkswagen Service Facility.

Scrap disposal

If scrapping the vehicle or its individual parts such as the airbag system and the safety belt pretensioners, the applicable safety regulations must always be followed. Suitably qualified professionals will be familiar with these provisions.

Declaration of conformity

Placing Finished Products on the British Market (England, Wales, and Scotland):

UK
CA

UKCA marking (UK Conformity Assessed) is a new British product marking used for products being placed on the market in Great Britain (England, Wales, and Scotland).

British regulations for product safety and metrology

Various devices are installed in this vehicle that are subject to UKCA product regulations. The importer of these devices for the British market in the United Kingdom as per the product safety and metrology regulations for the sections below is:

Volkswagen Group United Kingdom Ltd.

Yeomans Drive, Blakelands

Milton Keynes, MK14 5AN

United Kingdom

Simplified EU declaration of conformity

Your vehicle has various radio systems. The manufacturer of these radio systems declares that these systems meet the legal requirements of directive 2014/53/EU.

The complete text of the EU declaration of conformity can be found at the following website:

www.volkswagen.com/generalinfo CE



Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS directive.

Declaration of conformity for radio systems in EU member states and outside the European Union



Fig. 1 Overview of some approval symbols for radio systems.

1. Argentina
2. Zambia
3. Brunei
4. The Philippines.
5. Paraguay
6. South Africa

Approval symbol for radio systems in countries outside the EU that authorize and allow radio systems in accordance with European guidelines.

Approval symbol for radio systems in England, Wales and Scotland.

Approval symbol for radio systems in Ukraine.

Approval symbols for radio systems in Brazil.

Approval symbol for radio systems in Argentina.

Approval symbols for radio systems in Malaysia.

Approval symbols for radio systems in Australia or in Australia and New Zealand.

Approval symbol for radio systems in New Zealand.

Approval symbol for radio systems in Russia and in countries that authorize and allow radio systems in accordance with EAC guidelines.

Approval symbols for radio systems in Vietnam.

Approval symbols for radio systems in Belarus.

Approval symbol for radio systems in Serbia.

Approval symbol for radio systems in the USA and in countries that authorize and allow radio systems in accordance with the US FCC guideline.

Approval mark for radio systems in Mexico.

Approval mark for radio systems in Mexico.

Approval symbol for radio systems in Armenia.

Approval symbol for radio systems in Mongolia.

Approval symbol for radio systems in Sierra Leone.

Approval symbol for radio systems in Sierra Leone.

Approval mark for radio systems in Thailand.

Approval symbol for radio systems in the United Arab Emirates.

Approval symbol for radio systems in Ghana.

Approval symbol for radio systems in Pakistan.

Approval symbol for radio equipment in Nigeria.

Approval symbol for radio equipment in Malawi.

Approval symbol for radio equipment in Oman

Approval symbol for radio equipment in Indonesia

Approval symbol for radio equipment in Indonesia

Approval symbol for radio equipment in Morocco

Chile

www.volkswagen.com/generalinfo

With this document, the manufacturer declares that the radio equipment listed in the following is in compliance with the basic requirements and other relevant regulations and laws at the time of production:

The following radio systems are not available in every market or every vehicle.

— Connection to the outside antenna

— Antenna

— Antenna amplifier

— Bluetooth.

— Remote control key (vehicle)

— Digital instrument cluster

— Infotainment system.

— Wireless charging function

— Keyless Access.

— Instrument cluster, electronic immobilizer

— Radar sensors for assistance systems

— Tire pressure sensors

— Control modules with an integrated eSIM card.

— Phone interface

— Wi-Fi®

— Central control module

— NFC digital key card.

— USB charging connector.

For more information, please visit: www.volkswagen.com/generalinfo.

EU-related documents, e.g. for Ghana, can be found on the website under the EU English button.



Radio systems with this marking must be collected separately from normal household garbage and disposed of in accordance with legal requirements. You can hand these in at local disposal facilities or nationally commissioned return systems if applicable *(→ Product recycling)*.

Symbol for limited use of certain hazardous substances in electrical and electronic devices in accordance with the RoHS directive.

Manufacturer addresses

For components on which the manufacturer address cannot be displayed due to their size or nature, where legally required, the relevant manufacturer addresses are listed below:

HELLA GmbH & Co. KGaA

Rixbecker Straße 75

59552 Lippstadt

GERMANY

WITTE VELBERT GmbH & Co. KG

Höferstraße 3-15

42551 Velbert

GERMANY

Digades GmbH

Dresdner Straße 16 a

02763 Zittau

GERMANY

Digades GmbH

Äußere Weberstr. 20

02763 Zittau

GERMANY

Webasto Thermo & Comfort SE

Friedrichshafener Straße 9

82205 Gilching

GERMANY

Bury GmbH & Co. KG

Robert-Kochstraße 1-7

32584 Löhne

GERMANY

HUF Baolong Electronics Bretten GmbH

Gewerbestraße 40

75015 Bretten

GERMANY

Molex Technologies GmbH

Mizarstrasse 3

12529 Schönefeld

GERMANY

Molex CVS Dabendorf GmbH

Märkische Straße 72

15806 Zossen

GERMANY

Bury Sp. Z o.o.

Wojska Polskiego 4

39-300 Mielec

POLAND

BCS Automotive Interface Solutions (Suzhou) Co., Ltd.

No. 2052 Taidong Road Xiangcheng Economic Development District

215413 Suzhou

CHINA

LG Electronics Deutschland GmbH.

Alfred-Herrhausen-Allee 3-5

65760 Eschborn

GERMANY

BH EVS

35 Magokjungang 8-ro 3-gil

Gangseo-gu

07793 Seoul

KOREA

Harman Becker Automotive Systems GmbH

Becker-Göring-Str.16

76307 Karlsbad

GERMANY

Harman International Industries, Inc.

30001 Cabot Drive

48377 Novi

Michigan

USA

Mapping tables

Meaning of the letter pairs in the tables (e.g. AF): *(→ Radio Equipment Directive (RED))*.

Safety

This section contains certificate numbers for the following components:

— *HomeLink® Universal Transmitter, Keyless Access, remote control vehicle key, digital instrument cluster, electronic immobilizer.*

HomeLink® Universal Transmitter:

ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AG
ADHL5D, **EHL2**, **CB2JCIBUSHL4**	AK

Keyless Access:

RSB19	AO
Kessy MQB37W	AF
Kessy MQB-A, **5ZA 010 176**, **MQB-B B**, **MQB-B H**,	AC
013854	AD
VWTOUA PKETOUA	AJ
UWBBLE22, **UWBtrx22**	BO

Remote control vehicle key:

VK2, **FS19**, **FS19S**, **FS191S**, **FS197**, **FS19R**, **FS1903R**	AF
FS09, **FS12A**, **FS12P**, **FS12PM**, **FS125C**, **FS14**, **FS14K**, **FS14T**, **FS14TK**, **FS1744**, **FS1744M**, **FS173JR**, **FS94**	AI
VWTOUA RKETOUA	AJ
I22U	BQ

Instrument cluster, electronic immobilizer:

COLOUR5C, **MEDIUM 5C**, **MEDIUM 5C_21**	AB
eNSF, **LCW05-VWE1**, **LCW05-VWE5**, **LCW05-SEE5**, **EZS-VW-Touareg**, **Immobilizer integrated in dashboard module instrument cluster**, **17101001**, **17101002**, **17101010**, **17101021**, **17101022**, **17101023**, **17101031**, **17101032**, **17101033**, **17101034**, **17101041**, **17101042**, **17101043**, **17101051**, **17101052**, **17101053**, **17101054**, **17101055**, **17101056**, **17101057**, **17101071**, **17101072**, **18020501**, **18020531**, **18020532**, **18020533**, **18020534**, **18031410**, **18100931**	AC
FPK8 IMMO5D, **Instrument cluster 1**, **Instrument cluster 2**, **Instrument cluster 3**, **BNF_HL**, **BNF_LL**, **NSF_HL**, **NSF_LL1**, **NSF_LL3**, **FPK8I5DTR2**, **FPK GEN1**, **FPK GEN2**, **FPK B8**, **FPK10**	AD
MQB_A0 Clusters, **MQBG01**, **MQBM01**, **MQBS01**	BE
DTCO 1381	AT
EFAS-4.10	

Climate control

This section contains certificate numbers for the following components:

— *Remote control operation (auxiliary heater), auxiliary heater (transceiver).*

Remote control (auxiliary heater):

EasyStart R, **Funkfernbedienung**, **STH VW-50000884**, **STH VW D-50001194**, **Telestart**	AK

Auxiliary heater (transceiver):

Funkempfänger STH, **50000864 D208L VW**, **50001219 D208L VW**, **MQBclassical**, **MLBevo**	AK

Tires

This section contains certificate numbers for the following components:

— *Tire pressure sensors*

Tire pressure sensors:

AG2FW4, **TSSRE4Dg**, **TSSRE4Uf**, **TSSSG4G5**, **TSSSG4G5b**, **TSSTsc**, **TMSE6A4**, **A55BT**, **TSSDA4Pb**	AG

Control modules

This section contains certificate numbers for the following components:

— *Central control module, door control module, digital key card, wireless charging, wireless safety belt monitor.*

Central control module:

5WK50254	AH
BCM MQB37W,**BCM MQB37WBL**, **BR21**, **BR22**, **MQB37W**, **BCM37WBL**	AF
KFG: Max, **KFG2 Max**	BG
BCM2, **BCM2R**, **BCMevo**, **BCMevoC**, **BCMevo5**	BH
BCM MQB27, **BCM PQ25**, **BCM PQ26 ROW (502N1xFOx)**, **BCM PQ35**, **BCM PQ37H**, **BR11**, **5WK50248**, **5WK50254 MIB2H**	XX
BC-Module, **5WK50474**	

Door control module:

HUF71110, **HUF71254**, **DHA20**, **DHSEQ5NFCNFCTGS**, **Mobile Key 4K0.959.754.xx**, **3G0.837.205**, **3G0.837.206**	AD
DHSEQ5NFC, **NFCTGSAU336**, **NFCTGS**, **4K0.959.754.XX**, **FLUSHNFC**, **BUEGELNFC**	AE
CDIS 2.0	BD

Wireless charging function:

WCH-183, **WCH-185**, **WCH-186**, **WCH-304**, **WPC003-1**, **WPC003-5**, **3G0.980.611**, **Koppelantenne Gen.3**, **SCB**, **DCB**, **SCB-Lite**, **WPC039**	AA
3G0.980.611, **SCB**, **DCB**, **WCH-304**, **WPC039**	BK

Wireless safety belt monitor:

wSBR F-SG, **wSBR S-SG**	AL

Driver assistance systems

This section contains certificate numbers for the following components:

— Radar sensors for assistance systems

Radar sensors for assistance systems:

LCA 2.0A, **BSD 3.0**	AP
RS4	AQ
ARS4-B, **ARS410VW63**, **ARS4-B ARS5-B**, **FR5CPEC**, **LRR3**, **MRR1Plus**, **LRR4**, **MRR1Rear**, **LRR4R**, **MRRe14FCR**, **MRRevo14F**, **R3TR**, **F5CP42**, **RS5.3**, **RS5.5**, **ARS512**, **Gen.3 Entry**	AR
CPD001	BN
HFA30	BP

Infotainment system and online communication

This section contains certificate numbers for the following components:

— *Infotainment system, Bluetooth, Wi-Fi hotspot, phone interface, OCU, Volkswagen Car-Net "Security & Service", Volkswagen Car-Net "e-Remote".*

Infotainment system:

New Radio Ultra Low SBB, New Radio Ultra Low SBB DAB, New Radio Ultra Low SBT, 7CO.035.153, 7LA.035.153.A, Radio Ultra Low Touch, Radio Ultra Low Touch DAB	AL
A473/A476/A750, A475/A754, L40VW2, L41VW2, L42VW2, L53VW2, L56VW2, L62VW2, L69VW2, L73VW2, L77VW2, MIB Global Entry/Standard, MIB2, MIB2 PQ MIN, MIB2STD, MIB Standard 2 – PQ +/NAV with BT, MIB Standard 2 – ZR with BT, MIB Standard 2 – ZR +/Nav with BT, MIB3E_MQB_BT, MIB3E_MQB37w_BT, OE-PP 87BT	AL
MIB3TOP, MIB3TOP2, TKCMOD11000, , TKCMOD12C000, TKCMOD11000W, TKCMOD12E00W	AV
TKCMOD12E00B, TKCMOD12N00B, TKCMOD12J00B, TKCMOD14E00B, TKCMOD11000B	AV2
MEB ICAS3, MEB ICAS3GP, MEB ICAS3CHNGP	AW
MIB3 OI (LGE)	AX
MIB3 OI, MIB3 OI nf, MIB3 VR-E, MIB3GP, MIB3 EI GP MQBevo, MIB3 EI GP MQBc	AY
MIB Standard 2 – ZR +/Nav mit BT and WLAN, MIB Standard 2 – PQ +/NAV with BT and WLAN, MIB2STD Nav, MIB2STD Radio	AZ
MIB3E_MQB_BTWIFI, MIB3E_MQB37w_BTWIFI	BA
A580/A270	BB
MIB HS, MIB2H	BC
MMI3G	BF
CONBOX-High, CB20CHN08, CONBOX-Low	BM
MMI3G RU	XX
RRVW402B, RRVW401*, RRVW402*	XX

Bluetooth:

HT-5	BI

Wi-Fi hotspot:

HT-5	BI
CCU4	BJ

Phone interface:

HT-5	BI

OCU (online connectivity unit):

DataPlug	AL
HT-6d, **HT-6e**, **TUVM01IU-G**, **TUVM02IU-C**, **TUVM02IU-E**, **TUVM03IU-C**, **TUVM03IU-E**	AS
TLAHW3IU-E, **TLAHW3IU-R**, **TLVHM3IU-E**, **TLVHM3IU-R**, **TLVHW3IU-E**, **TLVHW3IU-R**, **TLVLM3IU-E**, **TLVLM3IU-R**, **TLVUM3IU-W**, **TLVUW3IU-W**, **TLVHE4IU-E**, **TLVHE4IU-R**, **TLVHM3IU-W**, **TLVHW3IU-W**, **TLVHE4IU-W**, **TLVUM3IU-E**, **TLVUM3IU-R**, **TLVUW3IU-E**, **TLVUE4IU-E**, **TLVUE4IU-W**, **TLVLM3IU-N**, **TLVHE4IU-N**, **TLVUM3IU-N**, **TLVUW3IU-N**, **TLVHM3IU-N**, **TLVLP3IU-N**, **TLAHW3IU-N**, **TXVLP3IN-N**, **TLVLM3IU-CR**, **TLVLM3IU-CM**, **TLVLM3IU-C**, **TLAHW3IU-CM**, **TLAHW3IU-W**, **TLVHW3IU-N**, **TLVUW3IU-R**, **TLVHE4IU-C**, **TLVUE4IU-N**, **TLVUM3IU-W-H09-0603**, **TLVUE4IU-W-H11-0388**.	AU
TLVHM3IU-C, **TLVHM3IU-CM**, **TLVHW3IU-CM**, **TLAHW3IU-CM**	AU (China)

Aerials

This section contains certificate numbers for the following components:

— Aerials, aerial amplifiers, connection to the external aerial.

Connecting to the exterior antenna:

LTE-MBC-EU, **LTE-MBC-EU2**	BC
CM01TN-VWW, **CM01XN-VWE**, **CM02XN-VWE**, **CM02TN-VWW**	AN
UMTS/GSM-MMC, **UMTS/GSM-MMC-AG2**, **UMTS/GSM-MMC-AG3**	AS

Antenna amplifier:

CSA-1	AN
DDAECE01, **4N0.035.503.E**, **4N0.035.503.F**, **4N0.035.503.J**, **4N0.035.503.L**, **4N0.035.503.M**, **4N0.035.503.Q**, **4N0.035.503.AB**, **4N0.035.503.AC**, **4N0.035.503.AF**, **4N0.035.503.AG**, **4N0.035.503.BP**, **4N0.035.503.DC**, **4N0.035.503.DG**	AL
FAM027, **FAM028**	BL
0-07-26-1912-00, **756xxxx**, **AM/FM1/DAB2/TV ECE (Impedance Converter)**, **AM/FM Antenna Base**	XX
, **1S0.035.577.A**, **2G0.035.577.A**, **2GM.035.577.A**, **2S0.035.577.A**, **1V50933V2C1**, **1V50933V1C1**, **1V50933V3C1**	XX
3G5.035.577, **3G5.035.577.A**, **3G5.035.577.B**, **3G5.035.577.G**, **3G5.035.577.H**, **3G5.035.577.J**, **3G5.035.577.K**, , **3G8.035.577**, **3G8.035.577.A**, **3G8.035.577.B**, **3G8.035.577.E**, **3G8.035.577.F**, **3G8.035.577.G**, **3G8.035.577.H**, **3G8.035.577.J**, **3G8.035.577.K**, **3G9.035.577**, **3G9.035.577.A**, **3G9.035.577.B**, **3G9.035.577.G**, **3G9.035.577.H**, **3G9.035.577.J**, **3G9.035.577.K**, **3V5.035.577.A**, **3V5.035.577.B**, **3V5.035.577.F**, **4S0.035.225.A**, **4S0.035.225.D**, **2G7.035.577.A**, **4K0.035.456**, **4K0.035.456.B**	XX
510.035.577, **510.035.577.A**, **510.035.577.B**, **565.035.577**, **565.035.577.A**, **565.035.577.C**, **575.035.225**, **575.035.225.A**, **575.035.225.B**, **5C3.035.552**, **5C3.035.552.A**, **5C3.035.552.B**, **5C5.035.552**, **5C5.035.552.A**, **5C5.035.552.B**, **5E6.035.577**, **5E6.035.577.A**, **5E6.035.577.B**, **5E7.035.577**, **5E7.035.577.A**, **5E7.035.577.B**, **5G9.035.577**, **5G9.035.577.A**, **5G9.035.577.B**, **5G9.035.577.G**, **5G9.035.577.H**, **5G9.035.577.J**, **5G9.035.577.K**, **5L0.035.501.A**, **5L7.035.577.A**, **5L7.035.577**, **5L7.035.577.B**, **5L7.035.577.T**, **5N7.035.577.A**, **5N7.035.577.E**, **5N7.035.577.F**, **5N7.035.577**, **57L.035.577.S**	XX
6C0.035.501, **6C0.035.501.A**, **6C0.035.501.C**, **6C0.035.501.D**, **6C0.035.501.G**, **6C0.035.501.J**, **6C0.035.501.N**, **6C0.035.501.P**, **6C0.035.501.Q**, **6R0.035.501**, **6R0.035.501.A**, **6R0.035.501.C**, **6R0.035.501.D**, **6R0.035.501.F**, **6R0.035.501.L**, **760.035.577**, **760.035.577.A**, **760.035.577.S**, **760.035.577.T**, **7C0.035.501**, **7C0.035.501.C**, **7C0.035.501.D**, **7C0.035.501.F**, **7C0.035.501.G**, **7H0.035.507.E**, **7P6.035.552**, **7P6.035.552.A**, **7P6.035.552.M**, **8S7.035.503.B**	XX
920446A, **920554A**, **920611A**, **920639A**, **920627A**, **920627B**, **SAA-101**, **SAA-102**, **SAA-103**, **SAA-104**, **SAA-105**, **SAA-106**, **SAA-107**, **SAA-108**, **SAA-109**, **SAA-110**, **SAA-111**, **SAA-112**, **5G-NRC-EU**, **5G-NRC-CN**,**5G Compenser**,	XX

Antenna:

DSRC CAN Module / EFAS-4 DU (200046-8), **DSRC CAN Module / EFAS-4 DU (200046-9)**	AM
MQB37W Gen4, **1V50933V1C1**, **1V50933V2C1**, **1V50933V3C1**	XX
RAN-102, **RAN-103**, **RAN-104**, **RAN-105**, **RAN-106**, **RAN-107**, **RAN-108**, **RAN-109**, **RAN-110**, **RAN-111**, **RAN-112**	XX
, **3789.01**, **754xxxx**, **76xxxxx**, **77xxxxx**, **790xxxx**, **7540xxx**, **7542xxx**	XX
1K8.035.552.C, **1K8.035.552.F**, **2GC.035.577**, **2GC.035.577.A**, **2GC.035.577.S**	XX
5Q0.035.507.A, **5Q0.035.507.B**, **5Q0.035.507.C**	XX
6R0.035.501.F	XX

Frequency band, maximum transmitting power

As long as nothing else is specified, these specifications apply to all Volkswagen models or vehicles equipped with the respective radio system.

In some countries, approval for setting up radio technology and using it may be restricted, may be lacking, or may be possible only with additional requirements.

Reference radio systems (e.g. AA) *(→ Radio Equipment Directive (RED))*.

Frequency band.

Maximum transmitting power.

µW = Microwatt, mW = Milliwatt, W = Watt.

AA	105 kHz – 205 kHz WLC: 128kHz ± 3% / 360kHz ± 1% NFC: 13,56 MHz ± 0,007 MHz	15 W PLC: Max 25 W NFC: SCB Max 1.6W DCB Max 1W per Antenna
AB	116 kHz – 134 kHz	148,70 dBµV/m
AC	125 kHz +/- 10 kHz	5,4 dBµA/m
AD	125 kHz	40 dBµA/m
AE	13,56 MHz	500 mW 65.81 dBV/m (PK)
AF	LF 125 kHz	
	UHF 433,05 MHz – 434,79 MHz 433,92 MHz 315 MHz 433,05 MHz – 434,79 MHz	0,1(ERP) mW / -10dBm (ERP) 0,15 mW (EIRP) 0,05(EIRP) mW / -13 dBm (EIRP) 80,8 dBµA/m @ 3m (Ave.)
	UWB 6520 MHz 6988,8 MHz 7040 MHz 7488,0 MHz 7560 MHz	1 mW (EIRP) / 0dBm (EIRP) Mean Power Spec. Dens: -41,3 dBm / MHz (EIRP)
AG	433,92 MHz	10 mW
AH	433,92 MHz, 434,42 MHz	5 dBm EIRP
AI	434,79 MHz	25 mW
AJ	433,47 MHz – 434,37 MHz	-17 dBm
	868,00 MHz – 868,60 MHz	-17 dBm

AK	868,0 MHz – 869,2 MHz	25 mW
AL	2400 MHz – 2483,5 MHz	10 mW
AM	5795 MHz – 5815 MHz (DSRC)	0,04 mW
AN	5855 MHz – 5925 MHz	2 W EIRP
AO	6,0 GHz – 8,5 GHz (6,52 GHz, 7,04 GHz, 7,56 GHz) BLE: 2402-2480 MHz UWB: Ch5: 6489.6 MHz CH6: 6988.8 MHz Ch8: 7488.0 MHz Ch9: 7987.2 MHz	9.9 dBm EIRP -0.75 dBM EIRP
AP	24,05 GHz – 24,25 GHz	0,05 W
AQ	24,075 GHz – 24,250 GHz	15,1 dBm EIRP
AR	76,0 GHz – 77,0 GHz	25 dBm EIRP 0,35 W
AS	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1990 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	0,25 W
AT	5,795 GHz – 5,815 GHz (DSRC) 1599 MHz – 1610 MHz (GNSS)	-19,9 dBm EIRP
AU	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 3: 1712,4 MHz – 1782,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	23.5dBm +2.2 / -2.7dB
AU	LTE Band 1: 1920 MHz – 1980 MHz, LTE Band 3: 1710 MHz – 1785 MHz,	23 dBm ± 2dB

	LTE Band 7: 2500 MHz – 2570 MHz, LTE Band 8: 880 MHz – 915 MHz, LTE Band 20: 832 MHz – 862 MHz, LTE Band 28: 703 MHz – 718 MHz, LTE Band 32: 1452 MHz –1496 MHz	
AU	GSM 900: 880 MHz – 915 MHz DCS 1800: 1710 MHz – 1785 MHz GNSS: 1559 MHz –1610 MHz Offline	33 dBm ± 2dB 30 dBm ± 2dB -- --
AU (China)	889-915MHz 1710-1750MHz / 1880-1900MHz 2010-2025MHz/1940-1965MHz 909-915MHz/1880-1915MHz 2300-2370MHz 2575-2635MHz/1920-1965MHz 1710-1780MHz 909-915MHz 824-835MHz	33/30dBm ± 2dB 24dBm +1.7 / -3.7dB 23dBm ± 2.7dB
AV	Bluetooth: 2402 MHz – 2480 MHz	13 dBm
	WLAN 2.4 GHz: 2412 MHz – 2480 MHz	20 dBm
	WLAN 5 GHz: 5725 MHz – 5850 MHz	14dBm
AV2	V2X: 5,9GHz BLE: 2401MHz to 2480 MHz WIFI: 5725 MHz to 2480 MHz WIFI: 5150 MHz to 5250 MHz WIFI: 2402 MHz to 2480 MHz BT: 2401 MHz to 2480 MHz NAD 5G NAD 4G NAD 3G NAD 2G	27,97 dBm 6,75 dBm 11,30 dBm 15,82 dBm 18,96 dBm 9,99 dBm 26 dBm 25 dBm 26 dBm 35 dBm
AW	Bluetooth: 2402 MHz – 2480 MHz	6,9 dBm
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	18,52 dBm

AX	Bluetooth: 2402 MHz – 2480 MHz	2,30 dBm EIRP
	GNSS: 1559 MHz – 1610 MHz	--
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	16,80 dBm EIRP
AY	Bluetooth: 2402 MHz – 2480 MHz	8,94 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz, WLAN 5 GHz: 5745 MHz – 5825 MHz	16,63 dBm EIRP
AZ	Bluetooth: 2402 MHz – 2480 MHz	4,63 dBm EIRP
	WLAN 2.4 GHz: 2412 MHz – 2472 MHz	17,70 dBm EIRP
BA	Bluetooth: 2400 MHz – 2483,5 MHz	4,9 dBm EIRP
	WLAN 2.4 GHz: 2400 MHz – 2483,5 MHz, WLAN 5 GHz: 5150 MHz – 5250 MHz, WLAN 5 GHz: 5725 MHz – 5850 MHz	13,8 dBm EIRP
BB	Bluetooth: 2402 MHz – 2480 MHz	0,9 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	8 dBm EIRP
	GSM: 900/1800 MHz	27 dBm EIRP
	UMTS FDDI/III	24 dBm EIRP
	LTE FDD 3, 7, 8, 20	23 dBm EIRP
BC	Bluetooth: 2402 MHz – 2480 MHz	10 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	20 dBm EIRP
BC	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	33 dBm EIRP
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	30 dBm EIRP
BC	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	24 dBm EIRP
	WCDMA FDDVIII (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	24 dBm EIRP
BC	LTE FDD1 (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	23 dBm EIRP

	LTE FDD3 (uplink: 1710 MHz –1785 MHz / downlink: 1805 MHz – 1880 MHz)	23 dBm EIRP
	LTE FDD7 (uplink: 2500 MHz – 2570 MHz / downlink: 2620 MHz – 2690 MHz)	23 dBm EIRP
	LTE FDD8 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	23 dBm EIRP
	LTE FDD20 (uplink: 832 MHz – 862 MHz / downlink: 791 MHz – 821 MHz)	23 dBm EIRP
BD	LTE Band 1: 2100 MHz, LTE Band 3: 1800 MHz, LTE Band 5: 850 MHz, LTE Band 7: 2600 MHz, LTE Band 8: 900 MHz, LTE Band 20: 800 MHz	23 dBm
BD	UMTS Band 1: 2100 MHz , UMTS Band 2: 1900 MHz, UMTS Band 5: 850 MHz, UMTS Band 8: 900 MHz	24 dBm
BD	GSM: 850 MHz, E-GSM: 900 MHz	33 dBm
	DCS: 1800 MHz, PCS: 1900 MHz	30 dBm
	BLE: 2400 MHz – 2483,5 MHz	3,5 dBm
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	30 dBm
BE	125 kHz	0,56 W
BF	Bluetooth: 2400 MHz – 2483,5 MHz	20 dBm
	GSM/GPRS: 880,2 MHz –914,8 MHz	33 dBm
	GSM/GPRS: 1710,2 MHz –1784,8 MHz	30 dBm
	WCDMA Band 1: 1922,4 MHz – 1977,6 MHz, WCDMA Band 8: 882,4 MHz – 912,6 MHz	24 dBm
BG	Bluetooth: 2400 MHz – 2483,5 MHz	4 dBm EIRP
	WLAN: 2400 MHz – 2483,5 MHz	19 dBm EIRP
BH	21,13 kHz – 22,75 kHz	42 dBµA/m
BI	GSM 850 (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	2 W

	GSM 900 (uplink: 880 MHz – 915 MHz / downlink: 925 MHz – 960 MHz)	2 W
	GSM 1800 (uplink: 1710 MHz – 1785 MHz / downlink: 1805 MHz – 1880 MHz)	1 W
	GSM 1900 (uplink: 1850 MHz – 1910 MHz / downlink: 1930 MHz – 1990 MHz)	1 W
	WCDMA FDDI (uplink: 1920 MHz – 1980 MHz / downlink: 2110 MHz – 2170 MHz)	0,25 W
	WCDMA FDDV (uplink: 824 MHz – 849 MHz / downlink: 869 MHz – 894 MHz)	0,25 W
	Bluetooth: 2402 MHz – 2480 MHz	0,001 W
	WLAN: 2412 MHz – 2462 MHz	0,1 W
BJ	WiFi IEEE 802.11 b/g/n: 2412 MHz – 2472 MHz	18,4 dBm EIRP
	GSM/GPRS/eGPRS 900: 880,2 MHz – 914,8 MHz	37,64 dBm EIRP
	GSM/GPRS/eGPRS 1800: 1710,2 MHz – 1784,8 MHz	34,64 dBm EIRP
	UMTS FDDI: 1922,4 MHz – 1977,6 MHz, UMTS FDDVIII: 882,4 MHz – 912,6 MHz, LTE FDD1: 1920 MHz – 1980 MHz, LTE FDD3: 1710 MHz – 1784,9 MHz, LTE FDD7: 2500 MHz – 2569,9 MHz, LTE FDD8: 880 MHz – 914,9 MHz, LTE FDD20: 832 MHz – 861,9 MHz	27,84 dBm EIRP
BK	13,56 MHz	500 mW
BL	5855 MHz – 5925 MHz	24 dBm EIRP
BM	Bluetooth: 2402 MHz – 2480 MHz	9,7 dBm EIRP
	Bluetooth LE: 2402 MHz – 2480 MHz	-1,5 dBm EIRP
	WLAN: 2412 MHz – 2472 MHz	13,3 dBm EIRP 12,7 dBm EIRP 33 dBm rated 30 dBm rated 23 dBm rated 24 dBm rated
	WLAN: 5745 MHz – 5825 MHz	12,7 dBm EIRP

	GSM 900: 880 MHz – 960 MHz	33 dBm rated
	GSM 1800: 1710 MHz – 1880 MHz	30 dBm rated
	LTE FDD Band 1, 3, 7, 8, 20, 28, 34, 38, 40	23 dBm rated
	WCDMA Band I: 1920 MHz – 1980 MHz, 2110 MHz – 2170 MHz, WCDMA Band III: 1710 MHz – 1880 MHz, WCDMA Band VIII: 880 MHz – 960 MHz	24 dBm rated
BN	60 - 63,2 GHz	6 dBm (3.98 mW)
BO	6,0 GHz – 8,0 GHz)	-30 dBm
	2402 - 2483.5 MHz	-30 dBm
BP	24.2 GHz	20 dBm EIRP (Peak)
BQ	6.000 - 8.500 MHz	-57,73dBm
	433,47 - 434,37 MHz	5248 - 7328 µV/m
XX	No transmission, only reception.	

Approval numbers

Certificates, labels, logos and other certification information can be found at:

www.volkswagen.com/generalinfo

General information about specifications

As long as nothing else is specified or listed, the technical data applies to the base model. Different values may result due to optional equipment, different model versions, special equipment, and country-specific equipment. The specifications in the official vehicle registration or, depending on the vehicle equipment, on the identification label of the vehicle or safety certificate always take precedence.

The drive and power of the vehicle are listed in the official vehicle registration.

Weight

The values for the curb weight in the following tables apply to the drive-ready vehicle with a driver weight of 75 kg (around 165 lbs), fluids including a 100 % full fuel tank and, if applicable, with tools and spare tires. Optional equipment and retrofitted equipment will increase the specified curb weight and reduce the possible load.

The load consists of the following weight:

— Passengers.

— All luggage inside and outside the vehicle.

— Attachments.

— Trailer tongue weight if in trailer mode.

The permitted total vehicle weight and the gross axle weight rating must never be exceeded. The permissible values are indicated on the safety compliance label or on the identification label on the B-pillar on the driver's side.

Performance

The performance was determined without equipment that limits performance, such as attachments.

Due to technical or legal reasons, the performance specifications and mileage may vary.

On some engines with heavy duty suspension, the speed maximum speed may be limited and lower.

Towing weight and trailer tongue weight ratings

The towing weight and tailer tongue weight ratings on the trailer hitch identification label are simply the test values for the trailer hitch. The vehicle-based specifications, which are often below these values, can be found in your vehicle documents. The specifications in the official vehicle registration or, depending on the vehicle equipment, on the identification label of the vehicle or safety certificate always take precedence.

Towing weight

The specified combination weights are only valid for heights of up to approximately 1000 m (approx. 3000 ft) above sea level. If this is exceeded, the maximum gross combination weight rating must be reduced by approximately 10%, and thereafter by an additional approx. 10% for each further approx. 1000 m (approx. 3000 ft) increment that is exceeded.

Incline angle

The incline angle is the specification up to which the vehicle is able to drive uphill on an angle with its own power. This can depend on the road conditions, the weather conditions, and the engine power, among other things. The values apply to a vehicle that is in motion and not to a vehicle that starts to drive form a stationary position.

A rising difference in altitude (incline) on a 100 m (approx. 300 ft) stretch is given in percentage or degrees (100% = 45 degrees).

Vehicle Identification Number (VIN)

Structure of the vehicle identification number (VIN)

The vehicle identification number (VIN, VIN) consists of 17 characters. These characters can be sorted into seven groups.

The structure is explained using the following examples of vehicle identification numbers.

Group	(1)			(2)			(3)		(4)	(5)	(6)	(7)					
Position	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Example	W	V	W	Z	Z	Z	C	B	Z	V	E	4	0	0	9	5	3
	W	V	W	A	F	2	5	7	4	T	Y	0	0	0	0	0	1

(1) World Manufacturer Identifier:

WVW

Volkswagen Passenger Vehicles

WVG

Volkswagen Passenger Vehicles

1VW

Volkswagen Group of America Inc., Volkswagen de México, S.A. de C.V

3VW

Volkswagen de México, S.A. de C.V

MFB

Garuda Matraman Motor (Indonesia)

(2) Filler characters: the filler characters may vary depending on manufacturer and country, or contain information on the body design and transmission type.

(3) 2-digit type abbreviation:

14

ID.7

2G

T-Roc

D4

Tiguan

6R

Polo

AC

T-Roc convertible

BV

Golf

CB

Passat

CA

Atlas

RC

Touareg

Depending on the manufacturer, digits 7 to 9 can also contain information on the fuel type (7) and vehicle class (8 and 9).

(4) Filler characters or check digits: The filler characters or check digits may vary depending on the manufacturer.

(5) Model year:

T

2026

V

2027

W

2028

X

2029

Y

2030

(6) Production location, plant where the vehicle was manufactured:

C

Volkswagen plant in Chattanooga

D

Volkswagen plant in Bratislava

E

Volkswagen plant in Emden

M

Volkswagen plant in Puebla

P

Volkswagen plant in Zwickau

T

Volkswagen plant in Pune

U

Volkswagen plant in Uitenhage

V

Volkswagen plant in Palmela

W

Volkswagen plant in Wolfsburg

Y

Volkswagen plant in Pamplona

The letter assignment for the production site may vary depending on the country or be assigned twice.

(7) Sequential production number for each model year.

Position of the vehicle identification number

The vehicle identification number (VIN) may be located in various places in the vehicle and can also be queried in the Infotainment system.

Windshield

The VIN can be read from the outside through the viewing window in the windshield. The viewing window is at the side of the lower section of the windshield.



Fig. 1 In the windshield: vehicle identification number (VIN)

Stamped into the body

The vehicle identification number may be stamped in one of the following locations, depending on the engine, equipment and country:

— In the right water drain channel in the hood space.

— In the hood space near the hinge for the hood on the right-hand side of the vehicle.

— Under the carpet behind the right front seat

Stickers on the vehicle

The vehicle identification number may be present on one of the following labels, depending on the engine, equipment and country:

— Identification label

— Safety certificate

Infotainment system

In some models, it may be possible to display the vehicle identification number in the **Service** menu or in the vehicle settings, depending on the Infotainment system *(→ Vehicle settings menu)*.

Identification label

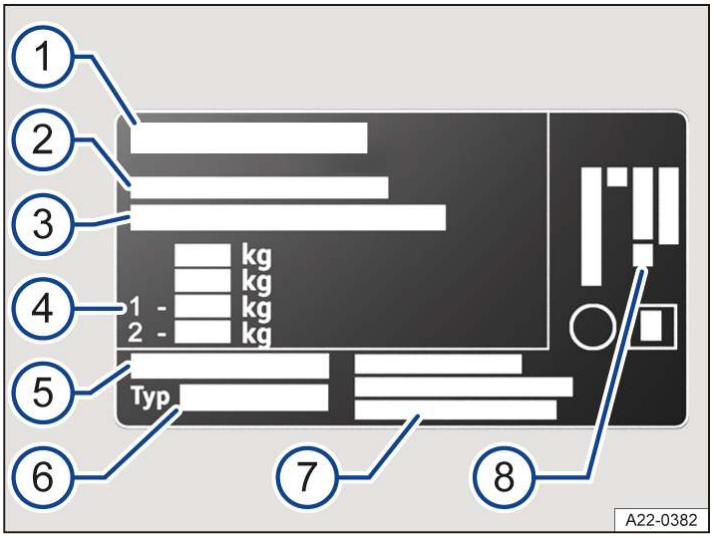


Fig. 1 Identification label: version 1 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.

   Gross combination weight rating (towing vehicle and trailer).

   Front Gross Axle Weight Rating.

   Rear Gross Axle Weight Rating.
5. Type approval number, differs according to country.
6. Vehicle model
7. Manufacturer's address.
8. Engine code.

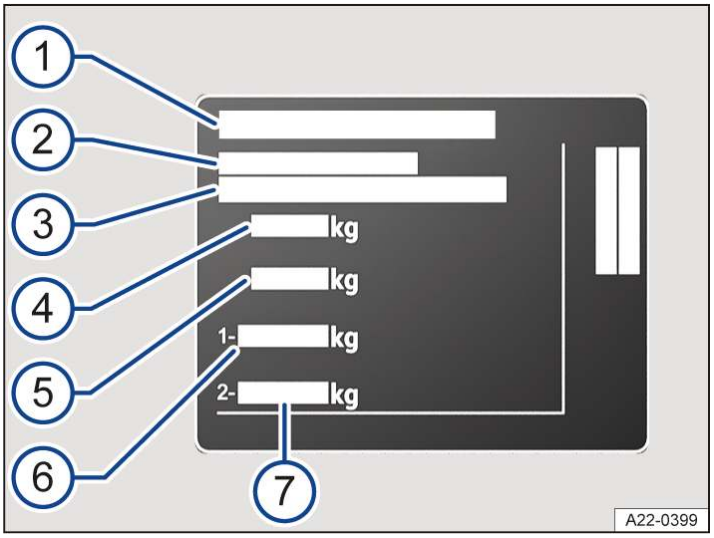


Fig. 2 Identification label: version 2 (general example).

Depending on the country, the type approval number, such as the EU operating license, may be specified.

1. Manufacturer code.
2. Type approval.
3. Vehicle Identification number.
4. Gross Vehicle Weight Rating.
5. Gross combination weight rating (towing vehicle and trailer).
6. Front Gross Axle Weight Rating.
7. Rear Gross Axle Weight Rating.

Depending on the country, the identification label is visible in the lower area of the door pillar after opening the driver or front passenger door. Vehicles for some countries do not have an identification label.

Safety certificate

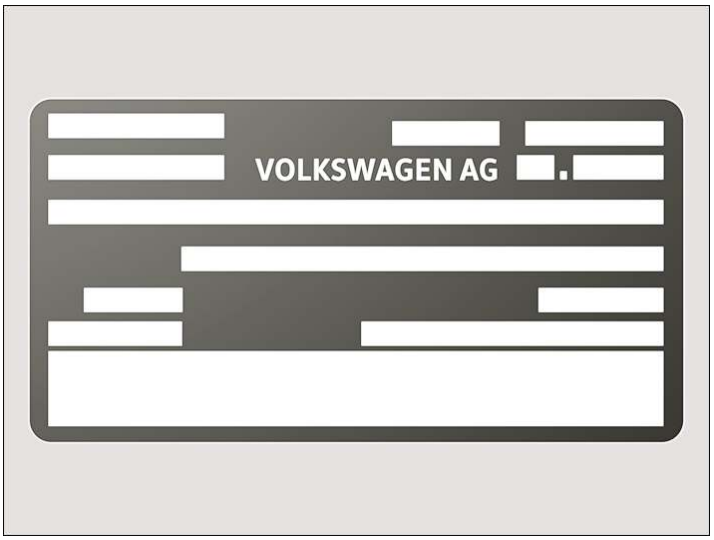


Fig. 1 Safety certificate (general example).

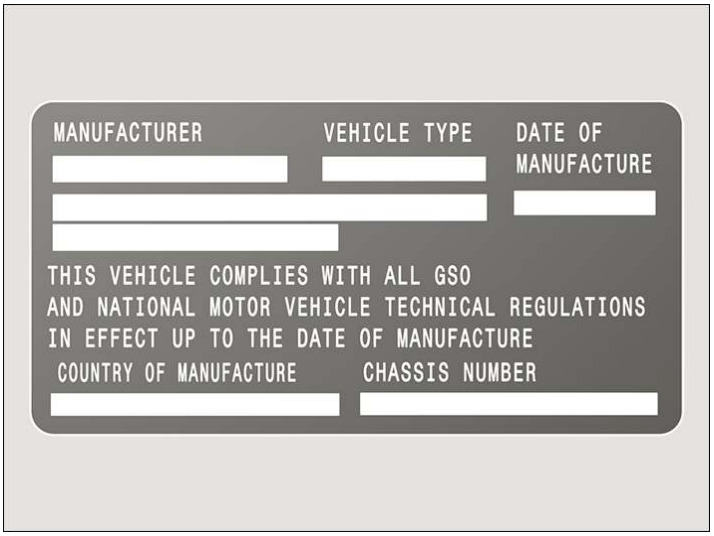


Fig. 2 Safety certificate (general example).

A safety certificate on the driver door pillar displays the following information:

— Vehicle model

— Manufacturer.

— Date of manufacture.

— Country of manufacture.

— Vehicle Identification number.

Dimensions

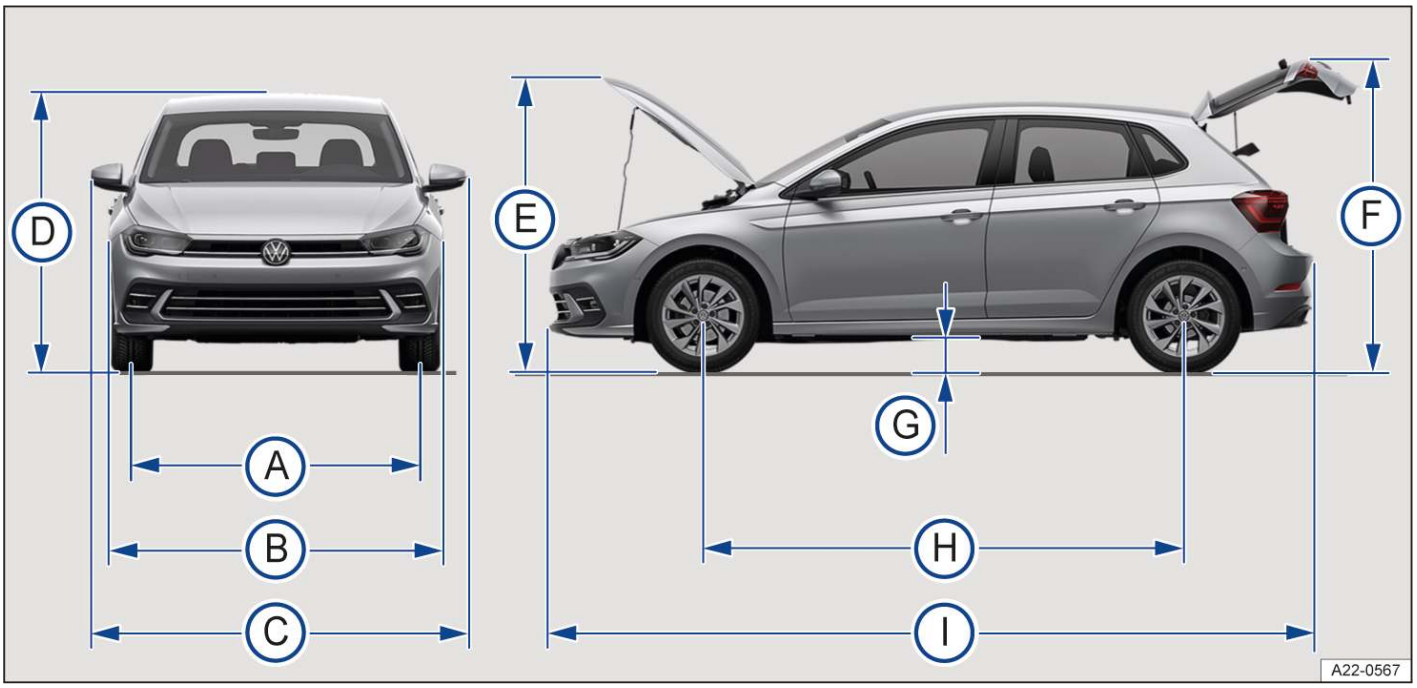


Fig. 1 Vehicle dimensions.

The information in the table applies for the standard model with standard equipment.

For other wheel rims, tire sizes, options, differing model designs and retrofitted accessories, as well as special vehicles and vehicles in other countries, these values can differ.

Information about how the weight specifications are compiled can be found in section *(→ Technical data)*.

Polo

Key for *fig. 1*:			
A	Front track	mm	1500 – 1526
	Rear track	mm	1483 – 1509
B	Width	mm	1751
C	Width with outside mirrors folded out	mm	1964
	Width with outside mirrors folded in	mm	1786
D	Height at curb weight to top of the roof	mm	1436
	Height to aerial tip	mm	1584
	Height to aerial base	mm	1425
E	Height with open hood and curb weight	mm	1756
F	Height with open trunk lid and curb weight	mm	1991
G	Ground clearance between the axles	mm	147
H	Wheelbase at full load	mm	2552
	Minimum turning circle diameter	m	Approx. 10.7
I	Length from bumper to bumper	mm	4074

I	Length with factory-installed trailer hitch	mm	4202

Polo GTI

Key for *fig. 1*:			
A	Front track	mm	1501 – 1513
	Rear track	mm	1484 – 1496
B	Width	mm	1751
C	Width with outside mirrors folded out	mm	1964
	Width with outside mirrors folded in	mm	1786
D	Height at curb weight to top of the roof	mm	1431
	Height to aerial tip	mm	1578
	Height to aerial base	mm	1420
E	Height with open hood and curb weight	mm	1749
F	Height with open trunk lid and curb weight	mm	1983
G	Ground clearance between the axles	mm	143
H	Wheelbase at full load	mm	2549
	Minimum turning circle diameter	m	Approx. 10.7
I	Length from bumper to bumper	mm	4074

I	Length with factory-installed trailer hitch	mm	–

Fuel tank volume

The fuel tank has the following volume:

— approximately 40 l

The capacity of the fuel tank includes an indeterminate reserve quantity that remains in the fuel tank when the fuel gage shows that the fuel tank is empty. The reserve quantity is variable and cannot reliably serve to increase the remaining range.

Washer fluid reservoir volume

The washer fluid reservoir has the following volume:

— approximately 3 l

1.0 l, 3 cylinder, MPI®, 59 kW, gasoline engine

Engine overview

Output	kW	59 at 6300 rpm
Engine code		DSGD
Fuel injection		MPI
Maximum torque	Nm	93 at 3700 – 3900 rpm
Transmission		SG5
Maximum speed	km/h	171

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	1143
Gross Vehicle Weight Rating	kg	1550 – 1620
Front Gross Axle Weight Rating	kg	850
Rear Gross Axle Weight Rating	kg	750 – 820

Towing weights

Braked towing weight, up to 12% gradient	kg	800
Braked towing weight, up to 8 % gradient	kg	1000
Unbraked towing weight	kg	570
Maximum gross combination weight rating, up to 12% gradient	kg	2350 – 2420
Maximum gross combination weight rating, up to 8 % gradient	kg	2550 – 2620
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

1.0 l, 3 cylinder, TSI®, 70 kW, gasoline engine

Engine overview

Output	kW	70 at 5000 – 5500 rpm	
Engine code		DUSB	
Fuel injection		TSI	
Maximum torque	Nm	175 at 1600 – 3500 rpm	
Transmission		SG5	DSG®7
Maximum speed	km/h	188	188

Weight specifications and axle loads

Transmission		SG5	DSG®7
Curb weight with driver *(→ Technical data)*	kg	1173	1210
Gross Vehicle Weight Rating	kg	1570 – 1650	1610 – 1690
Front Gross Axle Weight Rating	kg	870	910
Rear Gross Axle Weight Rating	kg	750 – 830	750 – 830

Towing weights

Transmission		SG5	DSG®7
Braked towing weight, up to 12% gradient	kg	1000	1000
Braked towing weight, up to 8 % gradient	kg	1100	1100
Unbraked towing weight	kg	580	600
Maximum gross combination weight rating, up to 12% gradient	kg	2570 – 2650	2610 – 2690
Maximum gross combination weight rating, up to 8 % gradient	kg	2670 – 2750	2710 – 2790
Maximum permissible trailer tongue weight rating	kg	75	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

1.0 l, 3 cylinder, TSI®, 85 kW, gasoline engine

Engine overview

Output	kW	85 at 5500 rpm
Engine code		DUSA
Fuel injection		TSI
Maximum torque	Nm	200 at 2000 – 3500 rpm
Transmission		DSG®7
Maximum speed	km/h	201

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	1213
Gross Vehicle Weight Rating	kg	1620 – 1700
Front Gross Axle Weight Rating	kg	920
Rear Gross Axle Weight Rating	kg	750 – 830

Towing weights

Braked towing weight, up to 12% gradient	kg	1100
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	600
Maximum gross combination weight rating, up to 12% gradient	kg	2710 – 2780
Maximum gross combination weight rating, up to 8 % gradient	kg	2810 – 2880
Maximum permissible trailer tongue weight rating	kg	75

Carrying load for rear carrier systems *(→ Bicycle rack)*

2.0 l, 4 cylinder, TSI®, 147 kW, gasoline engine

Engine overview

Output	kW	147 at 4390 – 6000 rpm
Engine code		CZPC
Fuel injection		TSI
Maximum torque	Nm	320 at 1450 – 4390 rpm
Transmission		DSG®6
Maximum speed	km/h	240

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	1354
Gross Vehicle Weight Rating	kg	1790
Front Gross Axle Weight Rating	kg	990
Rear Gross Axle Weight Rating	kg	850

Towing weights

Braked towing weight, up to 12% gradient	kg	1200
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	670
Maximum gross combination weight rating, up to 12% gradient	kg	2990
Maximum gross combination weight rating, up to 8 % gradient	kg	2990
Maximum permissible trailer tongue weight rating	kg	50

Carrying load for rear carrier systems *(→ Bicycle rack)*

2.0 l, 4 cylinder, TSI®, 152 kW, gasoline engine

Engine overview

Output	kW	152 at 4600 – 6000 rpm
Engine code		DNND
Fuel injection		TSI
Maximum torque	Nm	320 at 1500 – 4500 rpm
Transmission		DSG®7
Maximum speed	km/h	242

Weight specifications and axle loads

Curb weight with driver *(→ Technical data)*	kg	1371
Gross Vehicle Weight Rating	kg	1810
Front Gross Axle Weight Rating	kg	1010
Rear Gross Axle Weight Rating	kg	850

Towing weights

Braked towing weight, up to 12% gradient	kg	1200
Braked towing weight, up to 8 % gradient	kg	1200
Unbraked towing weight	kg	680
Maximum gross combination weight rating, up to 12% gradient	kg	3010
Maximum gross combination weight rating, up to 8 % gradient	kg	3010
Maximum permissible trailer tongue weight rating	kg	50

Carrying load for rear carrier systems *(→ Bicycle rack)*